



**CITY OF SANTA BARBARA**  
**CITY ADMINISTRATOR'S OFFICE**

**DATE:** October 29, 2025

**SUBJECT:** Questions and Answers Submitted for Request for Qualifications (RFQ) for Referral-Based Emergency Shelter Services

1. What are the expected staffing levels for the selected interim service provider on December 1, 2025?

The City is requiring that a Shelter Manager/Project Manager be designated and on-site along with the appropriate leadership and staffing support to help facilitate a smooth transition with PATH Santa Barbara. PATH Santa Barbara will continue to provide day-to-day staffing for program service delivery through December 31, 2025. Therefore, the interim service provider should be prepared to be fully staffed by that time.

2. What is the Tenant Improvement (TI) budget for the facility?

As the Landlord, the City will be responsible for Tenant Improvements and remediating normal wear and tear. As property manager, the interim service provider and operator will be responsible for upkeep and maintenance including general safety and cleanliness.

3. What is the start-up cost allowance?

Any anticipated start-up costs should be included in the cost proposal.

4. Will an RFP be issued for a permanent operator or will the interim operator be selected if their performance is successful?

Yes, a new RFP will be issued. The interim provider may submit a proposal and a successful past performance will be included in the evaluation criteria.

5. Is there capital improvement funding available to rehab this project? If so, how much and when?

The City plans to facilitate short-term improvements to the property, but more significant capital infrastructure improvements are anticipated after the longer-

term provider is selected.

6. Is there a firm commitment by the city to operate this by national best practice (Low Barrier), AND handle all PR in relation to this commitment?

Yes, the commitment to low-barrier, trauma-informed service delivery is included in the Scope of Services. The interim service provider will be responsible for managing adherence to the Conditional Use Permit (CUP) and prioritizing neighborhood relations and response to any impacts internal and external to the facility by clients. The City fully supports these referral-based emergency shelter services as low-barrier to address the diversity and complexity of the needs of our unhoused population and will communicate that accordingly.

7. Do you require a proposer to be able and willing to enroll for services unhoused contacts who are registered sex offenders?

Yes, this is included in the Scope of Services.

8. Do you require a proposer to be able and willing to enroll for services unhoused contacts who are undocumented?

Yes.

9. Is there a commitment to transitioning the current congregate model of the emergency shelter to be that of a non-congregate model? What amount of funding is the City prepared to commit to this transition?

Yes, this will be addressed when a longer-term provider is selected.

10. Is there a total funding amount that is to be awarded?

No. There are current contracted program beds of which those contracts end on December 31, 2025 and will need to be re-negotiated by the interim service provider. We are also hoping that proposals include the leveraging of external resources such as Cal-AIM and philanthropic contributions.