

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

**FOURTH AMENDMENT  
TO GRANT AGREEMENT**

**between**

**CITY AND COUNTY OF SAN FRANCISCO**

**and**

**COMMUNITY HOUSING PARTNERSHIP DBA HOMERISE**

THIS AMENDMENT of the **May 20, 2019** Grant Agreement (the "Agreement") is dated as of **December 1, 2024** and is made in the City and County of San Francisco, State of California, by and between **COMMUNITY HOUSING PARTNERSHIP DBA HOMERISE** ("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 Proposals (RFP) #113, issued January 29, 2019, and this Amendment is consistent therewith; and

WHEREAS, City and Grantee desire to execute this Amendment to update the Agreement in order to fully fund FY24-25 and extend the term for six months; and

WHEREAS, the City's Homelessness Oversight Commission approved this Amendment by Resolution No. **[Insert Resolution Number]** on **November 7, 2024**, 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>**;

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 **May 20, 2019** between Grantee and City; and **First Amendment**, dated **July 1, 2022**, and **Second Amendment**, dated **July 1, 2023**; and **Third Amendment**, dated **July 1, 2024**.

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

**2.1 Section 3.2 Duration of Term** of the Agreement currently reads as follows:

**3.2 Duration of Term.** The term of this Agreement shall commence on **July 1, 2019** and expire on **June 30, 2025**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

**3.2 Duration of Term.** The term of this Agreement shall commence on **July 1, 2019** and expire on **December 31, 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.

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

(a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Nine Million Nine Hundred Ninety Three Thousand Two Hundred Seventy Dollars (\$9,993,270)**.

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 **Twelve Million Nine Hundred Forty Two Thousand Seventy Four Dollars (\$12,942,074)**.

(b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Five Hundred Twenty Eight Thousand Twenty Five Dollars (\$528,025)** is included as a contingency amount and is neither to be used in the Budget attached to this Agreement or available to Grantee without a modification to the Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

**2.3 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) **Packaged Water Prohibition.** Grantee agrees that it shall not sell, provide, or otherwise distribute Packaged Water, as defined by San Francisco Environment Code Chapter 24 as part of its performance of this Agreement.

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

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

- Appendix A, Services to be Provided (dated December 1, 2024)
- Appendix B, Budget (dated December 1, 2024)
- Appendix C, Method of Payment (dated December 1, 2024)
- Appendix D, Interests in Other City Grants (dated December 1, 2024)

2.5 **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 December 1, 2024) for the period of December 1, 2024 to December 31, 2025.

2.6 **Appendix B, Budget**, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated December 1, 2024) for the period of July 1, 2019 to December 31, 2025.

2.7 **Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated December 1, 2024).

2.8 **Appendix D, Interests in Other City Grants**, of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Interests in Other City Grants** (dated December 1, 2024).

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**

**COMMUNITY HOUSING  
PARTNERSHIP DBA HOMERISE**

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

By: \_\_\_\_\_  
Janéa Jackson  
Executive Director  
City Supplier Number: 0000022473

Approved as to Form:  
David Chiu  
City Attorney

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

**Appendix A, Services to be Provided**  
**by**  
**Community Housing Partnership dba HomeRise**  
**5<sup>th</sup> & Harrison Transitional Living Program**

**I. Purpose of Grant**

The purpose of this grant is to provide transitional housing and support services to the served population. The goals of these services are to stabilize participants' living situations, improve their mental and physical health, and increase their independence, in order to support them in transitioning to permanent housing.

**II. Served Population**

Grantee shall serve Transitional Age Youth (TAY), ages 18 to 24, who are:

- A. Experiencing homelessness; and/or
- B. Marginally housed; and/or
- C. At imminent risk of homelessness.

**III. Referral and Prioritization**

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

**IV. Description of Services**

Grantee shall provide the total number of participants as described in the Appendix B, Budget ("Number Served" tab) at any given time with transitional housing and support services for up to 24 months or until the participant reaches the age of 25, whichever occurs first. Grantee shall provide the following services, including, but not limited to:

- A. Transitional Housing: Grantee shall provide transitional housing. Grantee shall provide services at facilities for which they have site control, meaning a site they own or lease, provided that the site conforms to City requirements. Grantee shall also provide operations services, including, but not limited to, janitorial services in common areas and maintenance and repair of the facility and its systems to maintain a clean and safe environment.
- B. Supportive Services: Grantee shall utilize youth development programming to build strengths and promote resiliency. Support services shall include, but are not limited to, the following:
  - 1. Outreach: Grantee shall actively engage with participants to provide information about available support services and invite participants to take part. Outreach methods shall include in-person interactions, written messages, phone calls, voice mail, and emails, as available and appropriate to reach participants. Grantee shall document all outreach and attempts.
  - 2. Intake and Assessment: Grantee shall provide one or more meetings or interviews with each participant to gather required information, identify strengths, skills and needs and to set goals. The assessment shall focus on housing, employment, and education and shall occur within 30 days of placement.

3. Individualized Service Plans: Grantee shall provide Individualized Service Plans to establish and support achievement of goals. Grantee shall document interactions, engagement, and status of participants at least two or more times per month to ensure they are doing well and are receiving the support they need. Participants must actively participate in the development of their Individualized Service Plan.

Grantee shall attempt meaningful engagement with each participant two or more times per month, to assess strengths, skills and needs and match participants with program services most appropriate to help them transition into permanent housing and maximize their well-being.

4. Case Management: Grantee shall provide in-person case management, which includes ongoing meetings and counseling services to support the achievement of Individualized Service Plan goals. Grantee shall document interactions, engagement, and status of participants.
5. Document Readiness: Grantee shall assist guests to become document ready, to obtain needed documentation to support housing options and placement, including, but not limited to uploading/providing the Online Navigation and Entry (ONE) system with copies of the documents to avoid documents being lost or damaged.
6. Employment: Grantee shall provide supervised job search for employment that is subsidized or unsubsidized. Grantee shall assist participants with placement in subsidized employment, such as on-the-job training programs, workshops, or positions subsidized through other government or private funding sources; or unsubsidized jobs.
7. Transitional Housing Stability Support: Grantee shall offer on-site services and/or referrals to all participants who display indications of placement instability. Such indications include, but are not limited to, discontinuance from county, state and federal benefits, rule violations or behavior that puts the participant at risk of a denial of services, conflicts with staff or other participants, and if applicable, warnings from property/program management. Grantee shall assist with the de-escalation and resolution of conflicts as needed.
8. Life Skills Training: Grantee shall provide basic life skills training, which may include, but is not limited to, topics such as budgeting, household finances, conducting a housing search, nutrition, working with landlords, participants' rights, health awareness, and healthcare navigation, and parenting, if applicable.
9. Benefits Advocacy and Assistance: Grantee shall assist participants with obtaining or maintaining benefits. Grantee shall provide referrals for and solve problems preventing participants' enrollment in county, state and federal benefits

programs. Grantee may help participants identify, apply for and establish appointments for available services, such as cash aid, food programs, medical clinics and/or in-home support.

10. Referrals and Coordination of Services: Grantee shall help participants identify and access services available within the community that meet specific needs or support progress toward identified goals, especially those related to education and employment. For example, Grantee shall connect participants with Adult Basic Education, High School Diploma, General Education Degree (GED) preparation, and/or assistance with college preparation, enrollment, and financial aid support and with vocational training and workshops, job development, and job search assistance. This may include providing information about services, calling to help establish appointments, assisting with applications, providing appointment reminders, following up/checking in with participants regarding progress, and, as necessary, re-referral. Grantee shall also communicate and coordinate with outside service providers to support existing linkages that participants may have. Grantee shall refer any participant to an Access Point who has not been assessed by Coordinated Entry.
11. Transportation: Grantee shall provide resources needed to ensure transportation is not a barrier to participant self-sufficiency.
12. Grantee shall assist participants with reasonable accommodations, transfers, and other supports in accordance with HSH policy.
13. De-Escalation and Conflict Resolution: Grantee shall provide support service staff who shall be equipped to respond to emergency situations and are able to provide on-call de-escalation and conflict resolution 24 hours per day, seven days a week.
14. Grantee shall conduct Room Checks, Wellness Checks and/or Emergency Safety Checks regularly to ensure participant health and safety.
15. Support Groups, Social Events and Organized Activities:
  - a. Grantee shall develop a monthly calendar of events and activities with input from tenants to build community engagement, develop peer support, share information, form social connections or to celebrate significant events for approval by HSH. Grantee shall post and provide to tenants the approved monthly calendar of events.
  - b. Grantee shall conduct monthly community meetings for participants.
16. Exit Planning and After-Care Services: Grantee shall start engaging participants in exit planning within 6 months of intake and support successful transitions from the program. This plan shall be created based on the participant's needs and preferences and shall include a plan for the participant's entry into permanent and independent housing. Housing Plans may also include establishing a link to case

management as well as access to services in the community. Grantee shall assist participants in housing searches and applications.

**V. Location and Time of Services**

Grantee shall provide support services and transitional housing at 374 5th Street, San Francisco, CA. Grantee shall provide service times when necessary to best serve participants using the staffing outlined in the Appendix B, Budget.

Grantee shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

**VI. Service Requirements**

**A. Facilities**

1. Grantee shall maintain facilities in full compliance with requirements of the law and local standards. Grantee shall ensure that facilities are well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Maintenance shall occur regularly, as required, and janitorial services shall occur regularly, per shift, and as required.
  - a. Grantee shall respond to all facility related requests and complaints promptly and in a manner that ensures the safety of participants and Provider staff. Providers shall note in writing and post in a common area when a maintenance problem of a common area 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 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.

- B. 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 participants will participate in annual trainings on harm reduction, overdose recognition and response.



- C. 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 participant-centered, low-barrier access to housing and services
- 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. 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.
- F. Supervision and Training: Grantee shall provide support services staff with supervision, training and case conferencing, as needed, to ensure appropriate case management, counseling and referral services are provided to tenants. Grantee shall prepare a staff training and budget for approval by HSH.
- G. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
- 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), Department of Public Health (DPH), 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 work with neighbors, HSH, SFPD, DPW, DPH, and other relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed.
  3. Grantee shall assign a director, manager, or representative to participate in and attend relevant neighborhood and community meetings.
  4. Grantee shall provide a phone number to all interested neighbors that will be answered 24 hours a day by a manager or other responsible person who has the authority to respond to complaints and issues at the site as they arise.
  5. 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.

6. 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 excessive noise from program participants, including coordination to address excessive noise occurring outside and near the program site.
7. 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.
8. 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 participant or businesses.
9. Grantee shall take all reasonable measures to ensure the sidewalks adjacent to the facility are not blocked.
10. Grantee will conduct at minimum 3 daily perimeter inspections, collect litter and contact the appropriate city department for assistance when needed.
11. Grantee shall immediately report to SFHOT or HSOC if encampments emerge along the perimeter of the site or immediately across the street.
12. Grantee will actively discourage guests from keeping tents outside of the site on the sidewalk and will follow HSH protocols on the issue.
13. Grantee will abate any graffiti on the site within 24 hours, weather permitting.
14. Grantee will report graffiti in the immediate area to 311.

I. Feedback, Complaint and Follow-up Policies:

Grantee shall provide means for the served population to provide input into the program, including the planning, design, and satisfaction. Feedback methods shall include:

1. Complaint Process: Grantee shall provide a written and posted complaint/concern process that includes various methods for guests to submit an issue (e.g. verbal to staff, written, email) and clear protocols about when and how the guest will get a response.
2. Grantee shall offer and promote a written quarterly survey that has been pre-approved by HSH to the served population to gather feedback, gauge 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 in a confidential way if the written format presents any problem.

J. Grievance Procedure:

1. Grantee shall establish and maintain a written Grievance Procedure for participant, which shall include, at minimum, the following elements:
  - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
  - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;

- c. The amount of time required for each step, including when a participant can expect a response; and
    - d. In accordance with published HSH policies/procedures, the HSH Grievances email address ([hshgrievances@sfgov.org](mailto:hshgrievances@sfgov.org)) and mailing address for the household to contact after the household has exhausted Grantee's internal Grievance Procedure.
  - 2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each participant and obtain a signed copy of the form from the participant, which must be maintained in the participant's file. Additionally, Grantee shall post the policy at all times in a location visible to participants and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.
- K. City Communications and Policies  
 Grantee shall keep HSH informed and comply with City policies to minimize harm and risk, including:
- 1. Regular communication to HSH about the implementation of the program;
  - 2. Attendance of HSH meetings and trainings, as requested;
  - 3. Adherence to the HSH Shelter Grievance Policy;
  - 4. Attendance at required ADA and access for persons with disabilities trainings;
  - 5. Adherence to the City service/companion/support animal policy; and
  - 6. When applicable, as confirmed with HSH, adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless. This includes cooperation with the San Francisco TB Prevention and Control Program of the Department of Public Health (DPH).
- L. Critical Incidents: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, within 24 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 should be reported immediately to the HSH program manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.
- M. Coordination with Other Service Providers: Grantee shall establish a Memorandum of Understanding (MOU) between all onsite service providers to outline their commitment to collaboration and services provided in the service of participants.
- N. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the site plan as needed, and Grantee shall train all employees regarding the provisions of the plan for their sites.

O. Record Keeping and Files:

1. Grantee shall maintain confidential files on the served population, including developed plans, notes, guest agreement, Release of Information (ROI) and progress notes.
2. Grantee shall maintain confidential files for active and previously active guests, and document support service usage.
3. Grantee shall maintain confidential files regarding complaints, grievances, warnings and exits/denials of service for rule infractions including written notices, warnings, exit paperwork and related communications with guests.
4. Grantee shall maintain appropriate documentation to validate the approval of extensions to guests according to HSH policies.
5. Grantee shall maintain all eligibility documentation in the ONE System, including homelessness verification documents and/or ONE system enrollment.

P. Data Standards:

1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process<sup>1</sup>, including but not limited to:
  - a. Entering all client data within three working days (unless specifically requested to do so sooner);
  - b. Ensuring accurate dates for client enrollment, client exit, and client move in (if appropriate); and
  - c. Running monthly data quality reports and correcting errors.
2. Records entered into the ONE system shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards:  
<https://onesf.clarityhs.help/hc/en-us/articles/360001145547-ONE-System-Continuous-Data-Quality-Improvement-Process>.
3. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantee regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantee via written notice at least one month prior to expected implementation.
4. Any information shared between Grantee, HSH, and other providers about program participants shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.

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

5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

## **VI. Service Objectives**

Grantee shall achieve the Service Objectives listed below.

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

## **VII. Outcome Objectives**

Grantee shall achieve the Outcome Objectives listed below.

- A. 90 percent of households will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
- B. 80 percent of individualized service plans will be reviewed at least once every six months and updated as appropriate at this time.
- C. 85 percent of participants have at least one positive relationship and/or permanent connection with an adult to whom they can go for support, advice, and guidance;
- D. 90 percent of participants will be engaged in education or employment activities while in the program;

- E. 80 percent of participants who exit will be employed or enrolled in post-secondary education; and
  - 1. 70 percent of participants exiting the program will exit to stable housing.
  - 2. 80 percent of households completing an annual tenant satisfaction survey will be satisfied or very satisfied with program services (based on a four-point scale: 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied).

### **VIII. Reporting Requirements**

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

- A. For any quarter that maintains less than 90 percent of the total agreed upon units of service for any mode of service hereunder, Grantee shall immediately notify the Department in writing and shall specify the number of underutilized units of service.
- B. Grantee shall report vacancy and referral information to HSH weekly in the form specified by HSH until such a time that an inventory tracker is available in ONE.
- C. Reporting via HSH designated method the current pool of active guests, the number of occupied beds, the number of beds temporarily offline and the number of beds currently available for placement.
- D. Grantee shall provide a monthly, quarterly, and annual 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, including:
  - 1. Occupancy;
  - 2. New move-ins;
  - 3. Exits; and
  - 4. The number of unduplicated case manager contacts.
- E. 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.
- F. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.
- G. 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.

- H. 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.

For assistance with reporting requirements or submission of reports, contact the assigned Contract and Program Managers.

## **IX. Monitoring Activities**

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, such as, but not limited to, review of the following: participant files, the Grantee's administrative records, staff training documentation, postings, program policies and procedures, data reported on Annual Performance Reports (APR), documentation of funding match sources, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

Monitoring of program participation in the ONE system may include, but is not limited to, data quality reports from the ONE system, records of timeliness of data entry, and attendance records at required 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 and accounting policies, 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 Memoranda of Understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.







	A	B	E	H	K	N	Q	R	S	V	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING												Page 3 of 6
2	OPERATING DETAIL												
3	Document Date	12/1/2024											
4	Provider Name	Community Housing Partnership (dba HomeRise)											
5	Program	5th & Harrison Transitional Living Program											
6	FSP Contract ID#	1000013599											
7	Budget Name	General Fund - Transitional Housing and Support Services											
8		EXTENSION											
9		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6			Year 7	All Years		
10		7/1/2019 - 6/30/2020	7/1/2020 - 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	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 12/31/2025	7/1/2019 - 6/30/2025	7/1/2019 - 12/31/2025	7/1/2019 - 12/31/2025
11		Actuals	Actuals	Actuals	Actuals	Actuals	Current	Amendment	New	New	Current/Actuals	Amendment	New
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	Rental of Property	\$ 580,434	\$ 598,036	\$ 609,977	\$ 710,396	\$ 606,595	\$ 645,280	\$ (645,280)	\$ -	\$ -	\$ 3,750,718	\$ (645,280)	\$ 3,105,438
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 76,405	\$ 59,133	\$ 24,652	\$ 51,406	\$ 76,000	\$ 48,000	\$ -	\$ 48,000	\$ 24,000	\$ 335,596	\$ 24,000	\$ 359,596
15	Office Supplies, Postage	\$ 9,215	\$ 33,478	\$ 4,521	\$ 6,200	\$ 6,200	\$ 6,200	\$ -	\$ 6,200	\$ 3,100	\$ 65,814	\$ 3,100	\$ 68,914
16	Building Maintenance Supplies and Repair	\$ 22,016	\$ 7,522	\$ 27,000	\$ 49,600	\$ 80,000	\$ 72,336	\$ -	\$ 72,336	\$ 36,168	\$ 258,474	\$ 36,168	\$ 294,642
18	Insurance	\$ 26,142	\$ 550	\$ 25,685	\$ 19,120	\$ 22,185	\$ 22,185	\$ -	\$ 22,185	\$ 11,093	\$ 115,867	\$ 11,093	\$ 126,960
19	Staff Training	\$ 11,841	\$ 22,623	\$ 6,382	\$ 18,600	\$ 12,500	\$ 12,500	\$ -	\$ 12,500	\$ 6,250	\$ 84,446	\$ 6,250	\$ 90,696
20	Staff Travel-(Local & Out of Town)	\$ 800	\$ 800	\$ 575	\$ 775	\$ 775	\$ 775	\$ -	\$ 775	\$ 388	\$ 4,500	\$ 388	\$ 4,888
21	Rental of Equipment	\$ 3,146	\$ 3,725	\$ 3,500	\$ 3,240	\$ 3,240	\$ 3,240	\$ -	\$ 3,240	\$ 1,620	\$ 20,091	\$ 1,620	\$ 21,711
24	Office Equipment	\$ 15,770	\$ 19,000	\$ -	\$ -	\$ 5,000	\$ -	\$ -	\$ -	\$ -	\$ 39,770	\$ -	\$ 39,770
25	IT and Small Office Purchase	\$ 5,859	\$ 6,000	\$ 4,000	\$ 8,500	\$ 6,000	\$ 6,000	\$ -	\$ 6,000	\$ 3,000	\$ 36,358	\$ 3,000	\$ 39,358
26	Organizational Activities (Staff)	\$ 3,577	\$ 1,969	\$ 100	\$ 2,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,646	\$ -	\$ 7,646
27	Tenant/Program projects/activity supplies	\$ 10,450	\$ 16,450	\$ 10,465	\$ 21,525	\$ 15,200	\$ 10,200	\$ -	\$ 10,200	\$ 5,100	\$ 84,290	\$ 5,100	\$ 89,390
29	Dues and Subscriptions	\$ -	\$ 6,000	\$ 3,000	\$ 6,500	\$ 6,500	\$ 6,500	\$ -	\$ 6,500	\$ 3,250	\$ 28,500	\$ 3,250	\$ 31,750
32						\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
42	Consultants					\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
43						\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
54	Subcontractors (First \$25k Only)					\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
55	Maintenance Contractors	\$ 7,532	\$ 2,000	\$ -	\$ 8,736	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 18,268	\$ -	\$ 18,268
56	Extermination Contract	\$ 6,000	\$ 7,320	\$ -	\$ 10,000	\$ 10,000	\$ 10,000	\$ -	\$ 10,000	\$ 5,000	\$ 43,320	\$ 5,000	\$ 48,320
57	Temp Desk Clerk/Lobby Security	\$ 13,000	\$ 15,000	\$ -	\$ 25,000	\$ 30,000	\$ 25,000	\$ -	\$ 25,000	\$ 12,500	\$ 108,000	\$ 12,500	\$ 120,500
58	Professional Services	\$ -	\$ -	\$ 25,000	\$ 14,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 39,000	\$ -	\$ 39,000
59	Contractors Janitorial				\$ 25,000	\$ 22,210	\$ 22,210	\$ -	\$ 22,210	\$ 11,105	\$ 69,420	\$ 11,105	\$ 80,525
67										\$ -			
68	TOTAL OPERATING EXPENSES	\$ 795,350	\$ 799,606	\$ 744,857	\$ 980,598	\$ 902,405	\$ 890,426	\$ (645,280)	\$ 245,146	\$ 122,573	\$ 5,113,241	\$ (522,707)	\$ 4,590,534
69													
70	Other Expenses (not subject to indirect cost %)												
71	Unallocated funds - must be allocated before billing		\$ 5,232	\$ 2,605		\$ 100,531	\$ 142,974	\$ 183,506	\$ 326,480	\$ 163,240	\$ 251,342	\$ 346,746	\$ 598,088
72	One-Time FY20-21 General Fund Carryforward			\$ 51,880			\$ -	\$ -	\$ -	\$ -	\$ 51,880	\$ -	\$ 51,880
73	Prop C One-Time COVID-19 Bonus Pay			\$ 100,994			\$ -	\$ -	\$ -	\$ -	\$ 100,994	\$ -	\$ 100,994
74	Professional Services - see similar line above in Subcontractor section			\$ 17,372			\$ -	\$ -	\$ -	\$ -	\$ 17,372	\$ -	\$ 17,372
75	Temp Desk Clerk/Lobby Security				\$ 10,000		\$ -	\$ -	\$ -	\$ -	\$ 10,000	\$ -	\$ 10,000
76	Contractors Janitorial				\$ 5,000		\$ -	\$ -	\$ -	\$ -	\$ 5,000	\$ -	\$ 5,000
77	Adjustment to Actuals	\$ (51,326)	\$ (167,876)	\$ (54,403)	\$ (350,617)	\$ (439,325)	\$ -	\$ -	\$ -	\$ -	\$ (1,063,547)	\$ -	\$ (1,063,547)
78	COVID-19 Time-Limited Funding	\$ 12,000					\$ -	\$ -	\$ -	\$ -	\$ 12,000	\$ -	\$ 12,000
79	Hold Pending Amendment - Above NTE						\$ (1,247,391)	\$ 1,247,391	\$ -	\$ -	\$ (1,247,391)	\$ 1,247,391	\$ -
80	Rental of Site (master lease)						\$ 606,595	\$ 606,595	\$ 303,298	\$ -	\$ 909,893	\$ 909,893	\$ 909,893
81							\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
82													
83	TOTAL OTHER EXPENSES	\$ (39,326)	\$ (162,644)	\$ 118,448	\$ (335,617)	\$ (338,794)	\$ (1,104,417)	\$ 2,037,492	\$ 933,075	\$ 466,538	\$ (1,862,350)	\$ 2,504,030	\$ 641,680
93													
94	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
95													
96	HSH #3												Template last modified 5/13/2022

**BUDGET NARRATIVE**

Fiscal Year

**General Fund - Transitional Housing and Support Services**

FY24-25

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

	<u>Adjusted</u>		<u>Justification</u>	<u>Calculation</u>	<u>Employee Name</u>
	<u>Budgeted</u>	<u>Budgeted</u>			
<u>Salaries &amp; Benefits</u>	<u>FTE</u>	<u>Salary</u>			
Program Director	0.50	\$ 53,000	Directly supervises all APDs/Resident Services Managers to ensure high levels of program service and contract compliance.	Annualized Salary * Adjusted FTE	Vacant
Site Manager	1.00	\$ 79,700	The Site Manager maintains an environment of respect and service, while ensuring that residents abide by the house rules and program terms. Responsible for monitoring the physical integrity of the building and working with maintenance staff to address any deficiencies. Works in close coordination with Resident Services to collect program participant fees and savings contribution and collect tenant rent. The SM alternates on-call responsibilities during non-scheduled hours to respond to building and/or resident emergencies.	Annualized Salary * Adjusted FTE	Jackson, Deborah
Clinical Case Manager	0.10	\$ 7,696	Master's Level clinician provides mental health treatment, crisis intervention and consultation; facilitates 5150s; and supports achievement of agency-wide housing retention and Resident Services Department goals.	Annualized Salary * Adjusted FTE	Vacant
Front Desk Clerk	3.50	\$ 160,160	Monitor daily building activities, provide 24-hour security, and respond to building and resident emergencies.	Annualized Salary * Adjusted FTE	Trocki, Robert; Page, Marquita, Byrd, Annie; Yaqueline Hernandez
Senior Front Desk Clerk	1.00	\$ 60,200	Responsible for the operations of the building's desk station, including oversight and scheduling of the front desk clerk staff, training of staff on all emergency, and non-emergency procedures, and compliance with all departmental, and agency policies (high school diploma or GED required).	Annualized Salary * Adjusted FTE	Robin Antoinette Boyer
Maintenance Supervisor	1.00	\$ 63,400	Responsible for ongoing maintenance and turnovers, oversight of all vendor repairs, and development and implementation of Preventive Maintenance Plans	Annualized Salary * Adjusted FTE	Vacant
Janitor	1.40	\$ 66,976	Responsible for maintaining the cleanliness and janitorial standards at the site.	Annualized Salary * Adjusted FTE	Rita Zamora-Fee, Mark Collins
Resident Services Manager	1.00	\$ 71,500	Provides program oversight and supervises on-site staff (Note: our program model requires that there is coverage for crisis intervention and cross training across the portfolios ensuring consistency within the department leadership and preventing gaps in coverage.)	Annualized Salary * Adjusted FTE	Vacant
Director of Contracts and Compliance	0.15	\$ 18,300	Supports the site-level staff to ensure that contract compliance is met, including all funder reporting. Identifies training opportunities for staff to ensure high level documentation and data collection of services provided. Leads Town Hall planning and implementation, including site level report outs of resident experience shared; supports staff follow up to ensure resident voice is centered in programmatic CQI.	Annualized Salary * Adjusted FTE	Spiker, Kat
Director of Resident Services	0.15	\$ 19,200	Directs and guides the overall delivery of building-based services for tenants at supportive housing sites, including case management, community-building, and on-site behavioral health services to over 1,300 tenants; ensures compliance with funder requirements, including fiscal oversight and reporting; provides clinical supervision, crisis intervention and facilitates 5150's as needed.	Annualized Salary * Adjusted FTE	Davis Sr., Marcel
Resident Services Program Associate	0.15	\$ 9,672	Provides administrative support directly to sites (including soliciting and distributing in kind donations offered to residents (i.e. new bedding, clothing, personal care items) and coordinates all staff training (identifies and vets new trainers for fit with PSH/HomeRise, coordinates logistics, ensures training space and time meet staff needs).	Annualized Salary * Adjusted FTE	Ballard, Brittany (Shrag)
Resident Services Training Manager	0.10	\$ 6,970	Provides onboarding, coaching, and mentoring to new RSTL and RSC staff; provides direct service coverage during scheduled PTO of regular staff.	Annualized Salary * Adjusted FTE	Scannell, Alex
Senior Case Manager	1.00	\$ 60,350	Provides case management services to residents, supports achievement of agency-wide housing retention and Resident Services Department goals, supports staff to ensure they have the support needed to carry out the work. Staffing pattern is 1.0 FTE, however was adjusted to .75 due to staff vacancies. Adjusted again in March to .35 due to continued vacancy.	Annualized Salary * Adjusted FTE	Rice, Scott
Case Manager	1.00	\$ 60,350	Provides case management services to residents, supports achievement of agency-wide housing retention and Resident Services Department goals, supports staff to ensure they have the support needed to carry out the work. Staffing pattern is 1.0 FTE, however was adjusted to .9 due to staff vacancies. Adjusted again in March to .4 due to continued vacancy.	Annualized Salary * Adjusted FTE	Vacant; position to be posted
<b>TOTAL</b>	<b>12.05</b>	<b>\$ 737,474</b>			
<b>Employee Fringe Benefits</b>		<b>\$ 246,685</b>	<b>Includes FICA, SSUI, Workers Compensation and Medical calculated at 33.45% of total salaries.</b>		
<b>Salaries &amp; Benefits Total</b>		<b>\$ 984,159</b>			

<u>Operating Expenses</u>	<u>Budgeted Expense</u>	<u>Justification</u>	<u>Calculation</u>
Rental of Property	\$ -		
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 48,000	Utilities (gas, water, electric), including telecommunications	
Office Supplies, Postage	\$ 6,200	Office supplies & postage	
Building Maintenance Supplies and Repair	\$ 72,336	Includes costs for ongoing building maintenance and repair work, including unit turnover expenses, security alarm maintenance, cameras, fire sprinkler and fire system maintenance	
Insurance	\$ 22,185	For insurance expense - property and allocated	
Staff Training	\$ 12,500	For direct program staff training, recruitment, background checks, and retention activities. Trainings focus on annual trainings required for all RSD staff, individual development opportunities based on staff need and interest, leadership development opportunities as staff move into supervisory or mentorship roles, and department off-site opportunities for team building and learning outside of their regular site. Please see the HSH approved HomeRise Staff Development plan 7.22 for further details.	
Staff Travel-(Local & Out of Town)	\$ 775	For travel expense to meetings, trainings, etc.	
Rental of Equipment	\$ 3,240	For copier lease and maintenance of copier rental, including allocated expense.	
IT and Small Office Purchase	\$ 6,000	For IT direct expenses, including purchase of computer, printers, as well as allocated expenses for IT support.	
Tenant/Program projects/activity supplies	\$ 10,200	Supports monthly groups events, and celebrations, including resident determined programming through the Resident Association. Each building has its own calendar that meets the building's needs and includes community building events (coffee hour and community meetings), skill building/wellness events (harm reduction groups, parenting groups, cooking groups), and seasonal and cultural celebrations (Black History Month, Pride, Cesar Chavez day, Thanksgiving, Winter holidays). In addition to programming, this line items covers items that support housing retention and wellness such as backpacks and school supplies for school-aged youth, covers emergency resources if a tenant needed to be temporarily displaced from their unit, as well as provides cleaning supplies for tenants addressing habitability issues or pest infestations. Welcome baskets for new move-ins and new home supplies for residents who move into less supported housing are included in this budget, as well as food and supplies for pets/service animals.	
Dues and Subscriptions	\$ 6,500	For license fees associated with the ECM case management system used by the resident service department to document resident data, as well as fees for the Property Management software (Yardi).	
<b>Subcontractors (First \$25k Only)</b>	\$ -		
Extermination Contract	\$ 10,000	Previously included in Professional Services: Monthly pest inspection and extermination costs	
Temp Desk Clerk/Lobby Security	\$ 25,000	Previously included in Professional Services; Shift coverage provided to Front Desk Clerk staff during times of staff vacation or shift called outs	
Contractors Janitorial	\$ 22,210	Previously included in Professional Services; Shift coverage provided for janitorial staff during times of staff vacation or shift called outs	
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ 245,146</b>		
<b>Indirect Cost</b>	15.0% <b>\$ 184,396</b>		

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
Unallocated funds - must be allocated before billing	\$ 326,480	Unallocated cost of doing business (CODB) increase and funds released from indirect and previous staff positions (see calculation note at right). Not available for billing until allocated to budget lines and approved by the HSH Program Manager.	Annual percentage approved by the SF Board of Supervisors - includes 4.75% increase in FY23-24 (\$100,531) and 2.5% increase on eligible costs (excluding rent) in FY24-25 (\$42,443). Also includes \$135,447 released from indirect when the rent was moved from operating to other costs, and \$48,029 from positions removed from the budget.
Rental of Site (master lease)	\$ 606,595	Annual master lease cost to rent the 5th and Harrison property - previously included under operating costs above; moved here for consistency with treatment of master leasing costs in City budgets	\$50,549.58 monthly cost per lease
	\$ -		
<b>TOTAL OTHER EXPENSES</b>	<b>\$ 933,075</b>		



	A	B	C	D	E
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>				<b>Page 6 of 6</b>
2	<b>APPENDIX B, BUDGET</b>				
3	<b>Document Date</b>	12/1/2024			
4	<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration (Years)</b>	
5	<b>Current Term</b>	7/1/2019	6/30/2025	6	
6	<b>Amended Term</b>	7/1/2019	12/31/2025	7	
7	<b>Program</b>	5th & Harrison Transitional Living Program			
8					
9	<b>Approved Subcontractors</b>				
10	Pacific Coast Staffing				
11	Janitorial Contractor				
12	Extermination service				
13					
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25					

## 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. Grantee will only be reimbursed for charges on agency credit cards for expenditures directly related to budget line items.
- 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; averaged costs will not be accepted.
- 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. Failure to submit invoices and documentation within these timeframes will result in payment delays. HSH will not advance payment to cover cash flow problems related to untimely and/or not adequately documented invoices.
- 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>
Operating - Direct Assistance	<p>Grantee shall maintain and provide documentation for all approved Direct Assistance costs included in the Appendix B, Budget(s) each time an invoice is submitted.</p> <p>Documentation shall include a detailed summary report in Excel format, showing proof of Direct Assistance expenditures, and any other information specifically requested by HSH to confirm appropriate use of Direct Assistance funds per the established program policy.</p>

General Fund	
Type	Instructions and Examples of Documentation
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 and will not be provided due to late or inadequate invoicing.

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 & Supportive Housing	Support Services at 53 Colton	07/01/22 – 6/30/27	\$3,693,826
Department of Homelessness & Supportive Housing	Supportive Services at Mission Bay South Block 9	07/01/22 – 6/30/27	\$5,074,038
Department of Homelessness & Supportive Housing	Island Bay Homes Supportive Services	07/01/20 – 6/30/26	\$4,087,212
Department of Homelessness & Supportive Housing	Mental Health Services Act/Prop 63	07/01/20 – 06/30/26	\$5,296,720
Department of Homelessness & Supportive Housing	Essex and Zygmunt Arendt Supportive Services	07/01/20 – 06/30/26	\$5,466,198
Department of Homelessness & Supportive Housing	Arnett Watson Supportive Services	07/01/20 – 06/30/26	\$5,277,484
Department of Homelessness & Supportive Housing	Tenant Services & HUD ISN	07/01/21 – 06/30/25	\$9,732,603
Department of Homelessness & Supportive Housing	Rental Assistance at Scattered Sites	07/01/21 – 06/30/29	\$3,186,508
Human Services Agency	1750 McAllister – RAD Supportive Services	07/01/24 – 06/30/28	\$391,612
Human Services Agency	666 Ellis – RAD Supportive Services	07/01/24 – 06/30/28	\$395,999
Department of Public Health	BHS Mental Health and Substance Use Disorder	07/01/18 – 06/30/24 (currently in renewal process)	\$109,654