

From: [The Civil Service Commission](#)
To: [Rachowicz, Lisa \(HOM\)](#); [Colon, Monique \(HOM\)](#)
Subject: HOM [DHRPSC0006053] was approved by CSC on 2026-03-02
Date: Tuesday, March 3, 2026 10:10:12 AM
Attachments: [image](#)
[image](#)



CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO

NOTICE OF CIVIL SERVICE COMMISSION ACTION

Hello Monique Colon,

At its meeting on **2026-03-02 14:00:00 PST**, the Civil Service Commission had for its consideration the HOM PSC [DHRPSC0006053].

The Civil Service Commission, APPROVED PSC [DHRPSC0006053] on 2026-03-02.

CSC Approval Type: Approval Granted

Relevant Comments:

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.

NOTE: It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.

CIVIL SERVICE COMMISSION

Sandra Eng | Executive Officer

PSC Summary

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Record Number: DHRPSC0006053 v 1.0

Description of Proposed Work: Non-profit service providers will provide integrated, culturally competent services at City-owned shelter sites, including emergency shelters, congregate and non-congregate shelters, navigation centers, and transitional housing. Services include support services such as case management, housing placement support, wellness checks and benefits navigation; and general services such as maintenance and janitorial to keep facilities clean, safe, and sanitary, and security for safety and de-escalation to ensure safety of all guests. The programs serve adults, transitional age youth, and families experiencing homelessness. The City-owned properties provide 800 shelter beds a night across the City. Nonprofit community-based organizations operate these sites 24 hours a day/7 days a week.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

✔ CSC Approval by Amount

Submitting Department: HOM

Dept PSC Coordinator: Monique Colon

Dept PSC Coordinator Email: monique.colon@sfgov.org

DHR Admin/Reviewer: Suzanne Choi

CSC Admin/Reviewer: Elizabeth Aldana

PSC Amount: \$30,000,000.00

PSC Duration (months): 60

Funding Source(s): State Funds, City Funds

Special Funding Circumstances: The state requires HSH to spend down funding by June 30, 2027 for certain shelter sites.

Scope of Work: Non-profit service providers will provide integrated, culturally competent emergency shelter services and operations 24/7 at City-owned shelter sites, including emergency shelters, congregate and non-congregate shelters, navigation centers, and transitional or interim housing sites. The programs serve adults, transitional age youth, and families experiencing homelessness. Guest support services include, but are not limited to, guest intake, assessment and creation of an individualized housing-focused service plan; case management, including ongoing counseling services to establish goals and track progress towards those goals; wellness checks and connection to care for anyone demonstrating symptoms of physical or behavioral health needs; referrals and coordination of services to support guests' application for and maintaining various local benefits, community resources and social services; housing search and placement support to assist clients with finding and securing permanent housing by problem solving and helping to navigate the application process; referral and linkage to mental health services or connections to external therapists; coordination of support groups and organized activities for peer support, including age-appropriate activities and enrichment programming for youth under the age of 18; and document readiness to support guests with housing options and placement. Safety and de-escalation services to ensure the safety of the served population, staff and visitors, including conducting search of persons and property for potentially dangerous items prior to entering sites, patrol of the site and surrounding area, and assistance with conflict de-escalation and crisis management in trauma-informed approach. Emergency shelter and operations management services including reservation and waitlist management; storage services; access to and maintenance of shower and restroom facilities; janitorial services to keep facilities safe, sanitary and pest free; general maintenance and access to meals.

Job Class(es): 2587 - Health Worker 3, 2708 - Custodian, 7524 - Institution Utility Worker, 8202 - Security Guard

PSC Justification(s)

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- ✔ Services required on an as-needed, intermittent, or periodic basis
- ✔ Services requiring specialized expertise, knowledge experience

[Take me to the PSC Record](#)

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