



**SOLICITATION OF INTEREST (SOI) Housing Subsidy Programs:**  
Flexible Housing Subsidy Pool (FHSP) for Families  
Flexible Housing Subsidy Pool (FHSP) for Transitional Age Youth (TAY)  
Housing Ladder for Families

**Issued: 06/03/2022**

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**I. Summary**

The San Francisco Department of Homelessness and Supportive Housing (HSH) is soliciting Applications from Applicant providers to operate and deliver services for three new programs: Flexible Housing Subsidy Pool (FHSP) for families, Flexible Housing Subsidy Pool (FHSP) for Transitional Age Youth (TAY) and Housing Ladder for families. FHSP and Housing Ladder programs provide permanent solutions to homelessness through housing location, housing coordination, landlord liaison, subsidy administration, and case management services. HSH is seeking providers who will deliver; or collaborate with other providers to deliver these services to ensure that the served populations maintain housing stability. Providers can apply for one, two, or three programs.

Program	Served Population	# Of Slots in FY22-23	# Of Slots in FY23-24	Services Required
I. Flexible Housing Subsidy Pool for Families	Adults or couples age 18+, with custody of minor children	88	77	<ul style="list-style-type: none"> <li>- Housing Location</li> <li>- Housing Coordination</li> <li>- Housing-Focused</li> <li>- Case Management</li> <li>- Subsidy Administration</li> <li>- Landlord Liaison</li> </ul>
II. Flexible Housing Subsidy Pool for TAY	Transition Age Youth (TAY), without minor children, aged 18 to 24, as well as those aged 25 to 29 who have been part of the Housing Referral Status (HRS) as TAY	50	0	<ul style="list-style-type: none"> <li>- Housing Location</li> <li>- Housing Coordination</li> <li>- Housing-Focused</li> <li>- Case Management</li> <li>- Subsidy Administration</li> <li>- Landlord Liaison</li> </ul>
III. Housing Ladder for Families	Adults or couples age 18+, with custody of minor children	58	12	<ul style="list-style-type: none"> <li>- Housing Location</li> <li>- Housing Coordination</li> <li>- Housing-Focused</li> <li>- Case Management</li> <li>- Subsidy Administration</li> <li>- Landlord Liaison</li> </ul>

SOLICITATION OF INTEREST HOUSING SUBSIDY PROGRAMS

**Flexible Housing Subsidy Pool Program for TAY Description:** FHSP is an intervention that provides a permanent rental subsidy for a unit within the private rental market. Tenants in FHSP pay 30 percent of their income towards rent with leases that do not limit the length of stay. HSH is interested in proposals that offer a share housing model for TAY that decrease in monthly rental and utility expenses, build community, and reduce isolation. HSH encourages providers to propose a shared housing component, but it is not required. HSH expects to fund 50 ongoing slots for the FHSP for TAY beginning in FY22-23.

**Flexible Housing Subsidy Pool for Families Description:** FHSP is an intervention that provides a permanent rental subsidy for a unit within the private rental market. Tenants in FHSP pay 30 percent of their income towards rent with leases that do not limit the length of stay. Undocumented families, doubled up families, and asylum seekers are among the subpopulations eligible for the FHSP for Families. HSH expects selected providers to fill 88 ongoing slots for the FHSP program for Families beginning in FY22-23 and an additional 77 ongoing slots for the FHSP program for Families in FY23-24. HSH expects to fund a total of 165 ongoing slots for the FHSP for Families.

**Housing Ladder Program Description:** Housing Ladder offers opportunities for residents of Permanent Supportive Housing (PSH) to move on from settings with intensive supportive services to more independent living with an ongoing rental subsidy. Housing Ladder programs thereby free up housing opportunities for households in need of the enriched supportive services that are available within PSH. Households are housed in units within the private rental market and pay 30 percent of their income towards rent with leases in their name. HSH expects selected providers to fill 58 ongoing slots for the Housing Ladder for Families beginning in FY22-23 and an additional 12 ongoing slots for the Housing Ladder for Families in FY23-24. HSH expects to fund a total of 70 ongoing slots for the Housing Ladder for Families.

Providers interested in applying for more than one of the three programs must submit one application per program that highlights the services described in this solicitation. Collaborative applications will be accepted but must be submitted as a single application with separate budgets (Appendix-2). Provider collaboration would work together on service delivery and program responsibilities.

HSH is interested in applications from grantees with:

- at least two years successfully providing similar services;
- a racial equity-based, culturally responsive, housing first, and trauma-informed approach;
- an ability to collaborate with tenants and providers with the goal of tenant housing stability; and
- the ability to begin services in a timely manner.

HSH anticipates grant agreements with a tentative start date of August 2022, for all three programs, for an initial two-year agreement, with options to extend for up to five years.

II. **Schedule<sup>1</sup>**

Solicitation Issued	June 3, 2022
<b>Solicitation Questions Deadline<sup>2</sup></b>	<b>June 10, 2022 by 5:00 PM</b>
Solicitation Answers and Clarifications Published	June 17, 2022
<b>Applications Due Date</b>	<b>June 29, 2022 by 5:00 PM</b>
Intent to Award Notification	July 2022
Grant Agreements Begin	August 2022



## SOLICITATION OF INTEREST HOUSING SUBSIDY PROGRAMS

Interested providers must submit all application questions to (cricket.miller@sfgov.org) no later than the **Solicitation Questions Deadline**. Interested parties must submit all Applications to (cricket.miller@sfgov.org) no later than the **Applications Due Date** to be considered. Interested parties must not contact City staff other than the contact stated in this document.

### III. Delivering Services with Equity

The Department of Homelessness and Supportive Housing (HSH) seeks to become an institution that represents the diversity of the communities we serve and fosters a more diverse, equitable, and inclusive (DEI) culture that recognizes and creates belonging for everyone in the City's Homelessness Response System across all work functions, levels, and services.

Diversity, Equity, and Inclusion are the foundation upon which HSH engages and assists those we serve, builds relations with those who provide services on our behalf, and infuses the values and beliefs that enable our colleagues and contractors to develop their potential and bring their full selves to the work we do to end homelessness in the city and county of San Francisco.

HSH envisions outcomes where racial disparity gaps in homelessness are closed, and the Homelessness Response System (HRS) is structured to benefit, and not further marginalize and harm, the BIPOC, LGBTQ+, and differently-abled communities. Our mission will inform the policies, procedures, and program development that end cycles of homelessness for our unsheltered and at-risk communities through equitable access to housing opportunities.

COVID-19 has heightened the historic and continuing impact of anti-Blackness and white supremacy, and of homophobia, and anti-trans bias, which has led to vastly disproportionate levels of homelessness for communities of color, lesbian, gay, bisexual, and queer (LGBQ+) and transgender persons. Thus, equity must be the foundational consideration in everything HSH does, and the Department is working to bring an equity lens to the forefront of all its planning and actions.

HSH grantees extend the department's reach into the community. It is our vision that all services funded by HSH further the department's mission and reflect its values, including the commitment to more equitable outcomes for BIPOC individuals experiencing homelessness in San Francisco. HSH is seeking to partner with grantees who demonstrate a deep understanding of and focus on racial equity to achieve different outcomes in the communities HSH serves and pay close attention to those who are often excluded. All applications for HSH funding will be evaluated in part based on the applicant's ability to articulate and demonstrate how it will operationalize a commitment to racial equity. Awarded grantees shall demonstrate the ability to conduct equity-focused data analyses and use feedback from the served population to enhance services.

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<sup>1</sup> Dates are subject to change. Check the HSH website for updates.

<sup>2</sup> No questions will be accepted after the Questions Deadline with the exception of Applicant-specific City vendor compliance questions.



**IV. Delivering Services Using a Housing First Approach**

Grantee shall adhere to Housing First principles found in California Welfare and Institutions Code Section 8255 and follow the processes agreed upon by Grantee, HSH, property owner, housing subsidy administrators, funding regulations fair housing laws, and/ or other entities involved with referrals. Housing First centers on providing or connecting people experiencing homelessness to permanent housing as quickly as possible.

Under Housing First, tenant screening and selection practices must promote accepting applicants or use regardless of their sobriety and use of substances, completion of treatment, or participation in services. Tenant applicants must not be rejected based on poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness.”

**V. Populations to Serve:**

- A. Flexible Housing Subsidy Pool for Families: Adults or couples age 18 or older, with custody of minor children
- B. Flexible Housing Subsidy Pool for TAY: Transitional Age Youth (TAY), without minor children, ages 18 to 24, as well as those ages 25 to 29 who have been part of the Housing Referral Status (HRS) as TAY.
- C. Housing Ladder for Families: Adults or couples age 18 or older, with custody of minor children

**VI. Referral and Prioritization for FHSP**

All new tenants will be referred by HSH through the Coordinated Entry System, and/or other initiatives serving individuals experiencing homelessness in coordination with Coordinated Entry, such as Shelter In Place (SIP) hotel guests needing to be rehoused or recently homeless who need a longer term subsidy. The Coordinated Entry System organizes the City’s HRS with a common, population-specific assessment, centralized data system, and prioritization method.

**Referral and Prioritization for Housing Ladder**

Housing Ladder has specific eligibility criteria established and identified below. HSH will refer households residing in PSH who:

- Have lived in HSH funded PSH for at least 24 months;
- Have not had lease violations, rent delinquency, or failed habitability inspections for at least 12 consecutive months; and
- Tenants who have proven housing stability and may benefit from more independent affordable living.

**VII. Description of Services for FHSP and Housing Ladder Programs<sup>3</sup>**

- A. **Housing Location Services:** Grantee shall provide Housing Location Services through the following activities to identify and secure housing units:
  - 1. Grantee shall conduct comprehensive housing searches and landlord recruitment to establish a portfolio of housing units that meet the needs of the served population. Units shall be reasonable in size, near transportation and other amenities, consistent with tenant preferences to the greatest degree possible, and accessible to tenants with disabilities.

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<sup>3</sup> Additional Services may be required and will be ultimately reflected in the awarded agreement’s Appendix A, Description of Services.



## SOLICITATION OF INTEREST HOUSING SUBSIDY PROGRAMS

2. Grantee shall utilize their real estate expertise to secure appropriate housing units for the served population that may include but are not limited to a single unit in multi-unit buildings, blocks of units in multi-unit buildings, shared housing, and other options that help tenants achieve residential stability and overall health and well-being.
  3. Grantee shall employ skilled staff with experience in real estate, brokerage, sales, or other related fields, who can establish and maintain successful relationships with landlords. Grantee staff shall have excellent communication skills, build clear expectations for landlords and tenants, serve as a liaison, and respond quickly and appropriately to any concerns or problems.
  4. Grantee shall partner with HSH to identify and act upon opportunities to secure units. This may include presentations, planning, and other activities needed to engage new partners, secure real estate, or otherwise expand the housing inventory supported with Flexible Housing Subsidy Pool (FHSP) resources.
- B. Housing Coordination Services: Grantee shall provide Housing Coordination services to match tenants to housing opportunities, eliminate barriers to housing placement, and allow for rapid placement into housing. Housing Coordination services shall include, but are not limited to, the following:
1. Grantee shall communicate and coordinate with HSH Coordinated Entry Access Points to remove any barriers to the housing referral process;
  2. Lease negotiation and rental subsidy administration on behalf of tenants placed into housing and lease review to ensure compliance with all laws;
  3. Support to prospective tenants to secure units (e.g. completing housing applications, scheduling viewing appointments, and understanding lease and supporting documentation);
  4. Collection of all necessary documents to support tenants to successfully move into housing;
  5. Elimination of barriers to housing (e.g. assisting with clearance of outstanding utility debt, credit repair, correction of erroneous unlawful detainers);
  6. Initial and annual unit inspections to ensure compliance with Housing Quality Standards (HQS) and/or comparable habitability standards;
  7. Assessment and completion of minor repairs necessary to improve accessibility or other functional improvements;
  8. Payment for items needed during housing search and move-in (e.g. application fees, security deposit, furniture, and moving costs); and
  9. Income verification and rent calculation upon tenant move-in and annually thereafter, or sooner if a tenant's income changes.
- C. Housing-Focused Case Management Services: Grantee shall provide all necessary services to ensure a seamless transition to permanent housing and ongoing housing stability. Housing-Focused Case Management services shall include assisting tenants with securing needed documentation to move into housing, housing navigation services, and working closely with Subsidy Administration Services providers to ensure that all needed services are in place prior to housing placement.
1. Grantee shall provide wrap-around case management services within a harm reduction model to ensure tenants' long-term housing retention and improved well-being. To the extent that participants are placed outside of San Francisco, case management should focus on connections to services in the new county of residence. These services shall include, but are not limited to:
    - i. Engagement with all tenants referred for housing placement to determine preferred housing options required services, and needed documentation;
    - ii. Housing Navigation services to assist successful transition into permanent housing, including unit viewings and selection, accompaniment during the move-in process, and orientation to the neighborhood and surrounding services;
    - iii. Arranging for necessary services after housing placement, such as In-Home Support Services (IHSS), or care by a medical or behavioral health provider;



## SOLICITATION OF INTEREST HOUSING SUBSIDY PROGRAMS

- iv. Provision of targeted services and/or referrals to another appropriate agency for tenants whose behavior indicates a substance abuse, mental health, or another issue that is jeopardizing the tenant's housing retention and/or health;
  - v. Linkages to community resources, case management, and crisis intervention within a Housing First, trauma-informed, and harm reduction modality should the tenants' needs exceed the capacity of the Grantee;
  - vi. Education on tenancy requirements and support to address barriers to housing retention;
  - vii. Support with completing any required processes for housing provider's income certification and re-certification processes; and
  - viii. Ongoing coordination with a partner providing housing location and subsidy administration service, serving the tenant, through meetings, calls, and other communication, as needed.
  - ix. Grantee shall provide referrals for and solve problems preventing a participant's enrollment in the county, state, and federal benefits programs. Grantee may help tenants identify, apply for and establish appointments for available benefits in their county of residence, or transfer existing benefits to the new county of residence.
- D. Subsidy Administration Services: Grantee shall provide Subsidy Administration services to fulfill the administrative, financial, and record-keeping functions required to issue and document timely and accurate subsidy payments and other types of financial assistance. Subsidy Administration services include, but are not limited to:
- 1. Initial payments associated with tenant move-in, including security deposits, first and last month's rent, including calculation of tenant monthly rental payment amounts;
  - 2. Timely and accurate payment of subsidies to landlords and property management, in accordance with negotiated leases;
  - 3. Timely and accurate payment of flexible funding to eliminate other barriers to housing; and
  - 4. The completion of regular income verification and rent calculation for each tenant receiving a subsidy and timely notices to tenants for any changes in rent and reflecting rent changes in subsidy payments.
- E. Landlord Liaison Services: Grantee shall provide Landlord Liaison services to support ongoing housing stability, including serving as a liaison between landlords and tenants. Landlord Liaison services include, but are not limited to:
- 1. Coaching tenants on being a good neighbor, developing tenancy skills, lease requirements, and other topics that support stable tenancy;
  - 2. Monthly home visits for the first three months of a tenant's tenure in housing, and quarterly thereafter. Grantee shall also check in with each landlord at least quarterly to ensure satisfaction;
  - 3. Regular communications with landlords to identify and address concerns on a proactive basis;
  - 4. Collaboration with the Housing-Focused Case Management services provider partners to ensure that tenants can pay rent on time, cultivate healthy relationships with neighbors and landlords, maintain a connection to benefits and other community resources, and resolve any tenancy issues. Coordination shall consist of regular, informal communication as well as structured case coordination meetings that occur at least monthly;
  - 5. Immediate responses to lease violations or other complaints, with the goal of finding resolutions that do not jeopardize housing stability. If lease violations cannot be resolved, Grantee shall work closely with landlords and tenants to coordinate relocation prior to eviction; and
  - 6. Ensuring that landlords fulfill their legal responsibilities, including conducting repairs, issuing proper notices, supporting tenants' rights to Fair Housing, and adhering to lease terms.



**VIII. Program Budget**

The available budget (Appendix-2) for the Flexible Housing Subsidy Pool for Families, Flexible Housing Subsidy Pool for TAY, and Housing Ladder for Families programs are summarized below by fiscal year. When completing the Appendix-2 applicants should consider the initial program start-up process, which includes staff hiring and managing multi-year housing placements.

Flexible Housing Subsidy Pool for Families

<b>FY</b>	<b>Staffing, Operations, and Direct Client Expenses</b>
<b>22-23</b>	\$2,540,500
<b>23-24</b>	\$8,835,500

Flexible Housing Subsidy Pool for TAY

<b>FY</b>	<b>Staffing, Operations and Direct Client Expenses</b>
<b>22-23</b>	\$1,459,300
<b>23-24</b>	\$2,276,400

Housing Ladder for Families

<b>FY</b>	<b>Staffing, Operations and Direct Client Expenses</b>
<b>22-23</b>	\$1,361,100
<b>23-24</b>	\$4,053,400

**IX. Staffing Requirements**

- A. TAY FHSP Grantees shall maintain a minimum of one full time equivalent (FTE) case management staff per 16 households.
- B. Family FHSP Grantees shall maintain a minimum of one full time equivalent (FTE) case management staff per 14 households.
- C. Housing Ladder Grantees shall maintain a minimum of one full time equivalent (FTE) case management staff per 40 households.

**X. Service Requirements<sup>4</sup>**

- A. Record Keeping and Files: Grantee shall update tenant referral status information in the Online Navigation and Entry (ONE) System:
  - i. Grantee shall maintain confidential tenant files on the served population, including signed lease agreement and addenda, notices or lease violations issued to the tenant, copies of payment plans or other agreements to support housing stability.
  - ii. Grantee shall maintain all eligibility and inspection documentation in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.

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<sup>4</sup> Additional Service Requirements may be required and will be ultimately reflected in the awarded agreement’s Appendix A, Services to be Provided.



**XI. Data Standards**

1. Records entered into the Online Navigation and Entry (ONE) system shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards:  
<https://onesf.clarityhs.help/hc/en-us/articles/360001145547-ONE-System-Continuous-Data-Quality-Improvement-Process>.
2. Grantee shall enter data into the ONE System but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH shall provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
3. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.

**XII. Service Objectives for FHSP and Housing Ladder**

All service objectives shall be calculated at a household level rather than per tenant. A household may include more than one tenant. All service objectives below will be monitored by sampling tenant files during annual program monitoring visits:

A. Housing Location Services

1. Grantee shall provide 100 percent of tenants with Housing Location Services.

B. Housing Coordination Services

1. Grantee shall provide 100 percent of tenants with Housing Coordination services.
2. Grantee shall provide 100 percent of tenants with at least one home visit per month for the first three months to support their landlord relationship.

C. Subsidy Administration Services

1. Grantee shall issue 100 percent of subsidy payments on or before the first of the month every month for each tenant.

D. Housing-Focused Case Management Services

1. Grantee shall offer 100 percent of tenants Housing-Focused Case Management Services.
2. Grantee shall offer 100 percent of tenants referrals to other Case Management should the tenant decline services.

E. Landlord Liaison Services

1. Grantee shall provide 100 percent of tenants with Landlord Liaison Services.
2. Grantee shall respond to 100 percent of requests from tenants/landlords submitted on the 24-hour hotline within two business days.
3. Grantee shall administer an annual Tenant Satisfaction survey to 100 percent of tenants that are active in the program.

**XIII. Outcome Objectives for FHSP and Housing Ladder**

All outcome objectives shall be calculated at a household level rather than per tenant. A household may include more than one tenant. All outcome objectives will be monitored using ONE system data.

- A. The following Outcome Objectives shall apply to Housing Location Services and Housing-Focused Case Management Services: At least 90 percent of tenants enrolled in the program will successfully move into housing as verified via their housing move-in date.



*SOLICITATION OF INTEREST HOUSING SUBSIDY PROGRAMS*

- B. The average length of time that tenants spend homeless, from referral to housing move-in, shall be less than or equal to 75 days, as calculated by Referral Start Date to Housing Move-in Date.

The following Outcome Objectives shall apply to Housing-Focused Case Management Services and Landlord Liaison Services:

- C. At least 90 percent of households will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.



**XIV. Application Criteria and Submittal for FHSP and Housing Ladder Programs**

Application Section	Submittal Format	Applicant must provide a response to the following in the Proposal Template
1.Summary	Appendix 1: Application Template	<p>1.1 Applicant Information: Organization Name, Federal ID #, Address, Director Information, Contact Information, Point of Contact Information, Collaboration information, if any, preferred agreement structure, identify which provider will deliver Housing-Focused Case Management Services and which provider will deliver Housing Location, Housing Coordination, Subsidy Administration, and Landlord Liaison services in any collaborative applications.</p> <p>1.2 Certifications</p> <p>1.3 Must be a certified City vendor or have initiated the process to become a City vendor, as evidenced by registering at the San Francisco City Partner website by the time of submitting materials for the Solicitation of Interest.</p>
2.Minimum Qualification		<p>2.1 For each service type (e.g., Housing-Focused Case Management, Housing Location, Housing Coordination, Subsidy Administration, and Landlord Liaison services), Applicant(s) must demonstrate, respectively, that each has at least two years of experience delivering similar services.</p>
3.Plan		<p>3.1 Applicant(s) must describe the proposed program, implementation, and service plan—as well as collaborations between partners, if applicable (e.g., Housing Location, Housing Coordination, Housing-Focused Case Management, Subsidy Administration, and Landlord Liaison providers). For example, communication plan, how tenant stability will be achieved, and landlord engagement strategy.</p>
4.Organizational Experience & Capacity		<p>3.2 For each service type, Applicant(s) must describe their respective plan to engage tenants and maintain housing stability for tenants using a racial equity-based, culturally responsive, and trauma-informed approach.</p>
		<p>1.1 For each service type, Applicant(s) must describe their respective service experience, including delivering services using a Housing First approach and focusing on housing stability to fulfill the services outlined in the Solicitation. Providers should also include a description of their respective experience, including delivering services for any specific subpopulations or programming such as but not limited to undocumented households or asylum seekers, parenting TAY, individuals with contact to the criminal justice system, and shared housing programming or conflict resolution.</p>

Application Section	Submittal Format	Applicant must provide a response to the following in the Proposal Template
		<p>1.2 For each service type, Applicant(s) must describe their organizational capacity. The response should touch on hiring practices, onboarding, and training approach, including focusing on professional development for staff, staffing retention/turnover/vacancy rates, and ability to track and report data. Please provide a demographic profile of the organization’s Board and staff and describe efforts to ensure that they reflect the communities that the organization serves.</p> <p>4.2 For each service type, Applicant(s) must describe their respective challenges and learnings from their experience in service delivery and/or formal evaluation of services.</p>
5. Budget	Appendix 2: Budget Template	5.1 Applicants must submit a completed Appendix 2: Budget Template for 23 months from 8/1/2022 to 6/30/2024, 11 months for 22-23 fiscal year and 12 months for 23-24 fiscal year. Applicants submitting applications without collaborations must submit only one Appendix 2: Budget Template. Applicants that submit collaborative applications shall submit separate Appendix 2: Budget Templates for their respective service components. Submittals with budgets above the allocated budget amount and/or those that do not contain the required staffing will not be evaluated further.



## **XV. Submission of Application(s)**

### **Time and Place for Submission of Applications for Flexible Housing Subsidy Pool for Families**

Applications are due electronically and should be submitted to [cricket.miller@sfgov.org](mailto:cricket.miller@sfgov.org) in the format detailed below and must be received by June 29, 2022, by 5:00 PM. Applications received after the deadline may not be considered.

- Applicants shall submit Appendix 1: Proposal Template and Appendix 2: Budget Template attachments—including separate Appendix 2: Budget Templates for each collaborator, if any—in one PDF file saved as “SOI FHSP for Families App Organization Name(s)”
- Applicants shall submit the Appendix 2: Budget Template in Excel version as well saved as “SOI FHSP for Families Budget Organization Name(s)” or “SOI FHSP Budget Organization Name(s).”
- Applicants shall submit the two attachments to [cricket.miller@sfgov.org](mailto:cricket.miller@sfgov.org).
- The email subject shall have the subject “SOI FHSP for Families App Organization Name(s)”

### **Time and Place for Submission of Applications for Flexible Housing Subsidy Pool for TAY**

Applications are due electronically and should be submitted to [cricket.miller@sfgov.org](mailto:cricket.miller@sfgov.org) in the format detailed below and must be received by June 29, 2022, by 5:00 PM. Applications received after the deadline may not be considered.

- Applicants shall submit Appendix 1: Proposal Template and Appendix 2: Budget Template attachments—including separate Appendix 2: Budget Templates for each collaborator, if any—in one PDF file saved as “SOI FHSP for TAY App Organization Name(s).”
- Applicants shall submit the Appendix 2: Budget Template in Excel version as well saved as “SOI FHSP for TAY Budget Organization Name(s).”
- Applicants shall submit the two attachments to [cricket.miller@sfgov.org](mailto:cricket.miller@sfgov.org).
- The email subject shall have the subject “SOI FHSP for TAY App Organization Name(s).”

### **Time and Place for Submission of Applications for Housing Ladder**

Applications are due electronically and should be submitted to [cricket.miller@sfgov.org](mailto:cricket.miller@sfgov.org) in the format detailed below and must be received by June 29, 2022, by 5:00 PM. Applications received after the deadline may not be considered.

- Applicants shall submit Appendix 1: Proposal Template and Appendix 2: Budget Template attachments—including separate Appendix 2: Budget Templates for each collaborator, if any—in one PDF file saved as “SOI Housing Ladder App Organization Name(s).”
- Applicants shall submit the Appendix 2: Budget Template in Excel version as well saved as “SOI Housing Ladder Budget Organization Name(s).”
- Applicants shall submit the two attachments to [cricket.miller@sfgov.org](mailto:cricket.miller@sfgov.org).
- The email subject shall have the subject “SOI Housing Ladder App Organization Name(s).”

Applications submitted by fax will not be accepted. Applicants must receive an email confirmation from the City to be considered submitted. Supplemental documents or revisions submitted after the Applications Deadline will not be accepted.

#### **A. Application Submission Format**

Applicants must submit one Appendix 1: Proposal Template and one Appendix 2: Budget Template as instructed above.

HSH intends to select Grantees who best meet the criteria set forth in this Solicitation of Interest.



Applicants who are qualified are not guaranteed an agreement. Applicants selected for negotiations are not guaranteed an agreement. This Solicitation does not in any way limit the HSH’s right to solicit similar or identical services or fund additional Applicants not originally selected

**B. Additional Information**

In some instances, HSH may request additional information from Applicants prior to deciding whether to enter into an agreement.

**XVI. Standard City Grant**

Grantees will enter into an agreement with the City using this standard template and shall comply with all requirements: <https://hsh.sfgov.org/wp-content/uploads/2019/11/G-100-Grant-Template-4-19-for-posting.pdf>.

**XVII. Glossary of Terms**

<b>Term</b>	<b>Definition</b>
Adult	An individual or couple over the age of 18 years without custody of a minor child. Couples consist of two adult individuals.
Awarded Provider	Any Proposer awarded an Agreement for services under this procurement. Also known as Grantee or Contractor.
Coordinated Entry	Organizes the Homelessness Response System (HRS) with a common, population-specific assessment, centralized data system, and prioritization method that directs participants to the appropriate resources and allows for data-driven decision-making and performance-based accountability. Coordinated Entry in San Francisco is organized to serve three subpopulations at designated Access Points, Adults, Family, and Youth, as described above.
Equitable	With mindfulness about the racism and bias that has disproportionately unhoused people of color, lesbian, gay, bisexual, transgender, and questioning (LGBTQ) youth, HSH is committed to equity in the Department, system, and programs.
Family	An individual or couple over the age of 18 years with custody of minor child or children.
Online Entry Navigation System (ONE System)	ONE is the data system used for all housing and services to people experiencing homelessness in San Francisco. The ONE System is a participant-level database that is used system-wide to track all HSH related services and housing placements. The implementation of the ONE System is ongoing.
TAY	An individual age 18 to 24, without custody of a minor child or 25 to 29 if they were Housing Referral Status before their 25 <sup>th</sup> birthday.

