



SAN DIEGO
HOUSING
COMMISSION

We're About People

San Diego Housing Commission (SDHC)
Approval of Contract with INFO LINE SAN DIEGO, dba 2-1-1 San Diego,
to Manage the HOUSING FIRST – SAN DIEGO Hotline
Presentation to the SDHC Board of Commissioners
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2-1-1 Contract for HOUSING FIRST – SAN DIEGO Hotline Overview

- HOUSING FIRST – SAN DIEGO: SDHC’s homelessness initiative to assist people at risk of or experiencing homelessness in the City of San Diego
 - Launched November 12, 2014
 - SDHC adds programs as it evaluates and identifies unmet needs.
- SDHC operates five direct service programs as part HOUSING FIRST – SAN DIEGO:
 - Housing Instability Prevention Program (HIPP)
 - Homelessness Prevention Program
 - Shelter Diversion Program
 - Moving Home Rapid Rehousing Program
 - Landlord Engagement and Assistance Program (LEAP)



2-1-1 Contract for HOUSING FIRST – SAN DIEGO Hotline Hotline's Purpose

- Provide an avenue for people experiencing a housing crisis in the City of San Diego to call and receive information and referrals to assist with remedying their housing crisis.
- Hotline staff:
 - Engage in problem-solving conversation.
 - Identify household's needs and make referrals to community resources and programs accordingly.
 - Submit referrals to SDHC HOUSING FIRST – SAN DIEGO programs:
 - Homelessness Prevention Program
 - Shelter Diversion Program
 - HIPP



2-1-1 Contract for HOUSING FIRST – SAN DIEGO Hotline Contractor

- 2-1-1 San Diego offers a unique service to the San Diego region as a central point for the community to access information, referrals and resources.
 - Maintains a database of more than 6,000 services
 - Available 24 hours per day, 365 days per year
 - Assists in more than 200 languages
 - Provides dedicated staff
 - Offers problem-solving conversations
 - Understands eligibility for HOUSING FIRST – SAN DIEGO programs.



2-1-1 Contract for HOUSING FIRST – SAN DIEGO Hotline Contract Details

Current Contract:

- November 1, 2023 – October 31, 2024
 - SDHC exercised a 90-day extension to continue operations until a new contract is executed.
- Not to exceed \$242,500.
- Awarded through non-competitive process in accordance with SDHC's Statement of Procurement Policy Section 9.4.

Proposed Contract:

- Initial term: December 1, 2024 – June 30, 2025
 - Total compensation for Fiscal Year 2025 not to exceed \$177,042.
- Contract Option Years: Fiscal Year 2026 – Fiscal Year 2028
 - Total compensation not to exceed \$303,551 per year.





2-1-1 Contract for HOUSING FIRST – SAN DIEGO Hotline Scope of Services

- Provide live answer for 365 days per year, with staff answering calls during business hours and after hours.
- Respond to up to 1,800 inbound calls per month.
- Complete HOUSING FIRST – SAN DIEGO screenings and make referrals to HOUSING FIRST – SAN DIEGO programs.
- Provide community referrals.
- Collect data outlined on landlord interest forms.
- Provide monthly reports on referral volume and needs.



2-1-1 Contract for HOUSING FIRST – SAN DIEGO Hotline Cost Increase

- Several factors have contributed to an increase in cost for this service:
 - Expansion of HOUSING FIRST – SAN DIEGO programs
 - Higher call volume:
 - 2017: 700 calls per month, on average
 - 2024: 1,800 calls per month, on average
 - Wages/Services – Increased Cost
 - Additional requests for training, data updates and reporting from SDHC



2-1-1 Contract for HOUSING FIRST – SAN DIEGO Hotline Staff Recommendations

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

- 1) Authorize SDHC to enter into an agreement with INFO LINE SAN DIEGO, dba 2-1-1 San Diego (2-1-1), to operate SDHC's HOUSING FIRST – SAN DIEGO hotline for an initial seven-month term from December 1, 2024, through June 30, 2025, in an amount not to exceed \$177,042.25 with three one-year options to renew in the amount of \$303,501 per year.
- 2) Authorize SDHC's President and Chief Executive Officer (President and CEO), or designee, to execute all documents and instruments that are necessary and/or appropriate to implement these approvals, in a form and format approved by General Counsel, and to take such actions necessary and/or appropriate to implement these approvals, provided that a copy of the documents, signed as to form by General Counsel, is submitted to each Housing Commissioner.



2-1-1 Contract for HOUSING FIRST – SAN DIEGO Hotline Staff Recommendations (Continued)

- 3) Authorize the President and CEO, or designee, to substitute funding sources and/or increase compensation by not more than 20 percent of the total agreement amount for the proposed agreement, if necessary, without further action by the SDHC Board or the Housing Authority of the City of San Diego, but only if and to the extent that funds are determined to be available for such purposes.



Questions & Comments

