

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

**SECOND AMENDMENT
TO GRANT AGREEMENT
between
CITY AND COUNTY OF SAN FRANCISCO
and
FIVE KEYS SCHOOLS AND PROGRAMS**

THIS AMENDMENT of the **January 1, 2021** Grant Agreement (the "Agreement") is dated as of **October 1, 2023** and is made in the City and County of San Francisco, State of California, by and between **FIVE KEYS SCHOOLS AND PROGRAMS** ("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 Ordinance No. 61-19, which authorizes the Department to enter into contracts without adhering to the Administrative Code provisions regarding competitive bidding and other requirements for construction work, procurement, and personal services relating to the shelter crisis; and

WHEREAS, the City's Board of Supervisors approved this Second Amendment to the Agreement under San Francisco Charter Section 9.118 by Resolution 418-23 on September 12, 2023 to extend the grant term by four years and increase the grant amount by \$14,021,524; and

WHEREAS, City and Grantee desire to execute this amendment to update the prior Agreement;

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. The term "Agreement" shall mean the Agreement dated **January 1, 2021** between Grantee and City; and **First Amendment**, dated **July 1, 2023**.
 - (b) "Budget" shall mean the budget attached hereto as part of Appendix B, Budget.

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

2.1 ARTICLE 3 TERM of the Agreement currently reads as follows:

3.1 Effective Date. This Agreement shall become effective when the Controller has certified to the availability of funds as set forth in Section 2.2 and the Department has notified Grantee thereof in writing.

3.2 Duration of Term.

- (a) The term of this Agreement shall commence on **January 1, 2021** and expire on **September 30, 2023**, 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 deleted and replaced in its entirety to read as follows:

ARTICLE 3 TERM

3.1 Effective Date. This Agreement shall become effective when the Controller has certified to the availability of funds as set forth in Section 2.2 and the Department has notified Grantee thereof in writing.

3.2 Duration of Term.

- (a) The term of this Agreement shall commence on **January 1, 2021** 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 5.1 Maximum Amount of Grant Funds of the Agreement currently reads 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 Fifteen Thousand Two Hundred Twenty Dollars (\$9,915,220)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Two Hundred Forty Eight Thousand Twelve Dollars (\$248,012)** 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 deleted and 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 **Twenty Five Million Seventy One Thousand One Hundred Thirteen Dollars (\$25,071,113).**
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Two Million One Hundred Six Thousand Three Hundred Forty Seven Dollars (\$2,106,347)** 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.

2.3 ARTICLE 15 NOTICES AND OTHER COMMUNICATIONS of the Agreement is deleted and 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
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If to Grantee:	Five Keys Schools and Programs
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70 Oak Grove Street
San Francisco, CA 94107
Attn: Steve Good
steveg@fivekeys.org

Any notice of default must be sent by registered mail.

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.

2.4 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, Services to be Provided (dated July 1, 2023)
Appendix B, Budget (dated October 1, 2023)
Appendix C, Method of Payment (dated July 1, 2023)
Appendix D, Interests in Other City Grants (dated July 1, 2023)

2.5 Appendix B, Budget, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated October 1, 2023) for the period of January 1, 2021 to June 30, 2026.

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.

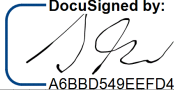
CITY

GRANTEE

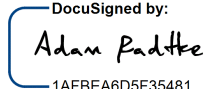
**DEPARTMENT OF HOMELESSNESS
AND SUPPORTIVE HOUSING**

**FIVE KEYS SCHOOLS AND
PROGRAMS**

By: 
Shireen McSpadden
Executive Director

By: 
Steve Good
President & CEO
City Supplier Number: 11181

Approved as to Form:
David Chiu
City Attorney

By: 
Adam Radtke
Deputy City Attorney

**Appendix A, Services to be Provided
by
Five Keys Schools and Programs
Bayshore Navigation Center**

I. Purpose of Grant

The purpose of this grant is to provide Navigation Center services to help the served population obtain emergency nighttime sleeping accommodations, income, public benefits, health services, problem-solving, and housing, as available.

II. Served Population

Grantee shall serve adults, aged 18 or over, without custody of minor children who are experiencing homelessness, have no fixed, regular, and adequate nighttime residence, are residing on the street, and have a need for adequate emergency nighttime sleeping accommodations.

III. Referral and Prioritization

All Navigation Center guests shall be referred by the process established by the Department of Homelessness and Supportive Housing (HSH), unless City requires an alternate referral and/or prioritization process in order to maintain the health and safety of guests in accordance with City requirements.

An example of a referral source is the San Francisco Homeless Outreach Team (SF HOT). The actual identification, outreach and referral of specific guests will be coordinated under the supervision of HSH.

The Navigation Center is not designed for or intended to accept open referrals or self-presentation to the program. Any individuals who are referred by entities other than the HSH established referral points or who self-present at the Navigation Center shall be directed to other resources. Grantee shall provide written and verbal information regarding other existing services to self-presenting individuals.

It is the intent of HSH to maximize use of the facility within the Navigation Center portfolio. However, types of stays may change, as needed, with HSH and Grantee approval, unless City requires Grantee to adjust stays in order to maintain the health and safety of guests in accordance with City requirements. Stay types at Navigation Center programs are outlined below.

Housing Referral Status Stay: Housing Referral Status Stay shall be used for guests who are referred after a clear path to a permanent placement is identified. With cooperation of the guest, the guest may stay at the Navigation Center until placement or transfer to another site. Exceptions include guests who do not cooperate or receive a Denial of Service (DOS) under the Grievance Policy (see Services Requirements). Grantee shall receive approval from HSH prior to any exits based on non-participation in support services for individuals in a Pathway Stay.

Examples of Housing Referral Status Stay referrals include, but are not limited to:

- Guests who are referred with a clear housing path by an approved referral site;

- Guests who have been designated as Housing Referral Status for HSH Permanent Supportive Housing or Rapid Rehousing via the Coordinated Entry process; or
- Unsheltered veterans awaiting a housing placement.

Time-Limited Stays: Time-Limited Stays are used to provide guests a respite from the streets, identify key next steps or referral placements when possible, and to start guests on the path to key service connections and benefits. Encouraging participation with Adult Coordinated Entry is key to identifying and making service connections. Time-Limited Stays are 30 days for initial placement, with the exception of specialized stays as defined by HSH. Guests on a Time-Limited Stay may be eligible for an extension of stay as defined by the HSH Navigation Center Extension Policy. Examples of Time-Limited Stay referrals include, but are not limited to:

- Guests who are referred by HSH Outreach programs as Problem-Solving status;
- Guests who are referred by Healthy Streets Operations Center (HSOC), San Francisco Police Department (SFPD), or Emergency Medical Services (EMS-6) as Problem-Solving status;
- Guests who are referred by Coordinated Entry engaged in a problem-solving solution;
- Guests who are referred by Access Points who need a temporary stay until their travel departure to a destination outside of San Francisco.

Guests on a Time-Limited Stay may be transferred to a Housing Referral Status Stay within the Navigation Center portfolio if a clear path to housing is identified and the change in stay is approved by HSH.

IV. Description of Services

Grantee shall provide a low barrier, harm reduction model, with limited rules, focused on guest actions rather than functional addictions or problems, to the total number of guests as described in Appendix B, Budget (“Number Served” tab). Grantee shall provide services at any given time, unless City requires Grantee to serve fewer guests in order to maintain the health and safety of staff and guests.

A. Support Services

Grantee shall provide support services, as outlined below, unless otherwise directed by the City in cases of public health or other emergency situations.

Participation in support services is a requirement for all guests for continued placement in the Navigation Center program. Guests in a Time-Limited Stay will not be able to extend if not participating in support services. Support Services include, but are not limited to:

1. **Intake**: Grantee shall conduct an intake, and make any updates, to determine and document guest identification and stay information. The intake shall include a program orientation outlining the services available on site. The intake shall also include established consent forms that support exchange of guest information with program partners, including the data tracking partners for purposes of program analysis.

2. **Assessment and Individual Housing-focused Service Plan:** Grantee shall conduct a support services assessment to document guest needs. Grantee shall create housing-focused service plans based on intake and assessment information. Housing-focused service plans shall include issues identified by the guest and prioritize key issues, particularly those identified by HSH and the placement referral sources, which are the focus during the guest's stay.
3. **Engagement:** Grantee shall actively engage with guests to support their connection to needed services, progress on their individual service plans to end guest homelessness. Grantee shall create a regular schedule of outreach to guests and shall provide services based on guest services plans and goals. Grantee shall provide outreach to and offer onsite services and/or referrals to all guests who display indications of placement instability. This includes but is not limited to discontinuance from benefits, services, rule violations or warnings, and conflicts with staff or other Navigation Center guests.
4. **Case Management:**
 - a. Grantee shall provide ongoing meetings and counseling services with guests to establish goals, support individualized action and service plans, and track progress toward meeting the goals.
 - b. Grantee shall offer individual and joint services to couples, as necessary and appropriate, and in accordance with confidentiality standards. Grantee shall use these interactions to present placement options that are individual, and couple focused, as appropriate, to guest situation and needs.
 - c. Grantee shall assist guests in Housing Referral Status Stays in applying for and securing the required documents needed to become "document ready" for permanent housing application. This includes, but is not limited to, the acquisition of identification, income and homelessness verifications, and other required documents. Grantee shall communicate with the Coordinated Entry Housing Navigation staff regularly about the status of documentation acquisition and upload acquired documents into the ONE System via the protocol developed by HSH. Grantee shall engage the Coordinated Entry Housing Navigation staff in discussion and/or case conferencing when guests show signs of difficulty or lack of progress in acquiring necessary documentation.
5. **Benefits Navigation:** Grantee shall work in partnership with Human Services Agency (HSA) to assist eligible guests to obtain Medi-Cal, CalFresh, and County Adult Assistance Program (CAAP) benefits. As needed, HSA will outstation SFBN and CAAP Eligibility Workers (EWs) at Navigation Center sites with the goals of fully integrating benefits application services into the Navigation Center environment and approving guests for benefits without requiring them to go to HSA offices. Grantee shall provide on-site services space for the HSA EWs when present at the site.

Grantee shall assist guests with keeping appointments related to HSA benefits applications and maintaining established benefits.

6. Wellness Checks: Grantee shall conduct Wellness Checks in accordance to HSH policy to assess guest safety when there is reason to believe the guest is in immediate and substantial risk due to a medical and/or psychiatric emergency.
7. Support Groups, Social Events and Organized Guest Activities:
 - a. Grantee shall provide guests with opportunities to participate in organized gatherings for peer support, to gain information from presenters and each other, to form social connections with other guests, or to celebrate/commemorate significant individual, holiday, and community events. These events may be planned with or based on input from guests. Grantee shall post a monthly calendar of events.
 - b. Grantee shall conduct monthly community meetings for guests during which guests may discuss concerns and program ideas.
 - c. Grantee shall provide community service, training, and/or employment opportunities to guests in partnership with local organizations or City agencies.
8. Referrals and Coordination of Services:
 - a. Grantee shall link Time-Limited Navigation Center guests to HSH Access Points, for the guests to receive Problem-Solving and/or a Coordinated Entry assessment. Grantee shall request the services of the Mobile Access Point team for any guests who display indications of difficulty getting to an HSH Access Point.
 - b. Grantee shall assist guests to identify and access services available within the community that meet specific needs or support progress toward identified goals. This may include providing information about services, calling to help establish appointments, assisting with the completion of applications, helping with appointment reminders, follow up/checking in with guests regarding the process, and, as necessary, re-referral.
 - c. Grantee shall escort guests to critical off-site appointments, particularly those related to benefits and exit placements, and support guests to keep appointments. When needed, Grantee shall provide bus tokens and/or transportation vouchers to assist guests in getting to critical appointments.
9. Exit Planning: Grantee shall provide exit planning to guests preparing to leave the Navigation Center for any number of reasons, including but not limited to moving into permanent supportive housing, guests about to be issued a DOS, and guests who are talking about leaving the program. Grantee shall notify Coordinated Entry and/or HSH Outreach as directed by HSH when Housing Referral status guests exit the Navigation Center program.

B. Emergency Shelter Services for Navigation Center guests:

Grantee shall operate the Navigation Center as outlined below and adhere to the Shelter Standards of Care Legislation¹ unless otherwise directed by the City in cases of public health or other emergency situations.

1. Grantee shall coordinate reservations with Access Points, and HSH approved outreach entities and report daily attendance utilizing HSH approved data systems. Grantee shall also designate a point of contact for coordination purposes.
2. Grantee shall provide safe and clean sleeping accommodations to at least 128 guests nightly, unless City requires Grantee to serve fewer guests in order to maintain the health and safety of staff and guests.
3. Grantee shall provide an average of two meals per day. Grantee shall make meals available to guests 24 hours per day, upon request. In the community room, Grantee shall also provide guests access to some beverages and snacks throughout the day.
4. Grantee shall create and maintain policies and procedures, which include guest responsibilities, and provide a program that is pet-friendly, as well as accommodating to companion, service and support animals.
5. Grantee shall provide and maintain a guest community/gathering space that is available away from sleeping areas for guest use 24 hours per day, except for limited periods when closed for cleaning to comply with the requirements of this program.
6. Grantee shall provide access to toilets, showers, meal areas, indoor lounge, outdoor contained patio area, guest service areas, main guest entrance point, and guest laundry facilities and detergents to facilitate equitable use by all guests.
7. Grantee shall provide program access without a curfew 24 hours a day, seven days a week for guests.
8. Grantee shall maintain a guest and service partner log to record entries and exits.
9. Grantee shall provide property storage for guests with secure and controlled access at the program site 24 hours a day, seven days a week.
10. Grantee shall provide written notice or warning to guests related to any issue that may affect ongoing stay, including, but not limited to, violations of program rules and actions that are in violation of the rules agreement. All written notice or warnings shall be shared with Grantee staff.

¹ Including, but not limited to Shelter Standards of Care, as applicable:
[http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:sanfrancisco_ca\\$anc=JD_20.404](http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices?f=templates$fn=default.htm$3.0$vid=amlegal:sanfrancisco_ca$anc=JD_20.404).

11. Grantee shall maintain facilities in full compliance with requirements of the law and local standards. Grantee shall ensure that facilities are well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Maintenance shall occur regularly, as required by the HSH Facilities Manager and janitorial services shall occur regularly, per shift, and as required by the HSH Facilities Manager.
- a. Grantee shall respond to all facility related requests and complaints promptly and in a manner that ensures the safety of guests and Grantee staff. Grantee shall note in writing and post in a common area when a maintenance problem will be repaired and the status of repair.
 - b. Grantee shall develop, maintain, and document maintenance schedules for the facility and its systems, as applicable per facility, including, but not limited to, maintaining light fixtures; heating and air conditioning systems (e.g. fan blades, air registers, vents, filters); plumbing (e.g. drains of showers, toilets, sinks); appliances (e.g. hand dryers, refrigerators, microwaves, fans, etc.); elevators; security systems (e.g. metal detectors, security cameras); fire extinguishers; emergency exits; electrical systems; mold, leak, and pest checks (e.g. roof, walls, bathrooms, kitchen, etc.); and supply checks (e.g. toilet paper, towels, soap, etc.).
 - c. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g. floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g. dryer vents); elevators (e.g. buttons, floors, walls); kitchens (e.g. floors, sinks, counters, appliances); water fountains; and heating and air conditioning systems vents.

V. Location and Time of Services

Grantee shall provide services at 125 Bayshore Boulevard, San Francisco, CA 94134, 24 hours per day, seven days a week. Grantee shall provide regular intake of new guests on workdays Monday through Friday during business hours from at least 9:00 am to 5:00 pm. Grantee shall provide emergency intake of new guests 24 hours per day, seven days a week based on approved protocols and referral sources. Grantee shall negotiate with and seek approval from HSH for adjustments to intake hours.

VI. Service Requirements

- A. 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>.
- B. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding guest progress.

- C. Staffing and Volunteers: Grantee shall provide the staff necessary to effectively administer Navigation Center services as defined in part by the shelter Standards of Care. Grantee shall ensure that any volunteers welcomed into the site follow the same guidelines as required of staff as it relates to the roles or projects being handled by the volunteers. Staff shall include, but not be limited to:
 - 1. At least one staff member on each shift who has at least one year of experience in providing services to homeless people, or comparable experience;
 - 2. One staff member each shift that is identified as the American Disabilities Act (ADA) liaison; and
 - 3. At least one staff member on each shift that speaks Spanish.

- D. Meals and Food Safety: Grantee shall meet the following meal-related requirements:
 - 1. Offer guests meals and track usage by guest, as well as overall meal distribution;
 - 2. Manage the means to heat or maintain refrigeration of food as appropriate for distribution; and
 - 3. Grantee shall ensure that at least one staff person responsible for food handling and service has a valid Food Safety Certification.

- E. Grantee shall use rules and responses to rule violations as a tool for engagement, making the focus on working on guest retention and participation during the guest's Navigation Center stay.

- F. Admission Policy: Admission policies for the 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 clients are 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.

- G. HSH Good Neighbor Policy:
 - 1. Grantee shall maintain a good relationship with the neighborhood in which the Navigation Center is located.
 - 2. Grantee shall collaborate with HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH), other relevant City agencies, and the neighborhood to ensure that neighborhood concerns about the facility are heard and addressed.
 - 3. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings.
 - 4. Grantee shall provide a means for neighbors to raise issues and concerns. Grantee shall provide consistent and timely responses.
 - 5. Grantee shall minimize the impact of guests on the neighborhood of the Navigation Center guests entering, exiting, or waiting for services. The Navigation Center will do this by limiting referrals, not allowing walk-ins, and having 24/7 access to the site for registered guests. Grantee shall discourage and address excessive noise within and around the site.

6. Grantee shall actively discourage and address excessive noise from program guests and others who may be just outside the program site.
 7. Grantee shall actively discourage loitering in the area immediately surrounding the program. Coordinate with other service providers and City agencies, as necessary, to address this issue.
 8. Grantee shall, in conjunction with the HSH and other City agencies, inform neighborhood businesses and residents of the services available at the Navigation Center and how individuals are referred.
- H. Safety and De-Escalation: Grantee shall ensure the general safety of the served population, staff, visitors, and property by providing staff trained in safety and de-escalation or through a security services provider during peak operational days and hours, as determined by Grantee and approved by HSH. Days and hours of coverage shall be on record with the HSH Program Manager. Safety and de-escalation shall include, but is not limited to:
1. Greeting the served population, staff, visitors, and conducting search of persons and property prior to entering sites for potentially dangerous items;
 2. Utilization of a system by which possessions may be checked and safely and securely stored, as directed;
 3. Regular patrol of the site and surrounding program area to ensure compliance with HSH's Good Neighbor Policy as described in the Good Neighbor Policies section;
 4. Utilization of a system with written documentation to ensure that the perimeter and other areas are checked on a scheduled and regular basis; and
 5. Assistance with conflict de-escalation and crisis management.
- I. Complaint and Grievance Procedure: Grantee shall create and implement a written complaint and grievance procedure for guests which shall include the following elements as well as others that may be appropriate to the services:
1. The name or title of the person or persons authorized to make a determination regarding the grievance;
 2. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination; and
 3. The right of a guest dissatisfied with the decision to ask for a review and recommendation from someone in the Grantee's chain of command that has not been part of the complaint process to date and that has purview over the aggrieved service. Grantee shall provide a copy of this procedure, and any amendments thereto, to each guest, along with the HSH Navigation Center Program Manager or his/her designated agent.
 4. Any DOS for a Navigation Center guest must follow the Shelter Grievance Policy and procedures, unless otherwise directed by the City in cases of public health emergencies or other emergency situations.
- J. Satisfaction Survey: Grantee shall conduct a written quarterly Navigation Center Guest Satisfaction Survey in order to gather feedback, satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer

assistance to the served populations regarding completion of the survey if the written format presents any problem.

- K. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow HSH Overdose Prevention Policy². Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
- L. Staff Training: Grantee shall promote and support staff training and development, including but not limited to training on de-escalation and safety, guest engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for guests and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards of Care (Section 16.22 of the Agreement). Grantee shall keep an accurate Staff Training log to document all trainings attended by staff.
- M. City Communications and Policies: Grantee shall keep HSH informed and comply with City policies to minimize harm and risk, unless otherwise directed by the City in cases of public health or other emergency situations. City Communications and Policies include, but are not limited to including:
1. Create and maintain policies and procedures around guest responsibilities that support the pet friendly environment;
 2. Regular communication to HSH about the implementation of the program;
 3. Attendance of quarterly and monthly HSH meetings, as well as attendance at other meetings related to Navigation Centers as needed, such as hearings on issues related to homelessness; Shelter Grievance Advisory Committee meetings; when adherence to standard of care is implemented, grantee shall attend Shelter Monitoring Committee Meetings; Local Homeless Coordinating Board; etc.
 4. Attendance of trainings, as requested;
 5. Adherence to the Shelter Standards of Care requirements as appropriate to Navigation Centers and cooperation with the Shelter Monitoring Committee at such time when that committee begins monitoring Navigation Centers;
 6. Adherence to the HSH Shelter Grievance Policy and cooperation with the Client Advocates participation in the process; and
 7. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless.
- N. Critical Incident: Grantee shall adhere to the HSH Critical Incident policies, including reports to HSH, within one business day, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report form. Grantee shall call the HSH Navigation Center Program Manager within two hours of any death or serious injury. A Critical Incident is defined as when emergency responders are called to the Navigation Center by staff or guests. Navigation Centers must also send reports for incidents in which there were no emergency responders. An example is a domestic violence incident.

² HSH Overdose Prevention Policy: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers/?CT=1649882191370&OR=OWA-NT&CID=da71fbbd-d886-f23c-be4f-e1022f11bb1a>

- O. MOU/Subcontract Agreements: Grantee shall establish Memorandum of Understanding (MOU)/subcontract agreements with City departments and partnering service providers for services that are funded through the Grant, but not provided by the Grantee. These agreements shall define the relationships between Grantee and partnering agencies, establish lines of communication, coordination and other protocols for effective operation of the Navigation Center and the services and programs provided to the Navigation Center guests. Subcontracts include agreements for meal provision and specialized guest support. Any subcontracted services shall coordinate guest meals, delivery schedule, and related communications in order ensure service expectations are met.
- P. 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. 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).
- Q. Shelter Expansion: In an attempt to respond to weather or other environmental emergencies, HSH reserves the right to negotiate shelter expansion with the addition of mats during periods of need. HSH is looking for providers at negotiated sites to be ready to provide expansion within twenty-four hours' notice; although HSH will attempt to give more advance notice whenever possible. Expansion may be at reduced hours or simplified services. HSH prefers that providers use their own staff during these expansions; however, if provider staffing is not available at the time of expansion, HSH reserves the right to augment coverage with City approved staff in order to respond to emergencies.
- R. Data Standards:
1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process , including but not limited to:
 - a. Entering all client data within three working days (unless specifically requested to do so sooner);
 - b. Ensuring accurate dates for client enrollment, client exit, and client move in (if appropriate); and
 - c. Running monthly data quality reports and correcting errors.
 2. Records entered into the Online Navigation and Entry (ONE) System shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards³.
 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 either the

³ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantees regarding the correct mechanism for sharing data. 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.
- S. 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 client-centered, low-barrier access to housing and services.
- T. Record Keeping and Files:
1. Grantee shall maintain required, appropriate, and confidential guest records to support tracking and analysis related to the service and outcome objectives, as well as successes of the program.
 2. Grantee shall maintain confidential files regarding complaints, grievances, warnings, and exits/denials of service for shelter rule infractions including written notices, warnings, exit paperwork and related communications with guests.
 3. Electronic guest records shall be maintained accurately and up to date in HSH approved data systems, unless otherwise directed by the City in cases of public health emergencies or other emergency situations. As appropriate, case management files should be maintained separately from operational guest records.
 4. Grantee shall upload copies of guest documents and records that support securing housing (e.g. birth certificate, identification, social security card) into the ONE System.
 5. Grantee shall document outcomes related to every guest exit. Grantee shall collect data on the reason for exit, location upon exit, and other information related to exit tracking, and report this data to HSH upon request. Grantee shall notify Coordinated Entry and/or HSH Outreach as directed by HSH when Housing Referral status guests exit their Navigation Center program.

VII. Service Objectives

Grantee shall achieve the following service objectives annually, unless otherwise directed by the City in cases of public health or other emergency situations.

- A. Grantee shall provide intake and assessment to 100 percent of all initial guests and updates for returning guests.

- B. Grantee shall utilize intake and assessment information with partnering service providers to identify options and create a service plan for 95 percent of the program guests. Written service plans shall include clear goals and objectives and identified barriers. Service connections, progress, and follow up on these service plans will be documented in the guest's record.
- C. 90 percent of guests in a Time-Limited Stay shall be assessed via Coordinated Entry within one week of placement at the Navigation Center.
- D. 100 percent of guests in a Time-Limited Stay shall be engaged in Exit Planning including Problem Solving and/or encouraged to get a profile in the Shelter Reservation System and join the Shelter Reservation Waitlist within 72 hours of placement.
- E. 90 percent of guests with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.
- F. Grantee shall administer a quarterly satisfaction survey and achieve at least a 50 percent response rate.

VIII. Outcome Objectives

Grantee shall achieve the following outcome objectives annually:

- A. 75 percent of those completing the quarterly satisfaction survey will Strongly Agree or Agree that they are satisfied with the services on site.
- B. 80 percent of Housing Referral Status guests will meet document readiness standards within six months of initial intake.

IX. Reporting Requirements

Grantee shall input data into systems required by HSH, such as Online Navigation and Entry (ONE) system, and CARBON, unless otherwise directed by the City in cases of public health or other emergency situations.

- A. Grantee shall provide a monthly report summarizing the contract activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. Grantee shall enter the annual metrics in the CARBON database by the 15th of the month following the month of service.
- B. Grantee shall provide a quarterly report of activities, referencing the tasks as described in the Service and Outcome Objectives section. Grantee shall enter the quarterly metrics in the CARBON database by the 15th of the month following the end of the quarter.
- C. Grantee shall provide an annual report summarizing the contract activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. This report shall also include accomplishments and challenges encountered

by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

- D. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.
- E. 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 Contractor within thirty working days of receipt of any evaluation report and such response will become part of the official report.
- F. Grantee shall adhere to the Department's Critical Incident Report Policy and report critical incidents to the Department using the Critical Incident Report. Examples of critical incidents include death, fire, acts of violence, or any other incident which requires the involvement of emergency services.
- G. Grantee shall submit Project Descriptor data elements as described in 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 the U.S. Department of Housing and Urban Development 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.

For assistance with reporting requirements or submission of reports, contact the assigned Contract or Program Manager, as listed in CARBON.

X. Monitoring Activities

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, such as, but not limited to, the following, guest files, review of the Grantee's administrative records, staff training documentation, postings, program policies and procedures, reported program data, 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.
 - 1. Monitoring of program participation in the ONE system may include, but not limited to, data quality reports from the ONE system, records of timeliness of data entry, and attendance records at required training 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 will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING
APPENDIX B, BUDGET**

Document Date	10/1/2023								
Contract Term	Begin Date	End Date	Duration (Years)						
Current Term	1/1/2021	9/30/2023	3						
Amended Term	1/1/2021	6/30/2026	6						
				Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Service Component				1/1/2021 - 6/30/2021	7/1/2021 - 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
Navigation Center				128	128	128	128	128	128

	A	B	C	D
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING			
2	APPENDIX B, BUDGET			
3	Document Date	10/1/2023		
4	Contract Term	Begin Date	End Date	Duration (Years)
5	Current Term	1/1/2021	9/30/2023	3
6	Amended Term	1/1/2021	6/30/2026	4
7	Program	Bayshore Navigation Center		
8				
9	Approved Subcontractors			
10	Bayview Hunters Point Foundation			
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DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

APPENDIX B, BUDGET

Document Date	10/1/2023		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	1/1/2021	9/30/2023	3
Amended Term	1/1/2021	6/30/2026	6
Provider Name	Five Keys Schools & Programs		
Program	Bayshore Navigation Center		
FSP Contract ID#	1000020689		
Action (select)	Amendment		
Effective Date	10/1/2023		
Budget Name	General Fund - Navigation Center		

Term Budget	\$ 9,667,208	\$ 22,964,766	15%
Contingency	\$ 248,012	\$ 2,106,347	
Not-To-Exceed	\$ 9,915,220	\$ 25,071,112	

	EXTENSION YEAR						EXTENSION YEAR			EXTENSION YEAR			All Years			
	Year 1	Year 2	Year 3	Year 4		Year 5			Year 6			All Years				
	1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 9/30/2023	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	1/1/2021 - 9/30/2023	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026	
	Actuals	Actuals	Current/Actuals	Current/Actuals	Amendment	New	Current/Actuals	Amendment	New	Current/Actuals	Amendment	New	Current/Actuals	Amendment	New	
Expenditures																
Salaries & Benefits	\$ 1,102,136	\$ 2,390,372	\$ 2,954,381	\$ 499,154	\$ 2,455,227	\$ 2,954,381	\$ -	\$ 2,954,381	\$ 2,954,381	\$ -	\$ 2,954,381	\$ 2,954,381	\$ 6,946,043	\$ 8,363,988	\$ 15,310,031	
Operating Expense	\$ 522,246	\$ 1,056,239	\$ 994,821	\$ 165,804	\$ 236,199	\$ 402,002	\$ -	\$ 402,002	\$ 402,002	\$ -	\$ 402,002	\$ 402,002	\$ 2,739,110	\$ 1,040,204	\$ 3,779,313	
Subtotal	\$ 1,624,381	\$ 3,446,611	\$ 3,949,202	\$ 664,958	\$ 2,691,426	\$ 3,356,383	\$ -	\$ 3,356,383	\$ 3,356,383	\$ -	\$ 3,356,383	\$ 3,356,383	\$ 9,685,153	\$ 9,404,192	\$ 19,089,345	
Indirect Percentage	12.00%	12.00%	12.00%	12.00%		12.00%	12.00%		12.00%	12.00%		12.00%				
Indirect Cost (Line 22 X Line 23)	\$ 194,926	\$ 413,593	\$ 473,904	\$ 79,795	\$ 322,971	\$ 402,766	\$ -	\$ 402,766	\$ 402,766	\$ -	\$ 402,766	\$ 402,766	\$ 1,162,218	\$ 1,128,503	\$ 2,290,721	
Other Expenses (Not subject to indirect %)	\$ (379,940)	\$ (845,633)	\$ 45,408	\$ -	\$ 921,622	\$ 921,622	\$ -	\$ 921,622	\$ 921,622	\$ -	\$ 921,622	\$ 921,622	\$ (1,180,164)	\$ 2,764,865	\$ 1,584,700	
Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Total Expenditures	\$ 1,439,367	\$ 3,014,572	\$ 4,468,515	\$ 744,753	\$ 3,936,018	\$ 4,680,771	\$ -	\$ 4,680,771	\$ 4,680,771	\$ -	\$ 4,680,771	\$ 4,680,771	\$ 9,667,207	\$ 13,297,560	\$ 22,964,766	
HSH Revenues (select)																
General Fund - Ongoing	\$ 1,439,367	\$ 2,905,414	\$ 4,468,516	\$ 744,753	\$ 2,223,763	\$ 2,968,516		\$ 2,968,516	\$ 2,968,516		\$ 2,968,516	\$ 2,968,516	\$ 9,558,050	\$ 8,160,794	\$ 17,718,844	
General Fund - One-Time	\$ -	\$ 109,158	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 109,158	\$ -	\$ 109,158	
General Fund - CODB		\$ -	\$ -	\$ -	\$ 212,255	\$ 212,255		\$ 212,255	\$ 212,255		\$ 212,255	\$ 212,255	\$ -	\$ 636,764	\$ 636,764	
Homeless Housing, Assistance, and Prevention Program (HHAP) 2		\$ -	\$ -	\$ -	\$ 1,500,000	\$ 1,500,000		\$ 1,500,000	\$ 1,500,000		\$ 1,500,000	\$ 1,500,000	\$ -	\$ 4,500,000	\$ 4,500,000	
Total HSH Revenues	\$ 1,439,367	\$ 3,014,572	\$ 4,468,516	\$ 744,753	\$ 3,936,018	\$ 4,680,770	\$ -	\$ 4,680,770	\$ 4,680,770	\$ -	\$ 4,680,770	\$ 4,680,770	\$ 9,667,208	\$ 13,297,558	\$ 22,964,766	
Other Revenues (to offset Total Expenditures & Reduce HSH Revenues)																
Total Other Revenues	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Total HSH + Other Revenues	\$ 1,439,367	\$ 3,014,572	\$ 4,468,516	\$ 744,753	\$ 3,936,018	\$ 4,680,770	\$ -	\$ 4,680,770	\$ 4,680,770	\$ -	\$ 4,680,770	\$ 4,680,770	\$ 9,667,208	\$ 13,297,558	\$ 22,964,766	
Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	

Prepared by	Patricia Richard
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Template last modified 1/22/2020

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.

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

OPERATING DETAIL

Document Date	10/1/2023
Provider Name	Five Keys Schools & Programs
Program	Bayshore Navigation Center
FSP Contract ID#	1000020689
Budget Name	General Fund - Navigation Center

				EXTENSION YEAR			EXTENSION YEAR			EXTENSION YEAR			All Years		
	Year 1	Year 2	Year 3	Year 4		Year 5			Year 6			1/1/2021 - 9/30/2023	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026	
	1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 9/30/2023	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	1/1/2021 - 9/30/2023	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026
	Actuals	Actuals	Current/Actuals	Current/Actuals	Amendment	New	Current/Actuals	Amendment	New	Current/Actuals	Amendment	New	Current/Actuals	Modification	New
Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
Operating Expenses															
Rental of Property	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Utilities(Elec. Water, Gas, Phone, Scavenger)	\$ 50,000	\$ 100,000	\$ 171,000	\$ 28,500	\$ 142,500	\$ 171,000	\$ 171,000	\$ 171,000	\$ 171,000	\$ 171,000	\$ 171,000	\$ 171,000	\$ 349,500	\$ 484,500	\$ 834,000
Office Supplies, Postage	\$ 10,000	\$ 20,000	\$ 6,000	\$ 1,000	\$ 5,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 37,000	\$ 17,000	\$ 54,000
Building Maintenance Supplies and Repair	\$ 20,000	\$ 40,000	\$ 30,000	\$ 5,000	\$ 25,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 95,000	\$ 85,000	\$ 180,000
Printing and Reproduction	\$ 5,000	\$ 10,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15,000	\$ -	\$ 15,000
Insurance	\$ 10,000	\$ 20,000	\$ 11,000	\$ 1,833	\$ 9,167	\$ 11,000	\$ 11,000	\$ 11,000	\$ 11,000	\$ 11,000	\$ 11,000	\$ 11,000	\$ 42,833	\$ 31,167	\$ 74,000
Staff Training	\$ 6,500	\$ 15,000	\$ 10,000	\$ 1,667	\$ 8,333	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 33,167	\$ 28,333	\$ 61,500
Staff Travel-(Local & Out of Town)	\$ 1,000	\$ 2,000	\$ 100	\$ 17	\$ 83	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ 3,117	\$ 283	\$ 3,400
Rental of Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Recology	\$ 26,250	\$ 72,000	\$ 16,628	\$ 2,771	\$ 13,857	\$ 16,628	\$ 16,628	\$ 16,628	\$ 16,628	\$ 16,628	\$ 16,628	\$ 16,628	\$ 117,649	\$ 47,113	\$ 164,762
Fire panel / extinguisher	\$ 2,000	\$ 5,808	\$ 8,000	\$ 1,333	\$ 6,667	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 17,141	\$ 22,667	\$ 39,808
Cable TV / WIFI / telecommunications	\$ 9,375	\$ 18,750	\$ 11,000	\$ 1,833	\$ 9,167	\$ 11,000	\$ 11,000	\$ 11,000	\$ 11,000	\$ 11,000	\$ 11,000	\$ 11,000	\$ 40,958	\$ 31,167	\$ 72,125
Guest supplies, food socks etc	\$ 33,857	\$ 67,713	\$ 63,000	\$ 10,500	\$ 52,500	\$ 63,000	\$ 63,000	\$ 63,000	\$ 63,000	\$ 63,000	\$ 63,000	\$ 63,000	\$ 175,070	\$ 178,500	\$ 353,570
Staff supplies, first aid kits, medical / uniforms	\$ 15,265	\$ 30,529	\$ 14,343	\$ 2,391	\$ 11,953	\$ 14,343	\$ 14,343	\$ 14,343	\$ 14,343	\$ 14,343	\$ 14,343	\$ 14,343	\$ 62,527	\$ 40,639	\$ 103,166
Staff recruitment	\$ 1,000	\$ 2,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,000	\$ -	\$ 3,000
Linen	\$ 2,625	\$ 5,250	\$ 1,000	\$ 167	\$ 833	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 9,042	\$ 2,833	\$ 11,875
First Aid Kits/Medical Supplies/Facility Staff Uniforms	\$ 3,500	\$ 7,000	\$ 474	\$ 79	\$ 395	\$ 474	\$ 474	\$ 474	\$ 474	\$ 474	\$ 474	\$ 474	\$ 11,053	\$ 1,343	\$ 12,396
Cell phones	\$ 1,950	\$ 4,800	\$ 4,800	\$ 800	\$ 4,000	\$ 4,800	\$ 4,800	\$ 4,800	\$ 4,800	\$ 4,800	\$ 4,800	\$ 4,800	\$ 12,350	\$ 13,600	\$ 25,950
Job Development Job Preparedness Workshops	\$ 9,375	\$ 18,750	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 28,125	\$ -	\$ 28,125
Laundry Services	\$ 20,625	\$ 16,880	\$ 5,000	\$ 833	\$ 4,167	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 43,338	\$ 14,167	\$ 57,505
Sharps Collection	\$ 750	\$ 1,500	\$ 1,500	\$ 250	\$ 1,250	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 4,000	\$ 4,250	\$ 8,250
Shredding Service	\$ 1,875	\$ 3,750	\$ 157	\$ 26	\$ 131	\$ 157	\$ 157	\$ 157	\$ 157	\$ 157	\$ 157	\$ 157	\$ 5,809	\$ 446	\$ 6,255
Pest Control	\$ 4,125	\$ 20,160	\$ 23,000	\$ 3,833	\$ 19,167	\$ 23,000	\$ 23,000	\$ 23,000	\$ 23,000	\$ 23,000	\$ 23,000	\$ 23,000	\$ 51,118	\$ 65,167	\$ 116,285
Subcontractor															
BVHPF - Therapist / Supervisor & Care Managers (first	\$ 287,175	\$ 574,349	\$ 617,819	\$ 102,970	\$ (77,970)	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 1,582,312	\$ (27,970)	\$ 936,524
TOTAL OPERATING EXPENSES	\$ 522,246	\$ 1,056,239	\$ 994,821	\$ 165,804	\$ 236,199	\$ 402,002	\$ -	\$ 402,002	\$ 402,002	\$ -	\$ 402,002	\$ 402,002	\$ 2,739,110	\$ 1,040,204	\$ 3,161,494
Other Expenses (not subject to indirect cost %)															
General Fund - One-Time FY20-21 CODB	\$ -	\$ 109,158			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 109,158	\$ -	\$ 109,158
FY23-24 Ongoing CODB					\$ 212,255	\$ 212,255	\$ 212,255	\$ 212,255	\$ 212,255	\$ 212,255	\$ 212,255	\$ 212,255	\$ -	\$ 636,764	\$ 636,764
Actuals Adjustment	\$ (379,940)	\$ (954,791)			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,334,731)	\$ -	\$ (1,334,731)
Ambassador Retro Pay (070122 - 113022)			\$ 45,408		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 45,408	\$ -	\$ 45,408
BVHPF - Therapist / Supervisor & Care Managers					\$ 709,367	\$ 709,367	\$ 709,367	\$ 709,367	\$ 709,367	\$ 709,367	\$ 709,367	\$ 709,367	\$ -	\$ 2,128,101	\$ 2,128,101
TOTAL OTHER EXPENSES	\$ (379,940)	\$ (845,633)	\$ 45,408	\$ -	\$ 921,622	\$ 921,622	\$ -	\$ 921,622	\$ 921,622	\$ -	\$ 921,622	\$ 921,622	\$ (1,180,164)	\$ 2,764,865	\$ 1,584,700
SHS #3															

BUDGET NARRATIVE

Fiscal Year

General Fund - Navigation Center

FY23-24

<- Select from the drop-down list the fiscal year in which the proposed budget changes will first become effective

Salaries & Benefits	Adjusted	Budgeted	Justification	Calculation	Employee Name
Co Director of Housing	0.17	\$ 22,100	Oversees Five Keys housing sites	0.17 FTE at \$130,000 salary	Megan Phalon
Deputy Director of Operations	0.17	\$ 17,850	Assist and support Site Directors in data tracking, compliance, and reporting	0.17 FTE at \$105,000 salary	Alysha Cornejo
Deputy Director of Guest Services	0.17	\$ 15,929	Ensures that all residents are treated with excellent customer services, resolving guest	0.17 FTE at \$93,730 salary	Jamil Wilson
Deputy Director of Staff Support	0.17	\$ 15,300	Provides support services to staff members	0.17 FTE at \$90,000 salary	N/A
Director Bayshore Navigation Center	1.00	\$ 97,000	Responsible for overall site compliance and reporting and oversight of all operations; guest satisfaction and employee retention and accountability	1 FTE at \$97,000	Tony Chase
Asst. Director Administrator/data collection	0.44	\$ 31,946	Assists with collection and administration of data gathered at site	0.44 FTE at \$73,130 salary	N/A
Asst. Director of Bayshore Navigation Center	1.00	\$ 81,000	Supports the Director for overall site compliance and reporting and oversight of all operations; guest satisfaction and employee retention and accountability	1 FTE at \$81,000	TBD
Activities Coordinator	1.00	\$ 56,160	Engage and organize guests, plan activities and events, perform quality assurance for services	1 FTE at \$56,160 salary	Jessica Tanner
Shelter Supervisor	4.40	\$ 321,200	Oversight of shift activities and staffing, accountability, safety, emergency response, client satisfaction	4.4 FTE at \$73,000	Various
Ambassadors	24.00	\$ 1,152,696	Ensure guest safety and comfort, de-escalate conflicts, provide access to food, hygiene, and basic needs.	24 FTE 50% of the staff are based on \$24/23 /hour (due to longevity) and 50% of the staff are based on \$22/hours	Various
Information & Resource Specialist	1.00	\$ 54,000	Oversees intake and processing of guests at site	24 FTE * \$48,029 1 FTE at \$54,000	Dion Nichols
Maintenance	1.00	\$ 60,000	Maintain the site, ensure all systems are operating smoothly, repair and replace	1 FTE at \$60,000	Ramnarine Sooknanan
Janitorial	4.20	\$ 201,722	Clean facilities, empty trash, clear grounds around facilities, ensure guest bathrooms are clean, ensure high touch services are cleaned regularly, ensure facilities - both guest and staff spaces are clean and sanitized	4.2 FTE Janitorial staff 50% of the staff are based on \$24/23 /hour (due to longevity) and 50% of the staff are based on \$22/hours	Various
HR Generalist	0.17	\$ 15,300	Provides work in HR compliance, employee escalations, and employee status changes	4.2 FTE * \$48,029 annual salary 0.17 FTE at \$90,000 salary	Christine Haverick
Hiring Specialist	0.17	\$ 14,280	Recruit, screen, interview, hire and onboard applicants for all sites	0.17 FTE at \$84,000 salary	Johnathon Cross
TOTAL	39.06	\$ 2,156,482			
Employee Fringe Benefits		\$ 797,898	Includes FICA, SSUI, Workers Compensation and Medical calculated at XX% of total salaries.		
Salaries & Benefits Total		\$ 2,954,381			

Operating Expenses	Budgeted Expense	Justification
Rental of Property	\$ -	-
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 171,000	All utilities including gas & Electric, Phone lines, Water, Recology trash pic up
Office Supplies, Postage	\$ 6,000	Supplies necessary for administrative tasks, paper, binders, labels, clipboards, pens, etc
Building Maintenance Supplies and Repair	\$ 30,000	Supplies for maintenance of the building as well as repair costs
Printing and Reproduction	\$ -	N/A
Insurance	\$ 11,000	Liability operating insurance
Staff Training	\$ 10,000	Providing ongoing training to staff to improve performance and knowledge
Staff Travel-Local & Out of Town)	\$ 100	Staff travel
Rental of Equipment	\$ -	N/A
Recology	\$ 16,628	Recology recycling and waste removal costs
Fire panel / extinguisher	\$ 8,000	Fire panel and extinguisher
Cable TV / WIFI / telecommunications	\$ 11,000	Internet for staff and guests on guest computers and cable TV for guests
Guest supplies, food socks etc	\$ 63,000	Guest supplies including food, hygienics, etc.
Staff supplies, first aid kits, medical / uniforms	\$ 14,343	Uniforms, First Aid Kits, AEDs, badges and lanyards, Radios, food and coffee
Staff recruitment	\$ -	N/A REMOVE
Linen	\$ 1,000	Guest linen
First Aid Kits/Medical Supplies/Facility Staff Uniforms	\$ 474	Uniforms, First Aid Kits, AEDs, badges and lanyards, Radios, food and coffee
Cell phones	\$ 4,800	Cell phones for staff use
Job Development Job Preparedness Workshops	\$ -	N/A REMOVE
Laundry Services	\$ 5,000	Guest laundry materials, processing, and transportation
Sharps Collection	\$ 1,500	hazmat removal
Shredding Service	\$ 157	Paper shredding
Pest Control	\$ 23,000	Elimination of rodents, bed bugs, mice, rats in the facility
	\$ -	
	\$ -	
	\$ -	
	\$ -	
Subcontractor	\$ -	
BVHPF - Therapist / Supervisor & Care Managers (first \$25k)	\$ 25,000	Therapist / CM subcontractor
	\$ -	
	\$ -	
TOTAL OPERATING EXPENSES	\$ 402,002	
Indirect Cost	12.0% \$ 402,766	

Other Expenses (not subject to indirect cost %)	Amount	Justification	Calculation
General Fund - One-Time FY20-21 CODB	\$ -	N/A	
FY23-24 Ongoing CODB	\$ 212,255	N/A	
Actuals Adjustment	\$ -	N/A	
Ambassador Retro Pay (070122 - 113022)	\$ -		
BVHPF - Therapist / Supervisor & Care Managers	\$ 709,367	Therapist / CM subcontractor	
TOTAL OTHER EXPENSES	\$ 921,622		

Appendix C, Method of Payment

- I. 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 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 Appendix B, Budget(s) of the Agreement.
- II. General Instructions for Invoice Submittal:** Grantee invoices shall include actual expenditures for eligible activities incurred during the month.
- A. **Timelines:** Grantee shall submit all invoices and any related required documentation in the format specified below, after costs have been incurred, and within 15 days after the month the service has occurred. All final invoices must be submitted 15 days after the close of the fiscal year or project period. Expenditures must be paid by the Grantee prior to invoicing HSH for those expenditures.

Billing Month/Date	Service Begin Date	Service End Date
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

B. 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.
- C. 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 up to 110 percent of an ongoing General Fund or Prop C line item, provided that total expenditures do not exceed the total budget amount, per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.
- D. 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 significant amounts of funding, especially non-General Fund dollars, may result in reductions to future allocations. HSH may set specific spend down targets and communicate those to Grantees.
- E. 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) or summarized;
 - 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)); and
 - 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.
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.

General Fund / Homeless Housing, Assistance, and Prevention Program (HHAP) 2	
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, 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,</p>

General Fund / Homeless Housing, Assistance, and Prevention Program (HHAP) 2	
Type	Instructions and Examples of Documentation
	and documentation for any Operating line items that exceed \$10,000. Documentation may include, but is not limited to, 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.
Operating - Direct Assistance	Grantee shall maintain and provide documentation for all approved Direct Assistance costs included in the Appendix B, Budget(s) each time an invoice is submitted. Documentation shall include a General Ledger or receipts of purchases, showing proof of Direct Assistance expenditures, and any other information specifically requested by HSH to confirm appropriate use of Direct Assistance funds.
Capital and/or One-Time Funding	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. Documentation may include receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.
Revenue	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.

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 via email with a narrative justification that fully describes the unique circumstances to the assigned HSH Contract Manager, as listed in CARBON, for review and approval.
2. HSH, at its sole discretion, may make available to Grantee up to two months 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 two months of the ongoing annualized budget amount may be considered on a case-by-case basis.

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 1/10th per month from July to April. An alternative period of repayment may be calculated in order 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 invoices. Failure to submit required information or comply by specified deadlines may result in HSH withholding of payments.

Appendix D - Interests In Other City Grants

**Subgrantees must also list their interests in other City Grants

City Department or Commission	Program Name	Dates of Grant Term	Not-To-Exceed Amount
San Francisco Mayors Office of Housing and Community Development	GFA-CBO Pool	July 1, 2022 – June 30, 2023	\$63,368
San Francisco Human Services Agency	Academic Assessment Services For WTW Participants	July 1, 2019 – June 30, 2024	\$336,641
San Francisco Human Services Agency	Cal-Learn Educational Support Services 19-24	July 1, 2019 – June 30, 2024	\$99,305
San Francisco Human Services Agency	Digital Services Program FY21-23	May 1, 2021 – June 30, 2023	\$231,000
Office of Economic and Workforce Development	TechSF On-Ramps	July 1, 2021 – June 30, 2023	\$200,000
Office of Economic and Workforce Development	Specialized Job Centers	July 1, 2021 – June 30, 2023	\$414,412
SF Adult Probation Department	Rent for Supportive Housing for Adult Probation clients	February 1, 2021 – July 21, 2023	\$130,000
Department of Homelessness and Supportive Housing (HSH)	Flex Housing Subsidy Pool	February 15, 2021 – June 30, 2023	\$6,000,000
Department of Homelessness and Supportive Housing (HSH)	Adante Non-Congregate Shelter	March 1, 2022 – June 30, 2023	\$8,015,742
Department of Homelessness and Supportive Housing (HSH)	Artmar Hotel	June 1, 2021 – June 30, 2024	\$6,704,364
Department of Homelessness and Supportive Housing (HSH)	Bayshore Navigation Center	January 1, 2021 – June 30, 2023	\$9,915,220
Department of Homelessness and Supportive Housing (HSH)	Embarcadero SAFE Center	September 1, 2020 – December 31, 2023	\$15,041,837
Department of Homelessness and Supportive Housing (HSH)	Ellis Semi-Congregate Shelter	December 15, 2022 – November 30, 2023	\$7,931,342.00
Department of Homelessness and Supportive Housing (HSH)	Next Door Site S	December 1, 2020 – June 30, 2025	\$32,449,102
Department of Homelessness and Supportive Housing (HSH)	Street Ambassador Services	June 1, 2022 – June 30, 2024	\$5,439,942
Department of Homelessness and Supportive Housing (HSH)	Support Services at 835 Turk	June 1, 2022 – June 30, 2025	\$2,836,435