



June 21, 2024

TO: CADA Board of Directors

**SUBJECT: June 28, 2024, Board Meeting
AGENDA ITEM 7
FY 2024 - 2025 STEP UP RESIDENT HOUSING SUPPORTIVE
SERVICES CONTRACT**

CONTACT: Danielle Foster, Executive Director

RECOMMENDED ACTION:

Staff recommends that the Board adopt a resolution awarding a FY 2024-2025 Housing Supportive Services contract to Step Up on Second ("Step Up") in an amount not to exceed \$120,000.

BACKGROUND

Step Up on Second ("Step Up") began providing housing supportive services to CADA residents in April 2023, further augmenting and complementing the work of CADA Resident Services staff. Last June, staff requested Board approval of an annual contract to provide these services during FY 23-24. The contracted services through Step Up were offered to residents with the objective of securing immediate assistance in working with up to 20 CADA residents at any given time whose personal situations had become very challenging, which were creating significant demands on staff's time, and which exceeded staff's capacity to appropriately address. Under that contract, following a referral from CADA's Resident Services Manager to work with selected tenants, Step Up has been providing support services to up to 20 residents at a time who elect to receive said services. Over the last year, Step Up case management services have been utilized by CADA residents and have provided much-needed support to at-risk residents, while also reducing demands on CADA staff. These services have been mutually-beneficial to both staff and residents, improving customer service and providing residents additional support that either helps stabilize them in CADA housing or connects them with other services and resources. Based on the benefits of the current contract, staff is recommending continuing with these services in the upcoming fiscal year.

The proposed annual contract will continue to mirror the existing scope of services. Services will include some or all of the following, as needed by the individual client:

- Assisting clients with accessing services to address their immediate needs (e.g., access to temporary housing in cases of emergency, food, clothes, and other basic necessities).
- Conducting a comprehensive psycho-social assessment within thirty (30) business days of the client's enrollment into Case Management Services. Assessments shall be conducted face-to-face and shall include an evaluation of the clients' medical, psycho-social, environmental, legal, financial, education, strengths and needs, and available resources.
- Developing and implementing an individualized case management services plan in

collaboration with and authorized by the client based on the client's comprehensive psychosocial assessment and/or reassessment. The service plan shall address the needs identified in the comprehensive psychosocial assessment and describe client's goals, steps to reach goals, timeframes for completing goals, and disposition of each goal as it is met or changed.

- Conducting comprehensive psychosocial re-assessments and updating case management services plan on an ongoing basis, but not less than once every three (3) months. Updates to the case management services plan shall include, but not be limited to, development of new goals, progress made on achieving stated goals, and any changes to goals, steps and/or target dates.
- Maintaining regular ongoing client contact and tailor the intensity of services provided, including the frequency of face-to-face and home visits conducted, to client's level of functioning and acuity of needs. The frequency of visits will vary and may require a minimum of three (3) or more face-to-face visits per week at initial engagement and no less than two every month after clients are stable in housing and fully engaged in supportive services. Case Management Services are mainly conducted on-site and the Case Manager shall meet regularly with clients at their housing location (units), at medical/ service providers' offices, and other locations as appropriate.
- Ensuring clients are linked to and accessing health, mental health, and substance use disorder services as needed including assisting clients with establishing a medical home and maintaining continuity with their medical home. Department of Mental Health (DMH) may provide additional medical and behavioral health services through linkages to directly operated or contracted service providers including on-site and mobile services, when available.
- Assisting clients with maintaining medication and treatment regimens, including accompanying clients to appointments with health, mental health and/or other care providers.
- Assisting clients with obtaining income and/or establishing benefits.
 - This includes coordinating the completion and submission of applications for health insurance benefits (e.g., Medi-Cal, Medicare, Covered California, etc.), disability benefits (e.g., Supplemental Security Income [SSI], Supplemental Security Disability Income [SSDI], etc.), and other sources of financial assistance, (e.g., Unemployment, General Relief [GR], etc.). Provide advocacy on behalf of clients, as appropriate.
- Assisting clients with locating and securing employment and volunteer and/or educational opportunities.
- Assisting clients with life skills and community participation, including providing group programming in these areas.
- Assisting clients with gaining, restoring, improving and/or maintaining daily independent living, social/leisure, and personal hygiene skills.
- Assisting clients with budgeting and money management including, but not limited to, assistance with household budgeting; assistance with overcoming bad credit, no credit, and/or eviction histories; and arranging for representative payees for clients who require assistance in money management and/or are at-risk for non-payment of rent.
- Assisting clients with monitoring any legal issues and making appropriate referrals to overcome any barriers to accessing and maintaining permanent housing and supportive services (e.g., credit history, criminal records, and pending warrants).
- Providing transportation, as needed, by means of bus fare/pass, agency vehicle(s), or private vendor. Assisting clients with increasing their capacity to meet their own

transportation needs.

- Monitoring and following-up with clients and service providers to confirm timely completion of referrals and linkages, access to services, and maintenance of services.
- Establish a system for providing 24-hour/7 days a week on-call crisis intervention services for clients.
- Providing Crisis Intervention Services versus 911 emergency calls, etc.
- Educating clients on tenant rights and responsibilities including, but not limited to, how to communicate effectively with Case Managers and property management staff and other entities; when and how to report maintenance problems or disclosure of financial problems; importance of complying with lease agreement, program policies, and house rules; importance of paying rent, budgeting appropriately, and participating in representative payee system; responsibility for apartment/house maintenance; getting along with neighbors; and crisis services resources.
- In cases where the above services prove ineffective, or CADA residents elect not to accept referrals to the services, providing eviction prevention counseling, advocacy and intervention to develop and implement strategies to facilitate the early identification of issues that jeopardize clients' housing stability and the assistance needed by tenants to prevent evictions.
- Working with Resident Services and other CADA staff and partners to help clients resolve issues that threaten their housing stability. Meet jointly with clients and property management staff to address issues and develop plans for improvement.
- Working with the Resident Services Manager to document within the clients' records all eviction prevention interventions provided.

To reiterate, residents are referred to these services and choose whether to voluntarily engage with the program services. Residents may also self-refer and contact Step Up directly for supportive services. Step Up staff conduct outreach and attend CADA community events to build trust and familiarity with residents, particularly those who might benefit from Step Up services.

Over the last year, CADA staff has seen great benefit from CADA's services contract with Step Up. Resident households at risk of eviction are being provided services to maintain their housing, residents are gaining connection to resources and supportive services not otherwise available to them. This contract assists residents with needs that surpass regular CADA services. Having this contract also provides CADA staff with more time to address the core functions of their jobs and in time will continue to reduce overall resident and staff stress and will increase resident occupancy stability. Further, increased housing retention and lessened turnover of housing will reduce our housing turnover costs, time, and corresponding vacancy costs.

Step Up is based out of Southern California and works in many states across the country providing affordable housing, particularly with supportive services for individuals with mental illness and other barriers related to obtaining and maintaining housing. Locally, Step Up leads the City of Sacramento Motel Sheltering Program, manages a City Homeless Prevention and Rehousing Contract, and assists with local outreach and supportive services.

Over the last year, Step Up has demonstrated responsiveness to CADA's referrals and residents' needs, provides high-quality services, and has an in-depth understanding of social services, supportive programming, and mental health services. Together, these factors establish the basis for a cost-effective and valuable working relationship with CADA and have led to staff's recommendation.

POLICY ISSUES

This contract is being presented to the Board for approval because the proposed contract amount exceeds the Executive Director's \$100,000 contract authority limit for consultant contracts.

STRATEGIC PLAN

This contract supports the quality of CADA housing through collaboration with partnering agencies and furthering innovative solutions. This contract also uplifts our organizational values of Accountability, Customer Service, and Teamwork as these services allow for a balance of accountability and customer service conversations with tenants through a community contract that furthers our teamwork and coordination with local supportive services.

FINANCIAL IMPACT

The cost of the proposed \$120,000 not-to-exceed contract with Step Up is included in the proposed FY 2024-2025 Operating Budget.

ENVIRONMENTAL REVIEW

Not applicable. This is an administrative action and is not a project subject to the requirements of the California Environmental Quality Act (CEQA).

Attachments:

1. Resolution 24-35

RESOLUTION NO. 24 – 35

Adopted by the Capitol Area Development Authority

June 28, 2024

**RESOLUTION AWARDING A HOUSING SUPPORTIVE SERVICES CONTRACT
TO STEP UP ON SECOND**

WHEREAS, CADA engaged Step Up on Second, ("Step Up") in April 2023, under a \$40,000 interim contract to provide housing supportive services to CADA residents to address a pressing need to offer additional support and case management for resident needs that were beyond the capacity of existing resident services staff to fully address;

WHEREAS, CADA subsequently contracted with Step Up during the FY 23-24 fiscal year to provide housing supportive services for up to 20 CADA residents at a time;

WHEREAS, Resident Services staff, CADA management, and residents benefitted from having this additional resource for residents in need of additional support and personalized case management and finds this service to be beneficial to CADA customer service and operations;

WHEREAS, staff is recommending to continue this contract at the same amount for the FY 24-25 fiscal year and the \$120,000 value of the proposed annual contract exceeds the Executive Director's \$100,000 contract authority.

NOW, THEREFORE, BE IT RESOLVED by the Capitol Area Development Authority:

That the Executive Director is hereby authorized to award, on behalf of the Authority, a consulting contract for one (1) year to Step Up on Second to provide housing supportive services.

The total compensation payable under the contract shall not exceed One-Hundred and Twenty Thousand Dollars (\$120,000).

Ann Bailey, Chair

ATTEST:

Tara Gandara
Secretary to the Board of Directors