



October 11, 2022

Lauren Hall
Executive Director
Delivering Innovation in Supportive Housing (DISH)
1119 Market Street, 2nd Floor
San Francisco, CA 94103

Re: FY 20-21 & FY 21-22 Programmatic Monitoring for the Adult Supportive Housing Program at Empress Hotel

Dear Ms. Hall,

This letter conveys the results of the programmatic monitoring of the Contract between the Department of Homelessness & Supportive Housing and TIDES Center (Delivering Innovation in Supportive Housing (DISH)) for Empress Hotel, located at 144 Eddy Street, San Francisco, CA, 94102. The programmatic monitoring site visit was conducted on September 29, 2022 and included a review of the property management files for lease violations; program policies and procedures; progress in meeting the service and outcome objectives; and a tour of the facilities, including vacant and occupied units, staff offices and common areas. This letter is meant to supplement the items I discussed with your on-site team in person on the day of the visit. I appreciate your patience in receiving this written response.

Below is a summary of major findings that need improvement.

A. Client Files:

Findings	Recommendations
1. The client Grievance Policy was present and signed by tenants, but it was missing the HSH Grievances email address and mailing address as required in Appendix A, Sec. VI, G. 1d. Page 6.	<ul style="list-style-type: none">• Include the HSH Grievances email address and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at https://hsh.sfgov.org/?s=grievance+email.



<p>2. The tenant files did not include evidence of supervisor review to ensure tenant files are in compliance with program requirements.</p>	<ul style="list-style-type: none"> • Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.
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Findings	Corrective Action
<p>3. Annual recertification paperwork for the tenant files selected had not been completed. Senior General Manager stated that HSH is completing the CoC tenant's annual recertification. SGM, however, is responsible for completing the annual recertification for GF tenants.</p>	<ul style="list-style-type: none"> • Review all General Fund (GF) tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, A. 3. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of GF tenants due for annual recertification and include the tenant's status (i.e. date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed for GF tenants, or another resolution has been reached.



B. Programmatic and Physical Accessibility/Cultural Competence:

Findings	Recommendations
1. Facility, program and materials were accessible to persons with disabilities and publicly displayed. However, the Notice of Rights for People with Disabilities was not publicly displayed.	<ul style="list-style-type: none">• Recommendation: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.

C. Client Tracking System:

Findings	Corrective Action
1. The Offline Vacancy Tracker (OVT) and ONE System vacancies data did not match the vacancies the grantee reported during the monitoring visit.	<ul style="list-style-type: none">• The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en <p>Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okelola@sfgov.org.</p> <p>Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: https://meetings.hubspot.com/regina-abadajos, or contact the ONE System help desk at onesf@bitfocus.com.</p>



D. Program Reporting and progress in meeting Service and Outcome Objectives:

Program reports were regularly submitted to the CARBON system in a timely manner. During FY2020-2021, all three annual objectives were achieved (79 of 79 or 100% of tenants completed the annual tenant satisfaction survey and 89% of tenants reported being satisfied or very satisfied with Property Management services at the Empress, and 100% of tenants maintained their housing for at least one year).

During FY2021-2022, all three annual objectives were achieved (69 of 75 or 92% of tenants completed the annual tenant satisfaction survey and 86% of tenants reported being satisfied or very satisfied with Property Management services at the Empress, and 99% of tenants maintained their housing for at least one year).

Ms. Hall, I would like to thank you and your staff for participating in the site-based monitoring visit. Despite the findings, it was clear via case notes that staff worked extensively with clients to support them in meeting their health and housing needs. **Please respond to this results letter by November 11, 2022, to Vanessa.Gutierrez@sfgov.org.** In your response, please provide a timeline for addressing the concerns, including implementing the recommendations, suggesting alternatives, and/or explaining the discrepancy in the findings and why you feel the recommendation(s) are unnecessary. Compliance updates should be submitted to my email address, according to the timeline/s provided in your response letter.

If you have any questions regarding this results letter, please contact me at the number below.

Sincerely,

Vanessa Gutierrez, MPA
Supportive Housing Program Manager
(628) 652-7982
Vanessa.Gutierrez@sfgov.org

Cc: Patrick Barresi, Support Services Administrative Coordinator, HSH
Elizabeth Hewson, Manager of Supportive Housing Programs, HSH
Kristina Leonoudakis-Watts, Permanent Supportive Housing Services Manager, DISH
Bryn Miller, Legislative Analyst, HSH
Rey Regala, Senior General Manager, DISH
Denise Riggins, Property Supervisor, DISH
Dee Rosado-Chan, Deputy Director for Programs, HSH
Kimberley Norman, Contracts Analyst, HSH
Ousha Reed, Supportive Housing Programs Supervisor, HSH



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Department of Homelessness and Supportive Housing

NONPROFIT CONTRACT MONITORING STANDARD ASSESSMENT FORM

Nonprofit Agency: TIDES Center (Delivering Innovation in Supportive Housing (DISH))

Program Name: Empress Hotel

Site Address: 144 Eddy Street, San Francisco, CA, 94102

HSH Program Manager: Vanessa Gutierrez, MPA

Date Site Visit Conducted: September 29, 2022

HSH staff site participants and titles:

Agency staff site visit participants and titles:

Vanessa Gutierrez, MPA (Supportive Housing Program Manager)

Rey Regala (Senior General Manager)

Marissa Carrillo (Assistant General Manager)

QUANTITY – PROGRAM UNITS OF SERVICE

Review

Comments & Recommendations

Units of service

Has program met, or is on target to meet contractual service level

Program has met goal of 90% occupancy or is on target to meet goal. During FY20-21, grantee met 90% occupancy rate goal during the months of July and August 2020 and June 2021. However, the grantee did not achieve the goal during the remaining months of the fiscal period but had continuous high enrollment rates ranging from 84% to 89% occupancy rates. The occupancy rate for December was not provided.

During FY21-22, grantee met 90% occupancy rate goal during November 2021. The grantee, however, did not achieve the goal during the remaining months of the fiscal period but had continuous high enrollment rates during the past six months (January to June 2022). The grantee had its lowest occupancy rate at 73% from July to October 2021.

QUALITY – PROGRAM SPECIFIC



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Department of Homelessness and Supportive Housing

Review	Comments & Recommendations
<p>Participant files</p> <ul style="list-style-type: none"> • Does program maintain participant files that include: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Client intake or program application <input checked="" type="checkbox"/> Client appraisal/assessment information <input checked="" type="checkbox"/> Client Release of Information <input checked="" type="checkbox"/> Proof client received Grievance Policy <input type="checkbox"/> Eligibility documentation (as applicable) <input checked="" type="checkbox"/> Current and comprehensive case notes <input checked="" type="checkbox"/> Service Plan <input type="checkbox"/> Evidence of supervisor review <input checked="" type="checkbox"/> Are case notes securely stored <input checked="" type="checkbox"/> Are participant files easily accessible and clearly organized according to a sample file? 	<p>Property Management</p> <p>Tenant files were clearly organized and stored securely. However, the following items were missing or incomplete. (1) The client Grievance Policy was present and signed by tenants, but it was missing the HSH Grievances email address and mailing address as required in Appendix A, Sec. VI, G. 1d. Page 6; (2) the tenant files did not include evidence of supervisor review to ensure tenant files are in compliance with program requirements; (3) annual recertification paperwork for the tenant files selected had not been completed. Senior General Manager stated that HSH is completing the CoC tenant's annual recertification. SGM, however, is responsible for completing the annual recertification for GF tenants.</p> <p>Recommendation 1: Include the HSH Grievances email address and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at https://hsh.sfgov.org/?s=grievance+email.</p> <p>Recommendation 2: Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.</p> <p>Corrective Action 1: Review all General Fund (GF) tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, A. 3. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of GF tenants due for annual recertification and include the tenant's status (i.e. date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed for GF tenants, or another resolution has been reached.</p>



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Department of Homelessness and Supportive Housing

Review	Comments & Recommendations
<p>Staff Development and Training Activities</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor ensures that staff receive varied training opportunities appropriate to job descriptions <input checked="" type="checkbox"/> Specific examples of trainings offered to/attended by staff in the past year were documented. 	<p>Program staff provided evidence of staff training completion, such as certificates and sign-in lists.</p> <p>Trainings attended were relevant to the program and diverse.</p>
<p>Program Policies and Procedures</p> <p>Written policies/procedures are in place:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Eligibility <input checked="" type="checkbox"/> House Rules <input checked="" type="checkbox"/> Reasonable Accommodation <input checked="" type="checkbox"/> Discharge/Denial of Service <input checked="" type="checkbox"/> Grievance/Complaint Policy <input checked="" type="checkbox"/> Coordination between Property Management and Supportive Services <input checked="" type="checkbox"/> Data Security Policy <input checked="" type="checkbox"/> Harm Reduction Policy <input checked="" type="checkbox"/> Outreach and Engagement <input checked="" type="checkbox"/> Quality Assurance Plan <input checked="" type="checkbox"/> Any current MOUs (obtain copy) <input checked="" type="checkbox"/> Emergency Response Plan for Site 	<p>Program policies and procedures for Property Management were present and up to date. Grantee provided detailed and organized program policies and procedures. As noted in 'Participant Files', the HSH Grievances email address and mailing address should be included in the Grievance Policy.</p>
<p>Customer Satisfaction</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Does program have method for customers to evaluate services received (e.g. surveys) <input checked="" type="checkbox"/> At least 30% of clients served completed the survey during the previous program year <input checked="" type="checkbox"/> Clients understand whom to contact for relevant types of assistance and indicate program is responsive to their needs. 	<p>FY2020-2021: 79 out of 79 tenants or 100% completed the annual resident satisfaction survey. Overall, tenants' responses reveal satisfaction with tenant services and staff with an 89% overall satisfaction rate.</p> <p>FY2021-2022: 69 out of 75 tenants or 92% completed the annual resident satisfaction survey. Overall, tenants' responses reveal satisfaction with tenant services and staff with an 86% overall satisfaction rate.</p>
<p>Programmatic and Physical Accessibility/Cultural Competence</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Facility, program, and materials are accessible to persons with disabilities. <input type="checkbox"/> Notice of Rights for People with Disabilities is publicly displayed. <input checked="" type="checkbox"/> Forms related to reasonable accommodations are available to clients. <input checked="" type="checkbox"/> Written materials are translated into applicable languages. <input checked="" type="checkbox"/> Service delivery and activities offered respect the backgrounds and interests of clients served. 	<p>Facility, program, and materials were accessible to persons with disabilities and publicly displayed. However, the Notice of Rights for People with Disabilities was not publicly displayed.</p> <p>Recommendation 1: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.</p>
<p>Outreach Procedure/Materials</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor has a written policy regarding how clients will be outreach to for engagement in services. <input checked="" type="checkbox"/> Contractor provided examples of flyers, newsletters, and other examples of outreach materials. 	<p>Monthly calendars, newsletters and flyers were provided.</p>
<p>Staffing Pattern and Job Descriptions</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Staffing levels/types are adequate to deliver contracted services. 	<p>Staffing levels reflected the budget provided for this grantee.</p>



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<p>Program Specific Administration</p> <p><input checked="" type="checkbox"/> Are monthly reports timely</p> <p><input checked="" type="checkbox"/> Are monthly reports accurate</p> <p><input checked="" type="checkbox"/> Is contractor responsive to agency requests</p>	<p>Program is up to date with invoicing, and monthly, quarterly, and annual reports have been submitted on time in the CARBON database.</p>
<p>Client Tracking System</p> <p><input checked="" type="checkbox"/> Contractor has a system for tracking client data relevant to contract objectives</p> <p><input type="checkbox"/> Group activities are documented with attendance logs</p> <p><input checked="" type="checkbox"/> Review of ONE system client data</p> <p><input type="checkbox"/> Contractor is meeting HSH Data Quality Standards for program enrollments and exits</p>	<p>Due to HSH Support Services oversight, the program enrollments and exits in the ONE System for the DISH-6 sites' contract do not reflect the tenants housed, and several tenants who have exited the program have not been exited from the System. The HSH Support Services Manager is aware of the discrepancies in the ONE System and is in the process of correcting the data.</p> <p>The Offline Vacancy Tracker (OVT) and ONE System vacancies data did not match the vacancies the grantee reported during the monitoring visit.</p> <p>Corrective Action: The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en.</p> <p>Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okelola@sfgov.org.</p> <p>Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: https://meetings.hubspot.com/regina-abadajos, or contact the ONE System help desk at onesf@bitfocus.com.</p>

Notes:

Site-Based Monitoring Visit: (Property Management)

Maintaining a Secure and Healthy Environment:

- **Unit Inspection:** Two occupied units and one vacant unit were inspected. All three units were in good condition.



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Department of Homelessness and Supportive Housing

PROGRAM SERVICE AND OUTCOME OBJECTIVES (PROPERTY MANAGEMENT)				
Service Objectives	Goal	Actual	Achieved (Y/N)	Comments
1. FY2020-2021: 65% of households will complete an annual tenant satisfaction survey.	65%	100%	Y	79 out of 79 tenants or 100% completed the annual resident satisfaction survey.
Outcome Objectives	Goal	Actual	Achieved (Y/N)	Comments
2. FY2020-2021: 85% of tenants completing an annual Tenant Satisfaction Survey will be satisfied with Property Management services.	85%	89%	Y	89% of tenants reported being satisfied or very satisfied with Property Management services at the Empress.
3. FY2020-2021: 90% of tenants will maintain their housing for a minimum of 12 months.	90%	100%	Y	100% of tenants maintained their housing for at least one year.

PROGRAM SERVICE AND OUTCOME OBJECTIVES (PROPERTY MANAGEMENT)				
Service Objectives	Goal	Actual	Achieved (Y/N)	Comments
1. FY2021-2022: 65% of households will complete an annual tenant satisfaction survey.	65%	92%	Y	69 of 75 or 92% of tenants completed an annual tenant satisfaction survey.
Outcome Objectives	Goal	Actual	Achieved (Y/N)	Comments
2. FY2021-2022: 85% of tenants completing an annual Tenant Satisfaction Survey will be satisfied with Property Management services.	85%	86%	Y	86% of tenants reported being satisfied or very satisfied with Property Management services at the Empress.
3. FY2021-2022: 90% of tenants will maintain their housing for a minimum of 12 months.	90%	99%	Y	99% of tenants maintained their housing for at least one year.



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Corrective Actions Taken Yes No

Date of Previous Monitoring Report: 07/9/2021

The previous monitoring report noted the following needs for corrective action (improvement needed or unsatisfactory rating).

Previous Findings	Corrective Actions Taken
1. As applicable, program must have documentation that the client meets all eligibility requirements (i.e., homelessness, chronic homelessness, custody of minor children, income limits, etc.).	Grantee requested waiver to waive documentation eligibility requirements. The waiver request was not granted.
2.	
3.	
4.	

FOLLOW UP

<input type="checkbox"/> Technical assistance needed per department <input type="checkbox"/> Technical assistance requested by contractor <input type="checkbox"/> Timeline for recommended program adjustments <input type="checkbox"/> Recommended program adjustments completed	All corrective actions noted in the formal response letter will be due 30 days from the date of the letter.
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GENERAL COMMENTS, RECOMMENDATIONS & FOLLOW-UP

Program staff provided a detailed tour of the building and prepared organized online folders containing all documentation required for Property Management. Overall, the facility was clean. However, some garbage and dirty laundry were thrown in the third-floor hallway, and the elevator and part of the hallway on the fourth floor were wet. The laundry and garbage appeared to have been thrown on the same day of the visit, and the Assistant General Manager addressed the issue immediately. The wet floors also appeared to have been wet recently. The grantee has a strong housing retention process, which is evident in the rate of tenants who maintained their housing for at least twelve months.

Corrective actions requiring follow-up include:

1. Review all General Fund (GF) tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, A. 3. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of GF tenants due for annual recertification and include the tenant's status (i.e., date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed for GF tenants, or another resolution has been reached.



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- The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here:

<https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en>.

Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okelola@sfgov.org.

Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: <https://meetings.hubspot.com/regina-abadajos>, or contact the ONE System help desk at onesf@bitfocus.com.

Additional recommendations include:

- Include the HSH Grievances email address and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at <https://hsh.sfgov.org/?s=grievance+email>.
- Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.
- Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.

CITY DEPARTMENT USE: DOCUMENT SHARING & SIGNATURE

Shared with Contracts staff? Yes No

Comments: Document shared with HSH Contract staff, Kimberley Norman.

HSH Program Monitor Signature:

Vanessa Gutierrez

Date: October 11, 2022



October 11, 2022

Lauren Hall
Executive Director
Delivering Innovation in Supportive Housing (DISH)
1119 Market Street, 2nd Floor
San Francisco, CA 94103

Re: FY 20-21 & FY 21-22 Programmatic Monitoring for the Adult Supportive Housing Program at LeNain Hotel

Dear Ms. Hall,

This letter conveys the results of the programmatic monitoring of the Contract between the Department of Homelessness & Supportive Housing and TIDES Center (Delivering Innovation in Supportive Housing (DISH)) for LeNain Hotel, located at 730 Eddy Street, San Francisco, CA, 94102. The programmatic monitoring site visit was conducted on September 7, 2022 and included a review of the property management files for lease violations; program policies and procedures; progress in meeting the service and outcome objectives; and a tour of the facilities, including vacant and occupied units, staff offices and common areas. This letter is meant to supplement the items I discussed with your on-site team in person on the day of the visit. I appreciate your patience in receiving this written response.

Below is a summary of major findings that need improvement.

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Findings	Recommendations
<p>1. The client Grievance Policy was present and signed by tenants, but it was missing the HSH Grievances email address and mailing address as required in Appendix A, Sec. VI, G. 1d. Page 6.</p>	<ul style="list-style-type: none"> • Include the HSH Grievances email address and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at https://hsh.sfgov.org/?s=grievance+email.



<p>2. The tenant files did not include evidence of supervisor review to ensure tenant files are in compliance with program requirements.</p>	<ul style="list-style-type: none"> • Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.
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Findings	Corrective Action
<p>3. Annual recertification paperwork for the tenant files selected had not been completed, even though five out of the five tenants were overdue for recertification. Nonetheless, the annual recertification process had been started for the five tenant files selected as letters requesting recertification documentation had been sent to the tenants in July/August 2022.</p>	<ul style="list-style-type: none"> • Review all tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, A. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of tenants due for annual recertification and include the tenant's status (i.e. date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed, or another resolution has been reached.



B. Programmatic and Physical Accessibility/Cultural Competence:

Findings	Recommendations
<p>1. Facility, program and materials were accessible to persons with disabilities and publicly displayed. However, the (1) HIPPA policy was not publicly displayed, (2) the Notice of Rights for People with Disabilities was not publicly displayed, (3) the Reasonable Accommodations and Grievance forms were not available to tenants in a public display as tenants need to request the forms from the staff, and (4) Property Management staff contact information and hours of operations were not posted.</p>	<ul style="list-style-type: none"> • Recommendation 1: Display the HIPPA policy on the public bulletin board/s for tenants. • Recommendation 2: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants. • Recommendation 3: Display the Reasonable Accommodations and Grievance forms on the public bulletin board/s for tenants and replenish the forms as needed. • Recommendation 4: Post Property Management staff contact information and hours of operations.

C. Client Tracking System:

Findings	Recommendations
<p>1. The Offline Vacancy Tracker (OVT) and ONE System vacancies data did not match the vacancies the grantee reported during the monitoring visit. Support Services staff have not updated the program enrollments and exits. HSH Program Manager will notify SS staff of discrepancies in ONE System data for the LeNain Hotel.</p>	<ul style="list-style-type: none"> • The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en <p>Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okelola@sfgov.org.</p> <p>Questions regarding vacancies on the ONE system, should be sent to the</p>



	<p>Bitfocus System Administration. Office hours are located here: https://meetings.hubspot.com/regina-abadajos, or contact the ONE System help desk at onesf@bitfocus.com.</p>
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D. Maintaining a Secure and Healthy Environment:

Findings	Corrective Actions
<p>1. Four occupied units were inspected during the visit: Unit [REDACTED] and [REDACTED]. Overall unit conditions were clean and in good shape. All units in the building have restrooms and most restrooms were maintained. Unit # [REDACTED] reported the toilet in [REDACTED] restroom was not working properly and the sink had been leaking due to a hole in the sink created from rust and wear and tear.</p>	<ul style="list-style-type: none"> Conduct further inspection of toilet and sink in unit # [REDACTED] to assess repairs or replacement. Evidence of assessment and/or repair/replacement should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org within a month of this report date.
<p>2. The exit window located on the fourth floor did not close/open smoothly. If the window were to be closed, opening it during an emergency would be difficult.</p>	<ul style="list-style-type: none"> Repair the exit window located on the fourth floor to ensure it opens and closes with no issues. Evidence of repair should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org within a month of this report date.
<p>3. The annual certificate for the smoke detector and alarm expired on January 20, 2022. Staff said an inspection had been scheduled for the following date.</p>	<ul style="list-style-type: none"> Provide updated annual certificate for smoke detector and alarm system sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received.
Findings	Recommendations
<p>4. The annual state inspection for the permit has been delayed by the state. The permit expired on March 23, 2016. The staff provided evidence of attempts to update the expired permit and letters from the state stating the current elevator permit is valid until an inspector can be sent to the facility to conduct the inspection.</p>	<ul style="list-style-type: none"> Provide updated elevator permit to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received.



E. Program Reporting and progress in meeting Service and Outcome Objectives:

Program reports were regularly submitted to the CARBON system in a timely manner. During FY2020-2021, two out of the three annual objectives were achieved (90% of tenants reported being satisfied or very satisfied with Property Management services at the LeNain and 97% of tenants maintained their housing for at least one year). The third objective, 65% of tenants will complete an annual tenant satisfaction survey was not achieved (34 out of 78 tenants or 44% completed the annual resident satisfaction survey).

During FY2021-2022, all three annual objectives were achieved (62 of 72 or 85% of tenants completed the annual tenant satisfaction survey and 85% of tenants reported being satisfied or very satisfied with Property Management services at the LeNain, and 100% of tenants maintained their housing for at least one year).

Ms. Hall, I would like to thank you and your staff for participating in the site-based monitoring visit. Despite the findings, it was clear via case notes that staff worked extensively with clients to support them in meeting their health and housing needs. **Please respond to this results letter by November 11, 2022, to Vanessa.Gutierrez@sfgov.org.** In your response, please provide a timeline for addressing the concerns, including implementing the recommendations, suggesting alternatives, and/or explaining the discrepancy in the findings and why you feel the recommendation(s) are unnecessary. Compliance updates should be submitted to my email address, according to the timeline/s provided in your response letter.

If you have any questions regarding this results letter, please contact me at the number below.

Sincerely,

Vanessa Gutierrez, MPA
Supportive Housing Program Manager
(628) 652-7982
Vanessa.Gutierrez@sfgov.org

Cc: Patrick Barresi, Support Services Administrative Coordinator, HSH
Elizabeth Hewson, Manager of Supportive Housing Programs, HSH
Kristina Leonoudakis-Watts, Permanent Supportive Housing Services Manager, DISH
Georgetta Lovett, Property Supervisor, DISH
Bryn Miller, Legislative Analyst, HSH
Kimberley Norman, Contracts Analyst, HSH



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Ousha Reed, Supportive Housing Programs Supervisor, HSH
Jason Rodriguez, Senior General Manager, DISH
Dee Rosado-Chan, Deputy Director for Programs, HSH



Date: October 11, 2022

Department of Homelessness and Supportive Housing

NONPROFIT CONTRACT MONITORING STANDARD ASSESSMENT FORM

Nonprofit Agency: TIDES Center (Delivering Innovation in Supportive Housing (DISH))

Program Name: LeNain Hotel

Site Address: 730 Eddy Street, San Francisco, CA, 94102

HSH Program Manager: Vanessa Gutierrez, MPA

Date Site Visit Conducted: September 7, 2022

HSH staff site participants and titles:

Agency staff site visit participants and titles:

Vanessa Gutierrez, MPA (Supportive Housing Program Manager)

Jason Rodriguez (Senior General Manager)

Luz Timonera (Assistant General Manager)

Tiffany Quong (Support Services Case Manager)

QUANTITY – PROGRAM UNITS OF SERVICE

Review

Comments & Recommendations

Units of service

Has program met, or is on target to meet contractual service level

Program has met goal of 90% occupancy or is on target to meet goal. During FY20-21, grantee surpassed goal of 90% occupancy rate for 12 consecutive months. During the months of February and March 2021, grantee achieved 100% occupancy rate.

During FY21-22, grantee surpassed the goal of 90% occupancy rate in July and August 2021; however, grantee did not achieve the goal during the months of September 2021 to June 2022. Despite not reaching 90% occupancy during these months, the program had continuous high enrollment rates during that time ranging from 87% to 89% occupancy rates.

QUALITY – PROGRAM SPECIFIC



Department of Homelessness and Supportive Housing

Review	Comments & Recommendations
<p>Participant files</p> <ul style="list-style-type: none"> • Does program maintain participant files that include: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Client intake or program application <input checked="" type="checkbox"/> Client appraisal/assessment information <input checked="" type="checkbox"/> Client Release of Information <input checked="" type="checkbox"/> Proof client received Grievance Policy <input type="checkbox"/> Eligibility documentation (as applicable) <input checked="" type="checkbox"/> Current and comprehensive case notes <input checked="" type="checkbox"/> Service Plan <input type="checkbox"/> Evidence of supervisor review <input checked="" type="checkbox"/> Are case notes securely stored <input checked="" type="checkbox"/> Are participant files easily accessible and clearly organized according to a sample file? 	<p>Property Management</p> <p>Tenant files were clearly organized and stored securely. However, the following items were missing or incomplete. (1) the client Grievance Policy was present and signed by tenants, but it was missing the HSH Grievances email address and mailing address as required in Appendix A, Sec. VI, G. 1d. Page 6; (2) the tenant files did not include evidence of supervisor review to ensure tenant files are in compliance with program requirements; (3) annual recertification paperwork for the tenant files selected had not been completed, even though five out of the five tenant files reviewed were overdue for recertification. Nonetheless, the annual recertification process had been started for the five tenant files selected as letters requesting recertification documentation had been sent to the tenants in July/August 2022.</p> <p>Recommendation 1: Include the HSH Grievances email and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at https://hsh.sfgov.org/?s=grievance+email.</p> <p>Recommendation 2: Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.</p> <p>Corrective Action 1: Review all tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, A. 3. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of tenants due for annual recertification and include the tenant's status (i.e. date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed, or another resolution has been reached.</p>



Department of Homelessness and Supportive Housing

Review	Comments & Recommendations
<p>Staff Development and Training Activities</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor ensures that staff receive varied training opportunities appropriate to job descriptions <input checked="" type="checkbox"/> Specific examples of trainings offered to/attended by staff in the past year were documented. 	<p>Program staff provided evidence of staff training completion, such as certificates and sign-in lists.</p> <p>Trainings attended were relevant to the program and diverse.</p>
<p>Program Policies and Procedures</p> <p>Written policies/procedures are in place:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Eligibility <input checked="" type="checkbox"/> House Rules <input checked="" type="checkbox"/> Reasonable Accommodation <input checked="" type="checkbox"/> Discharge/Denial of Service <input checked="" type="checkbox"/> Grievance/Complaint Policy <input checked="" type="checkbox"/> Coordination between Property Management and Supportive Services <input checked="" type="checkbox"/> Data Security Policy <input checked="" type="checkbox"/> Harm Reduction Policy <input checked="" type="checkbox"/> Outreach and Engagement <input checked="" type="checkbox"/> Quality Assurance Plan <input checked="" type="checkbox"/> Any current MOUs (obtain copy) <input checked="" type="checkbox"/> Emergency Response Plan for Site 	<p>Program policies and procedures for Property Management were present and up to date. Grantee provided detailed and organized program policies and procedures. As noted in 'Participant Files', the HSH Grievances email address and mailing address should be included in the Grievance Policy.</p>
<p>Customer Satisfaction</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Does program have method for customers to evaluate services received (e.g. surveys) <input checked="" type="checkbox"/> At least 30% of clients served completed the survey during the previous program year <input checked="" type="checkbox"/> Clients understand whom to contact for relevant types of assistance and indicate program is responsive to their needs. 	<p>FY2020-2021: 34 out of 78 tenants, or 44%, completed the annual resident satisfaction survey. Overall, tenants' responses reveal satisfaction with tenant services and staff, with an 90% overall satisfaction rate.</p> <p>FY2021-2022: 62 out of 72 tenants, or 85%, completed the annual satisfaction survey. The grantee significantly increased the rate of survey return during this fiscal period. However, the rate of overall tenant satisfaction (85%) with services and staff decreased by 5% compared to the previous fiscal year.</p>
<p>Programmatic and Physical Accessibility/Cultural Competence</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Facility, program and materials are accessible to persons with disabilities. <input checked="" type="checkbox"/> Notice of Rights for People with Disabilities is publicly displayed. <input checked="" type="checkbox"/> Forms related to reasonable accommodations are available to clients. <input checked="" type="checkbox"/> Written materials are translated into applicable languages. <input checked="" type="checkbox"/> Service delivery and activities offered respect the backgrounds and interests of clients served. 	<p>Facility, program and materials were accessible to persons with disabilities and publicly displayed. However, (1) the HIPPA policy was not publicly displayed, (2) the Notice of Rights for People with Disabilities was not publicly displayed, (3) the Reasonable Accommodations and Grievance forms were not available to tenants in a public display as tenants need to request the forms from the staff, and (4) Property Management staff contact information and hours of operations were not posted.</p> <p>Recommendation 1: Display the HIPPA policy on the public bulletin board/s for tenants.</p> <p>Recommendation 2: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.</p> <p>Recommendation 3: Display the Reasonable Accommodations and Grievance forms on the public bulletin board/s for tenants and replenish the forms as needed.</p> <p>Recommendation 4: Post Property Management staff contact information and hours of operations.</p>



Date: October 11, 2022

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<p>Outreach Procedure/Materials</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor has a written policy regarding how clients will be outreach to for engagement in services. <input checked="" type="checkbox"/> Contractor provided examples of flyers, newsletters and other examples of outreach materials. 	<p>Monthly calendars, newsletters and flyers were provided.</p>
<p>Staffing Pattern and Job Descriptions</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Staffing levels/types are adequate to deliver contracted services. 	<p>Staffing levels reflected the budget provided for this grantee.</p>
<p>Program Specific Administration</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Are monthly reports timely <input checked="" type="checkbox"/> Are monthly reports accurate <input checked="" type="checkbox"/> Is contractor responsive to agency requests 	<p>Program is up to date with invoicing, and monthly, quarterly, and annual reports have been submitted on time in the CARBON database.</p>
<p>Client Tracking System</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor has a system for tracking client data relevant to contract objectives <input type="checkbox"/> Group activities are documented with attendance logs <input checked="" type="checkbox"/> Review of ONE system client data <input type="checkbox"/> Contractor is meeting HSH Data Quality Standards for program enrollments and exits 	<p>Due to HSH Support Services oversight, the program enrollments and exits in the ONE System for the DISH-6 sites' contract do not reflect the tenants housed, and several tenants who have exited the program have not been exited from the System. The HSH Support Services Manager is aware of the discrepancies in the ONE System and is in the process of correcting the data.</p> <p>The Offline Vacancy Tracker (OVT) and ONE System vacancies data did not match the vacancies the grantee reported during the monitoring visit. Support Services staff have not updated the program enrollments and exits. HSH Program Manager will notify SS staff of discrepancies in ONE System data for the LeNain Hotel.</p> <p>Corrective Action: The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en.</p> <p>Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okelola@sfgov.org.</p> <p>Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: https://meetings.hubspot.com/regina-abadajos, or contact the ONE System help desk at onesf@bitfocus.com.</p>

Notes:

Site-Based Monitoring Visit: (Property Management)

Maintaining a Secure and Healthy Environment:



Date: October 11, 2022

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- **Unit Inspection:** Four occupied units were inspected during the visit: Units # [REDACTED]. Overall, unit conditions were clean and in good shape. All units in the building have restrooms and most restrooms were maintained. Unit # [REDACTED] reported that the toilet in [REDACTED] bathroom was not working properly, and the sink had been leaking due to a hole in the sink created from rust and wear and tear.

Corrective Action: Conduct further inspection of the toilet and sink in unit # [REDACTED] to assess repairs or replacement. Evidence of assessment and/or repair/replacement should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org within a month of this report date.

- **Fourth Floor Exit Window:** The exit window located on the fourth floor did not close/open smoothly. If the window were to be closed, opening it during an emergency would be difficult.

Corrective Action: Repair the exit window located on the fourth floor to ensure it opens and closes with no issues. Evidence of repair should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org within a month of this report date.

- **Smoke Detectors & Alarm:** The annual certificate for the smoke detector and alarm expired on January 20, 2022. Staff said an inspection had been scheduled for the following date.

Corrective Action: Provide updated annual certificate for smoke detector and alarm system sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received.

- **Expired Elevator Permit:** The annual state inspection for the permit has been delayed by the state. The permit expired on March 23, 2016. The staff provided evidence of attempts to update the expired permit and letters from the state stating the current elevator permit is valid until an inspector can be sent to the facility to conduct the inspection. Staff reported no issues with the elevator.

Recommendation: Provide updated elevator permit to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received.



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PROGRAM SERVICE AND OUTCOME OBJECTIVES (PROPERTY MANAGEMENT)				
Service Objectives	Goal	Actual	Achieved (Y/N)	Comments
1. FY2020-2021: 65% of households will complete an annual tenant satisfaction survey.	65%	44%	N	34 out of 78 tenants or 44% completed the annual resident satisfaction survey.
Outcome Objectives	Goal	Actual	Achieved (Y/N)	Comments
2. FY2020-2021: 85% of tenants completing an annual Tenant Satisfaction Survey will be satisfied with Property Management services.	85%	90%	Y	90% of tenants reported being satisfied or very satisfied with Property Management services at the LeNain.
3. FY2020-2021: 90% of tenants will maintain their housing for a minimum of 12 months.	90%	97%	Y	97% of tenants maintained their housing for at least one year.

PROGRAM SERVICE AND OUTCOME OBJECTIVES (PROPERTY MANAGEMENT)				
Service Objectives	Goal	Actual	Achieved (Y/N)	Comments
1. FY2021-2022: 65% of households will complete an annual tenant satisfaction survey.	65%	85%	Y	62 of 72 or 85% of tenants completed an annual tenant satisfaction survey.
Outcome Objectives	Goal	Actual	Achieved (Y/N)	Comments
2. FY2021-2022: 85% of tenants completing an annual Tenant Satisfaction Survey will be satisfied with Property Management services.	85%	85%	Y	85% of tenants reported being satisfied or very satisfied with Property Management services at the LeNain.
3. FY2021-2022: 90% of tenants will maintain their housing for a minimum of 12 months.	90%	100%	Y	100% of tenants maintained their housing for at least one year.



Date: October 11, 2022

Department of Homelessness and Supportive Housing

Corrective Actions Taken Yes No

Date of Previous Monitoring Report: 07/9/2021

The previous monitoring report noted the following needs for corrective action (improvement needed or unsatisfactory rating).

Previous Findings	Corrective Actions Taken
1. As applicable, program must have documentation that the client meets all eligibility requirements (i.e. homelessness, chronic homelessness, custody of minor children, income limits, etc.).	Grantee requested waiver to waive documentation eligibility requirements. The waiver request was not granted, as the Le Nain has age requirements for eligibility and the Housing Provider must verify referrals meet the age requirement.
2.	
3.	
4.	

FOLLOW UP

- Technical assistance needed per department
- Technical assistance requested by contractor
- Timeline for recommended program adjustments
- Recommended program adjustments completed

All corrective actions noted in the formal response letter will be due 30 days from the date of the letter.

GENERAL COMMENTS, RECOMMENDATIONS & FOLLOW-UP

Program staff provided a detailed tour of the building and prepared organized online folders containing all documentation required for Property Management. The communication/collaboration between Property Management and Support Services staff was evident during the visit, in tenant case notes and procedures discussed with the SS Case Manager onsite. Overall, the facility was clean. There were some maintenance/repair issues in the units inspected, as noted above. The grantee has a strong housing retention process in place which is evident in the rate of tenants who maintained their housing for at least twelve months.

Corrective actions requiring follow-up include:

1. Review all tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, E. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of tenants due for annual recertification and include the tenant's status (i.e. date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed, or another resolution has been reached.



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<p>2. The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en.</p> <p>Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okelola@sfgov.org.</p> <p>Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: https://meetings.hubspot.com/regina-abadajos, or contact the ONE System help desk at onesf@bitfocus.com.</p>
<p>3. Conduct further inspection of toilet and sink in unit #222 to assess repairs or replacement. Evidence of assessment and/or repair/replacement should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org within a month of this report date.</p>
<p>4. Repair the exit window located on the fourth floor to ensure it opens and closes with no issues. Evidence of repair should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org within a month of this report date.</p>
<p>5. Provide updated annual certificate for smoke detector and alarm system sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received.</p>
<p>Additional recommendations include:</p>
<p>1. Include the HSH Grievances email address and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at https://hsh.sfgov.org/?s=grievance+email.</p>
<p>2. Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.</p>
<p>3. Display the HIPPA policy on the public bulletin board/s for tenants.</p>
<p>4. Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.</p>
<p>5. Display the reasonable accommodations and grievance forms on the public bulletin board/s for tenants and replenish the forms as needed.</p>
<p>6. Post Property Management staff contact information and hours of operations.</p>
<p>7. Provide updated elevator permit to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received.</p>

CITY DEPARTMENT USE: DOCUMENT SHARING & SIGNATURE

Shared with Contracts staff? Yes No

Comments: Document shared with HSH Contract staff, Kimberley Norman.



Date: October 11, 2022

Department of Homelessness and Supportive Housing

<p>HSH Program Monitor Signature:</p> <p><i>Vanesa Gutierrez</i></p>	<p>Date: October 11, 2022</p>
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October 11, 2022

Lauren Hall
Executive Director
Delivering Innovation in Supportive Housing (DISH)
1119 Market Street, 2nd Floor
San Francisco, CA 94103

Re: FY 20-21 & FY 21-22 Programmatic Monitoring for the Adult Supportive Housing Program at Windsor Hotel

Dear Ms. Hall,

This letter conveys the results of the programmatic monitoring of the Contract between the Department of Homelessness & Supportive Housing and TIDES Center (Delivering Innovation in Supportive Housing (DISH)) for Windsor Hotel, located at 238 Eddy Street, San Francisco, CA, 94102. The programmatic monitoring site visit was conducted on September 7, 2022 and included a review of the property management files for lease violations; program policies and procedures; progress in meeting the service and outcome objectives; and a tour of the facilities, including vacant and occupied units, staff offices and common areas. This letter is meant to supplement the items I discussed with your on-site team in person on the day of the visit. I appreciate your patience in receiving this written response.

Below is a summary of major findings that need improvement.

A. Client Files:

Findings	Recommendations
<p>1. The client Grievance Policy was present and signed by tenants, but it was missing the HSH Grievances email address and mailing address as required in Appendix A, Sec. VI, G. 1d. Page 6.</p>	<ul style="list-style-type: none"> • Include the HSH Grievances email address and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at https://hsh.sfgov.org/?s=grievance+email.



<p>2. The tenant files did not include evidence of supervisor review to ensure tenant files are in compliance with program requirements.</p>	<ul style="list-style-type: none">• Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.
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Findings	Corrective Action
<p>3. Annual recertification paperwork for the tenant files selected had not been completed, even though five out of the five tenants were overdue for recertification. Nonetheless, the annual recertification process had been started for other tenants whose files were not selected for review.</p>	<ul style="list-style-type: none">• Review all tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, A. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of tenants due for annual recertification and include the tenant's status (i.e. date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed, or another resolution has been reached.



B. Program Policies and Procedures

Findings	Corrective Action
<p>1. Property Management staff discussed three units have been vacant for several months (two units vacant for over 12 months; one for less than 6 months). Tenant residing in unit # [REDACTED] has continued to pay monthly rent but has not resided in unit since the tenant is living somewhere else. Tenant residing in unit # [REDACTED] left to [REDACTED] and has not returned in over 12 months. Tenant residing in unit # [REDACTED] has [REDACTED] for over 12 months. Both tenants in units # [REDACTED] and # [REDACTED] have no rent due.</p>	<ul style="list-style-type: none">Support Services Director and Property Management should collaborate to begin abandonment proceedings for the tenants in units # [REDACTED] # [REDACTED] and # [REDACTED]. As per the policy listed below, the three tenants have exceeded the maximum 90 days permitted for temporary vacancies and are in violation of the lease agreement. Property Management staff should report updates on the three vacant units to HSH Program Manager via Vanessa.Gutierrez@sfgov.org until a solution has been achieved in collaboration with SS staff. <p>As per HSH unit abandonment policy, vacating a unit for extended periods (more than 30 days) without requesting authorization from Support Services in advance and/or exceeding emergency temporary vacancy allowances and/or abandoning may lead to termination. Tenants may receive permission to vacate their unit for a maximum of 90 consecutive days for the following reasons: (1) residential treatment for substance abuse and/or mental health issues, or, (2) incarceration, or, (3) hospitalization, or, (4) family emergency.</p> <p>Tenants are required to pay rent while away from their unit. Tenants must, if possible, notify on-site Support Services staff in advance of vacating their unit. Support Services staff must notify the Support Services Director as soon as possible if a</p>



	<p>tenant plans to temporarily vacate his/her unit, or if a tenant is suspected of temporarily vacating the unit. Suspected or actual temporary vacancies must be communicated immediately between the Support Services Director and Property Manager, within the boundaries of confidentiality. Once a temporary vacancy has been verified, the Support Service Director must, within five business days of verification, notify HSH via the 'Temporary Vacancy Notification Form'. A copy of the approved form must be kept in the tenant's file. NOTE: The Support Services Director should submit a 'Temporary Vacancy Notification Form' to HSH Program Manager every 30 days so long as the unit remains vacant, not to exceed the 90-day maximum allowance for temporary vacancies. If a tenant is not able to arrange for temporary vacancy status in advance, s/he must notify Support Services staff immediately to avoid abandonment proceedings for the unit. Property Management may start abandonment proceedings if they are not notified of a temporary vacancy within 30 days.</p>
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C. Programmatic and Physical Accessibility/Cultural Competence:

Findings	Recommendations
<p>1. Facility, program and materials were accessible to persons with disabilities and publicly displayed. However, the (1) HIPPA policy was not publicly displayed, (2) the Notice of Rights for People with Disabilities was not publicly displayed, (3) the Reasonable Accommodations policy was not</p>	<ul style="list-style-type: none"> • Recommendation 1: Display the HIPPA policy on the public bulletin board/s for tenants. • Recommendation 2: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.



<p>publicly displayed, and (4) the Reasonable Accommodations and Grievance forms were not available to tenants in a public display as tenants need to request the forms from the staff.</p>	<ul style="list-style-type: none"> • Recommendation 3: Display the Reasonable Accommodations policy on the public bulletin board/s for tenants. • Recommendation 4: Display the Reasonable Accommodations and Grievance forms on the public bulletin board/s for tenants and replenish the forms as needed.
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D. Client Tracking System:

Findings	Recommendations
<p>1. The Offline Vacancy Tracker (OVT) and ONE System vacancies data did not match the vacancies the grantee reported during the monitoring visit. During the monitoring visit, 7 vacancies were reported and 0 offline vacancies. However, the ONE System data showed 4 vacancies, and 4 offline vacancies were reported in the OVT System. Support Services staff have not updated the program enrollments and exits. HSH Program Manager will notify SS staff of discrepancies in ONE System data for the Windsor Hotel.</p>	<ul style="list-style-type: none"> • The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en <p>Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okelola@sfgov.org.</p> <p>Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: https://meetings.hubspot.com/regina-abadajos, or contact the ONE System help desk at onesf@bitfocus.com.</p>



E. Maintaining a Secure and Healthy Environment:

Findings	Corrective Actions
1. A portion of the flooring covering the stairs located on the second floor leading to the third floor came off posing a tripping hazard.	<ul style="list-style-type: none">• Repair or plan to repair the second-floor stairway and inspect the remaining stairs to ensure the flooring is secure. Evidence of repair should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org within a month of this report date.
Findings	Recommendations
1. The elevator permit located inside the elevator was not legible. Elevator permit inspection date was difficult to determine.	<ul style="list-style-type: none">• Provide copy of elevator permit to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received.

F. Program Reporting and progress in meeting Service and Outcome Objectives:

Program reports were regularly submitted to the CARBON system in a timely manner. During FY2020-2021, all three annual objectives were achieved (63 of 85 or 74% of tenants completed the annual tenant satisfaction survey and 88% of tenants reported being satisfied or very satisfied with Property Management services at the Windsor, and 99% of tenants maintained their housing for at least one year).

During FY2021-2022, one out of three annual objectives were achieved (98% of tenants maintained their housing for at least one year). The other two objectives were not achieved (33 out of 71 tenants or 46% completed the annual resident satisfaction survey, the goal is 65%. And 81% of tenants reported being satisfied or very satisfied with Property Management services at the Windsor, the goal is 85%).

Ms. Hall, I would like to thank you and your staff for participating in the site-based monitoring visit. Despite the findings, it was clear via case notes that staff worked extensively with clients to support them in meeting their health and housing needs. **Please respond to this results letter by November 11, 2022, to Vanessa.Gutierrez@sfgov.org.** In your response, please provide a timeline for addressing the concerns, including implementing the recommendations, suggesting alternatives, and/or explaining the discrepancy in the findings and why you feel the recommendation(s) are unnecessary. Compliance updates should be submitted to my email address, according to the timeline/s provided in your response letter.



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

If you have any questions regarding this results letter, please contact me at the number below.

Sincerely,

Vanessa Gutierrez, MPA
Supportive Housing Program Manager
(628) 652-7982
Vanessa.Gutierrez@sfgov.org

Cc: Janet Avelar, Senior General Manager, DISH
Patrick Barresi, Support Services Administrative Coordinator, HSH
Elizabeth Hewson, Manager of Supportive Housing Programs, HSH
Kristina Leonoudakis-Watts, Permanent Supportive Housing Services Manager, DISH
Georgetta Lovett, Property Supervisor, DISH
Bryn Miller, Legislative Analyst, HSH
Kimberley Norman, Contracts Analyst, HSH
Ousha Reed, Supportive Housing Programs Supervisor, HSH
Dee Rosado-Chan, Deputy Director for Programs, HSH



Date: October 11, 2022

Department of Homelessness and Supportive Housing

NONPROFIT CONTRACT MONITORING STANDARD ASSESSMENT FORM

Nonprofit Agency: TIDES Center (Delivering Innovation in Supportive Housing (DISH))	Program Name: Windsor Hotel
Site Address: 238 Eddy Street, San Francisco, CA, 94102	
HSH Program Manager: Vanessa Gutierrez, MPA	Date Site Visit Conducted: September 14, 2022
HSH staff site participants and titles:	Agency staff site visit participants and titles:
Vanessa Gutierrez, MPA (Supportive Housing Program Manager)	Janet Avelar (Senior General Manager)
	David Weld (Assistant General Manager)

QUANTITY – PROGRAM UNITS OF SERVICE

Review	Comments & Recommendations
Units of service <input checked="" type="checkbox"/> Has program met, or is on target to meet contractual service level	<p>Program has met goal of 90% occupancy or is on target to meet goal. During FY20-21, grantee met 90% occupancy rate goal during the months of September, November, January, February, March, and May. The grantee, however, did not achieve the goal during the months of July, August, October, April, or June, but had continuous high enrollment rates ranging from 86% to 89% occupancy rates. The occupancy rate for December was not provided.</p> <p>During FY21-22, grantee surpassed the goal of 90% occupancy rate from July 2021 to January 2022 and April 2022. The grantee achieved 90% occupancy rate during the months of February, May, and June 2022. During this FY period, the grantee did not achieve the goal in March 2022. Nonetheless, that month's occupancy rate (89%) was very close to the 90% goal.</p>

QUALITY – PROGRAM SPECIFIC



Department of Homelessness and Supportive Housing

Review	Comments & Recommendations
<p>Participant files</p> <ul style="list-style-type: none"> • Does program maintain participant files that include: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Client intake or program application <input checked="" type="checkbox"/> Client appraisal/assessment information <input checked="" type="checkbox"/> Client Release of Information <input checked="" type="checkbox"/> Proof client received Grievance Policy <input type="checkbox"/> Eligibility documentation (as applicable) <input checked="" type="checkbox"/> Current and comprehensive case notes <input checked="" type="checkbox"/> Service Plan <input type="checkbox"/> Evidence of supervisor review <input checked="" type="checkbox"/> Are case notes securely stored <input checked="" type="checkbox"/> Are participant files easily accessible and clearly organized according to a sample file? 	<p>Property Management</p> <p>Tenant files were clearly organized and stored securely. However, the following items were missing or incomplete. (1) The client Grievance Policy was present and signed by tenants, but it was missing the HSH Grievances email address and mailing address as required in Appendix A, Sec. VI, G. 1d. Page 6; (2) the tenant files did not include evidence of supervisor review to ensure tenant files are in compliance with program requirements; (3) annual recertification paperwork for the tenant files selected had not been completed, even though five out of the five tenant files reviewed were overdue for recertification. Nonetheless, the annual recertification process had been started for other tenants whose files were not selected for review.</p> <p>Recommendation 1: Include the HSH Grievances email and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at https://hsh.sfgov.org/?s=grievance+email.</p> <p>Recommendation 2: Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name, and signature and be placed in each tenant file. The review should take place annually.</p> <p>Corrective Action 1: Review all tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, A. 3. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of tenants due for annual recertification and include the tenant's status (i.e. date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed, or another resolution has been reached.</p>



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Review	Comments & Recommendations
<p>Staff Development and Training Activities</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor ensures that staff receive varied training opportunities appropriate to job descriptions <input checked="" type="checkbox"/> Specific examples of trainings offered to/attended by staff in the past year were documented. 	<p>Program staff provided evidence of staff training completion, such as certificates and sign-in lists.</p> <p>Trainings attended were relevant to the program and diverse.</p>
<p>Program Policies and Procedures</p> <p>Written policies/procedures are in place:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Eligibility <input checked="" type="checkbox"/> House Rules <input checked="" type="checkbox"/> Reasonable Accommodation <input checked="" type="checkbox"/> Discharge/Denial of Service <input checked="" type="checkbox"/> Grievance/Complaint Policy <input checked="" type="checkbox"/> Coordination between Property Management and Supportive Services <input checked="" type="checkbox"/> Data Security Policy <input checked="" type="checkbox"/> Harm Reduction Policy <input checked="" type="checkbox"/> Outreach and Engagement <input checked="" type="checkbox"/> Quality Assurance Plan <input checked="" type="checkbox"/> Any current MOUs (obtain copy) <input checked="" type="checkbox"/> Emergency Response Plan for Site 	<p>Program policies and procedures for Property Management were present and up to date. Grantee provided detailed and organized program policies and procedures. As noted in 'Participant Files', the HSH Grievances email address and mailing address should be included in the Grievance Policy.</p> <p>Property Management staff discussed that three units have been vacant for several months (two units vacant for over 12 months; one for less than 6 months). The tenant residing in unit # [REDACTED] has continued to pay monthly rent but has not resided in the unit since the tenant is living somewhere else. The tenant residing in unit # [REDACTED] left for [REDACTED] and has not returned in over 12 months. The tenant residing in unit # [REDACTED] has [REDACTED] for over 12 months. Both tenants in units # [REDACTED] and # [REDACTED] have no rent due.</p> <p>Corrective Action: Support Services Director and Property Management should collaborate to begin abandonment proceedings for the tenants in units # [REDACTED]. As per the policy listed below, the three tenants have exceeded the maximum 90 days permitted for temporary vacancies and are in violation of the lease agreement. Property Management staff should report updates on the three vacant units to HSH Program Manager via Vanessa.Gutierrez@sfgov.org until a solution has been achieved in collaboration with SS staff.</p> <p>As per HSH unit abandonment policy, vacating a unit for extended periods (more than 30 days) without requesting authorization from Support Services in advance and/or exceeding emergency temporary vacancy allowances and/or abandoning may lead to termination. Tenants may receive permission to vacate their unit for a maximum of 90 consecutive days for the following reasons: (1) residential treatment for substance abuse and/or mental health issues, or (2) incarceration, or (3) hospitalization, or (4) family emergency.</p> <p>Tenants are required to pay rent while away from their unit. Tenants must, if possible, notify on-site Support Services staff in advance of vacating their unit. Support Services staff must notify the Support Services Director as soon as possible if a tenant plans to temporarily vacate their unit, or if a tenant is suspected of temporarily vacating the unit. Suspected or actual temporary vacancies must be communicated immediately between the Support Services Director and Property Manager, within the boundaries of confidentiality. Once a temporary vacancy has been verified, the Support Service Director must, within five business days of verification, notify HSH via the 'Temporary Vacancy</p>



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	<p><i>Notification Form</i>'. A copy of the approved form must be kept in the tenant's file. NOTE: The Support Services Director should submit a '<i>Temporary Vacancy Notification Form</i>' to HSH Program Manager every 30 days so long as the unit remains vacant, not to exceed the 90-day maximum allowance for temporary vacancies. If a tenant is not able to arrange for temporary vacancy status in advance, s/he must notify Support Services staff immediately to avoid abandonment proceedings for the unit. Property Management may start abandonment proceedings if they are not notified of a temporary vacancy within 30 days.</p>
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Department of Homelessness and Supportive Housing

<p>Customer Satisfaction</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Does program have method for customers to evaluate services received (e.g., surveys) <input checked="" type="checkbox"/> At least 30% of clients served completed the survey during the previous program year <input checked="" type="checkbox"/> Clients understand whom to contact for relevant types of assistance and indicate program is responsive to their needs. 	<p>FY2020-2021: 63 out of 85 tenants or 74% completed the annual resident satisfaction survey. Overall, tenants' responses reveal satisfaction with tenant services and staff, with an 88% overall satisfaction rate.</p> <p>FY2021-2022: 33 out of 71 tenants or 46% completed the annual satisfaction survey. The grantee's survey return rate during this fiscal period significantly dropped compared to the previous FY period. Overall, tenants' responses reveal satisfaction with tenant services and staff, with an 81% overall satisfaction rate.</p>
<p>Programmatic and Physical Accessibility/Cultural Competence</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Facility, program and materials are accessible to persons with disabilities. <input checked="" type="checkbox"/> Notice of Rights for People with Disabilities is publicly displayed. <input checked="" type="checkbox"/> Forms related to reasonable accommodations are available to clients. <input checked="" type="checkbox"/> Written materials are translated into applicable languages. <input checked="" type="checkbox"/> Service delivery and activities offered respect the backgrounds and interests of clients served. 	<p>Facility, program, and materials were accessible to persons with disabilities and publicly displayed. However, the (1) HIPPA policy was not publicly displayed, (2) the Notice of Rights for People with Disabilities was not publicly displayed, (3) the Reasonable Accommodations policy was not publicly displayed, and (4) the Reasonable Accommodations and Grievance forms were not available to tenants in a public display as tenants need to request the forms from the staff.</p> <p>Recommendation 1: Display the HIPPA policy on the public bulletin board/s for tenants.</p> <p>Recommendation 2: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.</p> <p>Recommendation 3: Display the Reasonable Accommodations policy on the public bulletin board/s for tenants.</p> <p>Recommendation 4: Display the Reasonable Accommodations and Grievance forms on the public bulletin board/s for tenants and replenish the forms as needed.</p>
<p>Outreach Procedure/Materials</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor has a written policy regarding how clients will be outreach to for engagement in services. <input checked="" type="checkbox"/> Contractor provided examples of flyers, newsletters and other examples of outreach materials. 	<p>Monthly calendars, newsletters and flyers were provided.</p>
<p>Staffing Pattern and Job Descriptions</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Staffing levels/types are adequate to deliver contracted services. 	<p>Staffing levels reflected the budget provided for this grantee.</p>
<p>Program Specific Administration</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Are monthly reports timely <input checked="" type="checkbox"/> Are monthly reports accurate <input checked="" type="checkbox"/> Is contractor responsive to agency requests 	<p>Program is up to date with invoicing, and monthly, quarterly, and annual reports have been submitted on time in the CARBON database.</p>
<p>Client Tracking System</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor has a system for tracking client data relevant to contract objectives <input type="checkbox"/> Group activities are documented with attendance logs <input checked="" type="checkbox"/> Review of ONE system client data <input type="checkbox"/> Contractor is meeting HSH Data Quality Standards for 	<p>Due to HSH Support Services oversight, the program enrollments and exits in the ONE System for the DISH-6 sites' contract do not reflect the tenants housed, and several tenants who have exited the program have not been exited from the System. The HSH Support Services Manager is aware of the discrepancies in the ONE System and is in the process of correcting the data.</p>



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<p>program enrollments and exits</p>	<p>The Offline Vacancy Tracker (OVT) and ONE System vacancies data did not match the vacancies the grantee reported during the monitoring visit. During the monitoring visit, 7 vacancies were reported and 0 offline vacancies. However, the ONE System data showed 4 vacancies, and 4 offline vacancies were reported in the OVT System. Support Services staff have not updated the program enrollments and exits. HSH Program Manager will notify SS staff of discrepancies in ONE System data for the Windsor Hotel.</p> <p>Corrective Action: The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en.</p> <p>Requests for one-on-one support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okelola@sfgov.org.</p> <p>Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: https://meetings.hubspot.com/regina-abadajos, or contact the ONE System help desk at onesf@bitfocus.com.</p>
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Notes:

Site-Based Monitoring Visit: (Property Management)

Maintaining a Secure and Healthy Environment:

- **Unit Inspection:** Two occupied units and one vacant unit were inspected. All three units were in good condition.
- **Stairway on 2nd Floor:** A portion of the flooring covering the stairs located on the second floor leading to the third floor came off, posing a tripping hazard.

Corrective Action: Repair or plan to repair the second-floor stairway and inspect the remaining stairs to ensure the flooring is secure. Evidence of repair should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org within a month of this report date.

- **Elevator Permit:** The elevator permit located inside the elevator was not legible. Elevator permit inspection date was difficult to determine.

Recommendation: Provide copy of elevator permit to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received.



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PROGRAM SERVICE AND OUTCOME OBJECTIVES (PROPERTY MANAGEMENT)				
Service Objectives	Goal	Actual	Achieved (Y/N)	Comments
1. FY2020-2021: 65% of households will complete an annual tenant satisfaction survey.	65%	74%	Y	63 out of 85 tenants or 74% completed the annual resident satisfaction survey.
Outcome Objectives	Goal	Actual	Achieved (Y/N)	Comments
2. FY2020-2021: 85% of tenants completing an annual Tenant Satisfaction Survey will be satisfied with Property Management services.	85%	88%	Y	88% of tenants reported being satisfied or very satisfied with Property Management services at the Windsor.
3. FY2020-2021: 90% of tenants will maintain their housing for a minimum of 12 months.	90%	99%	Y	99% of tenants maintained their housing for at least one year.

PROGRAM SERVICE AND OUTCOME OBJECTIVES (PROPERTY MANAGEMENT)				
Service Objectives	Goal	Actual	Achieved (Y/N)	Comments
1. FY2021-2022: 65% of households will complete an annual tenant satisfaction survey.	65%	46%	N	33 of 71 or 46% of tenants completed an annual tenant satisfaction survey.
Outcome Objectives	Goal	Actual	Achieved (Y/N)	Comments
2. FY2021-2022: 85% of tenants completing an annual Tenant Satisfaction Survey will be satisfied with Property Management services.	85%	81%	N	81% of tenants reported being satisfied or very satisfied with Property Management services at the Windsor.
3. FY2021-2022: 90% of tenants will maintain their housing for a minimum of 12 months.	90%	98%	Y	98% of tenants maintained their housing for at least one year.



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Corrective Actions Taken Yes No

Date of Previous Monitoring Report: 07/9/2021

The previous monitoring report noted the following needs for corrective action (improvement needed or unsatisfactory rating).

Previous Findings	Corrective Actions Taken
1. As applicable, program must have documentation that the client meets all eligibility requirements (i.e., homelessness, chronic homelessness, custody of minor children, income limits, etc.).	Grantee requested waiver to waive documentation eligibility requirements. The waiver request was not granted.
2.	
3.	
4.	

FOLLOW UP

- Technical assistance needed per department
- Technical assistance requested by contractor
- Timeline for recommended program adjustments
- Recommended program adjustments completed

All corrective actions noted in the formal response letter will be due 30 days from the date of the letter.

GENERAL COMMENTS, RECOMMENDATIONS & FOLLOW-UP

Program staff provided a detailed tour of the building and prepared organized online folders containing all documentation required for Property Management. The communication/collaboration between Property Management and tenants was evident during the physical walk-through visit. Overall, the facility was clean. The grantee has a strong housing retention process, which is evident in the rate of tenants who maintained their housing for at least twelve months.

Corrective actions requiring follow-up include:

1. Review all tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, E. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of tenants due for annual recertification and include the tenant's status (i.e., date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed, or another resolution has been reached.



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2. Support Services Director and Property Management should collaborate to begin abandonment proceedings for the tenants in units #109, #208 and #415. As per the policy listed below, the three tenants have exceeded the maximum 90 days permitted for temporary vacancies and are in violation of the lease agreement. Property Management staff should report updates on the three vacant units to HSH Program Manager via Vanessa.Gutierrez@sfgov.org until a solution has been achieved in collaboration with SS staff.

As per HSH unit abandonment policy, vacating a unit for extended periods (more than 30 days) without requesting authorization from Support Services in advance and/or exceeding emergency temporary vacancy allowances and/or abandoning may lead to termination. Tenants may receive permission to vacate their unit for a maximum of 90 consecutive days for the following reasons: (1) residential treatment for substance abuse and/or mental health issues, or (2) incarceration, or (3) hospitalization, or (4) family emergency.

Tenants are required to pay rent while away from their unit. Tenants must, if possible, notify on-site Support Services staff in advance of vacating their unit. Support Services staff must notify the Support Services Director as soon as possible if a tenant plans to temporarily vacate his/her unit, or if a tenant is suspected of temporarily vacating the unit. Suspected or actual temporary vacancies must be communicated immediately between the Support Services Director and Property Manager, within the boundaries of confidentiality. Once a temporary vacancy has been verified, the Support Service Director must, within five business days of verification, notify HSH via the 'Temporary Vacancy Notification Form'. A copy of the approved form must be kept in the tenant's file. NOTE: The Support Services Director should submit a 'Temporary Vacancy Notification Form' to HSH Program Manager every 30 days so long as the unit remains vacant, not to exceed the 90-day maximum allowance for temporary vacancies. If a tenant is not able to arrange for temporary vacancy status in advance, s/he must notify Support Services staff immediately to avoid abandonment proceedings for the unit. Property Management may start abandonment proceedings if they are not notified of a temporary vacancy within 30 days.

3. The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: <https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en>.

Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okelola@sfgov.org.

Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: <https://meetings.hubspot.com/regina-abadajos>, or contact the ONE System help desk at onesf@bitfocus.com.

4. Repair or plan to repair the second-floor stairway and inspect the remaining stairs to ensure the flooring is secure. Evidence of repair should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfoov.org within a month of this report date.

Additional recommendations include:

1. Include the HSH Grievances email address and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other
Department of Homelessness and Supportive Housing
440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at <https://hsh.sfgov.org/?s=grievance+email>.
2. Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.
3. Display the HIPPA policy on the public bulletin board/s for tenants.



Date: October 11, 2022

Department of Homelessness and Supportive Housing

- | |
|---|
| 4. Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants. |
| 5. Display the Reasonable Accommodations policy on the public bulletin board/s for tenants. |
| 6. Display the Reasonable Accommodations and Grievance forms on the public bulletin board/s for tenants and replenish the forms as needed. |
| 7. Provide copy of elevator permit to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received. |

CITY DEPARTMENT USE: DOCUMENT SHARING & SIGNATURE

Shared with Contracts staff? Yes No

Comments: Document shared with HSH Contract staff, Kimberley Norman.

HSH Program Monitor Signature:

Vanessa Gutierrez

Date: October 11, 2022



MEMO

To: Lauren Hall, DISH Executive Director
From: Vanessa Gutierrez, HSH Program Manager
Date: December 23, 2022
Re: FY 20-21 & FY 21-22 Informal Programmatic Monitoring for the Adult Supportive Housing Program at Camelot Hotel; Pacific Bay Inn Hotel; Star Hotel

Dear Ms. Hall,

Informal programmatic monitoring of the contract between the Department of Homelessness & Supportive Housing and TIDES Center (Delivering Innovation in Supportive Housing (DISH)) for the following sites was conducted on the following dates:

- **November 9, 2022:** Camelot Hotel, 124 Turk Street, San Francisco, CA, 94102
- **November 16, 2022:** Pacific Bay Inn, 520 Jones Street, San Francisco, CA, 94102
- **November 17, 2022:** Star Hotel, 2176 Mission Street, San Francisco, CA, 94110

The visits included a conversation with the sites Senior General Manager, Rey Regala, Jason Rodriguez, and Lois Butler on the property management files for lease violations; program policies and procedures; progress in meeting the service and outcome objectives; and a tour of the facility, including vacant units, staff offices, and common areas. **No concerns or findings were found during the monitoring visits.**

Ms. Hall, I would like to thank you and your staff for participating in the site-based informal monitoring visits. Through my conversations with Mr. Regala, Mr. Rodriguez, and Ms. Butler, it is clear that staff worked extensively with clients to support them in meeting their health and housing needs.

If you have any questions regarding this results letter, please contact me at the number below.

Sincerely,

Vanessa Gutierrez, MPA
Supportive Housing Program Manager
(628) 652-7982
Vanessa.Gutierrez@sfgov.org

Cc: Lois Butler, Senior General Manager, DISH
Elizabeth Hewson, Manager of Supportive Housing Programs, HSH



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Georgetta Lovett, Property Supervisor, DISH
Bryn Miller, Legislative Analyst, HSH
Rey Regala, Senior General Manager, DISH
Denise Riggins, Property Supervisor, DISH
Ousha Reed, Supportive Housing Programs Supervisor, HSH
Jason Rodrigues, Senior General Manager, DISH

Findings	Recommendations/Corrective Actions	Response
A. Client Files		
<p>The client Grievance Policy was present and signed by tenants, but it was missing the HSH Grievances email address and mailing address as required in Appendix A, Sec. VI, G. 1d. Page 6.</p>	<p>Include the HSH Grievances email address and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at https://hsh.sfgov.org/?s=grievance+email.</p>	<p>COMPLETED: DISH Grievance Policy has been updated to reflect recommendations and has been distributed across all sites as of 11.8.22</p>
<p>The tenant files did not include evidence of supervisor review to ensure tenant files are in compliance with program requirements.</p>	<p>Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.</p>	<p>COMPLETED: Tenant file audit document has been created and sent to HSH as attachment to response. Process and implementation across sites will be decided by 1/31/23</p>
<p>Annual recertification paperwork for the tenant files selected had not been completed. Senior General Manager stated that HSH is completing the CoC tenant's annual recertification. SGM, however, is responsible for completing the annual recertification for GF tenants.</p>	<p>Review all General Fund (GF) tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, A. 3. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of GF tenants due for annual recertification and include the tenant's status (i.e. date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed for GF tenants, or another resolution has been reached.</p>	<p>UPDATE: Please note that recertifications were put on pause due to COVID and the lack of support service staff and ability to get income information. Recertifications have resumed September 2022 across all sites. Some data entry to track and generate reports are still needed. Monthly recertification reports to HSH will begin December 2022.</p>
B. Programmatic and Physical Accessibility/Cultural Competence		
<p>Facility, program and materials were accessible to persons with disabilities and publicly displayed. However, the Notice of Rights for People with Disabilities was not publicly displayed.</p>	<p>Recommendation: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.</p>	<p>COMPLETED: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.</p>
C. Client Tracking System		
<p>The Offline Vacancy Tracker (OVT) and ONE System vacancies data did not match the vacancies the grantee reported during the monitoring visit.</p>	<p>The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en. Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okelola@sfgov.org. Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: https://meetings.hubspot.com/regina-abadajos, or contact the ONE System help desk at onesf@bitfocus.com.</p>	<p>UPDATE: Both ONE System and OVT system have been updated and will be updated once per week or as needed. All staff trainings have taken place.</p>

Findings	Recommendations/Corrective Actions	Response
A. Client Files		
<p>The client Grievance Policy was present and signed by tenants, but it was missing the HSH Grievances email address and mailing address as required in Appendix A, Sec. VI, G. 1d. Page 6.</p>	<p>Include the HSH Grievances email address and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under 'Participant Grievance Policy' at https://hsh.sfgov.org/?s=grievance+email.</p>	<p>COMPLETED: DISH Grievance Policy has been updated to reflect recommendations and has been distributed across all sites as of 11.8.22</p>
<p>The tenant files did not include evidence of supervisor review to ensure tenant files are in compliance with program requirements.</p>	<p>Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.</p>	<p>UPDATE: Tenant file audit document has been created and sent to HSH as attachment to response. Process and implementation across sites will be decided by 1/31/23</p>
<p>Annual recertification paperwork for the tenant files selected had not been completed, even though five out of the five tenants were overdue for recertification. Nonetheless, the annual recertification process had been started for the five tenant files selected as letters requesting recertification documentation had been sent to the tenants in July/August 2022.</p>	<p>Review all tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, A. Page 2, grantee shall recertify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of tenants due for annual recertification and include the tenant's status (i.e. date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed, or another resolution has been reached.</p>	<p>UPDATE: Please note that recertifications were put on pause due to COVID and the lack of support service staff and ability to get income information. Recertifications have resumed September 2022 across all sites. Some data entry to track and generate reports are still needed. Monthly recertification reports to HSH will begin December 2022.</p>
B. Programmatic and Physical Accessibility/Cultural Competence		
<p>Facility, program and materials were accessible to persons with disabilities and publicly displayed. However, the (1) HIPPA policy was not publicly displayed, (2) the Notice of Rights for People with Disabilities was not publicly displayed, (3) the Reasonable Accommodations and Grievance forms were not available to tenants in a public display as tenants need to request the forms from the staff, and (4) Property Management staff contact information and hours of operations were not posted.</p>	<p>Recommendation 1: Display the HIPPA policy on the public bulletin board/s for tenants.</p> <p>Recommendation 2: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.</p> <p>Recommendation 3: Display the Reasonable Accommodations and Grievance forms on the public bulletin board/s for tenants and replenish the forms as needed.</p> <p>Recommendation 4: Post Property Management staff contact information and hours of operations.</p>	<p>COMPLETED: HIPPA policy displayed and posted on public bulletin at all sites as of November 4th 2022.</p> <p>COMPLETED: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants.</p> <p>COMPLETED: Display the reasonable accommodations and grievance forms at the public bulletin board/s for tenants and replenish the forms as needed.</p> <p>COMPLETED: Post Property Management staff contact information and hours of operations.</p>
D. Client Tracking System		
<p>The Offline Vacancy Tracker (OVT) and ONE System vacancies data did not match the vacancies the grantee reported during the monitoring visit. Support Services staff have not updated the program enrollments and exits. HSH Program Manager will notify SS staff of discrepancies in ONE System data for the LeNain Hotel.</p>	<p>The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hsLang=en</p> <p>Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okekola@sfgov.org. Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: https://meetings.hubspot.com/regina-abadajos, or contact the ONE System help desk at onesf@bitfocus.com.</p>	<p>UPDATE: Both ONE System and OVT system have been updated and will be updated once per week or as needed. All staff trainings have taken place.</p>

Four occupied units were inspected during the visit: Unit # [REDACTED], [REDACTED] 1 and [REDACTED]. Overall unit conditions were clean and in good shape. All units in the building have restrooms and most restrooms were maintained. Unit [REDACTED] reported the toilet in [REDACTED] restroom was not working properly and the sink had been leaking due to a hole in the sink created from rust and wear and tear.

The exit window located on the fourth floor did not close/open smoothly. If the window were to be closed, opening it during an emergency would be difficult.

The annual certificate for the smoke detector and alarm expired on January 20, 2022. Staff said an inspection had been scheduled for the following date.

The annual state inspection for the permit has been delayed by the state. The permit expired on March 23, 2016. The staff provided evidence of attempts to update the expired permit and letters from the state stating the current elevator permit is valid until an inspector can be sent to the facility to conduct the inspection.

Conduct further inspection of toilet and sink in unit # [REDACTED] to assess repairs or replacement. Evidence of assessment and/or repair/replacement should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org within a month of this report date.

Repair the exit window located on the fourth floor to ensure it opens and closes with no issues. Evidence of repair should be sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org within a month of this report date.

Provide updated annual certificate for smoke detector and alarm system sent to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received.

Provide updated elevator permit to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org as soon as it is received.

UPDATE: An assessment was made for the toilet and the sink in unit # [REDACTED]. The toilet is working fine. The sink will be replaced due to rust. A work order was placed and will beget new sink immediately.

UPDATE: Window opens and closes, awaiting a new lock for window. Proof will be sent of repairs as of 11/21/22.

UPDATE: Annual certificate for fire alarm and smoke detector system has been requested from the vendor. We will provide the certificate upon receipt.

UPDATE: Received letter from the state elevator inspection office. As noted in the letter provided to DISH we are in compliance. Elevator inspector will be out on 11/22/22. DISH will provide permit to HSH as soon as its receives.

Findings	Recommendations/Corrective Actions	Response
A. Client Files		
The client Grievance Policy was present and signed by tenants, but it was missing the HSH Grievances email address and mailing address as required in Appendix A, Sec. VI, G. 1.d. Page 6.	Include the HSH Grievances email address and mailing address in the Grievance Policy. The written grievance should be addressed to the Programs Division Manager. All grievances will be received at: hshgrievances@sfgov.org or: Programs Division Manager: Housing, Coordinated Entry, or Other Department of Homelessness and Supportive Housing 440 Turk Street, San Francisco, CA 94102. Alternatively, the grantee may include the HSH Grievance Form/s located under Participant Grievance Policy at https://hsh.sfgov.org/?s=grievance+email .	COMPLETE: DISH Grievance Policy has been updated to reflect recommendations and has been distributed across all sites as of 11.8.22
The tenant files did not include evidence of supervisor review to ensure tenant files are in compliance with program requirements.	Create and implement a tenant file review process. The review should include a list of all Property Management tenant file required documents as listed in Appendix A and the HSH Site-Based Monitoring Visit Programmatic Compliance (Property Management) list. The review checklist should include review date, supervisor's name and signature and be placed in each tenant file. The review should take place annually.	UPDATE: Tenant file audit document has been created and sent to HSH as attachment to response. Process and implementation across sites will be decided by 1/31/23
Annual recertification paperwork for the tenant files selected had not been completed, even though five out of the five tenants were overdue for recertification. Nonetheless, the annual recertification process had been started for other tenants whose files were not selected for review.	Review all tenant files to ensure annual recertification is completed. As per Appendix A, Sec. IV, A. Page 2, grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant's move-in date. Property Management staff should collaborate with Support Services staff to obtain updated proof of income documentation. Property Manager shall submit a list of tenants due for annual recertification and include the tenant's status (i.e. date first notice sent, date second notice sent, date recertification completed and/or recertification in progress) to HSH Program Manager, Vanessa Gutierrez at Vanessa.Gutierrez@sfgov.org by November 11, 2022. Updates on progress shall be reported monthly until all annual recertifications have been completed, or another resolution has been reached.	UPDATE: Please note that recertifications were put on pause due to COVID and the lack of support service staff and ability to get income information. Recertifications have resumed September 2022 across all sites. Some data entry to track and generate reports are still needed. Monthly recertification reports to HSH will begin December 2022.

B. Programmatic and Physical Accessibility/Cultural Competence		
Property Management staff discussed three units have been vacant for several months (two units vacant for over 12 months; one for less than 6 months). Tenant residing in unit # [REDACTED] has continued to pay monthly rent but has not resided in unit since the tenant is living somewhere else. Tenant residing in unit # [REDACTED] left to [REDACTED] and has not returned in over 12 months. Tenant residing in unit # [REDACTED] has [REDACTED] for over 12 months. Both tenants in units # [REDACTED] and # [REDACTED] have no rent due.	Support Services Director and Property Management should collaborate to begin abandonment proceedings for the tenants in units # [REDACTED], # [REDACTED] and # [REDACTED]. As per the policy listed below, the three tenants have exceeded the maximum 90 days permitted for temporary vacancies and are in violation of the lease agreement. Property Management staff should report updates on the three vacant units to HSH Program Manager via Vanessa.Gutierrez@sfgov.org until a solution has been achieved in collaboration with SS staff. As per HSH unit abandonment policy, vacating a unit for extended periods (more than 30 days) without requesting authorization from Support Services in advance and/or exceeding emergency temporary vacancy allowances and/or abandoning may lead to termination. Tenants may receive permission to vacate their unit for a maximum of 90 consecutive days for the following reasons: (1) residential treatment for substance abuse and/or mental health issues, or, (2) incarceration, or, (3) hospitalization, or, (4) family emergency. Tenants are required to pay rent while away from their unit. Tenants must, if possible, notify on-site Support Services staff in advance of vacating their unit. Support Services staff must notify the Support Services Director as soon as possible if a Page 4 of 7 tenant plans to temporarily vacate his/her unit, or if a tenant is suspected of temporarily vacating the unit. Suspected or actual temporary vacancies must be communicated immediately between the Support Services Director and Property Manager, within the boundaries of confidentiality. Once a temporary vacancy has been verified, the Support Service Director must, within five business days of verification, notify HSH via the Temporary Vacancy Notification Form. A copy of the approved form must be kept in the tenant's file. NOTE: The Support Services Director should submit a Temporary Vacancy Notification Form to HSH Program Manager every 30 days so long as the unit remains vacant, not to exceed the 90-day maximum allowance for temporary vacancies. If a tenant is not able to arrange for temporary vacancy status in advance, s/he must notify Support Services staff immediately to avoid abandonment proceedings for the unit. Property Management may start abandonment proceedings if they are not notified of a temporary vacancy within 30 days.	UPDATE: Support Service lead and Property Management have been informed of the policy of abandonment and the process. Policy is attached for review. Notice of Abandonment process for units 109, 208 and 415 will all be notified beginning 11/10/22.

C. Client Tracking System		
Facility, program and materials were accessible to persons with disabilities and publicly displayed. However, the (1) HIPPA policy was not publicly displayed, (2) the Notice of Rights for People with Disabilities was not publicly displayed, (3) the Reasonable Accommodations policy was not publicly displayed, and (4) the Reasonable Accommodations and Grievance forms were not available to tenants in a public display as tenants need to request the forms from the staff.	Recommendation 1: Display the HIPPA policy on the public bulletin board/s for tenants. Recommendation 2: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants. Recommendation 3: Display the Reasonable Accommodations policy on the public bulletin board/s for tenants. Recommendation 4: Display the Reasonable Accommodations and Grievance forms on the public bulletin board/s for tenants and replenish the forms as needed.	COMPLETED: HIPPA policy displayed and posted on public bulletin at all sites as of November 4th 2022. COMPLETED: Display the Notice of Rights for People with Disabilities on the public bulletin board/s for tenants. COMPLETED: Display the Reasonable Accommodations policy on the public bulletin board/s for tenants. COMPLETED: Display the reasonable accommodations and grievance forms at the public bulletin board/s for tenants and replenish the forms

D. Client Tracking System		
The Offline Vacancy Tracker (OVT) and ONE System vacancies data did not match the vacancies the grantee reported during the monitoring visit. During the monitoring visit, 7 vacancies were reported and 0 offline vacancies. However, the ONE System data showed 4 vacancies, and 4 offline vacancies were reported in the OVT System. Support Services staff have not updated the program enrollments and exits. HSH Program Manager will notify SS staff of discrepancies in ONE System data for the Windsor Hotel.	The grantee should collaborate with the person responsible for updating the OVT system to ensure the OVT data is consistently updated. The Property Manager is responsible for updating vacancies in the ONE system. For reference, the OVT & ONE Vacancy Training presentation can be accessed here: https://www.bitfocus.com/hubfs/20220511%20OVT%20and%20ONE%20Training%20PPT.pdf?hslang=en Requests for one-on-one training support or additional questions related to the OVT system, should be sent to Valerie Okelola at valerie.okekola@sfgov.org . Questions regarding vacancies on the ONE system, should be sent to the Bitfocus System Administration. Office hours are located here: https://meetings.hubspot.com/regina-abadajos , or contact the ONE System help desk at onesf@bitfocus.com .	UPDATE: Both ONE System and OVT system have been updated and will be updated once per week or as needed. All staff trainings have taken place.