

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING**

**FIRST AMENDMENT  
TO GRANT AGREEMENT  
between  
CITY AND COUNTY OF SAN FRANCISCO  
and  
TENDERLOIN HOUSING CLINIC, INC.**

THIS AMENDMENT of the **April 1, 2022** Grant Agreement (the "Agreement") is dated as of **July 1, 2024** and is made in the City and County of San Francisco, State of California, by and between **TENDERLOIN HOUSING CLINIC, INC.** ("Grantee") and the CITY AND COUNTY OF SAN FRANCISCO, a municipal corporation ("City") acting by and through The Department of Homelessness and Supportive Housing ("Department").

**RECITALS**

WHEREAS, Grantee was selected pursuant to San Francisco Administrative Code Section 21B, which authorizes the Department to enter into, or amend, contracts without adhering to the Administrative Code provisions regarding competitive bidding related to Projects Addressing Homelessness; and

WHEREAS, City and Grantee desire to execute this Amendment to update the Agreement in order to update the grant amount and extend the agreement term; and

WHEREAS, the City's Homelessness Oversight Commission approved this Amendment by Resolution No. 24-045 on May 2, 2024;

NOW, THEREFORE, City and Grantee agree to amend said Grant Agreement as follows:

- 1. Definitions.** Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Grant Agreement.
  - (a) "Agreement" shall mean the Agreement dated **April 1, 2022** between Grantee and City;
  - (b) "San Francisco Labor and Employment Code": As of January 4, 2024, San Francisco Administrative Code Chapters 21C (Miscellaneous Prevailing Wage Requirements), 12B (Nondiscrimination in Contracts), 12C (Nondiscrimination in Property Contracts), 12K (Salary History), 12P (Minimum Compensation), 12Q (Health Care Accountability), 12T (City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions), and 12U (Sweatfree Contracting) are redesignated as Articles 102 (Miscellaneous Prevailing Wage Requirements), 131 (Nondiscrimination in Contracts), 132 (Nondiscrimination in Property Contracts), 141 (Salary History), 111 (Minimum

Compensation), 121 (Health Care Accountability), 142 (City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions), and 151 (Sweatfree Contracting) of the San Francisco Labor and Employment Code, respectively. Wherever this Agreement refers to San Francisco Administrative Code Chapters 21C, 12B, 12C, 12K, 12P, 12Q, 12T, and 12U, it shall be construed to mean San Francisco Labor and Employment Code Articles 102, 131, 132, 141, 111, 121, 142, and 151, respectively.

**2. Modifications to the Agreement.** The Grant Agreement is hereby modified as follows:

**2.1 Section 3.2 Duration of Term** of the Agreement currently reads as follows:

- (a) The term of this Agreement shall commence on **April 1, 2022** and expire on **June 30, 2024**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

Such section is hereby replaced in its entirety to read as follows:

**3.2 Duration of Term.** The term of this Agreement shall commence on **April 1, 2022**, and expire on **June 30, 2026**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

**2.2 Section 4.2 Grantee's Personnel** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**4.2 Qualified Personnel.** The Grant Plan shall be implemented only by competent personnel under the direction and supervision of Grantee.

**2.3 Section 5.1 Maximum Amount of Grant Funds** of the Agreement currently reads as follows:

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Six Million Nine Hundred Forty Thousand Five Hundred Twenty Four Dollars (\$6,940,524)**.
- (b) Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement, **One Million Three Hundred Eighty Eight Thousand One Hundred Five Dollars (\$1,388,105)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless

and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

Such section is hereby replaced in its entirety to read as follows:

**5.1 Maximum Amount of Grant Funds.**

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Nine Million Nine Hundred Eighty Four Thousand Two Hundred Forty Four Dollars (\$9,984,244)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Four Hundred Twenty One Thousand Six Hundred Thirty Five Dollars (\$421,635)** is included as a contingency amount and is neither to be used in the Budget attached to this Agreement or available to Grantee without a modification to the Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

**2.4 Section 5.2 Use of Grant Funds** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**5.2 Use of Grant Funds.** Grantee shall use the Grant Funds only for Eligible Expenses and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.

**2.5 Section 5.4 Reserved. (State or Federal Funds)** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**5.4 State or Federal Funds.**

- (a) **Disallowance.** Where the funds are provided by the State or Federal government, with respect to Grant Funds, if any, Grantee agrees that if Grantee claims or receives payment from City for an Eligible Expense, payment or reimbursement of which is later disallowed by the State or Federal government, Grantee shall promptly refund the disallowed amount to City upon City's request. At its option, City may offset all or any portion of

the disallowed amount against any other payment due to Grantee hereunder or under any other Agreement. Any such offset with respect to a portion of the disallowed amount shall not release Grantee from Grantee's obligation hereunder to refund the remainder of the disallowed amount.

**(b) Grant Terms.** Where the funding for this Agreement is provided in full or in part by a federal or state Grant to the City, as part of the terms of receiving the funds, the City is required to incorporate some of the terms into this Agreement and include certain reporting requirements.

**2.6 Section 6.7 Submitting False Claims** of the Agreement is hereby deleted and replaced in its entirety with:

**6.7 Submitting False Claims.** Grantee shall at all times deal in good faith with the City, shall only submit a Funding Request to the City upon a good faith and honest determination that the funds sought are for Eligible Expenses under the Grant, and shall only use Grant Funds for payment of Eligible Expenses. Any Grantee who commits any of the following false acts shall be liable to the City for three times the amount of damages the City sustains because of Grantee's act. A Grantee will be deemed to have submitted a false claim to the City if Grantee: (a) knowingly presents or causes to be presented to an officer or employee of the City a false Funding Request; (b) knowingly disburses Grants Funds for expenses that are not Eligible Expenses; (c) knowingly makes, uses, or causes to be made or used a false record or statement to get a false Funding Request paid or approved by the City; (d) conspires to defraud the City by getting a false Funding Request allowed or paid by the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.

**2.7 Section 10.1 Types and Amounts of Coverage** of the Agreement is hereby replaced in its entirety to read as follows:

**10.1 Types and Amounts of Coverage.** Without limiting Grantee's liability pursuant to Article 9, Grantee shall maintain in force, during the full term of this Agreement, insurance in the following amounts and coverages:

- (a) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than one million dollars (\$1,000,000) each accident, injury, or illness.
- (b) Commercial General Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence and two million dollars (\$2,000,000) general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; policy must include Abuse and Molestation coverage.

- (c) Commercial Automobile Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.
- (d) Professional liability insurance for negligent acts, errors or omission with respect to professional or technical services, if any, required in the performance of this Agreement with limits not less than one million dollars (\$1,000,000) each claim.

**2.8 Section 10.6 Evidence of Insurance** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**10.6 Evidence of Insurance.** Before commencing any operations under this Agreement, Grantee shall furnish to City certificates of insurance and Additional Insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Failure to maintain insurance shall constitute a material breach of this Agreement.

**2.9 Section 13.3 Subcontracting** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**13.3 Subcontracting.** If the Budget lists any permitted subgrantees, then notwithstanding any other provision of this Agreement to the contrary, Grantee shall have the right to subcontract on the terms set forth in this Section. If the Budget specifies that there are no permitted subgrantees, then Grantee shall have no rights under this Section.

- (a) **Limitations.** In no event shall Grantee subcontract or delegate the whole of the Grant Plan. Grantee may subcontract with any of the permitted subgrantees set forth in the Budget without the prior consent of City; provided, however, that Grantee shall not thereby be relieved from any liability or obligation under this Agreement and, as between City and Grantee, Grantee shall be responsible for the acts, defaults and omissions of any subgrantee or its agents or employees as fully as if they were the acts, defaults or omissions of Grantee. Grantee shall ensure that its subgrantees comply with all of the terms of this Agreement, insofar as they apply to the subcontracted portion of the Grant Plan. All references herein to duties and obligations of Grantee shall be deemed to pertain also to all subgrantees to the extent applicable. A default by any subgrantee shall be deemed to be an Event of Default hereunder. Nothing contained in this Agreement shall create any contractual relationship between any subgrantee and City.

(b) **Terms of Subcontract.** Each subcontract shall be in form and substance acceptable to City and shall expressly provide that it may be assigned to City without the prior consent of the subgrantee. In addition, each subcontract shall incorporate all of the terms of this Agreement, insofar as they apply to the subcontracted portion of the Grant Plan. Without limiting the scope of the foregoing, each subcontract shall provide City, with respect to the subgrantee, the audit and inspection rights set forth in Section 6.6. Upon the request of City, Grantee shall promptly furnish to City true and correct copies of each subcontract permitted hereunder.

**2.10 ARTICLE 15 NOTICES AND OTHER COMMUNICATIONS** of the Agreement is replaced by the following:

**15.1 Requirements.** Unless otherwise specifically provided herein, all notices, consents, directions, approvals, instructions, requests and other communications hereunder shall be in writing, shall be addressed to the person and address set forth below and may be sent by U.S. mail or email, and shall be addressed as follows:

If to the Department or City: Department of Homelessness and Supportive Housing  
Contracts Unit  
440 Turk Street  
San Francisco, CA 94102  
[hshcontracts@sfgov.org](mailto:hshcontracts@sfgov.org)

If to Grantee: Tenderloin Housing Clinic, Inc.  
126 Hyde Street  
San Francisco, CA 94102  
Attn: Randy Shaw, Executive Director  
[Randy@thclinic.org](mailto:Randy@thclinic.org)

Any notice of default must be sent by certified mail or other trackable written communication.

**15.2 Effective Date.** All communications sent in accordance with Section 15.1 shall become effective on the date of receipt.

**15.3 Change of Address.** Any party hereto may designate a new address for purposes of this Article 15 by notice to the other party.

**2.11 Section 16.8 Requiring Minimum Compensation for Employees** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**16.8 Requiring Minimum Compensation for Employees.** Grantee shall pay covered employees no less than the minimum compensation required by San Francisco Labor and Employment Code Article 111, including a minimum

hourly gross compensation, compensated time off, and uncompensated time off. Grantee is subject to the enforcement and penalty provisions in Article 111. Information about and the text of the Article 111 is available on the web at <http://sfgov.org/olse/mco>. Grantee is required to comply with all of the applicable provisions of Article 111, irrespective of the listing of obligations in this Section. By signing and executing this Agreement, Grantee certifies that it complies with Article 111.

**2.12 Section 16.21 Compliance with Other Laws** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

- (a) Without limiting the scope of any of the preceding sections of this Article 16, Grantee shall keep itself fully informed of City's Charter, codes, ordinances and regulations and all state, and federal laws, rules and regulations affecting the performance of this Agreement and shall at all times comply with such Charter codes, ordinances, and regulations rules and laws.
- (b) Grantee represents that it is in good standing with the California Attorney General's Registry of Charitable Trusts and will remain in good standing during the term of this Agreement. Grantee shall immediately notify City of any change in its eligibility to perform under the Agreement. Upon City request, Grantee shall provide documentation demonstrating its compliance with applicable legal requirements. If Grantee will use any subcontractors/subgrantees/subrecipients to perform the Agreement, Grantee is responsible for ensuring they are also in compliance with the California Attorney General's Registry of Charitable Trusts at the time of grant execution and for the duration of the agreement. Any failure by Grantee or any subcontractors/subgrantees/subrecipients to remain in good standing with applicable requirements shall be a material breach of this Agreement.

**2.13 Section 16.23 Reserved. (Additional Requirements for Federally-Funded Awards)** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**16.23 Additional Requirements for Federally-Funded Awards, when applicable.**

- (a) Grantee shall comply with the requirements described in 2 CFR 25.200, or any successor provisions, to provide a valid Unique Entity Identifier (UEI) and maintain an active SAM.gov registration with current information.
- (b) The Grant Agreement is subject to 2 CFR Part 175, Award Term for Trafficking in Persons. Federal funding under this Grant Agreement may be terminated without penalty if Grantee:

- (1) Engages in severe forms of trafficking in persons during the period of

time that the award is in effect;

(2) Procures a commercial sex act during the period of time that the award is in effect; or

(3) Uses forced labor in the performance of the award or sub-awards under the award.

**2.14 Section 17.6 Entire Agreement** of the Agreement is hereby deleted and replaced with the following:

**17.6 Entire Agreement.** This Agreement and the Application Documents set forth the entire Agreement between the parties, and supersede all other oral or written provisions. If there is any conflict between the terms of this Agreement and the Application Documents, the terms of this Agreement shall govern. The following appendices are attached to and a part of this Agreement:

Appendix A-1, Services to be Provided (dated July 1, 2024)

Appendix A-2, Services to be Provided (dated July 1, 2024)

Appendix B, Budget (dated July 1, 2024)

Appendix C, Method of Payment (dated July 1, 2024)

Appendix D, Interests in Other City Grants (dated July 1, 2024)

**2.15 Section 17.12 Dispute Resolution Procedure** of the Agreement is hereby deleted and replaced with the following:

**17.12 Reserved.**

**2.16 Section 17.14 Services During a City-Declared Emergency** of the Agreement is hereby deleted and replaced with the following:

**17.14 Services During a City-Declared Emergency.** In case of an emergency as declared by the Mayor under Charter section 3.100, Grantee will make a good faith effort to continue to provide the services set forth in Eligible Expenses. Any services provided beyond those listed in Eligible Expenses must be approved by the Department.

**2.17 Appendix A-1, Services to be Provided**, of the Agreement is hereby replaced in its entirety by the modified **Appendix A-1, Services to be Provided** (dated July 1, 2024), for the period of July 1, 2024 to June 30, 2026.

**2.18 Appendix A-2, Services to be Provided**, of the Agreement is hereby replaced in its entirety by the modified **Appendix A-2, Services to be Provided** (dated July 1, 2024), for the period of July 1, 2024 to June 30, 2026.

- 2.19 Appendix B, Budget**, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated July 1, 2024), for the period of April 1, 2022 to June 30, 2026.
- 2.20 Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated July 1, 2024).
- 2.21 Appendix D, Interests in Other City Grants**, of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Interests in Other City Grants** (dated July 1, 2024).

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed as of the date first specified herein. The signatories to this Agreement warrant and represent that they have the authority to enter into this agreement on behalf of the respective parties and to bind them to the terms of this Agreement.


**CITY**

**GRANTEE**


**DEPARTMENT OF HOMELESSNESS  
AND SUPPORTIVE HOUSING**

**TENDERLOIN HOUSING CLINIC,  
INC.**

By:  6/12/2024  
CAD7B781896B449...  
Shireen McSpadden  
Executive Director

By:  5/28/2024  
66609935715245B...  
Randy Shaw  
Executive Director  
City Supplier Number: 0000009870

Approved as to Form:  
David Chiu  
City Attorney

By:  6/12/2024  
1AFBEA6D5F35481...  
Adam Radtke  
Deputy City Attorney

**Appendix A-1, Services to be Provided  
by  
Tenderloin Housing Clinic, Inc.  
Garland Hotel - Support Services**

**I. Purpose of Grant**

The purpose of the grant is to provide Support Services to the served population. The goals of these services are to support the served population in retaining their housing; or moving to other appropriate housing.

**II. Served Population**

Grantee shall serve formerly homeless and income-eligible adults aged 18 years or older without the custody of minors below 18 years of age.

**III. Referral and Prioritization**

All new tenants will be referred by The Department of Homelessness and Supportive Housing (HSH) via the Coordinated Entry System, which organizes the City's Homelessness Response System (HRS) with a common, population-specific assessment, centralized data system, and prioritization method.

Eligibility criteria for Permanent Supportive Housing (PSH) varies upon the subsidy funding source and may include meeting a definition of homelessness at the time of referral and placement, enrollment in specific benefits programs, income criteria and/or the ability to live independently within the structure of the housing program. Tenants who meet eligibility criteria for PSH are prioritized based on various criteria, such as levels of vulnerability, length and history of homelessness, and severity of housing barriers.

**IV. Description of Services**

Grantee shall provide Support Services to the total number tenants as listed in Appendix B, Budget ("Number Served" tab). Support Services are voluntary and shall be available to all tenants in the service location. Support Services shall include, but are not limited to, the following:

- A. Outreach: Grantee shall engage with tenants to provide information about available Support Services and invite them to participate.

Grantee shall contact each tenant at least three times during the first 60 days following placement. Grantee shall document all outreach and attempts.

- B. Intake and Assessment: Grantee shall coordinate with Property Management during the initial intake for units and participate in orientation meetings with Property Management. If possible, Grantee shall establish rapport with tenants prior to move-in to support tenants during the application and move-in process. Grantee shall coordinate with tenant's current support service provider(s) to ensure a successful transition into housing.

Grantee intake of tenants shall include, but is not limited to, a review of the tenant's history in the Online Navigation and Entry (ONE) System, gathering updated information from the tenant, and establishing strengths, skills, needs, plans and goals

that are participant-centered and supportive of housing retention. The intake shall take place at the same time of the interview with Property Management, on a separate date or time coordinated with Support Services during the application period, or within no more than 30 days of move-in.

- C. Case Management: Grantee shall provide case management services to tenants with the primary goal of maintaining housing stability, including ongoing meetings and counseling to establish goals, develop services plans that are tenant-driven without predetermined goals, provide referrals and linkages to off-site support services, and track progress toward achieving those goals. Grantee shall document case management meetings, engagement, and progress.
1. Grantee shall connect each tenant with resources needed to be food secure as they live independently.
  2. Grantee shall refer tenants to and coordinate services within the community that support progress toward identified goals. This may include providing information about services, calling to make appointments, assisting with applications, providing appointment reminders, following up/checking in with households regarding the process, and, as necessary, re-referral. Grantee shall communicate and coordinate with outside service providers to support housing stability.
  3. Grantee shall provide benefits advocacy to assist tenants with obtaining and maintaining benefits, including, but not limited to, cash aid, food programs, medical clinics and/or in-home support.
- D. Housing Stability Support: Grantee shall outreach to and offer on-site services and/or referrals to all tenants who display indications of housing instability, within a reasonable timeframe. Such indications include, but are not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants. Grantee shall work with tenants, in conjunction with Property Management, to resolve issues that put tenants at risk for eviction. Grantee shall assist with the de-escalation and resolution of conflicts, as needed. Grantee shall document Housing Stability outreach and assistance provided.
- E. Coordination with Property Management: Grantee shall assist tenants in communicating with, responding to, and meeting with Property Management. This may include helping a tenant to understand the communications from Property Management, helping to write requests, responses, or complaints to Property Management, and attending meetings between the tenant and Property Management to facilitate communication.

If a tenant is facing housing instability, Grantee shall coordinate with Property Management to find creative ways to engage with tenants to prevent housing loss. Grantee shall utilize the HSH Nonpayment of Rent Guidance, and other PSH best practices, as an ongoing resource.

Grantee shall ensure there is a process in place for receiving timely communication from Property Management and copies of correspondence (e.g., notices, warning letters, lease violations, etc.) issued. Grantee shall have a structured written process for engaging tenants who receive such notices.

- F. Wellness and Emergency Safety Checks: Grantee shall conduct Wellness and/or Emergency Safety Checks in accordance with HSH policy to assess a tenant's safety when there is a reason to believe there is immediate and substantial risk due to a medical and/or psychiatric emergency.
- G. Support Groups, Social Events and Organized Activities:
  - 1. Grantee shall plan groups, events, and activities with input from tenants to build community engagement, develop peer support, share information, form social connections or to celebrate significant events. Grantee shall post and provide to tenants a monthly calendar of events.
  - 2. Grantee shall conduct monthly community meetings for tenants, in coordination with Property Management, during which tenants may discuss building concerns and program ideas with representatives from both Support Services and Property Management staff.
  - 3. Grantee shall periodically assess the needs of tenants with Property Management and other teams at the building to develop programming that will help tenants maintain stability and enjoy their housing.
- H. Exit Planning: If a tenant is moving out of the building, Grantee shall engage tenant in exit planning to support the tenant's successful transition out of the program. The exit plan shall depend on the tenant's needs and preferences, and may include establishing a link to services in the community.

**V. Location and Time of Services**

Grantee shall provide Support Services at the Garland Hotel, located at 505 O'Farrell Street, San Francisco, CA 94102.

Grantee shall provide services times when necessary to best serve tenants using the staffing outlined in Appendix B, Budget.

Grantee shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

**VI. Service Requirements**

- A. Case Management Ratio: Grantee shall maintain a maximum 25:1 ratio of units to case management staff.
- B. Supervision: Grantee shall provide Support Services staff with supervision and case conferencing, as needed, to ensure appropriate case management, counseling and referral services are provided to tenants.

- C. Housing First: Grantee services and operations shall align with the Core Components of Housing First as defined in California Welfare and Institutions Code, section 8255. This includes integrating policies and procedures to provide tenant-centered, low-barrier access to housing and services.
- D. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
- E. Language and Interpretation Services: Grantee shall ensure that translation and interpreter services are available, as needed. Grantee shall address the needs of and provide services to the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the HSH Providers Connect website: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>.
- F. Case Conferences: Grantee shall initiate and participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding tenant's progress.
- G. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
- H. Grievance Procedure:
1. Grantee shall establish and maintain a written Grievance Procedure for tenants, which shall include, at minimum, the following elements:
    - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
    - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;
    - c. The amount of time required for each step, including when a tenant can expect a response; and
    - d. In accordance with published HSH policies/procedures, the HSH Grievances email address ([hshgrievances@sfgov.org](mailto:hshgrievances@sfgov.org)) and mailing address for the tenant to contact after the tenant has exhausted Grantee's internal Grievance Procedure.
  2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each tenant and obtain a signed copy of the form from the tenant, which must be maintained in the tenant's file. Additionally, Grantee shall

post the policy at all times in a location visible to tenants, and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.

I. Feedback, Complaint and Follow-up Policies:

Grantee shall provide means for the served population to provide input into the program, including the planning, design, and level of satisfaction with services. Feedback methods shall include:

1. A complaint process, including a written complaint policy informing the served population on how to report complaints; and
2. A written annual survey to the served population to gather feedback, measure satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population with survey completion if the written format presents any problem.

J. City Communications, Trainings and Meetings:

Grantee shall keep HSH informed of program operations and comply with HSH policies, training requirements, and participate in meetings, including, but not limited to:

1. Regular communication to HSH about the implementation of the program;
2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
3. Attendance at trainings (e.g., overdose prevention training), when required by HSH.

K. Coordination with Other Service Providers: Grantee shall establish written agreements with Property Management and other service providers that are part of the site care team to formalize collaboration and roles and responsibilities.

L. Critical Incidents: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, within 72 hours of the incident according to Department policy. Critical incidents shall be reported using the online Critical Incident Report (CIR) form. In addition, critical incidents that involve life endangerment events or major service disruptions should be reported immediately to the HSH Program Manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.

M. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).

N. Record Keeping and Files: Grantee shall maintain confidential tenant files that document the services and supportive work provided for the purpose of tracking and reporting objectives and outcomes.

1. Grantee shall maintain tenant program enrollment, annual status updates and program exit information in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
2. Grantee shall maintain a program roster of all current tenants in the ONE System.
3. Grantee shall maintain services information in the ONE System, including information on households receiving eviction notices, as instructed by HSH.
4. Grantee shall maintain confidential files on the served population, including developed plans, notes, and progress as described in the Service Description and Service Requirements.

O. Data Standards:

1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process<sup>1</sup>, including but not limited to:
  - a. Entering all household data within three working days (unless specifically requested to do so sooner);
  - b. Ensuring accurate dates for household enrollment, household exit, and household move in (if appropriate); and
  - c. Running monthly data quality reports and correcting any errors.
2. Records entered into the ONE system shall meet or exceed the ONE System CDQI Process standard.
3. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into the CARBON database. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
4. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.
5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

P. Good Neighbor Policy: Grantee shall maintain a good relationship with the neighborhood, including:

1. In partnership with Property Management, collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are

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<sup>1</sup> HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

- heard and addressed;
2. Have a representative of the Grantee attend all appropriate neighborhood meetings;
  3. Providing staff training in de-escalation and crisis response, including having written policies and protocols for contacting law enforcement, San Francisco Homeless Outreach Team (SFHOT), Healthy Streets Operation Center (HSOC), Department of Public Works (DPW), and/or crisis response teams as needed; and
  4. Grantee shall create and offer a “good neighbor” onboarding, that outlines community resources, community norms, and expectations, for tenants as they move in.

## **VII. Service Objectives**

Grantee shall achieve the Service Objectives listed below.

- A. Grantee shall actively outreach to 100 percent of households at least once every month.
- B. Grantee shall offer assessment to 100 percent of households for primary medical care, mental health and substance use treatment needs within 60 days of move-in.
- C. Grantee shall offer assessment to 100 percent of households for benefits within 60 days of move-in and shall assist tenants to apply for benefits for which they are eligible.
- D. Grantee shall offer Support Services to 100 percent of all households who showed housing instability (e.g., non-payment of rent, lease violations) at least once per incident.
- E. Grantee shall outreach to 100 percent of households with planned exits from the program to engage in comprehensive discharge planning, which includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.
- F. Grantee shall outreach to 100 percent of program participants participating in Support Services to create/engage in Service Plans, as needed, on an ongoing basis.
- G. Grantee shall review Service Plans at least once every six months and update as appropriate at this time.
- H. Grantee shall administer an annual written anonymous survey of households to obtain feedback on the type and quality of program services. Grantee shall offer all households the opportunity to take this survey.

## **VIII. Outcome Objectives**

Grantee shall achieve the Outcome Objectives listed below.

- A. 90 percent of households will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
- B. 80 percent of individualized service plans will be reviewed at least once every six months and updated as appropriate at this time.
- C. 80 percent of households completing an annual tenant satisfaction survey will be satisfied or very satisfied with program services (based on a four-point scale: 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied).

**IX. Reporting Requirements**

- A. On a monthly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the month of service.
  - 1. The total number of unduplicated households who resided at the site during the month and the number of unduplicated households actively outreached to at least once during the month; and
  - 2. The total number of new move-ins during the month.
- B. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the end of each quarter:
  - 1. The number and percentage of households Grantee outreached to complete an assessment for primary medical care, mental health, and substance use treatment needs within 60 days of move-in;
  - 2. The number and percentage of households Grantee outreached to complete a benefits assessment within 60 days of move-in;
  - 3. The number of lease/program rule violations Property Management issued and shared with Support Services for the quarter and the number of outreach attempts related to lease/program rule violations conducted by Support Services; and
  - 4. The number and percentage of households with planned exits from the program who were outreached to engage in comprehensive discharge planning, that includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.
- C. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the end of each year:
  - 1. The number and percentage of households who maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
  - 2. The number and percentage of program participants participating in Support Services Grantee outreached to create Service Plans, as needed;

3. The number of program participants who had a Service Plan during the program year; the number and percentage of Services Plans that were reviewed at least once every six months and updated as appropriate;
  4. The number and percentage of households who completed a written survey to provide feedback on the type and quality of program services. Please include survey results on what households reported regarding the quality and satisfaction with services.
- D. Grantee shall submit Project Descriptor data elements as described in the U.S. Department of Housing and Urban Development (HUD)'s latest HMIS Data Standards Manual (<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>) to HSH at the following intervals: 1) at the point of project setup; 2) when project information changes; 3) at least annually or as requested by HSH. Data is used for reporting mandated by HUD and California's Interagency Council on Homelessness, and to ensure HSH's ongoing accurate representation of program and inventory information for various reporting needs, including monitoring of occupancy and vacancy rates.
- E. Grantee shall provide information for an annual report on client enrollment in public benefits per the Administrative Code Article VI, Section 20.54.4(c) - Permanent Supportive Housing – Enrollment in Social Services [https://codelibrary.amlegal.com/codes/san\\_francisco/latest/sf\\_admin/0-0-0-11877](https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-11877), as instructed by HSH.
- F. Grantee shall participate, as required by HSH, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee within 30 working days of receipt of any evaluation report and any Grantee response will become part of the official report.
- G. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.

For assistance with reporting requirements or submission of reports, contact the assigned Contract and Program Managers.

## **X. Monitoring Activities**

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, including, but not limited to, review of the following: tenant files, Grantee's administrative records, staff training documentation, postings, program policies and procedures, data submitted in program reports, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and

other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

Monitoring of program participation in the ONE system may include, but is not limited to, data quality reports from the ONE system, records of timeliness of data entry, and attendance records at required trainings and agency lead meetings.

- B. Fiscal Compliance and Contract Monitoring: Grantee is subject to fiscal and compliance monitoring, which may include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring may include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act (ADA), subcontracts and Memoranda of Understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**Appendix A-2, Services to be Provided  
by  
Tenderloin Housing Clinic, Inc.  
Garland Hotel - Property Management and Master Lease Stewardship**

**I. Purpose of Grant**

The purpose of the grant is to provide Property Management and Master Lease Stewardship to the served population. The goals of these services are to support tenants in retaining their housing; or moving to other appropriate housing.

**II. Served Population**

Grantee shall serve formerly homeless and income-eligible adults aged 18 years or older without the custody of minors below 18 years of age.

**III. Referral and Prioritization**

All new tenants will be referred by the Department of Homelessness and Supportive Housing (HSH) via the Coordinated Entry System, which organizes the City's Homelessness Response System (HRS) with a common, population-specific assessment, centralized data system, and prioritization method.

Eligibility criteria for Permanent Supportive Housing (PSH) varies upon the subsidy funding source and may include meeting a definition of homelessness at the time of referral and placement, enrollment in specific benefits programs, income criteria and/or the ability to live independently within the structure of the housing program. Tenants who meet eligibility criteria for PSH are prioritized based on various criteria, such as levels of vulnerability, length and history of homelessness, and severity of housing barriers.

**IV. Description of Services**

Grantee shall provide Property Management to the total number of units listed in Appendix B, Budget ("Number Served" tab).

**A. Property Management**

1. Program Applicant Selection and Intake: Grantee shall align with Housing First principles and follow the processes agreed upon by Grantee, HSH, property owner, housing subsidy administrators, fair housing laws, and/or other entities involved with referrals.

Under Housing First, tenant screening and selection practices must promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services. Applicants must not be rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness."

Grantee shall adhere to all published HSH policies, including, but not limited to those covering tenant intake, HSH housing documentation, reasonable accommodation, and transfers when accepting referrals and placing tenants into housing.

2. **Tenant Lease Set-Up:** Grantee shall draft, provide, and sign a rental agreement with each tenant at the time of move-in. The lease agreement shall include Community Rules, the Lease Addendum for City & County of San Francisco PSH, HSH Resident Emergency Safety Check Policy Notice, and other pertinent Lease Addenda. Grantee shall review its Grievance policies and procedures and HSH policies and procedures with tenants at the time of lease signing.
3. **Annual Tenant Re-certification:** As required by rental subsidy type, Grantee shall re-certify tenant income annually. This is generally done on the anniversary of a tenant's move-in date.
4. **Collection of Rents, Security Deposits, and Other Receipts:** Grantee shall collect and process rent and other housing-related payments (e.g. security deposit) made by tenants.
  - a. Grantee shall communicate and coordinate with local, state and/or federal agencies, as needed, to process rental subsidies.
  - b. Grantee shall assist with payment arrangements and comply with HSH and other applicable requirements governing the tenant portion of rent. All PSH tenants will pay no more than 30 percent of their monthly adjusted household income towards rent.
5. **Lease Enforcement, Written Notices and Eviction Prevention:**
  - a. Grantee shall take a housing retention approach to lease enforcement, including, but not limited to, proactive engagement in collaboration with Support Services, conversations and meetings with tenants, and mediation strategies. Grantee shall utilize the HSH Nonpayment of Rent Guidance, and other PSH best practices, as an ongoing resource.
  - b. Grantee shall provide written notice to tenants regarding issues that may impact housing stability including, but not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants.
  - c. Grantee shall offer tenants who become delinquent in rent the opportunity to enter into a rent payment plan or referral to third party rent payment services.
  - d. When necessary, Grantee shall provide notice to tenants of any actions related to the eviction process in accordance with all applicable laws.
  - e. Grantee shall copy Support Services staff on all communications to tenants.
6. **Building Service Payments:** Grantee shall set up and manage utility accounts and services related to the property, including but not limited to communications, alarms/security, fire alarm monitoring, garbage, water, and pest control. This may include elevator maintenance, as required.
7. **Building Maintenance:** Grantee shall maintain the facility in sanitary and operable condition, post protocol and forms for tenant requests for maintenance or repairs

and respond to requests in a timely manner. Building maintenance shall include the following services:

- a. Janitorial services in common areas, offices, and shared-use restrooms, and shower facilities;
  - b. Regular removal of garbage/trash from designated trash areas and maintenance of these areas as clean and functional;
  - c. Pest control services, as needed;
  - d. Maintenance and repair of facility systems, plumbing, electrical;
  - e. Building security; and
  - f. Preparation of apartments for tenant move-in and move-out.
8. Coordination with Support Services: If a tenant is facing housing instability, Grantee shall coordinate with Support Services staff to find creative ways to engage with tenants to prevent housing loss. Grantee shall work with Support Services staff in communicating with and meeting with tenant regarding behaviors and issues that put the tenant at risk for housing instability.

Grantee shall participate in regular coordination meetings with Support Services to review tenants at risk for eviction and strategize on how to support tenants in maintaining their housing.

9. Wellness Checks and Emergency Safety Checks: Grantee shall conduct Wellness Checks and/or Emergency Safety Checks in accordance with HSH policy, internal agency policies and tenant laws to assess a tenant's safety when there is a reason to believe the tenant is at immediate and substantial risk due to a medical and/or psychiatric emergency.
10. Front Desk Coverage: Grantee shall provide front desk coverage 24 hours per day, seven days per week.
11. Exit Planning: Grantee shall alert Support Services staff when tenants give notice to leave housing and shall keep a record of each tenant's forwarding address, whenever possible. Grantee shall provide exit information to Support Services to complete the client program exit in the Online Navigation and Entry (ONE) System.

**B. Stewardship of the Master Lease:**

1. Grantee shall provide HSH with a copy of the master lease agreement and any amendments. Grantee shall obtain HSH approval prior to entering into any agreement that will materially impact the HSH-funded portion of the budget.
2. Grantee shall maintain all Lessee responsibilities and coordinate with the Landlord to meet owner's obligations, including maintenance and capital needs.
3. Grantee shall promptly notify HSH of any default, failure to exercise an option to extend or other situation which could impact the term of the master lease agreement.

**V. Location and Time of Services**

Grantee shall provide Property Management services at Garland Hotel, 505 O’Farrell Street, San Francisco, CA 94102.

Grantee shall provide Property Management services 24 hours a day, seven days a week, either on-site or on-call. Grantee shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

**VI. Service Requirements**

- A. Facilities: Grantee shall maintain clean, safe, and functional facilities in full compliance with requirements of the law and local standards.
  - 1. Grantee shall notify HSH immediately in the event it is given notice of violations by the Department of Building Inspection (DBI), Department of Public Health (DPH), or another City agency.
  
- B. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
  
- C. Housing First: Grantee services and operations shall align with the Core Components of Housing First. Housing First Principles means tenant screening and selection practices that promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services, and prohibit rejecting applicants on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness,” as further described in California Welfare and Institutions Code section 8255.
  
- D. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
  
- E. Language and Interpretation Services: Grantee shall ensure that translation and interpreter services are available, as needed. Grantee shall address the needs of and provide services to the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the HSH Providers Connect website: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>.

F. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding tenant's housing stability.

G. Grievance Procedure:

1. Grantee shall establish and maintain a written Grievance Procedure for tenants, which shall include, at minimum, the following elements:
  - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
  - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;
  - c. The amount of time required for each step, including when a tenant can expect a response; and
  - d. In accordance with published HSH policies/procedures, the HSH Grievances email address ([hshgrievances@sfgov.org](mailto:hshgrievances@sfgov.org)) and mailing address for the tenant to contact after the tenant has exhausted Grantee's internal Grievance Procedure.
2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each tenant and obtain a signed copy of the form from the tenant, which must be maintained in the tenant's file. Additionally, Grantee shall post the policy at all times in a location visible to tenants, and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.

H. Feedback, Complaint and Follow-up Policies:

Grantee shall provide means for the served population to provide input into the program, including the planning, design, and level of satisfaction with services. Feedback methods shall include:

1. A complaint process, including a written complaint policy informing the served population on how to report complaints; and
2. A written annual survey to the served population to gather feedback, measure satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population with survey completion if the written format presents any problem.

I. City Communications, Trainings and Meetings:

Grantee shall keep HSH informed of program operations and comply with HSH policies and training requirements, and participate in meetings including but not limited to:

1. Regular communication to HSH about the implementation of the program;
2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
3. Attendance at trainings (e.g., overdose prevention training), when required by HSH. Ensure all site-based or tenant-facing staff and subcontractors are onboarded and trained to perform the services in accordance with Housing First, Harm Reduction, and Trauma-Informed Principles.

- J. Coordination with Other Service Providers: Grantee shall establish written agreements with Support Services and other service providers that are part of the site team to formalize collaboration and roles and responsibilities.
- K. Critical Incidents: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, within 72 hours of the incident according to Department policy. Critical incidents shall be reported using the online Critical Incident Report (CIR) form. In addition, critical incidents that involve life endangerment events or major service disruptions should be reported immediately to the HSH Program Manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.
- L. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).
- M. Good Neighbor Policy: Grantee shall maintain a good relationship with the neighborhood, including:
1. Collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
  2. Have a public phone line (and/or email) available for the community to report concerns;
  3. Grantee management staff are available to respond to neighbors within two business days;
  4. Have a representative of the Grantee attend all appropriate neighborhood meetings;
  5. Participating in community/neighborhood events in partnership with the local community benefit district as appropriate;
  6. Providing staff training in de-escalation and crisis response, including having written policies and protocols for contacting law enforcement, San Francisco Homeless Outreach Team (SFHOT), Healthy Streets Operation Center (HSOC), Department of Public Works (DPW), and/or crisis response teams as needed; and
  7. Grantee shall create and offer a “good neighbor” onboarding for tenants as they move in that outlines community resources, community norms, and expectations.
- N. Record Keeping and Files: Grantee shall update applicant referral status information in the ONE System in accordance with HSH policy and instruction.
1. Grantee shall maintain confidential tenant files on the served population, including signed lease agreement and addenda, notices or lease violations issued to the tenant, copies of payment plans or other agreements to support housing stability.
  2. Grantee shall track receipt and completion of maintenance work orders.

3. Grantee shall maintain all eligibility and inspection documentation in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.

O. Data Standards:

1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process<sup>1</sup>, including but not limited to:
  - a. Entering all household data within three working days (unless specifically requested to do so sooner);
  - b. Ensuring accurate dates for household enrollment, household exit, and household move in (if appropriate); and
  - c. Running monthly data quality reports and correcting any errors.
2. Records entered into the ONE system shall meet or exceed the ONE System CDQI Process standard.
3. Grantee shall maintain updated unit vacancy information on a weekly basis in the data system designated by HSH (Offline Vacancy Tracker and/or ONE System) as required. Changes to vacancy reporting shall be communicated to Grantees in writing from HSH.
4. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into the CARBON database. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
5. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.
6. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

**VII. Service Objectives**

Grantee shall achieve the following Service Objectives:

- A. Grantee shall ensure that each unit, upon turnover, is clean and/or repaired within 21 days, on average.
- B. Grantee shall ensure that new tenant move-ins occur within 30 days of referral.

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<sup>1</sup> HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

- C. Grantee shall collect at least 90 percent of tenant portions of monthly rent from occupied units.
- D. Grantee shall maintain an occupancy rate of at least 93 percent.

**VIII. Outcome Objectives**

Grantee shall achieve the following Outcome Objectives:

- A. Ninety percent of tenants will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
- B. Eighty-five percent of tenant lease violations will be resolved without loss of housing to tenants.
- C. At least 65 percent of tenants shall complete an annual Tenant Satisfaction Survey and of those, 80 percent of tenants will be satisfied or very satisfied with Property Management services.

**IX. Reporting Requirements**

Grantee shall input data into systems required by HSH, such as the ONE System and CARBON.

- A. Grantee shall report vacancies to HSH in a timely fashion according to established procedures and process all tenant referrals in the pre-established timeframe. When required by HSH, Grantee shall enter tenant data in the ONE System.
- B. On a monthly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the month of service.
  - 1. The occupancy rate; and
  - 2. The number of new placements.
- C. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the end of each quarter:
  - 1. Average number of days to turn over units; and
  - 2. The number of tenants receiving lease violations, and the number and percentage of tenant lease violations that were resolved without loss of housing to tenants.
- D. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the end of each year:
  - 1. The number and percentage of tenants who maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
  - 2. The number of program exits;

3. The number and percentage of tenants who completed a written survey to provide feedback on the type and quality of program services;
  4. The tenant satisfaction survey results; and
  5. The number of households showing housing instability that remained housed.
- E. Grantee shall participate in annual Eviction Survey reporting, per the 2015 City and County of San Francisco Tenant Eviction Annual Reports Ordinance (<https://sfbos.org/ftp/uploadedfiles/bdsupvrs/ordinances15/o0011-15.pdf>). Grantee shall provide information on evictions and eviction notices issued to households residing in City-funded housing to Support Services to enter into the ONE System. Grantee shall verify the accuracy of eviction reporting data in the ONE System quarterly, and shall review the annual eviction report prior to submission to HSH. Grantee shall adhere to all deadlines for submission as required by HSH.
- F. Grantee shall submit Project Descriptor data elements as described in the U.S. Department of Housing and Urban Development (HUD)'s latest HMIS Data Standards Manual (<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>) to HSH at the following intervals: 1) at the point of project setup; 2) when project information changes; 3) at least annually or as requested by HSH. Data is used for reporting mandated by HUD and California's Interagency Council on Homelessness, and to ensure HSH's ongoing accurate representation of program and inventory information for various reporting needs, including monitoring of occupancy and vacancy rates.
- G. Grantee shall provide information for an annual report on client enrollment in public benefits per the Administrative Code Article VI, Section 20.54.4(c) - Permanent Supportive Housing – Enrollment in Social Services [https://codelibrary.amlegal.com/codes/san\\_francisco/latest/sf\\_admin/0-0-0-11877](https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-11877), as instructed by HSH.
- H. Grantee shall participate, as required by HSH, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee within 30 working days of receipt of any evaluation report and any Grantee response will become part of the official report.
- I. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.

For assistance with reporting requirements or submission of reports, contact the assigned Contract and Program Managers.

## **X. Monitoring Activities**

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, including, but not limited to review of the following: tenant files, administrative records, staff training documentation, postings, program policies and procedures, data submitted in program reports, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

Monitoring of program participation in the ONE system may include, but is not limited to, data quality reports from the ONE system, records of timeliness of data entry, and attendance records at required trainings and agency lead meetings.

- B. Fiscal and Compliance Monitoring: Grantee is subject to fiscal and compliance monitoring, which may include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring may include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act (ADA), subcontracts and Memoranda of Understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>			
2	<b>APPENDIX B, BUDGET</b>			
3	<b>Document Date</b>	7/1/2024		
4	<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration (Years)</b>
5	<b>Current Term</b>	4/1/2022	6/30/2024	3
6	<b>Amended Term</b>	4/1/2022	6/30/2026	5
7				
8	<b>Approved Subcontractors</b>			
10	None.			
11				
12				



	A	B	C	D	E	H	K	P	S	AI	AJ	AK
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>											
2	<b>APPENDIX B, BUDGET</b>											
3	<b>Document Date</b>	7/1/2024										
4	<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration (Years)</b>								
5	<b>Current Term</b>	4/1/2022	6/30/2024	3								
6	<b>Amended Term</b>	4/1/2022	6/30/2026	5								
7	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.										
8	<b>Program</b>	Garland Hotel										
9	<b>F\$P Contract ID#</b>	1000024655										
10	<b>Action (select)</b>	Amendment										
11	<b>Effective Date</b>	7/1/2024										
12	<b>Budget Names</b>	General Fund - Support Services & Property Management & Master Leasing, One-Time - General Fund - Baldwin Ramp Down										
13		<b>Current</b>	<b>New</b>									
14	<b>Term Budget</b>	\$ 5,346,263	\$ 9,562,609	10%								
15	<b>Contingency</b>	\$ 1,594,261	\$ 421,635									
16	<b>Not-To-Exceed</b>	\$ 6,940,524	\$ 9,984,244									
					<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>All Years</b>		
17					4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	4/1/2022 - 6/30/2024	4/1/2022 - 6/30/2026	4/1/2022 - 6/30/2026
18					<b>Current</b>	<b>Current</b>	<b>Current</b>	<b>New</b>	<b>New</b>	<b>Current</b>	<b>Amendment</b>	<b>New</b>
19	<b>Expenditures</b>											
20	Salaries & Benefits	\$ 517,783	\$ 1,333,444	\$ 1,173,013	\$ 1,468,455	\$ 1,468,455	\$ 3,024,240	\$ 2,936,910	\$ 5,961,150			
21	Operating Expense	\$ 411,025	\$ 744,305	\$ 536,238	\$ 377,177	\$ 377,177	\$ 1,691,568	\$ 754,353	\$ 2,445,921			
22	Subtotal	\$ 928,808	\$ 2,077,748	\$ 1,709,251	\$ 1,845,632	\$ 1,845,632	\$ 4,715,807	\$ 3,691,263	\$ 8,407,070			
23	Indirect Percentage											
24	Indirect Cost	\$ 106,813	\$ 237,174	\$ 196,564	\$ 212,248	\$ 212,248	\$ 540,551	\$ 424,495	\$ 965,046			
25	Other Expenses (Not subject to indirect %)	\$ 444,044	\$ 1,420,455	\$ 1,823,773	\$ 1,823,773	\$ 1,823,773	\$ 3,688,272	\$ 3,647,546	\$ 7,335,818			
26	Capital Expenditure	\$ -	\$ 138,500	\$ 20,890	\$ -	\$ -	\$ 159,390	\$ -	\$ 159,390			
28	<b>Total Expenditures</b>	\$ 1,479,665	\$ 3,873,877	\$ 3,750,478.37	\$ 3,881,652	\$ 3,881,652	\$ 9,104,020	\$ 7,763,304	\$ 16,867,324			
29												
30	<b>HSH Revenues (select)*</b>											
31	General Fund - Ongoing	\$ 595,824	\$ 2,053,060	\$ 2,108,173	\$ 2,108,173	\$ 2,108,173	\$ 4,757,057	\$ 4,216,346	\$ 8,973,403			
33	General Fund - One-Time	\$ 739,302	\$ 187,729	\$ 20,890	\$ -	\$ -	\$ 947,921	\$ -	\$ 947,921			
34	General Fund - Adjustment to Actuals	\$ (85,245)	\$ (273,470)	\$ -	\$ -	\$ -	\$ (358,715)	\$ -	\$ (358,715)			
40	<b>Total HSH Revenues</b>	\$ 1,249,880	\$ 1,967,320	\$ 2,129,063	\$ 2,108,173	\$ 2,108,173	\$ 5,346,263	\$ 4,216,346	\$ 9,562,609			
41	<b>Other Revenues (to offset Total Expenditures)</b>											
42	Tenant Rental Income	\$ 29,913	\$ 205,923	\$ 187,624.10	\$ 186,000	\$ 186,000	\$ 423,461	\$ 372,000	\$ 795,461			
43	CoC Rental Assistance	\$ 199,871	\$ 1,700,634	\$ 1,433,791.35	\$ 1,587,479	\$ 1,587,479	\$ 3,334,296	\$ 3,174,958	\$ 6,509,254			
47	<b>Total Other Revenues</b>	\$ 229,784	\$ 1,906,557	\$ 1,621,415.45	\$ 1,773,479	\$ 1,773,479	\$ 3,757,757	\$ 3,546,958	\$ 7,304,715			
48												
49	<b>Total HSH + Other Revenues</b>	\$ 1,479,665	\$ 3,873,877	\$ 3,750,478.37	\$ 3,881,652	\$ 3,881,652	\$ 9,104,020	\$ 7,763,304	\$ 16,867,324			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
52	Total Adjusted Salary FTE (All Budgets)				17.48	17.48						
53												
58	<b>Prepared by</b>	Wynne Tang										
59	<b>Phone</b>	415-885-3286 x1111										
60	<b>Email</b>	wynne@thclinic.org										
61	<b>Template last modified</b>	9/1/2021										

\*NOTE: HSH budgets typically project out revenue levels across multiple years, strictly for budget-planning purposes. All program budgets at any given year are subject to Mayoral / Board of Supervisors discretion and funding availability, and are not guaranteed. For further information, please see Article 2 of the G-100 Grant Agreement document.

	A	B	C	D	E	H	K	P	S	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING											
2	APPENDIX B, BUDGET											
3	Document Date	7/1/2024										
4	Contract Term	Begin Date	End Date	Duration (Years)								
5	Current Term	4/1/2022	6/30/2024	3								
6	Amended Term	4/1/2022	6/30/2026	5								
7	Provider Name	Tenderloin Housing Clinic, Inc.										
8	Program	Garland Hotel										
9	FSP Contract ID#	1000024655										
10	Action (select)	Amendment										
11	Effective Date	7/1/2024										
12	Budget Name	General Fund - Support Services & Property Management & Master Leasing										
13		Current	New									
14	Term Budget	\$ 4,419,232	\$ 8,635,578									
15	Contingency	\$ 1,594,261	\$ 421,635	10%								
16	Not-To-Exceed	\$ 6,940,524	\$ 9,984,244									
					Year 1	Year 2	Year 3	Year 4	Year 5	All Years		
17					4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	4/1/2022 - 6/30/2024	4/1/2022 - 6/30/2026	4/1/2022 - 6/30/2026
18					Current	Current	Current	New	New	Current	Amendment	New
19	Expenditures											
20	Salaries & Benefits	\$ 204,807	\$ 1,333,444	\$ 1,173,013	\$ 1,468,455	\$ 1,468,455	\$ 2,711,264	\$ 2,936,910	\$ 5,648,174			
21	Operating Expense	\$ 168,825	\$ 717,358	\$ 536,238	\$ 377,177	\$ 377,177	\$ 1,422,422	\$ 754,353	\$ 2,176,775			
22	Subtotal	\$ 373,632	\$ 2,050,802	\$ 1,709,251	\$ 1,845,632	\$ 1,845,632	\$ 4,133,685	\$ 3,691,263	\$ 7,824,948			
23	Indirect Percentage	11.50%	11.50%	11.50%	11.50%	11.50%						
24	Indirect Cost (Line 22 X Line 23)	\$ 42,968	\$ 235,842	\$ 196,564	\$ 212,248	\$ 212,248	\$ 475,374	\$ 424,495	\$ 899,869			
25	Other Expenses (Not subject to indirect %)	\$ 279,420	\$ 1,253,820	\$ 1,823,773	\$ 1,823,773	\$ 1,823,773	\$ 3,357,013	\$ 3,647,546	\$ 7,004,559			
26	Capital Expenditure	\$ -	\$ 138,500	\$ 20,890	\$ -	\$ -	\$ 159,390	\$ -	\$ 159,390			
28	Total Expenditures	\$ 696,020	\$ 3,678,965	\$ 3,750,478.37	\$ 3,881,652	\$ 3,881,652	\$ 8,125,463	\$ 7,763,304	\$ 15,888,767			
29												
30	HSH Revenues (select)											
31	General Fund - Ongoing	\$ 595,824	\$ 2,053,060	\$ 2,108,173	\$ 2,108,173	\$ 2,108,173	\$ 4,757,057	\$ 4,216,346	\$ 8,973,403			
33	General Fund - One-Time			\$ 20,890.00	\$ -	\$ -	\$ 20,890	\$ -	\$ 20,890			
34	General Fund - Adjustment to Actuals	\$ (85,245)	\$ (273,470)		\$ -	\$ -	\$ (358,715)	\$ -	\$ (358,715)			
40	Total HSH Revenues	\$ 510,578	\$ 1,779,591	\$ 2,129,062.92	\$ 2,108,173	\$ 2,108,173	\$ 4,419,232	\$ 4,216,346	\$ 8,635,578			
41	Other Revenues (to offset Total Expenditures)											
42	Tenant Rental Income	\$ 14,508	\$ 198,740	\$ 187,624.10	\$ 186,000	\$ 186,000	\$ 400,872	\$ 372,000	\$ 772,872			
43	CoC Rental Assistance	\$ 170,933	\$ 1,700,634	\$ 1,433,791.35	\$ 1,587,479	\$ 1,587,479	\$ 3,305,358	\$ 3,174,958	\$ 6,480,316			
47	Total Other Revenues	\$ 185,441	\$ 1,899,374	\$ 1,621,415.45	\$ 1,773,479	\$ 1,773,479	\$ 3,706,230	\$ 3,546,958	\$ 7,253,188			
48												
49	Total HSH + Other Revenues	\$ 696,020	\$ 3,678,965	\$ 3,750,478.37	\$ 3,881,652	\$ 3,881,652	\$ 8,125,463	\$ 7,763,304	\$ 15,888,767			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
52												
53	Prepared by	Wynne Tang										
54	Phone	415-885-3286 x1111										
55	Email	<a href="mailto:wynne@thclinic.org">wynne@thclinic.org</a>										

	A	F	M	T	W	X	Y	Z	AC	AJ	BT	BU	BV		
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING														
2	SALARY & BENEFIT DETAIL														
3	Document Date	7/1/2024													
4	Provider Name	Tenderloin Housing Clinic, Inc.													
5	Program	Garland Hotel													
6	FSP Contract ID#	1000024655													
7	Budget Name	General Fund - Support Services & Property Manage			EXTENSION YEAR				EXTENSION YEAR						
8		Year 1	Year 2	Year 3	Year 4				Year 5	All Years					
9	POSITION TITLE	4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	Agency Totals		For HSH Funded Program		7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	4/1/2022 - 6/30/2024	4/1/2022 - 6/30/2026	4/1/2022 - 6/30/2026		
10		Current	Current	Current					New	New	Current	Amendment	New		
11		Budgeted Salary	Budgeted Salary	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary		
12	Assoc Director of Property Mgmt	\$ 4,326	\$ 33,534	\$ 41,853	\$ 134,880	1.00	30%	0.30	\$ 40,464	\$ 40,464	\$ 79,713	\$ 80,928	\$ 160,641		
13	Property Manager		\$ 96,664	\$ 99,712	\$ 75,000	1.00	100%	1.00	\$ 75,364	\$ 75,364	\$ 196,376	\$ 150,729	\$ 347,104		
14	Sr. Assistant Property Manager	\$ 15,363	\$ 80,262	\$ 76,332	\$ 66,200	1.00	100%	1.00	\$ 66,200	\$ 66,200	\$ 171,956	\$ 132,400	\$ 304,356		
15	Desk Clerk	\$ 61,575	\$ 324,557	\$ 330,669	\$ 52,715	7.00	100%	7.00	\$ 369,003	\$ 369,003	\$ 716,801	\$ 738,005	\$ 1,454,806		
16	Janitor	\$ 16,772	\$ 25,828	\$ 49,899	\$ 54,141	2.00	100%	2.00	\$ 108,281	\$ 108,281	\$ 92,499	\$ 216,563	\$ 309,062		
17	Director of Facilities	\$ 2,169	\$ 10,340	\$ 9,930	\$ 119,398	1.00	7%	0.07	\$ 8,358	\$ 8,358	\$ 22,439	\$ 16,716	\$ 39,155		
18	Facilities Manager	\$ 8,022	\$ 48,060	\$ 49,201	\$ 77,694	1.00	50%	0.50	\$ 38,847	\$ 38,847	\$ 105,283	\$ 77,694	\$ 182,977		
19	Maintenance Worker		\$ 112,652	\$ 65,256	\$ 60,456	2.00	100%	2.00	\$ 120,912	\$ 120,912	\$ 177,908	\$ 241,823	\$ 419,731		
20	Director of Support Services	\$ 1,030	\$ 5,633	\$ 5,309	\$ 142,839	1.00	4%	0.04	\$ 5,309	\$ 5,309	\$ 11,972	\$ 10,618	\$ 22,590		
21	Assoc Director of Support Services	\$ 1,244	\$ 6,980	\$ 7,063	\$ 107,066	1.00	7%	0.07	\$ 7,063	\$ 7,063	\$ 15,287	\$ 14,125	\$ 29,412		
22	Support Services Manager	\$ 3,978	\$ 41,645	\$ 40,446	\$ 84,425	1.00	50%	0.50	\$ 42,213	\$ 42,213	\$ 86,069	\$ 84,425	\$ 170,494		
23	Case Manager	\$ 22,500	\$ 57,963	\$ 28,482	\$ 59,481	1.00	100%	1.00	\$ 59,481	\$ 59,481	\$ 108,945	\$ 118,962	\$ 227,907		
24	Clinical Case Manager (with MSW)	\$ 13,063	\$ 136,355	\$ 58,360	\$ 69,126	2.00	100%	2.00	\$ 138,251	\$ 138,251	\$ 207,778	\$ 276,503	\$ 484,281		
25			\$ -						\$ -	\$ -	\$ -	\$ -	\$ -		
54									\$ -	\$ -	\$ -	\$ -	\$ -		
55		\$ 150,042	\$ 980,473	\$ 862,510	TOTAL SALARIES				\$ 1,079,746	\$ 1,079,746	\$ 1,993,025	\$ 2,159,493	\$ 4,152,517		
56					TOTAL FTE				17.48						
57		36.50%	36.00%	36.00%	FRINGE BENEFIT RATE				36.00%	36.00%					
58		\$ 54,765	\$ 352,970	\$ 310,504	EMPLOYEE FRINGE BENEFITS				\$ 388,709	\$ 388,709	\$ 718,239	\$ 777,417	\$ 1,495,656		
59		\$ 204,807	\$ 1,333,444	\$ 1,173,013	TOTAL SALARIES & BENEFITS				\$ 1,468,455	\$ 1,468,455	\$ 2,711,264	\$ 2,936,910	\$ 5,648,174		
60															
61															
62															

	A	B	E	H
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>			
2	<b>OPERATING DETAIL</b>			
3	<b>Document Date</b>	7/1/2024		
4	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.		
5	<b>Program</b>	Garland Hotel		
6	<b>F\$P Contract ID#</b>	1000024655		
7	<b>Budget Name</b>	General Fund - Support Services & Property Mar		
8				
9		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
10		4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024
11		Current	Current	Current
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 58,250	\$ 230,654	\$ 176,116
15	Office Supplies, Postage	\$ 4,500	\$ 6,000	\$ 9,339
16	Building Maintenance Supplies and Repair	\$ 30,000	\$ 211,440	\$ 99,857
18	Insurance	\$ 6,125	\$ 24,500	\$ 25,098
22	Elevator	\$ 3,750	\$ 15,000	\$ 9,474
23	Community Engagement / Welcome Kits/ Tenant Rep Stipend	\$ 3,000	\$ 11,180	\$ 10,000
24	Legal costs	\$ 15,000	\$ 145,500	\$ 19,696
25		\$ -		\$ -
42	<u>Consultants/Temporary Staffing</u>			\$ -
45	Temp - Desk Clerks	\$ 20,000	\$ 38,632	\$ 115,572
46	Temp - Janitors	\$ 9,000	\$ 34,452	\$ 7,427
48	Temp - Case Managers	\$ -	\$ -	\$ 63,660
49	Temp - Property Manager	\$ 19,200	\$ -	\$ -
50				\$ -
54	<u>Subcontractors (First \$25k Only)</u>			\$ -
67				
68	<b>TOTAL OPERATING EXPENSES</b>	\$ 168,825	\$ 717,358	\$ 536,238
69				
70	<u>Other Expenses (not subject to indirect cost %)</u>			
71	Rental of Property (Master Leasing)	\$ 232,000	\$ 1,353,478	\$ 1,428,373
72	Property Management Service Costs	\$ 71,595	\$ 204,086	\$ 242,192
73	Modified Payment Program service costs	\$ 37,071	\$ 129,115	\$ 153,208
74	Security Guard	\$ 24,000	\$ -	\$ -
75	<i>Adjustment to Actuals</i>	\$ (85,245)	\$ (273,470)	\$ -
76	One-Time Reallocation to Capital Expenses		\$ (138,500)	\$ -
77	One-Time Carry Forward		\$ (20,890)	\$ -
84	<b>TOTAL OTHER EXPENSES</b>	\$ 279,420	\$ 1,253,820	\$ 1,823,773
85				
86	<u>Capital Expenses</u>			
87	Cameras, license, cables, installation - 8		\$ 18,992	
88	Air ventilation improvement		\$ 810	\$ 7,290
89	DVR Hard drive storage upgrade		\$ 5,855	
90	Entrance security door - 2 front entry ways		\$ 2,757	
91	Client Management Software upgrade & assoc costs		\$ 93,201	
92	Lobby flooring		\$ 1,600	\$ 13,600
93	One-time full building sanitation and habitability improvement		\$ 14,985	
94	Security Assessment		\$ 300	
100	<b>TOTAL CAPITAL EXPENSES</b>	\$ -	\$ 138,500	\$ 20,890
102	<b>HS# #3</b>			

	A	M	P	AF	AG	AH
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>					
2	<b>OPERATING DETAIL</b>					
3	<b>Document Date</b>					
4	<b>Provider Name</b>					
5	<b>Program</b>					
6	<b>FSP Contract ID#</b>					
7	<b>Budget Name</b>					
8	<b>Management &amp; Master Leasing</b>					
9	<b>EXTENSION YEAR EXTENSION YEAR</b>					
10		<b>Year 4</b>	<b>Year 5</b>	<b>All Years</b>		
11		7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	4/1/2022 - 6/30/2024	4/1/2022 - 6/30/2026	4/1/2022 - 6/30/2026
12		New	New	Current	Amendment	New
13		Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
14	Operating Expenses					
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 193,728	\$ 193,728	\$ 465,020	\$ 387,455	\$ 852,476
15	Office Supplies, Postage	\$ 9,339	\$ 9,339	\$ 19,839	\$ 18,677	\$ 38,516
16	Building Maintenance Supplies and Repair	\$ 109,843	\$ 109,843	\$ 341,297	\$ 219,686	\$ 560,983
18	Insurance	\$ 25,098	\$ 25,098	\$ 55,723	\$ 50,196	\$ 105,918
22	Elevator	\$ 9,474	\$ 9,474	\$ 28,224	\$ 18,948	\$ 47,172
23	Community Engagement / Welcome Kits/ Tenant Rep Stipend	\$ 10,000	\$ 10,000	\$ 24,180	\$ 20,000	\$ 44,180
24	Legal costs	\$ 19,696	\$ 19,696	\$ 180,196	\$ 39,391	\$ 219,587
25			\$ -	\$ -	\$ -	\$ -
42	Consultants/Temporary Staffing		\$ -	\$ -	\$ -	\$ -
45	Temp - Desk Clerks	\$ -	\$ -	\$ 174,204	\$ -	\$ 174,204
46	Temp - Janitors	\$ -	\$ -	\$ 50,879	\$ -	\$ 50,879
48	Temp - Case Managers	\$ -	\$ -	\$ 63,660	\$ -	\$ 63,660
49	Temp - Property Manager	\$ -	\$ -	\$ 19,200	\$ -	\$ 19,200
50			\$ -	\$ -	\$ -	\$ -
54	Subcontractors (First \$25k Only)			\$ -	\$ -	\$ -
67						
68	<b>TOTAL OPERATING EXPENSES</b>	<b>\$ 377,177</b>	<b>\$ 377,177</b>	<b>\$ 1,422,422</b>	<b>\$ 754,353</b>	<b>\$ 2,176,775</b>
69						
70	<b>Other Expenses (not subject to indirect cost %)</b>					
71	Rental of Property (Master Leasing)	\$ 1,428,373	\$ 1,428,373	\$ 3,013,851	\$ 2,856,746	\$ 5,870,597
72	Property Management Service Costs	\$ 242,192	\$ 242,192	\$ 517,873	\$ 484,384	\$ 1,002,257
73	Modified Payment Program service costs	\$ 153,208	\$ 153,208	\$ 319,394	\$ 306,416	\$ 625,810
74	Security Guard	\$ -	\$ -	\$ 24,000	\$ -	\$ 24,000
75	Adjustment to Actuals	\$ -	\$ -	\$ (358,715)	\$ -	\$ (358,715)
76	One-Time Reallocation to Capital Expenses	\$ -	\$ -	\$ (138,500)	\$ -	\$ (138,500)
77	One-Time Carry Forward	\$ -	\$ -	\$ (20,890)	\$ -	\$ (20,890)
84	<b>TOTAL OTHER EXPENSES</b>	<b>\$ 1,823,773</b>	<b>\$ 1,823,773</b>	<b>\$ 3,357,013</b>	<b>\$ 3,647,546</b>	<b>\$ 7,004,559</b>
85						
86	<b>Capital Expenses</b>					
87	Cameras, license, cables, installation - 8	\$ -	\$ -	\$ 18,992	\$ -	\$ 18,992
88	Air ventilation improvement	\$ -	\$ -	\$ 8,100	\$ -	\$ 8,100
89	DVR Hard drive storage upgrade	\$ -	\$ -	\$ 5,855	\$ -	\$ 5,855
90	Entrance security door - 2 front entry ways	\$ -	\$ -	\$ 2,757	\$ -	\$ 2,757
91	Client Management Software upgrade & assoc costs	\$ -	\$ -	\$ 93,201	\$ -	\$ 93,201
92	Lobby flooring	\$ -	\$ -	\$ 15,200	\$ -	\$ 15,200
93	One-time full building sanitation and habitability improvement	\$ -	\$ -	\$ 14,985	\$ -	\$ 14,985
94	Security Assessment	\$ -	\$ -	\$ 300	\$ -	\$ 300
100	<b>TOTAL CAPITAL EXPENSES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 159,390</b>	<b>\$ -</b>	<b>\$ 159,390</b>
102	<b>HSH #3</b>			<b>Template last modified</b>		<b>9/1/2021</b>

**BUDGET NARRATIVE**

**Fiscal Year**

**General Fund - Support Services & Property Management & Master Leasing**

**FY24-25**

**<- Select from the drop-down list the fiscal year in which the proposed budget**

<u>Salaries &amp; Benefits</u>	<u>Adjusted Budgeted FTE</u>	<u>Budgeted Salary</u>	<u>Justification</u>
Assoc Director of Property Mgmt	0.30	\$ 40,464	Supervises and backup for Prop Mgr. Also provides additional prop mgmt. service resources to the high needs tenant base
Property Manager	1.00	\$ 75,364	Supervises the Sr. Assist Prop Mgr., desk clerk and janitor staff, prop mgmt. services to tenants
Sr. Assistant Property Manager	1.00	\$ 66,200	Provide property mgmt. services to high needs tenant base
Desk Clerk	7.00	\$ 369,003	24 hr., 7 days a week desk clerk services to high needs tenant base. 2 on each of the 3 shifts per day.
Janitor	2.00	\$ 108,281	Janitorial services for common areas, trash rooms. Perform unit turnovers.
Director of Facilities	0.07	\$ 8,358	Supervises Facilities Manager, negotiates vendor service projects.
Facilities Manager	0.50	\$ 38,847	Supervises the 2 maintenance workers, performs some of the complex repairs, oversees and QCs vendor projects.
Maintenance Worker	2.00	\$ 120,912	Perform maintenance and repairs proactively and as requested by tenant(s) or other THC staff
Director of Support Services	0.04	\$ 5,309	Oversees overall support services and performs all reporting.
Assoc Director of Support Services	0.07	\$ 7,063	Supervises and backup for Supp Services Mgr.
Support Services Manager	0.50	\$ 42,213	Supervises the 2 case managers and 2 clinical case managers
Case Manager	1.00	\$ 59,481	Case load of tenants - help with benefits, stabilization
Clinical Case Manager (with MSW)	2.00	\$ 138,251	Case load of tenants with higher support needs
		\$ -	
<b>TOTAL</b>	<b>17.48</b>	<b>\$ 1,079,746</b>	
<u>Employee Fringe Benefits</u>		\$ 388,709	<u>Includes FICA, SSUI, Workers Compensation and Medical calculated at 36% of total salaries.</u>
<b>Salaries &amp; Benefits Total</b>		<b>\$ 1,468,455</b>	

<u>Operating Expenses</u>	<u>Budgeted Expense</u>	<u>Justification</u>
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 193,728	Estimate for costs based upon FY24 budget adjusted higher based on YTD actuals for 7 months of FY24
Office Supplies, Postage	\$ 9,339	Based upon FY24 budget
Building Maintenance Supplies and Repair	\$ 109,843	Estimate for costs based upon FY24 budget adjusted higher based on YTD actuals for 7 months of FY24
Printing and Reproduction	\$ -	
Insurance	\$ 25,098	Based upon FY24 budget
Staff Training	\$ -	
Staff Travel-(Local & Out of Town)	\$ -	
Rental of Equipment	\$ -	
Elevator	\$ 9,474	Based upon FY24 budget
Community Engagement / Welcome Kits/ Tenant Rep Stipend	\$ 10,000	Based upon FY24 budget
Legal costs	\$ 19,696	Based upon FY24 budget
	\$ -	
<u>Consultants/Temporary Staffing</u>	\$ -	
	\$ -	
<u>Subcontractors (First \$25k Only)</u>	\$ -	
	\$ -	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ 377,177</b>	
<b>Indirect Cost</b>	<b>11.5%</b>	<b>\$ 212,248</b>

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>
Rental of Property (Master Leasing)	\$ 1,428,373	Based upon FY24 budget
Property Management Service Costs	\$ 242,192	Based upon FY24 budget
Modified Payment Program service costs	\$ 153,208	Based upon FY24 budget
	\$ -	
<b>TOTAL OTHER EXPENSES</b>	<b>\$ 1,823,773</b>	

<u>Capital Expenses</u>	<u>Amount</u>	<u>Justification</u>
	\$ -	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$ -</b>	

	A	B	C	D	E	H	K	AI	
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>								
2	<b>APPENDIX B, BUDGET</b>								
3	<b>Document Date</b>	7/1/2024							
4	<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration (Years)</b>					
5	<b>Current Term</b>	4/1/2022	6/30/2024	3					
7	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.							
8	<b>Program</b>	Garland Hotel							
9	<b>F\$P Contract ID#</b>	1000024655							
10	<b>Action (select)</b>	Modification							
11	<b>Effective Date</b>	7/1/2024							
12	<b>Budget Name</b>	One-Time - General Fund - Baldwin Ramp Down							
13		<b>Current</b>	<b>New</b>						
14	<b>Term Budget</b>	\$ 927,031	\$ 927,031						
15	<b>Contingency</b>	\$ 1,594,261	\$ 421,635	10%					
16	<b>Not-To-Exceed</b>	\$ 6,940,524	\$ 9,984,244	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>All Years</b>		
17				4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	4/1/2022 - 6/30/2024		
18				<b>Current</b>	<b>Current</b>	<b>Current</b>	<b>Current</b>		
19	<b>Expenditures</b>								
20	Salaries & Benefits	\$	312,976	\$	-	\$	-	\$	312,976
21	Operating Expense	\$	242,200	\$	26,946	\$	-	\$	269,146
22	Subtotal	\$	555,176	\$	26,946	\$	-	\$	582,122
23	Indirect Percentage	11.50%		4.94%		11.50%			
24	Indirect Cost (Line 22 X Line 23)	\$	63,845	\$	1,332	\$	-	\$	65,177
25	Other Expenses (Not subject to indirect %)	\$	164,624	\$	166,635	\$	-	\$	331,259
26	Capital Expenditure	\$	-	\$	-	\$	-	\$	-
28	<b>Total Expenditures</b>	\$	<b>783,645</b>	\$	<b>194,912</b>	\$	<b>-</b>	\$	<b>978,557</b>
29									
30	<b>HSR Revenues (select)</b>								
33	General Fund - One-Time	\$	739,302	\$	187,729			\$	927,031
40	<b>Total HSR Revenues</b>	\$	<b>739,302</b>	\$	<b>187,729</b>	\$	<b>-</b>	\$	<b>927,031</b>
41	<b>Other Revenues (to offset Total Expenditures)</b>								
42	Tenant Rental Income	\$	15,405	\$	7,183			\$	22,589
43	CoC Rental Assistance	\$	28,938	\$	-			\$	28,938
47	<b>Total Other Revenues</b>	\$	<b>44,343</b>	\$	<b>7,183</b>	\$	<b>-</b>	\$	<b>51,527</b>
48									
49	<b>Total HSR + Other Revenues</b>	\$	<b>783,645</b>	\$	<b>194,912</b>	\$	<b>-</b>	\$	<b>978,557</b>
50	Rev-Exp (Budget Match Check)	\$	-	\$	-	\$	-	\$	-
52									

	A	B	C	D	E	F	M	T	BT	
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>									
2	<b>SALARY &amp; BENEFIT DETAIL</b>									
3	<b>Document Date</b>	7/1/2024								
4	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.								
5	<b>Program</b>	Garland Hotel								
6	<b>F\$P Contract ID#</b>	1000024655								
7	<b>Budget Name</b>	One-Time - General Fund - Baldwin Ramp Down								
8		Year 1				Year 2		Year 3	All Years	
9	<b>POSITION TITLE</b>	Agency Totals		For HSH Funded Program		4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	4/1/2022 - 6/30/2024	
10						Current		Current	Current	Current
11		Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	
12	Assoc Director of Property Mgmt	\$ 86,520	1.00	30.0%	0.30	\$ 6,489			\$ 6,489	
13	Property Manager	\$ 71,722	1.00	100.0%	1.00	\$ 17,931			\$ 17,931	
14	Sr. Assistant Property Manager	\$ 61,451	1.00						\$ -	
15	Assistant Property Manager	\$ 50,250	2.00	100.0%	2.00	\$ 25,125			\$ 25,125	
16	Desk Clerk	\$ 39,285	7.00	100.0%	7.00	\$ 65,162			\$ 65,162	
17	Janitor	\$ 40,000	5.00	100.0%	5.00	\$ 32,066			\$ 32,066	
18	Director of Facilities	\$ 123,956	1.00	10.7%	0.11	\$ 1,658			\$ 1,658	
19	Facilities Manager	\$ 80,220	1.00	40.0%	0.40	\$ 8,022			\$ 8,022	
20	Maintenance Worker	\$ 45,376	2.00	100.0%	2.00	\$ 22,688			\$ 22,688	
21	Director of Support Services	\$ 102,984	1.00	10.7%	0.11	\$ 1,377			\$ 1,377	
22	Assoc Director of Support Services	\$ 71,084	1.00	5.4%	0.05	\$ 480			\$ 480	
23	Support Services Manager	\$ 63,651	1.00	50.0%	0.50	\$ 7,956			\$ 7,956	
24	Case Manager	\$ 45,000	5.00	40.0%	2.00	\$ 22,500			\$ 22,500	
25	Clinical Case Manager (with MSW)	\$ 52,250	2.00	50.0%	1.00	\$ 13,063			\$ 13,063	
26									\$ -	
55		<b>TOTAL SALARIES</b>				\$ 224,516	\$ -	\$ -	\$ 224,516	
56		<b>TOTAL FTE</b>		<b>21.47</b>						
57		<b>FRINGE BENEFIT RATE</b>				39.40%				
58		<b>EMPLOYEE FRINGE BENEFITS</b>				\$ 88,459	\$ -	\$ -	\$ 88,459	
59		<b>TOTAL SALARIES &amp; BENEFITS</b>				\$ 312,976	\$ -	\$ -	\$ 312,976	
60										

	A	B	E	H	AF
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>				
2	<b>OPERATING DETAIL</b>				
3	<b>Document Date</b>	7/1/2024			
4	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.			
5	<b>Program</b>	Garland Hotel			
6	<b>FSP Contract ID#</b>	1000024655			
7	<b>Budget Name</b>	<b>One-Time - General Fund - Baldwin Ramp Down</b>			
8					
9		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>All Years</b>
10		4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	4/1/2022 - 6/30/2024
11		Current	Current	Current	Current
12	<b>Operating Expenses</b>	<b>Budgeted Expense</b>	<b>Budgeted Expense</b>	<b>Budgeted Expense</b>	<b>Budgeted Expense</b>
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 50,750	\$ 724		\$ 51,474
15	Office Supplies, Postage	\$ 700	\$ -		\$ 700
16	Building Maintenance Supplies and Repair	\$ 46,250	\$ 2,333		\$ 48,583
17	Printing and Reproduction	\$ -			\$ -
18	Insurance	\$ 9,900			\$ 9,900
19	Staff Training	\$ -			\$ -
20	Staff Travel-(Local & Out of Town)	\$ 2,000			\$ 2,000
21	Rental of Equipment	\$ -			\$ -
22	Community Engagement	\$ 1,000			\$ 1,000
23	Welcome Kits	\$ -			\$ -
24	Elevator	\$ 15,000	\$ 525		\$ 15,525
25	Legal Expenses	\$ 26,100	\$ 1,055		\$ 27,155
26	Pest Control		\$ 18,026		\$ 18,026
27					\$ -
42	<b>Consultants / Temp Staff</b>				\$ -
43	Security Guard	\$ 30,500			\$ 30,500
47	Temp - Desk Clerks	\$ 10,000			\$ 10,000
48	Temp - Janitors	\$ 50,000			\$ 50,000
51	Janitorial Services		\$ 4,283		\$ 4,283
52	Maintenance Service Vendors		\$ -		\$ -
53					\$ -
54	Subcontractors (First \$25k Only)				\$ -
67					
68	<b>TOTAL OPERATING EXPENSES</b>	\$ 242,200	\$ 26,946	\$ -	\$ 269,146
69					
70	<b>Other Expenses (not subject to indirect cost %)</b>				
71	Rental of Property (Master Leasing)	\$ 453,269	\$ 151,090		\$ 604,358
72	Garland Ramp-up: Relocation consultant	\$ 70,000	\$ 1,300		\$ 71,300
73	Garland Ramp-up: Moving service for Baldwin Tenants to Garland and other hotels	\$ 70,000	\$ 14,245		\$ 84,245
74	Garland Ramp-up: Preventive Pest Inspection/Treatment for those moving	\$ 50,000			\$ 50,000
75	Baldwin Ramp-down: Hauling & disposal services for unwanted items from tenant rooms/common spaces.	\$ 30,000			\$ 30,000
76	Baldwin Ramp-down: Moving boxes / supplies for all tenants	\$ 15,000			\$ 15,000
77	Projected FY 21-22 Savings	\$ (187,729)			\$ (187,729)
78	Adjustment to Actuals	\$ (335,916)			\$ (335,916)
83					
84	<b>TOTAL OTHER EXPENSES</b>	\$ 164,624	\$ 166,635	\$ -	\$ 331,259
85					
86	<b>Capital Expenses</b>				
87					\$ -
95	<b>TOTAL CAPITAL EXPENSES</b>	\$ -	\$ -	\$ -	\$ -
97	<b>HSH #3</b>				

## Appendix C, Method of Payment

- I. Reimbursement for Actual Costs:** In accordance with Article 5 Use and Disbursement of Grant Funds of the Grant Agreement, payments shall be made for actual costs incurred, paid by the Grantee, and reported for each month within the budget term (e.g., Fiscal Year or Project Term). Under no circumstances shall payment exceed the amount set forth in the Appendix B, Budget(s) of the Agreement.
- II. General Instructions for Invoice Submittal:** Grantee invoices shall include actual detailed expenditures for eligible activities incurred during the month and paid by the Grantee.
- A. Grantee shall submit all invoices and any related required documentation in the format specified below, after costs have been incurred and paid by the Grantee, and within 15 days after the month the service has occurred.
- B. Expenditures must be paid by the Grantee prior to invoicing HSH for grant expenditures.
- C. Grantee shall ensure all final invoices are submitted 15 days after the close of the fiscal year or project period. HSH does not allow supplemental invoicing for expenses that have not been billed after the close of the fiscal year or project period.
- D. Failure to consistently invoice within the required timelines shall result in a Corrective Action Plan issued by HSH which may impact Grantee's ability to apply for future funding or requests for additional funding.

<b>Billing Month/Date</b>	<b>Service Begin Date</b>	<b>Service End Date</b>
August 15	July 1	July 31
September 15	August 1	August 31
October 15	September 1	September 30
November 15	October 1	October 31
December 15	November 1	November 30
January 15	December 1	December 31
February 15	January 1	January 31
March 15	February 1	February 28/29
April 15	March 1	March 31
May 15	April 1	April 30
June 15	May 1	May 31
July 15	June 1	June 30

**E. Invoicing System:**

1. Grantee shall submit invoices, and all required supporting documentation demonstrating evidence of the expenditure through the Department of Homelessness

and Supportive Housing (HSH)'s web-based Contracts Administration, Reporting, and Billing Online (CARBON) System at: <https://contracts.sfhsa.org>.

2. Grantee's Executive Director or Chief Financial Officer shall submit a letter of authorization designating specific users, including their names, emails and phone numbers, who will have access to CARBON to electronically submit and sign for invoices, submit program reports, and view other information that is in CARBON.
  3. Grantee acknowledges that submittal of the invoice by Grantee's designated authorized personnel with proper login credentials constitutes Grantee's electronic signature and certification of the invoice.
  4. Grantee's authorized personnel with CARBON login credentials shall not share or internally reassign logins.
  5. Grantee's Executive Director or Chief Financial Officer shall immediately notify the assigned HSH Contract Manager, as listed in CARBON, via email or letter regarding any need for the restriction or termination of previously authorized CARBON users and include the name(s), email(s) and phone number(s) of those previously authorized CARBON users.
  6. Grantee may invoice and submit related documentation in the format specified by HSH via paper or email only upon special, written approval from the HSH Contracts Manager.
- F. Line Item Variance: There shall be no variance from the line item budget submitted, which adversely affects Grantee's ability to provide services specified in the Appendix A(s), Services to be Provided of the Agreement; however, Grantee may invoice more than 100 percent of an ongoing General Fund or Our City, Our Home Fund (Prop C) line item, provided that total expenditures do not exceed the budget category amount (i.e., Salary, Operating, and/or Capital), per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.
- G. Spend Down:
1. Grantee shall direct questions regarding spend down and funding source prioritization to the assigned HSH Contract and Program Managers, as listed in CARBON.
  2. Generally, Grantee is expected to spend down ongoing funding proportionally to the fiscal year or project period. Grantee shall report unexpected delays and challenges to spending funds, as well as any lower than expected spending to the assigned Contract and Program Managers, as listed in CARBON prior to, or in conjunction with the invoicing period.

3. Failure to spend Grant funding monthly and annually may result in reductions to future allocations and may impact future advance. HSH may set specific spend down targets and communicate those to Grantees.

#### H. Documentation and Record Keeping:

1. In accordance with Article 5 Use and Disbursement of Grant Funds; Article 6 Reporting Requirements; Audits; Penalties for False Claims; and the Appendix A(s), Services to be Provided of the Agreement, Grantee shall keep electronic or hard copy records and documentation of all HSH invoiced costs, including, but not limited to, payroll records; paid invoices; receipts; and payments made for a period not fewer than five years after final payment under this Agreement, and shall provide to the City upon request.
  - a. HSH reserves the right to modify the terms of this Appendix in cases where Grantee has demonstrated issues with spend down, accuracy, and timeliness of invoices.
  - b. In addition to the instructions below, HSH will request and review supporting documentation on the following occasions without modification to this Appendix:
    - 1) Program Monitoring;
    - 2) Fiscal and Compliance Monitoring;
    - 3) Year End Invoice Review;
    - 4) Monthly Invoice Review;
    - 5) As needed per HSH request; and/or
    - 6) As needed to fulfill audit and other monitoring requirements.
2. All documentation requested by and submitted to HSH must:
  - a. Be easily searchable (e.g., PDF) and summarized in excel;
  - b. Clearly match the Appendix B, Budget(s) line items and eligible activities;
  - c. Not include identifiable served population information (e.g., tenant, client, Protected Health Information (PHI), Personally Identifiable Information (PII));
  - d. Include only subcontracted costs that are reflected in the Appendix B, Budget(s). HSH will not pay for subcontractor costs that are not reflected in the Appendix B, Budget(s). All subcontractors must also be listed as Approved Subcontractors;
  - e. Include only documentation that pertains to the Grant budget that is being invoiced. Grantee shall not provide agency-wide supporting documentation for other agency costs or HSH Grants. (e.g., only payroll documentation for the personnel being charged to that invoice should be included); and
  - f. Include the Grantee's cost allocation plan.
3. Grantee shall follow HSH instructions per funding source and ensure that all documentation clearly matches the approved Appendix B, Budget(s) line items and eligible activities. HSH reserves the right to reject and/or deny invoices, in part or as a whole, that do not follow these instructions.

General Fund	
Type	Instructions and Examples of Documentation
Salaries & Benefits	<p>Grantee shall maintain and provide documentation for all approved payroll expenses paid to any personnel included in the Appendix B, Budget(s) covered by the Agreement and invoice period each time an invoice is submitted.</p> <p>Documentation shall include, but is not limited to, a personnel report in excel format that itemizes all payroll costs included in the invoice, historical and current payroll information from a payroll service or a payroll ledger from Grantee's accounting system and must include employee name, title, rate, and hours worked for each pay period.</p>
Operating	<p>Grantee shall maintain documentation for all approved Operating costs included in the Appendix B, Budget(s). Each time an invoice is submitted, Grantee shall upload documentation for all Subcontractor and Consultant costs, and documentation for any single expense within the Operating budget category that exceed \$10,000.</p> <p>Documentation shall include, but is not limited to, a detailed summary report in excel format that itemizes all costs included in each operating invoice line, receipts of purchases or paid invoices of recurring expenditures, such as lease payments; copies of current leases; subcontractor payments; equipment lease invoices; and utility payments.</p>
Capital and/or One-Time Funding	<p>Grantee shall maintain and provide documentation for all approved Capital and/or One-Time Funding costs included in the Appendix B, Budget(s) each time an invoice is submitted.</p> <p>Documentation shall include, but is not limited to, a detailed summary report in excel format that itemizes all costs included in each capital/one-time invoice line, receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.</p>
Revenue	<p>Grantee shall maintain and provide documentation for all revenues that offset the costs in the Appendix B, Budget(s) covered by the Agreement each time an invoice is submitted.</p>

4. HSH will conduct regular monitoring of provider operating expenses under \$10,000 including, but not limited to requesting supporting documentation showing invoices were paid. Grantees shall provide requested information within specified timelines.

HSH reserves the right to require full documentation of invoice submission regardless of amount to ensure the Grantee's compliance with HSH's invoicing requirements.

**III. Advances or Prepayments:** Advances or prepayments are allowable on certified annual ongoing General Fund or Prop C amounts (i.e., authorized by executed Agreements) in order to meet non-profit Grantee cash flow needs in certain circumstances. Requests for advance payment will be granted by HSH on a case-by-case basis. Advances are not intended to be a regular automatic procedure.

**A. Advance Requirements:**

Once the Agreement is certified, Grantee, prior to distribution of any advanced payment, must fulfill the following conditions:

1. All Agreement compliance requirements must be currently met (e.g., reports submitted and approved; corrective actions resolved; business tax and insurance certificates in place; prompt and properly documented invoicing; appropriate spend down);
2. The final invoice from the preceding fiscal year must be received prior to advance distribution; and
3. Advances from the preceding fiscal year must be repaid, in full, prior to any additional advance distribution.

**B. Advance Request Process:**

1. Grantee shall submit a written request to the assigned HSH Contract Manager, as listed in CARBON, on an agency letterhead with a narrative justification that fully describes the unique circumstances, for review and approval. Advance requests must be submitted by the Grantee's authorized staff only.
2. HSH, at its sole discretion, may make available to Grantee up to one month of the total ongoing annualized General Fund or Prop C budget amount, per the Appendix B, Budget(s) of this Agreement. Requests for greater than one month of the ongoing annualized budget amount may be considered on a case-by-case basis only.
3. Grantee is expected to maintain adequate cash reserves for multi-year Grant agreements and not rely on cash advances to cover expenses necessary to operate Grantee's core operations.

**C. Advance Repayment Process:**

1. If approved by HSH, the advanced sum will be deducted from the Grantee's monthly invoices at an equal rate each month that will enable repayment before the close of the fiscal year. For example, for a twelve-month grant the rate of repayment of the

advance will be 1/10<sup>th</sup> per month from July to April. An alternative period of repayment may be calculated to ensure cash flow and repayment.

2. All advance repayments must be recovered within the fiscal year for which it was made.
3. In the case where advance repayments cannot be fully recovered by deducting from the Grantee's monthly invoices, Grantee shall repay the outstanding balance via check in the amount verified by the assigned HSH Contract Manager, as listed in CARBON. Grantee shall make the repayment after the final invoice of the fiscal year has been approved to the address provided by the assigned HSH Contract Manager, as listed in CARBON.

**IV. Timely Submission of Reports and Compliance:** If a Grantee has outstanding items due to the City (e.g., Corrective Action Plans/report/document/data input), as specified in any written form from HSH (e.g., Letter of Correction, Corrective Action Plan, and/or Appendix A(s), Services to be Provided of the Agreement), Grantee shall submit and comply with such requirements prior to or in conjunction with monthly invoicing. Failure to submit required information or comply by specified deadlines may result in HSH withholding payments.

### Appendix D, Interests in Other City Grants

City Department or Commission	Program Name	Agreement Term	Grant Amount (Not-to-Exceed)
Department of Homelessness and Supportive Housing	Supportive Services Modified Payment Program (MPP) / Money Management	July 1, 2021 - June 30, 2026 (in process)	\$6,738,166
Department of Homelessness and Supportive Housing	Abigail Hotel Housing Ladder (Support Services, Property Management and Master Leasing)	January 1, 2021 – June 30, 2026	\$9,969,196
Department of Homelessness and Supportive Housing	Continuum of Care (CoC) Rental Assistance at Garland Hotel	September 1, 2022 - September 30, 2025	\$8,894,939
Department of Homelessness and Supportive Housing	Property Management, Support Services and Master Leasing at Crown, National & Winton Hotels	July 1, 2021 - June 30, 2026	\$34,326,248
Department of Homelessness and Supportive Housing	Continuum of Care (CoC) Rental Assistance at Crown, Winton and National Hotels	December 1, 2022 - September 30, 2025	\$8,864,747
Department of Homelessness and Supportive Housing	Bristol Hotel Housing Ladder (Support Services, Property Management and Master Leasing)	March 1, 2024 - June 30, 2026	\$5,030,894
Department of Homelessness and Supportive Housing	Property Management, Support Services and Master Leasing at the Master Lease Hotels	July 1, 2020 - June 30, 2026	\$241,657,513
Department of Building Inspection	Central City SRO Collaborative	July 1, 2023 - June 30, 2024	\$611,975
Department of Building Inspection	Code Enforcement Outreach Program (CEOP)	July 1, 2023 - June 30, 2024	\$520,375
Adult Probation Department	Transitional Housing program	July 1, 2023 - June 30, 2024	\$8,706,081
Mayor's Office of Housing and Community Development	Right to Counsel	July 1, 2023 - June 30, 2024	\$1,601,837
Mayor's Office of Housing and Community Development	Right to Counsel Expansion	July 1, 2022 - June 30, 2024	\$850,000
Mayor's Office of Housing and Community Development	La Voz Latina del Tenderloin	July 1, 2023 - June 30, 2024	\$200,000