

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

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

THIS AMENDMENT of the **November 20, 2020** 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, the Agreement was competitively procured as required through Request for Qualifications (RFQ) #130, issued June 4, 2020, and this Amendment is consistent therewith; 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. **[Insert Resolution Number]** on **[Insert Date of Commission Action]**; and

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

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

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

- (a) "Agreement" shall mean the Agreement dated **November 20, 2020** between Grantee and City; and **First Amendment**, dated **April 1, 2022**, and **Second Amendment**, dated **July 1, 2022**.
- (b) "San Francisco Labor and Employment Code": As of January 4, 2024, San Francisco Administrative Code Chapters 21C (Miscellaneous Prevailing Wage Requirements), 12B (Nondiscrimination in Contracts), 12C (Nondiscrimination in Property Contracts), 12K (Salary History), 12P (Minimum Compensation), 12Q (Health Care Accountability), 12T (City Contractor/Subcontractor

Consideration of Criminal History in Hiring and Employment Decisions), and 12U (Sweatfree Contracting) are redesignated as Articles 102 (Miscellaneous Prevailing Wage Requirements), 131 (Nondiscrimination in Contracts), 132 (Nondiscrimination in Property Contracts), 141 (Salary History), 111 (Minimum Compensation), 121 (Health Care Accountability), 142 (City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions), and 151 (Sweatfree Contracting) of the San Francisco Labor and Employment Code, respectively. Wherever this Agreement refers to San Francisco Administrative Code Chapters 21C, 12B, 12C, 12K, 12P, 12Q, 12T, and 12U, it shall be construed to mean San Francisco Labor and Employment Code Articles 102, 131, 132, 141, 111, 121, 142, and 151, respectively.

**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.**

- (a) The term of this Agreement shall commence on **December 1, 2020** 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.
- (b) The City has five options to renew the Agreement for a period of one year each. The City may extend this Agreement beyond the expiration date by exercising an option at the City’s sole and absolute discretion and by modifying this Agreement as provided in Section 17.2, Modification.

|           |                               |
|-----------|-------------------------------|
| Option 1: | July 1, 2025 to June 30, 2026 |
| Option 2: | July 1, 2026 to June 30, 2027 |
| Option 3: | July 1, 2027 to June 30, 2028 |
| Option 4: | July 1, 2028 to June 30, 2029 |
| Option 5: | July 1, 2029 to June 30, 2030 |

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 **December 1, 2020** and expire on **June 30, 2028**, 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 4.2 Grantee’s Personnel** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**4.2 Qualified Personnel.** The Grant Plan shall be implemented only by competent personnel under the direction and supervision of Grantee.

**2.3 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 **Thirty Two Million Four Hundred Forty Nine Thousand One Hundred Two Dollars (\$32,449,102).**

Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement, **Two Million Four Hundred Seventy Five Thousand One Hundred Eight Dollars (\$2,475,108)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

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

**5.1 Maximum Amount of Grant Funds.**

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Fifty Nine Million Two Hundred Four Thousand Nine Hundred Thirty Dollars (\$59,204,930).**
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Three Million Six Hundred Seventy Two Thousand Six Hundred One Dollars (\$3,672,601)** 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.

**2.4 Section 5.2 Use of Grant Funds** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**5.2 Use of Grant Funds.** Grantee shall use the Grant Funds only for Eligible Expenses and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.

**2.5 Section 5.4 Reserved (State or Federal Funds).** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**5.4 State or Federal Funds.**

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

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

**2.6 Section 6.7 Submitting False Claims** of the Agreement is hereby deleted and replaced in its entirety with:

**6.7 Submitting False Claims.** Grantee shall at all times deal in good faith with the City, shall only submit a Funding Request to the City upon a good faith and honest determination that the funds sought are for Eligible Expenses under the Grant, and shall only use Grant Funds for payment of Eligible Expenses. Any Grantee who commits any of the following false acts shall be liable to the City for three times the amount of damage the City sustains because of Grantee's act. A Grantee will be deemed to have submitted a false claim to the City if Grantee: (a) knowingly presents or causes to be presented to an officer or employee of the City a false Funding Request; (b) knowingly disburses Grants Funds for expenses that are not Eligible Expenses; (c) knowingly makes, uses, or causes to be made or used a false record or statement to get a false Funding Request paid or approved by the City; (d) conspires to defraud the City by getting a false Funding Request allowed or paid by the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the

falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.

**2.7 Section 10.1 (b)** of the Agreement currently reads as follows:

(b) Commercial General Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations.

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

(b) Commercial General Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence and two million dollars (\$2,000,000) general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; policy must include Abuse and Molestation coverage.

**2.8 Section 13.3 Subcontracting** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**13.3 Subcontracting.** If the Budget lists any permitted subgrantees, then notwithstanding any other provision of this Agreement to the contrary, Grantee shall have the right to subcontract on the terms set forth in this Section. If the Budget specifies that there are no permitted subgrantees, then Grantee shall have no rights under this Section.

(a) **Limitations.** In no event shall Grantee subcontract or delegate the whole of the Grant Plan. Grantee may subcontract with any of the permitted subgrantees set forth in the Budget without the prior consent of City; provided, however, that Grantee shall not thereby be relieved from any liability or obligation under this Agreement and, as between City and Grantee, Grantee shall be responsible for the acts, defaults and omissions of any subgrantee or its agents or employees as fully as if they were the acts, defaults or omissions of Grantee. Grantee shall ensure that its subgrantees comply with all of the terms of this Agreement, insofar as they apply to the subcontracted portion of the Grant Plan. All references herein to duties and obligations of Grantee shall be deemed to pertain also to all subgrantees to the extent applicable. A default by any subgrantee shall be deemed to be an Event of Default hereunder. Nothing contained in this Agreement shall create any contractual relationship between any subgrantee and City.

(b) **Terms of Subcontract.** Each subcontract shall be in form and substance acceptable to City and shall expressly provide that it may be assigned to City without the prior consent of the subgrantee. In addition, each subcontract shall incorporate all of the terms of this Agreement, insofar as they apply to

the subcontracted portion of the Grant Plan. Without limiting the scope of the foregoing, each subcontract shall provide City, with respect to the subgrantee, the audit and inspection rights set forth in Section 6.6. Upon the request of City, Grantee shall promptly furnish to City true and correct copies of each subcontract permitted hereunder.

**2.9 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](mailto: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](mailto: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.

**2.10 Section 16.8 Requiring Minimum Compensation for Employees** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**16.8 Requiring Minimum Compensation for Employees.** Grantee shall pay covered employees no less than the minimum compensation required by San Francisco Labor and Employment Code Article 111, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. Grantee is subject to the enforcement and penalty provisions in Article 111. Information about and the text of the Article 111 is available on the web at <http://sfgov.org/olse/mco>. Grantee is required to comply with all of the

applicable provisions of Article 111, irrespective of the listing of obligations in this Section. By signing and executing this Agreement, Grantee certifies that it complies with Article 111.

- 2.11 Section 16.19 Distribution of Beverages and Water** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**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).**

- 2.12 Section 16.21 Compliance with Other Laws** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

- (a) Without limiting the scope of any of the preceding sections of this Article 16, Grantee shall keep itself fully informed of City's Charter, codes, ordinances and regulations and all state, and federal laws, rules and regulations affecting the performance of this Agreement and shall at all times comply with such Charter codes, ordinances, and regulations rules and laws.
- (b) Grantee represents that it is in good standing with the California Attorney General's Registry of Charitable Trusts and will remain in good standing during the term of this Agreement. Grantee shall immediately notify City of any change in its eligibility to perform under the Agreement. Upon City request, Grantee shall provide documentation demonstrating its compliance with applicable legal requirements. If Grantee will use any subcontractors/subgrantees/subrecipients to perform the Agreement, Grantee is responsible for ensuring they are also in compliance with the California Attorney General's Registry of Charitable Trusts at the time of grant execution and for the duration of the agreement. Any failure by Grantee or any subcontractors/subgrantees/subrecipients to remain in good standing with applicable requirements shall be a material breach of this Agreement.

- 2.13 Section 16.22 Additional Provisions for Shelter and Resource Center Grants – Standard of Care** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**16.22. Additional Provisions for Shelter and Resource Center Grants – Standard of Care.** Grantee must comply with all the provisions of Administrative Code Sec. 20.404.

**2.14 Section 16.23 Reserved. (Additional Requirements for Federally-Funded Awards)** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**16.23 Additional Requirements for Federally-Funded Awards, when applicable.**

- (a) Grantee shall comply with the requirements described in 2 CFR 25.200, or any successor provisions, to provide a valid Unique Entity Identifier (UEI) and maintain an active SAM.gov registration with current information.
- (b) The Grant Agreement is subject to 2 CFR Part 175, Award Term for Trafficking in Persons. Federal funding under this Grant Agreement may be terminated without penalty if Grantee:
  - (1) Engages in severe forms of trafficking in persons during the period of time that the award is in effect;
  - (2) Procures a commercial sex act during the period of time that the award is in effect; or
  - (3) Uses forced labor in the performance of the award or sub-awards under the award.

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

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

- Appendix A, Services to be Provided (dated, July 1, 2025)
- Appendix B, Budget (dated, July 1, 2025)
- Appendix C, Method of Payment (dated, July 1, 2025)
- Appendix D, Interests in Other City Grants (dated, July 1, 2025)

**2.16 Section 17.12 Dispute Resolution Procedure** of the Agreement is hereby deleted and replaced with the following:

**17.12 Reserved.**

**2.17 Section 17.14 Services During a City-Declared Emergency** of the Agreement is hereby deleted and replaced with the following:

**17.14 Services During a City-Declared Emergency.** In case of an emergency as declared by the Mayor under Charter section 3.100, Grantee will make a good faith effort to continue to provide the services set forth in Eligible Expenses. Any services provided beyond those listed in Eligible Expenses must be approved by the Department.

**2.18 Appendix A, Services to be Provided**, of the Agreement is hereby replaced in its entirety by the modified **Appendix A, Services to be Provided** (dated July 1, 2025), for the period of July 1, 2025 to June 30, 2028.

**2.19 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 December 1, 2020 to June 30, 2028.

**2.20 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).

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

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

**CITY**

**GRANTEE**

**DEPARTMENT OF HOMELESSNESS  
AND SUPPORTIVE HOUSING**

**FIVE KEYS SCHOOLS AND  
PROGRAMS**

By: \_\_\_\_\_  
Shireen McSpadden  
Executive Director

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

Approved as to Form:  
David Chiu  
City Attorney

By: \_\_\_\_\_  
Adam Radtke  
Deputy City Attorney

**Appendix A, Services to be Provided  
by  
Five Keys Schools and Programs  
Next Door**

**I. Purpose of Grant**

The purpose of the grant is to provide Emergency Shelter Operations and Support Services to the served population to obtain emergency nighttime sleeping accommodations.

**II. Served Population**

Grantee shall serve adults, without custody of minor children, who are experiencing homelessness and do not have a fixed, regular, or adequate nighttime residence. Grantee shall determine possible accommodation of guests with service or companion animals at the shelter.

**III. Referral and Prioritization**

Grantee shall provide services to those who meet Department of Homelessness and Supportive Housing (HSH) established eligibility requirements for the served population. Grantee shall utilize the referral system established by the HSH, unless the City requires an alternate referral and/or prioritization process in order to maintain the health and safety of guests in accordance with City requirements.

**IV. Description of Services**

Grantee shall provide emergency shelter services as outlined below, unless otherwise directed by the City in cases of public health or other emergency situations.

- A. Shelter Operations: Grantee shall operate the shelter to accommodate up to the number of guests listed on the Appendix B, Budget “Number Served” tab at any given time, unless City requires Grantee to serve less guests in order to maintain the health and safety of guests in accordance with City requirements. Grantee shall adhere to the Shelter Standards of Care Legislation<sup>1</sup> unless otherwise directed by the City in cases of public health emergencies or other emergency situations.
1. Facility Maintenance: Grantee shall maintain the facility; provide janitorial services; and repair the facility and its systems to maintain a clean, safe, and pest-free environment, per all applicable building, fire and health codes.
  2. Referrals and Reservations: Grantee shall accept and facilitate reservations, in accordance with City policy and the shelter facility’s hours of operation.
  3. Accommodations: Grantee shall provide at minimum, one clean blanket, two clean sheets, one pillowcase, and mats, cots, or beds, as appropriate for the shelter facility, configuration, and capacity, and in accordance with the Shelter Standards of Care.

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<sup>1</sup> Including, but not limited to Shelter Standards of Care, as applicable:  
[http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:sanfrancisco\\_ca\\$sanc=JD\\_20.404](http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices?f=templates$fn=default.htm$3.0$vid=amlegal:sanfrancisco_ca$sanc=JD_20.404).

4. Meals: Grantee shall provide two meals per day to guests with active reservations following the menu pattern developed by the San Francisco Nutrition Project. Meal menus shall be posted daily.
  5. Pets: Grantee shall provide a program that is pet-friendly, as well as accommodating to companion, service, and support animals.
  6. Storage: Grantee shall provide space for secure and pest-free storage of guest belongings, as appropriate for the facility.
  7. Entry and Exit: Grantee shall monitor guest entry and exit and keep guest records.
  8. Notice: Grantee shall provide written notice or warning to guests related to any issue that may affect ongoing stay, including, but not limited to, violations of program rules and actions that are in violation of the rules agreement.
- B. Shelter Support Services: Grantee shall provide, at minimum, the following Shelter Support Services and incorporate the harm reduction model philosophy. Support Services shall include, but are not limited, to the following:
1. Intake: Grantee shall conduct an intake, and make any updates, to determine and document participant identification and stay information. The intake shall include a program orientation outlining the services available on site. The intake shall also include established consent forms that support exchange of participant information with program partners, including the data tracking partners for purposes of program analysis.
  2. Assessment and Individual Service Plan: Grantee shall conduct a support services assessment to document participant needs. Grantee shall create service plans based on intake and assessment information. Service plans shall include issues identified by the participant and prioritize key issues, particularly those identified by HSH and the placement referral sources, which are the focus during the participant's stay.
  3. Engagement: Grantee shall actively engage with participants to support their connection to needed services, progress on their individual service plans and end participant homelessness. Grantee shall create a regular schedule of outreach to participants and shall provide services based on participant services plans and goals. Grantee shall provide outreach to and offer onsite services and/or referrals to all participants who display indications of placement instability. This includes but is not limited to discontinuance from benefits, services, rule violations or warnings, and conflicts with staff or other shelter participants.
  4. Case Management:
    - a. Grantee shall provide ongoing meetings and counseling services with participants to establish goals, support individualized action and service plans, and track progress toward meeting the goals.
    - b. Grantee shall assist Housing Referral Status participants in applying for and securing the required documents needed to become "document ready" for permanent housing application. This includes, but is not limited to, the acquisition of identification, income and homelessness verifications, and other required documents as needed. Grantee shall communicate with the Coordinated Entry Housing Navigation staff regularly about the status of documentation acquisition and upload acquired documents into the Online

Navigation and Entry (ONE) System via the protocol developed by HSH. Grantee shall engage the Coordinated Entry Housing Navigation staff in discussion and/or case conferencing when participants show signs of difficulty or lack of progress in acquiring necessary documentation.

5. **Benefits Navigation:** Grantee shall work in partnership with Human Services Agency (HSA) to assist eligible participants to obtain Medi-Cal, CalFresh, and County Adult Assistance Program (CAAP) benefits. As needed, HSA will outstation SFBN and CAAP Eligibility Workers (EWs) at shelter sites with the goals of fully integrating benefits application services into the shelter environment and approving participants for benefits without requiring them to go to HSA offices. Grantee shall provide on-site services space for the HSA EWs when present at the site. Grantee shall provide on-site services space for the HSA EWs when present at the site.
6. **Safety and De-Escalation:** Grantee shall ensure the general safety of the served population, staff, visitors, and property by providing staff trained in safety and de-escalation or through a security services provider during peak operational days and hours, as determined by Grantee and approved by HSH. Days and hours of coverage shall be on record with the HSH Program Manager. Safety and de-escalation shall include, but is not limited to:
  - a. Greeting the served population, staff, visitors, and conducting search of persons and property prior to entering sites for potentially dangerous items;
  - b. Utilization of a system by which possessions may be checked and safely and securely stored, as directed;
  - c. Regular patrol of the site and surrounding program area to ensure compliance with HSH's Good Neighbor Policy as described in the Good Neighbor Policies section;
  - d. Utilization of a system with written documentation to ensure that the perimeter and other areas are checked on a scheduled and regular basis; and
  - e. Assistance with conflict de-escalation and crisis management.
7. **Wellness Checks:** Grantee shall conduct Wellness Checks in accordance with HSH policy to assess participant safety when there is reason to believe the participant is in immediate and substantial risk due to a medical and/or psychiatric emergency.
8. **Support Groups, Social Events and Organized Participant Activities:**
  - a. Grantee shall provide participants with opportunities to participate in organized gatherings for peer support, to gain information from presenters and each other, to form social connections with other participants, or to celebrate/commemorate significant individual, holiday and community events. These events may be planned with or based on input from participants. Grantee shall post a monthly calendar of events.
  - b. Grantee shall conduct monthly community meetings for participants during which participants may discuss concerns and program ideas.
  - c. Grantee shall provide community service, training, and/or employment opportunities to participants in partnership with local organizations or City agencies.
9. **Referrals and Coordination of Services:**

- a. Grantee shall link Problem-Solving status shelter participants to HSH Access Points, in order for the participants to receive Problem-Solving and/or a Coordinated Entry assessment. Grantee shall request the services of the Mobile Access Point team for any participants who display indications of difficulty getting to an HSH Access Point.
  - b. Grantee shall assist participants to identify and access services available within the community that meet specific needs or support progress toward identified goals. This may include providing information about services, calling to help establish appointments, assisting with the completion of applications, helping with appointment reminders, follow up/checking in with participants regarding the process, and, as necessary, re-referral.
  - c. Grantee shall escort participants to critical off-site appointments, particularly those related to benefits and exit placements, and support participants to keep appointments. When needed, Grantee shall provide bus tokens and/or transportation vouchers to assist participants in getting to critical appointments.
10. Exit Planning: Grantee shall provide exit planning to participants preparing to leave the shelter for any number of reasons, including but not limited to participants moving into permanent supportive housing, participants about to be issued a Denial of Service (DOS), and participants who are talking about leaving the program. Grantee shall notify Coordinated Entry and/or HSH Outreach as directed by HSH when Housing Referral status participants exit their shelter program.

**V. Location and Time of Services**

Grantee shall provide shelter services 24 hours per day, seven days per week at 1001 Polk Street, San Francisco, CA.

Grantee shall provide support services at least Monday through Friday, as necessary to best serve the needs of participants.

**VI. Service Requirements**

Grantee shall adhere to the following service requirements, unless otherwise directed by the City in cases of public health or other emergency situations:

- 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 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. Shelter Expansion: To respond to weather or other emergencies, HSH reserves the right to negotiate shelter expansion with the addition of mats during periods of need. Grantee shall be ready to provide expansion within twenty-four hours' notice; although HSH will attempt to give more advance notice whenever possible. Expansion may be at reduced hours or simplified services. HSH expects that providers use their own staff during these expansions; however, if provider staffing is not available at the time of expansion, HSH reserves the right to augment coverage with City staff in order to respond to emergencies.
- C. Staffing and Volunteers:
1. Grantee shall employ at least one staff member on each shift who has at least one year of experience in providing services to people experiencing homelessness, or comparable experience.
  2. Grantee shall employ at least one staff member on each shift who is identified as the American with Disabilities Act (ADA) Liaison and post the name of the staff on duty near the front desk.
- D. 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>.
- E. Record Keeping:
1. Grantee shall maintain confidential files on each guest as needed, including documentation and notes that track planning and progress on achieving goals when appropriate.
  2. Grantee shall also keep support services files, which contain the record of complaints, services requests, grievances, warnings and denials of service for shelter rule infractions and the outcomes and responses to guests.
  3. Grantee shall maintain appropriate documentation to validate the approval of the shelter extensions to shelter guests according to HSH policies.
  4. Grantee shall maintain all eligibility and inspection documentation in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
- F. Dietary and Food Safety

Grantee shall meet the following meal dietary requirements:

1. Provide meals for guests following the menu pattern developed by San Francisco Shelter Nutrition Project 7/08. Meals shall follow the menu pattern established by the San Francisco Shelter Nutrition Project 7/08 and meet the minimum portion sizes listed for each of the food groups. Menus shall be reviewed by the Department of Public Health (DPH) Registered Dietician (RD) annually to meet the established meal pattern, portion sizes and vegetarian and religious/diet accommodations;
2. Acquire Registered Dietician service from HSH or other organizations to conduct annual monitoring and evaluation of food service safety/sanitation, meal preparation/service, and menu documentation using Shelter Nutrition Monitoring Tool developed by San Francisco Shelter Nutrition Project;
3. Ensure the annual nutrition monitoring report includes recommendations and actions that Grantee has taken to address any compliance issues noted; and
4. Grantee shall ensure that at least one staff person responsible for food service has a valid Food Safety Certification.

G. Facilities:

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

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

1. Grantee shall work with neighbors, HSH, San Francisco Police Department (SFPD), Department of Public Works (DPW), DPH, Department of Emergency Management (DEM)/Healthy Streets Operations Center (HSOC), and other relevant city agencies to ensure that neighborhood concerns about the facility, site, and perimeter are heard and addressed.
  2. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings.
  3. Grantee shall provide a phone number to all interested neighbors that will be answered 24 hours a day by a representative, who will direct complaints and issues to a manager or other responsible person who has the authority to respond to complaints and issues at the site as they arise.
  4. Grantee shall minimize the impact on the neighborhood of program guests entering, exiting, or waiting for services. Grantee will do this by limiting referrals to specified referral partners, not allowing walk-ins, and having 24/7 access to the site for registered guests. Walk-ins will only be allowed if this method is a part of the program's executed scope of work, during a weather activation, or other exception, as directed by HSH.
  5. Grantee shall actively discourage and address excessive noise from program participants. Grantee will coordinate with other service providers and City agencies, as necessary to address this issue if just outside the program site.
  6. Grantee shall actively discourage loitering and public drug use in the area immediately surrounding the program. Grantee will coordinate with other service providers and City agencies, as necessary, to address this issue.
  7. Grantee shall implement management practices necessary to ensure that staff and participants maintain the safety and cleanliness of the area immediately surrounding the facility and do not block driveways of neighboring residents or businesses.
  8. Grantee shall take all reasonable measures to ensure the sidewalks adjacent to the facility are not blocked.
  9. Grantee will conduct at minimum three daily perimeter inspections, collect litter and contact the appropriate city department for assistance when needed.
  10. Grantee shall immediately report to SF Homeless Outreach Team (SFHOT) or HSOC if encampments emerge along the perimeter of the site or immediately across the street.
  11. Grantee will actively discourage guests from keeping tents outside of the site on the sidewalk and will follow HSH protocols on the issue.
  12. Grantee will abate any graffiti on the site within 24 hours, weather permitting.
  13. Grantee will report graffiti in the immediate area to 311.
- I. Safety and De-Escalation: Grantee shall ensure the general safety of the served population, staff, visitors, and property by providing staff trained in safety and de-escalation or through a security services provider during peak operational days and hours, as determined by Grantee and approved by HSH. Days and hours of coverage shall be on record with the HSH Program Manager. Safety and de-escalation shall include, but is not limited to:

1. Greeting the served population, staff, visitors, and conducting search of persons and property prior to entering sites for potentially dangerous items;
2. Utilization of a system by which possessions may be checked and safely and securely stored, as directed;
3. Regular patrol of the site and surrounding program area to ensure compliance with HSH's Good Neighbor Policy as described in the Good Neighbor Policies section;
4. Utilization of a system with written documentation to ensure that the perimeter and other areas are checked on a scheduled and regular basis; and
5. Assistance with conflict de-escalation and crisis management.

J. Feedback, Complaint and Follow-up Policies

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

1. A complaint process, including a written complaint policy informing guests how to report complaints and request repairs/services; and
2. A written quarterly survey that has been pre-approved by HSH, which shall be offered to the served population to gather feedback, satisfaction and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population regarding completion of the survey if the written format presents any problem.

Grantee shall also respond to guest complaints in a timely manner that are brought through the Shelter Monitoring Committee, Mayor's Office on Disability, or HSH.

K. City Communications and Policies

Grantee shall keep HSH informed and comply with applicable City policies to minimize harm and risk, including:

1. Compliance with all Shelter and Resource Center Standards of Care as required by Administrative Code, Sec. 20.404<sup>Error! Bookmark not defined.</sup>;
2. Regular communication to HSH about the implementation of the program;
3. Attendance of HSH meetings and trainings, as required;
4. Attendance of an annual training on the ADA and mental disabilities through interdepartmental work orders with the Mayor's Office on Disability and the City Attorney's Office;
5. Attendance of the Shelter Monitoring Committee Meetings;
6. Adherence to the Shelter Grievance Ordinance, HSH Regulations and Shelter Grievance policy, including the processes regarding denials of service unless Grantee is otherwise dictated by City emergency requirements;
7. Adherence to the City service or companion animals policy;
8. Adherence to the HSH Cold/Wet Weather Policy; and
9. Adherence to the TB Infection Control Guidelines for Homeless.

- L. Critical Incident: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, within 72 hours of the incident according to Department policy. Critical incidents shall be reported using the online Critical Incident Report

(CIR) form. In addition, critical incidents that involve life endangerment events or major service disruptions must be reported immediately to the HSH program manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.

- M. Health Screening and Certifications: Grantee shall obtain and maintain all required staff health screenings and certifications, including but not limited to, staff Tuberculosis testing; CPR/First Aide; and AED certifications.
- N. 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 clients will participate in annual trainings on harm reduction, overdose recognition and response.
- O. 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.
- P. Staff Training: Grantee shall promote and support staff training and development, including but not limited to training on de-escalation and safety, participant engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for participants and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards of Care (Section 16.22 of the Agreement).
- Q. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding participants' progress.
- R. 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 Participants are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
- S. 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).
- T. Data Standards:

1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process<sup>2</sup>, 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.

U. 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

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<sup>2</sup> HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://www.sf.gov/information--one-system>

- 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.

**VII. Service Objectives**

Grantee shall achieve the following service objectives, unless directed otherwise by the City in a public health emergency:

- A. Grantee shall provide intake and program orientation to 100 percent of all initial participants and updates for returning participants in a new stay within 24 hours of arrival to the site.
- B. Grantee shall utilize intake and assessment information with partnering service providers to identify options and create a service plan for 95 percent of participants. Written service plans shall include clear goals and objectives and identified barriers. Service connections, progress, and follow up on these service plans will be documented in the participant’s record.
- C. Ninety percent of participants shall be offered referral for problem-solving and/or assessment via Adult Coordinated Entry within one week of placement at the shelter.
- D. Ninety percent of participants with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.
- E. A minimum of 50 percent of single adult participants shall complete a Satisfaction Survey each quarter using the survey instrument provided by HSH.

**VIII. Outcome Objectives**

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

**IX. Reporting Requirements**

Grantee shall input data into systems required by HSH, such as, but not limited to CHANGES, ONE System, and CARBON, unless otherwise directed by the City in cases of public health or other emergency situations.

- A. Grantee shall provide a monthly report of activities, referencing the tasks as described in the Service and Outcome Objectives sections. Grantee shall enter the monthly metrics in the CARBON database by the 15<sup>th</sup> of the following month.
- B. Grantee shall provide a quarterly report of activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. Grantee will enter the quarterly metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the quarter.
- C. Grantee shall provide an annual report summarizing the contract activities, referencing the tasks as described in the Service and Outcome Objectives sections. This report shall also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the program year.
- D. Grantee shall participate, as required by Department, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Contractor within thirty working days of receipt of any evaluation report and such response will become part of the official report.
- 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 Ad Hoc reports as required by the Department and respond to requests by the Department 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, such as, but not limited to, the following, participant files, review of the Grantee's administrative records, staff training documentation, postings, program policies and procedures, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative

activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

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

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.
- C. Food Safety: Grantee shall be responsible to utilize DPH RD support services to provide annual monitoring and evaluation of food safety/sanitation, meal preparation/service and menu documentation. Report will include recommendations and actions that shelter has taken to address any compliance issues noted.

|    | A  | B                 | C               | D                       |
|----|--|-------------------|-----------------|-------------------------|
| 1  | <b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b> |                   |                 |                         |
| 2  | <b>APPENDIX B, BUDGET</b>                                |                   |                 |                         |
| 3  | <b>Document Date</b>                                     | 7/1/2025          |                 |                         |
| 4  | <b>Contract Term</b>                                     | <b>Begin Date</b> | <b>End Date</b> | <b>Duration (Years)</b> |
| 5  | <b>Current Term</b>                                      | 12/1/2020         | 6/30/2025       | 5                       |
| 6  | <b>Amended Term</b>                                      | 12/1/2020         | 6/30/2028       | 8                       |
| 7  | <b>Program</b>   | Next Door         |                 |                         |
| 8  |  |                   |                 |                         |
| 9  | <b>Approved Subcontractors</b>                           |                   |                 |                         |
| 10 | None.  |                   |                 |                         |







|    | A   | AY                                     | AZ           | BA                          | BB                    | BE                     | BT                         | BU                     | BV                     |
|----|---|--|--------------|-----------------------------|-----------------------|------------------------|----------------------------|------------------------|------------------------|
| 1  | DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING     |  |              |                             |                       |                        |                            |                        |                        |
| 2  | SALARY & BENEFIT DETAIL                               |  |              |                             |                       |                        |                            |                        |                        |
| 3  | Document Date   |  |              |                             |                       |                        |                            |                        |                        |
| 4  | Provider Name   |  |              |                             |                       |                        |                            |                        |                        |
| 5  | Program   |  |              |                             |                       |                        |                            |                        |                        |
| 6  | FSP Contract ID#                                      |  |              |                             |                       |                        |                            |                        |                        |
| 7  | Budget Name   |  |              |                             |                       |                        |                            |                        |                        |
| 8  |   |  |              |                             |                       | <b>EXTENSION YEAR</b>  |                            |                        |                        |
| 9  | <b>POSITION TITLE</b>                                 | <b>Year 8</b>                          |              |                             |                       | <b>All Years</b>       |                            |                        |                        |
| 10 |   | Agency Totals                          |              | For HSH Funded Program      |                       | 7/1/2027 - 6/30/2028   | 12/1/2020 - 6/30/2025      | 12/1/2020 - 6/30/2028  | 12/1/2020 - 6/30/2028  |
| 11 |   | Annual Full Time Salary (for 1.00 FTE) | Position FTE | % FTE funded by this budget | Adjusted Budgeted FTE | New<br>Budgeted Salary | Current<br>Budgeted Salary | Modification<br>Change | New<br>Budgeted Salary |
| 12 | Director of Housing                                   | \$ 154,000                             | 1.00         | 10%                         | 0.10                  | \$ 15,400              | \$ 77,498                  | \$ 46,200              | \$ 123,698             |
| 13 | Director of Strategic Leadership Development/Training | \$ 150,000                             | 1.00         | 5%                          | 0.05                  | \$ 7,500               | \$ 39,750                  | \$ 22,500              | \$ 62,250              |
| 14 | Deputy Director of Housing                            | \$ 135,000                             | 1.00         | 10%                         | 0.10                  | \$ 13,500              | \$ 13,500                  | \$ 40,500              | \$ 54,000              |
| 15 | Restorative Justice Strategist / Training             | \$ 115,000                             | 1.00         | 10%                         | 0.10                  | \$ 11,500              | \$ 11,500                  | \$ 34,500              | \$ 46,000              |
| 16 | Director of Operations                                | \$ 111,000                             | 1.00         | 7%                          | 0.07                  | \$ 7,770               | \$ 46,332                  | \$ 23,310              | \$ 69,642              |
| 17 | Director  | \$ 98,800                              | 2.00         | 100%                        | 2.00                  | \$ 197,600             | \$ 581,011                 | \$ 592,800             | \$ 1,173,811           |
| 18 | Director of Training and Guest Services               | \$ 98,000                              | 1.00         | 10%                         | 0.10                  | \$ 9,800               | \$ 44,964                  | \$ 29,400              | \$ 74,364              |
| 19 | Assistant Director Care Coordination                  | \$ 95,000                              | 1.00         | 13%                         | 0.13                  | \$ 12,350              | \$ 12,350                  | \$ 37,050              | \$ 49,400              |
| 20 | Care Coordinator Supervisor                           | \$ 79,000                              | 1.00         | 100%                        | 1.00                  | \$ 79,000              | \$ 148,533                 | \$ 237,000             | \$ 385,533             |
| 21 | Program Data and Resource Coordinator                 | \$ 76,000                              | 1.00         | 10%                         | 0.10                  | \$ 7,600               | \$ 15,088                  | \$ 22,800              | \$ 37,888              |
| 22 | Shift Supervisors                                     | \$ 73,000                              | 8.40         | 100%                        | 8.40                  | \$ 613,200             | \$ 2,413,383               | \$ 1,839,600           | \$ 4,252,983           |
| 23 | Care Coordinators                                     | \$ 66,160                              | 7.00         | 100%                        | 7.00                  | \$ 463,120             | \$ 2,225,588               | \$ 1,389,360           | \$ 3,614,948           |
| 24 | Intake and Resource Coordinator                       | \$ 56,160                              | 2.00         | 100%                        | 2.00                  | \$ 112,320             | \$ 419,728                 | \$ 336,960             | \$ 756,688             |
| 25 | Activities Coordinator                                | \$ 56,160                              | 1.00         | 100%                        | 1.00                  | \$ 56,160              | \$ 254,121                 | \$ 168,480             | \$ 422,601             |
| 26 | Ambassadors   | \$ 50,440                              | 54.60        | 100%                        | 54.60                 | \$ 2,754,024           | \$ 10,871,585              | \$ 8,262,072           | \$ 19,133,657          |
| 27 | Janitorial Staff                                      | \$ 50,440                              | 10.60        | 100%                        | 10.60                 | \$ 534,664             | \$ 1,844,592               | \$ 1,603,992           | \$ 3,448,584           |
| 34 | HR Generalist   | \$ -                                   |              |                             |                       | \$ -                   | \$ 28,813                  | \$ -                   | \$ 28,813              |
| 35 | Deputy Director of Staff Support                      | \$ -                                   |              |                             |                       | \$ -                   | \$ 15,207                  | \$ -                   | \$ 15,207              |
| 36 | Director Care Coordination                            | \$ -                                   |              |                             |                       | \$ -                   | \$ 60,842                  | \$ -                   | \$ 60,842              |
| 37 | Assistant Director                                    | \$ -                                   |              |                             |                       | \$ -                   | \$ 196,945                 | \$ -                   | \$ 196,945             |
| 38 | Hiring Specialist                                     | \$ -                                   |              |                             |                       | \$ -                   | \$ 20,778                  | \$ -                   | \$ 20,778              |
| 39 | Safety & De-Escalation Staff                          | \$ -                                   |              |                             |                       | \$ -                   | \$ 298,965                 | \$ -                   | \$ 298,965             |
| 40 | Director of Community Partnerships and Harm Reduction | \$ -                                   |              |                             |                       | \$ -                   | \$ 11,732                  | \$ -                   | \$ 11,732              |
| 55 |   | <b>TOTAL SALARIES</b>                  |              |                             |                       | <b>\$ 4,895,508</b>    | <b>\$ 19,652,805</b>       | <b>\$ 14,686,524</b>   | <b>\$ 34,339,329</b>   |
| 56 |   | <b>TOTAL FTE</b>                       |              |                             |                       | <b>87.35</b>           |                            |                        |                        |
| 57 |   | <b>FRINGE BENEFIT RATE</b>             |              |                             |                       | <b>38.00%</b>          |                            |                        |                        |
| 58 |   | <b>EMPLOYEE FRINGE BENEFITS</b>        |              |                             |                       | <b>\$ 1,860,293</b>    | <b>\$ 7,468,066</b>        | <b>\$ 5,580,879</b>    | <b>\$ 13,048,945</b>   |
| 59 |   | <b>TOTAL SALARIES &amp; BENEFITS</b>   |              |                             |                       | <b>\$ 6,755,801</b>    | <b>\$ 27,120,871</b>       | <b>\$ 20,267,403</b>   | <b>\$ 47,388,274</b>   |
| 60 |   |  |              |                             |                       |                        |                            |                        |                        |
| 61 |   |  |              |                             |                       |                        |                            |                        |                        |
| 62 |   |  |              |                             |                       |                        |                            |                        |                        |

|    | A   | B                              | E                    | H                    | K                    | N                    | S                    | V                    | Y                    | AF                    | AG                    | AH                    |
|----|---|--------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|-----------------------|-----------------------|-----------------------|
| 1  | DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING       |                                |                      |                      |                      |                      |                      |                      |                      |                       |                       |                       |
| 2  | OPERATING DETAIL  |                                |                      |                      |                      |                      |                      |                      |                      |                       |                       |                       |
| 3  | Document Date   | 7/1/2025                       |                      |                      |                      |                      |                      |                      |                      |                       |                       |                       |
| 4  | Provider Name   | Five Keys Schools and Programs |                      |                      |                      |                      |                      |                      |                      |                       |                       |                       |
| 5  | Program   | Next Door                      |                      |                      |                      |                      |                      |                      |                      |                       |                       |                       |
| 6  | FSP Contract ID#  | 1000020047                     |                      |                      |                      |                      |                      |                      |                      |                       |                       |                       |
| 7  | Budget Name   | General Fund - Shelter         |                      |                      |                      |                      |                      |                      |                      |                       |                       |                       |
| 8  |   |                                |                      |                      |                      |                      | EXTENSION YEAR       | EXTENSION YEAR       | EXTENSION YEAR       |                       |                       |                       |
| 9  |   | Year 1                         | Year 2               | Year 3               | Year 4               | Year 5               | Year 6               | Year 7               | Year 8               | All Years             |                       |                       |
| 10 |   | 12/1/2020 - 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 | 7/1/2027 - 6/30/2028 | 12/1/2020 - 6/30/2025 | 12/1/2020 - 6/30/2028 | 12/1/2020 - 6/30/2028 |
| 11 |   | Current                        | Current              | Current              | Current              | Current              | New                  | New                  | New                  | Current               | Modification          | New                   |
| 12 | Operating Expenses                                      | Budgeted Expense               | Budgeted Expense     | Budgeted Expense     | Budgeted Expense     | Budgeted Expense     | Budgeted Expense     | Budgeted Expense     | Budgeted Expense     | Budgeted Expense      | Change                | Budgeted Expense      |
| 13 | Rental of Property                                      | \$ -                           | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                  | \$ -                  | \$ -                  |
| 14 | Utilities(Elec, Water, Gas, Scavenger)                  | \$ -                           | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                  | \$ -                  | \$ -                  |
| 15 | Office Supplies, Postage                                | \$ 3,208                       | \$ 10,245            | \$ 10,245            | \$ 12,460            | \$ 21,152            | \$ 21,152            | \$ 21,152            | \$ 21,152            | \$ 57,309             | \$ 63,456             | \$ 120,765            |
| 16 | Building Maintenance Supplies and Repair                | \$ 11,667                      | \$ 26,177            | \$ 26,177            | \$ 4,000             | \$ 20,620            | \$ 9,990             | \$ 9,990             | \$ 9,990             | \$ 88,640             | \$ 29,970             | \$ 118,610            |
| 17 | Printing and Reproduction                               | \$ -                           | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                  | \$ -                  | \$ -                  |
| 18 | Insurance   | \$ 6,937                       | \$ 11,198            | \$ 12,318            | \$ 12,318            | \$ 24,118            | \$ 24,118            | \$ 24,118            | \$ 24,118            | \$ 66,889             | \$ 72,354             | \$ 139,243            |
| 19 | Staff Training  | \$ 8,750                       | \$ 25,110            | \$ 25,110            | \$ 21,988            | \$ 22,927            | \$ 22,927            | \$ 22,927            | \$ 22,927            | \$ 103,884            | \$ 68,781             | \$ 172,665            |
| 20 | Staff Travel-(Local & Out of Town)                      | \$ 642                         | \$ 1,036             | \$ 300               | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ 1,977              | \$ -                  | \$ 1,977              |
| 21 | Rental of Equipment                                     | \$ -                           | \$ -                 | \$ -                 | \$ 8,213             | \$ 12,320            | \$ 750               | \$ 750               | \$ 750               | \$ 20,533             | \$ 2,250              | \$ 22,783             |
| 22 | Phone   | \$ 7,000                       | \$ 11,299            | \$ 36,000            | \$ 29,000            | \$ 36,000            | \$ 36,000            | \$ 36,000            | \$ 36,000            | \$ 119,299            | \$ 108,000            | \$ 227,299            |
| 23 | Photocopier   | \$ 2,450                       | \$ 6,480             | \$ 6,480             | \$ 4,500             | \$ 4,500             | \$ 4,500             | \$ 4,500             | \$ 4,500             | \$ 24,409             | \$ 13,500             | \$ 37,909             |
| 24 | Cleaning/Janitorial Supplies                            | \$ 11,667                      | \$ 33,270            | \$ 48,000            | \$ 55,467            | \$ 59,200            | \$ 45,000            | \$ 45,000            | \$ 45,000            | \$ 207,604            | \$ 135,000            | \$ 342,604            |
| 25 | Cable/Internet/Wifi                                     | \$ 7,292                       | \$ 11,770            | \$ 11,770            | \$ 3,988             | \$ 5,232             | \$ 2,232             | \$ 2,232             | \$ 2,232             | \$ 40,052             | \$ 6,696              | \$ 46,748             |
| 26 | Guest Supplies, food, socks, etc                        | \$ 26,250                      | \$ 56,497            | \$ 101,390           | \$ 122,771           | \$ 145,528           | \$ 120,528           | \$ 120,528           | \$ 120,528           | \$ 452,436            | \$ 361,584            | \$ 814,020            |
| 27 | Staff Supplies, First Aid Kits/Medical Supplies/Uniform | \$ 18,667                      | \$ 30,131            | \$ 30,131            | \$ 37,626            | \$ 41,373            | \$ 20,169            | \$ 20,169            | \$ 20,169            | \$ 157,928            | \$ 60,507             | \$ 218,435            |
| 28 | Dump Runs (guest belonging abandoned)                   | \$ 7,000                       | \$ 11,299            | \$ 2,000             | \$ 8,500             | \$ 12,000            | \$ -                 | \$ -                 | \$ -                 | \$ 40,799             | \$ -                  | \$ 40,799             |
| 29 | Guest Transportation                                    | \$ 1,167                       | \$ 1,883             | \$ 200               | \$ 578               | \$ 3,969             | \$ 5,527             | \$ 5,527             | \$ 5,527             | \$ 7,797              | \$ 16,581             | \$ 24,378             |
| 30 | Staff Parking   | \$ 4,375                       | \$ 7,062             | \$ 12,000            | \$ 12,400            | \$ 12,600            | \$ 12,600            | \$ 12,600            | \$ 12,600            | \$ 48,437             | \$ 37,800             | \$ 86,237             |
| 31 | Cell Phones   |                                |                      |                      | \$ 4,000             | \$ 6,000             | \$ 100               | \$ 100               | \$ 100               | \$ 10,000             | \$ 300                | \$ 10,300             |
| 32 | Pest Control  | \$ 28,000                      | \$ 45,197            | \$ 4,000             | \$ 2,311             | \$ 2,467             | \$ 15,420            | \$ 15,420            | \$ 15,420            | \$ 81,976             | \$ 46,260             | \$ 128,236            |
| 33 | Guest Linen   | \$ 5,075                       | \$ 8,192             | \$ 15,000            | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ 28,267             | \$ -                  | \$ 28,267             |
| 34 | Start Up Costs  | \$ 110,000                     | \$ -                 |                      | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ 110,000            | \$ -                  | \$ 110,000            |
| 35 | Microwave Purchase (One-Time)                           |                                | \$ 1,300             |                      | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ -                 | \$ 1,300              | \$ -                  | \$ 1,300              |
| 68 | TOTAL OPERATING EXPENSES                                | \$ 260,146                     | \$ 298,146           | \$ 341,120           | \$ 340,120           | \$ 430,006           | \$ 341,013           | \$ 341,013           | \$ 341,013           | \$ 1,669,538          | \$ 1,023,039          | \$ 2,692,577          |

|    | A  | B                              | E            | H        | K            | N      | S              | V              | Y              | AF             | AG                     | AH             |
|----|--|--------------------------------|--------------|----------|--------------|--------|----------------|----------------|----------------|----------------|------------------------|----------------|
| 1  | DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING        |                                |              |          |              |        |                |                |                |                |                        |                |
| 2  | OPERATING DETAIL   |                                |              |          |              |        |                |                |                |                |                        |                |
| 3  | Document Date  | 7/1/2025                       |              |          |              |        |                |                |                |                |                        |                |
| 4  | Provider Name  | Five Keys Schools and Programs |              |          |              |        |                |                |                |                |                        |                |
| 5  | Program  | Next Door                      |              |          |              |        |                |                |                |                |                        |                |
| 6  | FSP Contract ID#   | 1000020047                     |              |          |              |        |                |                |                |                |                        |                |
| 7  | Budget Name  | General Fund - Shelter         |              |          |              |        |                |                |                |                |                        |                |
| 8  |  |                                |              |          |              |        | EXTENSION YEAR | EXTENSION YEAR | EXTENSION YEAR |                |                        |                |
| 9  |  | Year 1                         | Year 2       | Year 3   | Year 4       | Year 5 | Year 6         | Year 7         | Year 8         | All Years      |                        |                |
| 69 |  |                                |              |          |              |        |                |                |                |                |                        |                |
| 70 | Other Expenses (not subject to indirect cost %)          |                                |              |          |              |        |                |                |                |                |                        |                |
| 71 | Adjustment to Actuals                                    | \$ (1,168,346)                 | \$ (906,125) | \$ (362) | \$ (179,207) |        | \$ -           | \$ -           | \$ -           | \$ (2,254,040) | \$ -                   | \$ (2,254,040) |
| 83 |  |                                |              |          |              |        |                |                |                |                |                        |                |
| 84 | TOTAL OTHER EXPENSES                                     | \$ (1,168,346)                 | \$ (906,125) | \$ (362) | \$ (179,207) | \$ -   | \$ -           | \$ -           | \$ -           | \$ (2,254,040) | \$ -                   | \$ (2,254,040) |
| 85 |  |                                |              |          |              |        |                |                |                |                |                        |                |
| 86 | Capital Expenses   |                                |              |          |              |        |                |                |                |                |                        |                |
| 87 | Bunk Bed Frames and Mattresses                           |                                |              |          | \$ 98,790    |        | \$ -           | \$ -           | \$ -           | \$ 98,790      | \$ -                   | \$ 98,790      |
| 88 | Computers and Peripheral Equipment                       |                                |              |          | \$ 10,000    |        | \$ -           | \$ -           | \$ -           | \$ 10,000      | \$ -                   | \$ 10,000      |
| 89 | Movers and Furniture Set Up                              |                                |              |          | \$ 17,200    |        | \$ -           | \$ -           | \$ -           | \$ 17,200      | \$ -                   | \$ 17,200      |
| 90 | Guest Linen Start up and Bedding                         |                                |              |          | \$ 40,000    |        | \$ -           | \$ -           | \$ -           | \$ 40,000      | \$ -                   | \$ 40,000      |
| 91 | Safety Supplies - additional AED, First AID kits, Radios |                                |              |          | \$ 5,000     |        | \$ -           | \$ -           | \$ -           | \$ 5,000       | \$ -                   | \$ 5,000       |
| 92 | Furniture  |                                |              |          | \$ 22,400    |        | \$ -           | \$ -           | \$ -           | \$ 22,400      | \$ -                   | \$ 22,400      |
| 95 | TOTAL CAPITAL EXPENSES                                   | \$ -                           | \$ -         | \$ -     | \$ 193,390   | \$ -   | \$ -           | \$ -           | \$ -           | \$ 193,390     | \$ -                   | \$ 193,390     |
| 96 |  |                                |              |          |              |        |                |                |                |                |                        |                |
| 97 | HSH #3   |                                |              |          |              |        |                |                |                |                | Template last modified | 7/26/2022      |

**BUDGET NARRATIVE**

Fiscal Year

**General Fund - Shelter**

**FY25-26**

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

| <u>Salaries &amp; Benefits</u>             | <u>Adjusted Budgeted FTE</u> | <u>Budgeted Salary</u> | <u>Justification</u>  | <u>Calculation</u> | <u>Employee Name</u>       |
|--|------------------------------|------------------------|---|--------------------|----------------------------|
| Director of Housing                        | 0.10                         | \$ 15,400              | Oversight of all housing services, compliance, accountability for all HSH sites   | \$154,000 Annually | Brandi Marshall            |
| Director of Strategic Leadership Developme | 0.05                         | \$ 7,500               | Leads staff training throughout housing with an emphasis on the shift supervisors, Directors and Assistant Directors to ensure both employee development and growth and ongoing leadership opportunities for front line staff   | \$150,000 Annually | Dr. Tiffany                |
| Deputy Director of Housing                 | 0.10                         | \$ 13,500              | Supports the Housing Director and ensures contract compliance and smooth operations   | \$135,000 Annually | Kim Duong                  |
| Restorative Justice Strategist / Training  | 0.10                         | \$ 11,500              | 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  | \$115,000 Annually | Rita Alfred                |
| Director of Operations                     | 0.07                         | \$ 7,770               | Assist and organize Site Directors in administrative tasks, compliance, and reporting   | \$111,000 Annually | Alysha Galindo             |
| Director                                   | 2.00                         | \$ 197,600             | Oversight of all direct program services, client satisfaction, staff training and supervision   | \$98,800 Annually  | Samantha Evans/TBD         |
| Director of Training and Guest Services    | 0.10                         | \$ 9,800               | Ensures that all residents and treated with excellent customer services, and supervises activities coordinator, resolving resident complaints and is accountable for resident satisfaction.   | \$98,000 Annually  | Jamil Wilson               |
| Assistant Director Care Coordination       | 0.13                         | \$ 12,350              | Oversight of all Care Coordination and exit planning, compliance, training for all CC   | \$95,000 Annually  | Dana Pine                  |
| Care Coordinator Supervisor                | 1.00                         | \$ 79,000              | Overseas Care Coordinators to ensure compliance   | \$79,000 Annually  | Jacob Valenzuela           |
| Program Data and Resource Coordinator      | 0.10                         | \$ 7,600               | Guest data compliance and tracking  | \$76,000 Annually  | Maria Cornejo              |
| Shift Supervisors                          | 8.40                         | \$ 613,200             | Oversight of shift activities and staffing, accountability, safety, emergency response, client satisfaction   | \$73,000 Annually  | Various                    |
| Care Coordinators                          | 7.00                         | \$ 463,120             | Engage and organize guests, plan activities and events, perform quality assurance for services  | \$66,160 Annually  | Various                    |
| Intake and Resource Coordinator            | 2.00                         | \$ 112,320             | provides intakes to the guests,   | \$56,1600 Annually | Tiffany Andrews & Nevaeh M |
| Activities Coordinator                     | 1.00                         | \$ 56,160              | Engage and organize guests, plan activities and events, perform quality assurance for services  | \$56,1600 Annually | Amber Simmons              |
| Ambassadors                                | 54.60                        | \$ 2,754,024           | Ensure guest safety and comfort, de-escalate conflicts, provide access to food, hygiene, and basic needs, coordinate shift operations and activities, keep facilities safe, clean and secure, Search guests for weapons or prohibited substances, de-escalate and prevent conflicts, keep facilities safe, clean and secure | \$49,000 Annually  | Various                    |
| Janitorial Staff                           | 10.60                        | \$ 534,664             | Clean facilities, empty trash, clear grounds around facilities, keep ensure guest bathrooms are clear, ensure high touch services are cleaned regularly, ensure facilities - both guest and staff spaces are clean and sanitized  | \$49,000 Annually  | Various                    |
| <b>TOTAL</b>                               | <b>87.35</b>                 | <b>\$ 4,895,508</b>    |   |                    |                            |
| <b>Employee Fringe Benefits</b>            |                              | <b>\$ 1,860,293</b>    | <b>Includes FICA, SSUI, Workers Compensation and Medical calculated at 38% of total salaries.</b>   |                    |                            |
| <b>Salaries &amp; Benefits Total</b>       |                              | <b>\$ 6,755,801</b>    |   |                    |                            |

| <u>Operating Expenses</u>                               | <u>Budgeted Expense</u>   | <u>Justification</u>   | <u>Calculation</u>   |
|---|---------------------------|--|----------------------|
| Office Supplies, Postage                                | \$ 21,152                 | Supplies necessary for administrative tasks, paper, binders, labels, clipboards, pens, etc.  | \$1,763 Per Month    |
| Building Maintenance Supplies and Repair                | \$ 9,990                  | repairs of the building as needed not covered by HSH maintenance staff   | \$832.50 per month   |
| Insurance   | \$ 24,118                 | Liability operating insurance  | \$24,118 annually    |
| Staff Training  | \$ 22,927                 | Providing ongoing training to staff to improve performance and knowledge   | \$1,910.59 per month |
| Rental of Equipment                                     | \$ 750                    | Rent equipment for maintenance issues  | \$250 x 3 = \$750    |
| Phone   | \$ 36,000                 | phones lines for business operations at the site   | \$3,000 per month    |
| Photocopier   | \$ 4,500                  | Copy machine to copy all guest paperwork for intakes, care managers and posting to guests as well as daily operations  | \$375 per month      |
| Cleaning/Janitorial Supplies                            | \$ 45,000                 | Chemicals, tools and equipment used to clean facilities  | \$3,750 per month    |
| Cable/Internet/Wifi                                     | \$ 2,232                  | TV and computers for guest and staff use   | \$186 per month      |
| Guest Supplies, food, socks, etc                        | \$ 120,528                | Clothing, medically necessary food, activities supplies, special events, trainings, pet supplies, hygiene supplies, and other basic needs for guests on an ongoing basis | \$10,044 per month   |
| Staff Supplies, First Aid Kits/Medical Supplies/Uniform | \$ 20,169                 | Uniforms, First Aid Kits, AEDs, badges and lanyards, Radios, food and coffee   | \$1,680.75 per month |
| Guest Transportation                                    | \$ 5,527                  | Guests attending medical and housing appointments  | \$460.59 per month   |
| Staff Parking   | \$ 12,600                 | Staff parking in city parking lot  | \$1,050 per month    |
| Cell Phones   | \$ 100                    | Cell Phone for Site Supervisor   | \$100 annually       |
| Pest Control  | \$ 15,420                 | Pest control services for 70K sq ft bldg.  | \$1,285 per month    |
| <b>TOTAL OPERATING EXPENSES</b>                         | <b>\$ 341,013</b>         |  |                      |
| <b>Indirect Cost</b>                                    | 15.0% <b>\$ 1,064,522</b> |  |                      |

## 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.

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

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

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

2. Grantee's Executive Director or Chief Financial Officer shall submit a letter of authorization designating specific users, including their names, emails and phone numbers, who will have access to CARBON to electronically submit and sign for invoices, submit program reports, and view other information that is in CARBON.
  3. Grantee acknowledges that submittal of the invoice by Grantee's designated authorized personnel with proper login credentials constitutes Grantee's electronic signature and certification of the invoice.
  4. Grantee's authorized personnel with CARBON login credentials shall not share or internally reassign logins.
  5. Grantee's Executive Director or Chief Financial Officer shall immediately notify the assigned HSH Contract Manager, as listed in CARBON, via email or letter regarding any need for the restriction or termination of previously authorized CARBON users and include the name(s), email(s) and phone number(s) of those previously authorized CARBON users.
  6. Grantee may invoice and submit related documentation in the format specified by HSH via paper or email only upon special, written approval from the HSH Contracts Manager.
- F. Line Item Variance There shall be no variance from the line item budget submitted, which adversely affects Grantee's ability to provide services specified in the Appendix A(s), Services to be Provided of the Agreement; however, Grantee may invoice more than 100 percent of an ongoing General Fund or Our City, Our Home Fund (Prop C) line item, provided that total expenditures do not exceed the budget category amount (i.e., Salary, Operating, and/or Capital), per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.
- G. Spend Down:
1. Grantee shall direct questions regarding spend down and funding source prioritization to the assigned HSH Contract and Program Managers, as listed in CARBON.
  2. Generally, Grantee is expected to spend down ongoing funding proportionally to the fiscal year or project period. Grantee shall report unexpected delays and challenges to spending funds, as well as any lower than expected spending to the assigned Contract and Program Managers, as listed in CARBON prior to, or in conjunction with the invoicing period.

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

H. Documentation and Record Keeping:

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

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

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 1/10<sup>th</sup> 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           | 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)<br>November 15, 2024 - June 30, 2027 | \$3,978,439 |
| Adult Probation Department (APD)  | **Discontinued**<br>CASC Ambassador Program            | April 1, 2024 - June 30, 2026                           | \$232,425   |
| 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    |