



November 14, 2025

The Honorable Board of Supervisors  
County of Alameda  
1221 Oak Street  
Oakland, CA 94612

**SUBJECT: RECEIVE THE HOUSING SOLUTIONS FOR HEALTH VENDOR POOL REPORT FOR THE PERIOD OF 7/1/23 – 6/30/24**

Dear Board Members:

**RECOMMENDATION:**

Receive the Housing Solutions for Health Vendor Pool Annual Report for the period of 7/1/23 – 6/30/24 outlining contracts executed and services provided through the Vendor Pool

**DISCUSSION/SUMMARY:**

On May 21, 2019 (Item No. 15), your Board approved a pooled contract (Master Contract No. 901811) to establish the Housing Solutions for Health Vendor Pool (Vendor Pool) to provide outreach, engagement, and benefits enrollment; health and supportive services; and housing and property-related services to County residents who are currently or formerly experiencing homelessness or who are living unstably.

Your Board's action authorized Alameda County Health (AC Health) to engage in a non-standard procurement that allows the AC Health Director to select qualified pool vendors as needed through a Request for Qualification (RFQ) process and allowed AC Health to add additional qualified vendors to the Vendor Pool. Other County agencies can access this Vendor Pool, as needed. As part of that action, AC Health committed to provide your Board with quarterly reports regarding project status, including utilization by County agencies; addition of new vendors to the Vendor Pool; outcome measures as a result of service delivery; and services provided through the Vendor Pool.

Since the Vendor Pool's establishment, your Board has taken actions to extend and augment services provided through the Vendor Pool. To accommodate continuing and emerging funding sources to address the ongoing homelessness crisis, on August 4, 2020, the Board approved an amendment to the Vendor Pool (Item No. 20) to extend the term to July 30, 2025, and increase the total pool amount to \$50,000,000 (an increase of \$20,000,000). Subsequently, your Board approved 26 additional amendments to increase the total pooled amount of MC No. 901811 from \$50,000,000 to \$93,532,272, with the most recent amendment approved on October 24, 2023 (File No. 31085, Item No. 19).

To improve ease of tracking and reporting, AC Health created new Master Contracts (MCs) beginning June 8, 2021, to organize new Standard Services Agreements (SSAs) by service area with amendments to previously executed SSAs remaining with the original Master Contract No. 901811.



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Today, AC Health requests your Board to receive the Housing Solutions for Health Vendor Pool Annual Report for the period of 7/1/23 – 6/30/24. Through this report, AC Health briefs the Board of Supervisors and public on Vendor Pool progress and accomplishments.

For Fiscal Year (FY) 23-24, a summary of the key performance measures highlighted in the report (Attachment A) includes:

- 6,729 individuals were enrolled in Coordinated Entry;
- 6,550 Housing Assessments and 4,819 Crisis Assessments were conducted;
- 3,332 individuals served by the Housing Community Supports (HCS) program with housing navigation and tenancy sustaining services;
- 92% of individuals receiving HCS tenancy sustaining services retained their housing;
- Over 860 individuals were served in crisis response programs, including interim housing, safe parking, warming and cooling centers, and permanent housing interventions; and
- Street Health Outreach teams provided health and housing services to over 1,500 unhoused individuals in street and encampment settings across the County across more than 8,000 encounters.

Procurement and contracts financial highlights for the period of 7/1/23 – 6/30/24:

Metric	FY 23-24	Grand Total through FY 23-24
<b># Vendor Applications</b>	10	181
<b># Vendors Accepted</b>	4	88
<b># Vendors Contracted</b>	37	49
<b>\$ Contracted/Allocated</b>	\$43,507,240	\$226,565,790
<b>\$ Encumbered</b>	\$39,814,988	\$182,433,357
<b>\$ Expended</b>	\$29,818,196	\$145,898,380

Moreover, AC Health is also providing the following data as of 6/30/24:

- List of Board-approved Master Contracts (Attachment B); and
- Total funding awarded and expended by vendor (Attachment C). As described in the RFQ, acceptance into the Vendor Pool does not guarantee any minimum or maximum dollar amount or any awarded scope of services.

In alignment with your Board’s emergency declaration on homelessness, AC Health has continued working on Vendor Pool efficiency improvements. Previously, AC Health reported to your Board on Vendor Pool accomplishments on a quarterly basis and highlighted contract outcome data by each individual contract. However, since the previous reporting period, AC Health has started reporting on accomplishments for an entire fiscal year, rather than quarterly, to provide a more comprehensive and efficient way for AC Health to report accomplishments to your Board. Furthermore, to better reflect the overall impact of services on the County’s residents, contract outcomes are presented by program area using the County’s Homeless Management Information System (HMIS). The continued increased demand for utilization of the Vendor Pool (resulting from



## Alameda County Health

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emerging funding sources) to develop and to execute contracts with limited staff has made it difficult to prepare the reports but these efficiency improvements will help AC Health submit them more timely in the future.

### **SELECTION CRITERIA/PROCESS:**

*On March 11, 2019, AC Health released the Request for Qualification (RFQ) No. HCSA-900419 entitled "Housing Solutions for Health Vendor Pool." This RFQ is open continuously and ongoing responses will continue to be evaluated monthly throughout the duration of the Vendor Pool; organizations whose responses meet the qualification criteria will be added to the Vendor Pool.*

*As the end of FY 23-24, 88 vendors were qualified into the Vendor Pool. Vendors added to the Vendor Pool are eligible for agreements from County agencies. Under the Vendor Pool, County agencies may select vendors from the Vendor Pool for projects without engaging in a standard competitive procurement, which significantly reduces the typical contract development timeline and expedites the delivery of critical services to work toward our common 10X goal of eliminating homelessness.*

### **FINANCING:**

Approval of this item will have no impact on net County cost.

### **VISION 2036 GOAL:**

Streamlining the procurement and contracting process to deliver services and resources to County residents experiencing homelessness meets the 10X goal pathways of **Health for All, Eliminate Homelessness** and **Accessible Infrastructure** in support of our shared vision of a **Thriving and Resilient Population**.

Sincerely,

DocuSigned by:  
  
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Aneeka Chaudhry, Interim Director  
Alameda County Health



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## **Attachment B – List of Board Approved Master Contracts (MC) and Contract Amounts Awarded** Housing Solutions for Health Vendor Pool as of FY 23-24 (6/30/24)

Master Contract (MC) No.	MC Description	Board of Supervisors (BOS) Approved MC Term	BOS Approved MC Pooled Amount	Total Contract Amount Awarded	MC Pooled Amount Remaining
901811	Outreach, Engagement, Benefits Enrollment, Health and Supportive Services, and Housing and Property-related Services	7/1/19 – 6/30/25	\$93,532,272	\$93,532,272	\$0
902012	Shelter Operations and Support Services	5/1/21 – 6/30/25	\$16,539,327	\$15,629,081	\$910,246
902013	Housing Assistance Services	1/1/21 – 6/30/24	\$45,835,433	\$41,845,851	\$3,989,582
902014	Consultation and Technical Assistance Services	4/1/21 – 6/30/24	\$2,032,731	\$2,032,731	\$0
902023	Hotel Shelter Operations and Support Services	7/1/21 – 4/30/22	\$1,250,084	\$1,250,084	\$0
902604	Community Support Services for Housing Navigation, Housing Deposits, and Tenancy Sustaining Services	1/1/22 – 12/31/22	\$21,076,550	\$21,076,550	\$0
902082	Street Health Outreach Services	7/1/21- 6/30/23	\$7,959,221	\$7,959,221	\$0
902227	Capacity Building for Housing	1/1/23- 6/30/25	\$2,940,000	\$2,940,000	\$0



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Master Contract (MC) No.	MC Description	Board of Supervisors (BOS) Approved MC Term	BOS Approved MC Pooled Amount	Total Contract Amount Awarded	MC Pooled Amount Remaining
	Community Supports Services				
902239	CalAIM Housing Community Supports Services	1/1/23-12/31/24	\$40,100,000	\$40,100,000	\$0
902318*	Housing Community Supports Legal Services	7/1/23 – 6/30/24	\$200,000	\$200,000	\$0
<b>Grand Total</b>			<b>\$231,465,618</b>	<b>\$226,565,790</b>	<b>\$4,899,828</b>

\* Notes:

- Master Contract (MC) Numbers with an asterisk next to them indicate new MCs created in FY 23-24.
- For MC Nos. 902012 and 902013, the MC total contract amount awarded is less than the Board approved MC pooled amount because some contracts were approved in FY 23-24 but were not encumbered until the following fiscal year.



**Attachment C – Total Funding Awarded and Expensed by Vendor**  
 Housing Solutions for Health Vendor Pool as of FY 23-24 (6/30/24)

<b>Vendor</b>	<b>Grand Total Awarded to Vendor Through FY 23-24</b>	<b>Grand Total Expensed by Vendor Through FY 23-24</b>
Abode Services*	\$67,604,175	\$45,794,925
Alameda Point Collaborative	\$1,249,800	\$1,249,800
Applied Survey Research, Inc.	\$215,964	\$215,964
Aspire Consulting, LLC	\$296,515	\$263,315
Bay Area Community Health (Formerly Tri-City Health Center)	\$176,132	\$176,132
Bay Area Community Services, Inc.*	\$21,603,481	\$15,471,358
Bay Area Legal Aid	\$200,000	\$114,120
Building Opportunities for Self-Sufficiency*	\$4,943,723	\$3,140,752
Burlington Associates in Community Development, Inc.	\$350,000	\$106,922
City of Alameda, Community Development Department	\$623,965	\$572,749
City of Fremont Human Services Department*	\$2,851,096	\$2,064,210
City of Hayward	\$1,077,375	\$1,031,988
City of Livermore	\$862,436	\$432,246
City of San Leandro	\$1,024,091	\$238,700
City of Union City	\$748,672	\$293,393
Cornerstone Community Development Corporation (dba Building Futures with Women and Children)*	\$8,060,749	\$4,847,280
Corporation for Supportive Housing	\$375,000	\$249,307
Covenant House California*	\$6,133,604	\$3,495,782
DayBreak Adult Care Centers	\$1,163,770	\$856,703
East Bay Innovations*	\$5,895,507	\$4,972,076
East Oakland Community Project*	\$2,310,605	\$965,665
Eden Information and Referral Inc.	\$948,025	\$538,469



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Vendor	Grand Total Awarded to Vendor Through FY 23-24	Grand Total Expensed by Vendor Through FY 23-24
EveryOne Home, fiscally sponsored by Tides Center	\$522,151	\$48,001
Family Violence Law Center	\$95,000	\$53,604
Felton Institute	\$756,100	\$712,798
Five Keys Schools and Programs*	\$11,317,954	\$9,161,358
Fred Finch Youth Center DBA Fred Finch Youth and Family Service*	\$438,000	\$160,047
FUSE Corps	\$150,000	\$150,000
God's Love Outreach Ministries (dba GLOM)	\$850,000	\$0
Housing Consortium of the East Bay*	\$3,954,400	\$3,061,957
Insight Housing (Formerly Berkeley Food and Housing Project)*	\$6,282,467	\$4,063,115
Juana Care Facility	\$268,000	\$196,124
Katharine Gale	\$596,400	\$544,873
Larkin Street Youth Services	\$854,942	\$11,278
Legal Assistance for Seniors, Inc.	\$1,172,000	\$747,533
Life Skills Training and Educational Programs, Inc. (LifeSTEPS)*	\$732,550	\$511,424
LifeLong Medical Care*	\$18,885,358	\$11,407,278
Operation Dignity, Inc.*	\$60,000	\$0
Roots Community Health Center*	\$3,851,750	\$3,469,609
Safe Alternative to Violent Environments Inc	\$55,000	\$24,783
Satellite Affordable Housing Associates*	\$30,000	\$0
St. Mary's Center*	\$285,000	\$67,907
Stacey Murphy (dba SHM Consulting)	\$5,040	\$5,040
Strategic EMS Consulting	\$204,630	\$189,202
Telecare Corporation	\$1,784,362	\$1,784,362



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Vendor	Grand Total Awarded to Vendor Through FY 23-24	Grand Total Expensed by Vendor Through FY 23-24
The Alliance For Community Wellness DBA La Familia Counseling Service*	\$256,962	\$167,127
The Center for Common Concerns DBA Homebase	\$87,206	\$87,206
Tiburcio Vásquez Health Center, Inc.*	\$3,505,834	\$3,435,834
Women’s Daytime Drop-In Center*	\$749,999	\$395,498
Housing Community Supports Contracts	\$40,100,000	\$18,350,566
<b>Grand Total</b>	<b>\$226,565,790</b>	<b>\$145,898,380</b>

\* Notes:

- These Housing Community Supports contracts are reimbursed based on actual clients served rather than fixed allocations. In other words, at the time of contract execution, vendors are not awarded a specific dollar amount; instead, reimbursement is based on actual clients served. A total of 21 vendors (indicated with (\*) in the table) share a pooled amount of \$40,100,000. The grand total awarded to each vendor noted with an (\*) does not include HCS services (since the contracts do not have an award amount at the time of execution). \$18.3M is the shared amount expended between all 21 vendors and is not captured in each respective vendors’ expenditure data.

# Housing Solutions for Health Vendor Pool Annual Report

Fiscal Year 2023-2024  
(July 1, 2023 to June 30, 2024)

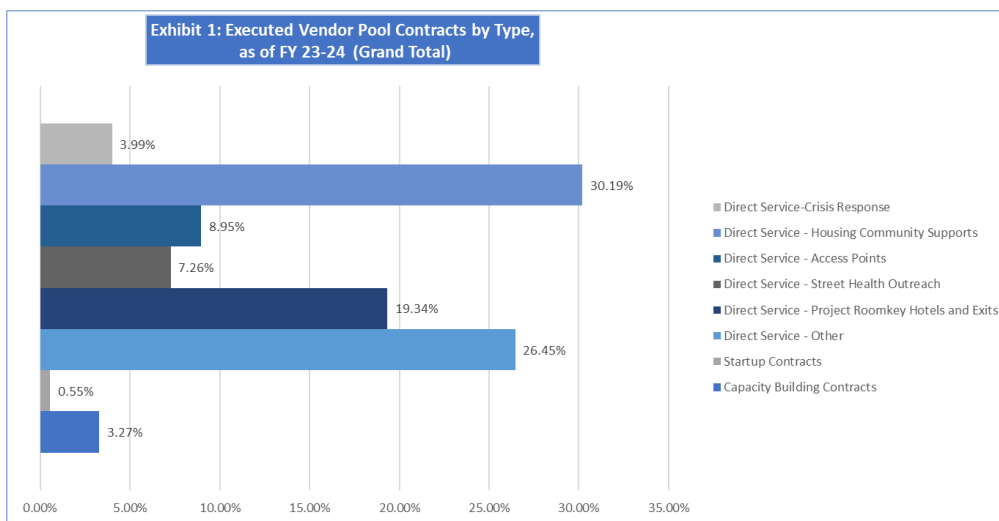
Alameda County Health  
Special Projects Office  
December 9, 2025

# Executive Summary

Through these reports, Alameda County Health (AC Health) briefs the Board of Supervisors and public on Housing Solutions for Health Vendor Pool (Vendor Pool) progress and accomplishments. For Fiscal Year (FY) 23-24, a summary of contracts outcomes include:

- 6,729 individuals were enrolled in Coordinated Entry;
- 6,550 Housing Assessments and 4,819 Crisis Assessments were conducted;
- 3,332 individuals served by the Housing Community Supports (HCS) program with housing navigation and tenancy sustaining services;
- 92% of individuals receiving HCS tenancy sustaining services retained their housing;
- Over 860 individuals were served in crisis response programs, including interim housing, safe parking, warming and cooling centers, and permanent housing interventions; and
- Street Health Outreach teams provided health and housing services to over 1,500 unhoused individuals in street and encampment settings across the County across more than 8,000 encounters.

As illustrated in Exhibit 1, 50% of all Vendor Pool contracts were allocated to services for Street Health Outreach, Access Points, Housing Community Supports, and Crisis Response by the end of FY 23-24.



While the standard procurement and contracting process can take six to twelve months, the Vendor Pool process takes approximately five to six months, which allows the County to respond to urgent needs more effectively and utilize time-limited funding. Thanks to the Vendor Pool’s streamlined process, the County has been able to remain responsive to the homelessness crisis and the needs of our homeless residents.

# Introduction

The number of people experiencing homelessness in Alameda County reflects a health and humanitarian crisis. Through [ACGOV Vision 2036](#), previously Vision 2026, the Board of Supervisors set as one of the 10X goals eliminating homelessness in the County by the year 2036. To help achieve these ambitious goals, AC Health recognized the need for County agencies to act swiftly to address the homelessness crisis and proposed to the Board an innovative approach to streamline the procurement and contracting process to deliver services and resources to County residents as quickly as possible.

On May 21, 2019, the Board approved a Master Contract (Item No. 15) for the Housing Solutions for Health Vendor Pool (Vendor Pool) for a three-year term from July 1, 2019 – June 30, 2022, to create a pool of qualified vendors available for County agencies to execute contracts quickly in response to the crisis. To accommodate continuing and emerging funding sources to address the ongoing homelessness crisis, on August 4, 2020, the Board approved an amendment to the Vendor Pool (Item No. 20) to extend the term to July 30, 2025, and increase the total pool amount to \$50,000,000 (an increase of \$20,000,000). Subsequently, your Board approved 26 additional amendments to increase the total pooled amount of MC No. 901811 from \$50,000,000 to \$93,532,272, with the most recent amendment approved on October 24, 2023 (File No. 31085 Item No. 19).

To improve ease of tracking and reporting, AC Health created new Master Contracts (MCs) beginning June 8, 2021, to organize new Standard Services Agreements (SSA) by service area with amendments to previously executed SSAs remaining with the original MC No. 901811. Please refer to the new MC section on page 8 for more information.

AC Health programs and County agencies may select vendors from the Vendor Pool for projects without engaging in a standard competitive procurement, which significantly reduces the typical contract development timeline and expedites the delivery of critical services to the homeless population. AC Health has continued to work on oversight, accountability and responsiveness related to the Vendor Pool; since March 2021, approval of the contractor and funding is brought to the Board of Supervisors for approval, with the delegated authority for the AC Health Director to execute the agreements, upon review by Counsel as to form. County agencies are responsible for contract oversight, monitoring and payment. AC Health is also providing contracts encumbrance and expenditure data.

AC Health's Special Projects Office (SPO) administers the [Request for Qualification \(RFQ\)](#) process for continuously adding vendors to the Vendor Pool, oversees the vendor selection and contracting process, and manages the MCs on behalf of AC Health programs and County agencies that use the Vendor Pool. Vendors who are qualified into the Vendor Pool are available for immediate contracting. Interested AC Health programs and County agencies may use the Vendor Pool to fund direct services, start-up, capacity-building and technical assistance, and innovation for the following core service categories:

1. Outreach, Engagement, and Benefits Enrollment;
2. Health and Supportive Services; and/or
3. Housing and Property Related Services.

The purpose of this Fiscal Year (FY) 23-24 report (7/1/23-6/30/24) is to brief the Board of Supervisors and public on Vendor Pool progress and accomplishments.

# Vendors

## Outreach

The [RFQ](#) is posted on the General Services Agency’s Contracting Opportunities website, and is open on a continuous basis to allow vendors to become qualified as they become eligible. As detailed in previous reports, the SPO has conducted additional outreach throughout the Vendor Pool term and will continue to do so throughout the Vendor Pool term.

## Bid Responses

Vendor bid responses were first due on April 10, 2019, and are accepted on an ongoing, monthly basis. Qualification of vendors is performed by content experts who have expertise or experience in the areas of health and housing-related services for people experiencing homelessness. These experts evaluate bidder responses to verify that the vendor meets the qualification criteria (i.e., verify that the vendor has been engaged in the business of providing services to people currently experiencing homelessness, living unstably and/or formerly homeless for at least three of the last ten years for each of the core service categories for which the vendor is qualifying) and recommend vendors for inclusion in the Vendor Pool. SPO notifies vendors of the qualification outcome.

## Approved Vendors

Four new vendors qualified into the Vendor Pool during FY 23-24, bringing the grand total of approved vendors in the Vendor Pool to 88. Exhibit 2 provides a list of approved vendors as of June 30, 2024.

**Exhibit 2. Approved Vendor List, as of June 30, 2024**

Vendor	Category 1: Outreach, Engagement, and Benefits Enrollment	Category 2: Health and Supportive Services	Category 3: Housing and Property Related Services
<b>DIRECT SERVICE PROVIDERS</b>			
Abode Services	✓	✓	✓
Alameda County Homeless Action Center	✓	✓	✓
Alameda Point Collaborative		✓	✓
Bay Area Community Services, Inc.	✓	✓	✓
Bay Area Legal Aid	✓	✓	✓
Berkeley Youth Alternatives		✓	✓
Beyond Emancipation	✓	✓	✓
Bill Wilson Center			✓
Brilliant Corners	✓	✓	✓
Brothers and Ladies Leading for Enrichment, Righteousness and Success (B.A.L.L.E.R.S.)		✓	
Building Opportunities for Self-Sufficiency	✓	✓	✓

Vendor	Category 1: Outreach, Engagement, and Benefits Enrollment	Category 2: Health and Supportive Services	Category 3: Housing and Property Related Services
Cal-PEP, Inc	✓	✓	
Cardea Health	✓	✓	✓
Catholic Charities of the Diocese of Oakland (dba Catholic Charities of the East Bay)			✓
Center for Elders' Independence	✓	✓	
The Center to Promote Healthcare Access Inc, dba Alluma	✓		
City of Alameda, Community Development Department	✓	✓	✓
City of Emeryville	✓	✓	✓
City of Fremont Human Services Department	✓	✓	✓
City of Hayward	✓	✓	✓
City of Livermore	✓	✓	✓
City of San Leandro	✓	✓	
City of Union City	✓	✓	✓
CityServe of the Tri-Valley	✓	✓	✓
Cornerstone Community Development Corporation (dba Building Futures with Women and Children)	✓	✓	✓
Covenant House California	✓	✓	✓
DayBreak Adult Care Centers	✓	✓	✓
East Bay Agency for Children	✓	✓	
East Bay Asian Local Development Corporation	✓	✓	✓
East Bay Innovations	✓	✓	✓
East Oakland Community Project	✓	✓	✓
Eden I & R, Inc.	✓		✓
Episcopal Community Services of San Francisco	✓	✓	✓
EveryOne Home, fiscally sponsored by Tides Center			✓
Family Bridges, Inc.	✓	✓	✓
Family Violence Law Center		✓	
Felton Institute	✓	✓	✓
Five Keys Schools and Programs		✓	✓
Fred Finch Youth Center		✓	
Gina McCrae-Moore			✓
God's Love Outreach Ministries (dba GLOM)	✓	✓	✓

Vendor	Category 1: Outreach, Engagement, and Benefits Enrollment	Category 2: Health and Supportive Services	Category 3: Housing and Property Related Services
Housing Consortium of the East Bay		✓	✓
Insight Housing (Formerly Berkeley Food and Housing Project)	✓	✓	✓
Juana Care Facility			✓
Kingdom Builders Transitional Housing Program			✓
Larkin Street Youth Services	✓	✓	✓
Leaders in Community Alternatives, Inc.		✓	
Legal Assistance for Seniors, Inc.	✓	✓	✓
Life Skills Training and Educational Programs, Inc. (LifeSTEPS)		✓	
LifeLong Medical Care	✓	✓	✓
Love Never Fails		✓	
Mercy Housing California		✓	
The Multicultural Institute	✓	✓	
Oakland Elizabeth House		✓	
On The Move	✓	✓	✓
Open Heart Kitchen of Livermore, Inc.		✓	
Operation Dignity	✓	✓	✓
Options Recovery Services	✓	✓	✓
Rebirth & Rise Arts and Education, Inc.			✓
Roots Community Health Center	✓	✓	
Root & Rebound		✓	
Ruby's Place			✓
Safe Alternative to Violent Environments Inc.	✓	✓	✓
Satellite Affordable Housing Associates		✓	✓
St. Mary's Center	✓	✓	✓
Swords to Plowshares Veterans Rights Organization	✓	✓	✓
Telecare Corporation	✓	✓	✓
The Alliance For Community Wellness dba La Familia Counseling Service		✓	✓
The Salvation Army, Alameda County		✓	✓
The Spanish Speaking Unity Council of Alameda County, Inc. (dba The Unity Council)	✓	✓	✓
Tiburcio Vásquez Health Center, Inc.	✓	✓	
Tri-City Health Center	✓	✓	✓
Women's Daytime Drop-In Center	✓	✓	✓

Vendor	Category 1: Outreach, Engagement, and Benefits Enrollment	Category 2: Health and Supportive Services	Category 3: Housing and Property Related Services
Youth Spirit Artworks		✓	
<b>CAPACITY BUILDING/TECHNICAL ASSISTANCE PROVIDERS</b>			
Applied Survey Research			✓
Aspire Consulting, LLC	✓	✓	
Burlington Associates in Community Development, Inc.			✓
The Center for Common Concerns DBA Homebase	✓	✓	✓
Corporation for Supportive Housing	✓	✓	✓
Daniel Matthieu Cohen, LCSW, Inc.		✓	
FUSE Corps	✓	✓	✓
Katharine Gale		✓	✓
MEMconsultants LLC	✓	✓	
Resource Development Associates	✓	✓	✓
Social Change Partners, LLC	✓	✓	✓
Stacey Murphy (dba SHM Consulting)	✓	✓	✓
Strategic EMS Consulting		✓	

## *Small, Local & Emerging Business Program (SLEB)*

Since 90% of the vendors that originally qualified into the Vendor Pool were certified SLEBs or SLEB-exempt as they are non-profit, community-based organizations providing services to the community or are government entities, and some of the projects that may result from the Vendor Pool are federally funded, the Board of Supervisors waived SLEB requirements for this Vendor Pool. Of the 88 vendors qualified into the Vendor Pool as of June 30, 2024, 84% are certified SLEBs or SLEB exempt.

## County Agencies

### *Staff Training*

The Vendor Pool offers AC Health programs and County agencies a streamlined process for vendor selection, reducing the amount of time required to contract services by several months and with fewer steps. To appropriately and properly use the Vendor Pool, AC Health developed Contracting Guidelines to assist County agencies in understanding the Vendor Pool and workflow. Following the approval of the original Master Contract, the SPO began training County staff on the Contracting Guidelines. As of June 30, 2024, SPO trained 174 staff members across 5 County departments. The Vendor Pool is available to all County agencies, but it is primarily utilized by AC Health, since the County’s homelessness response system is consolidated within AC Health’s Housing and Homelessness Services unit.

### *Project Requests for the Vendor Pool*

Under the Vendor Pool Contracting Guidelines, after County agencies and programs receive approval from AC Health to use the Vendor Pool, they review the vendor qualification responses for approved vendors and select a vendor to provide the services needed. If County agencies and programs need more information about vendors' qualifications, they can request that the SPO contact approved vendors on their behalf to ask specific questions. Once County agencies and programs select their vendor, they document how their selected vendor is qualified to perform project services based on the required and applicable criteria. Next, the SPO contacts the vendor and verifies their interest in beginning contract negotiations, whereupon County agencies and programs begin direct contract negotiations. Subsequently, County Counsel reviews and signs approved as to form for each contract. Approval of the contractor(s) and funding(s) are brought to the Board of Supervisors for approval, with the delegated authority to sign the contract, upon review by Counsel as to form, remaining with the AC Health Director. Finally, the SPO obtains the AC Health Director's signature to execute Vendor Pool contracts, which in addition to the streamlined vendor selection process, reduces the amount of time required to contract for services. In Fiscal Year (FY) 23-24, there were 13 new project requests from AC Health programs for the Vendor Pool totaling \$2,297,672.

## *Amendment Requests for the Vendor Pool*

Under the Vendor Pool Contracting Guidelines, County agencies and programs may amend Vendor Pool contracts, as needed. County agencies and programs provide information about the original contract, the reason for the amendment (term extension, add funds, etc.), and the amendment details (term, funding amount, funding source, etc.). After programs receive approval from AC Health to amend the existing contract, County agencies and programs begin direct contract negotiations for the amendment. Subsequently, County Counsel reviews and signs approved as to form for each amendment. Approval of the contractor and funding is brought to the Board of Supervisors for approval, with the delegated authority to sign the contract, upon review by Counsel as to form, remaining with the AC Health Director. Finally, the SPO obtains the AC Health Director's signature to execute Vendor Pool amendment. In FY 23-24, there were 69 new project amendment requests from various County agencies and programs for the Vendor Pool totaling \$41,209,568.

## Executed Contracts

While County agencies and programs provide funding for their contracts from their own budgets, contract amounts are subtracted from the authorized Master Contract (MC) pooled not-to-exceed amount approved by the Board.

AC Health will continue to assign new standard services agreements to the corresponding MC by service category, and request Board approval on New MCs, as needed. Contracts originally residing within MC No. 901811 are no longer active. A summary of all Vendor Pool MCs is included below in Exhibit 3.

## *Total Funding Awarded*

In Fiscal Year (FY) 23-24, 13 contracts (\$2,297,672) and 69 amendments (\$41,209,568) were executed under the Vendor Pool, across all MCs, for a total of \$43,507,240. A grand total of 155 contracts and 194 amendments were awarded through the Vendor Pool (across all MCs) as of the end of FY 23-24, totaling \$226,565,790 (59 contracts and 36 amendments were executed previously as of the end of FY 22-23).

Exhibit 3 below lists the details of each Master Contract (MC), including Board approved pooled amounts and remaining balances as of June 30, 2024.

**Exhibit 3: Summary of Vendor Pool Master Contracts (MC) as of June 30, 2024**

Master Contract (MC) No.	MC Description	Board of Supervisors (BOS) Approved MC Term	BOS Approved MC Pooled Amount	Total Contract Amount Awarded	MC Pooled Amount Remaining
901811	Outreach, Engagement, Benefits Enrollment, Health and Supportive Services, and Housing and Property-related Services	7/1/19 – 6/30/25	\$93,532,272	\$93,532,272	\$0
902012	Shelter Operations and Support Services	5/1/21 – 6/30/25	\$16,539,327	\$15,629,081	\$910,246
902013	Housing Assistance Services	1/1/21 – 6/30/24	\$45,835,433	\$41,845,851	\$3,989,582
902014	Consultation and Technical Assistance Services	4/1/21 – 6/30/24	\$2,032,731	\$2,032,731	\$0
902023	Hotel Shelter Operations and Support Services	7/1/21 – 4/30/22	\$1,250,084	\$1,250,084	\$0
902604	Community Support Services for Housing Navigation, Housing Deposits, and Tenancy Sustaining Services	1/1/22 – 12/31/22	\$21,076,550	\$21,076,550	\$0
902082	Street Health Outreach Services	7/1/21-6/30/23	\$7,959,221	\$7,959,221	\$0
902227	Capacity Building for Housing Community Supports Services	1/1/23-6/30/25	\$2,940,000	\$2,940,000	\$0
902239	CaAIM Housing Community Supports Services	1/1/23-12/31/24	\$40,100,000	\$40,100,000	\$0
902318*	Housing Community Supports Legal Services	7/1/2023 – 6/30/2024	\$200,000	\$200,000	\$0
<b>Grand Total</b>			<b>\$231,465,618</b>	<b>\$226,565,790</b>	<b>\$4,899,828</b>

\* Notes:

- MC Numbers with an asterisk next to them indicate new MCs created in Fiscal Year (FY) 23-24.
- For MC Nos. 902012 and 902013, the MC total contract amount awarded is less than the Board approved MC pooled amount because some contracts were approved in FY 23-24 but were not encumbered until the following fiscal year.

## Outcomes

To better reflect the overall impact of services on the County’s residents, contracts outcomes for Fiscal Year 23-24 are presented by program area rather than by individual contracts. AC Health uses the County’s Homeless Management Information System (HMIS) to capture and report program outcomes data.

### *Capacity Building Contracts*

Funding for “capacity-building” projects support the efforts of AC Health programs and County agencies to provide resources to a vendor to provide capacity or technical assistance to other service providers to help establish, expand, or improve performance.

#### Capacity Building for Housing Community Supports (HCS) Contracts

Capacity building services for HCS provide financial incentives to build the capacity of HCS service providers, with the goal of expanding the availability of HCS services within three categories:

- **Housing Transition Navigation Services (HN):** assist households with obtaining housing;
- **Housing Tenancy and Sustaining Services (TSS):** provides tenancy and sustaining services, with a goal of maintaining safe and stable tenancy once housing is secured; and
- **Housing Deposits (HD):** assist with identifying, coordinating, securing, or funding one-time services and modifications necessary to enable a person to establish a basic household that do not constitute room and board.

HCS Capacity building program objectives include:

- Build the capacity of HCS providers to provide services for formerly homeless individuals living in or transitioning to AC Health designated permanent housing units; and
- Expand the availability of HN and TSS.

To expand critical HCS services, these incentive-based capacity building contracts enable provider agencies to hire and retain case management staff under AC Health’s HCS program. Each new case manager serves approximately 25 clients once they are onboarded and hold a full caseload. As of the end of Fiscal Year (FY) 23-24, 21 community providers hired 72 case managers. Providing capacity building services for HCS has proven imperative, as the number of homeless and formerly homeless individuals enrolled in HCS HN and TSS increased from 2,040 in June 2023 to 2,596 in June 2024. These contracts help community providers meet the service demand via increased staff capacity.

### *Direct Service Contracts*

“Direct service” contracts include funding to provide services to the target population. A majority of Vendor Pool contracts are for the following direct services listed below, for which contract accomplishments are highlighted below, each in their own subsections.

- **Access Points:** Access Points are virtual or physical places, or programs, where individuals or families experiencing homelessness, or at imminent risk, can seek and receive assistance to connect with resources through the Housing Crisis Response System via Coordinated Entry.
- **Housing Community Supports:** Housing Navigation and Tenancy Sustaining Services/Supportive Services.
- **Street Health Outreach Teams:** Street Health Outreach teams play a critical role in supporting the unhoused by providing street-based health care, housing, and social services; connecting individuals to medical homes; administering vaccines; and establishing partnerships with city staff, law enforcement, and community-based housing providers.
- **Crisis Response projects:** Crisis Response projects include interim and permanent housing interventions across the County, including shelters, safe parking, navigation centers and related

support services with a goal to assist individuals experiencing homelessness transition to permanent housing.

*Access Points Contracts*

Access Points are virtual or physical places, or programs, where individuals or families experiencing homelessness or at imminent risk of homelessness seek and receive assistance to connect to resources through the Housing Crisis Response System via Coordinated Entry.

As of the end of FY 23-24, there were 13 Access Points across the County operated by the following 11 vendors:

- **North County:** Women’s Daytime Drop in Center, Bay Area Community Services, Inc.
- **Oakland:** Bay Area Community Services, Inc., Building Opportunities for Self Sufficiency, East Oakland Community Project
- **East County:** Abode Services
- **Mid County – East/West:** Bay Area Community Services, Inc., Cornerstone Community Development Corporation, DBA Building Futures with Women and Children
- **South County:** Abode Services, City of Fremont Human Services Department
- **Transitional Age Youth (countywide):** Covenant House California
- **Call Center:** Eden Information & Referral Inc.
- **Gender-Based Violence:** Cornerstone Community Development Corporation, DBA Building Futures with Women and Children, Safe Alternative to Violent Environments, Inc. (SAVE), Family Violence Law Center

During FY 23-24, housing problem solving services were offered to all consumers experiencing or at imminent risk of homelessness. Depending on eligibility factors and interest in certain types of housing resources, some individuals also received coordinated entry enrollments and assessments and were added to the crisis and/or housing queue, if eligible. The queues are used to match people with appropriate housing resources and those referred to the housing queue are likely to get a match to a permanent housing resource within 6-12 months.

Exhibit 4 represents individuals who were enrolled in housing problem solving through an Access Point during the reporting period. Housing problem solving supports individuals and families to explore creative housing solutions with a goal of resolving the household’s housing crisis as quickly as possible.

**Exhibit 4. Housing Problem Solving Unduplicated Enrollments by Resource Zone in FY 23-24**

Housing Problem Solving Enrollments by Resource Zone	Q1	Q2	Q3	Q4	FY Total
East County (Dublin, Pleasanton, Livermore)	87	94	97	103	323
Mid County East (Hayward, Unincorporated)	227	226	232	317	846
Mid County West (Alameda, San Leandro)	199	248	248	227	784
North County (Berkeley, Emeryville, Albany)	254	338	292	322	1,008
Oakland	913	856	1013	1143	3,354

Housing Problem Solving Enrollments by Resource Zone	Q1	Q2	Q3	Q4	FY Total
South County (Fremont, Newark, Union City)	249	267	253	303	914
(blank)	60	0	0	0	51
<b>Grand Total</b>	<b>1,989</b>	<b>2,029</b>	<b>2,135</b>	<b>2,415</b>	<b>7,280</b>

\*Note: Clients enrolled without a resource zone are categorized as “blank”.

Exhibit 5 represents individuals enrolled in Coordinated Entry during FY 23-24. Coordinated Entry enrollments allow households to access resources, as prioritized, such as shelter, transitional housing, and subsidized permanent housing.

**Exhibit 5. Coordinated Entry Enrollments by Resource Zone in FY 23-24**

Coordinated Entry Enrollments by Resource Zone	Q1	Q2	Q3	Q4	FY Total
East County (Dublin, Pleasanton, Livermore)	69	70	82	92	303
Mid County East (Hayward, Unincorporated)	193	176	177	254	753
Mid County West (Alameda, San Leandro)	166	187	177	175	679
North County (Berkeley, Emeryville, Albany)	207	290	230	245	919
Oakland	795	725	854	1023	3,230
South County (Fremont, Newark, Union City)	191	213	195	260	814
(blank)	36	0	0	0	31
<b>Grand Total</b>	<b>1,657</b>	<b>1,661</b>	<b>1,715</b>	<b>2,049</b>	<b>6,729</b>

\*Note: Clients enrolled without a resource zone are categorized as “blank”.

Exhibit 6 represents individuals or families added to the crisis queue during Fiscal Year (FY) 23-24. The crisis queue is utilized to match people experiencing homelessness to shelter and transitional housing resources. The eligibility criteria for the crisis queue is an interest and openness to be matched to a crisis resource (shelter, interim housing, other transitional resources).

**Exhibit 6. Households Added to Crisis Queue by Resource Zone in FY 23-24**

Added to Crisis Queue by Resource Zone	Q1	Q2	Q3	Q4	FY Total
East County (Dublin, Pleasanton, Livermore)	36	25	34	35	127
Mid County East (Hayward, Unincorporated)	90	105	133	178	485
Mid County West (Alameda, San Leandro)	132	141	138	135	529
North County (Berkeley, Emeryville, Albany)	143	204	159	136	603
Oakland	397	333	483	578	1,733
South County (Fremont, Newark, Union City)	90	97	120	86	386
<b>Grand Total</b>	<b>888</b>	<b>905</b>	<b>1,067</b>	<b>1,148</b>	<b>3,863</b>

Exhibit 7 represents the amount of households in the housing queue during FY 23-24. The housing queue is used to match individuals experiencing homelessness with permanent housing resources. Guidance is provided to Access Points on when to add someone to the housing queue. The size of the housing queue is determined by the amount of housing inventory expected to become available. Individuals who are not

referred to the housing queue continued to receive housing problem solving services, while those who are referred are informed about the type of resource they are likely to be able to access and next steps toward securing housing.

**Exhibit 7. Households Added to Housing Queue by Resource Zone in FY 23-24**

Referred to Housing Queue	Q1	Q2	Q3	Q4	FY Total
East County (Dublin, Pleasanton, Livermore)	46	44	61	53	201
Mid County East (Hayward, Unincorporated)	107	84	109	157	445
Mid County West (Alameda, San Leandro)	110	82	100	102	387
North County (Berkeley, Emeryville, Albany)	109	135	153	96	488
Oakland	467	388	546	590	1,968
South County (Fremont, Newark, Union City)	107	105	139	156	503
<b>Grand Total</b>	<b>946</b>	<b>838</b>	<b>1,108</b>	<b>1,154</b>	<b>3,992</b>

Quarterly enrollments in housing problem solving and coordinated entry have increased for seven straight quarters. This reflects the continued need for these services and increased capacity of the housing resource centers. The slight increase in households added to the housing queue from FY 22-23 (3,965) to FY 23-24 (3,992) is a result of not only increasing demand for housing, but new units that have become available and are matched by the County’s Home Stretch team. As the housing queue capacity is limited by the number of units the Home Stretch team expects to become open over the course of the year, so that anyone on the housing queue may expect a match to housing within 6-12 months, new units are required to increase the number of people who are added to the queue. By increasing the number of people served by housing problem solving and coordinated entry, Access Points are facilitating the efficient delivery of housing services to the people who need them.

*Housing Community Supports Contracts*

Housing services in Alameda County were developed and expanded under the Whole Person Care (WPC) Pilot Initiative, which ended on December 31, 2021. The services, referred to “HHIS bundles” under WPC, transitioned to Housing Community Supports (HCS) under California Advancing and Innovating Medi-Cal (CalAIM). CalAIM is the state’s multi-year plan to transform the Medi-Cal program and included the implementation of HCS as services designed to address social determinants of health, under Medi-Cal managed care, beginning January 1, 2022. The Vendor Pool process has provided a streamlined and expedited process for AC Health to transition services from WPC to CalAIM with no disruptions or break in services to consumers.

Consumers are prioritized for HCS through Coordinated Entry and are homeless, and formerly homeless households living in, or transitioning to permanent housing within Alameda County. Consumers are not required to be in managed care Medi-Cal to receive a service; however, to receive payment for eligible consumers AC Health and its HCS contractors must adhere to the state’s guidelines under CalAIM.

AC Health manages the delivery of HCS in Alameda County, which includes:

- Housing Transition Navigation Services (HN)
- Housing Tenancy and Sustaining Services (TSS); and

- Housing Deposits (HD).<sup>1</sup>

HCS program objectives include:

- Utilizing Housing First principles to help homeless and formerly homeless households obtain, move into, and retain their homes;
- Outreaching and engaging households referred by AC Health to support their transition from homelessness into permanent housing;
- Providing HN services to consumers experiencing homelessness to support in obtaining permanent housing;
- Providing supportive services to enrollees in TSS in accordance with California Department of Health Care Services requirements;
- Reducing utilization of crisis and inpatient health care resources among those receiving services;
- For housed consumers, maintaining regular interfacing with property management, intervening early when housing issues arise, and providing support to all consumers regarding housing concerns and housing rights; and
- Capturing real-time data in Homeless Management Information System including information about enrollment, service needs and provisions, changes in current living situation, and performance outcomes, on all consumers served.

As of the end of FY 23-24, there were 21 vendors providing HCS. Exhibit 8 represents lists the contracted slots by contractor as well as services provided to unduplicated consumers in FY 23-24.

**Exhibit 8. HCS Contracted Service Slots and Unduplicated Consumers Served During FY 23-24**

Contractor	Contracted Slots			Number of Unduplicated Consumers Served
	HN	TSS	Total	FY Total
Abode Services	141	660	801	789
Bay Area Community Services, Inc.	222	369	591	526
Building Opportunities for Self Sufficiency	52	56	108	82
City of Fremont Human Services Department	25	0	25	39
Cornerstone Community Development Corporation DBA Building Futures with Women and Children	92	129	221	221
Covenant House California	50	0	50	26
East Bay Innovations	34	66	100	79
East Oakland Community Project	55	64	119	115
Five Keys Schools and Programs	172	0	172	146
Fred Finch Youth Center DBA Fred Finch Youth and Family Services	25	18	43	30
Housing Consortium of the East Bay	152	131	283	314
Insight Housing (Formerly Berkeley Food and Housing Project)	42	108	150	215
LifeLong Medical Care	77	371	448	277
Life Skills Training and Educational Programs, Inc.	50	75	125	186
Operation Dignity*	0	36	36	0
Roots Community Health Center	75	0	75	84

<sup>1</sup> See page 9 for definitions of HN, TSS, and HD.

Contractor	Contracted Slots			Number of Unduplicated Consumers Served
	HN	TSS	Total	FY Total
Satellite Affordable Housing Associates (SAHA)*	0	25	25	0
St. Mary's Center	50	25	75	44
The Alliance For Community Wellness DBA La Familia Counseling Service	45	0	45	29
Tiburcio Vásquez Health Center, Inc.	25	0	25	66
Women's Daytime Drop In Center	75	25	100	64
<b>Grand Total</b>	<b>1,459</b>	<b>2,158</b>	<b>3,617</b>	<b>3,332</b>

\*Note: Vendors with an asterisk next to their name have contracts that were executed at the end of FY 23-24, and their services did not start until the following fiscal year. Therefore, their data will be reported in the next report.

The focus of the first year of the program (FY 22-23) was to transition from Whole Person Care to California Advancing and Innovating Medi-Cal HCS including developing program policies and procedures and billing and claiming procedures. After the launch of the program, the emphasis has shifted to quality improvement and service expansion, which will be highlighted in subsequent reports.

In summary, the HCS contracts accomplished the following in FY 23-24 (year 2 of HCS program operations):

- Served 3,332 unduplicated individuals;
- 296 individuals received Housing Navigation services obtained housing;
- 92% received Tenancy Sustaining Services retained housing;
- 78% maintained housing while receiving services; and
- 14% exited from services due to no longer requiring support.

### Street Health Outreach Contracts

Street Health Outreach teams play a critical role in serving the unhoused through providing street-based health care, housing, and social services, connecting people to medical homes, administering vaccines and establishing partnerships with city staff, law enforcement, and community-based housing providers. During FY 23-24, four providers were contracted through the Vendor Pool to provide Street Health Outreach services:

1. Abode Services (1 team; East County);
2. Lifelong Medical Care (6 teams, Downtown and West Oakland, Emeryville, Berkeley and Albany);
3. Roots Community Health (3 teams, East Oakland); and
4. Tiburcio Vásquez Health Center, Inc. (3 teams; Mid County).

Exhibit 9 represents the number of unduplicated consumers served in FY 23-24.

### Exhibit 9. Street Health Outreach Unduplicated Consumers Served in FY 23-24

Street Health Outreach Unduplicated Consumers Served	Zone	Q1	Q2	Q3	Q4	FY Total
Abode Services	1 East County	51	39	0	0	76
LifeLong Medical Care	9-14 Downtown and West Oakland, Emeryville, Berkeley and Albany	648	590	0	0	908

Street Health Outreach Unduplicated Consumers Served	Zone	Q1	Q2	Q3	Q4	FY Total
Roots Community Health	6-8 East Oakland	110	97	0	0	147
Tiburcio Vásquez Health Center, Inc.	3-5 Mid County	298	295	0	0	419
<b>Grand Total</b>		<b>1,103</b>	<b>1,021</b>	<b>0</b>	<b>0</b>	<b>1,543</b>

Exhibit 10 represents the number of encounters in FY 23-24.

**Exhibit 10. Street Health Outreach Encounters in FY 23-24**

Street Health Outreach Encounters	Zone	Q1	Q2	Q3	Q4	FY Total
Abode Services	1 East County	81	88	0	0	169
LifeLong Medical Care	9-14 Downtown and West Oakland, Emeryville, Berkeley and Albany	2,407	2,217	0	0	4,624
Roots Community Health	6-8 East Oakland	507	463	0	0	970
Tiburcio Vásquez Health Center, Inc.	3-5 Mid County	1,389	1,427	0	0	2,816
<b>Grand Total</b>		<b>4,384</b>	<b>4,195</b>	<b>0</b>	<b>0</b>	<b>8,579</b>

Exhibit 11 represents the number of unduplicated consumers newly enrolled in Coordinated Entry in FY 23-24 resulting from Street Health Outreach.

**Exhibit 11. Street Health Outreach Unduplicated Consumers Newly Enrolled in Coordinated Entry in FY 23-24**

Unduplicated Consumers Newly Enrolled in Coordinated Entry	Zone	Q1	Q2	Q3	Q4	FY Total
LifeLong Medical Care	9-14 Downtown and West Oakland, Emeryville, Berkeley and Albany	35	36	0	0	71
Roots Community Health	6-8 East Oakland	1	2	0	0	3
Tiburcio Vásquez Health Center, Inc.	3-5 Mid County	15	18	0	0	33
<b>Grand Total</b>		<b>51</b>	<b>56</b>	<b>0</b>	<b>0</b>	<b>107</b>

In summary, the Street Health Outreach contracts accomplished the following in FY 23-24:

- Street Health Outreach teams served 1,543 unduplicated clients across 8,579 encounters (an average of approximately 5.6 encounters per unduplicated client during the FY; and a median of approximately 3.0 encounters per unduplicated client during the FY);
- Approximately 33% encounters (2,797 of 8,579 total) were medical encounters;

- Medical encounters involve the provision of medical care to clients by a physician, nurse practitioner, physician’s assistant, certified nurse midwife, or nurse;
- Approximately 67% encounters (5,782 of 8,579 total) were enabling service encounters;
  - Enabling service encounters support and assist in the delivery of primary care services to clients and facilitate access to care;
  - A total of 5,782 enabling service encounters were provided, demonstrating the whole person care to Street Health patients, including housing services, benefits support, linkages and referrals;
- 107 unduplicated individuals were newly enrolled into Coordinated Entry by Street Health Outreach teams; and
- Key challenges were hiring and retaining staff and maintaining relationships with clients following the increasing number of encampment abatements.

*Crisis Response Projects Contracts*

Crisis Response Projects contracts support interim and permanent housing interventions across the County. The majority of funds support interim housing projects that also provide supportive services to help people experiencing homelessness transition to permanent housing. The County works closely with City partners to support these projects. Exhibit 12 represents the number of unduplicated consumers served during FY 23-24 via Crisis Response Projects.

**Exhibit 12. Crisis Response Projects Unduplicated Consumers Served in FY 23-24**

<b>Crisis Response Projects Unduplicated Consumers Served</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>FY Total</b>
City of Fremont Housing Navigation Center	59	69	60	51	127
City of Hayward Navigation Center	83	75	87	96	189
Union City Safe Parking	39	37	41	63	83
Alameda Homeless Services	108	45	80	158	270
Mid-County Shelters	0	10	19	13	22
North County Shelter and Permanent Housing Programs	51	51	50	47	99
Tri-Valley Shelter and Permanent Housing Programs	28	34	58	72	77
<b>Grand Total</b>	<b>368</b>	<b>321</b>	<b>395</b>	<b>500</b>	<b>867</b>

In summary, over 860 were served in crisis response programs, which provided critical shelter, basic needs, and services to people experiencing homelessness. These programs aim to support individuals and families obtain and maintain permanent housing. The Crisis Response Projects accomplished the following in FY 23-24:

- Over 155 exited from interim housing programs to permanent housing.
- Of the clients provide with permanent housing intervention, 29 of 32 obtained housing while remaining enrolled and were housed at the end of FY 23-24.
- Of the clients who exited from program or had an annual assessment, over 440 had a source of income and over 140 of those obtained employment.
- Of the clients who exited from program or had an annual assessment, over 570 obtained public benefits and/or health insurance.

Key challenges included:

- Some clients in interim housing programs were:
  - Not actively seeking permanent housing and only interested in short-term interim housing or safe parking at the time they accessed services; and
  - Referred to congregate interim housing sites but were only interested in non-congregate shelter settings.

As a result, the above clients either did not enroll in the program, or only stayed for a short time and exited to homelessness. Some providers reported periods of staffing vacancies throughout FY 23-24, due to factors including challenges with recruitment, turnover, or permanent staff out on leave.

# Contact Information

For questions regarding the Vendor Pool, please contact:

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# Acknowledgements

This report was made possible thanks to the work and collaboration of staff across AC Health programs and County agencies that utilize the Vendor Pool. AC Health’s Special Projects Office recognizes and wholeheartedly thanks all program staff who contributed to this report.

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# Appendix

Detailed information about each Vendor Pool contract awarded during in FY 23-24 (July 1, 2023 to June 30, 2024) is available in the Board of Supervisors Meeting Minutes at <https://bos.acgov.org/>.

Master Contract	Board of Supervisors Meeting Date	File #/ Item #
MC 901811	7/11/2023	(File No. 31052, Item No. 11)
MC 901811	10/24/2023	(File No. 31085, Item No. 19)
MC 902012	7/11/2023	(File No. 31053, Item No. 31)
MC 902012	8/1/2023	(File No. 31053, Item No. 44.1)
MC 902012	10/24/2023	(File No. 31085, Item No. 16)
MC 902012	1/23/2024	(File No. 31181, Item No. 15)
MC 902012	4/30/2024	(File No. 31125, Item No. 9)
MC 902012	6/4/2024	(File No. 31248, Item No. 39)
MC 902013	7/11/2023	(File No. 31053, Item No. 34)
MC 902013	10/24/2023	(File No. 31085, Item No. 19)
MC 902013	1/23/2024	(File No. 31181, Item No. 14)
MC 902013	3/26/2024	(File No. 31204, Item No. 20)
MC 902013	6/4/2024	(File No. XXXX, Item No. 38)
MC 902014	7/11/2023	(File No. 31052, Item No. 15)
MC 902082	9/20/2022	(File No. 30891, Item No. 31)
MC 902082	7/11/2023	(File No. 31053, Item No. 23)
MC 902082	11/14/2023	(File No. XXXX, Item No. 11)
MC 902227	7/11/2023	(File No. 31052, Item No. 19)
MC 902227	2/27/2024	(File No. 31192, Item No. 14)
MC 902227	5/14/2024	(File No. 31235, Item No. 16)
MC 902239	12/19/2023	(File No. 31119, Item No. 15)
MC 902239	5/14/2024	(File No. 31235, Item No. 16)
MC 902318	7/11/2023	(File No. 31052, Item No. 17)