



SAN DIEGO
HOUSING
COMMISSION

We're About People

San Diego Housing Commission (SDHC)
Amendment to the Contract with 2-1-1 San Diego for the
COVID-19 Housing Stability Assistance Program (HSAP)
Presentation to the SDHC Board of Commissioners
January 7, 2022

Azucena Valladolid
Executive Vice President, Rental Assistance
and Workforce Development
San Diego Housing Commission



SDHC – Amendment to 2-1-1 Contract for HSAP Overview

- SDHC administers and operates the City of San Diego COVID-19 Housing Stability Assistance Program
- As of January 5, 2022:
 - Payments Disbursed: \$147,422,405.84
 - Households Assisted: 14,515
- 36,455 applications submitted as of 9 a.m. January 5, 2022
 - Includes 8,120 individuals who updated information on previously submitted applications and/or are requesting additional assistance
- 33,292 additional applications started and pending completion



SDHC – Amendment to 2-1-1 Contract for HSAP Current Contract

- October 1, 2021 – September 30, 2022
- Not to exceed \$250,000
- One-year renewal option
- Scope of services includes:
 - Respond to a maximum of 300 daily calls
 - Conduct 150 daily outbound follow-up call/text messages
 - Conduct one in-person outreach event per month
 - Send outbound Community Information Exchange (CIE) referrals to SDHC-contracted community-based organizations (CBOs) that are existing CIE partners.
 - Participate in and support SDHC outreach efforts



SDHC – Amendment to 2-1-1 Contract for HSAP

Need to Amend Contract

Factors Affecting the Contract

- September 30, 2021, expiration of the State’s temporary ban on evictions for nonpayment of rent related to the COVID19 pandemic.
- State Assembly Bill (AB) 832 eviction protections for renters who have applied for emergency rental assistance.
- Ongoing allocations of additional funding that have expanded HSAP and the anticipated term of the program.
- HSAP is oversubscribed.

Impact on the Contract

- Increase in the number of phone calls to the HSAP hotline to inquire about the status of HSAP, application status, requests for application assistance, and general HSAP questions
- Significant increase in the number of applications submitted
- 2-1-1 also informs callers of general information about the eviction protections available for those who apply for help from HSAP and refers callers to nonprofit organizations that provide eviction prevention assistance if the caller does not qualify for HSAP.
- 2-1-1 refers callers to other community resources, as needed, such as food stamps or child care



SDHC – Amendment to 2-1-1 Contract for HSAP Proposed Revised Contract

- Contract term remains October 1, 2021 – September 30, 2022
- Increase total compensation to an amount that does not exceed \$940,000
 - President & CEO, or designee, could increase compensation an additional maximum of 20 percent if the operational need arises.
 - Contract includes a provision that addresses the need for cost reductions to ensure cost reasonableness and ensure charges are not incurred for services not rendered.
 - If additional funds are allocated to HSAP, the staff-recommended actions, if approved, would support the continued operations of HSAP until August 2022.
 - Full contract amount would only be expended if the program remains active until August.
- Scope of Services includes:
 - Increase daily maximum calls to 450
 - Add staff to answer phone calls
 - Add 100 new ports to handle higher inbound call volumes
 - Increase daily outbound follow-up call/text messages to 450
 - Increase in-person outreach events to two per month
 - Submit program analysis reports detailing SDHC client needs and available outcomes



SDHC – Amendment to 2-1-1 Contract for HSAP

Staff Recommendations

That the SDHC Board of Commissioners (Board) take the following actions:

- 1) Approve an increase to the maximum compensation for the current term of the Agreement for Hotline Services with INFO LINE SAN DIEGO, dba 2-1-1 San Diego (2-1-1) in the amount of \$690,000 for a maximum compensation amount of \$940,000 as identified in the Agreement, to provide compensation to respond to the increased daily calls, minimize wait times, support inperson outreach events and provide assistance with local court inquiries as needed for the administration of the COVID-19 Housing Stability Assistance Program in response to the ongoing COVID-19 pandemic;
- 2) Authorize the President & Chief Executive Officer (President & CEO), or designee, to substitute the funding sources with other available funding sources provided the total program/project budget amount after substitution does not exceed the approved total budget, and to increase compensation by not more than 20 percent of the total agreement amount, if necessary, should the operational need arise, without further action by the Housing Commission Board; and



SDHC – Amendment to 2-1-1 Contract for HSAP Staff Recommendations (Continued)

- 3) Authorize the President & CEO, or designee, to execute all documents and instruments that are necessary and/or appropriate to implement these approvals, in a form approved by General Counsel, and take such actions as are necessary and/or appropriate to implement these approvals.



Questions & Comments

