



Homeless Services
Panel of Experts

CONSENT CALENDAR
September 12, 2023

To: Honorable Mayor and Members of the City Council
 From: Homeless Services Panel of Experts
 Submitted by: Carole Marasovic, Acting Chair, Homeless Services Panel of Experts
 Subject: Accommodating Client Literacy and Cognitive Challenges in Community Agency Allocation Funding Process as to Homeless Providers

RECOMMENDATION

That Council refer to staff to include in the community agency allocation funding RFP a question to homeless services providers as to how homeless services providers plan to accommodate clients with literacy and cognitive challenges.

FISCAL IMPACTS OF RECOMMENDATION

There should be minimal, if any, fiscal impacts.

CURRENT SITUATION AND ITS EFFECTS

Many persons who engage with the homeless services system have literacy and cognitive challenges. They are frequently provided documents to sign without knowing the content of those documents. Homeless services providers should be providing accommodations to these persons so that they understand the nature of what they are agreeing to in these documents.

BACKGROUND

On July 13, 2023, the Homeless Services Panel of Experts passed the following motion:

Action: M/S/C Meany/Wachspress move that Council refer to staff to include a question, to homeless services providers, in the community agency allocation funding RFP as to how homeless services providers plan to accommodate clients with literacy and cognitive challenges.

Vote: *Ayes:* Meany, Hynes, Kealoha-Blake, Bookstein, Feller, Jones, Wachspress and Marasovic.

Noes: None. *Abstain:* None. *Absent:* None.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no known identifiable environmental impacts.

RATIONALE FOR RECOMMENDATION

HSPE can only make recommendations to Council instead of directly to staff.

During previous site visits to homeless services programs, clients of programs indicated that literacy and cognitive challenges were a major issue for clients who frequently are presented with forms requiring their consent that they do not understand.

The community agency allocation funding process is an opportunity for providers to respond to this important issue and how they will accommodate these clients. Staff, in a prior community agency funding cycle, incorporated the Homeless Commission's concern on another matter, grievance procedures, into RFPs. Thus, this issue can be easily addressed.

ALTERNATIVE ACTIONS CONSIDERED

To not take any action.

CITY MANAGER

See City Manager's companion report.

CONTACT PERSON

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