

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

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

THIS AMENDMENT of the **July 1, 2022** Grant Agreement (the "Agreement") is dated as of **March 1, 2023** and is made in the City and County of San Francisco, State of California, by and between **FIVE KEYS SCHOOLS AND PROGRAMS** ("Grantee") and the CITY AND COUNTY OF SAN FRANCISCO, a municipal corporation ("City") acting by and through The Department of Homelessness and Supportive Housing ("Department").

RECITALS

WHEREAS, Grantee was selected pursuant to Ordinance No. 61-19, which authorizes the Department to enter into contracts without adhering to the Administrative Code provisions regarding competitive bidding and other requirements for construction work, procurement, and personal services relating to the shelter crisis; and

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

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

1. Definitions. Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Grant Agreement.

(a) **Agreement.** The term "Agreement" shall mean the Agreement dated **July 1, 2022** between Grantee and City.

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

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

3.1 Effective Date. This Agreement shall become effective when the Controller has certified to the availability of funds as set forth in

Section 2.2 and the Department has notified Grantee thereof in writing.

3.2 Duration of Term.

- (a) The term of this Agreement shall commence on **July 1, 2022** and expire on **February 28, 2023**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

ARTICLE 3 TERM

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

3.2 Duration of Term.

- (a) The term of this Agreement shall commence on **July 1, 2022** and expire on **June 30, 2023**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

2.2 ARTICLE 5 USE AND DISBURSEMENT 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 **Seven Million Nine Hundred Eighty Five Thousand Eight Hundred Sixty Nine Dollars (\$7,985,869)**.
- (b) Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement, **One Million Three Hundred Thirty Thousand Nine Hundred Seventy Eight Dollars (\$1,330,978)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency

amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

5.2 Use of Grant Funds. Grantee shall use the Grant Funds only for Eligible Expenses as set forth in Appendix A, Services to be Provided and Appendix B, Budget and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.

5.3 Disbursement Procedures. Grant Funds shall be disbursed to Grantee as follows:

(a) Grantee shall submit to the Department for approval, in the manner specified for notices pursuant to Article 15, a document (a "Funding Request") substantially in the form attached as Appendix C, Method of Payment. Any unapproved Funding Requests shall be returned by the Department to Grantee with a brief explanation why the Funding Request was rejected. If any such rejection relates only to a portion of Eligible Expenses itemized in a Funding Request, the Department shall have no obligation to disburse any Grant Funds for any other Eligible Expenses itemized in such Funding Request unless and until Grantee submits a Funding Request that is in all respects acceptable to the Department.

(b) The Department shall make all disbursements of Grant Funds pursuant to this Section through electronic payment or by check payable to Grantee sent via U.S. mail in accordance with Article 15, unless the Department otherwise agrees in writing, in its sole discretion. For electronic payment, City vendors receiving new contracts, contract renewals, or contract extensions must sign up to receive electronic payments through the City's Automated Clearing House (ACH) payments service/provider. Electronic payments are processed every business day and are safe and secure. To sign up for electronic payments, visit www.sfgov.org/ach. The Department shall make disbursements of Grant Funds as set forth in Appendix C, Method of Payment.

5.4 State or Federal Funds

(a) **Disallowance.** With respect to Grant Funds, if any, which are

ultimately provided by the State or Federal government, Grantee agrees that if Grantee claims or receives payment from City for an Eligible Expense, payment or reimbursement of which is later disallowed by the State or Federal government, Grantee shall promptly refund the disallowed amount to City upon City's request. At its option, City may offset all or any portion of the disallowed amount against any other payment due to Grantee hereunder or under any other Agreement. Any such offset with respect to a portion of the disallowed amount shall not release Grantee from Grantee's obligation hereunder to refund the remainder of the disallowed amount.

- (b) **Grant Terms.** The funding for this Agreement is provided in full or in part by a federal or state grant to the City. As part of the terms of receiving the funds, the City is required to incorporate some of the terms into this Agreement and include certain reporting requirements.

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

ARTICLE 5 USE AND DISBURSEMENT OF GRANT FUNDS

5.1 Maximum Amount of Grant Funds.

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Nine Million Eight Hundred Thousand Dollars (\$9,800,000)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Four Hundred Nine Thousand Eight Hundred Seventy Nine Dollars (\$409,879)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

5.2 Use of Grant Funds. Grantee shall use the Grant Funds only for Eligible Expenses as set forth in Appendix A, Services to be Provided and Appendix B, Budget and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.

5.3 Disbursement Procedures. Grant Funds shall be disbursed to Grantee as follows:

- (a) Grantee shall submit to the Department for approval, in the manner specified for notices pursuant to Article 15, a document (a “Funding Request”) substantially in the form attached as Appendix C, Method of Payment. Any unapproved Funding Requests shall be returned by the Department to Grantee with a brief explanation why the Funding Request was rejected. If any such rejection relates only to a portion of Eligible Expenses itemized in a Funding Request, the Department shall have no obligation to disburse any Grant Funds for any other Eligible Expenses itemized in such Funding Request unless and until Grantee submits a Funding Request that is in all respects acceptable to the Department.
- (b) The Department shall make all disbursements of Grant Funds pursuant to this Section through electronic payment or by check payable to Grantee sent via U.S. mail in accordance with Article 15, unless the Department otherwise agrees in writing, in its sole discretion. For electronic payment, City vendors receiving new contracts, contract renewals, or contract extensions must sign up to receive electronic payments through the City's Automated Clearing House (ACH) payments service/provider. Electronic payments are processed every business day and are safe and secure. To sign up for electronic payments, visit www.sfgov.org/ach. The Department shall make disbursements of Grant Funds as set forth in Appendix C, Method of Payment.

5.4 State or Federal Funds.

- (a) **Disallowance.** With respect to Grant Funds, if any, which are ultimately provided by the state or federal government, Grantee agrees that if Grantee claims or receives payment from City for an Eligible Expense, payment or reimbursement of which is later disallowed by the state or federal government, Grantee shall promptly refund the disallowed amount to City upon City's request. At its option, City may offset all or any portion of the disallowed amount against any other payment due to Grantee hereunder or under any other Agreement. Any such offset with respect to a portion of the disallowed amount shall not release Grantee from Grantee's obligation hereunder to refund the remainder of the disallowed amount.
- (b) **Grant Terms.** The funding for this Agreement is provided in full or in part by a federal or state Grant to the City. As part of the terms of receiving the funds, the City is required to incorporate some of the terms into this Agreement and include certain reporting requirements.

2.3 ARTICLE 15 NOTICES AND OTHER COMMUNICATIONS of the Agreement is deleted and replaced by the following:

15.1 Requirements. Unless otherwise specifically provided herein, all notices, consents, directions, approvals, instructions, requests and other communications hereunder shall be in writing, shall be addressed to the person and address set forth below and may be sent by U.S. mail or email, and shall be addressed as follows:

If to the Department or City: **Department of Homelessness and Supportive Housing**

Contracts Unit
440 Turk Street
San Francisco, CA 94102
hshcontracts@sfgov.org

If to Grantee:

Five Keys Schools and Programs
70 Oak Grove Street
San Francisco, CA 94107
Attn: Steve Good
Email: SteveG@Fivekeys.org

Any notice of default must be sent by registered mail.

15.2 Effective Date. All communications sent in accordance with Section 15.1 shall become effective on the date of receipt.

15.3 Change of Address. Any party hereto may designate a new address for purposes of this Article 15 by notice to the other party.

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

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

- Appendix A, Services to be Provided (dated March 1, 2023)
- Appendix B, Budget (dated March 1, 2023)
- Appendix C, Method of Payment (dated March 1, 2023)
- Appendix D, Interests in Other City Grants (dated March 1, 2023)

- 2.5 **Appendix A, Services to be Provided**, of the Agreement is hereby replaced in its entirety by **Appendix A, Services to be Provided** (dated March 1, 2023), for the period of July 1, 2022 to June 30, 2023.
- 2.6 **Appendix B, Budget**, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated March 1, 2023), for the period of July 1, 2022 to June 30, 2023.
- 2.7 **Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated March 1, 2023).
- 2.8 **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 March 1, 2023).

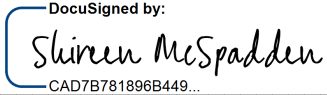
IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed as of the date first specified herein. The signatories to this Agreement warrant and represent that they have the authority to enter into this agreement on behalf of the respective parties and to bind them to the terms of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

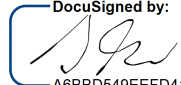
CITY

GRANTEE

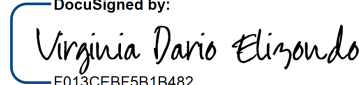
**DEPARTMENT OF HOMELESSNESS
AND SUPPORTIVE HOUSING**

**FIVE KEYS SCHOOLS AND
PROGRAMS**

By: 
Shireen McSpadden
Executive Director

By: 
Steve Good
President & CEO
City Supplier Number: 0000011181

Approved as to Form:
David Chiu
City Attorney

By: 
Virginia Dario Elizondo
Deputy City Attorney

**Appendix A: Services to be Provided
by
Five Keys Schools and Programs
Baldwin SAFE Navigation Center**

I. Purpose of Grant

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

II. Served Population

Grantee shall serve SAFE Navigation Center participants who are adults, without custody of minor children, experiencing homelessness, who have no fixed, regular, and adequate nighttime residence, are unsheltered, and have a need for adequate emergency nighttime sleeping accommodations. Grantee shall also provide property management and support services to a small number of formerly homeless legacy tenants who were residing in the Baldwin Hotel at the time of the site's conversion from the Department of Homelessness and Supportive Housing (HSH)-funded permanent supportive housing to interim housing.

III. Referral and Prioritization of SAFE Navigation Center Participants

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

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

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

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

Housing Referral Status Stay: Housing Referral Status Stays shall be used for participants who are referred after a clear path to a permanent housing is identified. With ongoing cooperation of the participant, the participant may stay at the SAFE Navigation Center until housing placement or transfer to another site. Exceptions include participants who do not cooperate or receive a Denial of Service (DOS) under the Grievance Policy (see Services Requirements). Grantee shall receive approval from HSH prior to any exits

based on non-participation in support services of individuals in a Housing Referral Status Stay.

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

- Participants who are referred with a clear housing path by an approved referral site;
- Participants who have been designated as Housing Referral Status 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 participants a respite from the streets, identify key next steps or referral placements when possible, and to start participants on the path to key service connections and benefits. Encouraging participation with Adult Coordinated Entry is key to identifying and making service connections. Time-Limited Stays are 30 days for initial placement, with the exception of specialized stays as defined by HSH. Participants 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:

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

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

IV. Description of Services

Grantee shall serve all SAFE Navigation Center participants and legacy tenants with a low barrier, harm reduction model, with limited rules, focused on specific participant actions rather than functional addictions or problems, to at least 180 participants at any given time, unless City requires Grantee to serve less 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.

Participation in Support Services is a requirement for continued placement in the SAFE Navigation Center program. Support Services offered may include, but are not limited to:

1. Intake: Grantee shall conduct an intake, and make any updates, to determine and document participant identification and stay information. The intake shall include

a program orientation outlining the services available on site. The intake shall also include established consent forms that support exchange of participant information with program partners, including the data tracking partners for purposes of program analysis.

2. **Assessment and Individual Housing-focused Service Plan:** Grantee shall conduct a support services assessment to document participant needs. Grantee shall create housing-focused service plans based on intake and assessment information. Housing-focused service plans shall include issues identified by the participant and prioritize key issues, particularly those identified by HSH and the placement referral sources, which are the focus during the participant's stay.
3. **Engagement:** Grantee shall actively engage with participants to support their connection to needed services, progress on their individual service plans and end participant homelessness. Grantee shall create a regular schedule of outreach to participants and shall provide services based on participant services plans and goals. Grantee shall provide outreach to and offer onsite services and/or referrals to all participants 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 SAFE Navigation Center participants.
4. **Case Management:**
 - a. Grantee shall provide ongoing meetings and counseling services with participants to establish goals, support individualized action and service plans, and track progress toward meeting the goals.
 - b. Grantee shall offer individual and joint services to couples, as necessary and appropriate, and in accordance with confidentiality standards. Grantee shall use these interactions to present placement options that are individual and couple focused, as appropriate to participant situation and needs.
 - c. Grantee shall assist participants in Housing Referral Status Stays in applying for and securing the required documents needed to become "document ready" for permanent housing application. This includes, but is not limited to, the acquisition of identification, income and homelessness verifications, and other required documents 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 participants 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 participants to obtain Medi-Cal, CalFresh, and County Adult Assistance Program (CAAP) benefits. As needed, HSA will outstation SFBN and CAAP Eligibility Workers (EWs) at Navigation Center sites with the goals of fully integrating benefits application services into the Navigation Center environment and approving participants for benefits without requiring

them to go to HSA offices. Grantee shall provide on-site services space for the HSA EWs when present at the site.

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

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

10. Exit Planning for legacy tenants: When legacy tenants give notice to leave housing, Grantee shall keep a record of each legacy tenant's forwarding address, whenever possible.

B. Emergency Shelter Services for SAFE Navigation Center participants:

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

1. Grantee shall provide safe and clean sleeping accommodations to at least 180 participants nightly.
2. Grantee shall provide program access without a curfew 24 hours a day, seven day a week for participants.
3. Grantee shall provide an average of two meals per day, through the HSH approved meal provider, to participants. Grantee shall make meals available to participants 24 hours per day, upon request. In the community room, Grantee shall also provide participants access to some beverages and snacks throughout the day. Grantee shall facilitate ordering, receipt, and tracking meal use by guests.
4. Grantee shall provide a program that is pet-friendly, as well as accommodating to companion, service and support animals.
5. Grantee shall provide and maintain a participant community/gathering space that is available away from sleeping areas for participant use 24 hours per day, except for limited periods when closed for cleaning to comply with the requirements of this program.
6. Grantee shall provide access to toilets, showers, meal areas, indoor lounge, participant service areas, main participant entrance point, and participant laundry facilities and detergents to facilitate fair use by all participants.
7. Grantee shall provide a method to control access, track participants and manage/document participation by collaborating with services partners who are at the program site.
8. Grantee shall provide written notice or warning to participants 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.

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).

9. Grantee shall maintain facilities in full compliance with requirements of the law and local standards. Grantee shall ensure that facilities are well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Maintenance shall occur regularly, as required by the HSH Facilities Manager and janitorial services shall occur regularly, per shift, and as required by the HSH Facilities Manager.
 - a. Grantee shall respond to all facility related requests and complaints promptly and in a manner that ensures the safety of participants 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 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.

C. Property Management Services:

Grantee shall hold a lease for the property located at 74 6th Street, San Francisco, CA 94103 and shall provide property management services at the site. Such services shall include provision of property management services to a small number of formerly homeless legacy tenants residing in the Baldwin Hotel at the time of the site's conversion from HSH-funded permanent supportive housing to interim housing. These legacy residents have permanent tenancy rights. Grantee shall provide the following property management services:

1. Collection of Rents, Security Deposits, and Other Receipts: Grantee shall collect and process rent and other housing-related payments made by legacy tenants.
 - a. Legacy tenants shall pay monthly rent of \$821, as agreed upon by HSH and the former operator of the Baldwin Hotel.
2. Lease Enforcement, Written Notices and Eviction Prevention:
 - a. Grantee shall provide written notice to legacy tenants to notify them of any issue that may affect ongoing tenancy including, but not limited to, failure to pay rent on time or in full, violations of house rules, and/or actions that are in violation of the lease agreement.

- b. When necessary, Grantee shall provide notice to legacy tenants of any actions related to the eviction process in accordance with laws in effect in San Francisco.
 - c. Grantee shall work with legacy tenants to resolve issues that put tenants at risk of eviction.
3. Building Service Payments: Grantee shall set up and manage utility accounts and services related to the property, including but not limited to communications, alarms/security, fire alarm monitoring, garbage, water/sewer, gas, electricity, laundry, and pest control. This may include elevator maintenance, as required.
4. Stewardship of Master Lease: Immediately following execution of this grant agreement, Grantee shall execute and hold a lease agreement with the owner of the Baldwin Hotel.
 - a. Grantee shall provide HSH with a copy of the master lease agreement and any amendments. Grantee shall obtain HSH approval prior to entering into any future lease amendment or other agreement with the property owner that will materially impact the HSH-funded portion of the program budget.
 - b. Grantee shall uphold all Lessee responsibilities as required under the lease and coordinate with the Landlord to meet owner's obligations, including maintenance and capital needs.
 - c. Grantee shall promptly notify HSH of any default, failure to exercise an option to extend or other situation which could impact the term of the master lease agreement.

V. Location and Time of Services

Grantee shall provide services at 74 6th Street, San Francisco, CA 94103. Services are provided 24 hours per day, seven days a week. Grantee shall provide regular intake of new participants on workdays Monday through Friday during business hours from at least 9:00 am to 5:00 pm. Grantee shall provide emergency intake of new participants 24 hours per day, seven days a week based on approved protocols and referral sources. Details and adjustments of intake hours shall be negotiated between Grantee and HSH and approved by HSH.

VI. Service Requirements

A. Shelter Expansion:

1. Related to 24/7 operations: At any time when City guidelines and requirements may allow for the site to serve a greater number of guests, changes in the number of active beds will be negotiated regarding program adjustments and timing.
2. In order to respond to weather or other emergencies HSH reserves the right to negotiate shelter expansion with the addition of mats during time-limited periods of need as identified by HSH. 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 staff in order to respond to emergencies. HSH is looking for providers at negotiated sites to be ready to

provide expansion within 24hours' notice, although HSH will attempt to give more advance notice whenever possible.

- B. Language and Interpretation Services: Grantee shall ensure that interpreter services are available, as needed to address the needs of and provide services to participants who primarily speak language(s) other than English
- C. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding participant progress.
- D. Staffing and Volunteers: Grantee shall provide the staff necessary to effectively administer SAFE Navigation Center services as defined in part by the shelter Standards of Care. Grantee shall ensure that any volunteers welcomed into the site follow the same guidelines as required of staff as it relates to the roles or projects being handled by the volunteers. Staff shall include, but not be limited to:
 - 1. At least one staff member on each shift who has at least one year of experience in providing services to homeless people, or comparable experience;
 - 2. One staff member each shift that is identified as the American Disabilities Act (ADA) liaison; and
 - 3. At least one staff member on each shift that speaks Spanish.
- E. Grantee shall use rules and responses to rule violations as a tool for engagement, making the focus on working on participant retention and participation during the participant's SAFE Navigation Center stay.
- F. Admission Policy: Admission policies for the services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that participants are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
- G. Meals and Food Safety: Grantee shall meet the following meal-related requirements:
 - 1. Offer guests meals and track usage by guest, as well as overall meal distribution;
 - 2. Manage the means to heat or maintain refrigeration of food as appropriate for distribution; and
 - 3. Grantee shall ensure that at least one staff person responsible for food handling and service has a valid Food Safety Certification.
- H. HSH Good Neighbor Policy:
 - 1. Grantee shall maintain a good relationship with the neighborhood in which the Navigation Center is located.
 - 2. Grantee shall collaborate with HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH), other relevant City agencies, and the neighborhood to ensure that neighborhood concerns about the facility are heard and addressed.

3. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings.
 4. Grantee shall provide a means for neighbors to raise issues and concerns. Grantee shall provide consistent and timely responses.
 5. Grantee shall minimize the impact of guests on the neighborhood of the Baldwin SAFE Navigation Center guests entering, exiting, or waiting for services. The SAFE Navigation Center will do this by limiting referrals, not allowing walk-ins, and having 24/7 access to the site for registered guests. Grantee shall discourage and address excessive noise within and around the site.
 6. Grantee shall actively discourage and address excessive noise from program guests and others who may be just outside the program site.
 7. Grantee shall actively discourage loitering in the area immediately surrounding the program. Coordinate with other service providers and City agencies, as necessary, to address this issue.
 8. Grantee shall, in conjunction with the HSH and other City agencies, inform neighborhood businesses and residents of the services available at the Baldwin SAFE Navigation Center and how individuals are referred.
- I. Complaint and Grievance Procedure: Grantee shall create and implement a written complaint and grievance procedure for participants 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 participant 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 participant, along with the HSH Navigation Center Program Manager or his/her designated agent.
 4. Any DOS for a SAFE Navigation Center participant must follow the Shelter Grievance Policy and procedures, unless otherwise directed by the City in cases of public health emergencies or other emergency situations.
- J. Satisfaction Survey: Grantee shall conduct a written quarterly SAFE Navigation Center Participant Satisfaction Survey in order 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.
- K. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow HSH Overdose Prevention Policy².

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

Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.

- L. Staff Training: Grantee shall promote and support staff training and development, including but not limited to training on de-escalation and safety, 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). Grantee shall also provide training on the Shelter Training Manual.
- M. City Communications and Policies: Grantee shall keep HSH informed and comply with City policies to minimize harm and risk, unless otherwise directed by the City in cases of public health or other emergency situations. City Communications and Policies include, but are not limited to:
1. Create and maintain policies and procedures around participant 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 SAFE Navigation Centers and cooperation with the Shelter Monitoring Committee at such time when that committee begins monitoring SAFE Navigation Centers;
 6. Adherence to the HSH Shelter Grievance Policy and cooperation with the Client Advocates participation in the process; and
 7. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless.
- N. Critical Incident: Grantee shall adhere to the HSH Critical Incident policies, including reports to HSH, within one business day, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report form. Grantee shall call the HSH Navigation Center Program Manager within two hours of any death or serious injury. A Critical Incident is defined as when emergency responders are called to the SAFE Navigation Center by staff or guests. SAFE Navigation Centers must also send reports for incidents in which there were no emergency responders. An example is a domestic violence incident.
- O. MOU/Subcontract Agreements: Grantee shall establish Memorandum of Understanding (MOU)/subcontract agreements with City departments and partnering service providers for services that are funded through the Grant, but not provided by the Grantee. These agreements shall define the relationships between Grantee and partnering agencies, establish lines of communication, coordination and other protocols for effective operation of the SAFE Navigation Center and the services and programs provided to the SAFE Navigation Center participants. Subcontracts include

agreements for meal provision and specialized participant support. Any subcontracted services shall coordinate participant services, schedule, and related communications in order ensure service expectations are met.

P. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).

Q. Data Standards:

1. Grantee shall maintain the current and active guest list, as well as maintaining the records of former clients who are no longer active, in the designated HSH database.
2. Grantee shall ensure compliance with the (Health Management Information System (HMIS) Participation Agreement, 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.
3. When applicable, records entered into the ONE system shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards: <https://onesf.clarityhs.help/hc/en-us/articles/360001145547-ONE-System-Continuous-Data-Quality-Improvement-Process>.
4. 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.
5. 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.

R. Record Keeping and Files:

1. Grantee shall maintain required, appropriate and confidential participant records to support tracking and analysis related to the service and outcome objectives, as well as successes of the program

2. Grantee shall maintain confidential files regarding complaints, grievances, warnings and exits/denials of service for shelter rule infractions including written notices, warnings, exit paperwork and related communications with guests.
3. Electronic participant 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 participant records.
4. Grantee shall upload copies of participant documents and records that support securing housing (e.g. birth certificate, identification, social security card) into the ONE System.
5. Grantee shall document outcomes related to every participant exit. Grantee shall collect data on the reason for exit, location upon exit, and other information related to exit tracking, and report this data to HSH upon request. Grantee shall notify Coordinated Entry and/or HSH Outreach as directed by HSH when Housing Referral status participants exit their SAFE Navigation Center program.

VII. Service Objectives

Grantee shall achieve the following service objectives annually:

A. Support Services:

1. Grantee shall provide intake and program orientation to 100 percent of all initial participants and updates for returning participants in a new stay within 24 hours of arrival to the site.
2. Grantee shall utilize intake and assessment information with partnering service providers to identify options and create a housing-focused 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.
3. 90 percent of participants shall be offered referral for problem-solving and/or assessment via Adult Coordinated Entry within one week of placement at the SAFE Navigation Center.
4. 90 percent of participants with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.
5. Grantee shall support 100 percent of Housing Referral Status participants to gather documents required to move into housing.

B. Emergency Shelter Services:

1. Grantee shall ensure that each unit, upon turnover, is clean and/or repaired within 14 days.

C. Property Management:

1. Grantee shall provide property management services to 100% of the legacy tenants.
2. Grantee shall collect at least 90 percent of monthly rent from legacy tenants.

D. Support Services, Property Management, Emergency Services:

1. Grantee shall administer a quarterly satisfaction survey and achieve at least a 50 percent response rate for both participants and legacy tenants.

VIII. Outcome Objectives

Grantee shall achieve the following outcome objectives annually:

A. Support Services

1. 80 percent of Housing Referral Status participants will meet document readiness standards within six months of initial intake.

B. Emergency Shelter Services

1. 100 percent of all staff will have completed the required annual trainings.

C. Support Services, Property Management, Emergency Services:

1. 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 to the HSH Navigation Center Program Manager, within one business day, any changes that occur to unit inventory.
- B. Grantee shall report to HSH Navigation Center Program Manager any unit that will be off-line due to turn over or damage for more than seven days.
- C. Grantee shall report via email, to the HSH Navigation Center Program Manager, regarding a unit that becomes vacant when a pre-existing tenant exits within one week.
- D. Grantee shall provide a monthly report summarizing the contract activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. Grantee shall enter the annual metrics in the CARBON database by the 15th of the month following the month of service.
- E. 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.
- F. 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.

- G. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.
- H. Grantee shall participate, as required by HSH, with City, State, and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Contractor within thirty working days of receipt of any evaluation report and such response will become part of the official report.
- I. Grantee shall adhere to the Department's Critical Incident Report Policy and report critical incidents to the Department using the Critical Incident Report. Examples of critical incidents include death, fire, acts of violence, or any other incident which requires the involvement of emergency services.

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, participant files, review of the Grantee's administrative records, staff training documentation, postings, program policies and procedures, reported program data, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.
 - 1. Monitoring of program participation in the ONE system may include, but not limited to, data quality reports from the ONE system, records of timeliness of data entry, and attendance records at required training and agency lead meetings.
- B. Fiscal Compliance and Contract Monitoring: Grantee is subject to fiscal and compliance monitoring, which may include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

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

Document Date	7/1/2021		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	7/1/2022	2/28/2023	1
Amended Term	7/1/2022	6/30/2023	1

Approved Subcontractors

Providence Foundation of San Francisco

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

Document Date	7/1/2021		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	7/1/2022	2/28/2023	1
Amended Term	7/1/2022	6/30/2023	1
			Year 1
Service Component			7/1/2022 - 6/30/2023
Support Services			180
Emergency Shelter			180

Contract year	1	1	1
FY begin date	#####	#####	#####
FY end date	#####	#####	#####
Document date	#####	#####	#####
Extension Year	0	0	0



DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

APPENDIX B, BUDGET

Document Date	2/28/2023		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	7/1/2022	2/28/2023	1
Amended Term	7/1/2022	6/30/2023	1
Provider Name	Five Keys Schools and Programs		
Program	Baldwin SAFE Navigation Center		
F&P Contract ID#	1000026026		
Action (select)	Amendment		
Effective Date	3/1/2023		
Budget Name	HHAP 3 - Navigation Center		

	Current	New	
Term Budget	\$ 6,698,569	\$ 9,390,121	4%
Contingency	\$ 1,287,300	\$ 409,879	
Not-To-Exceed	\$ 7,985,869	\$ 9,800,000	

4 Month Extension

	Year 1			All Years		
	7/1/2022 - 2/28/2023	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023	7/1/2022 - 2/28/2023	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023
	Current/Actuals	Amendment	New	Current/Actuals	Amendment	New
Expenditures						
Salaries & Benefits	\$ 1,566,831	\$ 822,330	\$ 2,389,161	\$ 1,566,831	\$ 822,330	\$ 2,389,161
Operating Expense	\$ 1,765,761	\$ 870,381	\$ 2,636,142	\$ 1,765,761	\$ 870,381	\$ 2,636,142
Subtotal	\$ 3,332,592	\$ 1,692,711	\$ 5,025,303	\$ 3,332,592	\$ 1,692,711	\$ 5,025,303
Indirect Percentage	15%		16%			
Indirect Cost (Line 22 X Line 23)	\$ 499,889	\$ 285,344	\$ 785,232	\$ 499,889	\$ 285,344	\$ 785,232
Other Expenses (Not subject to indirect %)	\$ 1,426,992	\$ 713,496	\$ 2,140,488	\$ 1,426,992	\$ 713,496	\$ 2,140,488
Capital Expenditure	\$ 1,439,097	\$ -	\$ 1,439,097	\$ 1,439,097	\$ -	\$ 1,439,097
Total Expenditures	\$ 6,698,570	\$ 2,691,550	\$ 9,390,121	\$ 6,698,570	\$ 2,691,550	\$ 9,390,121
HSH Revenues (select)						
State HHAP 3 - Ongoing	\$ 5,259,472	\$ 2,691,552	\$ 7,951,024	\$ 5,259,472	\$ 2,691,552	\$ 7,951,024
State HHAP 3 - One-Time	\$ 1,439,097		\$ 1,439,097	\$ 1,439,097	\$ -	\$ 1,439,097
			\$ -	\$ -	\$ -	\$ -
Total HSH Revenues	\$ 6,698,569	\$ 2,691,552	\$ 9,390,121	\$ 6,698,569	\$ 2,691,552	\$ 9,390,121
Other Revenues (to offset Total Expenditures & Reduce HSH Revenues)			\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -
Total Other Revenues	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total HSH + Other Revenues	\$ 6,698,569	\$ 2,691,552	\$ 9,390,121	\$ 6,698,569	\$ 2,691,552	\$ 9,390,121
Rev-Exp (Budget Match Check)	\$ -		\$ -	\$ -		\$ -

Prepared by	Elyse Graham
Phone	
Email	

Template last modified	9/1/2021
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DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

SALARY & BENEFIT DETAIL

Document Date	2/28/2023
Provider Name	Five Keys Schools and Programs
Program	Baldwin SAFE Navigation Center
FSP Contract ID#	1000026026
Budget Name	HHAP 3 - Navigation Center

POSITION TITLE	Year 1							All Years		
	Agency Totals		For HSH Funded Program		7/1/2022 - 2/28/2023	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023	7/1/2022 - 2/28/2023	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023
	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Current/Actuals	Amendment	New	Current/Actuals	Modification	New
					Budgeted Salary	Change	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary
Co Director of Housing	\$ 120,000	1.00	5%	0.05	\$ 4,000	\$ 2,000	\$ 6,000	\$ 4,000	\$ 2,000	\$ 6,000
Deputy Director Operations	\$ 105,000	1.00	5%	0.05	\$ 3,500	\$ 1,750	\$ 5,250	\$ 3,500	\$ 1,750	\$ 5,250
Deputy Director Guest Services	\$ 90,000	1.00	5%	0.05	\$ 3,000	\$ 1,500	\$ 4,500	\$ 3,000	\$ 1,500	\$ 4,500
Site Director	\$ 95,000	1.00	100%	1.00	\$ 63,333	\$ 31,667	\$ 95,000	\$ 63,333	\$ 31,667	\$ 95,000
Property Manager/Assistant Site Manager	\$ 81,000	1.00	100%	1.00	\$ 54,000	\$ 27,000	\$ 81,000	\$ 54,000	\$ 27,000	\$ 81,000
Shift Supervisor	\$ 64,480	3.20	100%	3.20	\$ 137,557	\$ 68,779	\$ 206,336	\$ 137,557	\$ 68,779	\$ 206,336
Ambassadors	\$ 45,760	22.25	100%	22.25	\$ 678,773	\$ 339,387	\$ 1,018,160	\$ 678,773	\$ 339,387	\$ 1,018,160
Maintenance Staff	\$ 52,000	1.00	100%	1.00	\$ 34,667	\$ 17,333	\$ 52,000	\$ 34,667	\$ 17,333	\$ 52,000
Maintenance Supervisor	\$ 73,000	1.00	75%	0.75	\$ 91,520	\$ (36,770)	\$ 54,750	\$ 91,520	\$ (36,770)	\$ 54,750
Housekeeping	\$ 45,760	3.00	100%	3.00	\$ 18,250	\$ 119,030	\$ 137,280	\$ 18,250	\$ 119,030	\$ 137,280
Data Management	\$ 52,000	1.00	25%	0.25	\$ 4,578	\$ 8,422	\$ 13,000	\$ 4,578	\$ 8,422	\$ 13,000
Activities Coordinator	\$ 58,000	1.00	100%	1.00	\$ 29,000	\$ 29,000	\$ 58,000	\$ 29,000	\$ 29,000	\$ 58,000
				0.00		\$ -	\$ -	\$ -	\$ -	\$ -
				0.00		\$ -	\$ -	\$ -	\$ -	\$ -
	TOTAL SALARIES				\$ 1,135,385	\$ 595,891	\$ 1,731,276	\$ 1,135,385	\$ 595,891	\$ 1,731,276
	TOTAL FTE		33.60							
	FRINGE BENEFIT RATE				38.00%	0.00%	38.00%			
	EMPLOYEE FRINGE BENEFITS				\$ 431,446	\$ 226,439	\$ 657,885	\$ 431,446	\$ 226,439	\$ 657,885
	TOTAL SALARIES & BENEFITS				\$ 1,566,831	\$ 822,330	\$ 2,389,161	\$ 1,566,831	\$ 822,330	\$ 2,389,161

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

OPERATING DETAIL

Document Date	2/28/2023
Provider Name	Five Keys Schools and Programs
Program	Baldwin SAFE Navigation Center
FSP Contract ID#	1000026026
Budget Name	HHAP 3 - Navigation Center

4 Month Extension

	Year 1			All Years		
	7/1/2022 - 2/28/2023	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023	7/1/2022 - 2/28/2023	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023
	Current/Actuals	Amendment	New	Current/Actuals	Modification	New
	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
Operating Expenses						
Rental of Property	\$ 1,276,000	\$ 638,000	\$ 1,914,000	\$ 1,276,000	\$ 638,000	\$ 1,914,000
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 123,333	\$ 61,667	\$ 185,000	\$ 123,333	\$ 61,667	\$ 185,000
Office Supplies, Postage	\$ 5,315	\$ 2,657	\$ 7,972	\$ 5,315	\$ 2,657	\$ 7,972
Building Maintenance Supplies and Repair	\$ 74,667	\$ 37,333	\$ 112,000	\$ 74,667	\$ 37,333	\$ 112,000
Printing and Reproduction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ 6,667	\$ 3,333	\$ 10,000	\$ 6,667	\$ 3,333	\$ 10,000
Staff Training	\$ 11,333	\$ 5,667	\$ 17,000	\$ 11,333	\$ 5,667	\$ 17,000
Staff Travel(Local & Out of Town)	\$ 600	\$ 300	\$ 900	\$ 600	\$ 300	\$ 900
Rental of Equipment	\$ 2,600	\$ 1,300	\$ 3,900	\$ 2,600	\$ 1,300	\$ 3,900
Cleaning/Janitorial Supplies	\$ 26,667	\$ 13,333	\$ 40,000	\$ 26,667	\$ 13,333	\$ 40,000
Cable/Internet	\$ 13,333	\$ 6,667	\$ 20,000	\$ 13,333	\$ 6,667	\$ 20,000
Fire/Security Monitoring Contract	\$ 10,667	\$ 5,333	\$ 16,000	\$ 10,667	\$ 5,333	\$ 16,000
Linen Laundry	\$ 27,333	\$ 13,667	\$ 41,000	\$ 27,333	\$ 13,667	\$ 41,000
Client Supplemental Food	\$ 12,000	\$ 6,000	\$ 18,000	\$ 12,000	\$ 6,000	\$ 18,000
Client Supplies (hygiene, etc)	\$ 61,580	\$ 30,790	\$ 92,370	\$ 61,580	\$ 30,790	\$ 92,370
Client Transportation	\$ 2,000	\$ 1,000	\$ 3,000	\$ 2,000	\$ 1,000	\$ 3,000
Furniture, Fixtures, Equipment	\$ 33,333	\$ 16,667	\$ 50,000	\$ 33,333	\$ 16,667	\$ 50,000
Dump Runs	\$ 5,333	\$ 2,667	\$ 8,000	\$ 5,333	\$ 2,667	\$ 8,000
Pest Control	\$ 32,000	\$ 16,000	\$ 48,000	\$ 32,000	\$ 16,000	\$ 48,000
Staff Supplies, First Aid Kits/Medical Supplies/Uniform	\$ 16,000	\$ 8,000	\$ 24,000	\$ 16,000	\$ 8,000	\$ 24,000
Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Subcontractors (First \$25k Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Providence Foundation	\$ 25,000	\$ -	\$ 25,000	\$ 25,000	\$ -	\$ 25,000
TOTAL OPERATING EXPENSES	\$ 1,765,761	\$ 870,381	\$ 2,636,142	\$ 1,765,761	\$ 870,381	\$ 2,636,142
Other Expenses (not subject to indirect cost %)						
Providence Foundation	\$ 1,426,992	\$ 713,496	\$ 2,140,488	\$ 1,426,992	\$ 713,496	\$ 2,140,488
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL OTHER EXPENSES	\$ 1,426,992	\$ 713,496	\$ 2,140,488	\$ 1,426,992	\$ 713,496	\$ 2,140,488
Capital Expenses						
Furniture, Fixtures, Equipment (FFE)	\$ 445,000	\$ -	\$ 445,000	\$ 445,000	\$ -	\$ 445,000
Initial Room Rehab/Turnover	\$ 609,450	\$ -	\$ 609,450	\$ 609,450	\$ -	\$ 609,450
One-Time Start Up Costs	\$ 115,652	\$ -	\$ 115,652	\$ 115,652	\$ -	\$ 115,652
Flooring	\$ 88,475	\$ -	\$ 88,475	\$ 88,475	\$ -	\$ 88,475
Door Locks	\$ 180,520	\$ -	\$ 180,520	\$ 180,520	\$ -	\$ 180,520
TOTAL CAPITAL EXPENSES	\$ 1,439,097	\$ -	\$ 1,439,097	\$ 1,439,097	\$ -	\$ 1,439,097
HSH #3				Template last modified 9/1/2021		

BUDGET NARRATIVE

Fiscal Year

HHAP 3 - Navigation Center

FY22-23

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

<u>Salaries & Benefits</u>	<u>Adjusted</u>	<u>Budgeted</u>	<u>Justification</u>	<u>Calculation</u>	<u>Employee Name</u>
Co Director of Housing	0.05	\$ 6,000	Oversees 5 Keys housing sites	0.05 FTE Director of Housing at \$120,000 = \$6,000	Megan Phalon
Deputy Director Operations	0.05	\$ 5,250	Assist and organize Site Directors in administrative tasks, compliance, and	0.05 FTE Deputy Director Admin at \$105,000 = \$5,250	Alysha Comejo
Deputy Director Guest Services	0.05	\$ 4,500	Ensures that all residents and treated with excellent customer services, and	0.05 FTE Deputy Director Guest Services at \$90,000 = \$4,500	Jamil Wilson
HR Generalist	0.00	\$ -	HR Compliance, employee escalations, terminations,	0.13 FTE HR Generalist at \$87,379 = \$11,359	Michael Hoskins
Hiring Specialist	0.00	\$ -	Recruit, screen, interview, hire and onboard applicants for all sites	0.13 FTE Hiring Specialist at \$65,000 = \$8,450	TBD / Kai Lindsay
Site Director	1.00	\$ 95,000	Oversight of shift activities and staffing, accountability, safety, emergency	1 FTE Site Director at \$95,000	TBD
Property Manager/Assistant Site Manager	1.00	\$ 81,000	Assists Site Manager with site operations and other ad-hoc activities as needed	1 FTE Assistant Site Manager at \$81,000	TBD
Shift Supervisor	3.20	\$ 206,336	Supervises ambassadors during shift and ensures that operations are running well	21 shifts * 1 supervisor/ 5 days a week = 3.2 FTE *\$64,480 =\$206,336	Roy Apao / Various
Ambassadors	22.25	\$ 1,018,160	Ensure guest safety and comfort, de-escalate conflicts, provide access to food, hygiene, and basic needs.	14 shifts * 7 ambassadors/ 5 days a week and 7 shifts * 6 ambassadors/5 days a week = 22.5 FTE *\$45,760 = \$1,018,160	Various
Maintenance Staff	1.00	\$ 52,000	Building maintenance and repairs	1 FTE @ \$52,000	Christine Haverick
Maintenance Supervisor	0.75	\$ 54,750	Supervises maintenance/janitorial staff	.75 FTE @ \$73,000	Johnathon Cross
Housekeeping	3.00	\$ 137,280	Janitorial/housekeeping services	3 FTE @ \$45,760	Various
Data Management	0.25	\$ 13,000	Manages client & program data	0.25 FTE @ \$52,000	TBD
Activities Coordinator	1.00	\$ 58,000	Manages & coordinated guest activities on-site	1 FTE @ \$58,000	TBD
	0.00	\$ -			
	0.00	\$ -			
TOTAL	33.60	\$ 1,731,276			
Employee Fringe Benefits		\$ 657,885	Includes FICA, SSUI, Workers Compensation and Medical calculated at 38% of		
Salaries & Benefits Total		\$ 2,389,161			

<u>Operating Expenses</u>	<u>Budgeted Expense</u>	<u>Justification</u>	<u>Calculation</u>
Rental of Property	\$ 1,914,000	Total rental of property cost	
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 185,000	PGE, Water, and Garbage	
Office Supplies, Postage	\$ 7,972	Cost of office supplies (ex. computer, printers) and postage	
Building Maintenance Supplies and Repair	\$ 112,000	Building Maintenance	
Printing and Reproduction	\$ -	Printing and Reproduction	
Insurance	\$ 10,000	Liability Insurance	
Staff Training	\$ 17,000	Provide ongoing staff training to improve performance, knowledge, and safety	
Staff Travel(Local & Out of Town)	\$ 900	Staff travel	
Rental of Equipment	\$ 3,900	Rental of photocopier	
Cleaning/Janitorial Supplies	\$ 40,000	Supplies used by janitorial staff	
Cable/Internet	\$ 20,000	Cable and Internet Costs	
Fire/Security Monitoring Contract	\$ 16,000	Contract costs for fire prevention measures	
Linen Laundry	\$ 41,000	Costs of maintaining linen in housing	
Client Supplemental Food	\$ 18,000	Food provided to clients by Five Keys	
Client Supplies (hygiene, etc)	\$ 92,370	Essential supplies provided to clients	
Client Transportation	\$ 3,000	Client transportation to and from location	
Furniture, Fixtures, Equipment	\$ 50,000	Costs to maintain furniture, fixtures, and equipment	
Dump Runs	\$ 8,000	Dump abandoned items left behind by guests.	
Pest Control	\$ 48,000	Measures against infestations, etc.	
Subcontractors (First \$25k Only)	\$ -		
Providence Foundation	\$ 25,000	Sub-contract includes case management staff, ambassadors, intake coordinator,	Capped at \$25,000 for this line
	\$ -		
	\$ -		
TOTAL OPERATING EXPENSES	\$ 2,636,142		
Indirect Cost	15.6%	\$ 785,232	

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
Providence Foundation	\$ 2,140,488	Sub-contract includes case management staff, ambassadors, intake coordinator,	
	\$ -		
TOTAL OTHER EXPENSES	\$ 2,140,488		

<u>Capital Expenses</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
Furniture, Fixtures, Equipment (FFE)	\$ 445,000	FFE purchased by Five Keys to supplement existing furniture at the site in rooms,	
Initial Room Rehab/Turnover	\$ 609,450	Rehab of rooms after PSH tenants move out to prepare for shelter guests. Owner	
One-Time Start Up Costs	\$ 115,652	Costs include: security cameras and installation, signage and lighting situations,	
Flooring	\$ 88,475	Replace flooring	
Door Locks	\$ 180,520	Replace door locks to electronic keypad locks	
	\$ -		
	\$ -		
TOTAL CAPITAL EXPENSES	\$ 1,439,097		

Appendix C, Method of Payment

- I. Actual Costs:** In accordance with Article 5 Use and Disbursement of Grant Funds of the Grant Agreement, payments shall be made for actual costs incurred and reported for each month within the budget term (e.g., Fiscal Year or Project Term). Under no circumstances shall payment exceed the amount set forth in Appendix B, Budget(s) of the Agreement.
- II. General Instructions for Invoice Submittal:** Grantee invoices shall include actual expenditures for eligible activities incurred during the month.
- A. Timelines: Grantee shall submit all invoices and any related required documentation in the format specified below, after costs have been incurred, and within 15 days after the month the service has occurred. All final invoices must be submitted 15 days after the close of the fiscal year or project period.

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

B. Invoicing System:

1. Grantee shall submit invoices and all required supporting documentation demonstrating evidence of the expenditure through the Department of Homelessness and Supportive Housing (HSH)'s web-based Contracts Administration, Reporting, and Billing Online (CARBON) System at: <https://contracts.sfhsa.org>.
2. Grantee's Executive Director or Chief Financial Officer shall submit a letter of authorization designating specific users, including their names, emails and phone numbers, who will have access to CARBON to electronically submit and sign for invoices, submit program reports, and view other information that is in CARBON.

3. Grantee acknowledges that submittal of the invoice by Grantee's designated authorized personnel with proper login credentials constitutes Grantee's electronic signature and certification of the invoice.
 4. Grantee's authorized personnel with CARBON login credentials shall not share or internally reassign logins.
 5. Grantee's Executive Director or Chief Financial Officer shall immediately notify the assigned HSH Contract Manager, as listed in CARBON, via email or letter regarding any need for the restriction or termination of previously authorized CARBON users and include the name(s), email(s) and phone number(s) of those previously authorized CARBON users.
 6. Grantee may invoice and submit related documentation in the format specified by HSH via paper or email only upon special, written approval from the HSH Contracts Manager.
- C. Line Item Variance: There shall be no variance from the line item budget submitted, which adversely affects Grantee's ability to provide services specified in the Appendix A(s), Services to be Provided of the Agreement; however, Grantee may invoice up to 110 percent of an ongoing General Fund or Prop C line item, provided that total expenditures do not exceed the total budget amount, per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.
- D. Spend Down
1. Grantee shall direct questions regarding spend down and funding source prioritization to the assigned HSH Contract and Program Managers, as listed in CARBON.
 2. Generally, Grantee is expected to spend down ongoing funding proportionally to the fiscal year or project period. Grantee shall report unexpected delays and challenges to spending funds, as well as any lower than expected spending to the assigned Contract and Program Managers, as listed in CARBON prior to, or in conjunction with the invoicing period.
 3. Failure to spend significant amounts of funding, especially non-General Fund dollars, may result in reductions to future allocations. HSH may set specific spend down targets and communicate those to Grantees.
- E. Documentation and Record Keeping:
1. In accordance with Article 5 Use and Disbursement of Grant Funds; Article 6 Reporting Requirements; Audits; Penalties for False Claims; and the Appendix A(s), Services to be Provided of the Agreement, Grantee shall keep electronic or hard copy records and documentation of all HSH invoiced costs, including, but not limited to, payroll records; paid invoices; receipts; and payments made for a period not fewer

than five years after final payment under this Agreement, and shall provide to the City upon request.

- a. HSH reserves the right to modify the terms of this Appendix in cases where Grantee has demonstrated issues with spend down, accuracy, and timeliness of invoices.
 - b. In addition to the instructions below, HSH will request and review supporting documentation on the following occasions without modification to this Appendix:
 - 1) Program Monitoring;
 - 2) Fiscal and Compliance Monitoring;
 - 3) Year End Invoice Review;
 - 4) Monthly Invoice Review;
 - 5) As needed per HSH request; and/or
 - 6) As needed to fulfill audit and other monitoring requirements.
2. All documentation requested by and submitted to HSH must:
- a. Be easily searchable (e.g., PDF) or summarized;
 - b. Clearly match the Appendix B, Budget(s) line items and eligible activities;
 - c. Not include identifiable served population information (e.g., tenant, client, Protected Health Information (PHI), Personally Identifiable Information (PII)); and
 - d. Include only subcontracted costs that are reflected in the Appendix B, Budget(s). HSH will not pay for subcontractor costs that are not reflected in the Appendix B, Budget(s). All subcontractors must also be listed in the Permitted Subcontractors Appendix.
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.

State Homeless Housing, Assistance, and Prevention Program (HHAP)	
Type	Instructions and Examples of Documentation
Salaries & Benefits	<p>Grantee shall maintain and provide documentation for all approved payroll expenses paid to any personnel included in the Appendix B, Budget(s) covered by the Agreement and invoice period each time an invoice is submitted.</p> <p>Documentation shall include, but is not limited to, historical and current payroll information from a payroll service or a payroll ledger from Grantee’s accounting system and must include employee name, title, rate, and hours worked for each pay period.</p>
Operating	<p>Grantee shall maintain documentation for all approved Operating costs included in the Appendix B, Budget(s). Each time an invoice is submitted, Grantee shall upload documentation for all Subcontractor and Consultant costs,</p>

State Homeless Housing, Assistance, and Prevention Program (HHAP)	
Type	Instructions and Examples of Documentation
	and documentation for any Operating line items that exceed \$10,000. Documentation may include, but is not limited to, receipts of purchases or paid invoices of recurring expenditures, such as lease payments; copies of current leases; subcontractor payments; equipment lease invoices; and utility payments.
Capital and/or One-Time Funding	Grantee shall maintain and provide documentation for all approved Capital and/or One-Time Funding costs included in the Appendix B, Budget(s) time an invoice is submitted. Documentation may include receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.
Revenue	Grantee shall maintain and provide documentation for all revenues that offset the costs in the Appendix B, Budget(s) covered by the Agreement each time an invoice is submitted.

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

A. Advance Requirements:

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

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

B. Advance Request Process:

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

C. Advance Repayment Process:

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

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

Appendix D - Interests In Other City Grants

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

City Department or Commission	Date of Grant	Amount of Grant
San Francisco Mayors Office of Housing and Community Development	7/1/22 – 6/30/23	\$63,368
San Francisco Human Services Agency	7/1/19 – 6/30/24	\$336,641
San Francisco Human Services Agency	7/1/19 – 6/30/24	\$99,305
San Francisco Human Services Agency	5/1/21 – 6/30/23	\$231,000
Office of Economic and Workforce Development	7/1/21 – 6/30/23	\$200,000
Office of Economic and Workforce Development	7/1/21 – 6/30/23	\$414,412
SF Adult Probation Department	2/1/21 – 7/31/23	\$130,000
Department Homelessness and Supportive Housing (HSH) – Flex Housing Subsidy Pool	2/15/21 – 6/30/23	\$6,000,000
Department Homelessness and Supportive Housing (HSH) – Adante Non-Congregate Shelter	3/1/22 – 6/30/23	\$8,015,742
Department Homelessness and Supportive Housing (HSH) – Artmar Hotel	6/1/21 – 6/30/24	\$6,704,364
Department Homelessness and Supportive Housing (HSH) – Bayshore Navigation Center	1/1/21 – 6/30/23	\$9,915,220
Department Homelessness and Supportive Housing (HSH) – Embarcadero SAFE Center	9/1/20 – 12/31/23	\$15,041,837
Department Homelessness and Supportive Housing (HSH) – Ellis Semi-Congregate Shelter	12/15/22 – 11/30/23	\$7,931,342.00
Department Homelessness and Supportive Housing (HSH) – Next Door Site S	12/1/20 – 6/30/25	\$32,449,102
Department Homelessness and Supportive Housing (HSH) – SIP Site 10	9/1/20 – 3/31/23	\$27,232,424
Department Homelessness and Supportive Housing (HSH) – SIP Site 35	9/1/20 – 6/30/23	\$8,204,728
Department Homelessness and Supportive Housing (HSH) - Street Ambassador Services	6/1/22 – 6/30/24	\$5,439,942
Department Homelessness and Supportive Housing (HSH) - Support Services at 835 Turk	6/1/22 – 6/30/25	\$2,836,435