

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

**FIRST AMENDMENT
TO GRANT AGREEMENT
between
CITY AND COUNTY OF SAN FRANCISCO
and
COMMUNITY FORWARD SF**

THIS AMENDMENT of the **December 1, 2020** Grant Agreement (the "Agreement") is dated as of **July 1, 2023** and is made in the City and County of San Francisco, State of California, by and between **COMMUNITY FORWARD SF** ("Grantee") and the **CITY AND COUNTY OF SAN FRANCISCO**, a municipal corporation ("City") acting by and through The Department of Homelessness and Supportive Housing ("Department").

RECITALS

WHEREAS, Grantee was selected pursuant to Ordinance No. 61-19, which authorizes the Department to enter into contracts without adhering to the Administrative Code provisions regarding competitive bidding and other requirements for construction work, procurement, and personal services relating to the shelter crisis; and

WHEREAS, City and Grantee desire to execute this amendment to update the prior Agreement;

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.** The term "Agreement" shall mean the Agreement dated **December 1, 2020** between Grantee and City.

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

2.1 ARTICLE 3 TERM of the Agreement currently reads as follows:

3.1 Effective Date. This Agreement shall become effective when the Controller has certified to the availability of funds as set forth in Section 2.2 and the Department has notified Grantee thereof in writing.

3.2 Duration of Term.

- (a) The term of this Agreement shall commence on **January 1, 2021** and expire on **June 30, 2023**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.
- (b) The City has options to renew the Agreement. The City may extend this Agreement beyond the expiration date by exercising an option at the City's sole and absolute discretion and by modifying this Agreement as provided in Section 17.2, Modification.

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

ARTICLE 3 TERM

3.1 Effective Date. This Agreement shall become effective when the Controller has certified to the availability of funds as set forth in Section 2.2 and the Department has notified Grantee thereof in writing.

3.2 Duration of Term.

- (a) The term of this Agreement shall commence on **January 1, 2021** and expire on **June 30, 2026**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

2.2 Section 4.2 Grantee's Personnel of the Agreement is hereby deleted and replaced in its entirety to read as follows:

4.2 Grantee's Personnel.

- (a) **Qualified Personnel.** The Grant Plan shall be implemented only by competent personnel under the direction and supervision of Grantee.
- (b) **Grantor Vaccination Policy.**
 - (1) Grantee acknowledges that it has read the requirements of the 38th Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency ("Emergency Declaration"), dated February 25, 2020, and the Contractor Vaccination Policy for City Contractors and Grantees issued by the City Administrator ("Contractor Vaccination Policy"), as those documents may be amended from time to time. A copy of the Contractor Vaccination Policy can be found at:

<https://sf.gov/confirm-vaccine-status-your-employees-and-subcontractors>.

- (2) A Contract or Grant subject to the Emergency Declaration is an agreement between the City and any other entity or individual and any subcontract under such agreement, where Covered Employees of the Contractor/Grantee or Subcontractor work in-person with City employees in connection with the work or services performed under the agreement at a City owned, leased, or controlled facility. Such agreements include, but are not limited to, professional services contracts, general services contracts, public works contracts, and grants. Contract or Grant includes such agreements currently in place or entered into during the term of the Emergency Declaration. Contract or Grant does not include an agreement with a state or federal governmental entity or agreements that do not involve the City paying or receiving funds.
- (3) In accordance with the Contractor Vaccination Policy, Grantee agrees that:
 - A. Where applicable, Grantee shall ensure it complies with the requirements of the [Contractor Vaccination Policy](#) pertaining to Covered Employees, as they are defined under the Emergency Declaration and the Contractor Vaccination Policy, and insure such Covered Employees are either fully vaccinated for COVID-19 or obtain from Grantee an exemption based on medical or religious grounds; and
 - B. If Grantee grants Covered Employees an exemption based on medical or religious grounds, Grantee will promptly notify City by completing and submitting the Covered Employees Granted Exemptions Form (“Exemptions Form”), which can be found at <https://sf.gov/confirm-vaccine-status-your-employees-and-subcontractors> (navigate to “Exemptions” to download the form).

2.3 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 **Three Million Nine Hundred Ninety Four Thousand Eight Hundred Eighteen Dollars (\$3,994,818)**.
- (b) Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement, **Seven Hundred Ninety Eight Thousand Nine Hundred Sixty Four Dollars (\$798,964)** is included as a contingency amount and is neither to be used in Budget(s) attached to this

Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

Such section is hereby deleted and 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 **Nine Million Seven Hundred Ninety Two Thousand Four Hundred Twenty Two Dollars (\$9,792,422)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Eight Hundred Ninety Thousand Two Hundred Twenty Dollars (\$890,220)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

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

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

- (a) **Limitations.** In no event shall Grantee subcontract or delegate the whole of the Grant Plan. Grantee may subcontract with any of the permitted subgrantees set forth on Appendix B, Budget without the prior consent of City; provided, however, that Grantee shall not thereby be relieved from any liability or obligation under this Agreement and, as between City and

Grantee, Grantee shall be responsible for the acts, defaults and omissions of any subgrantee or its agents or employees as fully as if they were the acts, defaults or omissions of Grantee. Grantee shall ensure that its subgrantees comply with all of the terms of this Agreement, insofar as they apply to the subcontracted portion of the Grant Plan. All references herein to duties and obligations of Grantee shall be deemed to pertain also to all subgrantees to the extent applicable. A default by any subgrantee shall be deemed to be an Event of Default hereunder. Nothing contained in this Agreement shall create any contractual relationship between any subgrantee and City.

(b) **Terms of Subcontract.** Each subcontract shall be in form and substance acceptable to City and shall expressly provide that it may be assigned to City without the prior consent of the subgrantee. In addition, each subcontract shall incorporate all of the terms of this Agreement, insofar as they apply to the subcontracted portion of the Grant Plan. Without limiting the scope of the foregoing, each subcontract shall provide City, with respect to the subgrantee, the audit and inspection rights set forth in Section 6.6. Upon the request of City, Grantee shall promptly furnish to City true and correct copies of each subcontract permitted hereunder.

2.5 ARTICLE 15 NOTICES AND OTHER COMMUNICATIONS of the Agreement is deleted and replaced by the following:

15.1 Requirements. Unless otherwise specifically provided herein, all notices, consents, directions, approvals, instructions, requests and other communications hereunder shall be in writing, shall be addressed to the person and address set forth below and may be sent by U.S. mail or email, and shall be addressed as follows:

If to the Department or City: Department of Homelessness and Supportive Housing
Contracts Unit
440 Turk Street
San Francisco, CA 94102
hshcontracts@sfgov.org

If to Grantee: Community Forward SF
1171 Mission Street
San Francisco, CA 94103
Attn: Kara Zordel, Chief Executive Officer
kara.zordel@communityforwardsf.org

Any notice of default must be sent by registered mail.

15.2 Effective Date. All communications sent in accordance with Section 15.1 shall become effective on the date of receipt.

15.3 Change of Address. Any party hereto may designate a new address for purposes of this Article 15 by notice to the other party.

2.6 Section 16.24 Additional City Compliance Requirements is hereby added to this Agreement.

16.24 Additional City Compliance Requirements. Grantee represents that it is in good standing with the California Attorney General's Registry of Charitable Trusts and will remain in good standing during the term of this Agreement. Grantee shall immediately notify City of any change in its eligibility to perform under the Agreement. Upon City request, Grantee shall provide documentation demonstrating its compliance with applicable legal requirements. If Grantee will use any subgrantees/subrecipients/subcontractors to perform the Agreement, Grantee is responsible for ensuring they are also in compliance with the California Attorney General's Registry of Charitable Trusts at the time of grant execution and for the duration of the agreement. Any failure by Grantee or any subgrantees/subrecipients/subcontractors to remain in good standing with applicable requirements shall be a material breach of this Agreement.

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

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

Appendix A, Services to be Provided (dated July 1, 2023)
Appendix B, Budget (dated July 1, 2023)
Appendix C, Method of Payment (dated July 1, 2023)
Appendix D, Interests in Other City Grants (dated July 1, 2023)

2.8 Appendix A, Services to be Provided, of the Agreement is hereby replaced in its entirety by the modified **Appendix A, Services to be Provided** (dated July 1, 2023) for the period of July 1, 2023 to June 30, 2026.

2.9 Appendix B, Budget, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated July 1, 2023) for the period of January 1, 2021 to June 30, 2026.

- 2.10 Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated July 1, 2023).
- 2.11 Appendix D, Interests in Other City Grants**, of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Interests in Other City Grants** (dated July 1, 2023).
- 2.12 Appendix E, Permitted Subgrantees**, of the Agreement is hereby deleted.

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.

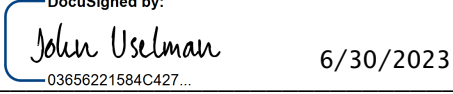
CITY

GRANTEE


**DEPARTMENT OF HOMELESSNESS
AND SUPPORTIVE HOUSING**

COMMUNITY FORWARD SF

By:  6/30/2023
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Shireen McSpadden
Executive Director

By:  6/30/2023
03656221584C427...
John Uselman
Chief Financial Officer
City Supplier Number: 0000022483

Approved as to Form:
David Chiu
City Attorney

By:  6/30/2023
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Adam Radtke
Deputy City Attorney

**Appendix A, Services to be Provided
by
Community Forward SF
Support Services, Property Management and Master Leasing at Coronado Hotel**

I. Purpose of Grant

The purpose of this grant is to provide Support Services, Property Management and Master Lease Stewardship to the served population. The goals of these services are to help tenants retain their housing or move to other appropriate housing.

II. Served Population

Grantee shall serve formerly homeless and income-eligible adults aged 18 years or older without the custody of minors below 18 years of age.

III. Referral and Prioritization

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

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

IV. Description of Services

Grantee shall serve tenants in the number of units listed in Appendix B, Budget ("Number Served" tab).

A. Support Services

Support Services are voluntary and shall be available to all tenants of the building. Support Services shall include, but are not limited to the following:

1. Outreach: Grantee shall engage with tenants to provide information about available Support Services and invite them to participate. Grantee shall contact each tenant at least three times during the first 60 days following placement. Grantee shall document all outreach and attempts.
2. Intake and Assessment: Grantee shall coordinate with Property Management during the initial intake for units and participate in orientation meetings with Property Management. If possible, Grantee shall establish rapport with tenants prior to move-in to support tenants during the application and move-in process. Grantee shall coordinate with tenant's current support service provider(s) to ensure a successful transition into housing.

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

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

3. Case Management: Grantee shall provide case management services to tenants with the primary goal of maintaining housing stability, including ongoing meetings and counseling to establish goals, develop services plans that are tenant-driven without predetermined goals, provide referrals and linkages to off-site support services, and track progress toward achieving those goals. Grantee shall document case management meetings, engagement, and progress.
 - a. Grantee shall connect each tenant with resources needed to be food secure as they live independently.
 - b. Grantee shall refer tenants to and coordinate services within the community that support progress toward identified goals. This may include providing information about services, calling to make appointments, assisting with applications, providing appointment reminders, following up/checking in with households regarding the process, and, as necessary, re-referral. Grantee shall communicate and coordinate with outside service providers to support housing stability.
 - c. Grantee shall provide benefits advocacy to assist tenants with obtaining and maintaining benefits, including, but not limited to, cash aid, food programs, medical clinics and/or in-home support.
4. Housing Stability Support: Grantee shall outreach to and offer on-site services and/or referrals to all tenants who display indications of housing instability, within a reasonable timeframe. Such indications include, but are not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants. Grantee shall work with tenants, in conjunction with Property Management, to resolve issues that put tenants at risk for eviction. Grantee shall assist with the de-escalation and resolution of conflicts, as needed. Grantee shall document Housing Stability outreach and assistance provided.
5. Coordination with Property Management: Grantee shall assist tenants in communicating with, responding to, and meeting with Property Management. This may include helping a tenant to understand the communications from Property Management, helping to write requests, responses, or complaints to Property Management, and attending meetings between the tenant and Property Management to facilitate communication.

If a tenant is facing housing instability, Grantee shall coordinate with Property Management to find creative ways to engage with tenants to prevent housing loss.

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

6. Wellness and Emergency Safety Checks: Grantee shall conduct Wellness and/or Emergency Safety Checks in accordance with HSH policy to assess a tenant's safety when there is a reason to believe there is immediate and substantial risk due to a medical and/or psychiatric emergency.
7. Support Groups, Social Events and Organized Activities:
 - a. Grantee shall plan groups, events, and activities with input from tenants to build community engagement, develop peer support, share information, form social connections or to celebrate significant events. Grantee shall post and provide to tenants a monthly calendar of events.
 - b. Grantee shall conduct monthly community meetings for tenants, in coordination with Property Management, during which tenants may discuss building concerns and program ideas with representatives from both Support Services and Property Management staff.
 - c. Grantee shall periodically assess the needs of tenants with Property Management and other teams at the building to develop programming that will help tenants maintain stability and enjoy their housing.
8. Exit Planning: If a tenant is moving out of the building, Grantee shall engage tenant in exit planning to support the tenant's successful transition out of the program. The exit plan shall depend on the tenant's needs and preferences, and may include establishing a link to services in the community.

B. Property Management

Property Management services shall include, but are not limited to, the following:

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

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

Grantee shall adhere to all published HSH policies, including, but not limited to those covering tenant intake, HSH housing documentation, reasonable accommodation, and transfers when accepting referrals and placing tenants into housing.

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

alarms/security, fire alarm monitoring, garbage, water, and pest control. This may include elevator maintenance, as required.

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

Grantee shall participate in regular coordination meetings with Support Services to review tenants at risk for eviction and strategize on how to support tenants in maintaining their housing.

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

C. Stewardship of the Master Lease:

1. Grantee shall provide HSH with a copy of the master lease agreement and any amendments. Grantee shall obtain HSH approval prior to entering into any agreement that will materially impact the HSH-funded portion of the budget.

2. Grantee shall maintain all Lessee responsibilities and coordinate with the Landlord to meet owner's obligations, including maintenance and capital needs.
3. Grantee shall promptly notify HSH of any default, failure to exercise an option to extend or other situation which could impact the term of the master lease agreement.

V. Location and Time of Services

A. Support Services

Grantee shall provide Support Services at the Coronado Hotel, located at 373 Ellis Street, San Francisco, CA 94102, from Monday to Friday, during posted business hours. Grantee may also provide services on evenings and weekends, and at other times when necessary to best serve tenants.

Grantee shall provide services times when necessary to best serve tenants using the staffing outlined in the Appendix B, Budget.

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

B. Property Management

Grantee shall provide services at the Coronado Hotel, 24 hours per day, seven days per week. Grantee shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

VI. Service Requirements

A. Case Management Ratio: Grantee shall maintain a maximum 25:1 ratio of units to case management staff.

B. Supervision: Grantee shall provide Support Services staff with supervision and case conferencing, as needed, to ensure appropriate case management, counseling and referral services are provided to tenants.

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 tenant-centered, low-barrier access to housing and services.

D. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow [HSH overdose prevention policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.

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

2. A written annual survey to the served population to gather feedback, measure satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to tenants with survey completion if the written format presents any problem.
- J. City Communications, Trainings and Meetings:
Grantee shall keep HSH informed of program operations and comply with HSH policies, training requirements, and participate in meetings, including, but not limited to:
1. Regular communication to HSH about the implementation of the program;
 2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
 3. Attendance at trainings (e.g., overdose prevention training), when required by HSH. Grantee shall ensure all site-based or tenant-facing staff and subcontractors are onboarded and trained to perform the services in accordance with Housing First, Harm Reduction, and Trauma-Informed Principles.
- K. Coordination with Other Service Providers: Grantee shall establish written agreements with other service providers that are part of the site care team to formalize collaboration and roles and responsibilities.
- L. Critical Incidents: Grantee shall report critical incidents in accordance with HSH policies/procedures. Critical incidents shall be reported using the online [Critical Incident Report \(CIR\) form](#) within 72 hours of the incident. 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. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).
- N. Facilities: Grantee shall maintain clean, safe, and functional facilities in full compliance with requirements of the law and local standards.
1. Grantee shall notify HSH immediately in the event it is given notice of violations by the Department of Building Inspection (DBI), Department of Public Health (DPH), or another City agency.
- O. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood, including:

1. Collaboration with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
2. That Grantee management staff is available to respond to neighbors within three business days, if reasonable; and
3. Having a representative of Grantee attend all appropriate neighborhood meetings.

P. Record Keeping and Files:

1. Support Services: Grantee shall maintain confidential tenant files that document the services and supportive work provided for the purpose of tracking and reporting objectives and outcomes.
 - a. Grantee shall maintain client program enrollment, annual status updates and program exit information in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
 - b. Grantee shall maintain a program roster of all current tenants in the ONE System.
 - c. Grantee shall maintain services information in the ONE System, including information on households receiving eviction notices, as instructed by HSH.
 - d. Grantee shall maintain confidential files on the served population, including developed plans, notes, and progress as described in the Service Description and Service Requirements.
2. Property Management: Grantee shall update applicant referral status information in the ONE System in accordance with HSH policy and instruction.
 - a. Grantee shall maintain confidential tenant files on the served population, including signed lease agreement and addenda, notices or lease violations issued to the tenant, copies of payment plans or other agreements to support housing stability.
 - b. Grantee shall track receipt and completion of maintenance work orders.
 - c. Grantee shall maintain all eligibility and inspection documentation in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.

Q. Data Standards:

1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process¹, including, but not limited to:
 - a. Entering all household data within three working days (unless specifically requested to do so sooner);
 - b. Ensuring accurate dates for household enrollment, household exit, and household move in (if appropriate); and
 - c. Running monthly data quality reports and correcting any errors.
2. Records entered into the ONE system shall meet or exceed the ONE System

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

CDQI Process standard.¹

3. Grantee shall maintain updated unit vacancy information on a weekly basis in the data system designated by HSH (Offline Vacancy Tracker and/or ONE System) as required. Changes to vacancy reporting shall be communicated to Grantees in writing from HSH.
4. 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 the CARBON database. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
5. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.
6. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

VII. Service Objectives

A. Support Services

Grantee shall achieve the Service Objectives listed below for Support Services:

1. Grantee shall actively outreach to 100 percent of tenants at least once every month.
2. Grantee shall offer assessment to 100 percent of tenants for primary medical care, mental health and substance use treatment needs within 60 days of move-in.
3. Grantee shall offer assessment to 100 percent of tenants for benefits within 60 days of move-in, and shall assist tenants to apply for benefits for which they are eligible.
4. Grantee shall offer Support Services to 100 percent of all tenants who showed housing instability (e.g., non-payment of rent, lease violations) at least once per incident.
5. Grantee shall outreach to 100 percent of tenants with planned exits from the program to engage in comprehensive discharge planning, that includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.
6. Grantee shall outreach to 100 percent of tenants participating in Support Services to create/engage in Service Plans, as needed, on an ongoing basis.
7. Grantee shall review Service Plans at least once every six months and update as appropriate at this time.

8. Grantee shall administer a written anonymous survey of tenants at least once per year to obtain feedback on the type and quality of program services. Grantee shall offer all tenants the opportunity to take this survey.

B. Property Management

Grantee shall achieve the Services Objectives listed below for Property Management:

1. Grantee shall ensure that each unit, upon turnover, is clean and/or repaired within 21 days, on average.
2. Grantee shall ensure that new tenant move-ins occur within 30 days of referral.
3. Grantee shall collect at least 90 percent of tenant portions of monthly rent from occupied units.
4. Grantee shall maintain an occupancy rate of at least 93 percent.

VIII. Outcome Objectives

Grantee shall achieve the Outcome Objectives listed below.

- A. Ninety percent of tenants will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
- B. At least eighty-five percent of tenant lease violations will be resolved without loss of housing to tenants.
- C. Eighty percent of tenants completing an annual Tenant Satisfaction Survey will be satisfied or very satisfied with Support Services and Property Management services (based on a four-point scale: 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied).

IX. Reporting Requirements

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

- A. Grantee shall report vacancies to HSH in a timely fashion according to established procedures and process all tenant referrals in the pre-established timeframe. When required by HSH, Grantee shall enter tenant data in the ONE System.
- B. On a monthly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the month of service.
 1. The occupancy rate;
 2. The number of new placements;
 3. The total number of unduplicated households who resided at the site during the month and the number of unduplicated households actively outreached to at least once during the month; and
 4. The total number of new move-ins during the month.

- C. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each quarter:
1. The number and percentage of tenants to whom Grantee outreached to complete an assessment for primary medical care, mental health and substance use treatment needs within 60 days of move-in;
 2. The number and percentage of tenants to whom Grantee outreached to complete a benefits assessment within 60 days of move-in;
 3. The number of lease/program rule violations Property Management issued and shared with Support Services for the quarter and the number of outreach attempts related to lease/program rule violations conducted by Support Services;
 4. The number and percentage of tenants with planned exits from the program to whom Grantee outreached to engage in comprehensive discharge planning, that includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.
 5. The number and percentage of tenant lease violations resolved without loss of housing to tenants; and
 6. The average number of days to turn over units.
- D. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each year:
1. The number and percentage of tenants who maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
 2. The number and percentage of tenants participating in Support Services Grantee outreached to create Service Plans, as needed;
 3. The number of tenants who had a Service Plan during the program year; the number and percentage of Services Plans that were reviewed at least once every six months and updated as appropriate;
 4. The number and percentage of tenants who completed a written survey to provide feedback on the type and quality of program services. Please include survey results on what tenants reported regarding the quality and satisfaction with both Support Services and Property Management services.
 5. The number of program exits; and
 6. The number of tenants showing housing instability that remained housed.
- E. Grantee shall participate in annual Eviction Survey reporting, per the 2015 City and County of San Francisco Tenant Eviction Annual Reports Ordinance (<https://sfbos.org/ftp/uploadedfiles/bdsupvrs/ordinances15/o0011-15.pdf>). Grantee shall provide information on evictions and eviction notices issued to households residing in City-funded housing to Support Services to enter into the ONE System. Grantee shall verify the accuracy of eviction reporting data in the ONE System

quarterly, and shall review the annual eviction report prior to submission to HSH. Grantee shall adhere to all deadlines for submission as required by HSH.

- F. 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.
- G. Grantee shall provide information for an annual report on client enrollment in public benefits per the Administrative Code Article VI, Section 20.54.4(c) - Permanent Supportive Housing – Enrollment in Social Services https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-11877, as instructed by HSH.
- H. Grantee shall participate, as required by HSH, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee within 30 working days of receipt of any evaluation report and such response will become part of the official report.
- I. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.

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

X. Monitoring Activities

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, including, but not limited to, review of the following: tenant files, Grantee's administrative records, staff training documentation, postings, program policies and procedures, data submitted in program reports, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and backup documentation for reporting progress towards meeting Service and Outcome Objectives.

1. Monitoring of program participation in the ONE system may include, but not be limited to, data quality reports from the ONE system, records of timeliness of data entry, and attendance records at required trainings and agency lead meetings.
- B. Fiscal Compliance and Compliance Monitoring: Grantee is subject to fiscal and compliance monitoring, which may include review of Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring may include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act (ADA), subcontracts and Memoranda of Understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING			
2	APPENDIX B, BUDGET			
3	Document Date	7/1/2023		
4	Contract Term	Begin Date	End Date	Duration (Years)
5	Current Term	1/1/2021	6/30/2023	3
6	Amended Term	1/1/2021	6/30/2026	6
7				
8	Approved Subcontractors			
10	The John Stewart Company (Property Management)			
11				
12				
13				

	A	B	C	D	E	H	K	P	S	V	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING												
2	APPENDIX B, BUDGET												
3	Document Date	7/1/2023											
4	Contract Term	Begin Date	End Date	Duration (Years)									
5	Current Term	1/1/2021	6/30/2023	3									
6	Amended Term	1/1/2021	6/30/2026	6									
7	Provider Name	Community Forward SF											
8	Program	Coronado - Housing First Master Lease											
9	FSP Contract ID#	1000017568											
10	Action (select)	Amendment											
11	Effective Date	7/1/2023											
12	Budget Names	General Fund - Support Services, General Fund & Prop C - Property Management & Master Leasing, General Fund - One-Time Capital, One-Time - Prop C Bonus Pay											
13		Current	New										
14	Term Budget	\$ 3,791,607	\$ 8,902,202										
15	Contingency	\$ 203,211	\$ 890,220	10%									
16	Not-To-Exceed	\$ 3,994,818	\$ 9,792,422										
17				Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	All Years			
18				1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 6/30/2023	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026	
19	Expenditures			Current	Current	Current	New	New	New	Current	Amendment	New	
20	Salaries & Benefits	\$ 133,640	\$ 310,778	\$ 372,612	\$ 353,366	\$ 353,366	\$ 353,366	\$ 353,366	\$ 353,366	\$ 817,030	\$ 1,060,098	\$ 1,877,128	
21	Operating Expense	\$ 448,596	\$ 150,141	\$ 219,132	\$ 193,618	\$ 193,618	\$ 193,618	\$ 193,618	\$ 193,618	\$ 817,868	\$ 580,853	\$ 1,398,721	
22	Subtotal	\$ 582,236	\$ 460,918	\$ 591,743	\$ 546,984	\$ 546,984	\$ 546,984	\$ 546,984	\$ 546,984	\$ 1,634,897	\$ 1,640,951	\$ 3,275,849	
23	Indirect Percentage												
24	Indirect Cost (Line 22 X Line 23)	\$ 54,935	\$ 122,481	\$ 141,250	\$ 139,048	\$ 139,048	\$ 139,048	\$ 139,048	\$ 139,048	\$ 318,666	\$ 417,143	\$ 735,809	
25	Other Expenses (Not subject to indirect %)	\$ 200,885	\$ 1,006,390	\$ 1,070,045	\$ 1,117,500	\$ 1,117,500	\$ 1,117,500	\$ 1,117,500	\$ 1,117,500	\$ 2,277,320	\$ 3,352,500	\$ 5,629,820	
26	Capital Expenditure	\$ -	\$ -	\$ 37,968	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 37,968	\$ -	\$ 37,968	
28	Total Expenditures	\$ 838,056	\$ 1,589,789	\$ 1,841,006	\$ 1,803,532	\$ 1,803,532	\$ 1,803,532	\$ 1,803,532	\$ 1,803,532	\$ 4,268,851	\$ 5,410,595	\$ 9,679,446	
29													
30	HSH Revenues (select)												
31	General Fund - Ongoing	\$ 639,171	\$ 1,356,193	\$ 1,483,687	\$ 1,483,687	\$ 1,483,687	\$ 1,483,687	\$ 1,483,687	\$ 1,483,687	\$ 3,479,050	\$ 4,451,060	\$ 7,930,110	
34	General Fund - One-Time	\$ 28,168	\$ (136,641)	\$ 37,968	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (70,505)	\$ -	\$ (70,505)	
35	Prop C - #30RightNow Rent Subsidies	\$ -	\$ 160,500	\$ 165,315	\$ 165,315	\$ 165,315	\$ 165,315	\$ 165,315	\$ 165,315	\$ 325,815	\$ 495,945	\$ 821,760	
36	Prop C - One-time COVID-19 Bonus Pay	\$ 2,717	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,717	\$ -	\$ 2,717	
38	Prop C - Ongoing (Adults)	\$ -	\$ -	\$ 54,530	\$ 54,530	\$ 54,530	\$ 54,530	\$ 54,530	\$ 54,530	\$ 54,530	\$ 163,590	\$ 218,120	
41	Total HSH Revenues	\$ 670,056	\$ 1,380,052	\$ 1,741,500	\$ 1,703,532	\$ 1,703,532	\$ 1,703,532	\$ 1,703,532	\$ 1,703,532	\$ 3,791,607	\$ 5,110,595	\$ 8,902,202	
42	Other Revenues (to offset Total Expenditures)												
43	Rental Income	\$ 168,000	\$ 209,737	\$ 99,506	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 477,244	\$ 300,000	\$ 777,244	
48	Total Other Revenues	\$ 168,000	\$ 209,737	\$ 99,506	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 477,244	\$ 300,000	\$ 777,244	
49													
50	Total HSH + Other Revenues	\$ 838,056	\$ 1,589,789	\$ 1,841,006	\$ 1,803,532	\$ 1,803,532	\$ 1,803,532	\$ 1,803,532	\$ 1,803,532	\$ 4,268,851	\$ 5,410,595	\$ 9,679,446	
51	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
53	Total Adjusted Salary FTE (All Budgets)				3.93	3.93	3.93	3.93	3.93				
54													
55	Prepared by	Nora Espinoza											
57	Email	nora.espinoza@communityforwardsf.org											
58													
59	Template last modified	7/26/2022											

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

	A	F	M	T	W	X	Y	Z	AC	AJ	AQ	BT	BU	BV	
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING														
2	SALARY & BENEFIT DETAIL														
3	Document Date	7/1/2023													
4	Provider Name	Community Forward SF													
5	Program	Coronado - Housing First Master Lease													
6	F&P Contract ID#	1000017568													
7	Budget Name	General Fund - Support Services			EXTENSION YEAR				EXTENSION YEAR EXTENSION YEAR						
8		Year 1	Year 2	Year 3	Year 4				Year 5	Year 6	All Years				
9	POSITION TITLE	1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	Agency Totals		For HSH Funded Program		7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 6/30/2023	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026	
10		Current	Current	Current					New	New	New	Current	Amendment	New	
11		Budgeted Salary	Budgeted Salary	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary	
12	Chief Operating Officer	\$ 3,500	\$ 9,947	\$ 5,100	\$ 190,000	1.00	4%	0.04	\$ 7,600	\$ 7,600	\$ 7,600	\$ 18,547	\$ 22,800	\$ 41,347	
13	VP of Compliance	\$ 2,875	\$ 8,171	\$ 16,342	\$ 125,000	1.00	4%	0.04	\$ 5,000	\$ 5,000	\$ 5,000	\$ 27,387	\$ 15,000	\$ 42,387	
14	Director of Facilities	\$ 2,300	\$ 10,353	\$ 5,295	\$ -				\$ -	\$ -	\$ -	\$ 17,948	\$ -	\$ 17,948	
15	Site Supervisor	\$ 17,250	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -	\$ 17,250	\$ -	\$ 17,250	
16	Clinical Supervisor	\$ 4,000	\$ 12,241	\$ 5,712	\$ -				\$ -	\$ -	\$ -	\$ 21,953	\$ -	\$ 21,953	
17	Mental Health Rehabilitation Specialist	\$ 25,875	\$ 51,867	\$ 30,552	\$ -				\$ -	\$ -	\$ -	\$ 108,293	\$ -	\$ 108,293	
18	Case Managers	\$ 47,000	\$ 108,605	\$ 131,040	\$ 58,240	3.00	100%	3.00	\$ 174,720	\$ 174,720	\$ 174,720	\$ 286,645	\$ 524,160	\$ 810,805	
19	Director of Programs		\$ 14,068	\$ 1,444	\$ -				\$ -	\$ -	\$ -	\$ 15,512	\$ -	\$ 15,512	
20	Chief of Staff		\$ 6,998	\$ -	\$ -				\$ -	\$ -	\$ -	\$ 6,998	\$ -	\$ 6,998	
21	Client Liasion		\$ 5,310	\$ -	\$ -				\$ -	\$ -	\$ -	\$ 5,310	\$ -	\$ 5,310	
22	Operations/Facilities Director			\$ 17,640	\$ 110,000	1.00	4%	0.04	\$ 4,400	\$ 4,400	\$ 4,400	\$ 17,640	\$ 13,200	\$ 30,840	
23	Director of Housing			\$ 73,500	\$ 100,000	1.00	75%	0.75	\$ 75,000	\$ 75,000	\$ 75,000	\$ 73,500	\$ 225,000	\$ 298,500	
24	Sr. VP				\$ 140,000	1.00	1%	0.01	\$ 1,400	\$ 1,400	\$ 1,400	\$ -	\$ 4,200	\$ 4,200	
25	VP Assistant				\$ 70,000	1.00	1%	0.01	\$ 700	\$ 700	\$ 700	\$ -	\$ 2,100	\$ 2,100	
26	Office Manager			\$ -	\$ 75,000	1.00	4%	0.04	\$ 3,000	\$ 3,000	\$ 3,000	\$ -	\$ 9,000	\$ 9,000	
56				\$ -					\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
57		\$ 102,800	\$ 227,560	\$ 286,625	TOTAL SALARIES				\$ 271,820	\$ 271,820	\$ 271,820	\$ 616,984	\$ 815,460	\$ 1,432,444	
58					TOTAL FTE				3.93						
59		30.00%	30.00%	30.00%	FRINGE BENEFIT RATE				30.00%	30.00%	30.00%				
60		\$ 30,840	\$ 68,268	\$ 85,987	EMPLOYEE FRINGE BENEFITS				\$ 81,546	\$ 81,546	\$ 81,546	\$ 185,095	\$ 244,638	\$ 429,733	
61		\$ 133,640	\$ 295,828	\$ 372,612	TOTAL SALARIES & BENEFITS				\$ 353,366	\$ 353,366	\$ 353,366	\$ 802,080	\$ 1,060,098	\$ 1,862,178	

	A	B	E	H	M	P	S	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING									
2	OPERATING DETAIL									
3	Document Date	7/1/2023								
4	Provider Name	Community Forward SF								
5	Program	Coronado - Housing First Master Lease								
6	FSP Contract ID#	1000017568								
7	Budget Name	General Fund - Support Services								
8										
9		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	All Years		
10		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 6/30/2023	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026
11		Current	Current	Current	New	New	New	Current	Amendment	New
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	Rental of Property				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
14	Utilities(Elec, Water, Gas, Phone, Scavenger)				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
15	Office Supplies, Postage	\$ 1,000	\$ 778	\$ 432	\$ -	\$ -	\$ -	\$ 2,209	\$ -	\$ 2,209
16	Building Maintenance Supplies and Repair	\$ 11,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,000	\$ -	\$ 11,000
17	Printing and Reproduction				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
18	Insurance				\$ 19,677	\$ 19,677	\$ 19,677	\$ -	\$ 59,032	\$ 59,032
19	Staff Training				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20	Staff Travel-(Local & Out of Town)				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
21	Rental of Equipment				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
22	Personal Protective Equipment (PPE)	\$ 1,924	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,924	\$ -	\$ 1,924
23	Client Supplies Costs				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41								\$ -	\$ -	\$ -
42	Consultants							\$ -	\$ -	\$ -
53								\$ -	\$ -	\$ -
54	Subcontractors (First \$25k Only)							\$ -	\$ -	\$ -
67										
68	TOTAL OPERATING EXPENSES	\$ 13,924	\$ 778	\$ 432	\$ 19,677	\$ 19,677	\$ 19,677	\$ 15,134	\$ 59,032	\$ 74,166
69										
70	Other Expenses (not subject to indirect cost %)									
71	Adjustment to Actuals		\$ (15,789)		\$ -	\$ -	\$ -	\$ (15,789)	\$ -	\$ (15,789)
83										
84	TOTAL OTHER EXPENSES	\$ -	\$ (15,789)	\$ -	\$ -	\$ -	\$ -	\$ (15,789)	\$ -	\$ (15,789)
85										
97	HSH #3									Template last modified 7/26/2022

BUDGET NARRATIVE

Fiscal Year

Fiscal Term Start

Fiscal Term End

General Fund - Support Services

FY23-24

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

7/1/2023

6/30/2024

	Adjusted Budgeted FTE	Budgeted Salary	Justification	Calculation
Salaries & Benefits				
Chief Operating Officer	0.04	\$ 7,600	The Chief Operation Officer responsible for providing leadership in creating and implementing programs as well as regularly evaluating program effectiveness. Also, tracks and reports how effective services are delivered and supports their findings with objective data including statistics, research, and objective evaluation tools. Keeps up with trends in the field to shape programs for clients and must ensure that all programs adhere to applicable laws and regulations and the mission of the organization. Responsible for writing program-specific grants, managing budgets of the various programs, and ensuring compliance with all relevant SF City & County, CA State, and Federal regulations.	Annualized Salary * Adjusted FTE
VP of Compliance	0.04	\$ 5,000	The VP of Client Services tracks and reports how effectively services are delivered and supports the program management team in meeting both contract objectives as well as internal goals. S/he/they will manage budgets of the various programs and ensure compliance with all relevant SF City & County, CA State, and Federal regulations.	Annualized Salary * Adjusted FTE
Case Managers	3.00	\$ 174,720	The Case Manager is responsible for establishing and maintaining relationships with clients. The case manager will establish and maintain a caseload of clients, provide services including, but not limited to, counseling including crisis intervention, assessment, evaluation, advocacy and co-facilitation of groups; meet with clients regularly to assist them in developing and executing a case plan that includes timelines for individual goals and objectives; ensure access to resources that help stabilize clients' income through benefits advocacy, housing, medical status, and other needs, including social service systems and other agencies; conduct outreach to encourage program usage; maintain client files and associated documentation; assist clients in developing external support systems; assist with medication monitoring; provide follow-up counseling; adhere to established policies and procedures; attend trainings and meetings; and perform other duties as assigned.	Annualized Salary * Adjusted FTE
Operations/Facilities Director	0.04	\$ 4,400	The Director of Facilities is responsible for the total operation of building management. This position manages maintenance, renovation and remodeling projects ensuring code compliance and quality control. Also, coordinates the day-to-day facilities needs and respond to facility emergencies.	Annualized Salary * Adjusted FTE
Director of Housing	0.75	\$ 75,000	This position oversees the program operations. This person serves as a liaison between the funder, subcontractors, and clients. The Director of Housing will coordinate with the required entities to minimize vacant units.	Annualized Salary * Adjusted FTE
Sr. VP	0.01	\$ 1,400	This position provides strategic leadership and oversees the general management of all program areas, which includes program development, delivery, and evaluation, as well as budget tracking, knowledge management, and maintaining external relationships.	Annualized Salary * Adjusted FTE
VP Assistant	0.01	\$ 700	This role provides high-level support to the Sr. VP of Programs with the operations, admin, logistics, projects, etc. This person will represent the Sr. VP of Programs when absent.	Annualized Salary * Adjusted FTE
Office Manager	0.04	\$ 3,000	The office manager will be responsible for facilities/program supplies purchasing and coordinating any program needs based on Director of Housing/Director of Facilities request.	Annualized Salary * Adjusted FTE
		\$ -		
TOTAL	3.93	\$ 271,820		
Employee Fringe Benefits		\$ 81,546	Includes FICA, SSUI, Workers' Compensation, LTD, Medical, Dental, and Vision calculated at 30% of total salaries.	
Salaries & Benefits Total		\$ 353,366		

Operating Expenses	Budgeted Expense	Justification	Calculation
Rental of Property	\$ -		
Utilities (Elec, Water, Gas, Phone, Scavenger)	\$ -		
Office Supplies, Postage	\$ -		
Building Maintenance Supplies and Repair	\$ -		
Printing and Reproduction	\$ -		
Insurance	\$ 19,677	Worker's Compensation, Liability & Property insurance	Estimated annual portion funded through this budget
Staff Training	\$ -		
Staff Travel (Local & Out of Town)	\$ -		
Rental of Equipment	\$ -		
Personal Protective Equipment (PPE)	\$ -		
Client Supplies Costs	\$ -		
Consultants	\$ -		
Subcontractors (First \$25k Only)	\$ -		
	\$ -		
TOTAL OPERATING EXPENSES	\$ 19,677		
Indirect Cost	15.0%	\$ 55,957	

	A	F	M	T	AC	AJ	AQ	BV
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING							
2	SALARY & BENEFIT DETAIL							
3	Document Date	7/1/2023						
4	Provider Name	Community Forward SF						
5	Program	Coronado - Housing First Master Lease						
6	FSP Contract ID#	1000017568						
7	Budget Name	General Fund & Prop C - Property			EXTENSION YEAR EXTENSION YEAR			
8		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	All Years
9	POSITION TITLE	1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 6/30/2026
10		Current	Current	Current	New	New	New	New
11		Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	Director of Facilities	\$ -	\$ 11,500	\$ -	\$ -	\$ -	\$ -	\$ 11,500
13					\$ -	\$ -	\$ -	\$ -
55		\$ -	\$ 11,500	\$ -	\$ -	\$ -	\$ -	\$ 11,500
56								
57			30.00%	30.00%				
58		\$ -	\$ 3,450	\$ -	\$ -	\$ -	\$ -	\$ 3,450
59		\$ -	\$ 14,950	\$ -	\$ -	\$ -	\$ -	\$ 14,950

	A	B	E	H	M	P	S	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING									
2	OPERATING DETAIL									
3	Document Date	7/1/2023								
4	Provider Name	Community Forward SF								
5	Program	Coronado - Housing First Master Lease								
6	FSP Contract ID#	1000017568								
7	Budget Name	General Fund & Prop C-Property Management & Master Leasing								
8										
9		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	All Years		
10		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 6/30/2023	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026
11		Current	Current	Current	New	New	New	Current	Amendment	New
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 11,000	\$ 3,000	\$ 2,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 16,000	\$ 105,000	\$ 121,000
15	Office Supplies, Postage	\$ -	\$ 1,800	\$ 2,000	\$ 13,440	\$ 13,440	\$ 13,440	\$ 3,800	\$ 40,321	\$ 44,121
16	Building Maintenance Supplies and Repair	\$ 22,671	\$ 3,000	\$ 30,000	\$ 55,000	\$ 55,000	\$ 55,000	\$ 55,671	\$ 165,000	\$ 220,671
17	Printing and Reproduction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
18	Insurance	\$ 12,000	\$ 6,000	\$ 13,000	\$ -	\$ -	\$ -	\$ 31,000	\$ -	\$ 31,000
19	Staff Training	\$ -	\$ -	\$ 3,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 3,000	\$ 12,000	\$ 15,000
20	Staff Travel-(Local & Out of Town)	\$ -	\$ -	\$ 1,440	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,440	\$ 3,000	\$ 4,440
21	Rental of Equipment	\$ 3,000	\$ 4,423	\$ 5,000	\$ 6,500	\$ 6,500	\$ 6,500	\$ 12,423	\$ 19,500	\$ 31,923
22	Audit	\$ -	\$ 2,300	\$ 3,500	\$ 4,000	\$ 4,000	\$ 4,000	\$ 5,800	\$ 12,000	\$ 17,800
23	Client Costs	\$ -	\$ -	\$ 4,000	\$ 12,000	\$ 12,000	\$ 12,000	\$ -	\$ 36,000	\$ 40,000
24	Computer & Software Supplies	\$ -	\$ -	\$ -	\$ 5,000	\$ 5,000	\$ 5,000	\$ -	\$ 15,000	\$ 15,000
25		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
42	Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
43	Janitorial	\$ 10,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,000	\$ -	\$ 10,000
44	Professional Consultants	\$ -	\$ 6,000	\$ 4,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 10,000	\$ 15,000	\$ 25,000
45	IT Consultant/Expenses	\$ -	\$ 7,600	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 15,600	\$ 24,000	\$ 39,600
46	St. Anthony's	\$ -	\$ 90,240	\$ 117,760	\$ -	\$ -	\$ -	\$ 208,000	\$ -	\$ 208,000
47		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
54	Subcontractors (First \$25k Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
55	The John Stewart Company (JSC) (Property Management)	\$ 376,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 426,000	\$ 75,000	\$ 501,000
56		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
68	TOTAL OPERATING EXPENSES	\$ 434,671	\$ 149,363	\$ 218,700	\$ 173,940	\$ 173,940	\$ 173,940	\$ 798,734	\$ 521,821	\$ 1,324,555
69										
70	Other Expenses (not subject to indirect cost %)									
71	Master Lease (Property Rental)	\$ 170,000	\$ 355,618	\$ 367,500	\$ 380,000	\$ 380,000	\$ 380,000	\$ 893,118	\$ 1,140,000	\$ 2,033,118
72	One-Time CODB (FY 2020-21)	\$ 28,168	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 28,168	\$ -	\$ 28,168
73	Subcontractor: Administrative Expenses - JSC	\$ -	\$ 50,710	\$ 44,025	\$ 55,000	\$ 55,000	\$ 55,000	\$ 94,735	\$ 165,000	\$ 259,735
74	Subcontractor: On-Site Administrative PR - JSC	\$ -	\$ 227,709	\$ 262,000	\$ 265,000	\$ 265,000	\$ 265,000	\$ 489,709	\$ 795,000	\$ 1,284,709
75	Subcontractor: Payroll - Desk Clerk - JSC	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
76	Subcontractor: Payroll - Manager - JSC	\$ -	\$ 50,863	\$ 55,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 105,863	\$ 180,000	\$ 285,863
77	Subcontractor: Payroll - Maintenance - JSC	\$ -	\$ 35,706	\$ 52,000	\$ 58,000	\$ 58,000	\$ 58,000	\$ 87,706	\$ 174,000	\$ 261,706
78	Subcontractor: Payroll - Janitor - JSC	\$ -	\$ 42,672	\$ 100	\$ -	\$ -	\$ -	\$ 42,772	\$ -	\$ 42,772
79	Subcontractor: Payroll Taxes/Benefits/Insurance - JSC	\$ -	\$ 105,703	\$ 80,000	\$ 90,000	\$ 90,000	\$ 90,000	\$ 185,703	\$ 270,000	\$ 455,703
80	Subcontractor: Utilities - JSC	\$ -	\$ 78,833	\$ 100,600	\$ 101,000	\$ 101,000	\$ 101,000	\$ 179,433	\$ 303,000	\$ 482,433
81	Subcontractor: Operating/Maintenance Expenses - JSC	\$ -	\$ 75,354	\$ 107,620	\$ 107,000	\$ 107,000	\$ 107,000	\$ 182,974	\$ 321,000	\$ 503,974
82	Subcontractor: Other/Credit Reports - JSC	\$ -	\$ 4,445	\$ 1,200	\$ 1,500	\$ 1,500	\$ 1,500	\$ 5,645	\$ 4,500	\$ 10,145
83	Subcontractor: Replacement Expenditures - JSC	\$ -	\$ 11,473	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
84	Adjustment to Actuals	\$ -	\$ (16,906)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
85	TOTAL OTHER EXPENSES	\$ 198,168	\$ 1,022,179	\$ 1,070,045	\$ 1,117,500	\$ 1,117,500	\$ 1,117,500	\$ 2,295,825	\$ 3,352,500	\$ 5,648,325

BUDGET NARRATIVE

Fiscal Year

Fiscal Term Start

Fiscal Term End

General Fund & Prop C - Property Management & Master Leasing

FY23-24

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

7/1/2023

6/30/2024

<u>Operating Expenses</u>	<u>Budgeted Expense</u>	<u>Justification</u>
Rental of Property	\$ -	
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 35,000	shared cost of phone, water, electricity and garbage removal
Office Supplies, Postage	\$ 13,440	Regular office supplies (pens, writing pads, envelopes, etc.) used by staff/clients
Building Maintenance Supplies and Repair	\$ 55,000	Regular building maintenance upkeep
Printing and Reproduction	\$ -	
Insurance	\$ -	Workers compensation, Liability, Property
Staff Training	\$ 4,000	This will cover internal trainings for staff provided to improve client services, including the required trainings (CPR, First Aid, Sexual Harassment, etc.) for staff to complete on their own pace.
Staff Travel-(Local & Out of Town)	\$ 1,000	Reimbursement for staff to attend trainings, etc.
Rental of Equipment	\$ 6,500	Printer/Copier lease
Audit	\$ 4,000	Required annual audit
Client Costs	\$ 12,000	The purpose is to provide clients with daily necessities, support & care through client events/activities and personal care services.
Computer & Software Supplies	\$ 5,000	Laptops and required software for staff and clients
Consultants	\$ -	
Janitorial	\$ -	
Professional Consultants	\$ 5,000	Various consultants - required trainings (sexual harassment, CPR), HR support, etc.
IT Consultant/Expenses	\$ 8,000	IT hosting, consulting, support
St. Anthony's	\$ -	Security services to provide support to clients as needed (carrying personal belongings, support with mobility) and to reduce challenging interactions between clients and staff.
Subcontractors (First \$25k Only)	\$ -	
The John Stewart Company (JSC) (Property Management)	\$ 25,000	Fees for Property Management; services provided by The John Stewart Company
TOTAL OPERATING EXPENSES	\$ 173,940	
Indirect Cost	47.8% \$ 83,091	

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>
Master Lease (Property Rental)	\$ 380,000	Master Leasing costs for program
One-Time CODB (FY 2020-21)	\$ -	
Subcontractor: Administrative Expenses - JSC	\$ 55,000	Fees for Property Management; services provided by The John Stewart Company
Subcontractor: On-Site Administrative PR - JSC	\$ 265,000	Payroll expenses for subcontractor Admin payroll
Subcontractor: Payroll - Desk Clerk - JSC	\$ -	Payroll Expenses for subcontractor JSC Desk Clerk staff
Subcontractor: Payroll - Manager - JSC	\$ 60,000	Payroll Expenses for subcontractor JSC Property Manager staff
Subcontractor: Payroll - Maintenance - JSC	\$ 58,000	Payroll Expenses for subcontractor JSC Maintenance staff
Subcontractor: Payroll - Janitor - JSC	\$ -	Payroll expenses for subcontractor Janitor payroll
Subcontractor: Payroll Taxes/Benefits/Insurance - JSC	\$ 90,000	Taxes and Fringe benefits for subcontractor staff
Subcontractor: Utilities - JSC	\$ 101,000	Direct site utilities paid by subcontractor - JSC
Subcontractor: Operating/Maintenance Expenses - JSC	\$ 107,000	Various operating and site maintenance support by subcontractor
Subcontractor: Other/Credit Reports - JSC	\$ 1,500	Cost for marketing/credit reports for staff and clients
Subcontractor: Replacement Expenditures - JSC	\$ -	Replacement cost for site or unit managed and paid by subcontractor (i.e., lighting, appliances, doors, etc.)
TOTAL OTHER EXPENSES	\$ 1,117,500	

	A	B	E	H	M	P	S	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING							
2	OPERATING DETAIL							
3	Document Date	7/1/2023						
4	Provider Name	Community Forward SF						
5	Program	Coronado - Housing First Master Lease						
6	FSP Contract ID#	1000017568						
7	Budget Name	General Fund - One-Time Capital						
8		EXTENSION YEAR EXTENSION YEAR EXTENSION YEAR						
9		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	All Years
10		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 6/30/2026
11		Current	Current	Current	New	New	New	New
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense
85								
86	Capital Expenses							
87	Community Room - Flooring		\$ -	\$ 14,788	\$ -	\$ -	\$ -	\$ 14,788
88	Misc. facility repairs, painting		\$ -	\$ 6,000	\$ -	\$ -	\$ -	\$ 6,000
89	Electrical/cabling		\$ -	\$ 7,490	\$ -	\$ -	\$ -	\$ 7,490
90	Hot water heater		\$ -	\$ 1,739	\$ -	\$ -	\$ -	\$ 1,739
91	Blinds		\$ -	\$ 1,000	\$ -	\$ -	\$ -	\$ 1,000
92	Refrigerator		\$ -	\$ 2,139	\$ -	\$ -	\$ -	\$ 2,139
93	Furniture		\$ -	\$ 4,812	\$ -	\$ -	\$ -	\$ 4,812
98			\$ -	\$ -		\$ -		\$ -
99								
100	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ 37,968	\$ -	\$ -	\$ -	\$ 37,968
102	HSH #3							7/26/2022

	A	B	C	D	E	H	K	AI
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING							
2	APPENDIX B, BUDGET							
3	Document Date	7/1/2023						
4	Contract Term	Begin Date	End Date	Duration (Years)				
5	Current Term	1/1/2021	6/30/2023	3				
6	Amended Term	1/1/2021	6/30/2026	6				
7	Provider Name	Community Forward SF						
8	Program	Coronado - Housing First Master Lease						
9	F\$P Contract ID#	1000017568						
10	Action (select)	Amendment						
11	Effective Date	7/1/2023						
12	Budget Name	One-Time - Prop C Bonus Pay						
13		Current	New					
14	Term Budget	\$ 2,717	\$ 2,717	10%				
15	Contingency	\$ 203,211	\$ 890,220					
16	Not-To-Exceed	\$ 3,994,818	\$ 9,792,422			Year 1	Year 2	Year 3
17					1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	1/1/2021 - 6/30/2023
18					Current	Current	Current	Current
19	Expenditures							
25	Other Expenses (Not subject to indirect %)				\$ 2,717	\$ -	\$ -	\$ 2,717
28	Total Expenditures				\$ 2,717	\$ -	\$ -	\$ 2,717
29								
30	HSH Revenues (select)							
36	Prop C - One-time COVID-19 Bonus Pay				\$ 2,717	\$ -	\$ -	\$ 2,717
41	Total HSH Revenues				\$ 2,717	\$ -	\$ -	\$ 2,717
51	Rev-Exp (Budget Match Check)				\$ -	\$ -	\$ -	\$ -

Appendix C, Method of Payment

- I. 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 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 Appendix B, Budget(s) of the Agreement.
- II. General Instructions for Invoice Submittal:** Grantee invoices shall include actual expenditures for eligible activities incurred during the month.
- A. Timelines: Grantee shall submit all invoices and any related required documentation in the format specified below, after costs have been incurred, and within 15 days after the month the service has occurred. All final invoices must be submitted 15 days after the close of the fiscal year or project period. Expenditures must be paid by the Grantee prior to invoicing HSH for those expenditures.

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

B. 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.
- C. 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 up to 110 percent of an ongoing General Fund or Prop C line item, provided that total expenditures do not exceed the total budget amount, per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.
- D. 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 significant amounts of funding, especially non-General Fund dollars, may result in reductions to future allocations. HSH may set specific spend down targets and communicate those to Grantees.
- E. 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) or summarized;
 - 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)); and
 - 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.
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.

General Fund & Prop C	
Type	Instructions and Examples of Documentation
Salaries & Benefits	<p>Grantee shall maintain and provide documentation for all approved payroll expenses paid to any personnel included in the Appendix B, Budget(s) covered by the Agreement and invoice period each time an invoice is submitted.</p> <p>Documentation shall include, but is not limited to, 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 Operating line items that exceed \$10,000.</p>

General Fund & Prop C	
Type	Instructions and Examples of Documentation
	Documentation may include, but is not limited to, 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.
Capital and/or One-Time Funding	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. Documentation may include receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.
Revenue	Grantee shall maintain and provide documentation for all revenues that offset the costs in the Appendix B, Budget(s) covered by the Agreement.

4. HSH will conduct regular monitoring of provider operating expenses under \$10,000 including, but not limited to requesting supporting documentation showing invoices were paid. Grantees shall provide requested information within specified timelines. HSH reserves the right to require full documentation of invoice submission regardless of amount to ensure the Grantee's compliance with HSH's invoicing requirements.

III. Advances or Prepayments: Advances or prepayments are allowable on certified annual ongoing General Fund or Prop C amounts (i.e., authorized by executed Agreements) in order to meet non-profit Grantee cash flow needs in certain circumstances. Requests for advance payment will be granted by HSH on a case-by-case basis. Advances are not intended to be a regular automatic procedure.

A. Advance Requirements:

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

1. All Agreement compliance requirements must be currently met (e.g., reports submitted and approved; corrective actions resolved; business tax and insurance certificates in place; prompt and properly documented invoicing; appropriate spend down);
2. The final invoice from the preceding fiscal year must be received prior to advance distribution; and
3. Advances from the preceding fiscal year must be repaid, in full, prior to any additional advance distribution.

B. Advance Request Process:

1. Grantee shall submit a written request via email with a narrative justification that fully describes the unique circumstances to the assigned HSH Contract Manager, as listed in CARBON, for review and approval.
2. HSH, at its sole discretion, may make available to Grantee up to two months 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 two months of the ongoing annualized budget amount may be considered on a case-by-case basis.

C. Advance Repayment Process:

1. If approved by HSH, the advanced sum will be deducted from the Grantee's monthly invoices at an equal rate each month that will enable repayment before the close of the fiscal year. For example, for a twelve-month grant the rate of repayment of the advance will be 1/10th per month from July to April. An alternative period of repayment may be calculated in order 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 invoices. Failure to submit required information or comply by specified deadlines may result in HSH withholding of 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 Limit
Department of Homelessness and Supportive Housing (HSH)	A Woman's Place Shelter	July 1, 2022 – June 30, 2024	\$1,161,013
Department of Homelessness and Supportive Housing (HSH)	Eddy Street Apartments	January 1, 2021 – June 30, 2023	\$1,834,254
Department of Public Health (DPH)	Medical Respite	July 1, 2017 – June 30, 2024	\$38,721,744
Department of Public Health (DPH)	BHS	January 1, 2018 – June 30, 2023	\$13,000,000
Department of Public Health (DPH)	Ryan White HIV	July 1, 2017 – June 30, 2025	\$1,804,630