

Department: Joint Office of Homeless Services **Program Contact:** Shannon Singleton
Program Offer Type: Innovative/New Program **Program Offer Stage:** As Adopted
Related Programs:
Program Characteristics:

Executive Summary

Attracting and retaining staff for essential direct service work in emergency shelter and outreach settings is among the most critical obstacles to meeting system-wide goals related to expanding outreach and shelter capacity and achieving the improved outcomes that come from reduced staff turnover. This program offer, in combination with program offer 30005F, addresses an aspect of that challenge by providing ongoing funding for increases in base pay for frontline shelter and outreach workers that was made available on a limited-term basis during the COVID-19 pandemic.

Program Summary

The Joint Office of Homeless Services (JOHS) relies on a network of community based organizations to create emergency shelter programs for adults, families, youth, and domestic and sexual assault survivors, and to deploy outreach workers who, among other things, help navigate people to these shelter and other system resources. During the height of the COVID-19 pandemic, the County approved a \$2.00 per hour increase in base pay for workers in these organizations who continued to carry out essential shelter and outreach functions.

Although the worst of the pandemic appears over, shelter and outreach providers have continued to struggle to attract and maintain critical frontline workers. These positions continue to turn-over at a high rate and are remaining vacant for months. Providers report that this is a combination of ongoing health and safety concerns related to the pandemic and larger labor market forces that are making better wages available in other, less difficult and risky, areas of work. Existing programming is in jeopardy, and new programming is delayed by the lack of applicants to essential positions.

The JOHS has proposed a number of critical investments to help stabilize staffing in its community based organizations more broadly, as most face similar challenges across the range of program positions. This program offer, in combination with Program Offer 30005F, is one piece of the overall strategy, providing ongoing funding for increases in base pay for hundreds of frontline shelter and outreach workers that was made available on a limited-term basis during the COVID-19 pandemic. This investment will ensure shelter and outreach provider compensation is not reduced starting July 1, 2022.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Approximate number of FTE shelter and outreach workers retain COVID-19 response pay increase*	N/A	N/A	N/A	850
Outcome	Shelter & outreach contractors report improved staff retention*	N/A	N/A	N/A	80%
Outcome	Staff of color will be retained at rates as high or higher than non-Hispanic white staff	N/A	N/A	N/A	Yes

Performance Measures Descriptions

*In combination with program offer 30005F.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2022	2022	2023	2023
Contractual Services	\$0	\$0	\$1,000,000	\$0
Total GF/non-GF	\$0	\$0	\$1,000,000	\$0
Program Total:	\$0		\$1,000,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last Year this program was: