

From: [CCSF IT Service Desk](#)
To: [Hewson, Elizabeth \(HOM\)](#); [Colon, Monique \(HOM\)](#)
Subject: HOM [DHRPSC0002962] submitted for DHR Admin approval has been APPROVED
Date: Monday, March 16, 2026 8:03:29 AM

Hello Monique Colon,

HOM PSC [DHRPSC0002962] was APPROVED by DHR on 2026-03-16. You may now proceed to use this PSC.

PSC Summary

Record Number: DHRPSC0002962 v 2.0
Description of Proposed Work: Master Lease and Property Management

Request Type: Amendment
Reason for the Request for Amendment: The purpose of this PSC amendment is to extend the PSC term to renew two permanent supportive housing contracts under the PSC authority. Each extension is intended to be short-term in nature.

Approval Type: DHR Approval

Submitting Department: HOM
Dept PSC Coordinator: Monique Colon
Dept PSC Coordinator Email: monique.colon@sfgov.org
DHR Admin/Reviewer: Suzanne Choi
First Contract Start Date: 2023-02-17
Previously Approved Amount: \$52,000,000.00
Increase Amount: \$20,000,000.00
Total Amended Amount: \$72,000,000.00
Previously Approved Duration (Months): 60
Duration Increase (Months): 17
Total Amended Duration (Months): 77
Funding Source(s): Federal Funds, State Funds, City Funds
Special Funding Circumstances: These contracts are funded through federal and state grant funds and local funds. Future federal and state grant funding is not guaranteed.
Scope of Work: Original coordinator's email: monique.colon@sfgov.org. This request pertains to HSH's COVID-19 response efforts to acquire properties to serve as Permanent Supportive Housing (PSH) options for guests exiting Shelter In Place (SIP) hotels and emergency COVID-19 shelter sites. Acquiring properties to house current SIP guests is a critical component of the City's SIP Rehousing Plan, and for vulnerable guests with comorbidities, successful rehousing could mean the difference between life and death. Interim Property Management Property management services and conversion activities which accompany a master lease of the site include: • Provide immediate building operation services on an interim basis, including property maintenance, security (including front desk coverage), janitorial services, trash removal, and utility account management; • Coordinate lease up, tenant move-ins, rent collection and lease enforcement; and • Provide Assessment Management services.
Job Class(es): 1406 - Senior Clerk, 1823 - Senior Administrative Analyst, 1824 - Pr Administrative Analyst, 2708 - Custodian, 4140 - Real Property Officer, 4142 - Senior Real Property Officer, 4143 - Principal Real Property Ofc, 5268 - Architect, 5502 - Project Manager 1, 5504 - Project Manager 2, 7203 - Bldg & Grounds Maint Sprv, 7334 - Stationary Engineer

PSC Justification(s)

[Take me to the PSC Record](#)

Ref:TIS6524479_UfKlkGGKyefVclXBRyvh

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: HOM

Submitted By: Monique Colon

Department Coordinator: Monique Colon,
monique.colon@sfgov.org

Project Manager: Elizabeth Hewson

ServiceNow Number: DHRPSC0002962

Version: 1.01

Version Type: Amendment

Legacy PSC #: 43675-22/23

Brief description of proposed work: Master Lease and Property Management

Reason for the Request for Amendment: The purpose of this PSC amendment is to extend the PSC term to renew two permanent supportive housing contracts under the PSC authority. Each extension is intended to be short-term in nature.

Amount

Previously Approved Amount: \$52,000,000

Increase Amount: \$20,000,000

Why are you requesting the PSC amount to be increased?: We are requesting to increase the PSC amount in order to execute short-term extensions for two permanent supportive housing contracts through 2029.

Total Amended Amount: \$72,000,000

Does contract include items other than services?: No

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 60

Duration Increase (months): 17

Why are you requesting the PSC duration to be increased: We are requesting to increase the PSC duration in order to execute short-term extensions for two permanent supportive housing contracts through 2029.

Total Amended Duration (months): 77

First Contract Start Date: 2/17/2023

PSC Duration End Date: 7/18/2029

Funding

Funding Source: Federal Funds, State Funds, City Funds

Special circumstances related to funding: Yes

Explain the special circumstances: These contracts are funded through federal and state grant funds and local funds. Future federal and state grant funding is not guaranteed.

Scope of Work

Are you making substantive changes to the scope of work last approved?: No

Clearly describe scope and detail the services to be performed: Original coordinator's email: monique.colon@sfgov.org.

This request pertains to HSH's COVID-19 response efforts to acquire properties to serve as Permanent Supportive Housing (PSH) options for guests exiting Shelter In Place (SIP) hotels and emergency COVID-19 shelter sites. Acquiring properties to house current SIP guests is a critical component of the City's SIP Rehousing Plan, and for vulnerable guests with comorbidities, successful rehousing could mean the difference between life and death.

Interim Property Management

Property management services and conversion activities which accompany a master lease of the site include:

- Provide immediate building operation services on an interim basis, including property maintenance, security (including front desk coverage), janitorial services, trash removal, and utility account management;
- Coordinate lease up, tenant move-ins, rent collection and lease enforcement; and
- Provide Assessment Management services.

Why are these services required and what are the consequences of denial?: Should contracting authority not be granted, the City would incur significant liability in owning property without an appropriate 24/7 management structure in place to address the needs of existing and new residents, provide security and prevent damage to the property, and respond to emergencies should they arise. Any delays in contracting would only exacerbate the City's challenges in housing its unsheltered residents and facilitating permanent placements.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 7

Why have you not hired City employees to perform the services?: There are a limited number of departments that have property management expertise, and the City staff who have experience with property management do not have experience providing services to people with a history of homelessness.

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: Yes

Provide details related to contracts for which dept comm approval required: All agreements requiring Board of Supervisors approval also require approval by the Homelessness Oversight Commission.

Will any contracts under this PSC require Board of Supervisors approval: Yes

Provide details related to contracts for which BOS approval will be required?: All agreements requiring anticipated expenditures of ten million dollars or more, or the modification or amendments to such contract or agreement having an impact of more than \$500,000 shall be subject to approval of the Board of Supervisors by resolution.

Justification

Has your response to Q1 changed?: No

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:

No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Long-term Basis

Q5a) Are the services required on an as-needed, intermittent, or periodic basis?: No

Q5b) Do the services require specialized expertise, knowledge experience?: No

Q5c) Does City have classifications with the required specialized skills or expertise?: No

Q5c1) Should City develop a classification to perform these services?: No

Q5c2) Explain why new a job classification is not feasible: It would not be practical to adopt a new civil service class because of the immediate need for these services and the required expertise in providing services to people with a history of homelessness. Further, these contract are funded through federal and state grant funds and local funds. Future federal and state grant funding is not guaranteed

Q5d) Will contractor directly supervise City employees?: No

Q5e) Will contractor train City employees?: No

Q5e1) Explain why training of City employees is not required: The service does not require training for City employees.

Q5f) Is there a plan to transition this work back to the City?: No

Q5f1) Explain why the work will not be transitioned back to the City: These contracts are funded through federal and state grant funds and local funds. Future federal and state grant funding is not guaranteed.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:

Job Class(es): 7334 - Stationary Engineer, 1823 - Senior Administrative Analyst, 4140 - Real Property Officer, 5268 - Architect, 4143 - Principal Real Property Ofc, 7203 - Bldg & Grounds Maint Sprv, 5504 - Project Manager 2, 1406 - Senior Clerk, 1824 - Pr Administrative Analyst, 2708

- Custodian, 4142 - Senior Real Property Officer, 5502 - Project Manager 1

Labor Unions: 021 - Prof & Tech Eng, Local 21, 039 - Stationary Engineers, Local 39, 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: L21pscreview@ifpte21.org, cpark@local39.org, PSCreview@seiu1021.org

Union Review Sent On: 2/26/2026

Union Review End Date: 3/8/2026

Union Review Duration Met On: 3/8/2026

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING -- Dept. Code: HOM
HOM

Type of Request: Initial Modification of an existing PSC (PSC # _____)

Type of Approval: Expedited Regular Annual Continuing (Omit Posting)

Type of Service: Master Lease and Property Management

Funding Source: State, Federal, Local

PSC Duration: 5 years

PSC Amount: \$52,000,000

1. **Description of Work**

A. Scope of Work/Services to be Contracted Out:

This request pertains to HSH's COVID-19 response efforts to acquire properties to serve as Permanent Supportive Housing (PSH) options for guests exiting Shelter In Place (SIP) hotels and emergency COVID-19 shelter sites. Acquiring properties to house current SIP guests is a critical component of the City's SIP Rehousing Plan, and for vulnerable guests with comorbidities, successful rehousing could mean the difference between life and death.

Interim Property Management

Property management services and conversion activities which accompany a master lease of the site include:

- Provide immediate building operation services on an interim basis, including property maintenance, security (including front desk coverage), janitorial services, trash removal, and utility account management;
- Coordinate lease up, tenant move-ins, rent collection and lease enforcement; and
- Provide Assessment Management services.

B. Explain why this service is necessary and the consequence of denial:

Acquiring properties to house current SIP guests is a critical component of the City's SIP Rehousing Plan, and for vulnerable guests with co-morbidities, successful rehousing could mean the difference between life and death. Should contracting authority not be granted, the City would incur significant liability in owning property without an appropriate 24/7 management structure in place to address the needs of existing and new residents, provide security and prevent damage to the property, and respond to emergencies should they arise. Any delays in contracting would only exacerbate the City's challenges in housing its unsheltered residents and facilitating permanent placements for SIP hotel residents who must be rehoused on a set timeline. Additionally, delays in moving people from the SIP sites to PSH could impact the state funding received for purchasing and supporting these PSH sites.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.
Property management services were previously approved via PSC# 47945 – 21/22.

D. Will the contract(s) be renewed?

It is possible the Master Lease and Property Management Agreements will be renewed for a time-limited period; however, it is not the City's intent to hold these properties in perpetuity. Following stabilization of each property as a PSH site, it is the City's goal to outline a process by which the properties can be transferred to non-profit ownership and management.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.
not applicable

2. Reason(s) for the Request

A. Indicate all that apply (be specific and attach any relevant supporting documents):

Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.

Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

B. Explain the qualifying circumstances:

The emergency nature of the SIP rehousing effort, its scale, and the expedited timeline under which it must be completed, has required that the City purchase the properties directly and own them in the immediate term, while simultaneously conducting solicitations from qualified entities to operate the properties as PSH. These operators include property management entities with expertise managing PSH. While it is unprecedented for the City to purchase hotels and residential properties for use as PSH, the quick and direct City purchase has enabled the City to leverage significant federal and state funding for acquisition. It is not the City's intent to hold these properties in perpetuity; following stabilization of each property as a PSH site, it is the City's goal to outline a process by which the properties can be transferred to non-profit ownership and management. Although the acquired properties will be owned by the City on an interim basis, there are not City staff with the specialized knowledge and training in addressing the priorities of homeless and tenants with physical and behavioral health needs in addition to providing immediate property management services and conversion coordination. Furthermore, the state grants awarded to the City specifically require specialized knowledge and experience working with people who have experienced homelessness. To be competitive for the Homekey funding, the City made a commitment to work with a property management provider with the aforementioned level of experience. It would not be in the City's best interest to create new City classifications to perform this work for an interim period.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Experience with: • Operation of a project similar in scope and size to the proposed project; or • Operation of at least two affordable rental housing projects in the last ten years, with at least one of those projects containing at least one unit housing a tenant who qualifies as a member of the served population. Served population includes formerly homeless and income-eligible adults, transitional aged youth (TAY), and family households.

- B. Which, if any, civil service class(es) normally perform(s) this work? 1406, Senior Clerk; 1823, Senior Administrative Analyst; 1824, Pr Administrative Analyst; 2708, Custodian; 4140, Real Property Manager; 4142, Senior Real Property Officer; 4143, Principal Real Property Ofc; 5268, Architect; 5502, Project Manager 1; 5504, Project Manager 2; 7203, Bldg & Grounds Maint Sprv; 7334, Stationary Engineer;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No.

4. If applicable, what efforts has the department made to obtain these services through available resources within the City?

None. The emergency nature of the SIP rehousing effort, its scale, and the expedited timeline under which it must be completed, has required that the City purchase the properties directly and own them in the immediate term, while simultaneously conducting solicitations from qualified entities to operate the properties as PSH. These operators include property management entities with expertise managing PSH. While it is unprecedented for the City to purchase hotels and residential properties for use as PSH, the quick and direct City purchase has enabled the City to leverage significant federal and state funding for acquisition. It is not the City's intent to hold these properties in perpetuity; following stabilization of each property as a PSH site, it is the City's goal to outline a process by which the properties can be transferred to non-profit ownership and management. Although the acquired properties will be owned by the City on an interim basis, there are not City staff with the specialized knowledge and training in addressing the priorities of homeless and tenants with physical and behavioral health needs in addition to providing immediate property management services and conversion coordination. Furthermore, the state grants awarded to the City specifically require specialized knowledge and experience working with people who have experienced homelessness. To be competitive for the Homekey funding, the City made a commitment to work with a property management provider with the aforementioned level of experience. It would not be in the City's best interest to create new City classifications to perform this work for an interim period.

5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out

- A. Explain why civil service classes are not applicable.

Although the acquired properties will be owned by the City on an interim basis, there are not City staff with the specialized knowledge and training in addressing the priorities of homeless and tenants with physical and behavioral health needs in addition to providing immediate property management services and conversion coordination, specifically as it relates to addressing the needs and priorities of formerly homeless and extremely low-income households. Furthermore, the state grants awarded to the City specifically require specialized knowledge and experience working with people who have experienced homelessness. To be competitive for the Homekey funding, the City made a commitment to work with a property management provider with the aforementioned level of experience. It would not be in the City's best interest to create new City classifications to perform this work for an interim period. It would also not be practical to create new City classifications to perform this work for an interim basis.

- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. Although the acquired properties will be owned by the City on an interim basis, there are not City staff with the specialized knowledge and training in addressing the priorities of homeless and tenants with physical and behavioral health needs in addition to providing immediate 24/7 property management services and conversion coordination, specifically as it relates to addressing the needs and priorities of formerly homeless and extremely low-income households. Furthermore, the state grants awarded to the City specifically require specialized knowledge and experience working with people who have experienced homelessness. To be competitive for the Homekey funding, the City made a commitment to work with a property management provider with the aforementioned level of experience. It would not be in the City's best interest to create new City classifications to perform this work for an interim period. It would also not be practical to create new City classifications to perform this work for an interim basis.

6. **Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.
No. No training required as there are no Civil Service Classifications that have the qualifications listed to perform this work.
- C. Are there legal mandates requiring the use of contractual services?
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
Yes. The proposed work will be completed by service providers who are awarded Master Lease and Property Management agreements through a competitive process, many of whom have active agreements with HSH.

7. **Union Notification:** On 07/29/2022, the Department notified the following employee organizations of this PSC/RFP request:

Architect & Engineers, Local 21; Prof & Tech Eng, Local 21; Professional & Tech Engrs, Local 21; SEIU 1021 Miscellaneous; SEIU Local 1021; Stationary Engineers, Local 39

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Monique Colon Phone: 4153555230 Email: monique.colon@sfgov.org

Address: 440 Turk Street San Francisco, CA 94102

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43675 - 22/23

DHR Analysis/Recommendation:

action date: 08/15/2022

Commission Approval Required
conditions

Approved by Civil Service Commission with

08/15/2022 DHR Approved for 08/15/2022

List of Previously Approved Contracts for Similar Services (Measured 3 years from the PSC Submission Date)

Instructions:

Step 1: Download and save this template to your desktop.

Step 2: Complete the fields below.

Step 3: Upload a copy of the completed file to your PSC record under the "Required Documentation" tab.

Document Content:

Do not use this document to list contracts let under this PSC record; those will be tracked separately in the PSC record itself at the end of each fiscal year. Rather, use this template to identify other contracts executed by your department for the services now being requested with this PSC submission. The list of contracts should be limited to those executed within the last three years, measured from the date of the PSC submission. The Commission will use this information to determine if there is a pattern of contracting this or similar work out, regardless of which PSC record is associated with those other contracts.

Other than completing the blank fields below and adding row at the bottom, do not change or alter this template.

Dept Acronym:	HOM/HSH
Dept Name:	Department of Homelessness and Supportive Housing
PSC Coordinator Name:	Monique Colón
PSC Coordinator Email:	monique.colon@sfgov.org
PSC ServiceNow Record No.:	43675 - 22/23 / DHRPSC0002962

PS Contract ID	Contract Start Date	Contract End Date	Contract Not to Exceed Amount	PSC ServiceNow Record Number (if PSC approval was obtained)	Brief Description of Services Rendered
1000035759	2/17/2023	2/16/2028	\$ 19,500,000	43675 - 22/23 / DHRPSC	Provide lease and property management services to a permanent supportive housing site serving formerly homeless adults or families.
1000027874	3/1/2023	2/29/2028	\$ 16,682,000	43675 - 22/23 / DHRPSC	Provide lease and property management services to a permanent supportive housing site serving formerly homeless adults or families.
1000027534	12/15/2022	6/30/2026	\$ 27,296,993	43675 - 22/23 / DHRPSC	Provide lease and property management services to a permanent supportive housing site serving formerly homeless adults or families.
1000027871	2/1/2023	1/31/2028	\$ 20,080,000	43675 - 22/23 / DHRPSC	Provide lease and property management services to a permanent supportive housing site serving formerly homeless adults or families.
1000027872	3/1/2023	2/29/2028	\$ 7,147,000	43675 - 22/23 / DHRPSC	Provide lease and property management services to a permanent supportive housing site serving formerly homeless adults or families.
1000027873	3/1/2023	2/29/2028	\$ 10,741,000	43675 - 22/23 / DHRPSC	Provide lease and property management services to a permanent supportive housing site serving formerly homeless adults or families.
1000034948	2/1/2025	6/30/2026	\$ 1,964,396	43675 - 22/23 / DHRPSC	Provide lease and property management services to a permanent supportive housing site serving formerly homeless adults or families.