

**ATTACHMENT A – COVER PAGE**

Use this checklist to ensure that all items requested have been included.

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Applicant Name: Family Service Association of Redlands

Address: 612 Lawton Street, Redlands, CA 92374

Mailing Address (if different): \_\_\_\_\_

Telephone No.: 909-793-2673

FAX No.: 909-793-7324

Email Address: kyra@redlandsfamilyservice.org

Federal Tax ID: 98-1655614

RFA Contact (Name/Title): Andrea Laughlin/grant writer

Name of Authorized Representative: Kyra Stewart

Title of Authorized Representative: Executive Director

**By signing below, the individual acknowledges that he/she has the authority to bind the Applicant to the terms of the Application. The individual further acknowledges that he/she has read and understands the RFA, the contents of the Application and the Attachments, and attests to the accuracy of the information submitted therein.**

Signature of Authorized Representative: 

Date: 5/17/2024

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**ATTACHMENT B  
STATEMENT OF CERTIFICATION**

The following statements are incorporated in our response to San Bernardino County.

	<b>Statement</b>	<b>Agree (initial)</b>	<b>Disagree with qualification (initial and attach explanation)</b>
1.	The offer made in the Application is firm and binding for nine (9) months from the Deadline for Applications.		
2.	All declarations in the Application and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.		
3.	Applicant agrees that all aspects of the RFA and the Application submitted shall be binding if the Application is selected and a Contract awarded.		
4.	Applicant agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Applicant's ability to perform the Services as proposed.		
5.	Applicant, if selected will comply with all applicable rules, laws and regulations.		
6.	The RFA has been reviewed in its entirety and Applicant has no exceptions to any requirements, terms, or conditions, except as noted in Attachment H.		

**ATTACHMENT C  
LICENSES, PERMITS, and/or CERTIFICATIONS**

**TYPE (ie: License, Permit, Certifications)**

**EXPIRATION**

**Include DIR Registration No. of Contractor and Subcontractors**


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**ATTACHMENT D**

**CERTIFICATION REGARDING DEBARMENT OR SUSPENSION; CALIFORNIA SECRETARY OF  
STATE BUSINESS ENTITY REGISTRATION**

In compliance with contracts and grants Contracts applicable under the U.S. Federal Awards Program, the following certification is required by all Applicants submitting a response to this RFA:

1. The Applicant certifies, to the best of its knowledge and belief, that neither the Applicant nor its Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or non-procurement programs, or are individually or collectively listed as such in the United States General Services Administration's System for Award Management (SAM) website ([www.sam.gov](http://www.sam.gov)).
2. The Applicant certifies, to the best of its knowledge and belief, that neither any subcontractor listed in its Application, nor subcontractor's Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or non-procurement programs, or are individually or collectively listed as such in the United States General Services Administration's System for Award Management (SAM) website ([www.sam.gov](http://www.sam.gov)).
3. "Principals," for the purposes of this certification, means officers, directors, owners, partners, and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager, plant manager, head of a subsidiary, division, or business segment, and similar positions).
4. The Applicant shall provide immediate written notice to the Purchasing Agent if, at any time prior to award, the Applicant learns that this certification was erroneous when submitted or has become erroneous by reason of changes in circumstances.
5. This certification is a material representation of fact upon which reliance will be placed when making the award. If it is later determined that the Applicant rendered an erroneous certification, in addition to other remedies available to the San Bernardino County government, the County may terminate the Contract resulting from this RFA for default.
6. Applicant affirms that neither it, nor any subcontractor listed in the Application, has any recent unsatisfactory performance with the County during the past twenty-four (24) months at a minimum.
7. Applicant also certifies that if it or any of the subcontractors listed in the Application are business entities that must be registered with the California Secretary of State, they are registered and in good standing with the Secretary of State.

Family Service Association of Redlands (the applicant) certifies to statements 1 to 7 above.

## **ATTACHMENT E – BUDGET**

**A detailed budget is required for each Application submission. Use this page as the cover sheet for the Budget.**

**Budget Narrative for the HHAP-3– County of San Bernardino**  
**Family Service Association of Redlands**  
**September 2023- June 2026**

**Personnel Expenses**

**Housing Case Manager #1** – Over a three-year period at an annual salary of \$40,560 at 10% = \$4,056 x 3 years = \$12,168

**Housing Case Manager #2** – Over a three-year period at an annual salary of \$40,560 at 10% = \$4,056 x 3 years = \$12,168

**Program Assistant – Yucaipa** – Over a three-year period at an annual salary of \$38,480 at 3% = \$1,154 x 3 years = \$3,462

**Program Assistant** – Over a three-year period at an annual salary of \$38,480 at 3% = \$1,154 x 3 = 3,462

**Program Assistant/Data Entry (part-time)** – Over a three-year period at an annual salary of \$17,680 at 3% times three years = \$1,590

**Project Direct Client Service Expenses**

**Rapid Rehousing** – 25 families receive a move in deposit of up to \$3,600 per case. This amount is based on the fair market rate according to HUD in our region of \$1,800 per month. Most landlords charge rent times 2 = \$3,600 x 25 cases = \$90,000 . This funding could also cover other costs related to application fee, credit checks and other miscellaneous expenses in alignment with approved costs.

**Emergency Rental assistance** – 25 families receive a one-month payment of rental assistance at up to \$1,800 per month x's 25 cases equals \$45,000

**Motel Vouchers** – 25 homeless households receive up to 30 days in motel @ \$85.00 per night

\$85.00 per night x 30 nights x 25 cases = \$63,750

**Administrative Overhead at 5% of the direct client service expenses** = \$19,8720 x 5% = \$9,936 divided by three years is \$3,312 per year of administrative and overhead costs.

**Total Amount Requested: \$243,847**

## HHAP-3 SB County Budget for FSA Redlands

Name of Organization Family Service Association of Redlands  
 Project Title/Program Name Housing Advocacy/Assistance Program (Rapid Re-Housing and HP)  
 Start and End Date 09/01/2023-06/30/2026

	Total Requested from HHAP	TOTAL PROJECTED PROJECT/PROGRAM BUDGET (three years)
<b>Project/Program Personnel Expenses (if applicable)</b>		
Housing Case Manager #1	\$ 12,168	\$ 121,680
Housing Case Manager #2	\$ 12,168	\$ 121,680
Program Assistant/ Yucaipa	\$ 3,462	\$ 115,440
Program Assistant/ Data Entry (HMIS and CES)	\$ 1,590	\$ 53,040
Program Assistant	\$ 5,772	\$ 115,440
	\$ -	\$ -
<b>Subtotal</b>	<b>\$35,160</b>	<b>\$527,280</b>
	TOTAL REQUESTED FROM HHAP	TOTAL PROJECTED PROJECT/PROGRAM BUDGET -3 years
<b>Project/Program Expenses</b>		
Rapid Rehousing/Move In Deposits	\$ 90,000	\$ 500,000
Emergency Rental Assistance	\$ 45,000	\$ 406,800
Emergency Motel Vouchers	\$ 63,750	\$ 300,000
	\$ -	\$ -
	\$ -	\$ -
Administrative Overhead at 5%	\$ 9,937	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
	\$ -	\$ -
<b>Subtotal</b>	<b>\$208,687</b>	<b>\$1,206,800</b>
<b>Total Personnel + Project/Program Expenses</b>	<b>\$243,847</b>	<b>\$1,734,080</b>



**ATTACHMENT G**

**EMPLOYMENT OF FORMER COUNTY OFFICIALS**

**NAME**


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**ATTACHMENT H – EXCEPTIONS TO RFA**

APPLICANT NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

TELEPHONE # \_\_\_\_\_ FAX # \_\_\_\_\_

I have reviewed the RFA in its entirety and have the following exceptions: (Please identify and list your exceptions by indicating RFA, the Section or Paragraph number, and Page number, as applicable. Be specific about your objections to content, language, or omissions. Add as many pages as required.)

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**ATTACHMENT I – PUBLIC RECORDS ACT EXEMPTIONS**

APPLICANT NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

TELEPHONE # \_\_\_\_\_ FAX # \_\_\_\_\_

Applicant requests that specific portions of the contents of this Application be held confidential and not subject to public disclosure pursuant to the Public Records Act. The specific portions are detailed below: (Please identify and list your exemptions by indicating the Section or Paragraph number, and Page number, of the Application where the content is contained.) **Each stated exemption must include a citation to supporting legal authority, including statutory authority or case law, to support exemption from the Public Records Act. Requested exemptions that does not meet the requirements of this section will not be considered.**

**ATTACHMENT J - INDEMNIFICATION AND INSURANCE REQUIREMENTS AFFIDAVIT**

**THE APPLICANT'S INSURANCE COMPANY(S) OR INSURANCE AGENT MUST COMPLETE THIS FORM  
AND  
THE APPLICANT MUST SUBMIT THIS COMPLETED AFFIDAVIT WITH THE APPLICATION.**

I, the undersigned (Please check one box) ☐ underwriter ☒ agent/broker, certify that I and the Applicant listed below have jointly reviewed the "Insurance Requirements" in this Request for Application (RFA). If the County of San Bernardino ("County") awards the Applicant the Contract for this project, I will be able—within fourteen (14) calendar days after the Applicant is notified of the Contract's award—to furnish the County with all the required, insurance certificate(s) and endorsement(s) as specified in Section X, Paragraph B. Indemnification and Insurance Requirements.

<u>Inszone Insurance Services</u>		<u>5/11/23</u>	
Insurance Broker / Agency Name		Date	
<u>Jared Stutzman</u>		<u>Jared Stutzman</u>	
Insurance Broker's / Agent's Name (Printed)		Insurance Broker's / Agent's Name (signature)	
<u>2721 Citrus Rd, Suite A, Rancho Cordova, CA 95742</u>			
Address		City	State Zip Code
<u>(916) 738-7713</u>		<u>(916) 400-2625</u>	<u>jstutzman@inszoneins.com</u>
Telephone Number		FAX Number	Email Address

Family Service Association of Redlands  
Applicant's Name

RFA No. OHS 23-01 - Homeless Housing, Assistance and  
Prevention Round 3 Program Continuum of Care  
County RFA Name and Number

***Below State the Name of Insurance Company Providing Coverage:***

DO NOT write "Will Provide," "To Be Determined," "When required," or similar phrases.

<u>Philadelphia Indemnity Insurance Company</u>	<u>Philadelphia Indemnity Insurance Company</u>
Commercial General Liability	Automobile Liability
<u>BBSI</u>	<u>Philadelphia Indemnity Insurance Company</u>
Workers' Compensation Liability	Professional Liability
<u>Philadelphia Indemnity Insurance Company</u>	<u>N/A</u>
Cyber Liability	Pollution Liability
<u>Philadelphia Indemnity Insurance Company</u>	
Sexual Abuse Liability	

[NOTE TO APPLICANT: See Section X, Paragraph B. Indemnification and Insurance Requirements, for details on the basic requirements and types of insurance for this agreement.]

NOTE TO THE UNDERWRITER / AGENT-BROKER: If the insurance forms that the Applicant submits to the County do not fully comply with the Insurance Requirements, and/or if the Applicant fails to submit the forms within the 14-day time limit, the County may: (1) declare the Applicant's Application non-responsive, and (2) award the Contract to the next highest ranked Applicant.

If you have any questions about the Insurance Requirements, please contact Mr. Rafael Viteri, County of San Bernardino - Risk Management Department, at (909) 386-8730 or via e-mail [rviteri@rm.sbcounty.gov](mailto:rviteri@rm.sbcounty.gov) (Please provide name of RFA with your email question(s)).

<b>A. Applicant Information</b>	
1.	Name of Applicant:
2.	Applicant's Legal Name:
3.	Address: City: State: Zip:
4.	Mailing Address (if different than above): City: State: Zip:
5.	Contact Person:
6.	Title:
7.	Contact Phone:
8.	Contact Email:

<b>B. Applicant Statement of Experience and Qualifications</b>	
1.	Business name of the Applicant and type of legal entity such as corporation, partnership, etc. If Applicant is a business entity that must be registered with the California Secretary of State, Applicant shall provide the County the entity number assigned to it by the Secretary of State
2.	Number of years the Applicant has been in business under the present business name, as well as related prior business names.
3.	Do you have any commitments or potential commitments that may impact your ability to perform the Contract if awarded?  <input type="checkbox"/> Yes <input type="checkbox"/> No  If yes, explain.

<b>C. Regions/Strategies to Achieve Outcome Goals (must submit a separate Application for each region)</b>	
1.	<b>Regional or Countywide Youth Serving Project</b>
	Indicate the SBC CoC Region in which the proposed project service activities will be provided:  <input type="checkbox"/> Central Valley Region <input type="checkbox"/> Desert Region <input type="checkbox"/> East Valley Region <input type="checkbox"/> Mountain Region <input type="checkbox"/> West Valley Region  <input type="checkbox"/> Services specifically for Homeless Youth

<b>2. Strategies to Achieve Outcome Goals</b>
<p>Indicate which of the strategies to achieve outcome goals the proposed project service activities are designed to help meet (select as many as applicable for this project).</p> <p>Applicants for the Central Valley, Desert, East Valley, and West Valley Regions may select from the following strategies:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> At least 300 new units of permanent supportive and/or service-enriched housing will be occupied by June 2024.</li><li><input type="checkbox"/> At least 300 additional households will exit homelessness and achieve permanent housing stability through rapid rehousing activities</li><li><input type="checkbox"/> At least 200 additional shelter/interim housing beds will be occupied by January 2024.</li><li><input type="checkbox"/> At least 500 households living housing insecure and/or at-risk of homelessness will be prevented from becoming homeless through systemwide diversion and prevention strategies.</li><li><input type="checkbox"/> At least 500 households at imminent risk of homelessness will be prevented from becoming homeless through eviction prevention strategies.</li><li><input type="checkbox"/> At least 100 high utilizers of safety net services and experiencing chronic homelessness will achieve permanent housing stability by January 2024.</li></ul> <p>Applicants for the Mountain Region may select from the following strategies:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> At least 300 additional households will exit homelessness and achieve permanent housing stability through rapid rehousing activities</li><li><input type="checkbox"/> At least 200 additional shelter/interim housing beds will be occupied by January 2024.</li><li><input type="checkbox"/> At least 500 households at imminent risk of homelessness will be prevented from becoming homeless through eviction prevention strategies.</li></ul> <p>Complete the "Project Description" section, explaining in detail how the services for the proposed project, including number of units, beds and/or households served, will contribute to achieving the strategic outcome goals selected.</p>

<b>D. Project Description</b>
<p>Project Name:</p>
<p>In this section provide a concise description of the proposed project, its purpose, and its beneficiaries. Provide details for each category(ies) selected above. Consider items addressed under Section V. Scope of Work in your project description.</p>

<b>E. Work Plan and Schedule/Project Readiness</b>
<p>Provide a summary of the work plan for this project and the project schedule.</p>

<b>F. Long Term Results</b>
<p>Specify the long-term results and how they will be produced through implementation of the project.</p>

**G. Project Sustainability**

Explain how will the project be sustained after this one-time funding is exhausted. If project is not sustainable after these one-time funds are exhausted, explain how these one-time funds result in immediate homelessness resolution without the need for long-term funding.

**H. Collaboration**

Provide the names of the service providers and/or municipalities with which there will be collaboration. Include details of the collaboration efforts; such as, what role(s) does each partner have in implementing the proposed project?

**I. California's Housing First Policy**

☐ Check box to indicate the proposed project will conform with California's Housing First Policy.

**J. Coordinated Entry System (CES)**

HHAP-3 funded projects are to be integrated within the local CES. Describe the project's prioritization criteria.

**K. Homeless Management Information System (HMIS)**

All project participating with CES will need to apply to participate with the local HMIS.

☐ Currently participate in HMIS?      ☐ Agrees to participate in HMIS?

**L. Measurable Outcomes**

What will be the indicators that the proposed project is successful at resolving homelessness? How will these be measured? Please include the projected number of unduplicated homeless clients/persons to be served during the program administration. If you are proposing a housing related project, provide the projected retention rate.

**M. Administrative Capacity**

Describe your agency's/organization's administrative capacity that will allow effective implementation of the proposed project and capacity to submit timely documentation and reports.

## **D. Project Description**

### **a. A brief synopsis of the Applicant's understanding of the County's needs and how the Applicant plans to meet them.**

The San Bernardino County (County) Office of Homeless Services (OHS) aim is to place the homeless and those at risk of homelessness into permanent housing by funding support agencies that provide services to help families/individuals maintain permanent housing.

HHAP funding is significant because of the low barrier to entry needed to serve clients. Much of the available funding has restrictions that many in the local population cannot meet and therefore remain unsheltered or become homeless for the first time.

If funded, FSA will continue to assist the region's most vulnerable population serving (Redlands, city of San Bernardino, Yucaipa, Mentone, Loma Linda, Highland, Bryn Mawr, and surrounding mountain communities) in finding permanent housing and providing wraparound support services. Since our 1898 inception, we have been serving homeless and at-risk people, emphasizing families with children under 18 years of age, older people on fixed incomes, and people with disabilities. FSA would use this funding to prevent homelessness for the first time and provide Rapid Re-Housing addressing HHAP goals 1a, 1b, 2, and 4.

### **b. A detailed Statement of the Proposed Service.**

FSA is committed to connecting homeless individuals and families to permanent housing without barriers or restrictions as quickly as possible. To maximize housing stability and prevent returns to homelessness, we offer wraparound services.

We have the capacity and immediate readiness to administer our Housing Advocacy/Assistance program which fulfills HHAP Round 3 continuum of care (CoC) Rapid Re-Housing and Homeless Prevention criteria. This program has been in existence for over three decades and we have moved thousands of homeless and at-risk clients into stable housing. We have been utilizing CES and HMIS for many years. For over 100 years we have employed professional case managers and support staff who have years of experience meeting the needs of the local homeless and at-risk population. We also have a board governance structure that provides oversight and guidance to our financial capabilities, cashflow and reserves in time of shortfall.



### **Housing Advocacy/Assistance Program (Rapid Re-Housing)**

FSA's Rapid Re-Housing Program provides low entry barrier non-congregate housing and move-in assistance to those experiencing homelessness. This program addresses HHAP's Goals (1a Reduce the number of persons experiencing homelessness, 1b Reducing the number of persons experiencing homelessness daily, and 4 Reducing the length of time a person remains homeless). See Goal and Outcomes page 23.

#### **Non-congregate housing (motel vouchers)**

FSA offers non-congregate housing to homeless individuals and families to provide temporary shelter. We contract with local motels at \$85 per night and pay the motel directly. In addition, we provide wraparound and support services with an overall goal of permanent housing and stabilizing this population.

We are asking for HHAP funding for \$63,750 to assist with providing non-congregate housing for 25 households at a rate of \$85 per night for approximately 30 days to help find them permanent housing. Last year we issued 320 motel vouchers for 2022. FSA is ready for HHAP funding and can meet the timeline of expending one-half of the funds (approximately \$32,000) and placing about eight to 12 households by May 31, 2024.

#### **Move-in Assistance**

After non-congregate housing placement, the next step is offering move-in assistance to provide stable housing. FSA has provided move-in aid to the community and moved 36 families into stable housing last year.

FSA is asking for \$90,000 for move-in costs at approx. \$3,600 (\$1,800 x first and last month's rent) to move-in 25 households to permanent housing. We believe we can use approx. \$45,000 (one-half) of the projected funds and move around eight to 12 households into permanent housing by May 31, 2024.

## **Housing Advocacy/Assistance Program - Homelessness Prevention (HP) - Emergency Rental Assistance**

In direct alignment with HHAP's Goal #2, Reducing the number of persons who become homeless for the first time, FSA offers rent support (short-term, 1 to 3 months) to help stabilize and prevent those at immediate risk of becoming homeless due to a crisis.

According to HUD.com 2023 charts Rental Fair Market Rates, the average cost for a two-bedroom apartment in San Bernardino County is no less than \$1,750. We provide emergency rental assistance paid directly to the landlord.

HHAP – Round 3 funds will be used to continue our Emergency Rental Assistance Program, which utilizes a low-barrier entry threshold to assist those at imminent risk of losing their housing. We are asking for \$45,000 to help between eight to 25 households stay in their current apartment/house at approx. \$1,800 for one to three months. FSA provided emergency rental assistance and provided rental assistance for 209 families last year. We believe we can meet the May 31, 2024, timeline of expending one-half of the requested funds (approx. \$23,000) to stabilize half of our requested funding, four to 12 households, by keeping them in their current housing. See Goals and Outcomes page 23.

FSA will use CES and HMIS, our internal software (Casebook), and our case managers to track clients throughout the process. In addition, we will offer the services listed below to help ensure clients successfully remain housed and prevent adding to the homelessness crisis.

### **Additional FSA services offered for HP and Rapid Re-Housing programs**

- Food (groceries) – 7 days of groceries covering three meals daily.
- Surplus Food Program is provided on a daily walk-in basis.
- Holiday food distribution. Food boxes for Easter, Thanksgiving, and Christmas. Adopt-a-family program for Thanksgiving and Christmas.
- Clothing – Free clothing provided to low-income and homeless individuals.
- Wraparound services (weekly on-site dental services and monthly on-site mobile medical clinics, employment, and education services).
- On-site Serve-and-go breakfasts (Monday to Friday).
- Bus passes and/or gas cards

## **Effective Approaches to Provide Services and Housing**

FSA strives to maximize our resources and actively engage our clients to become active participants in maintaining their housing and quality of life. FSA makes every effort to enrich the lives of our clients by offering a comprehensive case management component to our Housing Advocacy/Housing Assistance program which includes:

1. Case managers and clients work together to create a self-sufficiency and budgeting plan to assist with maintaining housing stability. This shall be utilized as a tool, not a requirement for this funding source.
2. We assist with transportation by providing bus passes and gas cards.
3. FSA advocates for any beneficial public assistance our clients qualify for and assists with the application process.
4. We provide a computer lab which are available by appointment.
5. FSA assists with employment and referral resources.
6. We work in partnership with the San Manuel Band of Mission Indians and offer Employment Path to Success Program. Clients meet with our Employment Specialist, Vanessa Jasso, to achieve their career goals.

Please note that FSA actively reviews programs and offerings and is constantly accessing new possibilities.

## **FSA Outreach**

Family service has collaborations and partnerships, allowing us to engage and reach out to those most vulnerable throughout our community. Collaborations/partnerships as follows (but not limited to):

- We are proud partners with The Hope Team, Sheriff Outreach, a county-led effort that provides food, clothing, and motel vouchers to homeless residents throughout the region in a non-punitive way.
- In 2022, FSA collaborated with the Step Up Good Nite Inn Project and The City of Redlands by hosting several intake events at our facility where a breakfast audience was primarily vested and awaiting housing. We also hosted a Resource Day with the City of Redlands, where local nonprofits set up tables to show off and display services with the overall goal of fighting and preventing homelessness in the community.

- Once a week, Sac Health Dental Services provides onsite dental services to homeless recipients needing dental care.
- Onsite mobile medical services provided by Arrowhead Regional Medical Center which is staffed with nurses and doctors assisting both the under and uninsured, and/or those who do not have access to care.
- FSA refers Med-CAL eligible (either through Molina or IEHP) clients to The Pair Team, who provide additional clinician services and furnish FSA with additional case management follow up.
- FSA partners with Refresh N Renew, which provides onsite weekly shower services to unhoused populations, which is provided in conjunction with our Breakfast Program.
- Redlands Unified School District – FSA communicates with district school counselors to provide food bags for school-aged children who are home for holiday breaks but have little to no access to food.
- Bishops Store House – The Church of Jesus Christ and Latter-Day Saints support us with our annual fall food drive, in which over 25,000 pounds of food are collected from year to year. In addition, FSA applies for Bishops' in-kind food grant, which allows us to shop in their Store House to help us provide large amounts of food daily to the community.

## E. Work Plan & Schedule/Project Readiness

a. Summary of Management	Project Staff	
Kyra Stewart, executive director Samantha Morgan, admin. office manager Corey Romo, program/site director  *Detailed job descriptions on page 28	Paula Petty, case manager Abi Pote, case manager	Vanessa Cantu, case manager Lori Villarreal, program assistant  Mary Ellen King, program assistant

b. Project Timeline		
Project Timeline 2023	<u>Months 1 to 4 (estimated funding Sept - Nov 2023)</u>	
	<b><u>0-60 days:</u></b> a. Award Letter received b. Sign contracts  c. Meet with County Program Officer/Manager to delineate details (clarifications of CES and HMIS criteria, general accounting procedures) and meet and train FSA staff  d. Create marketing campaign/outreach to clients  e. Update FSA website f. Program implementation	<b><u>61 to 120 days:</u></b> a. Accept qualified HHAP clients b. Provide wraparound services as needed, including: 1. Emergency Food Assistance/Surplus Food Program/breakfast program 2. Health and dental (limited onsite services) and referrals 3. Holiday support (Food boxes for Easter, Thanksgiving, and Christmas) c. Submit 1st report due 12/21/2023. Include tracking of specific use, type of housing, number served, and unsuccessful housing exits.
Project Timeline 2024	<u>Months 1 to 12 (January to December)</u>	
	a. Accept Clients that qualify for HHAP funding Rapid Re-Housing and Homelessness Prevention (HP) Programs (approx. 8 to 12 households by 5/31/2024 (50% of funds must be expended)  b. Provide wraparound services as needed (see above)   d. Submit end of year report on 12/31/24. Include tracking of specific use, type of housing, number served, and unsuccessful housing exits.	

Project Timeline 2025	<u>Months 1 to 12 (January to December)</u>
	<ul style="list-style-type: none"> <li>a. Accept Clients that qualify for HHAP funding Rapid Re-Housing and Homelessness Prevention (HP) Programs (approx. 5 to 7 households per month)</li> <li>b. Provide wraparound services as needed (see above)</li> <li>c. Submit end of year report on 12/31/25. Include tracking of specific use, type of housing, number served, and unsuccessful housing exits.</li> </ul>
Project Timeline 2026	<u>Months 1 to 10 (January to October)</u>
	<ul style="list-style-type: none"> <li>a. Accept Clients that qualify for HHAP funding Rapid Re-Housing and Homelessness Prevention (HP) Programs (approx. 5 to 7 households per month)</li> <li>b. Provide wraparound services as needed (see above)</li> <li>c. By 6/30/26 100% of funds must be expended.</li> <li>c. Submit final report on 10/01/26. Include tracking of specific use, type of housing, number served, and unsuccessful housing exits.</li> </ul>

## **Project Goals and Outcomes**

See below goal objectives and outcomes for Exhibit B - CA-609 San Bernardino City & County CoC table 4 outcome goals.

### **Goal #1a Reducing the number of persons experience homelessness.**

### **Goal #1b Reducing the number of persons experiencing homelessness on a daily basis.**

### **Goal #4 Reducing the length of time a person remains homeless.**

<b>Objective</b>	<b>Expected Outcomes</b>	<b>Measurable/Actual Outcome/Evaluation</b>
<ul style="list-style-type: none"> <li>Move homeless and those at-risk to non-congregate settings (motel vouchers at \$85 a night for 30 days with Family Service contracted motels already place). Money paid directly to landlord or motel.</li> <li>Identify clients in non-congregate sheltered settings and provide move-in assistance (first and last month's rent at average of \$1,800 per month = \$3,600 per household). (HUD.com states fair market value for a 2-bedroom apartment is \$1,751 for SB County)</li> </ul>	<ul style="list-style-type: none"> <li>Provide non-congregate housing for approx. 8 to 25 households* by 6/2026</li> <li>Transfer 8 to 25 households* from non-congregate housing to stable permanent housing</li> </ul> <p><b>*Averaged at approx. 3 people per household</b></p>	<p>Utilize HMIS, CES and our internal tracking system through Casebook for tracking and reporting.</p> <ul style="list-style-type: none"> <li>Reduce the number of people experiencing homelessness by approx. 30 to 50 households by June 2026 thereby creating improved mental health, personal empowerment and lessening the effects of toxic stress.</li> <li>Overall goal of helping and/or preventing 50 households (Goals 1a, 1b and 4) from remaining homeless.</li> </ul>

### **Goal #2 Reducing the number of persons who become homelessness for the first time.**

<b>Objective</b>	<b>Expected Outcomes</b>	<b>Measurable/Actual Outcome/Evaluation</b>
Homelessness Prevention (HP) Program - provide emergency rental assistance at approx. \$1,800 monthly for 1 to 3 months to help clients remain in stable, permanent housing and prevent them from becoming homeless for the first time.	<p>Provide emergency rental assistance (approx. 10 to 25 households* ) by 6/2026</p> <p><b>*Averaged at approx. 3 people per household</b></p>	<p>Utilize HMIS, CES and our internal tracking system through Casebook for tracking and reporting.</p> <ul style="list-style-type: none"> <li>Reduce the number of people experiencing homelessness by approx. 10 to 25 households by June 2026 thereby creating improved mental health, personal empowerment and lessening the effects of toxic stress.</li> <li>Overall goal of preventing 8 to 25 households* (Goal 2) from becoming or remaining homeless.</li> </ul>

## **F. Long-term results**

**Specify the long-term results and how they will be produced through implementation of the project.**

Long-term results for housed population include improved physical and behavioral health, reduced use of crisis services such as emergency departments, hospitals, and jails, and giving people autonomy over their lives, thereby reducing toxic stress.

Previous results for our Housing Advocacy/Assistance Program (Rapid Re-Housing and HP) have seen 80% success rates with housing stabilization. We hope to duplicate those results utilizing HHAP funds. See Work Plan, page 21

## **G. Project Sustainability**

**Explain how the project will be sustained after this one-time funding is exhausted. If project is not sustainable after these one-time funds are exhausted, explain how these one-time funds result in immediate homelessness resolution without the need for long-term funding.**

FSA has an excellent track record of fundraising. We employ a full-time fundraising manager and part-time grant manager, whose sole purpose is to seek out grants and to fund our housing program. As a result, our Housing Advocacy/Assistance Program utilizing the rapid re-housing model has successfully helped thousands of homeless and at-risk clients for over three decades. It will continue to do so once these one-time funds are exhausted.

## **H. Collaboration**

**Provide the names of service providers and/or municipalities with which there will be collaboration include details of the collaboration efforts; such as, what role(s) does each partner have in implementing the proposed project?**

In addition to the partners mentioned in section D, page 19 we are open to collaborating with any agency that receives HHAP funding.



## **J. Coordinated Entry System (CES)**

**Describe your client service prioritization criteria and how the Coordinated Entry System (CES) is used for this process.**

Clients are prioritized by service area, then by families with children under 18 years of age, the elderly living on fixed incomes, and people with disabilities.

We are an active partner with CES and are an HMIS-approved agency through the county. We employ one part-time program assistant overseeing the activities of HMIS daily. If we are called or receive walk-ins from homeless clients, they are immediately referred to 211 or the United Way for intake and prioritization. We have the equipment and an allocated space where clients can use our phones and computers.

FSA is a listed and approved organization for 211. We check daily for referrals and reverse referrals.

## **L. Measurable Outcomes**

**What will be the indicators that the proposed project is successful as resolving homelessness? How will these be measured? Please include the projected number of unduplicated homeless clients/persons to be served during the program administration. If you are proposing a housing related project, provide the projected retention rate.**

Projected number of unduplicated homeless/clients to be served: Approx. 50 to 75

Success is defined as a family showing housing stabilization at 3- and 6-month increments after a rental deposit has been paid to their landlord.

The program is evaluated through qualitative and quantitative data, phone interviews, surveys, and face-to-face contact. We pulled a sample of ten cases each quarter that received emergency rental assistance and move-in deposits. Through a series of questions, we inquire whether the family is still in the unit, if they have had any significant life changes (i.e., got married, new job, etc.), the amount of the current rent, and if they can pay rent or are experiencing a hardship. The past three samples show 8 out of 10 cases who have stabilized due to the housing assistance program or an 80% success rate.

Clients also can fill out a satisfaction survey listing potential programming improvements or any issues with case managers. In that case, we allow clients to submit a grievance form that the Executive Director reviews with a Board member on the Executive team for resolution.

Further, Family Service utilizes a social service database known as Casebook to capture demographic data and uses the Homeless Management Information System (HMIS) to enter information for all the homeless families we serve and to report data back to the County.

No outside evaluator is utilized. We continue to use the in-house system for tracking success. See Goals and Outcomes on page 23.

## **M. Administrative Capacity**

### **Program Implementation**

FSA will utilize two seasoned case managers who have been working in our Housing Advocacy/Assistance Program for many years. In addition, we will have three experienced program assistants. One program assistant will work in our Yucaipa location, and two others will be onsite in our Redlands location. One will be responsible for the data entry for CES and HMIS.

### **Reports, Tracking and Documentation**

- a. FSA staff (Adela Brown and Samantha Morgan) will track specific uses and ongoing expenditures of any program funds broken out by the eligible uses listed, including:
  - Current status of funds, number of homeless served by program funds yearly and total number served in all years the program was in effect.
  - Type of housing assistance provided, broken out by the number of individuals.
  - Outcome data, including the type of housing that an individual exited to, the percent of successful housing exists, and exit types for unsuccessful housing exits.
  - Provide first report on December 31, 2023, to the State and annually on that date thereafter until December 31, 2025, final report due on October 1, 2026. FSA understands that the frequency of reporting requirements is subject to change.
  
- b. FSA understands that 50 percent of HHAP-3 funds must be expended by May 31, 2024, and 100 percent must be used by June 30, 2026.

See next page for support staff descriptions, duties, and budget.

**Executive Director, Kyra Stewart** – Kyra started at Family Service in 2014. She shall be responsible for all contract management, oversight, administration, and reporting of HHAP funding and the overall success of the funding administration. Kyra brings over 20 years of collective experience in social service management, nonprofit governance, grant writing, and federal experience to FSA. Kyra's previous experience includes working as a manager at TANF (Temporary Assistance to Needy Families) in Riverside, CA, as well as a Program Director for Community Connect, which consisted of organizing and facilitating training, conferences, and mixers for small and mid-sized nonprofits throughout the County. Kyra holds a Master of Arts degree in Educational Counseling and a bachelor's degree in Human Services.

**Administrative Office Manager, Samantha Morgan** – Samantha has been employed with Family Service since 2010. She shall be responsible for grant tracking, creating invoices, posting grant funding, and timely reporting for grant compliance. Samantha has been employed with Family Service for over twelve years and brings 19 years of experience in bookkeeping, accounts payable, accounts receivable, office management, and human resources. She has also acquired auditing and grant-tracking knowledge within the past five years. Samantha holds an Accounting Certificate from Riverside Community College.

**Program/Site Director Corey Romo** – Corey shall be responsible for training program staff and adherence to forms, eligibility requirements, and the first layer of approval of cases for the team. Corey started in the second quarter of 2022 and has been instrumental in managing program activities daily and improving our internal technology efforts. He holds a bachelor's degree in Psychology from the University of California, San Diego.

**Case Manager, Paula Petty** – Paula shall interview qualified emergency food and rental assistance applicants. Paula has been a case manager with Family Service for 22 years. Paula has been trained in Casebook and Mandated Reporting and strongly desires to help by staying abreast of local client resources.

**Case Manager, Vanessa Cantu** – Vanessa started Family Service in October 2019 and has a bachelor's degree in Sociology from UC Fullerton. Vanessa is bilingual and an active listener allowing her to lend thoughtful advice creating a happy environment for all clients we serve. She was recently promoted to an Employment Specialist but will have shared duties in our Housing program.

**Case Manager, Abi Pote** – Abi has been at Family Service since July 2021. She holds a bachelor's degree in psychology from UC Riverside. Abi practices a client-centered approach which includes compassion and a desire to impact families in crisis positively.

**Program Assistant, Lori Villarreal** – Lori is responsible for creating updated and accurate/affordable housing lists, job leads, agency resources, and answering phones. Lori has been with the agency for over 31 years and is the master of all things lobby, reception, and customer service. Lori is bilingual and takes excellent care of all clients that walk through our doors.

**Program Assistant, Mary Ellen King** – Mary Ellen has been employed with Family Service for nearly 30 years. She is responsible for pre-screening qualified rental cases and assisting with case managers, data entry, and phone reception. She is bilingual/Spanish. She has been trained extensively in HMIS and understands the CES referral system.

# **FAMILY SERVICE ASSOCIATION JOB DESCRIPTION**

**TITLE: EXECUTIVE DIRECTOR**

**CLASSIFICATION: Exempt**

## **SUMMARY**

The Executive Director shall implement the policies and mission of the agency as determined by the Board of Directors. Serve as advisor to the Board of Directors in the development of all policies, programs, personnel, fiscal and administrative functions of the agency. Represent the agency in the community.

## **RESPONSIBILITIES**

- \*1. Plan, develop and administer all activities of the agency.
- \*2. Assume overall responsibility for the supervision of agency staff and maintenance of personnel records.
- \*3. Oversight of resource development including, public and private grant writing, grants management and reports.
- \*4. Fiscal management includes budgeting, accounting, recordkeeping, and efficient use of funds.
- \*5. Oversight of community and public relations and represent the agency by participating in outside speaking engagements.
- \*6. Advising and supporting the Board of Directors and its committees.
- \*7. Oversight of agency facility and computer system.
- 8. Other duties as assigned.

## **EXPERIENCE/EDUCATION/SKILLS DESIRED**

- 1. B. A. degree in social service, management, or related field. M. A. preferred.
- 2. Three years non-profit management experience.
- 3. Experience in or knowledge of grant writing and grants management.
- 4. Experience in personnel management.
- 5. Proficiency in basic accounting and word processing computer software.
- 6. Ability to work with a diverse population.
- 7. Bilingual Spanish preferred.
- 8. Ability to communicate effectively orally and in writing.

## **REQUIREMENTS**

- Fingerprint and drug screen clearance. Current negative TB test.
- Valid class C driver's license and proof of current vehicle insurance.
- Access to daily transportation for job responsibilities.

**\*Essential Job Functions**  
**July 2013**

**FAMILY SERVICE ASSOCIATION  
JOB DESCRIPTION**

**TITLE: CASE MANAGER**

**CLASSIFICATION: Non-Exempt**

**SUMMARY**

Under the supervision of the Program Director, provides escalated client services and case management, program support, volunteer management, community education and networking on behalf of the agency.

**RESPONSIBILITIES**

**Direct Client Aid**

- \*1. Needs assessment.
- \*2. Assistance and referral (rental, utility, medical, food etc.)
- \*3. Extended services (Budgeting, Home Visits, and Advocacy)
- \*4. Maintain client files (computer and hard copy)
- 5. Educational programming
- 6. Train and monitor volunteers assigned to client services component.

**Special Assignments** (May be assigned one or more tasks)

**1. School Liaison**

Work through the school district to provide case management to families identified as homeless and/or at risk.

**2. Medical Liaison**

Work in the community to identify medical resources and develop partnerships.

**3. Employment Liaison**

Develop employment programming. Work in the community to identify employment resources and develop partnerships.

**4 Special Programs**

Coordinate agency Holiday collection and distribution components.

Coordinate specialized contract programming.

Coordinate Gardening component

Community Involvement – attend collaborative and network meetings.

**Other Duties as Assigned**

**EXPERIENCE/EDUCATION/SKILLS DESIRED**

- 1. Bachelor's Degree Preferred /A. A. degree in social service, psychology, sociology, or related field. Two years of social service program experience may be substituted for a degree.
- 2. Preferred previous supervisory management experience-Management training will be provided.
- 3. One-year experience performing client directed services.
- 4. Proficiency of basic computer skills.
- 5. Ability to work with a high volume, diverse population, be solution oriented in stressful crisis situations.
- 6. **Bilingual Spanish preferred.**
- 7. Ability to communicate effectively orally and in writing.

**REQUIREMENTS**

- Fingerprint and drug screen clearance. Current negative TB test.
- Valid class C driver's license and proof of current vehicle insurance.
- Access to daily transportation for job responsibilities.

**\*Essential Job Functions**

**September 2015**

## **FAMILY SERVICE ASSOCIATION JOB DESCRIPTION**

### **TITLE: PROGRAM ASSISTANT – HOUSING ADVOCACY PROGRAM/FAMILY SUPPORT PROGRAM**

#### **CLASSIFICATION: Non-Exempt – Full time 40 hours per week**

Under the supervision of Program Director, is responsible for client file maintenance, statistical collection and client service delivery as assigned. Provide general program support.

#### **RESPONSIBILITIES**

##### **Administrative**

- \*1. Phone, reception, and office support

##### **2 Clerical Support for Case Managers**

##### **Program Support**

- \*1. Data input for statistical collection
- \*2. Tracking of client participation in programming
- \*3. Manage meal service.
- \*4. Provide clerical support to case managers and program director.
- 5. Provide program services as assigned by case managers and program director.
- 6. Participate in the development of client education programs.
- 7. Provide Childcare and Distribution Center support as needed.

##### **Housing Support**

- \*1. Identify affordable housing units in service area.
- \*2. Develop working relationships with landlords to increase client access.
- 3. Work with clients on housing search
- \*4. Provide resources and referrals for social service delivery.

##### **Other Duties as Assigned**

#### **EXPERIENCE/EDUCATION/SKILLS DESIRED**

1. Six months experience in a social service setting.
2. Proficiency in basic computer skills.
3. High School Diploma
4. Ability to work with diverse clients and community populations.
5. **Bilingual Spanish preferred.**
6. Ability to perform routine mathematical computations.
7. Ability to communicate effectively orally and in writing.

#### **REQUIREMENTS**

- Fingerprint and drug screen clearance. Current negative TB test.
- Valid Class C driver's license and proof of current vehicle insurance.
- Access to daily transportation for job responsibilities.



**\*Essential Job Functions**  
**August 2017**

**FAMILY SERVICE ASSOCIATION**  
**JOB DESCRIPTION**

**TITLE: PROGRAM ASSISTANT – YUCAIPA OFFICE**

**CLASSIFICATION:** Part Time up to 29 hours per week

**SUMMARY**

Under the supervision of the Site Director = responsible for opening and closing and the overall success of the daily activity of the Yucaipa office and some support for the Redlands office

**RESPONSIBILITIES**

1. Program Support
2. Opening and closing office
3. Volunteer support and oversight
4. Clerical duties/data entry
  - a. Daily support and general reception
  - b. Coordinate surplus food distribution system.
  - c. Coordinate clothing room services system.
  - d. Organize Shelves – Food and Furniture related.
5. Provide good customer service to a unique population.
6. Other Duties as Assigned

**EXPERIENCE/EDUCATION/SKILLS DESIRED**

1. High School Diploma/GED
2. Ability to work with a diverse population.
3. Ability to work in a stressful, fast paced environment with a good attitude.
4. Ability to lift to 50 pounds w no limitations.
5. Warehouse experience desired but not mandatory
6. Ability to work a flexible schedule.
7. Bilingual preferred

**REQUIREMENTS**

- Fingerprint and drug screen clearance. Current negative TB test.
- Valid class C driver's license and proof of current vehicle insurance.
- Access to daily transportation for job responsibilities.

**\*Essential Job Functions**  
**September 2016**