

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

**SECOND AMENDMENT
TO GRANT AGREEMENT
between
CITY AND COUNTY OF SAN FRANCISCO
and
MISSION ACTION, INC.**

THIS AMENDMENT of the **October 15, 2021** Grant Agreement (the "Agreement") is dated as of **July 1, 2025** and is made in the City and County of San Francisco, State of California, by and between **MISSION ACTION, INC.** ("Grantee") and the **CITY AND COUNTY OF SAN FRANCISCO**, a municipal corporation ("City") acting by and through The Department of Homelessness and Supportive Housing ("Department").

RECITALS

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

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

WHEREAS, the City’s Homelessness Oversight Commission approved this Amendment by Resolution No. **[Insert Resolution Number]** on March 6, 2025; and

WHEREAS, the Board of Supervisors approved this Amendment under San Francisco Charter Section 9.118 by Resolution No. **<insert Resolution number> on <Month Date, Year>; and**

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

- 1. Definitions.** Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Grant Agreement.
 - (a) “Agreement” shall mean the Agreement dated **October 15, 2021** between Grantee and City; and **First Amendment**, dated **July 1, 2024**.
- 2. Modifications to the Agreement.** The Grant Agreement is hereby modified as follows:
 - 2.1 Section 3.2 Duration of Term** of the Agreement currently reads as follows:

3.2 Duration of Term. The term of this Agreement shall commence on **July 1, 2021** and expire on **June 30, 2025**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

3.2 Duration of Term. The term of this Agreement shall commence on **July 1, 2021** and expire on **June 30, 2027**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

5.1 Maximum Amount of Grant Funds.

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Nine Million Nine Hundred Ninety Nine Thousand Five Hundred Ninety Three Dollars (\$9,999,593)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **One Million Two Hundred Twenty Five Thousand Three Hundred Seventy Three Dollars (\$1,225,373)** is included as a contingency amount and is neither to be used in the Budget attached to this Agreement or available to Grantee without a modification to the Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

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

5.1 Maximum Amount of Grant Funds.

- (c) In no event shall the amount of Grant Funds disbursed hereunder exceed **Eighteen Million Five Hundred Twenty Nine Thousand Eight Hundred Seventy Seven Dollars (\$18,529,877)**.
- (d) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **One Million Two Hundred Thousand Two Hundred Fifty Five Dollars (\$1,200,255)** is included as a

contingency amount and is neither to be used in the Budget attached to this Agreement or available to Grantee without a modification to the Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

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

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

Appendix A, Services to be Provided (July 1, 2025)

Appendix B, Budget (dated July 1, 2025)

Appendix C, Method of Payment (dated July 1, 2025)

Appendix D, Interests in Other City Grants (dated July 1, 2025)

2.4 Appendix A, Services to be Provided, of the Agreement is hereby replaced in its entirety by the modified **Appendix A, Services to be Provided** (dated July 1, 2025) for the period of July 1, 2025 to June 30, 2027.

2.5 Appendix B, Budget, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated July 1, 2025), for the period of July 1, 2021 to June 30, 2027.

2.6 Appendix C, Method of Payment, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated July 1, 2025).

2.7 Appendix D, Interests in Other City Grants, of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Interests in Other City Grants** (dated July 1, 2025).

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

CITY

GRANTEE

**DEPARTMENT OF HOMELESSNESS
AND SUPPORTIVE HOUSING**

MISSION ACTION, INC.

By: _____
Shireen McSpadden
Executive Director

By: _____
Laura Valdez
Executive Director
City Supplier Number: 21257

Approved as to Form:
David Chiu
City Attorney

By: _____
Adam Radtke
Deputy City Attorney

Appendix A, Services to be Provided

by

Mission Action, Inc. Emergency Shelter

I. Purpose of Grant

The purpose of the grant is to provide Emergency Shelter Operations and Support Services to the served population.

II. Served Population

Grantee shall serve single adults, 18 years old and older, who are experiencing homelessness and do not have a fixed, regular, or adequate nighttime residence.

III. Referral and Prioritization

Grantee shall provide services to those who meet Department of Homelessness and Supportive Housing (HSH) established eligibility requirements for the served population and utilize any referral system required by the City. Until advised differently by HSH, access to general shelter beds will be available to incoming shelter clients through self-referral. Access to the Jazzie's LGBTQ beds will come through an established list of approved referral partners.

IV. Description of Services

Grantee shall serve individuals in the number of units as outlined in the Appendix B, Budget ("Guests Served" tab). Grantee shall provide the following services at Dolores Shelter Program, including, but not limited to:

- A. Reservations: Grantee shall accept and facilitate reservations, in accordance with City-approved policies and procedures, within the program hours of operation.
- B. Guest Support: Grantee shall provide guest support, including, but not limited to:
 - 1. Guest intake, including completion of forms and acknowledgement of the Guest Agreement/Site Rules, Release of Information (ROI) forms, bed assignment, and orientation to the site;
 - 2. Operations, such as management of entry and exits, mail, and phone;
 - 3. Grantee shall perform routine wellness checks of each client during shelter operations, including connection to care for anyone demonstrating symptoms of physical or behavioral health needs in accordance with HSH policy;
 - 4. Entry and Exit: Grantee shall monitor guest entry and exit and keep guest records. Grantee will update client records within 24 hours;
 - 5. Storage: Grantee shall provide space for secure and pest-free storage of guest belongings, as appropriate for the facility;
 - 6. Grantee shall create guest profiles in the Online Navigation and Entry (ONE) System;
 - 7. Referrals and Coordination of Services: Grantee shall work with guests to encourage and support their application for and assessment regarding local benefits, including, but not limited to:
 - a. Benefits Advocacy and Assistance: Grantee shall assist guests to obtain and/or maintain public benefits as appropriate (e.g. County Adult Assistance Program (CAAP), CalWORKs, CalFresh, Social Security Income (SSI),

- Veterans Benefits). Benefit advocates and program representatives may be on site at times. In such cases, Grantee shall support guests to meet with these programs and keep scheduled appointments;
- b. Mental health, behavioral health and treatment services;
 - c. Supportive programs to support an individual's independence (e.g. In-Home Support Services);
 - d. Employment and job-related services (e.g. Human Services Agency (HSA), Department of Public Works (DPW) and nonprofits specializing in these services); and
 - e. Referrals and linkages to Access Points, and the elimination of barriers to connect guests to Access Points for a Coordinated Entry assessment;
8. Document Readiness: Grantee shall assist guests to become document ready, to obtain needed documentation to support housing options and placement, including, but not limited to uploading/providing the appropriate system with copies of the documents to avoid documents being lost or damaged;
 9. Support Groups, Social Events and Organized Activities: Grantee shall provide guests with opportunities to take part in organized gatherings for peer support, as appropriate. These functions may be provided by outside individuals or groups that the Grantee has approved, who understand and adhere to confidentiality and equal access for all guests. These events may be planned with or based on input from guests and shall be held onsite;
 10. Grantee shall perform building maintenance and distribution of guest supplies;
 11. Grantee shall provide reasonable accommodations, transfers, and other supports in accordance with HSH policy; and
 12. Grantee shall provide exit planning, including, but not limited to communication and coordination with outside service providers to support a guest's transition to a more permanent setting.

V. Location and Time of Services

Grantee shall provide services at 1050 South Van Ness Avenue, San Francisco, CA 94110. Grantee shall provide staffing coverage 6:00 pm to 8:00 am, seven days per week, unless other hours are established between City and Grantee.

VI. Service Requirements

A. Shelter Expansion:

1. Dolores Shelter Program (DSP) Shelter Expansion Project: Grantee shall manage and timely deliver a shelter expansion project at DSP no later than September 1, 2025 including working with and submitting materials (for approvals and close outs) to the appropriate City agencies, and participation in any required public hearings. The shelter expansion will include the renovation and buildout of the existing 24-bed Santa Ana dormitory on the first floor and a new 48-bed dormitory on the second floor. Grantee shall deliver the following:
 - a. Project Management: Grantee shall hire a Project Manager to supervise the architect's and general construction contractor's performance to ensure timely

completion of the project, develop project scope and timelines, subcontractor bidding of construction documents, negotiation of construction contracts and during construction, track progress, resolve any issues that arise during final inspections, and liaise with contractors, consultants, and various City departments to execute the project. Grantee shall also manage such contracts including contract compliance and invoicing, including withholding of retention and the release of retention at the end of this project. Grantee shall ensure the General Construction Contractor has met all requirements for retention release prior to releasing final payment and retention.

- b. Cost Estimate/Procurement: Grantee shall establish a total project cost estimate through a professional cost estimator or procurement of preconstruction services from a general contractor or construction manager. To effectively perform this project, Grantee shall subcontract work to subject matter experts and experienced licensed contractors for the duration of this project. Grantee is to obtain at least three bids (unless waived in writing by HSH after a showing of due diligence and good faith effort) and obtain preapproval by HSH prior to entering into any necessary professional services contracts, such as architect, engineer, general construction contractor, project manager, and related services. Such procurement and administration shall comply with all applicable laws.
- c. Architectural & Permit Package: Grantee shall work with architectural firm to submit permit package to DBI and refine project design elements based on city department comments to ensure that all required permits are in place prior to starting construction.
- d. Permit Expediting: Grantee shall work with permit specialist to expedite the process of approving permits to ensure timely project completion.
- e. Construction: Grantee shall retain a General Contractor to develop Design Build scope of work for construction including electrical, plumbing, HVAC, fire, and sprinkler systems. General Contractor to also provide construction-specific permits. Grantee is responsible for managing the General Construction Contractor's schedule and holding them accountable to meet their schedule milestones and substantial completion date, as delineated in General construction contractor's contract with Grantee.
- f. Grantee shall secure necessary furniture, fixtures, and equipment for renovated space.
- g. Budget: Grantee shall secure a total project cost estimate. HSH will provide final review and approval of the project cost before establishing the final project budget. Once the budget is approved, Grantee shall manage and adhere to the approved budget and make commercially reasonable efforts to promote cost savings and efficiencies. All contingency may only be utilized at HSH's sole discretion and with prior written approval. Any unspent development funds are to be returned to HSH upon final payment to Grantee. Where applicable, Grantee shall coordinate and assist in funding applications to state and federal funding sources and/or assist with any reporting and compliance obligations related to applicable local, city, state or federal funding related to the project.

- h. Accounts and Records: Grantee shall keep such books of account and other records in connection with the design and construction, which may include but is not limited to vouchers, statements, receipted bills and invoices and all other records, covering all collections, if any, disbursements, correspondence, and other data in connection with design and construction of this project prior to final completion of this project. All project documents are to be saved in the designated Box folder and made available to HSH at HSH's request and in the format requested.
 - i. Grantee shall provide monthly schedule updates, review these updates for accuracy and variance, and review and approve any schedule changes as a result of change orders. Grantee shall submit monthly reports to HSH on project timeline and any schedule variances or risks to the scheduled substantial completion date. Grantee shall also attend regular meetings with HSH to review progress on project.
 - j. Progress Reports: Grantee shall ensure that the General Construction Contractor is providing monthly schedule updates, review these updates for accuracy and variance, and review and approve any schedule changes as a result of change orders. Grantee shall submit monthly reports to HSH on project timeline and any schedule variances or risks to the scheduled substantial completion date. Grantee shall also attend regular meetings with HSH to review progress on project.
 - k. Emergency Response Shelter Expansion: Grantee shall respond to weather or other emergencies, HSH reserves the right to negotiate shelter expansion with the addition of mats during periods of need. Grantee shall 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 Grantee use their own staff during these expansions; however, if Grantee staffing is not available at the time of expansion, HSH reserves the right to augment coverage with City staff in order to respond to emergencies.
2. Staffing and Volunteers:
- a. Grantee shall employ at least one staff member on each shift who has at least one year of experience in providing services to people experiencing homelessness, or comparable experience.
 - b. Grantee shall employ at least one staff member on each shift who is identified as the American with Disabilities Act (ADA) Liaison and post the name of the staff on duty near the front desk.
 - c. Grantee shall provide all printed materials produced by the City and shelters in English and Spanish and other languages upon request and ensure that all written communications are provided to clients with sensory disabilities in alternate formats such as large print.
 - d. Grantee shall communicate with each client in the client's primary language or provide professional translation services, including but not limited to American Sign Language interpretation; however, children or other clients may be asked to translate in emergency situations.

- e. Grantee shall provide at least one front line staff at each site for each shift that is bilingual in English and Spanish.

B. Case Management Ratio: Grantee shall maintain a minimum 1:25 ratio of case management staff to guests.

C. Facilities:

- 1. Grantee, in partnership with HSH Facilities, shall maintain site and facilities in full compliance with requirements of the law and local standards¹. Grantee shall ensure that the site is well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Grantee shall ensure that janitorial services shall occur regularly, per shift.
 - a. Grantee shall respond to all site-related requests and complaints promptly and in a manner that ensures the safety of guests and Grantee staff. Grantee shall note in writing and post in a common area when a maintenance problem will be repaired and the status of repair.
 - b. Grantee shall develop, maintain, and document maintenance schedules for the facility and its systems, as applicable per facility, including, but not limited to, maintaining light fixtures; heating and air conditioning systems (e.g. fan blades, air registers, vents, filters); plumbing (e.g. drains of showers, toilets, sinks); appliances (e.g. hand dryers, refrigerators, microwaves, fans, etc.); elevators; security systems (e.g. metal detectors, security cameras); fire extinguishers; emergency exits; electrical systems; mold, leak, and pest checks (e.g. roof, walls, bathrooms, kitchen, etc.); and supply checks (e.g. toilet paper, towels, soap, etc.).
 - c. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g. floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g. dryer vents); elevators (e.g. buttons, floors, walls); kitchens (e.g. floors, sinks, counters, appliances); water fountains; and heating and air conditioning systems vents.

D. Safety and De-Escalation: Grantee shall ensure the 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, and 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;

¹ Including, but not limited to Shelter Standards of Care, as applicable:
https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-13200

3. Regular patrol of the site and surrounding program area, including street frontage South Van Ness, 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.
- E. Language and Interpretation Services: Grantee shall ensure that translation and interpreter services are available, as needed. Grantee shall address the needs of and provide services to the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the HSH Providers Connect website:
<https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>.
- F. Meals and Food Safety: Grantee shall meet the following meal-related requirements:
1. Grantee shall provide breakfast and dinner to guests with active reservations following the menu pattern developed by the San Francisco Nutrition Project.
 2. Provide meals for guests following the menu pattern developed by San Francisco Shelter Nutrition Project 7/08. Meals shall follow the menu pattern established by the San Francisco Shelter Nutrition Project 7/08 and meet the minimum portion sizes listed for each of the food groups. Menus shall be reviewed by Department of Public Health (DPH) Registered Dietician (RD) annually to meet the established menu pattern, portion sizes and vegetarian and religious/diet accommodations;
 3. Acquire Registered Dietician service from HSH or other organizations to conduct annual monitoring and evaluation of food service safety/sanitation, meal preparation/service, and menu documentation using Shelter Nutrition Monitoring Tool developed by San Francisco Shelter Nutrition Project;
 4. Ensure the annual nutrition monitoring report includes recommendations and actions that Grantee has taken to address any compliance issues noted; and
 5. Offer guests meals and track usage by guest, as well as overall meal distribution;
 6. Manage the means to heat or maintain refrigeration of food as appropriate for distribution; and
 7. Ensure that at least one staff person responsible for food handling and service has a valid Food Safety Certification.
- G. Record Keeping and Files:
1. Grantee shall maintain all eligibility and inspection documentation in the ONE System² and maintain hard copy files with eligibility, including homelessness verification documents
 2. Grantee shall maintain confidential files on the served population, including developed plans, notes, guest agreement, ROI and progress notes.

² HSH will provide annual Housing Quality Standards (HQS) inspections, tenant eligibility determinations, and rent calculations as outlined herein and further governed by the CoC Interim Rule (24 CFR Part 578) and subsequent guidance from HUD

3. Grantee shall maintain confidential files for active and previously active guests, and document support service usage.
 4. Grantee shall maintain confidential files regarding complaints, grievances, warnings and exits/denials of service for shelter rule infractions including written notices, warnings, exit paperwork and related communications with guests.
 5. Grantee shall maintain appropriate documentation to validate the approval of the shelter extensions to shelter guests according to HSH policies.
- H. Health Screening and Certifications: Grantee shall obtain and maintain all required staff health screenings and certifications, including but not limited to, staff Tuberculosis testing; CPR/First Aide; and AED certifications.
- I. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that Participant/Tenants 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.
- J. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
- K. Wellness and Emergency Safety Checks: Grantee shall perform wellness and or emergency safety checks on a regular basis in accordance with HSH Policy to assess a guest's safety, including immediate and substantial risk due to a medical and/or psychiatric emergency.
- L. Housing First: Grantee services and operations shall align with the Core Components of Housing First as defined in California Welfare and Institutions Code, section 8255. This includes integrating policies and procedures to provide tenant-centered, low-barrier access to housing and services.
- M. Staff Training: Grantee shall promote and support staff training and development, including but not limited to training on de-escalation and safety, participant engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for participants and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards of Care (Section 16.22 of the Agreement).
- N. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding guests' progress.

Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as

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

O. Feedback, Complaint and Follow-up Policies

Grantee shall provide means for the served population to provide input into the program. Feedback methods shall include:

1. Shelter Community Meetings: Grantee shall conduct monthly community meetings where guests may discuss building/program concerns and program ideas. Grantee should set up the means to provide feedback at future community meetings or by other means.
2. Complaint Process: Grantee shall provide a written and posted complaint/concern process that includes various methods for guests to submit an issue (e.g. verbal to staff, written, email) and clear protocols about when and how the guest will get a response.
3. Grantee shall offer and promote a written quarterly survey that has been pre-approved by HSH to the served population to gather feedback, gauge satisfaction and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population regarding completion of the survey in a confidential way if the written format presents any problem.
4. Grantee shall respond to complaints from other City entities, such as the Mayor's Office on Disability and the Shelter Monitoring Committee, in coordination with HSH and in accordance with the timelines required by the City entity.

P. City Communications and Policies: Grantee shall keep HSH informed and comply with applicable City policies to minimize harm and risk. These policies and related meetings include, but are not limited to:

1. Reporting via HSH designated method the current pool of active guests, the number of occupied beds, the number of beds temporarily offline and the number of beds currently available for placement;
2. Regular communication to HSH about the implementation of the program as required and upon request;
3. Attendance at HSH meetings and trainings, as required;
4. Attendance at required ADA and access for persons with disabilities trainings;
5. Attendance at the Shelter Monitoring Committee meetings;
6. Adherence to the HSH Shelter Grievance Policy, including the processes regarding denials of service³ unless Grantee is otherwise dictated by City emergency requirements;
7. Adherence to the HSH Cold/Wet Weather Policy;
8. Adherence to the City service/companion/support animal policy; and
9. When applicable, as confirmed with HSH, adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless. This includes cooperation with the San Francisco TB Prevention and Control Program of the DPH.

³ HSH Shelter Grievance Policy: <http://hsh.sfgov.org/wp-content/uploads/2018/08/Shelter-Grievance-Policy-Final-8-25-16-4.pdf>.

- Q. Critical Incident: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, within 72 hours of the incident according to Department policy. Critical incidents shall be reported using the online Critical Incident Report (CIR) form. In addition, critical incidents that involve life endangerment events or major service disruptions must be reported immediately to the HSH program manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.
- R. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the site plan as needed and Grantee shall train all employees regarding the provisions of the plan for their sites.
- S. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood, including:
1. Grantee shall work with neighbors, HSH, San Francisco Police Department (SFPD), DPW, DPH, Department of Emergency Management (DEM)/Healthy Streets Operations Center (HSOC), and other relevant city agencies to ensure that neighborhood concerns about the facility, site, and perimeter are heard and addressed.
 2. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings.
 3. Grantee shall provide a phone number to all interested neighbors that will be answered 24 hours a day by a manager or other responsible person who has the authority to respond to complaints and issues at the site as they arise.
 4. Grantee shall minimize the impact on the neighborhood of program guests entering, exiting, or waiting for services. Grantee will do this by limiting referrals to specified referral partners, not allowing walk-ins, and having 24/7 access to the site for registered guests.
 5. Grantee shall actively discourage and address excessive noise from program participants. Grantee will coordinate with other service providers and City agencies, as necessary to address this issue if just outside the program site.
 6. Grantee shall actively discourage loitering and public drug use in the area immediately surrounding the program. Grantee will coordinate with other service providers and City agencies, as necessary, to address this issue.
 7. Grantee shall implement management practices necessary to ensure that staff and participants maintain the safety and cleanliness of the area immediately surrounding the facility and do not block driveways of neighboring residents or businesses.
 8. Grantee shall take all reasonable measures to ensure the sidewalks adjacent to the facility are not blocked.
 9. Grantee will conduct at minimum 3 daily perimeter inspections, collect litter and contact the appropriate city department for assistance when needed.

10. Grantee shall immediately report to SFHOT or HSOC if encampments emerge along the perimeter of the site or immediately across the street.
11. Grantee will actively discourage guests from keeping tents outside of the site on the sidewalk and will follow HSH protocols on the issue.
12. Grantee will abate any graffiti on the site within 24 hours, weather permitting.
13. Grantee will report graffiti in the immediate area to 311.

T. Data Standards:

1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process⁴, including but not limited to:
 - a. Entering all client data within three working days (unless specifically requested to do so sooner);
 - b. Ensuring accurate dates for client enrollment, client exit, and client move in (if appropriate); and
 - c. Running monthly data quality reports and correcting errors.
2. When applicable, records entered into the ONE System shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards¹.
3. When applicable, Grantee shall meet City's Coordinated Homeless Assessment of Needs and Guidance through Effective Services (CHANGES) data standards and requirements.
4. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site.
5. 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.
6. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.
7. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

VII. Service Objectives

Grantee shall achieve the following service objectives:

- A. Grantee shall provide intake and program orientation to 100 percent of all new guests and updates for returning guests in a new stay within 24 hours of arrival to the site.

⁴ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

- B. Grantee shall achieve an average daily bed occupancy rate of 95 percent.
- C. Grantee shall create a service plan for 95 percent of participants. 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 participant's record.
- D. A minimum of 50 percent of the guests onsite during the quarterly Satisfaction Survey distribution period shall complete the survey instrument approved by HSH.
- E. 60 percent of guests shall attend monthly in-house Community Meetings (unless excused for work, school or medical appointments)
- F. 90 percent of guests with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.
- G. 90 percent of guests shall be offered referral for problem-solving and/or assessment via Adult Coordinated Entry within one week of placement.

VIII. Outcome Objectives

Grantee shall achieve the following outcome objectives:

- A. A minimum of 75 percent of guests who complete the Quarterly Satisfaction Survey shall rate the treatment by staff, connection to services and safety as good or excellent.
- B. 80 percent of Housing Referral Status guests will receive support gathering and uploading of vital documents into the ONE system and meet document readiness standards within six months of initial intake.

IX. Reporting Requirements

- A. Grantee shall input data into systems required by HSH such as the ONE system.
- B. For any quarter that maintains less than 90 percent of the total agreed upon units of service for any mode of service hereunder, Grantee shall immediately notify the Department in writing and shall specify the number of underutilized units of service.
- C. Grantee shall provide a quarterly report of activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. Grantee will enter the quarterly metrics in the CARBON database by the 15th of the month following the end of the quarter.

- D. Grantee shall provide an annual report summarizing the contract activities, referencing the tasks as described in the Service 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.
- E. Grantee shall participate, as required by Department, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee within thirty working days of receipt of any evaluation report and such response will become part of the official report.
- F. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.
- G. Grantee shall submit Project Descriptor data elements as described in HUD's latest HMIS Data Standards Manual (<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>) to HSH at the following intervals: 1) at the point of project setup; 2) when project information changes; 3) at least annually or as requested by HSH. Data is used for reporting mandated by the U.S. Department of Housing and Urban Development and California's Interagency Council on Homelessness, and to ensure HSH's ongoing accurate representation of program and inventory information for various reporting needs, including monitoring of occupancy and vacancy rates.

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

X. Monitoring Activities

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, such as, but not limited to, review of the following: guest files, Grantee's administrative records, staff training documentation, postings, program policies and procedures, data reported on Annual Performance Reports (APR), documentation of funding match sources, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

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

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will 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 and accounting policies, 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 memorandums of understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

APPENDIX B, BUDGET

Document Date	7/1/2025
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Dolores Street Community Services - Emergency Shelter

Shelter	Number of Guests Served Nightly - Reinflation Capacity	Number of Guests Served Nightly - Santa Ana Construction (Phase I)	Number of Guests Served Nightly - Jazzie's Place II Construction (Phase II)	Number of Guests Served Nightly - Post-Construction
Jazzie's Place	24	24	24	24
Santa Ana	11	-	24	24
Santa Maria	28	28	28	28
Santa Martha	28	28	28	28
Sanctuary	-	24	-	-
Jazzie's Place II	-	-	-	48
Total	91	104	104	152

	A	B	C	D	E	H	K	N	O	P	Q	R	S	T	U	V	AI
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																
2	APPENDIX B, BUDGET																
3	Document Date	7/1/2025		Duration													
4	Contract Term	Begin Date	End Date	(Years)													
5	Current Term	7/1/2021	6/30/2025	4													
6	Amended Term	7/1/2021	6/30/2027	6													
7	Provider Name	Mission Action Inc.															
8	Program	Emergency Shelter															
9	FSP Contract ID#	1000022325															
10	Action (select)	Amendment															
11	Effective Date	7/1/2025															
12	Budget Names	General Fund - Emergency Shelter , General Fund - Capital Improvements															
13		Current	New														
14	Term Budget	\$ 9,327,923	\$ 17,329,622														
15	Contingency	\$ 671,670	\$ 1,200,255	15%													
16	Not-To-Exceed	\$ 9,999,593	\$ 18,529,877		Year 1	Year 2	Year 3	Year 4			Year 5			Year 6			
17		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2021 - 6/30/2025			
18		Actuals	Actuals	Actuals	Current	Amendment	New	Actuals	Amendment	New	Actuals	Amendment	New	Current/Actuals			
19	Expenditures																
20	Salaries & Benefits	\$ 1,272,296	\$ 1,598,571	\$ 1,815,789	\$ 1,946,716	\$ -	\$ 1,946,716	\$ -	\$ 2,390,460	\$ 2,390,460	\$ -	\$ 2,543,120	\$ 2,543,120	\$ 6,633,371			
21	Operating Expense	\$ 458,286	\$ 586,037	\$ 719,761	\$ 778,456	\$ -	\$ 778,456	\$ -	\$ 980,851	\$ 980,851	\$ -	\$ 1,043,569	\$ 1,043,569	\$ 2,542,540			
22	Subtotal	\$ 1,730,582	\$ 2,184,608	\$ 2,535,550	\$ 2,725,171	\$ -	\$ 2,725,171	\$ -	\$ 3,371,310	\$ 3,371,310	\$ -	\$ 3,586,689	\$ 3,586,689	\$ 9,175,911			
23	Indirect Percentage	15.00%	15.00%	15.00%	15.00%		15.00%	15.00%	15.00%	15.00%	15.00%	15.00%	15.00%				
24	Indirect Cost (Line 21 X Line 22)	\$ 259,587	\$ 327,691	\$ 380,333	\$ 408,776	\$ -	\$ 408,776	\$ -	\$ 505,697	\$ 505,697	\$ -	\$ 538,003	\$ 538,003	\$ 1,376,387			
25	Other Expenses (Not subject to indirect %)	\$ (1,676,803)	\$ (998,510)	\$ (445,704)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (3,121,016)			
26	Capital Expenditure	\$ 200,000	\$ 367,232	\$ 241,128	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,896,643			
27	Admin Cost (HUD Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
28	Total Expenditures	\$ 513,366.19	\$ 1,881,021.11	\$ 2,711,307.33	\$ 4,222,230.21	\$ -	\$ 4,222,230.21	\$ -	\$ 3,877,007	\$ 3,877,007	\$ -	\$ 4,124,692	\$ 4,124,692	\$ 9,327,925			
29																	
30	HSH Revenues (select)																
31	General Fund - Ongoing	\$ 2,073,952	\$ 2,441,411	\$ 2,915,882	\$ 3,133,947	\$ -	\$ 3,133,947	\$ -	\$ 3,877,007	\$ 3,877,007	\$ -	\$ 4,124,692	\$ 4,124,692	\$ 10,565,192			
34	General Fund - One-Time	\$ 200,000	\$ -	\$ 330,004	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,618,287			
36	General Fund - Ongoing Shelter Enhancement	\$ -	\$ 70,888	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 70,888				
37	Adjustment to Actuals	\$ (1,393,355)	\$ (998,510)	\$ (534,579)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2,926,444)			
39		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
40	Total HSH Revenues	\$ 513,365.14	\$ 1,881,021.30	\$ 2,711,307.00	\$ 4,222,230.00	\$ -	\$ 4,222,230.00	\$ -	\$ 3,877,007	\$ 3,877,007	\$ -	\$ 4,124,692	\$ 4,124,692	\$ 9,327,923			
41	Other Revenues (to offset Total Expenditures & Reduce HSH Revenues)																
42		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
46		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
47	Total Other Revenues	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
48																	
49	Total HSH + Other Revenues	\$ 513,365.14	\$ 1,881,021.30	\$ 2,711,307.00	\$ 4,222,230.00	\$ -	\$ 4,222,230.00	\$ -	\$ 3,877,007	\$ 3,877,007	\$ -	\$ 4,124,692	\$ 4,124,692	\$ 9,327,923			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
52	Total Adjusted Salary FTE (All Budgets)						29.42				35.76			38.04			
53		*NOTE: HSH budgets typically project out revenue levels across multiple years, strictly for budget-planning purposes. All program budgets at any given year are subject to Mayor / Board of Supervisors discretion and funding availability, and are not guaranteed. For further information, please see Article 2 of the G-100 Grant Agreement document.															
54	Prepared by	Maribel Gonzalez Ruiz															
55	Phone	650-313-3348															
56	Email	maribel@dscs.org															

	A	AJ	AK
1	DEPARTMENT OF HEALTH		
2	APPENDIX B, BUDGET		
3	Document Date		
4	Contract Term		
5	Current Term		
6	Amended Term		
7	Provider Name		
8	Program		
9	FSP Contract ID#		
10	Action (select)		
11	Effective Date		
12	Budget Names		
13			
14	Term Budget		
15	Contingency		
16	Not-To-Exceed		
	All Years		
17		7/1/2021 - 6/30/2027	7/1/2021 - 6/30/2027
18		Amendment	New
19	Expenditures		
20	Salaries & Benefits	\$ 4,933,579	\$ 11,566,950
21	Operating Expense	\$ 2,024,420	\$ 4,566,960
22	Subtotal	\$ 6,957,999	\$ 16,133,910
23	Indirect Percentage		
24	Indirect Cost (Line 2)	\$ 1,043,700	\$ 2,420,087
25	Other Expenses (Not	\$ -	\$ (3,121,016)
26	Capital Expenditure	\$ -	\$ 1,896,643
27	Admin Cost (HUD Or	\$ -	\$ -
28	Total Expenditures	\$ 8,001,699	\$ 17,329,624
29			
30	HSH Revenues (select)		
31	General Fund - Ongoing	\$ 8,001,699	\$ 18,566,891
34	General Fund - One-time	\$ -	\$ 1,618,287
36	General Fund - Ongoing	\$ -	\$ 70,888
37	Adjustment to Actual	\$ -	\$ (2,926,444)
39		\$ -	\$ -
40	Total HSH Revenues	\$ 8,001,699	\$ 17,329,622
41	Other Revenues (to be reported)		
42		\$ -	\$ -
46		\$ -	\$ -
47	Total Other Revenues	\$ -	\$ -
48			
49	Total HSH + Other Revenues	\$ 8,001,699	\$ 17,329,622
50	Rev-Exp (Budget Match)	\$ -	\$ -
52	Total Adjusted Salary		
53			
54	Prepared by		
55	Phone		
56	Email		

	A	B	C	D	E	H	K	N	Q	R	S	T	U	V	AI
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING														
2	APPENDIX B, BUDGET														
3	Document Date	7/1/2025													
4	Contract Term	Begin Date	End Date	Duration (Years)											
5	Current Term	7/1/2021	6/30/2025	4											
6	Amended Term	7/1/2021	6/30/2027	6											
7	Provider Name	Mission Action Inc.													
8	Program	Emergency Shelter													
9	FSP Contract ID#	1000022325													
10	Action (select)	Amendment													
11	Effective Date	7/1/2025													
12	Budget Name	General Fund - Emergency Shelter													
13		Current	New												
14	Term Budget	\$ 8,239,640	\$ 16,241,339												
15	Contingency	\$ 671,670	\$ 1,200,255	15%											
16	Not-To-Exceed	\$ 9,999,593	\$ 18,529,877												
					Year 1	Year 2	Year 3	Year 4	EXTENSION YEAR			EXTENSION YEAR			
17		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2021 - 6/30/2025			
18		Actuals	Actuals	Actuals	Actuals	Actuals	Amendment	New	Actuals	Amendment	New	Current/Actuals			
19	Expenditures														
20	Salaries & Benefits	\$ 1,272,296	\$ 1,598,571	\$ 1,815,789	\$ 1,946,716	\$ -	\$ 2,390,460	\$ 2,390,460	\$ -	\$ 2,543,120	\$ 2,543,120	\$ 6,633,371			
21	Operating Expense	\$ 458,286	\$ 586,037	\$ 719,761	\$ 778,456	\$ -	\$ 980,851	\$ 980,851	\$ -	\$ 1,043,569	\$ 1,043,569	\$ 2,542,540			
22	Subtotal	\$ 1,730,582	\$ 2,184,608	\$ 2,535,550	\$ 2,725,171	\$ -	\$ 3,371,310	\$ 3,371,310	\$ -	\$ 3,586,689	\$ 3,586,689	\$ 9,175,911			
23	Indirect Percentage	15.00%	15.00%	15.00%	15.00%	15.00%		15.00%	15.00%		15.00%				
24	Indirect Cost (Line 22 X Line 23)	\$ 259,587	\$ 327,691	\$ 380,333	\$ 408,776	\$ -	\$ 505,697	\$ 505,697	\$ -	\$ 538,003	\$ 538,003	\$ 1,376,387			
25	Other Expenses (Not subject to indirect %)	\$ (1,676,803)	\$ (998,510)	\$ (445,704)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (3,121,016)			
26	Capital Expenditure	\$ 200,000	\$ 367,232	\$ 241,128	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 808,360			
28	Total Expenditures	\$ 513,366.19	\$ 1,881,021.11	\$ 2,711,307.33	\$ 3,133,947.21	\$ -	\$ 3,877,007	\$ 3,877,007	\$ -	\$ 4,124,692	\$ 4,124,692	\$ 8,239,641.84			
29															
30	HSH Revenues (select)														
31	General Fund - Ongoing	\$ 2,073,952	\$ 2,441,411	\$ 2,915,882	\$ 3,133,947		\$ 3,877,007	\$ 3,877,007		\$ 4,124,692	\$ 4,124,692	\$ 10,565,192			
34	General Fund - One-Time	\$ 200,000	\$ -	\$ 330,004								\$ 530,004			
36	General Fund - Ongoing Shelter Enhancement		\$ 70,888									\$ 70,888			
37	Adjustment to Actuals	\$ (1,393,355)	\$ (998,510)	\$ (534,579)								\$ (2,926,444)			
38												\$ -			
39												\$ -			
40	Total HSH Revenues	\$ 513,365.14	\$ 1,881,021.30	\$ 2,711,307.00	\$ 3,133,947.00	\$ -	\$ 3,877,007	\$ 3,877,007	\$ -	\$ 4,124,692	\$ 4,124,692	\$ 8,239,640.44			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
52															
53	Prepared by	Maribel Gonzalez Ruiz													
54	Phone	650-313-3348													
55	Email	maribel@dscs.org													
56															
57	Template last modified	1/22/2020													

	A	AJ	AK
1	DEPARTMENT OF H		
2	APPENDIX B, BUDGE		
3	Document Date		
4	Contract Term		
5	Current Term		
6	Amended Term		
7	Provider Name		
8	Program		
9	FSP Contract ID#		
10	Action (select)		
11	Effective Date		
12	Budget Name		
13			
14	Term Budget		
15	Contingency		
16	Not-To-Exceed	All Years	
17		7/1/2021 - 6/30/2027	7/1/2021 - 6/30/2027
18		Amendment	New
19	Expenditures		
20	Salaries & Benefits	\$ 4,933,579	\$ 11,566,950
21	Operating Expense	\$ 2,024,420	\$ 4,566,960
22	Subtotal	\$ 6,957,999	\$ 16,133,910
23	Indirect Percentage		
24	Indirect Cost (Line 2:	\$ 1,043,700	\$ 2,420,087
25	Other Expenses (Not	\$ -	\$ (3,121,016)
26	Capital Expenditure	\$ -	\$ 808,360
28	Total Expenditures	\$ 8,001,698.78	\$ 16,241,340.62
29			
30	HSH Revenues (selec		
31	General Fund - Ongc	\$ 8,001,699	\$ 18,566,891
34	General Fund - One-	\$ -	\$ 530,004
36	General Fund - Ongc	\$ -	\$ 70,888
37	Adjustment to Actua	\$ -	\$ (2,926,444)
38		\$ -	\$ -
39		\$ -	\$ -
40	Total HSH Revenues	\$ 8,001,699.00	\$ 16,241,339.16
50	Rev-Exp (Budget Ma		\$ -
52			
53	Prepared by		
54	Phone		
55	Email		
56			
57	Template last modif		

	A	S	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING				
2	OPERATING DETAIL				
3	Document Date				
4	Provider Name				
5	Program				
6	FSP Contract ID#				
7	Budget Name				
8					
9			All Years		
10		7/1/2026 - 6/30/2027	7/1/2021 - 6/30/2025	7/1/2021 - 6/30/2027	7/1/2021 - 6/30/2027
11		New	Current/Actuals	Modification	New
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	Rental of Property	\$ 265,255	\$ 926,750	\$ 514,568	\$ 1,441,318
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 20,462	\$ 47,839	\$ 39,694	\$ 87,533
15	Office Supplies, Postage	\$ 5,000	\$ 33,344	\$ 9,700	\$ 43,044
16	Building Maintenance Supplies and Repair	\$ 37,500	\$ 76,267	\$ 72,746	\$ 149,013
18	Insurance	\$ 65,497	\$ 150,355	\$ 127,058	\$ 277,413
19	Staff Training	\$ 5,500	\$ 29,000	\$ 10,669	\$ 39,669
20	Staff Travel-(Local & Out of Town)	\$ 6,401	\$ 15,802	\$ 12,417	\$ 28,219
22	Household and facility supplies	\$ 128,000	\$ 282,792	\$ 248,307	\$ 531,099
23	Food	\$ 366,096	\$ 616,503	\$ 710,190	\$ 1,326,692
24	Kitchen Supplies	\$ 16,700	\$ 40,179	\$ 32,396	\$ 72,575
25	Participant Activities	\$ 5,300	\$ 19,179	\$ 10,281	\$ 29,460
26	Laundry	\$ 104,958	\$ 248,612	\$ 203,608	\$ 452,220
27	Equipment	\$ 15,000	\$ 27,051	\$ 29,099	\$ 56,150
28	Telecommunications (Direct and Shared)	\$ 600	\$ 2,256	\$ 1,164	\$ 3,420
31			\$ -	\$ -	\$ -
42	<u>Consultants</u>		\$ -	\$ -	\$ -
43	IT Consulting	\$ 1,300	\$ 5,444	\$ 2,522	\$ 7,966
44			\$ -	\$ -	\$ -
54	<u>Subcontractors</u>		\$ -	\$ -	\$ -
55			\$ -	\$ -	\$ -
68	TOTAL OPERATING EXPENSES	\$ 1,043,569	\$ 2,542,540	\$ 2,024,420	\$ 4,566,960
69					

BUDGET NARRATIVE

Fiscal Year

Fiscal Term Start

Fiscal Term End

General Fund - Emergency Shelter

FY25-26

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

7/1/2025

6/30/2026

<u>Salaries & Benefits</u>	<u>Adjusted Budgeted FTE</u>	<u>Budgeted Salary</u>	<u>Justification</u>	<u>Calculation</u>	<u>Employee Name</u>
Associate Director of Programs	0.20	\$ 18,751	The Associate Director of Programs will provide additional administrative and operational oversight for all shelter and housing programs, and support with high level contract monitoring deliverables.	95,000*.20	La'Oshia Tillman
Case Managers	5.64	\$ 328,474	The additional Case Manager FTE was added to support the case management needs of our clients, and recognizing that with 91 clients daily, the program needs the additional staff to provide adequate services based on supportive services ratio of 1:25. The 1:25 ratio for this program is met with these CM FTE's in combination with the .6 FTE in the HUD-funded ESG Case Management grant.	58,240*5.64	Yanira Ramirez, Juanita Watkins, TBD
Cook	2.35	\$ 112,412	Cooking and preparing food for daily Breakfast and Dinner meals.	5 cooks @50%FTE, 47,840*2.35	Various
Program Director	0.20	\$ 25,659	This position provides overall program strategy and planning and liaises with the city on contract related matters.	\$130,000*.20	Jaime Torres
Janitor	2.82	\$ 134,909	Janitorial needs for daily cleaning.	\$47,840*2.8	Various
Lead Shelter Monitor	3.05	\$ 158,843	The Lead Shelter Monitor salary was increased to \$25/hour to reflect a living wage and to be aligned and consistent with the wages for the same position at our shelter-in-place sites. Serves as the point person for shelter shifts, assigning tasks to other monitors as necessary.	\$52,000*3.05	Cindy Genoves, Gerardo Verduzco, TBD
Maintenance Technician	1.41	\$ 73,312	Maintenance needs for repairs and other facility-related issues.	3 technicians @.39%, \$52,000*1.41	Various
Manager Cook	0.47	\$ 31,280	The Food Service Manager supervises a team of 5 cooks which prepares daily meals across program sites. Creating menus and maintaining food quality, meal safety and nutritional requirements. Purchasing within budget and vendor relationship maintenance and tracking of food receiving and billing.	\$66,560*.47	TBD
Monitor	15.04	\$ 719,437	The Shelter Monitor salary was increased to \$23/hour to reflect a living wage and to be aligned and consistent with the wages for the same position at our shelter-in-place sites. Provide site operations, maintaining good neighbor policy and upholding contract rules and guidelines.	\$47,840*15.04	Aaron Weller, Carissa Hudson, David Shrader, Rafael Vigil, Keydi Rivas Galo, Francisco Gomez, Lonnie Washington, Javier Baez, Alicia Howard, Gerardo Javier Valle Diaz, Perry Ojascastro, Josman Lampe, Juana Medina, Diana Barbosa
Program Assistant	0.12	\$ 6,443	The Program Assistant will support the programmatic needs of the site, including meal service, community activities, client flow, data entry, etc.	52000*0.12	
Site Coordinator	0.94	\$ 62,560	The Site Coordinator manages onsite operations and provide direct supervision to staff. Coordinator also works 2 shifts as lead monitor.	\$66,560@.94	Steven Reus
Facilities Staff	0.49	\$ 23,382	Responsible for delivering all program supplies, meals and laundry. Does most of the shopping.	2 @.26FTE: \$47840*.49	Various
Case Manager Supervisor	0.56	\$ 37,536	Supervises case managers and carries a case load of 16 clients.	\$66,560*.56	TBD
Associate Director of Operations	0.12	\$ 10,386	Supervises the Maintenance team, facilities and kitchen staff's daily operations, including purchasing.	\$85,000*.12	Arturo Arealvos
Director of Operations	0.12	\$ 14,662	Responsible for overseeing all facilities, kitchen and janitorial work.	\$120,000*.12	Yesenia Lacayo
Program Manager	0.94	\$ 66,733	The Program Manager oversees the congregate shelter program and insures staffing, including training.	\$71,000*.94	Stephanie Whisenton
TOTAL	35.76	\$ 1,824,778			
Employee Fringe Benefits			Includes FICA, SSUI, Workers Compensation and Medical calculated at 34% of total salaries.		
		\$ 565,681			
Salaries & Benefits Total		\$ 2,390,460			

<u>Operating Expenses</u>	<u>Budgeted Expense</u>	<u>Justification</u>	<u>Calculation</u>
Rental of Property	\$ 249,313	Rental payments for shelter site and storage, including two additional rooms added on this year. This includes two additional rooms and use of sanctuary.	actuals + cost of additional space
Utilities(Elec. Water, Gas, Phone, Scavenger)	\$ 19,232	Utilities, 5k for carry forward to dump/recycle the mattresses and beds	Actuals + additional need
Office Supplies, Postage	\$ 4,700	Office supplies and postage needed for program	
Building Maintenance Supplies and Repair	\$ 35,246	Supplies and repair costs associated with the maintenance of the program site	Actuals + additional need
Insurance	\$ 61,561	Insurance costs	
Staff Training	\$ 5,169	Staff training and development, including First Aid and CPR, LGBTQ allies training, and trauma informed care.	
Staff Travel-Local & Out of Town)	\$ 6,016	Staff travel	
Household and facility supplies	\$ 120,307	This includes cleaning supplies, facility and plumbing supplies, PPE, air purifiers, and replacement filters. This amount also includes the replacement budget for reinflation of the program (mattresses, blankets, linens).	
Food	\$ 219,219	This amount includes daily breakfast and dinner meals for clients.	\$3.3 per meal*152 participants*2 meals per day * 365 days per year
Kitchen Supplies	\$ 15,696	Supplies needed for cooking, preparing, packaging, and serving all meals.	
Participant Activities	\$ 4,981	Participant activities will include community events and special programming such as community healing sessions, art therapy, etc.	
Laundry	\$ 98,650	Laundry service needed for blankets, towels and all linens for all clients.	
Equipment	\$ 14,099	Will need to add computers, desks and chairs for new staff and dining chairs and tables for dinner service	
Consultants	\$ -		
IT Consulting	\$ 1,222	Shared IT consultant for all IT needs for program	
Subcontractors	\$ -		
	\$ -		
TOTAL OPERATING EXPENSES	\$ 855,976		
Indirect Cost	15.0%	\$ 505,697	

	A	B	C	D	N	O	P	S	V	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING											
2	APPENDIX B, BUDGET											
3	Document Date	2/1/2025										
4	Contract Term	Begin Date	End Date	Duration (Years)								
5	Current Term	7/1/2021	6/30/2025	4								
6	Amended Term	7/1/2021	6/30/2027	6								
7	Provider Name	Mission Action Inc.										
8	Program	Emergency Shelter										
9	FSP Contract ID#	1000022325										
10	Action (select)	Modification										
11	Effective Date	2/1/2025										
12	Budget Name	General Fund - Capital Improvements										
13		Current	New									
14	Term Budget	\$ 1,088,283	\$ 1,088,283									
15	Contingency	\$ 671,670	\$ 1,200,255	15%								
16	Not-To-Exceed	\$ 9,999,593	\$ 18,529,877									
					Year 4			Year 5	Year 6	All Years		
17		7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2021 - 6/30/2025	7/1/2021 - 6/30/2027	7/1/2021 - 6/30/2027			
18		Actuals	Modification	New	New	New	Current/Actuals	Modification	New			
19	Expenditures											
26	Capital Expenditure	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283
27	Admin Cost (HUD Agreements Only)		\$ -				\$ -		\$ -	\$ -	\$ -	\$ -
28	Total Expenditures	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283
29												
30	HSH Revenues (select)											
34	General Fund - One-Time	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283
39				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
40	Total HSH Revenues	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283
41	Other Revenues (to offset Total Expenditures & Reduce HSH Revenues)											
47	Total Other Revenues	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
48												
49	Total HSH + Other Revenues	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283
50	Rev-Exp (Budget Match Check)	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			\$ -
52												
53	Prepared by	Maribel Gonzalez Ruiz										
54	Phone	650-313-3348										
55	Email	maribel@dscs.org										

	A	K	L	M	P	S	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING								
2	OPERATING DETAIL								
3	Document Date								
4	Provider Name								
5	Program								
6	FSP Contract ID#								
7	Budget Name								
8									
9		Year 4			Year 5	Year 6	All Years		
10		7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2021 - 6/30/2025	7/1/2021 - 6/30/2027	7/1/2021 - 6/30/2027
11		Actuals	Modification	New	New	New	Current/Actuals	Modification	New
12	Operating Expenses	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
85									
86	Capital Expenses								
87	Unit Construction/Rehab	\$ 567,548	\$ -	\$ 567,548	\$ -	\$ -	\$ 567,548	\$ -	\$ 567,548
88	Environmental Remediation	\$ 10,000	\$ -	\$ 10,000	\$ -	\$ -	\$ 10,000	\$ -	\$ 10,000
89	GC Bond Premium/GC Insurance/GC Taxes	\$ 12,129	\$ -	\$ 12,129	\$ -	\$ -	\$ 12,129	\$ -	\$ 12,129
90	GC Overhead & Profit	\$ 32,984	\$ -	\$ 32,984	\$ -	\$ -	\$ 32,984	\$ -	\$ 32,984
91	GC General Conditions	\$ 71,757	\$ -	\$ 71,757	\$ -	\$ -	\$ 71,757	\$ -	\$ 71,757
92	Hard Cost Construction Contingency	\$ 208,325	\$ -	\$ 208,325	\$ -	\$ -	\$ 208,325	\$ -	\$ 208,325
93	Soft Costs	\$ 160,617	\$ -	\$ 160,617	\$ -	\$ -	\$ 160,617	\$ -	\$ 160,617
94	Soft Costs Contingency	\$ 24,923	\$ -	\$ 24,923	\$ -	\$ -	\$ 24,923	\$ -	\$ 24,923
100									
101	TOTAL CAPITAL EXPENSES	\$ 1,088,283	\$ -	\$ 1,088,283	\$ -	\$ -	\$ 1,088,283	\$ -	\$ 1,088,283
102									
103	HSH #3						Template last modified 1/22/2020		

BUDGET NARRATIVE

Fiscal Year

General Fund - Capital Improvem

FY24-25

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

Fiscal Term Start
7/1/2024

Fiscal Term End
6/30/2025

<u>Capital Expenses</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
Unit Construction/Rehab	\$ 567,548	Hard costs for general contractor to buildout 2 new dorms. The work will include building out new bathrooms within the dorms and increasing overall occupancy by 48 beds	1 project * project estimate cost
Environmental Remediation	\$ 10,000	Cost for lead and asbestos testing and remediation if necessary; expense based on contractor's estimate.	1 contracted work * contractor estimate
GC Bond Premium/GC Insurance/GC Taxes	\$ 12,129	General contractor bond, insurance and taxes; cost is an estimate based on expenses from previous projects and consultant's assessment.	1 cost of projected bond, insurance, taxes and expenses
GC Overhead & Profit	\$ 32,984	General contractor profit margin for project; cost is determined by contractor's and consultant's estimate	1 expense * contractor estimate of expenses
GC General Conditions	\$ 71,757	General contractor indirect costs for project; cost is determined by contractor's and consultant's estimate.	1 expense * contractor estimate of expenses
Hard Cost Construction Contingency	\$ 208,325	Coverage for unexpected construction costs; estimate provided based on industry practices.	1 expense * contractor estimate of expenses
Soft Costs	\$ 160,617	Costs including: architect design fees, MEP report, insurance - builders risk, entitlement and permit fees, furnishings, development consultant fees	1 expense * contractor estimate of expenses
Soft Costs Contingency	\$ 24,923	Coverage for unexpected soft costs; estimates provided based on industry practices	1 expense * contractor estimate of expenses
TOTAL CAPITAL EXPENSES	\$ 1,088,283		

Appendix C, Method of Payment

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

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

E. Invoicing System:

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

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

2. Grantee's Executive Director or Chief Financial Officer shall submit a letter of authorization designating specific users, including their names, emails and phone numbers, who will have access to CARBON to electronically submit and sign for invoices, submit program reports, and view other information that is in CARBON.
3. Grantee acknowledges that submittal of the invoice by Grantee's designated authorized personnel with proper login credentials constitutes Grantee's electronic signature and certification of the invoice.
4. Grantee's authorized personnel with CARBON login credentials shall not share or internally reassign logins.
5. Grantee's Executive Director or Chief Financial Officer shall immediately notify the assigned HSH Contract Manager, as listed in CARBON, via email or letter regarding any need for the restriction or termination of previously authorized CARBON users and include the name(s), email(s) and phone number(s) of those previously authorized CARBON users.
6. Grantee may invoice and submit related documentation in the format specified by HSH via paper or email only upon special, written approval from the HSH Contracts Manager.

F. Line Item Variance There shall be no variance from the line item budget submitted, which adversely affects Grantee's ability to provide services specified in the Appendix A(s), Services to be Provided of the Agreement; however, Grantee may invoice more than 100 percent of an ongoing General Fund or Our City, Our Home Fund (Prop C) line item, provided that total expenditures do not exceed the budget category amount (i.e., Salary, Operating, and/or Capital), per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.

G. Spend Down:

1. Grantee shall direct questions regarding spend down and funding source prioritization to the assigned HSH Contract and Program Managers, as listed in CARBON.
2. Generally, Grantee is expected to spend down ongoing funding proportionally to the fiscal year or project period. Grantee shall report unexpected delays and challenges to spending funds, as well as any lower than expected spending to the assigned Contract and Program Managers, as listed in CARBON prior to, or in conjunction with the invoicing period.

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

H. Documentation and Record Keeping:

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

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

General Fund	
Type	Instructions and Examples of Documentation
Revenue	Grantee shall maintain and provide documentation for all revenues that offset the costs in the Appendix B, Budget(s) covered by the Agreement each time an invoice is submitted.

4. HSH will conduct regular monitoring of provider operating expenses under \$10,000 including, but not limited to requesting supporting documentation showing invoices were paid. Grantees shall provide requested information within specified timelines. HSH reserves the right to require full documentation of invoice submission regardless of amount to ensure the Grantee's compliance with HSH's invoicing requirements.

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

A. Advance Requirements:

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

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

B. Advance Request Process:

1. Grantee shall submit a written request to the assigned HSH Contract Manager, as listed in CARBON, on an agency letterhead with a narrative justification that fully describes the unique circumstances, for review and approval. Advance requests must be submitted by the Grantee's authorized staff only.
2. HSH, at its sole discretion, may make available to Grantee up to one month of the total ongoing annualized General Fund or Prop C budget amount, per the Appendix B, Budget(s) of this Agreement. Requests for greater than one month of the ongoing annualized budget amount may be considered on a case-by-case basis only.

3. Grantee is expected to maintain adequate cash reserves for multi-year Grant agreements and not rely on cash advances to cover expenses necessary to operate Grantee's core operations.

C. Advance Repayment Process:

1. If approved by HSH, the advanced sum will be deducted from the Grantee's monthly invoices at an equal rate each month that will enable repayment before the close of the fiscal year. For example, for a twelve-month grant the rate of repayment of the advance will be 1/10th per month from July to April. An alternative period of repayment may be calculated to ensure cash flow and repayment.
2. All advance repayments must be recovered within the fiscal year for which it was made.
3. In the case where advance repayments cannot be fully recovered by deducting from the Grantee's monthly invoices, Grantee shall repay the outstanding balance via check in the amount verified by the assigned HSH Contract Manager, as listed in CARBON. Grantee shall make the repayment after the final invoice of the fiscal year has been approved to the address provided by the assigned HSH Contract Manager, as listed in CARBON.

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

Appendix D - Interests In Other City Grants

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

City Department or Commission	Program Name	Dates of Grant Term	Not-To-Exceed Amount
Mayor's Office of Housing & Community Development	Mixed-Status Families in RAD and HOPE SF Tenant-Based Rental Subsidy	July 1, 2023 – June 30, 2025	\$1,566,503
Human Services Agency	The Little Market	August 1, 2022 – June 30, 2025	\$6,525,000
Department of Building Inspection	Department of Building Inspection	July 1, 2024 – June 30, 2025	\$987,566
Department of Building Inspection	Chinatown CDC	July 1, 2024 – June 30, 2025	\$47,093
Mayor's Office of Housing & Community Development	Tenant Counseling	July 1, 2024 – June 30, 2025	\$270,000
Mayor's Office of Housing & Community Development	SFILEN	July 1, 2024 – June 30, 2025	\$2,011,062
Mayor's Office of Housing & Community Development	Hotline	July 1, 2024 – June 30, 2025	\$1,528,457
Department of Homelessness and Supportive Housing	Access Point	July 1, 2021 – June 30, 2026	\$4,173,839
Department of Homelessness and Supportive Housing	Buena Vista Horace Mann	October 15, 2018 – June 30, 2025	\$8,496,182
Mayor's Office of Housing & Community Development	Immigrant Legal Services Partnership	July 1, 2024 – June 30, 2025	\$274,364
Office of Civic Engagement & Immigrant Affairs	OCEIA DACA	July 1, 2024 – June 30, 2025	\$70,000
Mayor's Office of Housing & Community Development	MAM	July 1, 2024 – June 30, 2025	\$69,660
Mayor's Office of Housing & Community Development	SFILDC UAC	July 1, 2024 – June 30, 2025	\$325,904
Office of Labor Standard & Enforcement	OLSE	July 1, 2024 – June 30, 2025	\$77,593
Office of Civic Engagement & Immigrant Affairs	OCEIA	July 1, 2024 – June 30, 2025	\$425,000
California Domestic Workers Coalition	DWEOP	July 1, 2024 – June 30, 2025	\$65,000
Mayor's Office of Community Development	Mujeres Unidas y Activas	July 1, 2024– June 30, 2025	\$38,250
Office of Economic & Workforce Development	Co-Op	July 1, 2024 – June 30, 2025	\$225,000
Department of Homelessness and Supportive Housing	Adult Shelter	July 1, 2021 – June 30, 2025	\$9,999,593
Department of Homelessness and Supportive Housing	Casa Esperanza	March 1, 2023 - February 29, 2028	\$7,147,000

Department of Homelessness and Supportive Housing	Mission Inn	March 1, 2023 – February 29, 2028	\$10,741,000
Mayor’s Office of Community Development	Cohen HOPWA	July 1, 2024 – June 30, 2025	\$399,481
Department of Public Health	Cohen DPH	April 1, 2024 – March 31, 2025	\$240,656
Department of Homelessness and Supportive Housing	Casa Quesada	July 1, 2019 – June 30, 2026	\$3,785,882
Mayor’s Office of Community Development	Dolores Hotel	July 1, 2020 – June 30, 2035	\$14,000,884