

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

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

THIS AMENDMENT of the **June 1, 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 **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 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 update the grant amount and extend the agreement term; and

WHEREAS, the City's Homelessness Oversight Commission approved this Amendment by Resolution No. 25-016 on March 6, 2025; and

WHEREAS, the Board of Supervisors approved this Amendment under San Francisco Charter Section 9.118 by Resolution No. 157-25 on April 15, 2025; 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 **June 1, 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 **June 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 **June 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 Five Thousand Three Hundred Thirty Seven Dollars (\$9,055,337)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Five Hundred Fifty Eight Thousand Two Hundred One Dollars (\$558,201)** 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:

5.2 Maximum Amount of Grant Funds.

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Thirteen Million Nine Hundred Twelve Thousand Six Hundred Thirty Three (\$13,912,633)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Six Hundred Ninety Seven Thousand Five Hundred Forty Six Dollars (\$697,546)** 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 ARTICLE 15 NOTICES AND OTHER COMMUNICATIONS of the Agreement is 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 certified mail or other trackable written communication.

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.

16.19 Distribution of Beverages and Water

(a) **Sugar-Sweetened Beverage Prohibition.** Grantee agrees that it shall not sell, provide, or otherwise distribute Sugar-Sweetened Beverages, as defined by San Francisco Administrative Code Chapter 101, as part of its performance of this Agreement.

(b) **Waived pursuant to San Francisco Environment Code Chapter 24, section 2406. (Packaged Water Prohibition).**

- 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-1, Services to be Provided (dated July 1, 2025)
Appendix A-2, Services to be Provided (dated 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)
Appendix E, Anti-Violence and Weapons Policy (dated July 1, 2025)

- 2.5 Appendix A-1, Services to be Provided**, of the Agreement is hereby replaced in its entirety by **Appendix A-1, Services to be Provided** (dated July 1, 2025), for the period of July 1, 2025 to June 30, 2027.
- 2.6 Appendix A-2, Services to be Provided**, of the Agreement is hereby replaced in its entirety by **Appendix A-2, Services to be Provided** (dated July 1, 2025), for the period of July 1, 2025 to June 30, 2027.
- 2.7 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 June 1, 2021 to June 30, 2027.
- 2.8 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).
- 2.9 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).
- 2.10 Appendix E, Anti-Violence and Weapons Policy**, is hereby added as an Appendix to the Agreement.

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

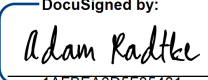
**DEPARTMENT OF HOMELESSNESS
AND SUPPORTIVE HOUSING**

**FIVE KEYS SCHOOLS AND
PROGRAMS**

By:  5/21/2025
CAD7B781896B349...
 Shireen McSpadden Date
 Executive Director

By:  5/16/2025
A6BBD549EEFD413...
 Steve Good Date
 Executive Director
 City Supplier Number: 0000011181

Approved as to Form:
 David Chiu
 City Attorney

By:  5/19/2025
1AFBEA6D5F35481...
 Adam Radtke Date
 Deputy City Attorney

**Appendix A-1, Services to be Provided
by
Five Keys Schools and Programs
Artmar Hotel Property Management**

I. Purpose of Grant

The purpose of the grant is to provide Property Management and Master Lease Stewardship to the served population. The goals of these services are to support tenants in retaining their housing; or moving to other appropriate housing.

II. Served Population

Grantee shall serve transition age youth (TAY) tenants experiencing homelessness, ages 18 to 24, and will also serve those ages 25 to 27 who have been part of the homelessness response system (HRS) as TAY.

III. Referral and Prioritization

All new tenants will be referred by the Department of Homelessness and Supportive Housing (HSH) via the Coordinated Entry System, which organizes the City's HRS with a common, population-specific assessment, centralized data system, and prioritization method.

Eligibility criteria for permanent supportive housing (PSH) varies upon the subsidy funding source and may include meeting a definition of homelessness at the time of referral and placement, enrollment in specific benefits programs, income criteria and/or the ability to live independently within the structure of the housing program. Tenants who meet eligibility criteria for PSH are prioritized based on various criteria, such as levels of vulnerability, length and history of homelessness, and severity of housing barriers.

IV. Description of Services

Grantee shall provide Property Management to the total number of units listed in Appendix B, Budget ("Number Served" tab).

A. Property Management

1. Program Applicant Selection and Intake: Grantee shall align with Housing First principles and follow the processes agreed upon by Grantee, HSH, property owner, housing subsidy administrators, fair housing laws, and/or other entities involved with referrals.

Under Housing First, tenant screening and selection practices must promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services. Applicants must not be rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness."

Grantee shall adhere to all published HSH policies, including, but not limited to those covering tenant intake, HSH housing documentation, reasonable

accommodation, and transfers when accepting referrals and placing tenants into housing.

2. **Tenant Lease Set-Up:** Grantee shall draft, provide, and sign a rental agreement with each tenant at the time of move-in. The lease agreement shall include Community Rules, the Lease Addendum for City & County of San Francisco PSH, HSH Resident Emergency Safety Check Policy Notice, and other pertinent Lease Addenda. Grantee shall review its Grievance policies and procedures and HSH policies and procedures with tenants at the time of lease signing.
3. **Annual Tenant Re-certification:** As required by rental subsidy type, Grantee shall re-certify tenant income annually. This is generally done on the anniversary of a tenant's move-in date.
4. **Collection of Rents, Security Deposits, and Other Receipts:** Grantee shall collect and process rent and other housing-related payments (e.g. security deposit) made by tenants.
 - a. Grantee shall communicate and coordinate with local, state and/or federal agencies, as needed, to process rental subsidies.
 - b. Grantee shall assist with payment arrangements and comply with HSH and other applicable requirements governing the tenant portion of rent. All PSH tenants will pay no more than 30 percent of their monthly adjusted household income towards rent.
 - c. Tenants are required to enroll in third party rent payment services or modified payment services. Grantee shall complete and submit referral paperwork to the agency providing the service and notify HSH of any problems with the arrangement. (Refer to the Third Party Rent Payment (TPRP) agreement in the Universal Housing Application.) Grantee shall also communicate tenant rent amounts to the TPRP/MPP provider monthly.
5. **Lease Enforcement, Written Notices and Eviction Prevention:**
 - a. Grantee shall take a housing retention approach to lease enforcement, including, but not limited to, proactive engagement in collaboration with Support Services, conversations and meetings with tenants, and mediation strategies. Grantee shall utilize the HSH Nonpayment of Rent Guidance, and other PSH best practices, as an ongoing resource.
 - b. Grantee shall provide written notice to tenants regarding issues that may impact housing stability including, but not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants.
 - c. Grantee shall offer tenants who become delinquent in rent the opportunity to enter into a rent payment plan or referral to third party rent payment services.
 - d. When necessary, Grantee shall provide notice to tenants of any actions related to the eviction process in accordance with all applicable laws.
 - e. Grantee shall copy Support Services staff on all communications to tenants.

6. 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, and pest control. This may include elevator maintenance, as required.
7. Building Maintenance: Grantee shall maintain the facility in sanitary and operable condition, post protocol and forms for tenant requests for maintenance or repairs and respond to requests in a timely manner. Building maintenance shall include the following services:
 - a. Janitorial services in common areas, offices, and shared-use restrooms, and shower facilities;
 - b. Regular removal of garbage/trash from designated trash areas and maintenance of these areas as clean and functional;
 - c. Pest control services, as needed;
 - d. Maintenance and repair of facility systems, plumbing, electrical;
 - e. Building security; and
 - f. Preparation of apartments for tenant move-in and move-out.
8. Coordination with Support Services: If a tenant is facing housing instability, Grantee shall coordinate with Support Services staff to find creative ways to engage with tenants to prevent housing loss. Grantee shall work with Support Services staff in communicating with and meeting with tenant regarding behaviors and issues that put the tenant at risk for housing instability.

Grantee shall participate in regular coordination meetings with Support Services to review tenants at risk for eviction and strategize on how to support tenants in maintaining their housing.
9. Wellness Checks and Emergency Safety Checks: Grantee shall conduct Wellness Checks and/or Emergency Safety Checks in accordance with HSH policy, internal agency policies and tenant laws to assess a tenant's safety when there is a reason to believe the tenant is at immediate and substantial risk due to a medical and/or psychiatric emergency.
10. Front Desk Coverage: Grantee shall provide front desk coverage 24 hours per day, seven days per week.
11. Exit Planning: Grantee shall alert Support Services staff when tenants give notice to leave housing and shall keep a record of each tenant's forwarding address, whenever possible. Grantee shall provide exit information to Support Services to complete the client program exit in the Online Navigation and Entry (ONE) System.

B. Stewardship of the Master Lease:

1. 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 agreement that will materially impact the HSH-funded portion of the budget.
2. Grantee shall maintain all Lessee responsibilities and coordinate with the Landlord to meet owner's obligations, including maintenance and capital needs.
3. 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 Property Management services at the Artmar Hotel, located at 433 Ellis Street, San Francisco.

Grantee shall provide Property Management services 24 hours a day, seven days a week, either on-site or on-call. Grantee shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

VI. Service Requirements

A. Diversity, Equity, and Inclusion: The Department is committed to a culture of inclusion in which our differences are celebrated. This includes foundational perspectives that everyone should have equitable access to what they need to thrive no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin and that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. And the Department is committed to addressing the disparate impact of historical limits on access to governmental services and advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. Therefore, Contractor shall maintain organizational plans, strategies, and activities to address diverse, equitable, and inclusive access to services provided by Contractor under the Services, as well as internal controls to regularly review current practices through the lens of diversity, equity, and inclusion to identify areas of improvement. This includes but is not limited to: the organizational mission and/or inclusion statements; non-discrimination documents; community outreach plans; plans to increase diverse applicants for staff positions; communication strategies to address program recipients who have historically been excluded from participation; and staff training activities on diversity, equity, and inclusion.

B. Facilities: Grantee shall maintain clean, safe, and functional facilities in full compliance with requirements of the law and local standards.

1. Grantee shall notify HSH immediately in the event it is given notice of violations by the Department of Building Inspection (DBI), Department of Public Health (DPH), or another City agency.
- C. 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 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.
- D. Housing First: Grantee services and operations shall align with the Core Components of Housing First as defined in California Welfare and Institutions Code, section 8255. This includes integrating policies and procedures to provide client-centered, low-barrier access to housing and services.
- E. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
- F. 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>.
- G. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding tenant's housing stability.
- H. Grievance Procedure:
1. Grantee shall establish and maintain a written Grievance Procedure for tenants, which shall include, at minimum, the following elements:
 - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
 - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;
 - c. The amount of time required for each step, including when a tenant can expect a response; and
 - d. In accordance with published HSH policies/procedures, the HSH Grievances email address (hshgrievances@sfgov.org) and mailing address for the tenant to contact after the tenant has exhausted Grantee's internal Grievance Procedure.

2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each tenant and obtain a signed copy of the form from the tenant, which must be maintained in the tenant's file. Additionally, Grantee shall post the policy at all times in a location visible to tenants, and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.
- I. Feedback, Complaint and Follow-up Policies:
Grantee shall provide means for the served population to provide input into the program, including the planning, design, and level of satisfaction with services. Feedback methods shall include:
1. A complaint process, including a written complaint policy informing the served population on how to report complaints; and
 2. A written annual survey to the served population to gather feedback, measure satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population with survey completion if the written format presents any problem.
- J. City Communications, Trainings and Meetings:
Grantee shall keep HSH informed of program operations and comply with HSH policies and training requirements, and participate in meetings including but not limited to:
1. Regular communication to HSH about the implementation of the program;
 2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
 3. Attendance at trainings (e.g., overdose prevention training), when required by HSH. Ensure all site-based or tenant-facing staff and subcontractors are onboarded and trained to perform the services in accordance with Housing First, Harm Reduction, and Trauma-Informed Principles.
- K. Coordination with Other Service Providers: Grantee shall establish written agreements with Support Services and other service providers that are part of the site team to formalize collaboration and roles and responsibilities.
- L. Critical Incidents: 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.
- M. 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 Agency/site(s) plan as needed and

Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).

N. Anti-Violence and Weapons Policy:

1. Anti-Violence Efforts. Grantee shall develop, adopt, and train employees on a Workplace Emergency Action Plan to prepare and respond to serious violent incidents, including an active shooter. Grantee shall also comply with HSH's Support Services Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.
2. PSH Weapons Policy and Lease Addendum. Grantee shall adopt and enforce a site specific PSH Weapons Policy. Each PSH Weapons Policy must be substantially in the form as the model set out in HSH's Anti-Violence and Weapons Policy. Grantee shall incorporate the lease addendum into the tenant subleases.

O. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood, including:

1. Collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
2. Have a public phone line (and/or email) available for the community to report concerns;
3. Grantee management staff are available to respond to neighbors within two business days;
4. Have a representative of the Grantee attend neighborhood meetings focused on public safety, issues related to the housing program, street conditions or other topics that may be related to the impact of the project;
5. Participating in community/neighborhood events in partnership with the local community benefit district, if applicable (not all neighborhoods have CBDs)
6. Providing staff training in de-escalation and crisis response, including having written policies and protocols for contacting law enforcement, San Francisco Homeless Outreach Team (SFHOT), Healthy Streets Operation Center (HSOC), Department of Public Works (DPW), and/or crisis response teams as needed; and
7. Grantee shall create and offer a "good neighbor" onboarding orientation for tenants as they move in that outlines community resources, community norms, and expectations.

P. Record Keeping and Files: Grantee shall update applicant referral status information in the ONE System in accordance with HSH policy and instruction.

1. Grantee shall maintain confidential tenant files on the served population, including signed lease agreement and addenda, notices or lease violations issued to the tenant, copies of payment plans or other agreements to support housing stability.

2. Grantee shall track receipt and completion of maintenance work orders.
3. Grantee shall maintain all eligibility and inspection documentation in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.

Q. Data Standards:

1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process¹, 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 (if applicable) client move in; and
 - c. Running monthly data quality reports and correcting errors.
2. 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>.
3. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the 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.

R. Confidentiality:

1. Grantee shall safeguard the confidentiality of all client records or data in compliance with applicable federal, state, or local privacy laws at all times, including but not limited to (a) ensuring the security and confidentiality of all client data; (b) protecting against any anticipated threats or hazards to the security and integrity all client data; (c) protecting against unauthorized disclosure, access, or use of all client data; (d) ensuring the proper disposal of client data; and (e) ensuring that all of Grantee's employees, agents, and subcontractors, if any, comply with all of the foregoing.
2. Grantee shall notify HSH upon receipt of any legal requests related to client data shared under this contract, or which in any way might reasonably require access to client data, to the extent required by applicable law. Grantee shall not respond to legal requests related to HSH without first notifying HSH.
3. Grantee shall maintain computers and other information systems and technology infrastructure that it uses to create, receive, maintain, use, or transmit client data in a secure manner.

¹ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here:
<https://hsh.sfgov.org/get-information/one-system/>

4. In the event that Grantee becomes aware of a breach that results in a confirmed unauthorized disclosure that compromises the security, confidentiality, or integrity of client records or data, Grantee shall, as applicable: (a) notify HSH immediately following discovery, but no later than 48 hours, of such confirmation; (b) coordinate with HSH in its breach response activities; (c) perform or take any other actions required to comply with applicable law as a result of the occurrence; (d) provide to HSH a detailed plan within 10 calendar days of the occurrence describing the measures Grantee will undertake to prevent a future occurrence; and (e) assist HSH upon request and/or as directed in providing notice and/or monitoring to affected individuals in compliance with applicable law.
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 the U.S. Department of Housing and Urban Department (2004) Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice; 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.
6. 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 ensure that each unit, upon turnover, is clean and/or repaired within 21 days, on average.
- B. Grantee shall ensure that new tenant move-ins occur within 30 days of referral.
- C. Grantee shall collect at least 90 percent of tenant portions of monthly rent from occupied units.
- D. Grantee shall maintain an occupancy rate of at least 93 percent.

VIII. Outcome Objectives

Grantee shall achieve the following Outcome Objectives:

- A. Ninety percent of tenants will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
- B. Eighty-five percent of tenant lease violations will be resolved without loss of housing to tenants.

- C. At least 65 percent of tenants shall complete an annual Tenant Satisfaction Survey and of those, 80 percent of tenants will be satisfied or very satisfied with Property Management services.

IX. Reporting Requirements

Grantee shall input data into systems required by HSH, such as the ONE System and CARBON.

- A. Grantee shall report vacancies to HSH in a timely fashion according to established procedures and process all tenant referrals in the pre-established timeframe. When required by HSH, Grantee shall enter tenant data in the ONE System.
- B. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each quarter:
 - 1. Average number of days to turn over units; and
 - 2. The number of tenants receiving lease violations, and the number and percentage of tenant lease violations that were resolved without loss of housing to tenants.
- C. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each year:
 - 1. The number and percentage of tenants who maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
 - 2. The number of program exits;
 - 3. The number and percentage of tenants who completed a written survey to provide feedback on the type and quality of program services;
 - 4. The tenant satisfaction survey results; and
 - 5. The number of households showing housing instability that remained housed.
- D. Grantee shall participate in annual Eviction Survey reporting, per the 2015 City and County of San Francisco Tenant Eviction Annual Reports Ordinance (<https://sfbos.org/ftp/uploadedfiles/bdsupvrs/ordinances15/o0011-15.pdf>). Grantee shall provide information on evictions and eviction notices issued to households residing in City-funded housing to Support Services to enter into the ONE System. Grantee shall verify the accuracy of eviction reporting data in the ONE System quarterly, and shall review the annual eviction report prior to submission to HSH. Grantee shall adhere to all deadlines for submission as required by HSH.
- E. Grantee shall submit Project Descriptor data elements as described in the U.S. Department of Housing and Urban Development (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 HUD 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.

- F. Grantee shall provide information for an annual report on client enrollment in public benefits per the Administrative Code Article VI, Section 20.54.4(c) - Permanent Supportive Housing – Enrollment in Social Services https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-11877, as instructed by HSH.
- G. 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 Grantee within 30 working days of receipt of any evaluation report and any Grantee response will become part of the official report.
- H. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.

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, including, but not limited to review of the following: tenant files, administrative records, staff training documentation, postings, program policies and procedures, data submitted in program reports, 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 is not 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 and Compliance 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 may include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act (ADA),

subcontracts and Memoranda of Understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Appendix A-2, Services to be Provided by Five Keys Schools and Programs Artmar Hotel Support Services

I. Purpose of Grant

The purpose of the grant is to provide Support Services to the served population. The goals of these services are to support the served population in retaining their housing; or moving to other appropriate housing.

II. Served Population

Grantee shall serve transitional age youth (TAY) tenants experiencing homelessness, ages 18 to 24, and will also serve those ages 25 to 27 who have been part of the Homelessness Response System (HRS) as TAY.

III. Referral and Prioritization

All new tenants will be referred by The Department of Homelessness and Supportive Housing (HSH) through Coordinated Entry (CE), which organizes the City's homelessness response system (HRS) with a common, population-specific assessment, centralized data system, and prioritization method.

Eligibility criteria for permanent supportive housing (PSH) varies upon the subsidy funding source and may include meeting a definition of homelessness at the time of referral and placement, enrollment in specific benefits programs, income criteria and/or the ability to live independently within the structure of the housing program. Tenants who meet eligibility criteria for PSH are prioritized based on various criteria, such as levels of vulnerability, length and history of homelessness, and severity of housing barriers.

IV. Description of Services

Grantee shall provide Support Services to the total number tenants as listed in Appendix B, Budget ("Number Served" tab). Support Services are voluntary and shall be available to all tenants in the service location(s). Support Services shall include, but are not limited to, the following:

- A. Outreach: Grantee shall engage with tenants to provide information about available Support Services and invite them to participate.

Grantee shall contact each tenant at least three times during the first 60 days following placement. Grantee shall document all outreach and attempts.

- B. Intake and Assessment: Grantee shall coordinate with Property Management during the initial intake for units and participate in orientation meetings with Property Management. If possible, Grantee shall establish rapport with tenants prior to move-in to support tenants during the application and move-in process. Grantee shall coordinate with tenant's current support service provider(s) to ensure a successful transition into housing.

Grantee intake of tenants shall include, but is not limited to, a review of the tenant's history in the Online Navigation and Entry (ONE) System, gathering updated

information from the tenant, and establishing strengths, skills, needs, plans and goals that are participant-centered and supportive of housing retention. The intake shall take place at the same time as the interview with Property Management, on a separate date or time coordinated with Support Services during the application period, or within no more than 30 days of move-in.

Grantee shall assess tenant employment and education skills and goals at intake and incorporate those into their case management plan.

- C. Case Management: Grantee shall provide case management services to tenants with the primary goal of maintaining housing stability, including ongoing meetings and counseling to establish goals, develop services plans that are tenant-driven without predetermined goals, provide referrals and linkages to off-site support services, and track progress toward achieving those goals. Grantee shall document case management meetings, engagement, and progress.
1. Grantee shall connect each tenant with resources needed to be food secure as they live independently.
 2. Grantee shall refer tenants to and coordinate services within the community that support progress toward identified goals. This may include providing information about services, calling to make appointments, assisting with applications, providing appointment reminders, following up/checking in with households regarding the process, and, as necessary, re-referral. Grantee shall communicate and coordinate with outside service providers to support housing stability.
 3. Grantee shall provide benefits advocacy to assist tenants with obtaining and maintaining benefits, including, but not limited to, cash aid, food programs, medical clinics and/or in-home support.
 4. Grantee shall encourage and connect tenants with educational and employment services to increase education and skill levels.
 5. Through counseling, case management, and workshops, Grantee shall provide financial literacy education (e.g., paying rent, accessing public benefits, budgeting, financial planning, saving, and credit repair).
 6. Grantee shall provide resources to ensure transportation is not a barrier to a tenant's ability to become self-sufficient.
- D. Housing Stability Support: Grantee shall outreach to and offer on-site services and/or referrals to all tenants who display indications of housing instability, within a reasonable timeframe. Such indications include, but are not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants. Grantee shall work with tenants, in conjunction with Property Management, to resolve issues that put tenants at risk for eviction. Grantee shall assist with the de-escalation and resolution of conflicts, as needed. Grantee shall document Housing Stability outreach and assistance provided.

- E. Coordination with Property Management: Grantee shall assist tenants in communicating with, responding to, and meeting with Property Management. This may include helping a tenant to understand the communications from Property Management, helping to write requests, responses, or complaints to Property Management, and attending meetings between the tenant and Property Management to facilitate communication.

If a tenant is facing housing instability, Grantee shall coordinate with Property Management to find creative ways to engage with tenants to prevent housing loss. Grantee shall utilize the HSH Nonpayment of Rent Guidance, and other PSH best practices, as an ongoing resource.

Grantee shall ensure there is a process in place for receiving timely communication from Property Management and copies of correspondence (e.g., notices, warning letters, lease violations, etc.) issued. Grantee shall have a structured written process for engaging tenants who receive such notices.

- F. Wellness and Emergency Safety Checks: Grantee shall conduct Wellness and/or Emergency Safety Checks in accordance with HSH policy to assess a tenant's safety when there is a reason to believe there is immediate and substantial risk due to a medical and/or psychiatric emergency.

- G. Support Groups, Social Events and Organized Activities:

1. Grantee shall plan groups, events, and activities with input from tenants to build community engagement, develop peer support, share information, form social connections or to celebrate significant events. Grantee shall post and provide to tenants a monthly calendar of events.
2. Grantee shall conduct monthly community meetings for tenants, in coordination with Property Management, during which tenants may discuss building concerns and program ideas with representatives from both Support Services and Property Management staff.
3. Grantee shall periodically assess the needs of tenants with Property Management and other teams at the building to develop programming that will help tenants maintain stability and enjoy their housing.
4. Grantee shall provide appropriate programming for the population served. Grantee shall provide linkages to activities and services, to meet the needs of youth in the program, on an as-needed basis.

- H. Exit Planning: If a tenant is moving out of the building, Grantee shall engage tenant in exit planning to support the tenant's successful transition out of the program. The exit plan shall depend on the tenant's needs and preferences, and may include establishing a link to services in the community. Grantee shall also provide housing related support that assists tenants in achieving goals that move them towards more independent housing. When this level of self-sufficiency is achieved, Grantee shall assist tenants in housing searches and applications.

V. Location and Time of Services

Grantee shall provide support services at the Artmar Hotel, located at 433 Ellis Street, San Francisco.

Grantee shall provide support services when necessary to best serve tenants using the staffing outlined in Appendix B, Budget. Grantee shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

VI. Service Requirements

- A. Diversity, Equity, and Inclusion: The Department is committed to a culture of inclusion in which our differences are celebrated. This includes foundational perspectives that everyone should have equitable access to what they need to thrive no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin and that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. And the Department is committed to addressing the disparate impact of historical limits on access to governmental services and advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. Therefore, Grantee shall maintain organizational plans, strategies, and activities to address diverse, equitable, and inclusive access to services provided by Grantee under the Grant Plan, as well as internal controls to regularly review current practices through the lens of diversity, equity, and inclusion to identify areas of improvement. This includes but is not limited to: the organizational mission and/or inclusion statements; non-discrimination documents; community outreach plans; plans to increase diverse applicants for staff positions; communication strategies to address program recipients who have historically been excluded from participation; and staff training activities on diversity, equity, and inclusion.
- B. Case Management Ratio: Grantee shall maintain a maximum 20:1 ratio of units to case management staff.
- C. Supervision: Grantee shall provide Support Services staff with supervision and case conferencing, as needed, to ensure appropriate case management, counseling and referral services are provided to tenants.
- D. 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.
- E. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.

- F. 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>.
- G. Case Conferences: Grantee shall initiate and participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding tenant's progress.
- H. 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 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.
- I. Grievance Procedure:
1. Grantee shall establish and maintain a written Grievance Procedure for tenants, which shall include, at minimum, the following elements:
 - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
 - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;
 - c. The amount of time required for each step, including when a tenant can expect a response; and
 - d. In accordance with published HSH policies/procedures, the HSH Grievances email address (hshgrievances@sfgov.org) and mailing address for the tenant to contact after the tenant has exhausted Grantee's internal Grievance Procedure.
 2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each tenant and obtain a signed copy of the form from the tenant, which must be maintained in the tenant's file. Additionally, Grantee shall post the policy at all times in a location visible to tenants, and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.
- J. Feedback, Complaint and Follow-up Policies:
 Grantee shall provide means for the served population to provide input into the program, including the planning, design, and level of satisfaction with services. Feedback methods shall include:
1. A complaint process, including a written complaint policy informing the served population on how to report complaints; and
 2. A written annual survey to the served population to gather feedback, measure satisfaction, and assess the effectiveness of services and systems within the

program. Grantee shall offer assistance to the served population with survey completion if the written format presents any problem.

K. City Communications, Trainings and Meetings:

Grantee shall keep HSH informed of program operations and comply with HSH policies, training requirements, and participate in meetings, including, but not limited to:

1. Regular communication to HSH about the implementation of the program;
2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
3. Attendance at trainings (e.g., overdose prevention training), when required by HSH.

L. Coordination with Other Service Providers: Grantee shall establish written agreements with Property Management and other service providers that are part of the site care team to formalize collaboration and roles and responsibilities.

M. Critical Incidents: 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.

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

O. Anti-Violence and Weapons Policy:

1. Anti-Violence Efforts. Grantee shall develop, adopt, and train employees on a Workplace Emergency Action Plan to prepare and respond to serious violent incidents, including an active shooter. Grantee shall also comply with HSH's Support Services Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.
2. Support Services. Grantee shall partner with property management to educate tenants on any Weapons Policy lease addendum.

P. Record Keeping and Files: Grantee shall maintain confidential tenant files that document the services and supportive work provided for the purpose of tracking and reporting objectives and outcomes.

1. Grantee shall maintain client program enrollment, annual status updates and program exit information in the Online Navigation and Entry (ONE) System and maintain hard copy files with eligibility, including homelessness verification documents.
2. Grantee shall maintain a program roster of all current tenants in the ONE System.
3. Grantee shall maintain services information in the ONE System, including information on households receiving eviction notices, as instructed by HSH.
4. Grantee shall maintain confidential files on the served population, including developed plans, notes, and progress as described in the Service Description and Service Requirements.

Q. Data Standards:

1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process¹, including but not limited to: (a) entering all client data within three business days (unless specifically requested to do so sooner); (b) ensuring accurate dates for enrollment, exit, and (if applicable) move-in; and (c) running monthly data quality reports and correcting errors.
2. Data entered in the ONE system shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards.
3. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH shall 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.

R. Confidentiality:

1. Grantee shall comply with applicable federal, state, and local laws that govern the confidentiality, privacy, and security of client data shared between Grantee, HSH, and other providers if those laws apply for the purposes described in the Grant Plan, including but not limited to: U.S. Department of Housing and Urban Department (2004) Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice and 24 C.F.R. Part 578, Continuum of Care.
2. Grantee shall safeguard the confidentiality of all client data by (a) ensuring the security and integrity of all client data; (b) maintaining computers and other information systems and technology infrastructure that it uses to create, receive, maintain, use, or transmit client data in a secure manner; (c) protecting against any anticipated threats or hazards to the security and integrity all client data; (d) protecting against unauthorized disclosure, access, or use of all client data; (e)

- ensuring the proper disposal of client data; and (f) ensuring that all of Grantee's employees, agents, and subcontractors, if any, comply with all of the foregoing.
 3. Grantee shall immediately notify HSH upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests ("Legal Requests") related to client data shared under this Grant Plan or which in any way might reasonably require access to client data, and in no event later than twenty-four (24) hours after Grantee receives the request. Grantee shall not respond to Legal Requests without first notifying City.
 4. In the event that Grantee becomes aware of a breach that results in a confirmed unauthorized disclosure that compromises the security, confidentiality, or integrity of client data, Grantee shall, as applicable: (a) notify HSH immediately following discovery, but no later than 48 hours, of such confirmation; (b) coordinate with HSH in its breach response activities; (c) perform or take any other actions required to comply with applicable law as a result of the occurrence; (d) provide to HSH a detailed plan within 10 calendar days of the occurrence describing the measures Grantee will undertake to prevent a future occurrence; and (e) assist HSH upon request and/or as directed in providing notice and/or monitoring to affected individuals in compliance with applicable law.
 5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.
- S. Good Neighbor Policy: Grantee shall maintain a good relationship with the neighborhood, including:
1. In partnership with Property Management, collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
 2. Have a representative of the Grantee attend neighborhood meetings focused on public safety, issues related to the housing program, street conditions or other topics that may be related to the impact of the project;
 3. Providing staff training in de-escalation and crisis response, including having written policies and protocols for contacting law enforcement, San Francisco Homeless Outreach Team (SFHOT), Healthy Streets Operation Center (HSOC), Department of Public Works (DPW), and/or crisis response teams as needed; and
 4. Grantee shall create and offer a "good neighbor" onboarding orientation for tenants as they move in that outlines community resources, community norms, and expectations.

VII. Service Objectives

Grantee shall achieve the Service Objectives listed below.

- A. Grantee shall actively outreach to 100 percent of households at least once every month.
- B. Grantee shall offer assessment to 100 percent of households for primary medical care, mental health and substance use treatment needs within 60 days of move-in.

- C. Grantee shall offer assessment to 100 percent of households for benefits within 60 days of move-in, and shall assist tenants to apply for benefits for which they are eligible.
- D. Grantee shall offer Support Services to 100 percent of all households who showed housing instability (e.g., non-payment of rent, lease violations) at least once per incident.
- E. Grantee shall outreach to 100 percent of households with planned exits from the program to engage in comprehensive discharge planning, which includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.
- F. Grantee shall outreach to 100 percent of program participants participating in Support Services to create/engage in Service Plans, as needed, on an ongoing basis.
- G. Grantee shall review Service Plans at least once every six months and update as appropriate at this time.
- H. Grantee shall administer an annual written anonymous survey of households to obtain feedback on the type and quality of program services. Grantee shall offer all households the opportunity to take this survey.

VIII. Outcome Objectives

Grantee shall achieve the Outcome Objectives listed below.

- A. Ninety percent of households will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
- B. Eighty percent of individualized service plans will be reviewed at least once every six months and updated as appropriate at this time.
- C. Eighty percent of households completing an annual tenant satisfaction survey will be satisfied or very satisfied with program services (based on a four-point scale: 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied).

IX. Reporting Requirements

- A. On a monthly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the month of service.
 - 1. The total number of unduplicated households who resided at the site during the month and the number of unduplicated households actively outreached to at least once during the month.

- B. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each quarter:
1. The number and percentage of households Grantee outreached to complete an assessment for primary medical care, mental health, and substance use treatment needs within 60 days of move-in;
 2. The number and percentage of households Grantee outreached to complete a benefits assessment within 60 days of move-in;
 3. The number of lease/program rule violations Property Management issued and shared with Support Services for the quarter and the number of outreach attempts related to lease/program rule violations conducted by Support Services;
 4. The number and percentage of program participants participating in support services with an active Service Plan; and
 5. The number and percentage of households with planned exits from the program who were outreached to engage in comprehensive discharge planning, that includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.
- C. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each year:
1. The number and percentage of households who maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
 2. The number of program participants who had a Service Plan during the program year; the number and percentage of Services Plans that were reviewed at least once every 6 months and updated as appropriate;
 3. The number and percentage of households who completed a written survey to provide feedback on the type and quality of program services. Please include survey results on what clients reported regarding the quality and satisfaction with services, and program or policy changes implemented in response to tenant feedback.
- D. Grantee shall submit Project Descriptor data elements as described in the U.S. Department of Housing and Urban Development (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 HUD 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.
- E. Grantee shall provide information for an annual report on client enrollment in public benefits per the Administrative Code Article VI, Section 20.54.4(c) - Permanent Supportive Housing – Enrollment in Social Services

https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-11877, as instructed by HSH.

- F. 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 Grantee within 30 working days of receipt of any evaluation report and any Grantee response will become part of the official report.
- G. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.

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, including, but not limited to, review of the following: tenant files, Grantee's administrative records, staff training documentation, postings, program policies and procedures, data submitted in program reports, 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 is not 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: 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 may include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act (ADA), subcontracts and Memoranda 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		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	6/1/2021	6/30/2025	5
Amended Term	6/1/2021	6/30/2027	7
Program	Artmar Hotel		

Service Component	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
	6/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027
Support Services and Property Management	60	60	60	60	60	60	60

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING
APPENDIX B, BUDGET

Document Date	7/1/2025		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	6/1/2021	6/30/2025	5
Amended Term	6/1/2021	6/30/2027	7
Program	Artmar Hotel		

Approved Subcontractors

None.

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING
APPENDIX B, BUDGET

Document Date	7/1/2025									
Contract Term	Begin Date	End Date	Duration (Years)							
Current Term	6/1/2021	6/30/2025	5							
Amended Term	6/1/2021	6/30/2027	7							
Provider Name	Five Keys Schools and Programs									
Program	Artmar Hotel									
F\$P Contract ID#	1000021966									
Action (select)	Amendment									
Effective Date	7/1/2025									
Budget Names	Prop C - Support Services & Property Management, HHAP 2 - Support Services & Property Management, ERAF - Support Services & Property Management									
	Current	New								
Term Budget	\$ 8,564,784	\$ 13,215,088	15%							
Contingency	\$ 490,553	\$ 697,546								
Not-To-Exceed	\$ 9,055,337	\$ 13,912,633								
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	All Years		
	6/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	6/1/2021 - 6/30/2025	6/1/2021 - 6/30/2027	6/1/2021 - 6/30/2027
	Actuals	Actuals	Actuals	Current/Actuals	Actuals	New	New	Current/Actuals	Amendment	New
Expenditures										
Salaries & Benefits	\$ 79,863	\$ 921,029	\$ 1,057,695	\$ 1,160,931	\$ 1,219,373	\$ 1,218,872	\$ 1,218,872	\$ 4,438,891	\$ 2,437,745	\$ 6,876,635
Operating Expense	\$ 29,396	\$ 216,113	\$ 203,137	\$ 316,042	\$ 293,047	\$ 293,547	\$ 293,547	\$ 1,057,735	\$ 587,094	\$ 1,644,829
Subtotal	\$ 109,259	\$ 1,137,142	\$ 1,260,832	\$ 1,476,973	\$ 1,512,420	\$ 1,512,419	\$ 1,512,419	\$ 5,496,625	\$ 3,024,839	\$ 8,521,464
Indirect Cost	\$ 16,389	\$ 170,571	\$ 189,125	\$ 221,546	\$ 226,863	\$ 226,863	\$ 226,863	\$ 824,494	\$ 453,726	\$ 1,278,220
Other Expenses (Not subject to indirect %)	\$ (10,992)	\$ 582,208	\$ 728,474	\$ 659,425	\$ 681,845	\$ 681,845	\$ 681,845	\$ 2,640,960	\$ 1,363,690	\$ 4,004,650
Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Expenditures	\$ 114,656	\$ 1,889,921	\$ 2,178,430	\$ 2,357,944	\$ 2,421,128	\$ 2,421,128	\$ 2,421,128	\$ 8,962,079	\$ 4,842,255	\$ 13,804,334
HSH Revenues (select)										
General Fund - Ongoing	\$ 15,100	\$ 972,779	\$ 968,622	\$ 51,761	\$ -	\$ -	\$ -	\$ 2,008,261	\$ -	\$ 2,008,261
State - Homeless Housing Assistance & Prevention (HHAP) 2	\$ -	\$ 816,703	\$ 210,641	\$ -	\$ -	\$ -	\$ -	\$ 1,027,344	\$ -	\$ 1,027,344
Educational Revenue Augmentation Fund (ERAF)	\$ 99,556	\$ -	\$ 632,928	\$ -	\$ -	\$ -	\$ -	\$ 732,484	\$ -	\$ 732,484
General Fund - Frontline Staff Wage Enhancement	\$ -	\$ -	\$ 15,860	\$ -	\$ -	\$ -	\$ -	\$ 15,860	\$ -	\$ 15,860
General Fund - Case Manager Wage Enhancement	\$ -	\$ -	\$ 224,120	\$ -	\$ -	\$ -	\$ -	\$ 224,120	\$ -	\$ 224,120
State - Homeless Housing Assistance & Prevention (HHAP) 1	\$ -	\$ -	\$ 25,820	\$ 2,064,788	\$ -	\$ -	\$ -	\$ 2,090,608	\$ -	\$ 2,090,608
Prop C	\$ -	\$ -	\$ -	\$ 140,955	\$ 2,325,152	\$ 2,325,152	\$ 2,325,152	\$ 2,466,107	\$ 4,650,304	\$ 7,116,411
Total HSH Revenues	\$ 114,655	\$ 1,789,482	\$ 2,077,991	\$ 2,257,504	\$ 2,325,152	\$ 2,325,152	\$ 2,325,152	\$ 8,564,784	\$ 4,650,304	\$ 13,215,088
Other Revenues (to offset Total Expenditures & Reduce HSH Revenues)										
Rental Income	\$ -	\$ 100,440	\$ 100,440	\$ 100,440	\$ 95,976	\$ 95,976	\$ 95,976	\$ 397,296	\$ 191,952	\$ 589,248
Total Other Revenues	\$ -	\$ 100,440	\$ 100,440	\$ 100,440	\$ 95,976	\$ 95,976	\$ 95,976	\$ 397,296	\$ 191,952	\$ 589,248
Total HSH + Other Revenues	\$ 114,655	\$ 1,889,922	\$ 2,178,431	\$ 2,357,944	\$ 2,421,128	\$ 2,421,128	\$ 2,421,128	\$ 8,962,080	\$ 4,842,256	\$ 13,804,336
Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -
Total Adjusted Salary FTE (All Budgets)						14.05	14.05			

Prepared by	Brandi Marshall	*NOTE: HSH budgets typically project out revenue levels across multiple years, strictly for budget-planning purposes. All program budgets at any given year are subject to Mayoral / Board of Supervisors discretion and funding availability, and are not guaranteed. For further information, please see Article 2 of the G-100 Grant Agreement document.
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DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING
APPENDIX B, BUDGET

Document Date	7/1/2025		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	6/1/2021	6/30/2025	5
Amended Term	6/1/2021	6/30/2027	7
Provider Name	Five Keys Schools and Programs		
Program	Artmar Hotel		
F\$P Contract ID#	1000021966		
Action (select)	Amendment		
Effective Date	7/1/2025		
Budget Name	Prop C - Support Services & Property Management		

	Current	New	15%
Term Budget	\$ 6,779,136	\$ 11,429,440	
Contingency	\$ 490,553	\$ 697,546	
Not-To-Exceed	\$ 9,055,337	\$ 13,912,633	

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	All Years		
	6/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	6/1/2021 - 6/30/2025	6/1/2021 - 6/30/2027	6/1/2021 - 6/30/2027
	Actuals	Actuals	Actuals	Actuals	Current/Actuals	New	New	Current/Actuals	Amendment	New
Expenditures										
Salaries & Benefits	\$ 79,863	\$ 808,427	\$ 945,093	\$ 1,160,931	\$ 1,219,373	\$ 1,218,872	\$ 1,218,872	\$ 4,213,687	\$ 2,437,745	\$ 6,651,431
Operating Expense	\$ -	\$ 37,913	\$ 2,485	\$ 316,042	\$ 293,047	\$ 293,547	\$ 293,547	\$ 649,487	\$ 587,094	\$ 1,236,581
Subtotal	\$ 79,863	\$ 846,340	\$ 947,578	\$ 1,476,973	\$ 1,512,420	\$ 1,512,419	\$ 1,512,419	\$ 4,863,173	\$ 3,024,839	\$ 7,888,012
Indirect Percentage	15.00%	15.00%	15.00%	15.00%	15.00%	15.00%	15.00%			
Indirect Cost (Line 22 X Line 23)	\$ 11,979	\$ 126,951	\$ 142,137	\$ 221,546	\$ 226,863	\$ 226,863	\$ 226,863	\$ 729,476	\$ 453,726	\$ 1,183,202
Other Expenses (Not subject to indirect %)	\$ (76,742)	\$ (512)	\$ 118,888	\$ 659,425	\$ 681,845	\$ 681,845	\$ 681,845	\$ 1,382,903	\$ 1,363,690	\$ 2,746,594
Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Expenditures	\$ 15,100	\$ 972,779	\$ 1,208,602	\$ 2,357,944	\$ 2,421,128	\$ 2,421,128	\$ 2,421,128	\$ 6,975,553	\$ 4,842,255	\$ 11,817,808
HSH Revenues (select)										
Prop C				\$ 140,955	\$ 2,325,152	\$ 2,325,152	\$ 2,325,152	\$ 2,466,107	\$ 4,650,304	\$ 7,116,411
Total HSH Revenues	\$ 15,100	\$ 972,779	\$ 1,208,602	\$ 2,257,504	\$ 2,325,152	\$ 2,325,152	\$ 2,325,152	\$ 6,779,136	\$ 4,650,304	\$ 11,429,440
Other Revenues (to offset Total Expenditures)										
Rental Income				\$ 100,440	\$ 95,976	\$ 95,976	\$ 95,976	\$ 196,416	\$ 191,952	\$ 388,368
Total Other Revenues	\$ -	\$ -	\$ -	\$ 100,440	\$ 95,976	\$ 95,976	\$ 95,976	\$ 196,416	\$ 191,952	\$ 388,368
Total HSH + Other Revenues	\$ 15,100	\$ 972,779	\$ 1,208,602	\$ 2,357,944	\$ 2,421,128	\$ 2,421,128	\$ 2,421,128	\$ 6,975,552	\$ 4,842,256	\$ 11,817,808
Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -

Prepared by	Brandi Marshall
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Template last modified	1/22/2020
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DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING
SALARY & BENEFIT DETAIL
Document DateA:AQ7/1/2025
Provider NameFive Keys Schools and Programs
ProgramArtmar Hotel
FSP Contract ID#1000021966
Budget NameProp C - Support Services & Property Management

Budget Name	Prop C - Support Services & Property Management					EXTENSION YEAR					EXTENSION YEAR									
POSITION TITLE	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6				Year 7					All Years					
	6/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	Agency Totals		For HSH Funded Progarm		7/1/2025 - 6/30/2026	Agency Totals		For HSH Funded Progarm		7/1/2026 - 6/30/2027	6/1/2021 - 6/30/2025	6/1/2021 - 6/30/2027	6/1/2021 - 6/30/2027		
	Actuals	Actuals	Actuals	New	Current/Actuals					New					New	Current/Actuals	Amendment	New		
	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary	
Director of Housing	\$ 2,209	\$ 13,500	\$ 12,000	\$ 13,000	\$ 11,900	\$ 170,000	1.00	7%	0.07	\$ 11,900	\$ 170,000	1.00	7%	0.07	\$ 11,900	\$ 52,609	\$ 23,800	\$ 76,409		
Site Program Mananger/Director	\$ 6,640	\$ 80,000	\$ 15,036	\$ 45,000	\$ 80,000	\$ 80,000	1.00	100%	1.00	\$ 80,000	\$ 80,000	1.00	100%	1.00	\$ 80,000	\$ 226,676	\$ 160,000	\$ 386,676		
Care Manager	\$ 4,731	\$ 62,625	\$ 66,160	\$ 69,680	\$ 69,680	\$ 69,680	1.00	100%	1.00	\$ 69,680	\$ 69,680	1.00	100%	1.00	\$ 69,680	\$ 272,876	\$ 139,360	\$ 412,236		
Care Manager	\$ 4,731	\$ 62,625	\$ 66,160	\$ 69,680	\$ 69,680	\$ 69,680	1.00	100%	1.00	\$ 69,680	\$ 69,680	1.00	100%	1.00	\$ 69,680	\$ 272,876	\$ 139,360	\$ 412,236		
Care Manager	\$ 4,731	\$ 62,625	\$ 66,160	\$ -	\$ -	\$ 69,680	0.00	0%	0.00	\$ -	\$ 69,680	0.00	0%	0.00	\$ -	\$ 133,516	\$ -	\$ 133,516		
Ambassador	\$ 23,240	\$ 176,265	\$ 256,673	\$ 499,294	\$ 411,122	\$ 55,557	6.30	100%	6.30	\$ 350,009	\$ 55,557	6.30	100%	6.30	\$ 350,009	\$ 1,366,594	\$ 700,018	\$ 2,066,612		
Janitor	\$ 5,229	\$ 49,050	\$ 77,780	\$ 55,557	\$ 77,780	\$ 55,557	1.40	100%	1.40	\$ 77,780	\$ 55,557	1.40	100%	1.40	\$ 77,780	\$ 265,396	\$ 155,560	\$ 420,955		
Maintenance	\$ 4,731	\$ 62,625	\$ 62,625	\$ 62,625	\$ 62,625	\$ 62,625	1.00	100%	1.00	\$ 62,625	\$ 62,625	1.00	100%	1.00	\$ 62,625	\$ 255,231	\$ 125,250	\$ 380,481		
PSH Director	\$ -		\$ 17,483	\$ -	\$ -	\$ 87,414	1.00	0%	0.00	\$ -	\$ 87,414	1.00	0%	0.00	\$ -	\$ 17,483	\$ -	\$ 17,483		
Assistant Director Care Coordination	\$ -		\$ 13,300	\$ 13,300	\$ 6,650	\$ 95,000	1.00	7%	0.07	\$ 6,650	\$ 95,000	1.00	7%	0.07	\$ 6,650	\$ 33,250	\$ 13,300	\$ 46,550		
Director of Guest Services and Training	\$ -		\$ 12,181	\$ 13,118	\$ 6,860	\$ 98,000	1.00	7%	0.07	\$ 6,860	\$ 98,000	1.00	7%	0.07	\$ 6,860	\$ 32,159	\$ 13,720	\$ 45,879		
Deputy Director of Housing				\$ -	\$ 9,450	\$ 135,000	1.00	7%	0.07	\$ 9,450	\$ 135,000	1.00	7%	0.07	\$ 9,450	\$ 9,450	\$ 18,900	\$ 28,350		
Restorative Justice Strategist / Training				\$ -	\$ 8,050	\$ 115,000	1.00	7%	0.07	\$ 8,050	\$ 115,000	1.00	7%	0.07	\$ 8,050	\$ 8,050	\$ 16,100	\$ 24,150		
Care Coordinator Supervisor				\$ -	\$ 69,807	\$ 75,000	1.00	100%	1.00	\$ 75,000	\$ 75,000	1.00	100%	1.00	\$ 75,000	\$ 69,807	\$ 150,000	\$ 219,807		
Activities Coordinator				\$ -		\$ 55,557	1.00	100%	1.00	\$ 55,557	\$ 55,557	1.00	100%	1.00	\$ 55,557	\$ -	\$ 111,114	\$ 111,114		
	\$ 56,242	\$ 569,315	\$ 665,558	\$ 841,254	\$ 883,604	TOTAL SALARIES					\$ 883,241	TOTAL SALARIES					\$ 883,241	\$ 3,015,972	\$ 1,766,482	\$ 4,782,454
						TOTAL FTE				14.05	TOTAL FTE					14.05				
						FRINGE BENEFIT RATE				38.00%	FRINGE BENEFIT RATE					38.00%				
	\$ 23,621	\$ 239,112	\$ 279,534	\$ 319,677	\$ 335,769	EMPLOYEE FRINGE BENEFITS				\$ 335,632	EMPLOYEE FRINGE BENEFITS					\$ 335,632	\$ 1,197,714	\$ 671,263	\$ 1,868,977	
	\$ 79,863	\$ 808,427	\$ 945,093	\$ 1,160,931	\$ 1,219,373	TOTAL SALARIES & BENEFITS				\$ 1,218,872	TOTAL SALARIES & BENEFITS					\$ 1,218,872	\$ 4,213,687	\$ 2,437,745	\$ 6,651,431	

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

OPERATING DETAIL

Document Date	7/1/2025
Provider Name	Five Keys Schools and Programs
Program	Artmar Hotel
F\$P Contract ID#	1000021966
Budget Name	Prop C - Support Services & Property Management

EXTENSION YEAFEXTENSION YEAR

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	All Years		
	6/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	6/1/2021 - 6/30/2025	6/1/2021 - 6/30/2027	6/1/2021 - 6/30/2027
	Actuals	Actuals	Actuals	Actuals	Current/Actuals	New	New	Current/Actuals	Amendment	New
	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
Operating Expenses										
Rental of Property				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Utilities(Elec, Water, Gas, Phone, Scavenger)				\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 300,000	\$ 300,000	\$ 600,000
Office Supplies, Postage				\$ 7,000	\$ 7,000	\$ 7,000	\$ 7,000	\$ 14,000	\$ 14,000	\$ 28,000
Building Maintenance Supplies and Repair		\$ 37,913	\$ 2,195	\$ 39,812	\$ 39,812	\$ 39,812	\$ 39,812	\$ 119,732	\$ 79,624	\$ 199,356
Printing and Reproduction				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance				\$ 5,000	\$ 17,020	\$ 17,020	\$ 17,020	\$ 22,020	\$ 34,040	\$ 56,060
Staff Training				\$ 10,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 18,000	\$ 16,000	\$ 34,000
Staff Travel-(Local & Out of Town)				\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 2,000	\$ 2,000	\$ 4,000
Rental of Equipment				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pest Control			\$ 290	\$ 55,000	\$ 22,000	\$ 22,000	\$ 22,000	\$ 77,290	\$ 44,000	\$ 121,290
Guest Supplies, food, socks, etc				\$ 2,230	\$ 1,987	\$ 2,487	\$ 2,487	\$ 4,217	\$ 4,974	\$ 9,191
Resident activities and supplies				\$ 15,000	\$ 15,228	\$ 15,228	\$ 15,228	\$ 30,228	\$ 30,456	\$ 60,684
Maintenance supplies				\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 20,000	\$ 20,000	\$ 40,000
Internet / cable / telephone				\$ 16,000	\$ 16,000	\$ 16,000	\$ 16,000	\$ 32,000	\$ 32,000	\$ 64,000
Legal Fees				\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 10,000	\$ 10,000	\$ 20,000
TOTAL OPERATING EXPENSES	\$ -	\$ 37,913	\$ 2,485	\$ 316,042	\$ 293,047	\$ 293,547	\$ 293,547	\$ 649,487	\$ 587,094	\$ 1,236,581
Other Expenses (not subject to indirect cost %)										
Rental of Property			\$ 106,086	\$ 659,425	\$ 681,845	\$ 681,845	\$ 681,845	\$ 1,447,356	\$ 1,363,690	\$ 2,811,047
Janitorial retro July 1, 2022 - Nov 30, 2022			\$ 3,696			\$ -	\$ -	\$ 3,696	\$ -	\$ 3,696
PM Frontline staff wage increase - Desk Clerk			\$ 5,586			\$ -	\$ -	\$ 5,586	\$ -	\$ 5,586
Case Manager Wage Floor Increase			\$ 3,520			\$ -	\$ -	\$ 3,520	\$ -	\$ 3,520
Actuals Adjustment	\$ (76,742)	\$ (512)				\$ -	\$ -	\$ (77,255)	\$ -	\$ (77,255)
TOTAL OTHER EXPENSES	\$ (76,742)	\$ (512)	\$ 118,888	\$ 659,425	\$ 681,845	\$ 681,845	\$ 681,845	\$ 1,382,903	\$ 1,363,690	\$ 2,746,594
HSH #3								Template last modified 1/22/2020		

BUDGET NARRATIVE		Fiscal Year				
Prop C - Support Services & Pro		FY25-26		<- Select from the drop-down list the fiscal year in which the proposed budget changes will first become effective		
Salaries & Benefits	Adjusted	Budgeted	Justification	Calculation	Employee Name	
Director of Housing	0.07	\$ 11,900	Oversees Five Keys housing sites	.07 FTE at \$170,000	Brandi Marshall	
Site Program Mananger/Director	1.00	\$ 80,000	Responsible for overall site compliance and reporting and oversite of all operations; tenant satisfaction and employee accountability	1 FTE at \$80,000	Eduardo Garcia	
Care Manager	1.00	\$ 69,680	Provides Care Coordination and exit planning, compliance, to ensure coordination and placement to housing ratio of 1:20	1 FTE at \$69,680	Maria Alefosio	
Care Manager	1.00	\$ 69,680	Provides Care Coordination and exit planning, compliance, to ensure coordination and placement to housing ratio of 1:20	1 FTE at \$69,680	Kana Uch	
Care Manager	0.00	\$ -			Jamil Wilson	
Ambassador	6.30	\$ 350,009	Ensure guest safety and comfort, de-escalate conflicts, provide access to food, hygiene, and basic needs.	6.4 FTE 50% of the staff are based on \$23-25/hour (due to longevity) and 50% of the staff are based on \$22/hour	Various	
Janitor	1.40	\$ 77,780	Clean facilities, empty trash, clear grounds around facilities, keep ensure guest bathrooms are clean, ensure high touch services are cleaned regularly, ensure facilities - both guest and staff spaces are clean and sanitized. One Janitor every day for 8 hours.	1.4 FTE Janitorial staff. 50% of the staff are based on \$23-24/hour (due to longevity) and 50% of the staff are based on \$22/hour	Various	
Maintenance	1.00	\$ 62,625	Maintain the site, ensure all systems are operating smoothly, repair and replace. One Maintenance person Mon-Friday for 8 hours	1 FTE at \$62,625	Joshua Silvia	
PSH Director	0.00	\$ -				
Assistant Director Care Coordination	0.07	\$ 6,650	Provides support in oversight and compliance for Care Coordinators	0.07 FTE at \$95,000	Dana Pine	
Director of Guest Services and Training	0.07	\$ 6,860	Ensures that all residents and treated with excellent customer services, resolving guest complaints and is accountable for resident satisfaction.	0.07 FTE at \$98,000	Jamil Wilson	
Deputy Director of Housing	0.07	\$ 9,450	Establish systems and ensure adequate staffing, accountability, safety, emergency response, tenant satisfaction	.07 FTE at \$135,000	Kim Duong	
Restorative Justice Strategist / Training	0.07	\$ 8,050	Trains and supports staff and leaders in a variety of conflict resolution approaches to develop community within the site and to resolve conflicts with guests and staff in a restorative manner	.07 FTE at \$115,000	Rita Alfred	
Care Coordinator Supervisor	1.00	\$ 75,000	Recruit, screen, interview, hire and onboard applicants, train, overseas onsite CMs and holds case load up to 1:20	1 FTE at \$69,807	Rocky Nguyen	
Activities Coordinator	1.00	\$ 55,557	Engage and organize tenants, plan activities related to program goals for tenants, c	1 FTE at \$55,557	TBH	
TOTAL	14.05	\$ 883,241				
Employee Fringe Benefits		\$ 335,632	Includes FICA, SSUI, Workers Compensation and Medical calculated at 42% of			
Salaries & Benefits Total		\$ 1,218,872				

Operating Expenses	Budgeted Expense	Justification	Calculation
Rental of Property	\$ -		.
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 150,000	All utilities including gas & Electric, Phone lines, Water, Recology trash pickup	Based on prior actuals
Office Supplies, Postage	\$ 7,000	Supplies necessary for administrative tasks, paper, binders, labels, clipboards,	Based on prior actuals
Building Maintenance Supplies and Repair	\$ 39,812	Supplies for maintenance of the building as well as repair costs	Based on prior actuals
Printing and Reproduction	\$ -		.
Insurance	\$ 17,020	Liability operating insurance	Based on prior actuals
Staff Training	\$ 8,000	Providing ongoing training to staff to improve performance and knowledge	Based on prior actuals
Staff Travel-(Local & Out of Town)	\$ 1,000	Staff travel	Based on prior actuals
Rental of Equipment	\$ -		Based on prior actuals
Pest Control	\$ 22,000	Elimination of rodents, bed bugs, mice, rats in the facility.	Based on prior actuals
Guest Supplies, food, socks, etc	\$ 2,487	Emergency guest supplies including food, hygienics, etc.	Based on prior actuals
Resident activities and supplies	\$ 15,228	Weekly resident events, monthly town halls, assistance with one time job fees	.
Maintenance supplies	\$ 10,000	Chemicals, tools and equipment used to clean facilities	Based on prior actuals
Internet / cable / telephone	\$ 16,000	Actual costs from Last FY	Based on prior actuals
Legal Fees	\$ 5,000	Legal fees for evictions	Based on prior actuals
	\$ -		.
Consultants	\$ -		.
	\$ -		.
Subcontractors	\$ -		.
TOTAL OPERATING EXPENSES	\$ 293,547		
Indirect Cost	15.0% \$ 226,863		

Other Expenses (not subject to indirect cost %)	Amount	Justification	Calculation
Rental of Property	\$ 681,845	.	.
TOTAL OTHER EXPENSES	\$ 681,845		

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING
APPENDIX B, BUDGET

Document Date	7/1/2025		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	6/1/2021	6/30/2025	5
Amended Term	6/1/2021	6/30/2027	7
Provider Name	Five Keys Schools and Programs		
Program	Artmar Hotel		
F\$P Contract ID#	1000021966		
Action (select)	Amendment		
Effective Date	7/1/2025		
Budget Name	HHAP 2 - Support Services & Property Management		

	Current	New		
Term Budget	\$ 1,027,344	\$ 1,027,344		
Contingency	\$ 490,553	\$ 697,546		15%
Not-To-Exceed	\$ 9,055,337	\$ 13,912,633		
	Year 1	Year 2	Year 3	All Years
	6/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	6/1/2021 - 6/30/2025
	Current/Actuals	Actuals	Actuals	Actuals
Expenditures				
Salaries & Benefits	\$ -	\$ 112,602	\$ 112,602	\$ 225,204
Operating Expense	\$ -	\$ 178,200	\$ 70,565	\$ 248,765
Subtotal	\$ -	\$ 290,802	\$ 183,167	\$ 473,969
Indirect Percentage	0.00%	15.00%	15.00%	
Indirect Cost (Line 21 X Line 22)	\$ -	\$ 43,620	\$ 27,475	\$ 71,095
Other Expenses (Not subject to indirect %)	\$ -	\$ 582,720	\$ -	\$ 582,720
Total Expenditures	\$ -	\$ 917,142	\$ 210,642	\$ 1,127,784
HSH Revenues (select)				
State - Homeless Housing Assistance & Prevention (HHAP) 2		\$ 816,703	\$ 210,641	\$ 1,027,344
Total HSH Revenues	\$ -	\$ 816,703	\$ 210,641	\$ 1,027,344
Other Revenues (to offset Total Expenditures & Reduce HSH Revenues)				
Rental Income		\$ 100,440		\$ 100,440
Total Other Revenues	\$ -	\$ 100,440	\$ -	\$ 100,440
Total HSH + Other Revenues	\$ -	\$ 917,143	\$ 210,641	\$ 1,127,784
Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -

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Template last modified	1/22/2020
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DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING
SALARY & BENEFIT DETAIL

Document Date	7/1/2025			
Provider Name	Five Keys Schools and Programs			
Program	Artmar Hotel			
F\$P Contract ID#	1000021966			
Budget Name	HHAP 2 - Support Services & Property Management			
	Year 1	Year 2	Year 3	All Years
POSITION TITLE	6/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	6/1/2021 - 6/30/2025
	Current/Actuals	Actuals	Actuals	Actuals
	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Residential Counselor/Desk Clerk		\$ 79,297	\$ 79,297	\$ 158,594
	\$ -	\$ 79,297	\$ 79,297	\$ 158,594
		42.00%	42.00%	
	\$ -	\$ 33,305	\$ 33,305	\$ 66,610
	\$ -	\$ 112,602	\$ 112,602	\$ 225,204

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING
OPERATING DETAIL

Document Date	7/1/2025
Provider Name	Five Keys Schools and Programs
Program	Artmar Hotel
F\$P Contract ID#	1000021966
Budget Name	HHAP 2 - Support Services & Property Management

	Year 1	Year 2	Year 3	All Years
	6/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	6/1/2021 - 6/30/2025
	Current/Actuals	Actuals	Actuals	Actuals
Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense
Rental of Property		\$ -	\$ -	\$ -
Utilities(Elec, Water, Gas, Phone, Scavenger)		\$ 80,000	\$ -	\$ 80,000
Office Supplies, Postage		\$ 5,000	\$ 5,000	\$ 10,000
Building Maintenance Supplies and Repair		\$ 15,000	\$ 15,000	\$ 30,000
Printing and Reproduction		\$ 1,000	\$ 1,000	\$ 2,000
Insurance		\$ 5,000	\$ 5,000	\$ 10,000
Staff Training		\$ 10,000	\$ 10,000	\$ 20,000
Staff Travel-(Local & Out of Town)		\$ 2,000	\$ 2,000	\$ 4,000
Rental of Equipment		\$ -	\$ -	\$ -
Resident activities and supplies		\$ 30,000	\$ 2,365	\$ 32,365
Maintenance supplies		\$ 10,000	\$ 10,000	\$ 20,000
Pest Control		\$ 5,200	\$ 5,200	\$ 10,400
internet / cable / telephone		\$ 15,000	\$ 15,000	\$ 30,000
Computers / Staff and Guest		\$ -	\$ -	\$ -
TOTAL OPERATING EXPENSES	\$ -	\$ 178,200	\$ 70,565	\$ 248,765
Other Expenses (not subject to indirect cost %)				
Rental of Property		\$ 622,200		\$ 622,200
Actuals Adjustment		\$ (39,480)		\$ (39,480)
TOTAL OTHER EXPENSES	\$ -	\$ 582,720	\$ -	\$ 582,720
HSH #3				

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING
APPENDIX B, BUDGET

Document Date	7/1/2025		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	6/1/2021	6/30/2025	5
Amended Term	6/1/2021	6/30/2027	7
Provider Name	Five Keys Schools and Programs		
Program	Artmar Hotel		
F\$P Contract ID#	1000021966		
Action (select)	Modification		
Effective Date	7/1/2022		
Budget Name	ERAF - Support Services & Property Management		

	Current	New		
Term Budget	\$ 758,304	\$ 758,304	15%	
Contingency	\$ 490,553	\$ 697,546		
Not-To-Exceed	\$ 9,055,337	\$ 13,912,633		
	Year 1	Year 2	Year 3	All Years
	6/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	6/1/2021 - 6/30/2025
	Actuals	Actuals	Actuals	Actuals
Expenditures				
Salaries & Benefits	\$ -	\$ -	\$ -	\$ -
Operating Expense	\$ 29,396	\$ -	\$ 130,087	\$ 159,483
Subtotal	\$ 29,396	\$ -	\$ 130,087	\$ 159,483
Indirect Percentage	15.00%	15.00%	15.00%	
Indirect Cost (Line 21 X Line 22)	\$ 4,409	\$ -	\$ 19,513	\$ 23,922
Other Expenses (Not subject to indirect %)	\$ 65,751	\$ -	\$ 609,586	\$ 675,337
Total Expenditures	\$ 99,556	\$ -	\$ 759,186	\$ 858,742
HSH Revenues (select)				
Educational Revenue Augmentation Fund (ERAF)	\$ 99,556		\$ 632,928	\$ 732,484
Total HSH Revenues	\$ 99,556	\$ -	\$ 658,748	\$ 758,304
Total HSH + Other Revenues	\$ 99,556	\$ -	\$ 759,188	\$ 858,744
Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -

Prepared by	Brandi Marshall
Phone	415-209-5372
Email	brandim@fivekeys.org

Template last modified	1/22/2020
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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 / Prop C	
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 / Prop C	
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
Department of Homelessness and Supportive Housing	835 Turk Lease & Property Management	March 1, 2023 – February 29, 2028	\$16,682,000
Department of Homelessness and Supportive Housing	Artmar Hotel	June 1, 2021 – June 30, 2025	\$9,055,337
Department of Homelessness and Supportive Housing	Baldwin SAFE Navigation Center	July 1, 2022 – June 30, 2026	\$37,072,314
Department of Homelessness and Supportive Housing	Bayshore Navigation Center	January 1, 2021 – June 30, 2026	\$25,071,112
Department of Homelessness and Supportive Housing	Central Waterfront Navigation Center	June 30, 2024 – June 30, 2025	\$3,601,148
Department of Homelessness and Supportive Housing	Ellis Semi-Congregate Shelter	December 15, 2022 – June 30, 2026	\$27,296,993
Department of Homelessness and Supportive Housing	Embarcadero SAFE Navigation Center (AKA Site H)	September 1, 2020 – December 31, 2027	\$36,621,656
Department of Homelessness and Supportive Housing	Flexible Housing Subsidy Pool & Rapid Re-Housing	February 15, 2021 – June 30, 2025	\$6,000,000
Department of Homelessness and Supportive Housing	Mission Cabins	March 1, 2024 – June 30, 2026	\$7,697,435
Department of Homelessness and Supportive Housing	Next Door Site S	December 1, 2020 – June 30, 2025	\$32,449,102
Department of Homelessness and Supportive Housing	Support Services at 835 Turk	June 1, 2022 – June 30, 2025	\$2,836,435
Department of Homelessness and Supportive Housing	42 Otis Property Management	November 1, 2024 - June 30, 2029	\$7,436,155
Department of Homelessness and Supportive Housing	42 Otis Support Services	November 1, 2024 - June 30, 2029	\$1,959,099
Department of Homelessness and Supportive Housing	Non-Congregate Shelter Services (Adante)	July 1, 2024 - March 31, 2025	\$4,025,064
Human Services Agency	Academic Assessment Services	July 1, 2024 - June 30, 2025	\$66,000
Mayor's Office of Housing and Community Development (MOHCD)	Self Determination Project (Mobile Classroom)	July 1, 2023 - June 30, 2025	\$215,800
Mayor's Office of Housing and Community Development (MOHCD)	Southeast Community Center Digital Equity Access Program	September 1, 2022 - June 30, 2025	\$250,000
Department of Children, Youth and their Families (DCYF)	TAY/A Resilience	July 1, 2024 - June 30, 2029	\$1,062,000

Department of Children, Youth and their Families (DCYF)	JJC Resilience	July 1, 2024 - June 30, 2029	\$531,000
Office of Economic and Workforce Development (OEWD)	Tech SF	July 1, 2024 - June 30, 2025	\$100,000
Office of Economic and Workforce Development (OEWD)	Specialized Job Center - Reentry Services	July 1, 2021 - June 30, 2025	\$717,086
Department of Public Health	Emergency Stabilization Units	(Contract Pending) November 15, 2024 - June 30, 2027	\$3,978,439
Department of Children, Youth and their Families (DCYF) **Subcontract**	Instituto Familiar de la Raza (IFR) / Roadmap to Peace	July 1, 2024 - June 30, 2025	\$10,000

Appendix E, Anti-Violence and Weapons Policy



Anti-Violence and Weapons Policy (February 10th, 2025)

Purpose

The Department of Homelessness and Supportive Housing (HSH) is committed to ensuring the safety of nonprofit employees, City employees, vendors, residents, visitors, and guests who work, visit, and/or live in site-based Permanent Supportive Housing (PSH) funded by the City.

Department-Wide Anti-Violence Efforts

HSH will continue to provide ongoing guidance and support to PSH Housing Providers on anti-violence efforts. HSH will require all housing providers to:

- Adopt and train employees on a Workplace Emergency Action Plan, which describes preparedness activities and coordinated responses that each PSH Housing Provider will use in the event of a serious emergency, such as an active shooter.
- Comply with HSH's PSH Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.

Specific PSH-Related Anti-Violence Interventions

To protect employees and residents who work and live in PSH against violence at PSH facilities, HSH currently requires PSH Housing Providers to implement the following specific interventions:

- Maintain building safety, including but not limited to providing 24-hour front desk coverage to monitor residents and visitors who enter and exit the building.
- Deploy City-funded security guards to support employees if a crisis emerges in accordance to HSH Safety Enhancement Standard Operating Procedures.
- Communicate and collaborate with HSH personnel to prevent, de-escalate, and respond to emergencies.
- Cooperate with the Department of Public Health's Permanent Housing Advanced Clinical Services (PHACS) team to provide medical and behavioral health services on a referral basis at PSH sites.
- Organize training from the Department of Emergency Management for all employees working at PSH on how to better use resources available through 911 dispatchers including the SFPD and the Crisis Team.
- File critical incident reports to HSH and cooperate with HSH security incident investigations.



Confidential- Anti-Violence and Weapons Policy

- Whenever PSH Housing Provider or their employees are aware that a resident has made a specific threat of harm against a third-party, including City employees, the PSH Housing Provider shall notify the third-party of such threat, and (where applicable) notify any applicable employer.
- Consider seeking a temporary restraining order (where appropriate after consultation with legal counsel), including an order to surrender firearms or ammunition, in situations where a resident makes a specific threat of harm against an PSH Housing Provider employee.

PSH Weapons Policy and City Contracts/Grants

The anti-violence policies and interventions described above are meant to prevent all types of violence, including weapon-related violence. Still, to guard against the specific threats posed by weapons, HSH will require that City-funded site-based PSH Housing Providers adopt and enforce a site specific PSH Weapons Policy, which must be incorporated into the lease through a lease addendum. Providers will be required to adopt and enforce this policy within six months of the effective date of the policy. Providers will be required to sign the policy and return to HSH, which will be included as an addendum to grants or contracts as HSH amends existing agreements.

PSH Weapons Policy and Lease Addendum

PSH Housing Providers have an important and substantial interest in protecting the health, safety, and welfare of its residents, their guests, its employees, and the public at large. While residents have rights afforded by law, and the City expects that each PSH Housing Provider will respect and permit the lawful ownership and possession of weapons, PSH Housing Providers may also place reasonable restrictions for the safety of others. Each PSH Housing Provider shall adopt a Weapons Policy and Lease Addendum substantially in the form of the model set out below.

Template PSH Weapons Policy and Lease Addendum

This Addendum is being attached to, and incorporated by reference in, the Lease Agreement (“Lease”) between the Landlord and the undersigned Tenant(s) for the use of property located at ADDRESS, Unit #. The purpose of this Addendum is to add new terms and conditions to the Lease. The parties agree that if any terms of the Lease and this Addendum are inconsistent, the terms set forth in the Addendum will govern. The undersigned Tenant(s) agree that it is their responsibility to understand the federal, state, or local laws applicable to their ownership, possession, display, use, or storage of Firearm, Weapon, Generally Prohibited Weapons, Ammunition, or gunpowder while on the Premises.

1. Definitions. For purposes of this Addendum, the following terms have the following meanings:
 - a. “Ammunition” has the meaning set forth in [Cal. Penal Code § 16150](#), as may be amended from time to time;
 - b. “Carry Concealed Weapon (CCW) License” means an unexpired license



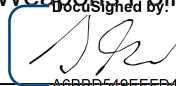
Confidential- Anti-Violence and Weapons Policy

- issued in accordance with Cal. Penal Code § [26150](#) or [26155](#), as may be amended from time to time;
- c. “Firearm” has the meaning set forth in Cal. Penal Code § [16520](#), as may be amended from time to time;
 - d. “Generally Prohibited Weapons” has the meaning set forth in Cal. Penal Code § [16590](#), as may be amended from time to time;
 - e. “Loaded Firearm” has the meaning set forth in Cal. Penal Code § [16840](#), as may be amended from time to time;
 - f. “Premises” means the residential building in which the leased unit is located, including but not limited to, the unit and common areas;
 - g. “Common Areas” means any area on the Premises that is accessible to the public or other residents;
 - h. “Tenant” has the meaning set forth in the Lease;
 - i. “Third-Party” includes any persons other than the undersigned Tenant who are lawfully on the Premises, including but not limited to residents, guests, and employees;
 - j. “Weapon” means an object designed for the purpose of inflicting bodily harm, including but not limited to:
 - i. Tasers/Stun Guns; Knives and blades;
 - ii. Martial arts weapons;
 - iii. Bow and arrows of any type;
 - iv. Swords; and
 - v. Hazardous chemical or biological material of any sort.
2. It shall be a breach of the Lease for Tenant or any guest of Tenant to engage in any of the following acts or omissions on the Premises:
- a. Possess, carry, display, or use any Firearm, Weapon, Generally Prohibited Weapons, Ammunition, or gunpowder in violation of the laws of the State of California;
 - b. Fail to securely store any Firearm, Weapon, Ammunition, or gunpowder so as to prevent access by any minor;
 - c. Threaten any Third-Party with the use of any Firearm, Weapon, or Generally Prohibited Weapons, including in any manner that puts any Third-Party in substantial danger of injury or death, and without lawful justification;
 - d. Sell any Firearm, Weapon, Generally Prohibited Weapons, Ammunition, or gunpowder on the Premises;
 - e. Carry on their person a concealed Firearm, as defined in Cal. Penal Code §§ [25400](#), as may be amended from time to time, in any Common Areas, unless they have a valid Carry Concealed Weapon (CCW) License, or are otherwise exempt by the laws of the State of California from the prohibition against carrying a concealed Firearm;
 - f. Fail to notify the Property Management within five (5) calendar days of the theft of any Firearm, Weapon, Generally Prohibited Weapon, and/or Ammunition from the Premises;



Confidential- Anti-Violence and Weapons Policy

The Grantee/Contractor, Five Keys Schools and Programs,
understands and agrees to comply with HSH's Anti-Violence and
Weapons Policy.

DocuSigned by:


A6BBD549EEFD413...

Signature of Grantee's/Contractor's Authorized Official

Steve Good

Name and Title of Grantee's/Contractor's Authorized Official

2/19/2025

Date

From: [Gil, Hailey \(HOM\)](#)
To: [Board of Supervisors \(BOS\)](#)
Cc: [Schneider, Dylan \(HOM\)](#)
Subject: HSH Legislation - Finally Executed Grant Agreement
Date: Wednesday, May 28, 2025 9:51:20 AM
Attachments: [Five Keys - Artmar - G-150 Amend 2 - 6.21-6.27 - FINAL \(2\).pdf](#)

Hello,

Please find attached the finally executed second amendment to the grant agreement between Five Keys and HSH for the Artmar Hotel. Please add to [File No. 250232](#).

Thank you,



Hailey Gil (she/her)

Senior Legislative Analyst

San Francisco Department of Homelessness and Supportive Housing

hailey.gil@sfgov.org | P: 628.652.7925 C: 415.926.9264

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