

Appendix A-1: Services to be Provided
by
St. Vincent de Paul Society
Division Circle Navigation Center
(In Memory of Brian Quinn)
July 1, 2021 to June 30, 2025

I. Purpose of Grant

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

II. Served Population

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

III. Referral and Prioritization

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

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

An example of a referral point for the Navigation Center is the San Francisco Homeless Outreach Team (SFHOT). The actual identification, outreach and referral of specific guests will be coordinated under the supervision of HSH.

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

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

Examples of HRS Stay referrals include, but are not limited to:

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

Time-Limited Stays: Time-Limited Stays are used to provide guests a respite from the streets, identify key next steps or referral placements when possible, and to start guests on the path to key service connections and benefits. Encouraging participation with Adult Coordinated Entry is key to identifying and making service connections. Time-Limited Stays are 30 days for initial placement, except for Homeward Bound stays or other specialized stays, as defined by HSH. Some guests on a Time-Limited Stay may be eligible for an extension of stay as defined by the HSH Navigation Center Extension Policy.

Examples of Time-Limited Stay referrals include, but are not limited to:

- Guests who are referred by HSH Outreach programs;
- Guests who are referred by Healthy Streets Operations Center (HSOC), San Francisco Police Department (SFPD), or Emergency Medical Services (EMS-6);
- Guests who are referred by Coordinated Entry with a Rapid Rehousing opportunity in process; or
- Guests who are referred by Homeward Bound for a Homeward Bound stay until their travel departure.

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

IV. Description of Services

Grantee shall provide a low barrier, harm reduction model, with limited rules, focused on specific guest actions rather than functional addictions or problems, to up to 186 adult Navigation Center guests at any time, unless the City requires Grantee to serve fewer guests in order to maintain the health and safety of guests in accordance with City requirements.

A. Support Services

Grantee shall provide support services as outlined below, unless otherwise directed by the City in cases of public health or other emergency situations. For HRS Status Stay guests, participation in support services is a requirement for continued placement in the Navigation Center program. Support Services may include, but are not limited to:

1. **Intake**: Grantee shall conduct an intake, and make any updates, to determine and document guest identification and stay information. The intake shall include a program orientation outlining the services available on site, program rules, and participant agreement. The intake shall also include established consent forms that support exchange of guest information with program partners, including the data tracking partners for purposes of program analysis.
2. **Assessment and Individual Service Plan**: Grantee shall conduct a support services assessment to document guest needs. Grantee shall create service plans based on

intake and assessment information. Service plans shall include issues identified by the guest and prioritize key issues, particularly those identified by HSH and the placement referral sources, which are the focus during the guest's stay.

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

Grantee shall assist guests in applying for benefits through MyBenefitsCalWIN (MyBCW), an online benefits application portal. Grantee shall participate in training provided by HSA on how to apply for benefits on behalf of a guest through MyBCW.

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

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

B. Operations

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

1. Grantee shall provide safe and clean sleeping accommodations for up to 186 guests nightly.
2. Access: Grantee shall provide guests with program access without a curfew 24 hours a day, seven day a week.
3. Meals: Grantee shall provide guests an average of two meals per day, through the HSH approved meal provider. Grantee shall make meals available to guests 24 hours per day, upon request. In the community room, Grantee shall also provide guests access to some beverages and snacks throughout the day.
4. Pets: Grantee shall provide a program that is pet-friendly, as well as accommodating to companion, service, and support animals.
5. Community Space: Grantee shall provide and maintain a guest community/gathering space that is available away from sleeping areas for guests to use 24 hours per day, except for limited periods when closed for cleaning to comply with the requirements of this program.
6. Facilities: Grantee shall provide access to toilets, showers, meal areas, indoor lounge, outdoor contained patio area, guest service areas, main guest entrance point, and guest laundry facilities and detergents to facilitate fair use by all guests.
7. Log: Grantee shall maintain a guest and service partner log to record entries and exits.
8. Storage: Grantee shall provide property storage in addition to what is provided in the sleeping accommodations for guests with secure and controlled access at the program site 24 hours a day, seven days a week.
9. Notice: Grantee shall provide written notice or warning to guests related to any issue that may affect ongoing stay, including, but not limited to, violations of program rules and actions that are in violation of the rules agreement. All written notice or warnings shall be shared with support services staff.
10. Facility Maintenance: Grantee shall maintain facilities in full compliance with requirements of the law and local standards. Grantee shall ensure that facilities are well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Maintenance shall

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

occur regularly, as required by the HSH Facilities Manager and janitorial services shall occur regularly, per shift, and as required by the HSH Facilities Manager.

- a. Grantee shall work with HSH to respond to all facility related requests and complaints promptly and in a manner that ensures the safety of guests and Grantee staff. Grantee shall note in writing and post in a common area when a maintenance problem will be repaired and the status of repair.
- b. Grantee shall coordinate with HSH to ensure maintenance of the facility and its systems, per HSH service requests and guidance, as applicable per facility, including, but not limited to, maintaining light fixtures; heating and air conditioning systems (e.g. fan blades, air registers, vents, filters); plumbing (e.g. drains of showers, toilets, sinks); appliances (e.g. hand dryers, refrigerators, microwaves, fans, etc.); elevators; security systems (e.g. metal detectors, security cameras); fire extinguishers; emergency exits; electrical systems; mold, leak, and pest checks (e.g. roof, walls, bathrooms, and kitchen, etc.).
- c. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g. floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g. dryer vents); elevators (e.g. buttons, floors, walls); partitions; kitchens (e.g. floors, sinks, counters, appliances); water fountains; heating and air conditioning systems vents; supply checks (e.g. toilet paper, towels, soap, etc.); and maintaining light fixtures.

V. Location and Time of Services

Grantee shall provide services at 224 South Van Ness Avenue, San Francisco, CA 94103, 24 hours per day, seven days a week.

Grantee shall provide regular intake of new guests Monday through Friday during business hours. Grantee shall provide emergency intake of new guests 24 hours per day, seven days a week based on approved protocols and referral sources. Grantee shall seek approval of adjustments to intake hours from HSH prior to making changes.

VI. Service Requirements

- A. Language and Interpretation Services: Grantee shall ensure that interpreter services are available to address the needs of and provide services to guests who primarily speak language(s) other than English
- B. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding guest progress.
- C. Guest Retention: Grantee shall use rules and responses to rule violations as a tool for engagement, making the focus on working on guest retention and participation during the guest's Navigation Center stay.
- D. Admission Policy: Admission policies for the services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a

specific population as described in the programs listed herein, such policies must include a provision that guests are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.

- E. Grantee shall adhere to the HSH Good Neighbor Policy:
 - 1. Grantee shall maintain a good relationship with the neighborhood in which the Navigation Center is located.
 - 2. Grantee shall collaborate with HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH), other relevant City agencies, and the neighborhood to ensure that neighborhood concerns about the facility are heard and addressed.
 - 3. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings.
 - 4. Grantee shall minimize the impact of guests on the neighborhood of the Navigation Center guests entering, exiting, or waiting for services. The Navigation Center will do this by limiting referrals, not allowing walk-ins, and having 24/7 access to the site for registered guests.
 - 5. Grantee shall report neighborhood concerns, particularly homeless encampments, in immediate area around the site to 311 and appropriate City departments. For any reported issue that persists for more than two days, Grantee shall re-report the concern to 311 and the HSH Navigation Centers Program Manager.
 - 6. Grantee shall actively discourage and address excessive noise from program guests and others who may be just outside the program site.
 - 7. Grantee shall actively discourage loitering in the area immediately surrounding the program. Coordinate with other service providers and City agencies, as necessary, to address this issue.
 - 8. Grantee shall, in conjunction with the HSH and other City agencies, inform neighborhood businesses and residents of the services available at the Navigation Center and how individuals are referred.

- F. Safety and De-Escalation: Grantee shall ensure the general safety of the served population, staff, visitors, and property by providing staff trained in safety and de-escalation or through a security services provider during peak operational days and hours, as determined by Grantee and approved by HSH. Days and hours of coverage shall be on record with the HSH Program Manager. Safety and de-escalation shall include, but is not limited to:
 - 1. Greeting the served population, staff, visitors, and conducting search of persons and property prior to entering sites for potentially dangerous items;
 - 2. Utilization of a system by which possessions may be checked and safely and securely stored, as directed;
 - 3. Regular patrol of the site and surrounding program area to ensure compliance with HSH's Good Neighbor Policy as described in the Good Neighbor Policies section;
 - 4. Utilization of a system with written documentation to ensure that the perimeter and other areas are checked on a scheduled and regular basis; and
 - 5. Assistance with conflict de-escalation and crisis management.

- G. Complaint and Grievance Procedure: Grantee shall create and implement a written complaint and grievance procedure for guests which shall include the following elements as well as others that may be appropriate to the services:
1. The name or title of the person or persons authorized to make a determination regarding the grievance;
 2. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination; and
 3. The right of a guest dissatisfied with the decision to ask for a review and recommendation from someone in the Grantee's chain of command that has not been part of the complaint process to date and that has purview over the aggrieved service. Grantee shall provide a copy of this procedure, and any amendments thereto, to each guest, along with the HSH Navigation Center Program Manager or his/her designated agent.
 4. Any DOS for a Navigation Center guest must follow the Shelter Grievance Policy and procedures, unless otherwise directed by the City in cases of public health emergencies or other emergency situations.
- H. Satisfaction Survey: Grantee shall conduct a written quarterly Navigation Center Guest Satisfaction Survey to gather feedback, satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall incorporate the core HSH provided questions into their survey. Grantee shall offer assistance to the served populations regarding completion of the survey if the written format presents any problem.
- I. Harm Reduction: Grantee shall promote harm-reduction and community safety by addressing biohazard disposal, needle stick protocols, overdose prevention and response training, and facilitation of access to and administration of overdose response supplies, such as Naloxone.
- J. Staff Training: Grantee shall promote and support staff training and development, including but not limited to training on de-escalation and safety, guest engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for guests and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards of Care (Section 16.22 of the Agreement). Grantee shall keep an accurate Staff Training log to document all trainings attended by staff.
- K. City Communications and Policies: Grantee shall keep HSH informed and comply with City policies to minimize harm and risk, unless otherwise directed by the City in cases of public health or other emergency situations. City Communications and Policies include, but are not limited to:
1. Create and maintain policies and procedures around guest responsibilities that support the pet friendly environment;
 2. Regular communication to HSH about the implementation of the program;
 3. Attendance of quarterly and monthly HSH meetings, as well as attendance at other meetings related to Navigation Centers as needed, such as hearings on issues related to homelessness; Shelter Grievance Advisory Committee meetings;

- when adherence to standard of care is implemented, grantee shall attend Shelter Monitoring Committee Meetings; Local Homeless Coordinating Board; etc.
4. Attendance of trainings, as requested;
 5. Adherence to the Shelter Standards of Care requirements as appropriate to Navigation Centers and cooperation with the Shelter Monitoring Committee at such time when that committee begins monitoring Navigation Centers;
 6. Adherence to the HSH Shelter Grievance Policy and cooperation with the Client Advocates participation in the process; and
 7. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless.
- L. Critical Incident: Grantee shall adhere to the HSH Critical Incident policies, including reports to HSH, within one business day, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report form. Grantee shall call the HSH Navigation Center Program Manager within two hours of any death or serious injury. A Critical Incident is defined as when emergency responders are called to the Navigation Center by staff or guests. Navigation Centers must also send reports for incidents in which there were no emergency responders. An example is a domestic violence incident.
- M. Health Screening and Certifications: Grantee shall obtain and maintain all required staff health screenings and certifications, including by not limited to, staff Tuberculosis testing; CPR/First Aide; and AED certifications.
- N. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).
- O. Shelter Expansion: To respond to weather or other environmental emergencies, HSH reserves the right to negotiate shelter expansion with the addition of mats during periods of need. HSH is looking for providers at negotiated sites to be ready to provide expansion within twenty-four hours' notice; although HSH will attempt to give more advance notice whenever possible. Expansion may be at reduced hours or simplified services. HSH prefers that providers use their own staff during these expansions; however, if provider staffing is not available at the time of expansion, HSH reserves the right to augment coverage with City approved staff to respond to emergencies.
- P. Data Standards:
1. Grantee shall report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting

requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.

2. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with Health Insurance Portability and Accountability Act (HIPAA) and privacy guidelines, as applicable.

Q. Record Keeping and Files:

1. Grantee shall maintain required, appropriate and confidential guest records to support tracking and analysis related to the service and outcome objectives, as well as successes of the program
2. Electronic guest records shall be maintained accurately and up to date in the ONE System, unless otherwise directed by the City in cases of public health emergencies or other emergency situations. As appropriate, case management files should be maintained separately from operational guest records.
3. Grantee shall upload copies of guest documents and records that support securing housing (e.g. birth certificate, identification, social security card) into the ONE System.
4. Grantee shall document outcomes related to every guest exit. Grantee shall collect data on the reason for exit, location upon exit, and other information related to exit tracking, and report this data to HSH upon request. Grantee shall notify Coordinated Entry and/or HSH Outreach as directed by HSH when HRS guests exit their Navigation Center program.

VII. Service Objectives

Grantee shall achieve the following service objectives annually:

- A. Grantee shall provide intake and program orientation to 100 percent of all initial guests and updates for returning guests in a new stay.
- B. Grantee shall utilize intake and assessment information with partnering service providers to identify options and create a service plan for 90 percent of guests. Written service plans shall include clear goals and objectives and identified barriers. Service connections, progress, and follow up on these service plans will be documented in the guest's record.
- C. 90 percent of guests in a Time-Limited Stay shall be offered referral for problem-solving and/or assessment via Coordinated Entry within one week of placement at the Navigation Center.
- D. 100 percent of guests in a Time-Limited Stay shall be encouraged to get a profile in the Shelter Reservation System and join the Shelter Reservation Waitlist within 72 hours of placement. Grantee shall provide assistance to guests who need help joining the Shelter Reservation Waitlist.
- E. 90 percent of HRS Stay guests with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.

- F. Grantee shall administer a quarterly satisfaction survey and achieve at least a 50 percent response rate for guests.

VIII. Outcome Objectives

Grantee shall achieve the following outcome objectives annually:

- A. A minimum of 75 percent of those completing the quarterly satisfaction survey will Strongly Agree or Agree that they are satisfied with the services on site.

IX. Reporting Requirements

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

- A. Grantee shall report daily by 8:30am, via text, to the HSH Navigation Center Program Manager, beds ready for Navigation Center placements. Grantee shall report to HSH Navigation Center Program Manager any bed that will be off-line for more than one day.
- B. Grantee shall provide a quarterly report of activities, referencing the tasks as described in the Service and Outcome Objectives section. Grantee shall enter the quarterly metrics in the CARBON database by the 15th of the month following the end of the quarter.
- C. Grantee shall provide an annual report summarizing the contract activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. This report shall also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- D. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.
- E. Grantee shall participate, as required by HSH, with City, State, and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee strives to meet the requirements of and participate in the evaluation program and management information systems of the City, as mutually agreed upon. The City agrees that any final reports generated through the evaluation program shall be made available to Contractor within thirty working days of receipt of any evaluation report and such response will become part of the official report.

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

X. Monitoring Activities

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, such as, but not limited to, the following, guest files, review of the Grantee's administrative records, staff training documentation, postings, program policies and

procedures, reported program data, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

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