



**Solicitation of Interest (SOI)
Coordinated Entry and Problem Solving
Services to the Justice-Involved Population
Answers and Clarifications**

- **Question: We are aware that Problem Solving providers could issue financial assistance for Problem Solving resolutions through a Fiscal Agent. How should that be reflected in the budget template? Are they a consultant? Will the Fiscal Agent be able to provide guidelines on how the direct client assistance can be spent?**
- Answer: The Fiscal Agent process is more operational in nature and it does not need to be included in the budget proposal at this time. The Problem Solving Guide is the document that includes all of the guidelines around Problem Solving in general and financial assistance specifically. The Grantee will also attend a Problem Solving 101 training (approx. 8 hr. curriculum) where all of this information will be distributed and explained. For this SOI, the Applicant can share that, given the option to issue funds through the Fiscal Agent, they are not proposing to hire any financial/fiscal positions for the team.

- **Question: Does HSH have a standard indirect rate?**
- Answer: HSH does not have a standard indirect rate. HSH allows applicants/providers to apply the standard indirect rate that they use in other grants.

- **Question: Are there any local, regional or national trainings you recommend as we build out our training budget?**
- Answer: HSH recommends:
 - Exploring:
 - National Alliance to End Homelessness (NAEH)
 - Harm Reduction Coalition
 - Corporation for Supportive Housing
 - Training topics recommended are homelessness 101, trauma informed care, mediation/de-escalation, motivational interviewing, etc.

- **Question: One of our Board Members is on the Homeless Coordinating Board, do we need to address any potential conflicts of interest? We follow all regulations and guidelines related to how our Board of Directors is compensated and conducted.**



- Answer: HSH does not see a potential conflict of interest here as there's no CoC funds involved.

- **Question: As it relates to the housing referrals under the second outcome objective, what is the process if there are not three housing referrals available?**
- Answer: In the case that there are no vacancies available, HSH would waive the expectation.

- **Question: What is a realistic number of individuals to be entered into the ONE System and engaged with Housing Problem Solving per FTE? Do you have a recommended caseload?**
- Answer: HSH expects that each FTE engage with 250 households per FY. Some of these 250 will be Housing Referral Status, some of these will be Problem Solving Status.

- **Question: As it relates to addressing 100% of our served population, we engage with individuals who are released on various levels of supervision and under separate programs at the discretion of the Superior Court. [...] Based on serving 100% of our population, this would mean processing 4,651 people in ONE System. [...]**
- Answer: HSH expects Grantee to serve 100% of the households who are eligible and looking for services – not 100% of the households that the Applicant organization serves. Households who are eligible are those who are experiencing homelessness in San Francisco (per our definition of homelessness, you can find in HSH website [here](#)).

- **Question: We do not control the amount of time an individual is on our caseload. There is the reality that we could begin the assessment or problem solving process and the case is resolved, which means they are no longer under our supervision. We never stop receiving referrals from the Court, so those individuals are replaced with other clients who will enter the Coordinated Entry and Problem Solving process. We will always do our best to maintain contact, but ultimately clients have the option to stop engaging with our Case Managers at that point. What do we do in those situations?**
- Answer: This is a two-part answer.
 - Problem Solving services are optional. Problem Solving is a short term intervention and very fluid in nature. Households can only engage once; others will engage a couple of times; and some will remain engaged until a resolution is achieved. If someone starts engaging and then stops engaging, it does not count



against the Grantee (Grantee will be able to count that engagement towards service objectives; not outcome objectives). HSH understands that this is very normal engagement dynamics with the populations that we serve.

- Housing Navigation services are also optional. For these services, however, HSH expects housing navigation to continue until the client exits to housing and/or exhausts the 3 housing options policy. These households are clients of the HSH-funded provider until they move to housing. Making sure that engagement continues in these situations is key to HSH's mission and a key role/duty from the HSH-funded Grantee.