

CITY AND COUNTY OF SAN FRANCISCO

SECOND AMENDMENT

**TO THE GRANT BETWEEN THE CITY AND COUNTY OF SAN FRANCISCO AND
COMMUNITY HOUSING PARTNERSHIP**

THIS AMENDMENT (this “Amendment”) is made as of **June 15, 2018**, in San Francisco, California, by and between **Community Housing Partnership, 20 Jones Street, Suite 200, San Francisco, CA 94102**, hereinafter referred to as “Grantee”, and the City and County of San Francisco,

RECITALS

WHEREAS, City and Grantee have entered into the Agreement (as defined below); and

WHEREAS, the Board of Supervisors has established a new City department that will serve as the City’s lead agency with respect to the provision and coordination of homeless services, and that such department will assume management of this Agreement; and

WHEREAS, Ordinance No. 29-18 authorizes the Agency to enter into contracts, including grants, without adhering to the Administrative Code provisions regarding competitive bidding and other requirements for construction work, procurement, and personal services relating to identified shelter crisis sites, including the site that is funded by this Agreement; and

WHEREAS, the Board of Supervisors passed Resolution File No. 180522 authorizing continued operation of the Navigation Center located at 20-12th Street through December 31, 2021; and

WHEREAS, City and Grantee desire to modify the Agreement on the terms and conditions set forth herein to extend the performance period and increase the contract amount; and

WHEREAS, Grantee represents and warrants that it is qualified to perform the services required by City as set forth under this Grant and Modification Agreement;

WHEREAS, the Board of Supervisors passed Resolution #181049 on November 27, 2018 to extend the grant term by three years and six months and increase the grant amount to approve the second amendment;

NOW, THEREFORE, Grantee and the City agree as follows:

**ARTICLE 1
DEFINITIONS**

1. Definitions. The following definitions shall apply to this Amendment:

a) Agreement. The term “Agreement” shall mean the Agreement dated **July 1, 2015** between Grantee and City and **First amendment**, dated **May 26, 2016**.

b) Contract Monitoring Division. Contract Monitoring Division. Effective July 28, 2012, with the exception of Sections 14B.9(D) and 14B.17(F), all of the duties and functions of the Human Rights Commission under Chapter 14B of the Administrative Code (LBE Ordinance) were transferred to the City Administrator, Contract Monitoring Division (“CMD”). Wherever “Human Rights Commission” or “HRC” appears in the Agreement in reference to Chapter 14B of the Administrative Code or its implementing

Rules and Regulations, it shall be construed to mean “Contract Monitoring Division” or “CMD” respectively.

- c) **Other Terms.** Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Agreement.

ARTICLE 2 MODIFICATIONS TO THE AGREEMENT

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

2.1 Section 1.1. Specific Terms, (b) is hereby replaced in its entirety to read as follows:

(b) “Agency” shall mean Department of Homelessness and Supportive Housing.

2.2 Section 3.2. Duration of Term of the Agreement currently reads as follows:

The term of this Agreement shall commence on the later of (a) **July 1, 2015** and (b) the effective date specified in Section 3.1. Such term shall end at 11:59 p.m. San Francisco time on **June 30, 2018**.

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

The term of this Agreement shall commence on the later of (a) **July 1, 2015** and (b) the effective date specified in Section 3.1. Such term shall end at 11:59 p.m. San Francisco time on **December 31, 2021**.

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

The amount of the Grant Funds disbursed hereunder shall not exceed **Eight Million, Six Hundred Eighty Seven Thousand and Six Hundred and Eighty Three Dollars (\$8,687,683)** for the period from **July 1, 2015 to June 30, 2018, plus any contingent amount authorized by City and certified as available by the Controller.**

Contingent amount: Up to Eight Hundred Sixty Eight Thousand and Seven Hundred Sixty Eight Dollars (\$868,768) for the period from **July 1, 2017 to June 30, 2018 (Y3), may be available, in the City’s sole discretion, as a contingency subject to authorization by the City and certified as available by the Controller.**

The maximum amount of Grant Funds disbursed hereunder shall not exceed **Nine Million, Five Hundred Fifty Six Thousand and Four Hundred Fifty One Dollars (\$9,556,451)** for the period from **July 1, 2015 to June 30, 2018 (Y1-Y3).**

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

The amount of the Grant Funds disbursed hereunder shall not exceed **Nineteen Million Seven Hundred Nineteen Thousand Eight Hundred Fifty-Two Dollars (\$19,719,852)** for the period from **July 1, 2015 to December 31, 2021, plus any contingent amount authorized by City and certified as available by the Controller.**

Contingent amount: Up to One Million Seventy-Nine Thousand Four Hundred Forty-Four Dollars (\$1,079,444) for the period from July 1, 2020 to December 31, 2021, may be available, in the City's sole discretion, as a contingency subject to authorization by the City and certified as available by the Controller.

The maximum amount of Grant Funds disbursed hereunder shall not exceed **Twenty Million Seven Hundred Ninety-Nine Thousand Two Hundred Ninety-Five Dollars (\$20,799,295)** for the period from **July 1, 2015 to December 31, 2021.**

Grantee understands that, of the maximum dollar disbursement listed in Section 5.1 of this Agreement, the amount shown as the Contingent Amount may not to be used in Program Budgets attached to this Agreement as Appendix B, and is not available to Grantee without a revision to the Program Budgets of Appendix B specifically approved by Grant Agreement Administrator. Grantee further understands that no payment of any portion of this contingency amount will be made unless and until such funds are certified as available by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

- 2.4 **Section 15.1. Requirements**, the Agency name and address listed in section 15.1 is hereby replaced in its entirety to read as follows:

If to the Agency or City: Department of Homelessness and Supportive Housing
Contracts Division
P.O. Box 427400
San Francisco, CA 94142-7400
Facsimile No. 415.355.5288

- 2.5 **17.6. Entire agreement.** Section 17.6 is hereby replaced in its entirety to read as follows:

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

Appendix A-1, Services to be Provided from July 1, 2015 to June 30, 2018
Appendix A-2, Services to be Provided from July 1, 2018 to December 31, 2021
Appendix B, Budget
Appendix C, Method of Payment
Appendix D, Interests in Other City Grants
Appendix E, Permitted Subcontractors
Appendix F, Dispute Resolution Procedure

- 2.6 **Appendix A-1**, Services to be Provided, of the Agreement is hereby re-attached as Appendix A-1, and supplemented through the addition of Appendix A-2, which describes the services to be provided during the period of July 1, 2018 to December 31, 2021.

- 2.7 **Appendix B**, Budget, of the Agreement is hereby replaced in its entirety by the modified Appendix B, Budget attached herewith.
- 2.8 **Appendix C**, Method of Payment, of the Agreement is hereby replaced in its entirety by the modified Appendix C, Method of Payment attached herewith.
- 2.9 **Appendix D**, Interests in Other City Grants, of the Agreement is hereby replaced in its entirety by the modified Appendix D, Interests in Other City Grants attached herewith.
- 2.10 **Appendix E**, Permitted Subcontractors, of the Agreement is hereby replaced in its entirety by the modified Appendix E, Permitted Subcontractors attached herewith.
- 2.11 **Appendix F**, Dispute Resolution Procedure, is hereby added in its entirety as an appendix to this Agreement.

ARTICLE 3 EFFECTIVE DATE

3. **Effective Date.** Each of the modifications set forth in Section 2 shall be effective on and after the date of this Amendment.

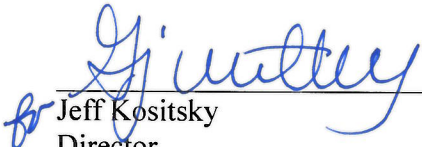
ARTICLE 4 LEGAL EFFECT

4. **Legal Effect.** Except as expressly modified by this Amendment, all of the terms and conditions of the Agreement shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, Grantee and City have executed this Amendment as of the date first referenced above.

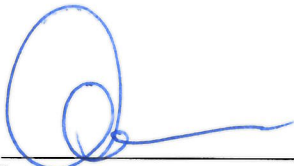
CITY

Recommended by:



for Jeff Kositsky
Director
Department of Homelessness and Supportive
Housing

Approved as to Form:



By:
Anne Pearson
Deputy City Attorney

GRANTEE

Community Housing Partnership



Gail Gilman
Executive Director
20 Jones Street, Suite 200
San Francisco, CA 94103
415.929.2470

City vendor number: **20365**
Federal Employer ID number: **94-3112338**

**Appendix A-1 – Services to be Provided
Community Housing Partnership (CHP)
Civic Center Hotel
Single Adult Housing and Temporary Placement in a Master Lease Site
Term: 7/1/15-6/30/18**

I. Purpose of Contract

The purpose of this grant is to fund the CHP to lease, provide property management and support services at the Single Room Occupancy (SRO) hotel located at 20 12th Street in San Francisco, known as the Civic Center Hotel. The units will be used for permanent housing for the pre-existing tenants of the building and all other residential units will be used for temporary, non-rent placements of homeless individuals who are referred by agencies and programs approved by the Human Services Agency (HSA) to become clients of the on-site Navigation Center program.

The goals of the support services are to empower permanent tenants to become self-sufficient and retain their housing or move to other appropriate housing.

The temporary units will be utilized for placement of Navigation Center program clients to provide emergency accommodations and case management services. This will be done in coordination with HSA, various City departments, agencies and programs that provide outreach, intake and referrals, client services and evaluation of the program. Emergency services include; the provision of safe and clean emergency sleeping accommodations for up to approximately 93 homeless adults each night, 24 hour access 7 days a week, on site security, janitorial services, a pet friendly environment, access to food, showers, and laundry facilities. Support services include; intake and assessment to 100% of all clients upon move-in, development of a case plan with a goal of moving clients quickly to an exit from homelessness and the Navigation Center, wellness checks as necessary, coordination and scheduling with collaborating service partners and subcontractors, case conferencing, and data collection throughout the process.

II. Definitions

Adult	An individual or married/domestic partnership couple 18 years old or older without custody of minors below 18 years of age
CAAP	County Adult Assistance Programs including: General Assistance (GA), Personally Assisted Employment Services (PAES), Social Security Income Pending (SSIP), County Assistance Linked to Medi-Cal (CALM)
DBI	Department of Building Inspection
DPH	Department of Public Health
Grantee	Community Housing Partnership
HSA	Human Service Agency City and County of San Francisco
Client	Homeless adults without custody of minor children, defined as clients who have no fixed, regular and adequate nighttime residence, are residing on the street,

	have a need for adequate emergency nighttime sleeping accommodations and have been accepted into the Civic Center Hotel (CCH) Navigation Center (i.e. non-tenant resident)
Referrals	Clients referred to and placed into the Civic Center Hotel Navigation Center program will be identified by referral points that are established by HSA in collaboration with other city partners, such as the HOPE Office and DPH.
SRO	Single Room Occupancy Hotel
Tenant	Any individual who is a legal rent-paying resident in the building and units covered by this grant
Property Management	24 hours a day, 7 days a week of physical management of the property by a property manager who provides oversight of the property's maintenance and repairs; supervision of desk clerks, janitorial, and maintenance staff; handling the signing of agreements and other tasks related to the placement process; handling complaints; emergencies and notifications related to property violations; tenant evictions; and move-outs. Client exits from the Navigation Center program will be coordinated with on-site support services.
Master-lease	Maintain a long-term master-lease with the owners of buildings described in this scope of services for the purpose of sub-leasing permanent housing units to homeless individuals.
HOPE	The Mayor's Office of Housing Opportunities, Partnerships & Engagements

Further Definition of Support Services

The Grantee will publicize and invite tenants to access services as needed. The Grantee will create a regular schedule of outreach to the non-tenant residents. Grantee shall provide services based on tenant requests and as required by the contract. Grantee shall provide services based on the non-tenant residents' services plans and goals. Tenants are not required to participate in support services. Non-tenant residents may have required support services participation. Support services may include but are not limited to:

- A. Outreach. Staff efforts to contact, interact, inform and invite tenants to make use of support services to assist with and address individual needs or issues. These efforts shall include written messages, in person interactions, phone messages and calls, as available and appropriate to reach the individual tenant and non-tenant resident.
- B. Intake and Assessment. Provide one or more meetings or interviews with a tenant or non-tenant resident to establish strengths, skills, needs, plans and goals that are useful and shall help the tenant maintain housing and the non-tenant resident move out of homelessness.
- C. Case Management. Provide on-going meetings and counseling services with a tenant or non-tenant resident to establish goals, support individualized action and service plans, and track progress toward meeting the goals.

- D. **Benefits Advocacy and Assistance.** Provide assistance and referral to support a tenant and non-tenant resident to obtain or maintain benefits and solve problems related to county, state and federal benefits programs. This can also include assistance in identifying, applying for and establishing appointments with available services such as food programs, medical clinics and in-home support.
- E. **Referrals.** Assist clients to identify and access services available within the community that meet specific needs or support progress toward identified goals. This can 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 clients regarding the process, and, as necessary, re-referral.
- F. **Support and assistance in the completion of applications for services, benefits and available housing placements.** The support will include assistance/guidance with the completion of applications and be related to promoting and assisting non-tenant residents with keeping related appointments.
- G. **Mediation and assistance in communicating with Property Management and the HSA-approved referral agencies and programs.** This can include helping a client understand the meaning of messages/letters/warnings from property management, assisting a tenant to write requests, responses or complaints, and participating in meetings between the tenant and property management to assist the tenant in communicating with property management.
- H. **Conflict Resolution.** Offer to meet with two or more tenants and or non-tenant residents to assist in problem solving and resolution of conflicts.
- I. **Support Groups, Social Events and Organized Tenant and non-tenant Resident Activities.** Provide clients with opportunities to participate in organized gatherings for peer support, to gain information from presenters and each other, to form social connections with other tenants/staff, or to celebrate/commemorate significant individual, holiday and community events. These events are held on-site and are often planned with or based on the input from tenants. A monthly calendar of events shall be posted and provided to tenants and non-tenant residents.
- J. **Wellness Checks.** Using passive observation of the entire hotel population and coordinating with property management to identify clients who have not been seen or have shown signs of concern to staff on at least a weekly basis. Outreach efforts are used to make contact and check in with these tenants and non-tenant residents.
- K. **Tenant and non-tenant Resident Feedback and Complaint/Grievance Policies and Procedures.** A written mechanism for accepting and responding to tenant and non-tenant resident complaints and concerns.
- L. **Monthly Community Meetings.** Meetings conducted by staff for tenants and/or non-tenant residents.

III. Target Population

The Grantee will serve single adults and adult couples who are pre-existing tenants of the Civic Center Hotel at the time of the initiation of the master lease.

For the Navigation Center program, the Grantee will serve: Homeless adults without custody of minor children, defined as clients who have no fixed, regular and adequate nighttime residence, are residing on the street, and have a need for adequate emergency nighttime sleeping accommodations.

Referral Process: Homeless adults who utilize the Navigation Center will exclusively be referred by the process established by HSA in collaboration with the San Francisco City and County agencies involved with this project, or entities under contract with the City. All referral points will be identified by the Human Services Agency. An example of a referral point would be the San Francisco Homeless Outreach Team. The actual identification, targeting, outreach and referral of specific adults or groups of adults will be coordinated under the supervision of HSA. The grantee will provide significant input into this process regarding information about the number of available Navigation Center openings and the pending openings based on up-coming exits.

The Navigation Center is not designed for or intended as a program that will accept open referrals or for client drop-in/self-presentation to the program. Any individuals who are referred by entities other than the established referral points or who self-present at the Navigation Center shall be directed to other resources, such as the Homeless Outreach Team or shelters. The grantee shall have information regarding other existing services to provide to potential walk-up individuals interested in the Navigation Center.

IV. Description of Services

The Grantee will publicize and invite tenants to access services as needed. Grantee shall provide services based on tenant requests and as required by the contract. Tenants are not required to participate in support services but the Grantee is required to outreach to any tenants showing indication of housing instability.

The Grantee will actively engage with Navigation Center clients to support their connection to needed services, progress on their individual service plans and eventual placement in programs that can end their homelessness. Participation in support services will be a requirement for continued placement in the Navigation Center program for its clients.

The Grantee shall provide emergency services in compliance with Standards of Care (although this program is not a shelter program, the Standards of Care provides program guidelines that are useful as appropriate to this specific Navigation Center program), to include but not be limited to:

Emergency Services

- A. The Grantee shall provide emergency sleeping accommodations for homeless clients. Access to the Navigation Center program shall be through the HSA confirmed referral process.

- B. Provide safe and clean emergency sleeping accommodations for approximately 93 homeless adults each night (subject to change based on number of pre-existing tenants).
- C. Provide building access 24 hours a day, seven days a week for those clients referred and active with the program.
- D. Provide a method to control access, track clients and manage/document participation. Coordinate site security and facilitate uniform and effective program entry utilizing screening equipment and provide property searches, as appropriate. Site security includes review of the areas/sidewalks around the program site and functions related to the Good Neighbor Policy (below).
- E. Provide staff oversight, janitorial service and maintenance coordination for the emergency sleeping areas, bathrooms/showers, client laundry facilities, the dining/client community room and general grounds of the program site.
- F. Create policies and procedures, including client responsibilities, to create a program site that is pet-friendly, as well as accommodating to companion, service and support animals.
- G. Create an MOU with identified meal provider regarding reporting daily clients meals needed, delivery schedule and related communications. In the community room, provide access for clients to delivered meals and some beverages and snacks throughout the day outside of meal times.
- H. Provide at least one staff member on each shift who has at least one year of experience in providing services to homeless people, or comparable experience.
- I. Promote and support staff training and development including training on ethics, health, professionalism, cultural competency, showing respect for clients and fellow staff, mental health and substance abuse issues, ADA accommodation and other pertinent issues.
- J. Coordinate access to client laundry facilities and provide detergents, etc. to facilitate fair use by all on-site clients.
- K. Promote peer support, community and team building among participants and between participants and staff.

Support Services

The Grantee shall provide the following support services to Navigation Center clients during the term of this grant. Tenants may access these services on a voluntary basis as well.

- A. Provide Welcome, Intake and Assessment to 100% of all initial clients (and updates for clients that may return). Intake will include an established consent form that supports exchange of client information with program partners, including the Controller's Office for purposes of program analysis.
- B. Develop a case plan for each Navigation Center client with the general final goal of placement into a stable, on-going program, such as permanent supportive housing, to provide an exit from homelessness and the Navigation Center.
- C. Support communication with city departments, particularly DPH and HSA, regarding client service plan needs for benefits, medical services, treatment options and mental health programs.
- D. Conflict Resolution: Offer to meet with two or more clients to assist in problem solving and resolution of conflicts.
- E. Wellness Checks as necessary: Using passive observation of the client population and coordinating with management to identify clients showing behavior which concern staff.
- F. Coordination and scheduling with collaborating service partners and subcontractors.
- G. Escorting clients to critical appointments offsite, particularly those related to benefits and exit placements, and supporting clients to follow through on appointments on-site.
- H. Case conferencing, as needed, with service partners and subcontractors to coordinate individual client care and support.
- I. Development and utilization of a client exit survey and case summary to support documentation of outcomes and program analysis.
- J. Outreach to and offer onsite services and/or referrals to all tenants who display indications of housing instability. This includes but is not limited to non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or tenants.

Property Management

Property Management will be responsible for the following:

- A. Maintenance and repair of facility systems, plumbing, HVAC, electrical, Safety issues. Facility security and pest control.
- B. Rent collection from tenants.

- C. Written notice or warning to tenants related to any issue that may affect on-going tenancy including, but not limited to, failure to pay rent on time or in full, violations of house rules and actions that are in violation of the rental agreement.
- D. When necessary, notice and actions related to the eviction process in accordance with laws in effect in San Francisco.
- E. The site must be inspected by DPH, DBI and SFFD prior to the site becoming an active part of the program. After that, inspections shall occur at legally required intervals based on the policies and procedures of the inspection units of DPH, DBI and SFFD. HSA and the Grantee shall notify the other party within 24 hours of any change in the hotel status upon notification of the inspecting agency.

General

Staff will communicate with the HSA and the HSA-approved referral agencies and programs regarding every vacant unit, including units that become vacant when a pre-existing tenant exits.

The Grantee will conduct an annual Tenant Satisfaction Survey that will be publicized and offered to all tenants. The Grantee will conduct a parallel Navigation Center Client Satisfaction Survey that will be publicized and offered to all clients on a schedule to be negotiated with HSA.

The Grantee will report critical incidents to HSA using the Critical Incident Report. Examples of critical incidents include death, fire, acts of violence, or any other incident, which requires the involvement of emergency services.

The Grantee will attend all meetings as required by HSA.

I. Location and Time of Services

The Grantee will lease the Civic Center Hotel, located at 20 12th Street in San Francisco to provide on-going housing for the pre-existing tenants and units for placement of temporary residents/clients who are referred by HSA-approved agencies and programs.

Housing and property management services will be available 24 hours a day, seven days a week. Support services staff will be available during regular work and scheduled evening hours, excluding legal holidays as determined by the Grantee's personnel policies.

V. Service and Outcome Objectives

The Navigation Center is a new program model. HSA will work with the Grantee, in conjunction with the Controller's Office and the Mayor's Office of HOPE, to establish the records and measures to be maintained in this program.

Under the direction of the Director of the Navigation Center, a staff person of the Mayor's Office of HOPE, and HSA, the grantee's primary objective is to provide safe, clean and welcoming space for clients to sleep, eat and stay during the time with the program. Additionally, case management is focused on using intake and

assessment, service plans, and coordination with City departments and service providers to identify and facilitate clients moving quickly to exit from homelessness and the Navigation Center.

In general, the Navigation Center program is seeking positive placements into permanent housing, treatment services, successful Homeward Bound relocations, or transitional settings beyond the Navigation Center that will lead eventually to permanent placements for every client.

Over the course of time, specific service and outcome objectives may be set but criteria key to evaluation of the program will include:

- A. Information and demographics of program clients (collection of information begins with intake and assessment).
- B. Written service plans with clear goals, service connections, progress, follow up, and identified barriers.
- C. Documentation regarding program participation with the Grantee and other service providers involved with Navigation Center clients should be maintained and available to validate what is contained in client summaries.
- D. Outcomes, including follow up, details related to client exits from the programs, length of stay, and factors that resulted in a return to the streets.
- E. Critical Incident Reports related to program clients on and around the program site, as well as records of calls to/visits from police, fire and/or other emergency services.

VI. Reporting Requirements

Monthly Reporting

- A. Number of permanent tenants living in the building as of the end of each month. Number of clients in the program at the start of the month, the number that entered, the number that exited for positive placements, the number of exits for other reasons and the number of active clients in the program at the end of the month.

Quarterly Reporting

- A. Grantee will provide a quarterly report of activities, referencing the tasks as described in Section V- Service and Outcome Objectives for clients.
- B. For pre-existing tenants: Report using the Survey Monkey Tool: Reporting Evictions and Exits from City-Sponsored Supportive Housing by the 30th of the month following the end of the Quarter.

Annual Reporting

- A. Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section V - Service and Outcome Objectives for clients. This report will also include accomplishments and challenges encountered by the Grantee.

B. Housing Stability of permanent/pre-existing Tenants:

At least 70% of permanent tenants will remain in the housing for one year, have moved to other permanent housing or have exited the program in good standing.

Explanation of measuring this outcome: **For each reporting quarter, the grantee will look at the current housing status (or status regarding an exit from the hotel) for all permanent tenants who were in the hotel the end of the same quarter in the previous year. (Example: If reporting on Fiscal year 2015-16, any tenant of the Civic Center hotel as of 7/1/2015 will be tracked and counted regarding measuring this outcome. These tenants become the pool of people being tracked for the year.**

For each of the tenants being tracked, there should be one of three situations as of the last day of the year: 1) Still a tenant in the Civic Center Hotel. 2) Left building in “good standing” such as reporting a new address/destination, entering residential treatment, death and/or leaving with notice and without rent debt. 3) Left building under threat of eviction, because of eviction, abandonment without notice and/or leaving a rent debt. The total tenants with the first or second situations divided by the total tenants being tracked provides the percentage to be reported for this outcome.

C. Regarding the annual Client Satisfaction Survey for tenants:

a. 50% of the permanent tenants will complete the survey.

D. Data regarding tenant and client demographics will be reported annually, in a template provided by HSA.

The Grantee will enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month at the end of each month, quarter, and fiscal year, except where noted (Quarterly Reporting D. above has a reporting deadline of 30 days after the end of the quarter).

The Grantee will provide Ad Hoc reports as required by the Department.

Arata Goto GB15, Contract Manager, Office of Contract Management
Arata.Goto1@sfgov.org

and/or

Scott Walton ZB35, Manager, Adult Services, Housing and Homeless Division
Scott.Walton@sfgov.org

VII. Monitoring Activities

Program Monitoring: Program monitoring will include review of operations, client eligibility, client records, back-up documentation for reporting progress towards meeting service and outcome objectives, coordination and communication with the HOPE Office, the Controller’s Office, and coordination with service providers who come to the site or serve as client referrals, and overall building management and operations.

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.

**Appendix A-2: Services to be Provided
by
Community Housing Partnership
Civic Center Hotel
July 1, 2018 to December 31, 2021**

I. Purpose of Grant

The purpose of the grant is to provide lease, property management, and support services to the residents of the Civic Center Hotel; and emergency accommodations and case management services to the clients of the on-site Navigation Center. The goals of support services are to empower permanent tenants to become self-sufficient and retain their housing or move to other appropriate housing, and to empower and assist the Navigation Center clients to proceed with the path permanent supportive housing.

II. Target Population

Support Services

Grantee shall serve single adults and adult couples who are pre-existing tenants of the Civic Center Hotel at the time of the initiation of the master lease.

Navigation Center

Grantee shall also serve non-tenant homeless adults without custody of minor children who are placed via the on-site Navigation Center. The residential units, which are not occupied by pre-existing tenants shall be reserved for temporary, non-rent placements of Navigation Center clients. Homeless adults are defined as clients who have no fixed, regular and adequate nighttime residence, are residing on the street, and have a need for adequate emergency nighttime sleeping accommodations.

Homeless adults shall be referred to become clients of the on-site Navigation Center program exclusively by the process established by the San Francisco Department of Homelessness and Supportive Housing (HSH), in collaboration with the San Francisco City and County agencies involved with this project, or entities under contract with the City. An example of a referral point is the San Francisco Homeless Outreach Team. The actual identification, outreach and referral of specific adults or groups of adults will be coordinated under the supervision of HSH. Grantee shall provide information regarding the number of available Navigation Center openings and pending openings based on upcoming exits. It has been the intent of the City and County of San Francisco to have as many of the building units available for service. As pre-existing tenants leave, although new tenants will not be referred, Grantee shall report and negotiate with HSH how these and any vacant units can be added to the Navigation Center program.

The Navigation Center is not designed for or intended as a program that will accept open referrals or for client drop-in/self-presentation to the program. Any individuals who are referred by entities other than the established referral points or who self-present at the Navigation Center shall be directed to other resources, such as homeless resource centers or shelters. Grantee shall provide information regarding other existing services to provide to potential walk-up individuals interested in the Navigation Center.

III. Description of Services

Grantee shall provide support services and navigation center services during the term of this grant.

Support Services

Grantee shall publicize, continually outreach and invite tenants to access support services, as needed. Tenants are not required to participate in support services.

Grantee shall create a regular schedule of outreach to the non-tenant residents and shall provide services based on the non-tenant residents' services plans and goals. Non-tenant residents may have required support services participation but exits from the program based on non-participation in support services need to be cleared with HSH.

Support services shall include, but are not limited to:

- A. Outreach: Grantee shall contact, interact, inform and invite tenants to make use of support services to assist with and address individual needs or issues. These efforts shall include written messages, in person interactions, phone messages and calls, as available and appropriate to reach the individual tenant and non-tenant resident.
- B. Intake and Assessment: Grantee shall provide one or more meetings or interviews with a tenant or non-tenant resident to establish strengths, skills, needs, plans and goals that are useful and shall help the tenant maintain housing and the non-tenant resident move out of homelessness.
- C. Case Management: Grantee shall provide on-going meetings and counseling services with a tenant or non-tenant resident to establish goals, support individualized action and service plans, and track progress toward meeting the goals.
- D. Benefits Advocacy and Assistance:
 1. Grantee shall provide assistance and referral to support a tenant and non-tenant resident to obtain or maintain benefits and solve problems related to county, state and federal benefits programs. This may also include providing services space for the Benefits Navigators or Eligibility Workers, or offering assistance in identifying, applying for and establishing appointments with available services such as food programs, medical clinics and in-home support.
 2. Grantee shall provide support and assistance in the completion of applications for services, benefits and available housing placements. The support will include assistance/guidance with the completion of applications and be related to promoting and assisting non-tenant residents with keeping related appointments.
- E. Referrals: Grantee shall assist clients to identify and access services available within the community that meet specific needs or support progress toward identified goals. This can 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 clients regarding the process, and, as necessary, re-referral.
- F. Coordination and Mediation with Property Management:
 1. Grantee shall provide mediation and assistance in communicating with Property

Management and the HSH-approved referral agencies and programs. This can include helping a client understand the meaning of messages/letters/warnings from property management, assisting a tenant to write requests, responses or complaints, and participating in meetings between the tenant and property management to assist the tenant in communicating with property management.

2. Conflict Resolution: Grantee shall offer to meet with two or more tenants and or non-tenant residents to assist in problem solving and resolution of conflicts.
 3. Wellness Checks: Using passive observation of the entire hotel population and coordinating with property management, Grantee shall identify clients who have not been seen or have shown signs of concern to staff on at least a weekly basis. Outreach efforts are used to make contact and check in with these tenants and non-tenant residents.
- G. Support Groups, Social Events and Organized Tenant and non-tenant Resident Activities:
1. Grantee shall provide clients with opportunities to participate in organized gatherings for peer support, to gain information from presenters and each other, to form social connections with other tenants/staff, or to celebrate/commemorate significant individual, holiday and community events. These events are held on-site and are often planned with or based on the input from tenants. A monthly calendar of events shall be posted and provided to tenants and non-tenant residents.
 2. Monthly Community Meetings: Grantee shall conduct meetings for tenants and/or non-tenant residents.

Property Management

Grantee shall provide the following property management services:

- A. Maintain and repair facility systems, plumbing, HVAC, electrical, safety issues, facility security, and pest control.
- B. Rent collection from tenants.
- C. Written notice or warning to tenants related to any issue that may affect on-going tenancy, including, but not limited to, failure to pay rent on time or in full, violations of house rules and actions that are in violation of the rental agreement.
- D. When necessary, provide notice and carryout actions related to the eviction process in accordance with laws in effect in San Francisco.

Navigation Center Emergency Services

Grantee shall provide emergency services in compliance with the Standards of Care. Although this program is not a shelter program, the Standards of Care provides program guidelines that are useful as appropriate to this specific Navigation Center program. Emergency services include, but are not limited to:

- A. Sleeping accommodations for homeless clients appropriately referred to the Navigation Center.

- B. Safe and clean emergency sleeping accommodations for approximately 93 adults each night in the Navigation Center component of the program. Grantee shall work with HSH to maximize temporary placements in units not occupied by pre-existing tenants, with the goal of housing as many temporary placements as possible.
- C. Building access 24 hours a day, seven days a week for clients referred and active with the program.
- D. A method to track clients and manage/document participation.
- E. Coordinate site security, control access, and facilitate uniform and effective program entry utilizing screening equipment and provide property searches, as appropriate. Site security includes review of the areas/sidewalks around the program site and functions related to San Francisco's Good Neighbor Policy.
- F. Provide staff oversight, janitorial service and maintenance coordination for the emergency sleeping areas, bathrooms/showers, client laundry facilities, the dining/client community room and general grounds of the program site.
- G. Create policies and procedures, including client responsibilities, that are pet-friendly, as well as accommodating to companion, service and support animals.
- H. Provide at least one staff member on each shift who has at least one year of experience with providing services to the target population.
- I. Coordinate access to client laundry facilities and provide detergents, etc. to facilitate fair use by all on-site clients.
- J. Promote peer support, community and team building among participants and between participants and staff.

Navigation Center Support Services

Grantee shall actively engage with Navigation Center clients to support their connection to needed services, progress on their individual service plans, and eventual placement in programs that can end their homelessness. Participation in support services will be a requirement for continued placement in the Navigation Center program for its clients.

Grantee shall provide the following support services to Navigation Center clients during the term of this grant. Pre-existing tenants may also access these services on a voluntary basis.

- A. Grantee shall provide welcome, intake and assessment to all clients entering the Navigation Center, and updates for clients that may return. Intake shall include an established consent form that supports exchange of client information with program partners, including the Controller's Office, for purposes of program analysis.
- B. Grantee shall develop a case plan for each client for placement into a stable, on-going program, such as permanent supportive housing, with the eventual goal of exiting the Navigation Center and homelessness.
- C. Conflict Resolution: Grantee shall offer to meet with two or more clients to assist in problem solving and resolution of conflicts.
- D. Wellness Checks: Grantee shall use passive observation of the client population and coordinate with management to identify clients showing behavior which concern staff.
- E. Grantee shall escort clients to critical appointments offsite, particularly those related to benefits and exit placements, and support clients to follow through on appointments on-site.
- F. Grantee shall outreach to and offer onsite services and/or referrals to all tenants who display indications of housing instability. This includes but is not limited to non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or tenants.

IV. Location and Time of Services

Grantee shall provide services at the Civic Center Hotel located at 20 12th Street, San Francisco, CA. The site will provide units for pre-existing tenants (tenants of the building at the time of the initiation of the master lease) and a minimum of 93 units for use by the Navigation Center program.

Housing and property management services, including front desk coverage, will be available 24-hours a day, seven days a week. Support services staff will be available during regular work and scheduled evening hours, excluding legal holidays as determined by the Grantee's personnel policies.

V. Service Requirements

- A. Shelter Grievance Policy: Grantee will abide by and follow the Shelter Grievance Policy and related procedures as established and overseen by HSH. The Grantee shall comply with this policy when warnings or denials of service for Navigation Center rule infractions are given to clients. Staff must receive Shelter Grievance Training provided by HSA before they may issue a denial of service. Rules must be posted and outcomes of the Arbitration process must be followed. This policy and the related procedures relate to the clients placed as part of the Navigation Center program.
- B. Grantee shall provide case conferencing, as needed, with service partners and subcontractors to coordinate individual client care and support.

- C. Grantee shall support communication with city departments, particularly DPH and HSH, regarding client service plan needs for benefits, medical services, treatment options and mental health programs.
- D. Client case plans must include and be supported by holding copies of documents and records that clients have and/or that staff assist clients to obtain in the course of supporting the plan.
- E. Grantee shall coordinate with collaborating service partners and subcontractors.
- F. Grantee shall attend meetings as requested by HSH.
- G. Grantee agrees to establish and maintain a written Client/Tenant Grievance and Complaint Procedure which shall include the following elements as well as others that may be appropriate to the services:
 - 1. The name or title of the person or persons authorized to make a determination regarding the grievance;
 - 2. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination; and
 - 3. The right of a client dissatisfied with the decision to ask for a review and recommendation from the someone in the grantee's chain of command that has not been part of the complaint process to date and that has purview over the aggrieved service. Contractor shall provide a copy of this procedure, and any amendments thereto, to each client and to the HSH Navigation Center Program Manager or his/her designated agent (hereinafter referred to as "Program Manager"). Those clients who do not receive direct Services will be provided a copy of this procedure upon request.
- H. Critical Incident Reports: Grantee shall submit prompt written reports to HSH within 24 hours regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report form. Grantee shall call Program Manager within two hours of any death.
- I. Annual Tenant Survey: Grantee shall utilize a written survey of pre-existing tenants at least once a year to gather feedback and assess the awareness of tenants regarding the services and systems within the program.
- J. Grantee shall conduct a Navigation Center Client Satisfaction Survey that will be publicized and offered to all clients on a schedule to be negotiated with HSH.
- K. Grantee shall develop and utilize a client exit survey and case summary to document outcomes and perform program analysis.
- L. Create a Memorandum of Understanding (MOU) with identified meal provider that outlines the method for reporting the number of meals needed for clients daily, delivery schedule and other related communications. In the community room, provide

client access to delivered meals, as well as beverages and snacks outside of meal times.

- M. The site must be inspected by the Department of Public Health (DPH), Department of Building Inspection (DBI) and the San Francisco Fire Department (SFFD) prior to the site becoming an active part of the program. After that, inspections shall occur at legally required intervals based on the policies and procedures outlined by DPH, DBI and SFFD. HSH and the Grantee shall notify the other inspection agencies within 24 hours of any change in the hotel status upon notification of the inspecting agency.
- N. Grantee shall promote and support staff training and development, including but not limited to training on ethics, health, professionalism, cultural competency, showing respect for clients and fellow staff, mental health and substance abuse issues, and ADA accommodation.

VI. Service Objectives

Under the direction of the HSH Navigation Center Program Manager and HSH Management, the grantee's primary objective is to provide safe, clean and welcoming space for Navigation Center clients to sleep, eat and stay during the time with the program. Additionally, case management is focused on using coordinated entry access points intake and assessment, service plans, and coordination with City departments and service providers to identify and facilitate clients moving quickly to exit from homelessness and the Navigation Center.

In general, the Navigation Center program is seeking positive placements into permanent housing, treatment services, successful Homeward Bound relocations, or transitional settings beyond the Navigation Center that will lead eventually to permanent placements for every client.

Criteria key to evaluation of the program will include:

- A. Information and demographics of program clients (collection of information begins with intake and assessment).
- B. Written service plans with clear goals, service connections, progress, follow up, and identified barriers.
- C. Documentation regarding program participation with the Grantee and other service providers involved with Navigation Center clients should be maintained and available to validate what is contained in client summaries.
- D. Outcomes, including follow up, details related to client exits from the programs, length of stay, and factors that resulted in a return to the streets.
- E. Critical Incident Reports related to program clients on and around the program site, as well as records of calls to/visits from police, fire and/or other emergency services.

- F. Records for denials of service, reasons for the denials, details of the use of the Shelter Grievance Process and numbers/outcomes of arbitrations.

Grantee shall achieve the following service objectives:

- A. Grantee shall administer a tenant satisfaction survey in which 50 percent of existing tenants provide feedback

VII. Outcome Objectives

Grantee shall achieve the following outcome objectives:

- A. Housing Stability of permanent/pre-existing tenants: At least 90 percent of pre-existing tenants will remain in housing for one year, have moved to other permanent housing, or have exited the program in good standing.

To measure this outcome, the grantee shall divide tenants who fall under situation (1) or (2) below by the total number of tenants being tracked that year.

The total number of tenants shall include all permanent tenants who were residents of the hotel at the end of the same quarter in the previous year. For example, if reporting on Fiscal year 2017/18, any tenant of the Civic Center hotel as of July 1, 2017 will be tracked and counted towards this outcome.

Each tenant shall fall under one of three situations as of the last day of the measured year:

1. Still a tenant in the Civic Center Hotel
2. Left building in “good standing” such as reporting a new address/destination, entering residential treatment, death and/or leaving with notice and without rent debt.
3. Left building under threat of eviction, because of eviction, abandonment without notice and/or leaving a rent debt.

- B. Regarding the annual Client Satisfaction Survey:

1. 50 percent of the permanent tenants will complete the survey.
2. 75 percent of those completing the survey will rate the overall program to be Good or Excellent.
3. 50 percent of the non-tenant residents living at the Civic Center Hotel during the time of the annual survey will complete the survey.
4. 75 percent of those completing the survey will rate the overall program to be Good or Excellent.

Grantee shall negotiate with HSA how non-tenant resident satisfaction surveys can be used throughout the year.

VIII. Reporting Requirements

- A. Grantee shall provide a monthly report summarizing the contract activities, referencing the tasks as described in the Service and Outcome Objectives sections. Grantee shall enter the annual metrics in the CARBON database by the 15th of the month following the month of service, including:

Pre-existing tenants:

1. Number living in the building as of the end of each month

Navigation Center clients:

1. Number of clients at the start of the month
2. Number that entered the program
3. Number that exited for positive placements
4. Number of exits for other reasons
5. Number of active clients in the program at the end of the month.

- B. Grantee shall provide a quarterly report of activities, referencing the tasks as described in the Service and Outcome Objectives sections. Grantee shall enter the quarterly metrics in the CARBON database by the 15th of the month following the end of the quarter.

For pre-existing tenants, report using the Survey Monkey Tool: “Reporting Evictions and Exits from City-Sponsored Supportive Housing” by the 30th 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 15th of the month following the end of the program year.
- D. Data regarding tenant demographics shall be reported annually, in a template provided by HSH.
- E. Grantee shall report to HSH and the HSH pre-approved referral agencies and programs regarding every vacant unit, including units that become vacant when a pre-existing tenant exits.
- F. Grantee shall provide Ad Hoc reports as required by the Department.

For assistance with reporting requirements or submission of reports, contact the assigned Contract or Program Manager, as listed in CARBON.

IX. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of client eligibility, and back-up documentation for reporting progress towards meeting service and outcome objectives.
- 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.

Appendix B
 Document Date: 7/2/18
 CONTRACT TERM
 Begin Date: 7/1/2015
 End Date: 12/31/2021

BUDGET SUMMARY
 Name: Grantee: Community Housing Partnership
 Contract Length (Total # Years): 7
 Program: Civic Center Hotel
 HSH Contract #: HSH17-18-065

(Check One) New Amendment Modification
 If Amendment, the Effective Date 7/1/2018 No. of Amendment: 2

15	Year 1			Year 2			Year 3			Year 4 - New			Year 5 - New			Year 6 - New			Year 7 - New			All Years			
	7/1/2015 - 6/30/2016	7/1/2015 - 6/30/2016	7/1/2015 - 6/30/2016	7/1/2016 - 6/30/2017	7/1/2016 - 6/30/2017	7/1/2016 - 6/30/2017	7/1/2017 - 6/30/2018	7/1/2017 - 6/30/2018	7/1/2017 - 6/30/2018	7/1/2018 - 6/30/2019	7/1/2018 - 6/30/2019	7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	7/1/2019 - 6/30/2020	7/1/2019 - 6/30/2020	7/1/2020 - 6/30/2021	7/1/2020 - 6/30/2021	7/1/2020 - 6/30/2021	7/1/2021 - 12/31/2021	7/1/2021 - 12/31/2021	7/1/2021 - 12/31/2021	7/1/2015 - 12/31/2021	7/1/2015 - 12/31/2021	7/1/2015 - 12/31/2021	
16	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	Current Total	Modification	Revised Total	
18	Support Services Expenditures																								
19							\$ 752,433	(\$36,987)	\$ 715,446	\$ -	\$ 783,241	\$ 783,241	\$ -	\$ 783,241	\$ 783,241	\$ -	\$ 783,241	\$ 783,241	\$ -	\$ 391,621	\$ 391,621		\$ 2,704,357	\$ 3,456,790	
20							\$ 372,987	\$78,679	\$ 451,666	\$ -	\$ 405,531	\$ 405,531	\$ -	\$ 405,531	\$ 405,531	\$ -	\$ 405,531	\$ 405,531	\$ -	\$ 202,765	\$ 202,765		\$ 1,498,038	\$ 1,871,025	
21							\$ 1,125,420	\$41,692	\$ 1,167,112	\$ -	\$ 1,188,772	\$ 1,188,772	\$ -	\$ 1,188,772	\$ 1,188,772	\$ -	\$ 1,188,772	\$ 1,188,772	\$ -	\$ 594,386	\$ 594,386		\$ 4,202,394	\$ 5,327,814	
22							15.00%		15.00%				0.00%		15.00%			0.00%		15.00%					
23							\$ 164,534	\$10,533	\$ 175,067	\$ -	\$ 178,316	\$ 178,316	\$ -	\$ 178,316	\$ 178,316	\$ -	\$ 178,316	\$ 178,316	\$ -	\$ 89,158	\$ 89,158		\$ 634,638	\$ 799,172	
24							\$ -	(\$18,385)	\$ 33,990	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 33,990	
25							\$ 475,231		\$ 475,231	\$ 1,281,638		\$ 1,281,638	\$ 1,289,954	\$33,840	\$ 1,376,169		\$ 1,367,088	\$ 1,367,088	\$ -	\$ 1,367,088	\$ 1,367,088	\$ -	\$ 683,544	\$ 683,544	
26	Property Management Expenditures																								
27							\$ 451,610	\$ 91,480	\$ 543,090	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ 91,480	\$ 543,090
28							\$ 1,042,690	\$10,104	\$ 1,052,794	\$ -	\$ 1,596,008	\$ 1,596,008	\$ -	\$ 1,596,008	\$ 1,596,008	\$ -	\$ 1,596,008	\$ 1,596,008	\$ -	\$ 798,004	\$ 798,004		\$ 5,596,132	\$ 6,638,822	
29							\$ 1,494,300	\$101,584	\$ 1,595,884	\$ -	\$ 1,596,008	\$ 1,596,008	\$ -	\$ 1,596,008	\$ 1,596,008	\$ -	\$ 1,596,008	\$ 1,596,008	\$ -	\$ 798,004	\$ 798,004		\$ 5,687,612	\$ 7,181,912	
30																									
31							\$ 151,261	(\$62,032)	\$ 89,229	\$ -	\$ 121,029	\$ 121,029	\$ -	\$ 121,029	\$ 121,029	\$ -	\$ 121,029	\$ 121,029	\$ -	\$ 60,515	\$ 60,515		\$ 361,570	\$ 512,831	
32							\$ -	\$0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
33							\$ 1,181,267		\$ 1,181,267	\$ 1,653,877		\$ 1,653,877	\$ 1,645,561	\$39,552	\$ 1,685,113		\$ 1,717,037	\$ 1,717,037	\$ -	\$ 1,717,037	\$ 1,717,037	\$ -	\$ 858,519	\$ 858,519	
34	Total Expenditures																								
35							\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,204,043	\$54,493	\$ 1,258,536	\$ -	\$783,241	\$ 783,241	\$ -	\$783,241	\$ 783,241	\$ -	\$391,621	\$ 391,621	
36							\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,415,677	\$88,783	\$ 1,504,460	\$ -	\$2,001,539	\$ 2,001,539	\$ -	\$2,001,539	\$ 2,001,539	\$ -	\$1,000,769	\$ 1,000,769	
37							\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,619,720	\$143,276	\$ 2,762,996	\$ -	\$2,784,780	\$ 2,784,780	\$ -	\$2,784,780	\$ 2,784,780	\$ -	\$1,392,390	\$ 1,392,390	
38							\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 315,795	(\$51,499)	\$ 264,296	\$ -	\$299,345	\$ 299,345	\$ -	\$299,345	\$ 299,345	\$ -	\$149,672	\$ 149,672	
39							\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
40							\$ 194,056		\$ 194,056	\$ 1,078,065		\$ 1,078,065	\$ -	\$0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 52,375	\$ 52,375	
41							\$ 1,850,555		\$ 1,850,555	\$ 4,013,580		\$ 4,013,580	\$ 2,987,890	\$73,388	\$ 3,061,278		\$ 3,084,125	\$ 3,084,125	\$ -	\$ 3,084,125	\$ 3,084,125	\$ -	\$ 1,542,062	\$ 1,542,062	
42	HSH Revenues																								
43							\$ 1,850,555		\$ 1,850,555	\$ 4,013,580		\$ 4,013,580	\$ 2,935,515	\$0	\$ 2,935,515		\$ 3,008,903	\$ 3,008,903	\$ -	\$ 3,084,125	\$ 3,084,125	\$ -	\$ 1,542,063	\$ 1,542,063	
44																									
45																									
46																									
47							\$ 1,850,555		\$ 1,850,555	\$ 4,013,580		\$ 4,013,580	\$ 2,987,890	\$73,388	\$ 3,061,278		\$ 3,084,125	\$ 3,084,125	\$ -	\$ 3,084,125	\$ 3,084,125	\$ -	\$ 1,542,063	\$ 1,542,063	
48	Other Revenues																								
49																									
50																									
51																									
52																									
53																									
54							\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
55																									
56	Full Time Equivalent (FTE) 14.95																								

Prepared by: Marietta Reagan Title: Accounting Manager Phone No. 415.852.5300 x 114 Email: mreagan@chp-st.org Date: [list the date of preparation]

		A	B	C	D	E	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AJ	AK	AL																	
1		DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING - PROGRAM BUDGET MODIFICATION FORM																																							
2		Appendix B																																							
3		Document Date: 5/29/2018																																							
4																																									
5		SALARY & BENEFIT DETAIL																																							
6		Grantee: Community Housing Partnership																																							
7		Program: Civic Center Hotel																																							
8		Support Services																																							
9		HSH Contract #: HSH17-18-065																																							
		Year 3				Year 4 - New				Year 5 - New				Year 6 - New				Year 7 - New				All Years																			
		7/1/2017 - 6/30/2018		7/1/2017 - 6/30/2018		7/1/2017 - 6/30/2018		7/1/2018 - 6/30/2019		7/1/2018 - 6/30/2019		7/1/2018 - 6/30/2019		7/1/2019 - 6/30/2020		7/1/2019 - 6/30/2020		7/1/2019 - 6/30/2020		7/1/2020 - 6/30/2021		7/1/2020 - 6/30/2021		7/1/2020 - 6/30/2021		7/1/2021 - 12/31/2021		7/1/2021 - 12/31/2021		7/1/2015 - 12/31/2021		7/1/2015 - 12/31/2021									
		Current		Modification		Revised		Current		Modification		Revised		Current		Modification		Revised		Current		Modification		Revised		Current		Modification		Revised		Current Total		Modification		Revised Total					
		Annual Full Time Salary for FTE		Total % FTE		Adjusted FTE		Current Budgeted Salary		Change		New Budgeted Salary		Current Budgeted Salary		Change		New Budgeted Salary		Current Budgeted Salary		Change		New Budgeted Salary		Current Budgeted Salary		Change		New Budgeted Salary		Current Budgeted Salary		Change		New Budgeted Salary					
12		POSITION TITLE																																							
13		Director of Support Services - Dara Papo		\$ 105,172		100%		0%		0.00		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -							
14		Director of Resident Services - Anat Leonard		\$ 110,871		100%		45%		0.45		\$ 25,404		\$ 21,148		\$ 46,552		\$ -		\$ 46,539		\$ 46,539		\$ 46,539		\$ -		\$ 46,539		\$ 46,539		\$ 23,270		\$ 23,270		\$ 25,404		\$ 184,034		\$ 209,438	
15		Case Manager Bi-Lingual - Salazar, Roxana		\$ 39,145		100%		100%		1.00		\$ 25,382		\$ 12,642		\$ 38,024		\$ -		\$ 36,514		\$ 36,514		\$ 36,514		\$ -		\$ 36,514		\$ 36,514		\$ 18,257		\$ 18,257		\$ 25,382		\$ 140,441		\$ 165,823	
16		Program/Partnership Manager - Elisa Baeza		\$ 70,739		100%		10%		0.10		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -	
17		L&E Manager - Jamie Schechter		\$ 68,373		100%		40%		0.40		\$ 7,313		\$ 12,065		\$ 19,378		\$ -		\$ 25,511		\$ 25,511		\$ 25,511		\$ -		\$ 25,511		\$ 25,511		\$ 12,756		\$ 12,756		\$ 7,313		\$ 101,353		\$ 108,666	
18		Program Director - Renee Penten		\$ 77,021		100%		100%		1.00		\$ 77,250		\$ (11,840)		\$ 65,410		\$ -		\$ 71,846		\$ 71,846		\$ 71,846		\$ -		\$ 71,846		\$ 71,846		\$ 35,923		\$ 35,923		\$ 77,250		\$ 239,621		\$ 316,871	
19		Assistant Director - Jim Aly		\$ 52,299		100%		100%		1.00		\$ -		\$ 48,785		\$ 48,785		\$ -		\$ 48,785		\$ 48,785		\$ 48,785		\$ -		\$ 48,785		\$ 48,785		\$ 24,393		\$ 24,393		\$ -		\$ 170,748		\$ 170,748	
20		Clinical Case Manager - Mary Kay		\$ 48,214		100%		100%		1.00		\$ -		\$ 44,974		\$ 44,974		\$ -		\$ 44,974		\$ 44,974		\$ 44,974		\$ -		\$ 44,974		\$ 44,974		\$ 22,487		\$ 22,487		\$ -		\$ 157,409		\$ 157,409	
21		Case Manager Bi-Lingual - Vacant		\$ 38,542		100%		100%		1.00		\$ -		\$ 35,952		\$ 35,952		\$ -		\$ 35,952		\$ 35,952		\$ 35,952		\$ -		\$ 35,952		\$ 17,976		\$ 17,976		\$ -		\$ 125,832		\$ 125,832			
22		Director of Compliance & Public Grants - Wornack, Lauren		\$ 99,226		100%		35%		0.35		\$ -		\$ 32,395		\$ 32,395		\$ -		\$ 32,395		\$ 32,395		\$ 32,395		\$ -		\$ 32,395		\$ 16,198		\$ 16,198		\$ -		\$ 113,383		\$ 113,383			
23		Intensive Case Manager - Maximilian Baccarat		\$ 49,296		100%		100%		1.00		\$ 48,570		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 48,570		\$ -		\$ -		\$ -		\$ -	
24		Clinical Case Manager - Katherine Infusino		\$ 49,181		100%		100%		1.00		\$ 47,509		\$ 250		\$ 47,759		\$ -		\$ 45,876		\$ 45,876		\$ 45,876		\$ -		\$ 45,876		\$ 45,876		\$ 22,938		\$ 22,938		\$ 47,509		\$ 160,816		\$ 208,325	
25		Program Coordinator - Josh Steinberger		\$ 44,147		100%		30%		0.30		\$ 28,016		\$ (12,527)		\$ 15,489		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 28,016		\$ (12,527)		\$ 15,489		\$ 15,489		\$ 15,489	
26		Senior Case Manager - Alfonso Cortinas		\$ 41,097		100%		100%		1.00		\$ 36,947		\$ (18,107)		\$ 18,840		\$ -		\$ 38,335		\$ 38,335		\$ 38,335		\$ -		\$ 38,335		\$ 38,335		\$ 19,168		\$ 19,168		\$ 36,947		\$ 116,065		\$ 153,012	
27		Support Services Case Manager - Watson, Phillip		\$ 36,774		50%		100%		0.50		\$ 36,774		\$ 10,741		\$ 47,515		\$ -		\$ 44,974		\$ 44,974		\$ 44,974		\$ -		\$ 44,974		\$ 44,974		\$ 22,487		\$ 22,487		\$ 36,774		\$ 168,150		\$ 204,924	
28		Support Services Case Manager - Maximilia Baccarat		\$ 49,296		100%		100%		1.00		\$ 57,125		\$ (9,554)		\$ 47,571		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 57,125		\$ (9,554)		\$ 47,571		\$ 47,571		\$ 47,571	
29		Senior Case Manager - Blount, Michael		\$ 39,645		100%		100%		1.00		\$ 45,198		\$ (7,200)		\$ 37,998		\$ -		\$ 36,981		\$ 36,981		\$ 36,981		\$ -		\$ 36,981		\$ 36,981		\$ 18,491		\$ 18,491		\$ 45,198		\$ 122,233		\$ 167,431	
30		Case Manager - Russell, Marjorie		\$ 37,502		100%		100%		1.00		\$ 41,340		\$ (27,203)		\$ 14,137		\$ -		\$ 34,982		\$ 34,982		\$ 34,982		\$ -		\$ 34,982		\$ 34,982		\$ 17,491		\$ 17,491		\$ 41,340		\$ 95,234		\$ 136,574	
31		Case Manager - Tillman, Laisha		\$ 37,502		100%		100%		1.00		\$ 41,340		\$ (4,191)		\$ 37,149		\$ -		\$ 34,982		\$ 34,982		\$ 34,982		\$ -		\$ 34,982		\$ 34,982		\$ 17,491		\$ 17,491		\$ 41,340		\$ 118,246		\$ 159,586	
32		Support Services Case Manager - Hui, James		\$ 52,310		100%		60%		0.60		\$ -		\$ 15,157		\$ 15,157		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 15,157		\$ 15,157	
33		Program Associate - Barrett, Cynthia		\$ 49,275		100%		25%		0.25		\$ 51,857		\$ (38,755)		\$ 13,102		\$ -		\$ 11,491		\$ 11,491		\$ 11,491		\$ -		\$ 11,491		\$ 11,491		\$ 5,746		\$ 5,746		\$ 51,857		\$ 1,464		\$ 53,321	
34		Intensive Case Manager - Michelsen Jocelyn		\$ 97,760		100%		30%		0.30		\$ -		\$ 14,664		\$ 14,664		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 14,664		\$ 14,664		\$ 14,664	
35		Clinical Services Manager - Leingang, Kendra		\$ 69,349		100%		25%		0.25		\$ -		\$ 4,410		\$ 4,410		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 4,410		\$ 4,410		\$ 4,410	
36		Program Director - Marquez, Jasmine		\$ 72,501		100%		100%		1.00		\$ -		\$ 41,317		\$ 41,317		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 41,317		\$ 41,317		\$ 41,317	
37		Resident Services Manager - Medina, John		\$ 43,493		100%		100%		1.00		\$ -		\$ 16,026		\$ 16,026		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 16,026		\$ 16,026		\$ 16,026	
38		Senior Resident Service Case Manager - Richards, Avery		\$ 47,840		100%		100%		1.00		\$ -		\$ 2,825		\$ 2,825		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 2,825		\$ 2,825		\$ 2,825	
39		Chief Program Officer - Saxton, Christy		\$ 140,000		100%		10%		0.10		\$ -		\$ 6,464		\$ 6,464		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 6,464		\$ 6,464		\$ 6,464			
40		Clinical Services Manager - Leiker, Scott		\$ 39,675		100%		30%		0.30		\$ -		\$ 7,784		\$ 7,784		\$ -		\$ 11,103		\$ 11,103		\$ 11,103		\$ -		\$ 11,103		\$ 11,103		\$ 5,552		\$ 5,552		\$ -		\$ 46,644		\$ 46,644	
41		Temp - Vacant/Shaw, Saudi		\$ 29,120		100%		10%		0.10		\$ -		\$ 2,754		\$ 2,754		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ 2,754		\$ 2,754		\$ 2,754			
42																																									
43		FRINGE BENEFIT RATE		0.00%				32.00%				27.69%				30.27%				30.27%				30.27%				30.27%				30.27%									
44		EMPLOYEE FRINGE BENEFITS						\$ 182,408		\$ (26,302)		\$ 155,127		\$ -		\$ 182,001		\$ 182,001		\$ 182,001		\$ 182,001		\$ 182,001		\$ 182,001		\$ 182,001		\$ 182,001		\$ 182,001		\$ 182,001		\$ 182,001					
45																																									
46																																									
47																																									
48		TOTAL SALARIES & BENEFITS						\$ 752,433		\$ (56,017)		\$ 715,446		\$ -		\$ 783,241		\$ 783,241		\$ 783,241		\$ 783,241		\$ 783,241		\$ 783,241		\$ 783,241		\$ 391,621		\$ 391,621		\$ 1,144,054		\$ 2,594,326		\$ 3,456,790			
49		HSH #2																																							

2 **Appendix B**

3 Document Date:

4

5 **OPERATING DETAIL**

6 Grantee: Community Housing Partnership

7 Program: Civic Center Hotel

8 Support Services

9	Year 3			Year 4 - New			Year 5 - New			Year 6 - New			Year 7 - New			All Years		
	7/1/2017 - 6/30/2018	7/1/2017 - 6/30/2018	7/1/2017 - 6/30/2018	7/1/2018 - 6/30/2019	7/1/2018 - 6/30/2019	7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	7/1/2019 - 6/30/2020	7/1/2019 - 6/30/2020	7/1/2020 - 6/30/2021	7/1/2020 - 6/30/2021	7/1/2020 - 6/30/2021	7/1/2021 - 12/31/2021	7/1/2021 - 12/31/2021	7/1/2021 - 12/31/2021	7/1/2015 - 12/31/2021	7/1/2015 - 12/31/2021	7/1/2015 - 12/31/2021
	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	Current	Modification	Revised	Current Total	Modification	Revised Total
	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
12 Operating Expenses																		
13 Rental of Property	\$ 5,375	\$ 2,233	\$ 7,608		\$ 7,604	\$ 7,604		\$ 7,604	\$ 7,604		\$ 7,604	\$ 7,604		\$ 3,802	\$ 3,802	\$ 5,375	\$ 28,847	\$ 34,222
14 Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 12,339	\$ (2,668)	\$ 9,671		\$ 9,480	\$ 9,480		\$ 9,480	\$ 9,480		\$ 9,480	\$ 9,480		\$ 4,740	\$ 4,740	\$ 12,339	\$ 30,510	\$ 42,849
15 Office Supplies, Postage	\$ 15,979	\$ (3,409)	\$ 12,570		\$ 16,983	\$ 16,983		\$ 16,983	\$ 16,983		\$ 16,983	\$ 16,983		\$ 8,491	\$ 8,491	\$ 15,979	\$ 56,030	\$ 72,009
16 Building Maintenance Supplies and Repair	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
17 Printing and Reproduction	\$ 1,200	\$ (667)	\$ 533		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 1,200	\$ (667)	\$ 533
18 Insurance	\$ 15,714	\$ (12,378)	\$ 3,336		\$ 4,601	\$ 4,601		\$ 4,601	\$ 4,601		\$ 4,601	\$ 4,601		\$ 2,301	\$ 2,301	\$ 15,714	\$ 3,727	\$ 19,441
19 Staff Training	\$ 10,700	\$ 10,310	\$ 21,010		\$ 15,700	\$ 15,700		\$ 15,700	\$ 15,700		\$ 15,700	\$ 15,700		\$ 7,850	\$ 7,850	\$ 10,700	\$ 65,260	\$ 75,960
20 Staff Travel-Local & Out of Town)	\$ 4,000	\$ (0)	\$ 4,000		\$ 750	\$ 750		\$ 750	\$ 750		\$ 750	\$ 750		\$ 375	\$ 375	\$ 4,000	\$ 2,625	\$ 6,625
21 Rental of Equipment	\$ 2,388	\$ (62)	\$ 2,326		\$ 3,899	\$ 3,899		\$ 3,899	\$ 3,899		\$ 3,899	\$ 3,899		\$ 1,950	\$ 1,950	\$ 2,388	\$ 13,586	\$ 15,974
22 Program Monitors/professional services	\$ 203,754	\$ 47,214	\$ 250,968		\$ 250,000	\$ 250,000		\$ 250,000	\$ 250,000		\$ 250,000	\$ 250,000		\$ 125,000	\$ 125,000	\$ 203,754	\$ 922,214	\$ 1,125,968
23 Payroll Expense	\$ 6,714	\$ 282	\$ 6,996		\$ 7,255	\$ 7,255		\$ 7,255	\$ 7,255		\$ 7,255	\$ 7,255		\$ 3,628	\$ 3,628	\$ 6,714	\$ 25,674	\$ 32,388
24 Advertising	\$ 3,284	\$ (3,284)	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 3,284	\$ (3,284)	\$ -
25 Office Equipment Repair	\$ 16,619	\$ (4,442)	\$ 12,177		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 16,619	\$ (4,442)	\$ 12,177
26 IT & Small Office Purchase	\$ 5,900	\$ (5,900)	\$ -		\$ 16,674	\$ 16,674		\$ 16,674	\$ 16,674		\$ 16,674	\$ 16,674		\$ 8,337	\$ 8,337	\$ 5,900	\$ 52,459	\$ 58,359
27 Tenant Projects/Activities	\$ 55,000	\$ 59,811	\$ 114,811		\$ 65,000	\$ 65,000		\$ 65,000	\$ 65,000		\$ 65,000	\$ 65,000		\$ 32,500	\$ 32,500	\$ 55,000	\$ 287,311	\$ 342,311
28 Organizational Activities/Staff Development	\$ 6,089	\$ (2,907)	\$ 3,182		\$ 3,630	\$ 3,630		\$ 3,630	\$ 3,630		\$ 3,630	\$ 3,630		\$ 1,815	\$ 1,815	\$ 6,089	\$ 9,798	\$ 15,887
29 Consultants/Subcontractors																		
30 Professional Services	\$ 3,000	\$ (3,000)	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 3,000	\$ (3,000)	\$ -
31 Audit/Accounting	\$ 4,932	\$ (2,475)	\$ 2,457		\$ 3,955	\$ 3,955		\$ 3,955	\$ 3,955		\$ 3,955	\$ 3,955		\$ 1,978	\$ 1,978	\$ 4,932	\$ 11,368	\$ 16,322
32	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
33	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
34	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
35 TOTAL OPERATING EXPENSES	\$ 372,987	\$ 78,657	\$ 451,644		\$ 405,531	\$ 405,531		\$ 405,531	\$ 405,531		\$ 405,531	\$ 405,531		\$ 202,765	\$ 202,765	\$ 372,987	\$ 1,498,016	\$ 1,871,025
36	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
37 Other Expenses (not subject to indirect cost %)	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
38 Meals on Wheels	\$ 52,375	\$ (18,385)	\$ 33,990		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 52,375	\$ (18,385)	\$ 33,990
39	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
40	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
41	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
42	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
43	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
44	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
45	\$ -	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
46 TOTAL OTHER EXPENSES	\$ -	\$ (18,385)	\$ 33,990		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 52,375	\$ (18,385)	\$ 33,990
47																		
48 HSH #3																		

Appendix C – Method of Payment

- I. In accordance with Section 5 of the Grant Agreement, payments shall be made for actual costs incurred and reported for each month. Under no circumstances shall payment exceed the amount set forth in Section 5 Compensation of the Agreement.
- II. Grantee will submit all bills, invoices and related documentation in the format specified by SFHSH within 15 days after the month of service to SFHSH's web-based Contracts Administration, Reporting, and Billing Online (CARBON) System at:
<https://contracts.sfhsa.org>

Grantee may submit bills, invoices and related documentation in the format specified by SFHSH via paper or email only upon special permission by their assigned Contract Manager.
- III. Grantee must sign up to receive payments electronically via Automated Clearing House (ACH). Remittance information will be provided through Paymode-X. Additional information and sign up is available at:
http://www.paymode.com/city_countyofsanfrancisco
- IV. The Executive Director or CFO must submit a letter of authorization designating specific users who will have access to CARBON to electronically submit and sign for invoices, budget revision requests, program reports, and view other information that is in CARBON.
 - A. Submittal of the invoice by designated authorized personnel with proper login credentials constitutes an electronic signature and certification of the invoice.
 - B. Authorized personnel with CARBON login credentials shall not share or internally reassign logins.
 - C. Grantee shall notify the Department of Homelessness and Supportive Housing (HSH) Contract Manager immediately regarding any need for the restriction or termination of a previously authorized CARBON login.
- V. Invoices shall include actual expenditures incurred during the month, unless otherwise specified.
 - A. The invoice supplied shall include the total dollar amount claimed for the month.
 - B. There shall be no variance from the line item budget submitted which adversely affects program performance as contained in the Grantee's proposal and specified in the grant, unless otherwise approved in writing per HSH Invoicing and Contract Modification policy.
 - C. The invoice shall show by line item:
 1. Budgeted amount (per approved grant budget or modification)
 2. Expenses for invoice period
 3. Expenses year-to-date
 4. % of budget expended
 5. Remaining balance
 6. Adjustments, including advance payment recovery
 7. Program income when specified in the grant agreement.

- D. Personnel expenditures will show same line item categories by position detail. Detail will show name of employee, position name, %FTE and budgeted salary.
- E. Supporting Documentation, except as discussed below need not be submitted with the invoice. However, Grantee must keep and make available as requested such supporting documentation for all expenditures for which reimbursement is requested for all costs so claimed. All charges incurred shall be due and payable only after services have been rendered, except as stated otherwise. Supporting documentation must be uploaded into CARBON and submitted along with the invoice.
 - Documentation should be submitted with the invoice for all payroll expenses paid to budgeted personnel for the period covered by the invoice. Payroll information can be from a payroll service or a payroll ledger from the Grantee's accounting system
 - For any and all non-recurring expenditures (e.g. equipment purchases/capital upgrades and building repair and upgrades) and/or items that exceed \$5,000, Grantee shall supply back-up documentation in the form of a paid invoice(s).
 - Indirect costs shall not be applied to non-reoccurring expenses.
 - All subcontracted services must be documented by submission of the subcontractor's paid invoice, regardless of dollar amount.
 - If this grant agreement contains any Pass-Through funding requiring specific expense documentation from the source agency, Federal, State, Private or other then the following documentation shall also be included with each invoice submission:

Funding Agency: Federal n/a CFDA or other Identification #: n/a

1. _____
2. _____
3. _____
4. _____

VI. Within 45 days after the end of the grant period, Grantee shall submit a final report reflecting actual expenditures, which will be supported by the Grantee's accounting records. If a refund is due SFHSH, it will be submitted with the final report.

VII. Advances or prepayments are allowable in order to meet the Grantee cash flow needs in certain unique circumstances. The Agency, at its sole discretion, shall make available to the Grantee upon written request an advance amount not to exceed two (2) months or 1/6th of the total annualized grant award, or as mutually agreed upon. The advanced sum shall be deducted from the Grantee's monthly invoices at an equal rate each month that will enable repayment by the tenth month of the fiscal year. For a twelve-month grant the rate of repayment of the advance will be 1/10th per month from July to April. Requests for advance payment will be granted on a case-by-case basis and are not

intended to be a regular “automatic” procedure. Approval will be a consensus of Program and Contract Staff.

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

1. All contractual compliance requirements must be current, i.e., reports submitted and approved, corrective actions resolved, business tax and insurance certificates in place, prompt and fully documented billings.
2. The Grantee shall submit a written request with a narrative justification that fully describes the unique circumstances to the Program Manager and Contract Manager for review and approval.
3. Final invoice from the preceding fiscal year must be received prior to advance distribution.

VIII. Timely Submission of Reports – If reports/documents are required, Grantee shall submit these reports prior to submitting invoices. Failure to submit required reports/documents in CARBON by specified deadlines may result in withholding of grant payments.

Appendix D--Interests In Other City Contracts
FY18

City Department or Commission	Date of Contract	Annual Amount
San Francisco Department of Public Health	11/1/10-6/30-18	\$87,862
San Francisco Department of Public Health	4/1/17 - 6/30/20	\$453,338
San Francisco Human Services Agency-DAAS	7/1/17 - 6/30/19	\$69,784
San Francisco Human Services Agency-DAAS	7/1/17 - 6/30/19	\$68,996
San Francisco Human Services Agency-Six Building	7/1/15 - 6/30/18	\$1,069,701
San Francisco Human Services Agency-AWA,ZAH,ESS	7/1/14-6/30/18	\$1,019,643
San Francisco Human Services Agency-Treasure Island	7/1/14 - 6/30/18	\$442,976
San Francisco Human Services Agency-5 th & Harrison	7/1/16 - 6/30/18	\$1,602,454
San Francisco Human Services Agency - At-Risk Homeless Individual	2/1/18 - 6/30/18	\$340,000
San Francisco Human Services Agency-15N Cambridge/Hamlin (Federal)	1/2/15-1/1/21	\$200,960
SF human Services Agency - Snap to Skills	7/1/17-6/30/20	\$150,000
SF Human Services Agency - HES	7/1/17-6/30/20	\$300,000
SF Human Services Agency - JRS	7/1/17-6/30/19	\$75,000
SF Office of Emp and Workforce Dev OST	7/1/17-6/30/19	\$75,000
San Francisco Human Services Agency-Civic Center Hotel	7/1/15-6/30/18	\$3,061,278
San Francisco Human Services Agency-Arendt House LP (Shelter + Care)	9/1/2010-8/31/2015	\$219,648
San Francisco Human Services Agency-IBH (Shelter + Care)	7/1/18-6/30/2021	
San Francisco Human Services Agency-650 Eddy LP (Shelter + Care)	9/8/13-9/30/14	\$78,720
San Francisco Mayor's Office of Housing-Hotel Essex LP	2/1/08-6/30/17	\$781,158
San Francisco Mayor's Office of Housing-650 Eddy LP	2/1/09-1/31/18	\$752,955
San Francisco Mayor's Office of Housing-Arendt House LP	2/1/10-1/31/19	\$606,051
San Francisco Mayor's Office of Housing-365 Fulton LP	11/9/2011-11/9/2020	\$852,896
San Francisco Mayor's Office of Housing-25 Essex LP	11/18/2013-11/18/2022	\$1,986,898

Appendix E-Permitted Subcontractors

THE JOHN STEWART COMPANY.

Appendix F – Dispute Resolution Procedure For Health and Human Services Nonprofit Contractors

Introduction

The City Nonprofit Contracting Task Force submitted its final report to the Board of Supervisors in June 2003. The report contains thirteen recommendations to streamline the City's contracting and monitoring process with health and human services nonprofits. These recommendations include: (1) consolidate contracts, (2) streamline contract approvals, (3) make timely payment, (4) create review/appellate process, (5) eliminate unnecessary requirements, (6) develop electronic processing, (7) create standardized and simplified forms, (8) establish accounting standards, (9) coordinate joint program monitoring, (10) develop standard monitoring protocols, (11) provide training for personnel, (12) conduct tiered assessments, and (13) fund cost of living increases. The report is available on the Task Force's website at http://www.sfgov.org/site/npcontractingtf_index.asp?id=1270. The Board adopted the recommendations in February 2004. The Office of Contract Administration created a Review/Appellate Panel ("Panel") to oversee implementation of the report recommendations in January 2005.

The Board of Supervisors strongly recommends that departments establish a Dispute Resolution Procedure to address issues that have not been resolved administratively by other departmental remedies. The Panel has adopted the following procedure for City departments that have professional service grants and contracts with nonprofit health and human service providers. The Panel recommends that departments adopt this procedure as written (modified if necessary to reflect each department's structure and titles) and include it or make a reference to it in the contract. The Panel also recommends that departments distribute the finalized procedure to their nonprofit contractors. Any questions for concerns about this Dispute Resolution Procedure should be addressed to purchasing@sfgov.org.

Dispute Resolution Procedure

The following Dispute Resolution Procedure provides a process to resolve any disputes or concerns relating to the administration of an awarded professional services grant or contract between the City and County of San Francisco and nonprofit health and human services contractors.

Contractors and City staff should first attempt to come to resolution informally through discussion and negotiation with the designated contact person in the department.

If informal discussion has failed to resolve the problem, contractors and departments should employ the following steps:

- **Step 1** The contractor will submit a written statement of the concern or dispute addressed to the Contract/Program Manager who oversees the agreement in question. The writing should describe the nature of the concern or dispute, i.e., program, reporting, monitoring, budget, compliance or other concern. The Contract/Program Manager will investigate the concern with the appropriate department staff that are involved with the nonprofit agency's program, and will either convene a meeting with the contractor or provide a written response to the contractor within 10 working days.

- **Step 2** Should the dispute or concern remain unresolved after the completion of Step 1, the contractor may request review by the Division or Department Head who

supervises the Contract/Program Manager. This request shall be in writing and should describe why the concern is still unresolved and propose a solution that is satisfactory to the contractor. The Division or Department Head will consult with other Department and City staff as appropriate, and will provide a written determination of the resolution to the dispute or concern within 10 working days.

- Step 3 Should Steps 1 and 2 above not result in a determination of mutual agreement, the contractor may forward the dispute to the Executive Director of the Department or their designee. This dispute shall be in writing and describe both the nature of the dispute or concern and why the steps taken to date are not satisfactory to the contractor. The Department will respond in writing within 10 working days.

In addition to the above process, contractors have an additional forum available only for disputes that concern implementation of the thirteen policies and procedures recommended by the Nonprofit Contracting Task Force and adopted by the Board of Supervisors. These recommendations are designed to improve and streamline contracting, invoicing and monitoring procedures. For more information about the Task Force's recommendations, see the June 2003 report at http://www.sfgov.org/site/npcontractingtf_index.asp?id=1270.

The Review/Appellate Panel oversees the implementation of the Task Force report. The Panel is composed of both City and nonprofit representatives. The Panel invites contractors to submit concerns about a department's implementation of the policies and procedures. Contractors can notify the Panel after Step 2. However, the Panel will not review the request until all three steps are exhausted. This review is limited to a concern regarding a department's implementation of the policies and procedures in a manner which does not improve and streamline the contracting process. This review is not intended to resolve substantive disputes under the contract such as change orders, scope, term, etc. The contractor must submit the request in writing to purchasing@sfgov.org. This request shall describe both the nature of the concern and why the process to date is not satisfactory to the contractor. Once all steps are exhausted and upon receipt of the written request, the Panel will review and make recommendations regarding any necessary changes to the policies and procedures or to a department's administration of policies and procedures.