

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

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

THIS AMENDMENT of the **November 20, 2020** Grant Agreement (the "Agreement") is dated as of **July 1, 2022** and is made in the City and County of San Francisco, State of California, by and between **FIVE KEYS SCHOOLS AND PROGRAMS** ("Grantee") and the CITY AND COUNTY OF SAN FRANCISCO, a municipal corporation ("City") acting by and through The Department of Homelessness and Supportive Housing ("Department").

RECITALS

WHEREAS, the Agreement was competitively procured as required through Request for Qualifications (RFQ) #130, issued June 29, 2020, and this modification is consistent therewith; and

WHEREAS, the City's Board of Supervisors approved this Agreement under San Francisco Charter Section 9.118 by Resolution <insert Resolution number> on <Month Date, Year> to extend the grant term by three years and increase the grant amount to approve the 2nd amendment; 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 **November 20, 2020** between Grantee and City and **First Amendment**, dated **April 1, 2022**.
 - (b) "Budget" shall mean the budget attached hereto as part of Appendix B, Budget.
 - (c) "Eligible Expenses" shall have the meaning set forth in Appendix A, Services to be Provided and Appendix B, Budget.

- (d) “Grant Plan” shall have the meaning set forth in Appendix A, Services to be Provided and Appendix B, Budget.

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 **December 1, 2020** and expire on **June 30, 2022**, 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 eight options to renew the Agreement for a period of one year each. The City may extend this Agreement beyond the expiration date by exercising an option at the City’s sole and absolute discretion and by modifying this Agreement as provided in Section 17.2, Modification.

Option 1:	July 1, 2022 to June 30, 2023
Option 2:	July 1, 2023 to June 30, 2024
Option 3:	July 1, 2024 to June 30, 2025
Option 4:	July 1, 2025 to June 30, 2026
Option 5:	July 1, 2026 to June 30, 2027
Option 6:	July 1, 2027 to June 30, 2028
Option 7:	July 1, 2028 to June 30, 2029
Option 8:	July 1, 2029 to June 30, 2030

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 **December 1, 2020** and expire on **June 30, 2025**, unless earlier terminated as otherwise provided

herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

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

2.2 ARTICLE 5 USE AND DISBURSEMENT OF GRANT FUNDS of the Agreement currently reads as follows:

5.1 Maximum Amount of Grant Funds.

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Nine Million Seven Hundred Twelve Thousand Eight Hundred Sixty Six Dollars (\$9,712,866)**.
- (b) Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement, **Seven Hundred Fifty Six Thousand Four Hundred Eighty Eight Dollars (\$756,488)** 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.

5.2 Use of Grant Funds. Grantee shall use the Grant Funds only for Eligible Expenses as set forth in Appendix A, Services to be Provided and Appendix B, Budget and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall

obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.

5.3 Disbursement Procedures. Grant Funds shall be disbursed to Grantee as follows:

- (a) Grantee shall submit to the Department for approval, in the manner specified for notices pursuant to Article 15, a document (a “Funding Request”) substantially in the form attached as Appendix C, Method of Payment. Any unapproved Funding Requests shall be returned by the Department to Grantee with a brief explanation why the Funding Request was rejected. If any such rejection relates only to a portion of Eligible Expenses itemized in a Funding Request, the Department shall have no obligation to disburse any Grant Funds for any other Eligible Expenses itemized in such Funding Request unless and until Grantee submits a Funding Request that is in all respects acceptable to the Department.
- (b) The Department shall make all disbursements of Grant Funds pursuant to this Section through electronic payment or by check payable to Grantee sent via U.S. mail in accordance with Article 15, unless the Department otherwise agrees in writing, in its sole discretion. For electronic payment, City vendors receiving new contracts, contract renewals, or contract extensions must sign up to receive electronic payments through the City's Automated Clearing House (ACH) payments service/provider. Electronic payments are processed every business day and are safe and secure. To sign up for electronic payments, visit www.sfgov.org/ach. The Department shall make disbursements of Grant Funds as set forth in Appendix C, Method of Payment.

5.4 Reserved. (State or Federal Funds).

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

ARTICLE 5 USE AND DISBURSEMENT OF GRANT FUNDS

5.1 Maximum Amount of Grant Funds.

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Thirty Two Million Four Hundred Forty Nine Thousand One Hundred Two Dollars (\$32,449,102).**

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

5.2 Use of Grant Funds. Grantee shall use the Grant Funds only for Eligible Expenses as set forth in Appendix A, Services to be Provided and Appendix B, Budget and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.

5.3 Disbursement Procedures. Grant Funds shall be disbursed to Grantee as follows:

- (a) Grantee shall submit to the Department for approval, in the manner specified for notices pursuant to Article 15, a document (a “Funding Request”) substantially in the form attached as Appendix C, Method of Payment. Any unapproved Funding Requests shall be returned by the Department to Grantee with a brief explanation why the Funding Request was rejected. If any such rejection relates only to a portion of Eligible Expenses itemized in a Funding Request, the Department shall have no obligation to disburse any Grant Funds for any other Eligible Expenses itemized in such Funding Request unless and until Grantee submits a Funding Request that is in all respects acceptable to the Department.
- (b) The Department shall make all disbursements of Grant Funds pursuant to this Section through electronic payment or by check payable to Grantee sent via U.S. mail in accordance with Article 15, unless the Department otherwise agrees in writing, in its sole discretion. For electronic payment, City vendors receiving new contracts, contract renewals, or contract extensions must sign up to receive electronic payments through the City's Automated Clearing House (ACH) payments service/provider. Electronic payments are processed every business day and are safe and secure. To sign up for electronic payments, visit www.sfgov.org/ach. The Department shall make disbursements of Grant Funds as set forth in Appendix C, Method of Payment.

5.4 Reserved. (State or Federal Funds).

2.3 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 April 1, 2022

Appendix B, Budget, dated July 1, 2022

Appendix C, Method of Payment, dated April 1, 2022

Appendix D, Interests in Other City Grants, dated July 1, 2022

2.4 Appendix B, Budget, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated July 1, 2022) for the period of December 1, 2020 to June 30, 2025.

2.5 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, 2022).

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

CITY

GRANTEE

**DEPARTMENT OF HOMELESSNESS
AND SUPPORTIVE HOUSING**

**FIVE KEYS SCHOOLS AND
PROGRAMS**

By: _____
Shireen McSpadden
Executive Director

By: _____
Steve Good
Executive Director
City Supplier Number: 0000011181

Approved as to Form:
David Chiu
City Attorney

By: _____
Virginia Dario Elizondo
Deputy City Attorney

**Appendix A, Services to be Provided
by
Five Keys Schools & Programs
Next Door (Site S)**

I. Purpose of Grant

The purpose of the grant is to provide Emergency Shelter Operations and Support Services to the served population.

II. Served Population

Grantee shall serve single adults, 18 years old and older, who are experiencing homelessness and do not have a fixed, regular, or adequate nighttime residence. Grantee shall work with guests to accommodate service/companion/support animals at the shelter. Grantee may accept guests with a single pet. Guests with an animal, service/companion/support or pet, are responsible for the care of the animal, following the programs guidelines and having the animal under their control at all times within the facility.

III. Referral and Prioritization

Grantee shall provide services to those who meet Department of Homelessness and Supportive Housing (HSH) established eligibility requirements for the served population and are referred to the program by the City-approved referral systems and processes.

IV. Description of Services

A. Shelter Operations: Grantee shall operate the shelter to accommodate up to 334 guests at any given time, however, City may require Grantee to serve less guests in order to maintain the health and safety of guests in accordance with current City requirements. Grantee will be notified of required changes in the number of guests by the City.

Grantee shall adhere to the Shelter Standards of Care Legislation¹ unless otherwise directed by the City in cases of public health emergencies or other emergency situations.

1. Facility Maintenance: Grantee shall maintain the facility; provide janitorial services; and repair the facility and its systems to maintain a clean, safe, and pest-free environment, per all applicable building, fire and health codes. Grantee shall coordinate with the City for reporting and tracking of maintenance issues.
2. Reservations: Grantee shall accept and facilitate reservations, in accordance with the and only via the City-approved policies and procedures within the noted program hours of operation.
3. Accommodations: Grantee shall provide clean bedding according to the Standards of Care.

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

4. Meals: Grantee shall coordinate and sign a Memorandum of Understanding (MOU) with the City-identified and funded meal provider to facilitate ordering, receiving and tracking meal use by guests.
5. Storage: Grantee shall provide space for secure and pest-free storage of guest belongings, as appropriate for the facility.
6. Entry and Exit: Grantee shall monitor guest entry and exit through guest records and follow all required health and safety requirements (e.g. screening).
7. Laundry: Grantee shall provide laundry services for bedding and towels, the items provided to guests by the program, daily and clean bedding at least weekly, and with each turn-over of the guest assigned to a specific bed.
8. Health Screenings and Wellness Checks: Grantee shall follow all health and safety requirements. Grantee shall check on guests who are spending long periods in bed, in restrooms, etc. to ensure anyone demonstrating concerning symptoms or behaviors is checked and referred as appropriate to emergency services.
9. Safety and De-Escalation: Grantee shall ensure the general safety of the served population, staff, visitors, and property by providing staff trained in safety and de-escalation or through a security services provider during peak operational days and hours, as determined by Grantee and approved by HSH. Days and hours of coverage shall be on record with the HSH Program Manager. Safety and de-escalation shall include, but is not limited to:
 - a. Greeting the served population, staff, visitors, and conducting search of persons and property prior to entering sites for potentially dangerous items;
 - b. Utilization of a system by which possessions may be checked and safely and securely stored, as directed;
 - c. Regular patrol of the site and surrounding program area to ensure compliance with HSH's Good Neighbor Policy as described in the Good Neighbor Policies section;
 - d. Utilization of a system with written documentation to ensure that the perimeter and other areas are checked on a scheduled and regular basis; and
 - e. Assistance with conflict de-escalation and crisis management.
10. Critical Incident Reports: Grantee shall write up and submit all critical incidents using the City-provided form within the required timeframe. Critical incidents include, but are not limited to, anytime emergency response are called to the site, a guest or staff person is seriously injured on or near the site, a guest is transported to the hospital, any incident that results in the immediate exit of a guest from the program, overdose/use of Narcan, and damage to the site that results in one or more guests having to be relocated.

- B. Guest Referral and Intake Services: Grantee shall use the City approved system and methods to provide daily updates to the guest roster and number of available beds. Only individuals referred via the City approved referral protocols will be placed into an available bed at the site. Grantee shall intake, register and update the City approved database or guest tracking system throughout each individual guest's stay at the program.
- C. Shelter Support Services: Grantee shall provide, at minimum, the following Shelter Support Services and incorporate the harm reduction model philosophy. Support Services shall include, but are not limited, to the following:
1. Intake: Grantee shall engage, inform and assist guests to complete the program intake process to collect information needed to identify options and link guests to various services for which they may be eligible.
 2. Orientation: Grantee shall provide new guests information and program parameters, including rules, upon entry and weekly orientation group meetings.
 3. Assessment: Grantee shall engage, assist and support all guests to engage with Access Points regarding Problem Solving and Coordinated Entry assessments.
 4. Referrals and Coordination of Services: Grantee shall work with guests to encourage and support their application for and assessment regarding local benefits, including, but not limited to:
 - a. Benefits Advocacy and Assistance: Grantee shall assist guests to obtain and/or maintain public benefits as appropriate (e.g. County Adult Assistance Program (CAAP), CalWorks, CalFresh, Social Security Income (SSI), Veterans Benefits). Benefit advocates and program representatives may be on site at times. In such cases, Grantee shall support guests to meet with these programs and keep scheduled appointments;
 - b. Mental health, behavioral health and treatment services;
 - c. Supportive programs to support an individual's independence (e.g. In-Home Support Services);s
 - d. Employment and job related services (e.g. Human Services Agency (HSA), Department of Public Works (DPW) and nonprofits specializing in these services);
 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 appropriate system with copies of the documents to avoid documents being lost or damaged.
 6. Support Groups, Social Events and Organized Activities: Grantee shall provide guests with opportunities to take part in organized gatherings for peer support, as appropriate. These functions may be provided by outside individuals or

groups that the Grantee has cleared to understand confidentiality and equal access for all guests. These events may be planned with or based on input from guests and shall be held onsite.

V. Location and Time of Services

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

VI. Service Requirements

A. Shelter Expansion:

1. Related to 24/7 operations: At any time when City guidelines and requirements may allow for the site to serve a greater number of guests, changes in the number of active beds will be negotiated regarding program adjustments and timing.
2. In order to respond to weather or other emergencies HSH reserves the right to negotiate shelter expansion with the addition of mats during time-limited periods of need as identified by HSH. Expansion may be at reduced hours or simplified services. HSH prefers that providers use their own staff during these expansions; however, if provider staffing is not available at the time of expansion, HSH reserves the right to augment coverage with City staff in order to respond to emergencies. HSH is looking for providers at negotiated sites to be ready to provide expansion within twenty-four hours' notice; although HSH will attempt to give more advance notice whenever possible.

B. Staffing and Volunteers:

1. Grantee shall employ at least one staff member on each shift who has at least one year of experience in providing services to people experiencing homelessness, or comparable experience.
2. Grantee shall employ at least one staff member on each shift who is identified as the American with Disabilities Act (ADA) Liaison and post the name of the staff on duty near the front desk.
3. Grantee shall ensure that any volunteers welcomed into the site follow the same guidelines as required of staff as it relates to the roles or projects being handled by the volunteers.

C. Language Accessibly: Grantee shall address the needs of and provide services to guests who primarily speak language(s) other than English.

D. Record Keeping:

1. Grantee shall maintain confidential guest files guests, active and previously active, and support service usage.
2. Grantee shall maintain confidential files regarding complaints, grievances, warnings and exits/denials of service for shelter rule infractions including written notices, warnings, exit paperwork and related communications with guests.
3. Grantee shall maintain appropriate documentation to validate the approval of the shelter extensions to shelter guests according to HSH policies.

E. Meals and Food Safety

Grantee shall meet the following meal-related requirements:

1. Offer guests meals and track usage by guest, as well as overall meal distribution;
2. Manage the means to heat or maintain refrigeration of food as appropriate for distribution; and
3. Grantee shall ensure that at least one staff person responsible for food handling and service has a valid Food Safety Certification.

F. Facilities:

1. Grantee shall maintain facilities in full compliance with requirements of the law and local standards¹. Grantee shall ensure that facilities are well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Maintenance shall occur regularly, as required by and coordinated with the HSH Facilities Manager. Grantee shall ensure that janitorial services shall occur regularly, per shift, and as required by the HSH Facilities Manager.
 - a. Grantee shall respond to all facility related requests and complaints promptly and in a manner that ensures the safety of guests and Grantee staff. Grantee shall note in writing and post in a common area when a maintenance problem will be repaired and the status of repair.
 - b. In partnership with the HSH Facilities Manager, Grantee shall develop, maintain, and document their portion of maintenance schedules for the facility and its systems, as applicable per facility, including, but not limited to, maintaining light fixtures; heating and air conditioning systems (e.g. fan blades, air registers, vents, filters); plumbing (e.g. drains of showers, toilets, sinks); appliances (e.g. hand dryers, refrigerators, microwaves, fans, etc.); elevators; security systems (e.g. metal detectors, security cameras); fire extinguishers; emergency exits; electrical systems; mold, leak, and pest checks (e.g. roof, walls, bathrooms, kitchen, etc.); and supply checks (e.g. toilet paper, towels, soap, etc.).
 - c. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g. floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g. dryer vents); elevators (e.g. buttons, floors, walls); kitchens (e.g. floors, sinks, counters, appliances); water fountains; and heating and air conditioning systems vents.
 - d. As the fulltime operator on site, the Grantee shall use the designated notice and referral systems to document issues, pending problems and emergencies to HSH and the HSH Facilities Manager.

G. 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 the Grantee Director or Manager or a representative will attend all appropriate neighborhood meetings;
3. That Grantee management staff is available to respond to neighbors within 24 hours, if reasonable;
4. Minimizing the impact on the neighborhood of shelter population waiting to enter the building or in the immediate vicinity of the site; and
5. Active discouragement of loitering in the area surrounding the building.

H. Feedback, Complaint and Follow-up Policies

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

1. Shelter Community Meetings: Grantee shall conduct monthly community meetings where guests may discuss building/program concerns and program ideas. Grantee should set up the means to provide feedback at future community meetings or by other means.
2. 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.
3. Grantee shall offer and promote a written quarterly survey that has been pre-approved by HSH to the served population to gather feedback, satisfaction and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population regarding completion of the survey in a confidential way if the written format presents any problem.
4. Grantee shall respond to complaints from other City entities, such as the Mayor's Office on Disability and the Shelter Monitoring Committee, in coordination with HSH and in accordance with the timelines required by the City entity.

I. City Communications and Policies

Grantee shall keep HSH informed and comply with applicable City policies to minimize harm and risk. These policies and related meetings include, but are not limited to:

1. 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;
2. Regular communication to HSH about the implementation of the program as required and upon request;
3. Attendance at HSH meetings and trainings, as required;
4. Attendance at required ADA and access for persons with disabilities trainings;
5. Attendance at the Shelter Monitoring Committee meetings;
6. Adherence to the Shelter Grievance Policy, including the processes regarding denials of service² unless Grantee is otherwise dictated by City emergency requirements;
7. Adherence to the City service/companion/support animal policy; and

² HSH Shelter Grievance Policy: <http://hsh.sfgov.org/wp-content/uploads/2018/08/Shelter-Grievance-Policy-Final-8-25-16-4.pdf>.

8. 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).
- J. Health Screening and Certifications: Grantee shall obtain and maintain all required staff health screenings and certifications, including by not limited to, staff Tuberculosis testing; CPR/First Aide; and AED certifications.
- K. Case Conferences: As needed and when the conference involves a current or former guest of the program, Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding participants' progress.
- L. Admission Policy: Grantee shall follow the HSH approved and provided admission policies for services. These shall be in writing and shared with the public upon request. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies will include a provision that Participant/Tenants are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
- 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. Data Standards:
 1. Grantee shall maintain the current and active guest list, as well as maintaining the records of former clients who are not longer active, in the designated HSH database.
 2. When applicable, 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. When applicable, Grantee shall meet City's Coordinated Homeless Assessment of Needs and Guidance through Effective Services (CHANGES) data standards and requirements.
 4. When applicable, 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 Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.

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 Health Insurance Portability and Accountability Act (HIPAA) and privacy guidelines, as required.

VII. Service Objectives

Grantee shall achieve the following services objectives:

- A. A minimum of 50 percent of the guests onsite during the quarterly Satisfaction Survey distribution period shall complete the survey instrument approved and provided by HSH;
- B. When applicable (during required health and safety orders), 100 percent of all guests, visitors and shelter staff will be screened for health issues upon each entry to include a temperature check. 100 percent of all guests who do not leave the site in a 24-hour period will also be screened in the same manner;
- C. When applicable (during required health and safety orders), 100 percent of guests will use the finger imager upon entry into the shelter to determine if they have a reservation. Of the shelter guests with a finger image on file, 75 percent will be checked in biometrically as documented by a CHANGES report. A manual check-in will be done only when the biometric check-in is not possible;
- D. 60 percent of guests to attend monthly in-house Community Meetings as measured through sign-in sheets; and
- E. 100 percent of the guests who have not been assessed and discussed Problem Solving with Coordinated Entry will be referred to and encouraged to complete the assessment.

VIII. Outcome Objectives

Grantee shall achieve the following outcome objective:

- A. A minimum of 75 percent of guests who complete the Quarterly Satisfaction Survey shall rate the treatment by staff, connection to services and safety as good or excellent.

IX. Reporting Requirements

Grantee shall input required data, such as when applicable, but not limited to the Online Navigation and Entry (ONE) system, CHANGES, RTZ and CARBON, as directed by the City.

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

include the Quarterly Satisfaction Survey data. Grantee will enter the quarterly metrics in the CARBON database by the 15th of the month following the end of the quarter.

- C. Grantee shall provide an annual report summarizing the contract activities, referencing the tasks as described in the Service and Outcome Objectives sections. This report shall also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- D. Grantee shall participate, as required by Department, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Contractor within thirty working days of receipt of any evaluation report and such response will become part of the official report.
- E. Grantee shall adhere to the Department's Critical Incident Report Policy and report critical incidents to the Department using the Critical Incident Report. Examples of critical incidents include death, fire, acts of violence, or any other incident which requires the involvement of emergency services.
- F. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.

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

X. Monitoring Activities

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, such as, but not limited to, the following, participant files, review of the Grantee's administrative records, staff training documentation, postings, program policies and procedures, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the ADA,

subcontracts, and 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	7/1/2022		
4	Contract Term	Begin Date	End Date	Duration (Years)
5	Current Term	12/1/2020	6/30/2022	2
6	Amended Term	12/1/2020	6/30/2025	5
7				
8	Approved Subcontractors			
10	None.			
11				
12				
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21				
22				
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24				
25				

Document Date	7/1/2022		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	12/1/2020	6/30/2022	2
Amended Term	12/1/2020	6/30/2025	5
Provider Name	Five Keys Schools and Programs		
Program	Next Door Site S		
FSP Contract ID#	1000020047		
Action (select)	Amendment		
Effective Date	7/1/2022		
Budget Name	General Fund - Shelter		

	Current	New	
Term Budget	\$ 9,348,089	\$ 29,973,993	
Contingency	\$ 364,776	\$ 2,475,108	12%
Not-To-Exceed	\$ 9,712,866	\$ 32,449,102	

EXTENSION YEAR EXTENSION YEAR EXTENSION YEAR

	Year 1	Year 2			Year 3	Year 4	Year 5	All Years		
	12/1/2020 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2021 - 6/30/2022	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	12/1/2020 - 6/30/2022	12/1/2020 - 6/30/2025	12/1/2020 - 6/30/2025
	Current	Current	Amendment	New	New	New	New	Current	Amendment	New
Expenditures										
Salaries & Benefits	\$ 2,904,757	\$ 5,681,677	\$ -	\$ 5,681,677	\$ 5,681,677	\$ 5,681,677	\$ 5,681,677	\$ 8,586,434	\$ 17,045,031	\$ 25,631,465
Operating Expense	\$ 260,146	\$ 298,146	\$ -	\$ 298,146	\$ 296,846	\$ 296,846	\$ 296,846	\$ 558,292	\$ 890,538	\$ 1,448,830
Subtotal	\$ 3,164,903	\$ 5,979,823	\$ -	\$ 5,979,823	\$ 5,978,523	\$ 5,978,523	\$ 5,978,523	\$ 9,144,726	\$ 17,935,569	\$ 27,080,295
Indirect Percentage	15.00%	15.00%		15.00%	15.00%	15.00%	15.00%			
Indirect Cost (Line 22 X Line 23)	\$ 474,735	\$ 896,973	\$ -	\$ 896,973	\$ 896,778	\$ 896,778	\$ 896,778	\$ 1,371,709	\$ 2,690,335	\$ 4,062,044
Other Expenses (Not subject to indirect %)	\$ (1,168,346)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,168,346)	\$ -	\$ (1,168,346)
Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Expenditures	\$ 2,471,293	\$ 6,876,796	\$ -	\$ 6,876,796	\$ 6,875,301	\$ 6,875,301	\$ 6,875,301	\$ 9,348,089	\$ 20,625,904	\$ 29,973,993
HSH Revenues (select)										
General Fund - Ongoing	\$ 2,344,793	\$ 6,876,796		\$ 6,876,796	\$ 6,875,301	\$ 6,875,301	\$ 6,875,301	\$ 9,221,589	\$ 20,625,904	\$ 29,847,493
General Fund - CODB				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
General Fund - One-Time	\$ 126,500			\$ -	\$ -	\$ -	\$ -	\$ 126,500	\$ -	\$ 126,500
				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total HSH Revenues	\$ 2,471,293	\$ 6,876,796	\$ -	\$ 6,876,796	\$ 6,875,301	\$ 6,875,301	\$ 6,875,301	\$ 9,348,089	\$ 20,625,904	\$ 29,973,993
Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Prepared by	Antonette West
Phone	510-363-6212
Email	antonette@fivekeys.org

Template last modified	1/22/2020
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Contract year	1	2	2	2	3	4	5	2	5	5
FY begin date	12/1/2020	7/1/2021	7/1/2021	7/1/2021	7/1/2022	7/1/2023	7/1/2024	12/1/2020	12/1/2020	12/1/2020
FY end date	6/30/2021	6/30/2022	6/30/2022	6/30/2022	6/30/2023	6/30/2024	6/30/2025	11/30/2022	11/30/2025	11/30/2025
Document date	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022
Extension Year	0	0	0	0	1	2	3			

12/1/2020 12/1/2020 12/1/2020
6/30/2022 6/30/2025 6/30/2025

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

OPERATING DETAIL
 Document Date 7/1/2022
 Provider Name Five Keys Schools and Programs
 Program Next Door | Site S
 FSP Contract ID# 1000020047
 Budget Name General Fund - Shelter

	EXTENSION YEAR									
	Year 1	Year 2			Year 3	Year 4	Year 5	All Years		
	12/1/2020 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2021 - 6/30/2022	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	12/1/2020 - 6/30/2022	12/1/2020 - 6/30/2025	12/1/2020 - 6/30/2025
	Current	Current	Amendment	New	New	New	New	Current	Modification	New
	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
Operating Expenses										
Rental of Property	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Utilities(Elec, Water, Gas, Scavenger)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phone	\$ 7,000	\$ 11,299	\$ -	\$ 11,299	\$ 11,299	\$ 11,299	\$ 11,299	\$ 18,299	\$ 33,898	\$ 52,197
Photocopier	\$ 2,450	\$ 6,480	\$ -	\$ 6,480	\$ 6,480	\$ 6,480	\$ 6,480	\$ 8,930	\$ 19,439	\$ 28,368
Office Supplies, Postage	\$ 3,208	\$ 10,245	\$ -	\$ 10,245	\$ 10,245	\$ 10,245	\$ 10,245	\$ 13,453	\$ 30,734	\$ 44,187
Building Maintenance Supplies and Repair	\$ 11,667	\$ 26,177	\$ -	\$ 26,177	\$ 26,177	\$ 26,177	\$ 26,177	\$ 37,843	\$ 78,530	\$ 116,374
Printing and Reproduction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ 6,937	\$ 11,198	\$ -	\$ 11,198	\$ 11,198	\$ 11,198	\$ 11,198	\$ 18,136	\$ 33,595	\$ 51,731
Staff Training	\$ 8,750	\$ 25,110	\$ -	\$ 25,110	\$ 25,110	\$ 25,110	\$ 25,110	\$ 33,860	\$ 75,329	\$ 109,188
Staff Travel-(Local & Out of Town)	\$ 642	\$ 1,036	\$ -	\$ 1,036	\$ 1,036	\$ 1,036	\$ 1,036	\$ 1,677	\$ 3,107	\$ 4,785
Rental of Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cleaning/Janitorial Supplies	\$ 11,667	\$ 33,270	\$ -	\$ 33,270	\$ 33,270	\$ 33,270	\$ 33,270	\$ 44,937	\$ 99,811	\$ 144,747
Cable/Internet/Wifi	\$ 7,292	\$ 11,770	\$ -	\$ 11,770	\$ 11,770	\$ 11,770	\$ 11,770	\$ 19,062	\$ 35,310	\$ 54,372
Guest Supplies, food, socks, etc	\$ 26,250	\$ 56,497	\$ -	\$ 56,497	\$ 56,497	\$ 56,497	\$ 56,497	\$ 82,747	\$ 169,490	\$ 252,236
Staff Supplies, First Aid Kits/Medical Supplies/Uniform	\$ 18,667	\$ 30,131	\$ -	\$ 30,131	\$ 30,131	\$ 30,131	\$ 30,131	\$ 48,798	\$ 90,394	\$ 139,193
Dump Runs (guest belonging abandoned)	\$ 7,000	\$ 11,299	\$ -	\$ 11,299	\$ 11,299	\$ 11,299	\$ 11,299	\$ 18,299	\$ 33,898	\$ 52,197
Guest Transportation	\$ 1,167	\$ 1,883	\$ -	\$ 1,883	\$ 1,883	\$ 1,883	\$ 1,883	\$ 3,050	\$ 5,650	\$ 8,700
Staff Parking	\$ 4,375	\$ 7,062	\$ -	\$ 7,062	\$ 7,062	\$ 7,062	\$ 7,062	\$ 11,437	\$ 21,186	\$ 32,623
Guest Linen	\$ 5,075	\$ 8,192	\$ -	\$ 8,192	\$ 8,192	\$ 8,192	\$ 8,192	\$ 13,267	\$ 24,576	\$ 37,843
Pest Control	\$ 28,000	\$ 45,197	\$ -	\$ 45,197	\$ 45,197	\$ 45,197	\$ 45,197	\$ 73,197	\$ 135,592	\$ 208,789
Start Up Costs	\$ 110,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 110,000	\$ -	\$ 110,000
Microwave Purchase (One-Time)		\$ 1,300	\$ -	\$ 1,300	\$ -	\$ -	\$ -	\$ 1,300	\$ -	\$ 1,300
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Consultants			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Subcontractors			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL OPERATING EXPENSES	\$ 260,146	\$ 298,146	\$ -	\$ 298,146	\$ 296,846	\$ 296,846	\$ 296,846	\$ 558,292	\$ 890,538	\$ 1,448,830
Other Expenses (not subject to indirect cost %)										
FY21-22 Ongoing CODB			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
FY20-21 Actuals Adjustment	\$ (1,168,346)		\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,168,346)	\$ -	\$ (1,168,346)
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL OTHER EXPENSES	\$ (1,168,346)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,168,346)	\$ -	\$ (1,168,346)
Capital Expenses										
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
HSH #3									Template last modified	1/22/2020

Contract year	1	2	2	2	3	4	5	10	10	10
FY begin date	12/1/2020	7/1/2021	7/1/2021	7/1/2021	7/1/2022	7/1/2022	7/1/2024	12/1/2020	12/1/2020	12/1/2020
FY end date	6/30/2021	6/30/2022	6/30/2022	6/30/2022	6/30/2023	6/30/2024	6/30/2025	11/30/2022	11/30/2025	11/30/2025
Document Date	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022
Extension Year	0	0	0	0	1	2	3			

POSITION TITLE	Year 1		Year 2		EXTENSION YEAR			EXTENSION YEAR EXTENSION YEAR			All Years		
	12/1/2020 - 6/30/2021	7/1/2021 - 6/30/2022	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	12/1/2020 - 6/30/2022	12/1/2020 - 6/30/2025	12/1/2020 - 6/30/2025	12/1/2020 - 6/30/2025		
	Current	New	Current	New	New	New	New	Current	Modification	Change	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	Budgeted Salary	Budgeted Salary	
Director San Francisco Housing	\$ 11,813	\$ 10,068	\$ 10,068	1.00	100%	0.14	\$ 10,068	\$ 10,068	\$ 10,068	\$ 30,800	\$ 57,203	\$ 88,083	
Deputy Director of Administration	\$ 15,742	\$ 98,345	\$ 98,345	1.00	100%	0.16	\$ 15,742	\$ 15,742	\$ 15,742	\$ 15,742	\$ 47,227	\$ 62,970	
Deputy Director of Guest Services	\$ 15,207	\$ 95,000	\$ 95,000	1.00	100%	0.16	\$ 15,207	\$ 15,207	\$ 15,207	\$ 15,207	\$ 45,621	\$ 60,828	
Deputy Director of Staff Support	\$ 14,407	\$ 90,000	\$ 90,000	1.00	100%	0.16	\$ 14,407	\$ 14,407	\$ 14,407	\$ 14,407	\$ 41,220	\$ 57,626	
HR Generalist	\$ 49,583	\$ 80,037	\$ 80,037	1.00	94%	0.94	\$ 80,037	\$ 80,037	\$ 80,037	\$ 179,620	\$ 240,110	\$ 369,730	
Assistant Director Care Coordination	\$ 7,900	\$ 11,299	\$ 11,299	1.00	14%	0.14	\$ 11,299	\$ 11,299	\$ 11,299	\$ 18,299	\$ 33,896	\$ 52,197	
Assistant Director Site 5	\$ 45,500	\$ 73,461	\$ 73,461	1.00	94%	0.94	\$ 73,461	\$ 73,461	\$ 73,461	\$ 118,965	\$ 200,381	\$ 319,282	
Admin Coordinator	\$ 37,917	\$ 61,205	\$ 61,205	1.00	94%	0.94	\$ 61,205	\$ 61,205	\$ 61,205	\$ 99,121	\$ 183,614	\$ 282,735	
Shift Supervisors	\$ 289,917	\$ 467,979	\$ 467,979	7.00	94%	6.59	\$ 467,979	\$ 467,979	\$ 467,979	\$ 757,896	\$ 1,403,938	\$ 2,161,814	
Care Coordinators	\$ 130,667	\$ 843,681	\$ 843,681	10.00	94%	10.07	\$ 843,681	\$ 843,681	\$ 843,681	\$ 974,348	\$ 2,531,044	\$ 3,505,591	
Activities Coordinator	\$ 32,792	\$ 52,881	\$ 52,881	1.00	94%	0.94	\$ 52,881	\$ 52,881	\$ 52,881	\$ 85,641	\$ 158,642	\$ 244,283	
Hiring Specialist	\$ 4,914	\$ 7,932	\$ 7,932	1.00	14%	0.14	\$ 7,932	\$ 7,932	\$ 7,932	\$ 12,846	\$ 23,796	\$ 36,642	
Intervention	\$ 1,093,008	\$ 2,137,451	\$ 2,137,451	40.70	94%	40.71	\$ 2,137,451	\$ 2,137,451	\$ 2,137,451	\$ 1,144,459	\$ 6,412,358	\$ 9,558,817	
Safety & On-Escalation Staff	\$ 298,965	\$ -	\$ -	0.00	0%	0.00	\$ -	\$ -	\$ -	\$ 298,965	\$ -	\$ 298,965	
Janitorial Staff	\$ 186,853	\$ 301,616	\$ 301,616	7.00	94%	6.59	\$ 301,616	\$ 301,616	\$ 301,616	\$ 488,469	\$ 904,848	\$ 1,393,317	
	\$ -	\$ -	\$ -	0.00	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	0.00	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	0.00	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	0.00	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	\$ 2,104,897	\$ 4,117,157	\$ 4,117,157				\$ 4,117,157	\$ 4,117,157	\$ 4,117,157	\$ 6,222,054	\$ 12,351,472	\$ 18,573,625	
							TOTAL FTE	39.79					
							FRINGE BENEFIT RATE	38.00%	38.00%	38.00%			
	\$ 799,861	\$ 1,564,520	\$ 1,564,520				EMPLOYEE FRINGE BENEFITS	\$ 1,564,520	\$ 1,564,520	\$ 1,564,520	\$ 2,364,380	\$ 4,693,559	\$ 7,057,040
	\$ 2,904,757	\$ 5,681,677	\$ 5,681,677				TOTAL SALARIES & BENEFITS	\$ 5,681,677	\$ 5,681,677	\$ 5,681,677	\$ 8,586,434	\$ 17,655,031	\$ 25,631,465

4,500.00

47

Contract year	1	2	3	4	5	6	7	8	9	10	11	12
Contract year	12/1/2020	7/1/2021	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2023	7/1/2024	12/1/2020	12/1/2020	12/1/2020
FY begin date	12/1/2020	6/30/2021	6/30/2022	6/30/2023	6/30/2023	6/30/2023	6/30/2023	6/30/2024	6/30/2025	11/30/2022	11/30/2025	11/30/2025
FY end date	6/30/2021	6/30/2022	6/30/2023	6/30/2023	6/30/2023	6/30/2023	6/30/2023	6/30/2024	6/30/2025	10/31/2022	10/31/2025	10/31/2025
Document Date	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022	7/1/2022
Extension Year	0	0	1	1	1	1	1	1	1	0	0	0

BUDGET NARRATIVE
General Fund - Shelter

Fiscal Year
FY22-23

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

Fiscal Term Start 7/1/2022
Fiscal Term End 6/30/2023

Salaries & Benefits		Adjusted	Budgeted	Justification	Notes
Director San Francisco Housing	0.14	\$	19,068	Oversight of all housing services, compliance, accountability for anticipated 7 HSH	
Deputy Director of Administration	0.16	\$	15,742		0.16 FTE Assist and organize Site Directors in administrative tasks, compliance, and
Deputy Director of Guest Services	0.16	\$	15,207		0.16 FTE Ensures that all residents and treated with excellent customer services, and
Deputy Director of Staff Support	0.16	\$	15,207		0.16 FTE Ensure effective staff hiring, staff training, compliance, and staff support
HR Generalist	0.16	\$	14,407		0.16 FTE HR Compliance, employee escalations, terminations,
Director Site S	0.94	\$	80,037	Oversight of all direct program services, client satisfaction, staff training and	
Assistant Director Care Coordination	0.14	\$	11,299	Oversight of all Care Coordination and exit planning, compliance, training for	
Assistant Director Site S	0.94	\$	73,445	Oversight of all direct program services, client satisfaction, staff training and	
Admin Coordinator	0.94	\$	61,205	Assist and organize management team in administrative tasks, compliance and	
Shift Supervisors	6.59	\$	467,979	Oversight of shift activities and staffing, accountability, safety, emergency response,	
Case Coordinators	15.07	\$	843,681	Provides Care Coordination and exit planning, compliance, to ensure coordination and	
Activities Coordinator	0.94	\$	52,881	Engage and organize guests, plan activities and events, perform quality assurance for	
Hiring Specialist	0.14	\$	7,932	Recruit, screen, interview, hire and onboard applicants for all sites	
Ambassadors	46.71	\$	2,137,451	Ensure guest safety and comfort, de-escalate conflicts, provide access to food,	Combined Safety & De-Escalation and Ambassadors positions, Projected wages to
Safety & De-Escalation Staff	0.00	\$	-	Search guests for weapons or prohibited substances, de-escalate and prevent	Combined Safety & De-Escalation and Ambassadors positions.
Janitorial Staff	6.59	\$	301,616	Clean facilities, empty trash, clear grounds around facilities, keep fensure guest	
	0.00	\$	-		
	0.00	\$	-		
	0.00	\$	-		
	0.00	\$	-		
	0.00	\$	-		
	0.00	\$	-		
	0.00	\$	-		
	0.00	\$	-		
	0.00	\$	-		
	0.00	\$	-		
TOTAL	79.79	\$	4,117,157		
Employee Fringe Benefits		\$	1,564,520	Includes FICA, SSUI, Workers Compensation and Medical calculated at 38% of total	
Salaries & Benefits Total		\$	5,681,677		

Operating Expenses	Budgeted Expense	Justification	Notes
Rental of Property	\$ -		
Utilities(Elec, Water, Gas, Scavenger)	\$ -		
Phone	\$ 11,299		
Photocopier	\$ 6,480		
Office Supplies, Postage	\$ 10,245	Supplies necessary for administrative tasks, paper, binders, labels, clipboards, pens,	
Building Maintenance Supplies and Repair	\$ 26,177		
Printing and Reproduction	\$ -		
Insurance	\$ 11,198	Liability operating insurance	
Staff Training	\$ 25,110	Providing ongoing training to staff to improve performance and knowledge	
Staff Travel-(Local & Out of Town)	\$ 1,036	Staff attending trainings, meetings, seminars, attending work when transportation is	
Rental of Equipment	\$ -		
Cleaning/Janitorial Supplies	\$ 33,270	Chemicals, tools and equipment used to clean facilities	
Cable/Internet/Wifi	\$ 11,770	TV and computers for guest and staff use	
Guest Supplies, food, socks, etc	\$ 56,497	Clothing, medically necessary food, activities supplies, special events, trainings, pet	
Staff Supplies, First Aid Kits/Medical Supplies/Uniform	\$ 30,131	Uniforms, First Aid Kits, AEDs, badges and lanyards, Radios, food and coffee	
Dump Runs (guest belonging abandoned)	\$ 11,299		
Guest Transportation	\$ 1,883	Guests attending medical and housing appointments	
Staff Parking	\$ 7,062	Staff parking in city parking areas	
Guest Linen	\$ 8,192	Sheets, towels, and blankets for guests - based on actuals from Embarcadero and	
Pest Control	\$ 45,197	Pest control services for 70K sq ft bldg	
Start Up Costs	\$ -		
Microwave Purchase (One-Time)	\$ -		
	\$ -		
	\$ -		
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	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
Subcontractors			
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
TOTAL OPERATING EXPENSES	\$ 296,846		
Indirect Cost	15.0%	\$	896,778

Other Expenses (not subject to indirect cost %)	Amount	Justification
FY21-22 Ongoing CODB	\$ -	
FY20-21 Actuals Adjustment	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
TOTAL OTHER EXPENSES	\$ -	

Capital Expenses	Amount	Justification
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
	\$ -	
TOTAL CAPITAL EXPENSES	\$ -	

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.

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 in the Permitted Subcontractors Appendix.
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	
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	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,

General Fund	
Type	Instructions and Examples of Documentation
	and documentation for any Operating line items that exceed \$10,000. 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) 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 each time an invoice is submitted.

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 be 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	Date of Grant	Amount of Grant
San Francisco Mayors Office of Housing and Community Development	7/1/21 – 6/30/22	\$100,000
San Francisco Human Services Agency	7/1/19 – 6/30/22	\$268,382
San Francisco Human Services Agency	7/1/19 – 6/30/22	\$60,000
San Francisco Human Services Agency	5/1/21 – 6/30/22	\$231,000
Office of Economic and Workforce Development	7/1/21 – 6/30/23	\$200,000
Office of Economic and Workforce Development	7/1/21 – 6/30/23	\$414,412
SF Adult Probation Department	2/1/21 – 7/31/22	\$130,000
Department Homelessness and Supportive Housing (HSH) – Prop C Flex Housing Subsidy Pool	2/15/21 – 6/30/23	\$6,000,000
Department Homelessness and Supportive Housing (HSH) – Artmar Hotel	6/1/21 – 6/30/24	\$6,704,364
Department Homelessness and Supportive Housing (HSH) – Bayshore Navigation Center	1/1/21 – 6/30/23	\$9,915,220
Department Homelessness and Supportive Housing (HSH) – Embarcadero SAFE Center	9/1/20 – 6/30/22	\$6,800,499
Department Homelessness and Supportive Housing (HSH) – Next Door Site S	12/1/20 – 6/30/22	\$9,115,881
Department Homelessness and Supportive Housing (HSH) – SIP Site 10	9/1/20 – 6/30/22	\$20,209,909
Department Homelessness and Supportive Housing (HSH) – SIP Site 34	9/1/20 – 6/30/22	\$9,353,000
Department Homelessness and Supportive Housing (HSH) – SIP Site 35	9/1/20 – 6/30/22	\$8,204,728