

BOARD of SUPERVISORS



City Hall
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco 94102-4689
Tel. No. (415) 554-5184
Fax No. (415) 554-5163
TDD/TTY No. (415) 554-5227

MEMORANDUM

GOVERNMENT AUDIT AND OVERSIGHT COMMITTEE

SAN FRANCISCO BOARD OF SUPERVISORS

TO: Supervisor Dean Preston, Chair
Government Audit and Oversight Committee

FROM: Stephanie Cabrera, Assistant Clerk

DATE: December 8, 2023

SUBJECT: **COMMITTEE REPORT, BOARD MEETING**
Tuesday, December 12, 2023

The following file should be presented as a COMMITTEE REPORT at the regular Board meeting on Tuesday, December 12, 2023. This Resolution was acted upon at the regular Government Audit and Oversight Committee meeting on Thursday, December 7, 2023, at 10:00 a.m., by the votes indicated.

Item No. 38 File No. 231167

Resolution approving the contract between Heluna Health and the Department of Homelessness and Supportive Housing (“HSH”) to provide comprehensive outreach and case management through the San Francisco Homeless Outreach Team; approving a term of January 1, 2024, through June 30, 2027, and a total amount not to exceed \$36,897,380; and authorizing HSH to enter into any amendments or other modifications to the contract that do not materially increase the obligations or liabilities or materially decrease the benefits to the City, and are necessary or advisable to effectuate the purposes of the contract.

RECOMMENDED AS COMMITTEE REPORT

Vote: Supervisor Dean Preston - Aye
Supervisor Catherine Stefani- Absent
Supervisor Connie Chan - Aye

Cc: Board of Supervisors
Angela Calvillo, Clerk of the Board
Alisa Somera, Legislative Deputy
Anne Pearson, Deputy City Attorney

File No. 231167

Committee Item No. 5

Board Item No. 38

COMMITTEE/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

Committee: Government Audit and Oversight Date: December 7, 2023

Board of Supervisors Meeting: Date: December 12, 2023

Cmte Board

- | | | |
|-------------------------------------|-------------------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Motion |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Resolution |
| <input type="checkbox"/> | <input type="checkbox"/> | Ordinance |
| <input type="checkbox"/> | <input type="checkbox"/> | Legislative Digest |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Budget and Legislative Analyst Report |
| <input type="checkbox"/> | <input type="checkbox"/> | Youth Commission Report |
| <input type="checkbox"/> | <input type="checkbox"/> | Introduction Form |
| <input type="checkbox"/> | <input type="checkbox"/> | Department/Agency Cover Letter and/or Report |
| <input type="checkbox"/> | <input type="checkbox"/> | MOU - FY2022-2024 - Clean |
| <input type="checkbox"/> | <input type="checkbox"/> | MOU - FY2022-2024 - Redline |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Information Form |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Budget |
| <input type="checkbox"/> | <input type="checkbox"/> | Subcontract Budget |
| <input type="checkbox"/> | <input type="checkbox"/> | Contract / DRAFT Mills Act Agreement |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Form 126 – Ethics Commission |
| <input type="checkbox"/> | <input type="checkbox"/> | Award Letter |
| <input type="checkbox"/> | <input type="checkbox"/> | Application |
| <input type="checkbox"/> | <input type="checkbox"/> | Public Correspondence |

OTHER

- | | | |
|-------------------------------------|-------------------------------------|--|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <u>DRAFT Agreement</u> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <u>HSH RFP 040723</u> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <u>PSC Approval 071923</u> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <u>Pres. Action Memo - Transfer 113023</u> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <u>Comm Rpt Request 113023</u> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <u>HSH Presentation 120723</u> |
| <input type="checkbox"/> | <input type="checkbox"/> | <u> </u> |

Prepared by: Stephanie Cabrera

Date: November 30, 2023

Prepared by: Stephanie Cabrera

Date: December 8, 2023

Prepared by:

Date:

1 [Contract - Heluna Health - San Francisco Homeless Outreach Team - Not to Exceed
2 \$36,897,380]

3 **Resolution approving the contract between Heluna Health and the Department of**
4 **Homelessness and Supportive Housing (“HSH”) to provide comprehensive outreach**
5 **and case management through the San Francisco Homeless Outreach Team;**
6 **approving a term of January 1, 2024, through June 30, 2027, and a total amount not to**
7 **exceed \$36,897,380; and authorizing HSH to enter into any amendments or other**
8 **modifications to the contract that do not materially increase the obligations or**
9 **liabilities or materially decrease the benefits to the City, and are necessary or advisable**
10 **to effectuate the purposes of the contract.**

11
12 WHEREAS, The mission of the Department of Homelessness and Supportive Housing
13 (“HSH” or “Department”) is to prevent homelessness when possible and make homelessness
14 rare, brief, and one-time in the City and County of San Francisco (“the City”) through the
15 provision of coordinated, compassionate, and high-quality services; and

16 WHEREAS, The San Francisco Homeless Outreach Team (“SFHOT”) provides
17 comprehensive outreach and case management to unsheltered adults, young adults and
18 families, working to engage and stabilize the most vulnerable individuals by voluntarily
19 connecting them with shelter, housing, and other available resources; and

20 WHEREAS, The 2022 Point-in-Time Count found there were approximately 7,750
21 people experiencing homelessness in San Francisco on any given night, 56% of whom were
22 unsheltered; and

23 WHEREAS, When HSH was created in 2016, the Department inherited a competitively
24 procured contract agreement that the San Francisco Department of Public Health and Heluna
25

1 Health entered into in 2014 to provide outreach services to people experiencing
2 homelessness through SFHOT; and

3 WHEREAS, Since 2014, HSH has executed several amendments to extend the 2014
4 agreement, most recently receiving approval from the Board of Supervisors through
5 Resolution No. 311-23 in June 2023 to enter into an eighth amendment extending the term for
6 a total term of August 1, 2014, through December 31, 2023, and increasing the not-to-exceed
7 amount to \$52,708,056, a copy of which is on file with the Clerk of the Board of Supervisors
8 (“Clerk”) in File No. 230485; and

9 WHEREAS, Between July 1, 2022, through June 30, 2023, SFHOT served 3,650
10 unique clients in over 40,000 encounters; and

11 WHEREAS, Over the last two years, the City has restructured and expanded
12 multidisciplinary outreach and response teams to address the needs of people experiencing
13 unsheltered homelessness; and

14 WHEREAS, HSH issued Request for Proposals #139 (“RFP #139”) on April 7, 2023, to
15 reprocur SFHOT services and align the scope of those services with the City’s current
16 approach and needs related to unsheltered homelessness, a copy of which is on file with the
17 Clerk in File No. 231167; and

18 WHEREAS, HSH selected Heluna Health through RFP #139 to continue to provide
19 outreach and case management through SFHOT; and

20 WHEREAS, The new contract agreement (“Contract”) would have a term of January 1,
21 2024, through June 30, 2027, and a total amount not to exceed \$36,897,380; and

22 WHEREAS, On October 16, 2023, the Civil Service Commission approved these
23 outreach services to be provided by a contractor under PSC #42873 - 23/24, a copy of which
24 is on file with the Clerk in File No. 231167; and

25

1 WHEREAS, The Homelessness Oversight Commission reviewed and approved this
2 Contract on November 2, 2023; and

3 WHEREAS, A copy of the Contract is on file with the Clerk in File No. 231167,
4 substantially in final form, with all material terms and conditions included, and only remains to
5 be executed by the parties upon approval of this Resolution; and

6 WHEREAS, The Contract requires Board of Supervisors approval under Section 9.118
7 of the Charter; now, therefore, be it

8 RESOLVED, That the Board of Supervisors hereby authorizes the Executive Director
9 of HSH (“Director”) or their designee and the Director of the Office of Contract
10 Administration/Purchaser or their designee to execute the Contract with Heluna Health for a
11 term of January 1, 2024, through June 30, 2027, in a total amount not to exceed \$36,897,380;
12 and, be it

13 FURTHER RESOLVED, That the Board of Supervisors authorizes the Director or their
14 designee to enter into any amendments or modifications to the Contract, prior to its final
15 execution by all parties, that HSH determines, in consultation with the City Attorney, do not
16 materially increase the obligations or liabilities of the City or materially decrease the benefits
17 to the City, are necessary or advisable to effectuate the purposes of the Contract, and are in
18 compliance with all applicable laws; and, be it

19 FURTHER RESOLVED, That within 30 days of the Contract being executed by all
20 parties, HSH shall submit to the Clerk a completely executed copy for inclusion in File No.
21 231167; this requirement and obligation resides with HSH, and is for the purposes of having a
22 complete file only, and in no manner affects the validity of the approved agreement.

23
24
25



San Francisco Ethics Commission

25 Van Ness Avenue, Suite 220, San Francisco, CA 94102

Phone: 415.252.3100 . Fax: 415.252.3112

ethics.commission@sfgov.org . www.sfethics.org

Received On:

File #: 231167

Bid/RFP #:

Notification of Contract Approval

SFEC Form 126(f)4

(S.F. Campaign and Governmental Conduct Code § 1.126(f)4)

A Public Document

Each City elective officer who approves a contract that has a total anticipated or actual value of \$100,000 or more must file this form with the Ethics Commission within five business days of approval by: (a) the City elective officer, (b) any board on which the City elective officer serves, or (c) the board of any state agency on which an appointee of the City elective officer serves. For more information, see: <https://sfethics.org/compliance/city-officers/contract-approval-city-officers>

1. FILING INFORMATION

TYPE OF FILING	DATE OF ORIGINAL FILING (for amendment only)
Original	
AMENDMENT DESCRIPTION – Explain reason for amendment	

2. CITY ELECTIVE OFFICE OR BOARD

OFFICE OR BOARD	NAME OF CITY ELECTIVE OFFICER
Board of Supervisors	Members

3. FILER'S CONTACT

NAME OF FILER'S CONTACT	TELEPHONE NUMBER
Angela Calvillo	415-554-5184
FULL DEPARTMENT NAME	EMAIL
office of the clerk of the Board	Board.of.Supervisors@sfgov.org

4. CONTRACTING DEPARTMENT CONTACT

NAME OF DEPARTMENTAL CONTACT	DEPARTMENT CONTACT TELEPHONE NUMBER
Bryn Miller	415-279-0662
FULL DEPARTMENT NAME	DEPARTMENT CONTACT EMAIL
HOM Homelessness and Supportive Housing	bryn.miller@sfgov.org

5. CONTRACTOR	
NAME OF CONTRACTOR Heluna Health	TELEPHONE NUMBER (800) 201-7320
STREET ADDRESS (including City, State and Zip Code) 13300 Crossrds Pkwy N #450, City of Industry, CA 91746	EMAIL

6. CONTRACT		
DATE CONTRACT WAS APPROVED BY THE CITY ELECTIVE OFFICER(S)	ORIGINAL BID/RFP NUMBER	FILE NUMBER (If applicable) 231167
DESCRIPTION OF AMOUNT OF CONTRACT \$36,897,380		
NATURE OF THE CONTRACT (Please describe) <p>The contract between Heluna Health and the Department of Homelessness and Supportive Housing (“HSH”) to provide comprehensive outreach and case management programming through the San Francisco Homeless Outreach Team; approving a total term of January 1, 2024, through June 30, 2027, and a total amount not to exceed \$36,897,380</p>		

7. COMMENTS

8. CONTRACT APPROVAL	
This contract was approved by:	
<input type="checkbox"/>	THE CITY ELECTIVE OFFICER(S) IDENTIFIED ON THIS FORM
<input checked="" type="checkbox"/>	A BOARD ON WHICH THE CITY ELECTIVE OFFICER(S) SERVES Board of Supervisors
<input type="checkbox"/>	THE BOARD OF A STATE AGENCY ON WHICH AN APPOINTEE OF THE CITY ELECTIVE OFFICER(S) IDENTIFIED ON THIS FORM SITS

9. AFFILIATES AND SUBCONTRACTORS

List the names of (A) members of the contractor's board of directors; (B) the contractor's principal officers, including chief executive officer, chief financial officer, chief operating officer, or other persons with similar titles; (C) any individual or entity who has an ownership interest of 10 percent or more in the contractor; and (D) any subcontractor listed in the bid or contract.

#	LAST NAME/ENTITY/SUBCONTRACTOR	FIRST NAME	TYPE
1	Mago	Hope Tarirai	Board of Directors
2	Garrido	Terhilda	Board of Directors
3	Anyaoku	Nwando	Board of Directors
4	Macarchuk	Nicole J.	Board of Directors
5	Rich	Sarah	Board of Directors
6	Vasallo	Vivian	Board of Directors
7	Casciato	Georgia	Board of Directors
8	Edwards	Carladenise	Board of Directors
9	O'Connor	Jean C.	Board of Directors
10	Yip	Edward	Board of Directors
11	Gorre	Celina	Board of Directors
12	Midura	Bonnie	Board of Directors
13	Cutler	Blayne	CEO
14	Gieseler	Brian	CFO
15	Dale	Peter	COO
16	Code Tenderloin		Subcontractor
17			
18			
19			

9. AFFILIATES AND SUBCONTRACTORS

List the names of (A) members of the contractor’s board of directors; (B) the contractor’s principal officers, including chief executive officer, chief financial officer, chief operating officer, or other persons with similar titles; (C) any individual or entity who has an ownership interest of 10 percent or more in the contractor; and (D) any subcontractor listed in the bid or contract.

#	LAST NAME/ENTITY/SUBCONTRACTOR	FIRST NAME	TYPE
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			

9. AFFILIATES AND SUBCONTRACTORS

List the names of (A) members of the contractor’s board of directors; (B) the contractor’s principal officers, including chief executive officer, chief financial officer, chief operating officer, or other persons with similar titles; (C) any individual or entity who has an ownership interest of 10 percent or more in the contractor; and (D) any subcontractor listed in the bid or contract.

#	LAST NAME/ENTITY/SUBCONTRACTOR	FIRST NAME	TYPE
39			
40			
41			
42			
43			
44			
45			
46			
47			
48			
49			
50			

Check this box if you need to include additional names. Please submit a separate form with complete information. Select “Supplemental” for filing type.

10. VERIFICATION

I have used all reasonable diligence in preparing this statement. I have reviewed this statement and to the best of my knowledge the information I have provided here is true and complete.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

<p>SIGNATURE OF CITY ELECTIVE OFFICER OR BOARD SECRETARY OR CLERK</p> <p>BOS Clerk of the Board</p>	<p>DATE SIGNED</p>
---	---------------------------

<p>Item 5 File 23-1167</p>	<p>Department: Department of Homelessness & Supportive Housing</p>
<p>EXECUTIVE SUMMARY</p>	
<p style="text-align: center;">Legislative Objectives</p> <ul style="list-style-type: none"> • The proposed resolution would approve a contract between Heluna Health and the Department of Homelessness and Supportive Housing (HSH) to provide outreach and case management through the San Francisco Homeless Outreach Team, with a three-and-a-half-year term of January 2024 through June 2027 and a not to exceed amount of \$36,897,380. <p style="text-align: center;">Key Points</p> <ul style="list-style-type: none"> • Under an existing contract with the Department of Homelessness and Support Services (HSH), Heluna Health provides comprehensive street outreach and case management to unhoused San Franciscans through the San Francisco Homeless Outreach Team (SFHOT). In June 2023, the Board of Supervisors approved the eighth amendment to the contract, extending the term by six months through December 31, 2023 for a total term of nine years and five months and increasing the amount by \$888,989 to \$52,708,056. • Heluna Health was selected through a competitive Request for Proposals (RFP) issued in April 2023 to continue providing SFHOT services. Heluna Health was one of two respondents and the only respondent that met the minimum qualifications. • Under the proposed new agreement, SFHOT will provide additional staffing for encampment resolution services in the Mission and the Polk Alleys to address long-term encampments. SFHOT outreach staff working in these areas are funded by two separate Encampment Resolution Fund State grants. <p style="text-align: center;">Fiscal Impact</p> <ul style="list-style-type: none"> • Program expenses are funded by the General Fund (77 percent), work order funds (four percent), State Encampment Resolution Grant funding (six percent), and other state sources for homelessness and behavioral health (13 percent). • The FY 2024-25 budget of \$9.2 million includes approximately \$7.3 million (78 percent) for salaries and benefits for 76.0 full-time equivalent (FTE) positions. The proposed budget also includes annual General Fund funding of \$326,840 for a subcontract with Code Tenderloin to provide 3.5 FTE outreach workers to support district teams and special projects as needed. <p style="text-align: center;">Recommendation</p> <ul style="list-style-type: none"> • Approve the proposed resolution. 	

MANDATE STATEMENT

City Charter Section 9.118(b) states that any contract entered into by a department, board or commission that (1) has a term of more than ten years, (2) requires expenditures of \$10 million or more, or (3) requires a modification of more than \$500,000 is subject to Board of Supervisors approval.

BACKGROUND

Under an existing contract with the Department of Homelessness and Support Services (HSH), Heluna Health provides comprehensive street outreach and case management to unhoused San Franciscans through the San Francisco Homeless Outreach Team (SFHOT). In June 2023, the Board of Supervisors approved the eighth amendment to the contract, extending the term by six months through December 31, 2023 for a total term of nine years and five months and increasing the amount by \$888,989 to \$52,708,056 (File 23-0485).

Procurement for New Contract

In April 2023, HSH issued a Request for Proposals (RFP) to provide SFHOT services, including case management and outreach. According to HSH staff, HSH received proposals from two providers, but only one proposal (Heluna Health) met the minimum qualifications and advanced to scoring. HSH awarded the contract to Heluna Health based on an average score of 83 out of 100 points possible.¹

DETAILS OF PROPOSED LEGISLATION

The proposed resolution would approve a contract between Heluna Health and HSH to provide outreach and case management through the San Francisco Homeless Outreach Team, with a three-and-a-half-year term of January 2024 through June 2027 and a not to exceed amount of \$36,897,380.

Street Outreach and Case Management

SFHOT works to engage and stabilize the most vulnerable individuals by voluntarily placing them into shelter and housing or connecting with other available resources. To make these placements, SFHOT works seven days a week to provide outreach and case management to people experiencing homelessness. For individuals who are not ready to accept the services HSH has to offer, SFHOT continues to outreach and build motivation. SFHOT case managers work with eligible clients on stabilization plans, connections to housing, and referrals to other resources.

¹ The evaluation panel included the Tenderloin Street Operations Manager from the Department of Emergency Management, the Operations Coordinator from the HSH Outreach and Temporary Shelter Division, the Assistant Deputy Chief of Community Paramedicine from the Fire Department, and the Director of Whole Person Integrated Care from the Department of Public Health.

SFHOT is also a Coordinated Entry Access Partner – team members can meet clients where they are located and provide housing assessments.

Street Outreach Teams

Under the proposed agreement, the contractor would provide street outreach through: (a) **10 District Teams**² based on police districts, including one team funded by a workorder from the Recreation and Parks Department that provides outreach to individuals in City parks; and (b) **Four Multi-Disciplinary Street Outreach Teams**, working in partnership with other City departments and providers. The four multi-disciplinary teams are described below.

1. The Healthy Street Operation Center (HSOC) is a multi-departmental effort, managed by the Department of Emergency Management, responsible for encampment resolutions and fostering healthy street conditions. SFHOT outreach workers, also called the Encampment Resolution Team (ERT), are part of this effort. The ERT offers shelter placements to encampment residents and provides service connections.
2. The Street Crisis Response Team (SCRT), managed by the Fire Department, responds to non-emergency 911 calls to reduce the need for police response to individuals experiencing mental health crises on the street. SCRT units are currently staffed with a Fire Department paramedic, an emergency medical technician, and either a Department of Public Health- (DPH) contracted peer counselor or a SFHOT outreach specialist.
3. Emergency Medical Services (EMS-6), managed by the Fire Department, responds to calls from providers and hospitals that have identified high utilizers³ of the 911 system with non-urgent needs to reduce their reliance on the 911 system. EMS-6 teams are comprised of Fire Department community paramedic captains, and some teams include SFHOT outreach staff or DPH street medicine nurses.
4. Bridge Engagement Services Team (BEST), managed by DPH, provides SFHOT outreach and case management to unhoused individuals in specific neighborhoods, including the following four police districts or areas: (a) Mission and Park, (b) Tenderloin, Northern, and Southern, (c) Bayview and Ingleside, and (d) citywide. DPH Office of Coordinated Care clinicians and SFHOT case managers support individuals in these areas to connect clients with behavioral health services, shelter, and housing-focused case management.

Encampment Resolution Funding Programs

Starting in January 2024, SFHOT will also provide additional staffing for encampment resolution services in the Mission and the Polk Alleys to address long-term encampments. SFHOT outreach

² District teams include: (1) Mission, (2) Bayview, (3) Tenderloin, (4) Northern, (5) Central, (6) Southern, (7) Park, (8) Richmond and Taraval, (9) Bayview and Ingleside, and (10) City Parks.

³ High utilizers of the 911 system are defined as individuals who use 911 four times in a month or 10 times in a 12-month period.

staff working in these areas are funded by two separate Encampment Resolution Fund State grants (ERF 2L for the Polk Street Alleys and ERF 2R for the Mission).⁴

Performance Monitoring

The proposed contract maintains service objectives of the existing contract and adds additional objectives, including: defining outreach targets for each district, requiring each Heluna outreach worker to refer at least six eligible clients per quarter to an HSH Clinical Supervisor, establishing timelines to responding to calls from the Recreation and Parks Department (REC), and requiring engagement of at least 190 clients in case management per year.

According to the existing contract's monitoring report for FY 2022-23, the SF Homeless Outreach Team has met or exceeded service and outcome objectives. In FY 2022-23, the contractor engaged 42,621 clients across all outreach activities compared to a goal of 35,000. However, the report identified five findings including: (a) the contractor did not maintain staffing levels of at least 90 percent; (b) the contractor did not conduct a client satisfaction survey, as required by the contract; and (c) other findings⁵ related to client files, submission of reports into CARBON, and disaster response planning. The contractor must respond to the findings and identified corrective actions by December 3, 2023 to provide a timeline for implementing the recommendations.

SFHOT Hiring and Retention

According to the November 2023 Budget and Legislative Analyst Performance Audit of San Francisco Street Teams, Heluna Health did not consistently meet required staffing levels under the SFHOT contract between January 2021 and March 2023 due to high turnover, despite hiring over the period. The audit recommended that HSH and Heluna Health develop an SFHOT hiring plan. According to HSH staff, HSH required that the contractor prepare a Retention and Recruitment Plan, subject to approval by HSH, as part of the proposed new contract. According to the November 2023 Retention and Recruitment Plan, the contractor is working with community-based organizations like the Latino Task Force to promote job announcements, rebranded job announcements to include "SFHOT" instead of "Heluna Health Outreach Specialist" to benefit from brand recognition of the SFHOT team, and is partnering with HSH to post job openings on HSH's website and to promote via social media among other hiring strategies. Retention strategies include a third-party review, funded by the proposed contract, to recommend improvements in the contractor's employee engagement and retention for the

⁴ According to HSH staff, HSH identified these areas as areas impacted by encampments based on State application requirements and criteria including the number of individuals living in encampments and tents according to survey data. The State also awarded additional points to areas that included land owned by Caltrans. HSH was awarded \$6,460,884 for the Mission (ERF 2R) and \$10,849,032 for the Polk Street Alleys (ERF 2L). The Mission grant funds construction of the Mission Cabin program as well as SFHOT outreach staff. The Polk Street Alleys grant partially funds the 33 Gough Cabin Program and other shelters as well as SFHOT outreach staff.

⁵ Other findings included: (1) some client physical charts were missing certificates of completion; (2) reports were not submitted into CARBON, although the contractor submitted quarterly reports on time via email; and (3) the contractor does not have an Agency Disaster and Emergency Response Plan for its new location (555 Stevenson).

SFHOT program, annual merit increases of up to five percent for SFHOT employees, and other strategies.

Heluna Health maintained staffing levels of at least 90 percent in the first quarter of FY 2023-24, excluding four new positions added to the contract in late September for outreach activities in the Polk Alleys supported by the Encampment Resolution Fund Grant according to HSH staff. HSH will continue to monitor staffing levels through biweekly meetings with the contractor, according to the contract monitoring report, and the monthly recruitment and retention report required under the new contract.

Fiscal and Compliance Monitoring

There were no findings identified in HSH's FY 2022-23 Fiscal and Compliance Monitoring of Heluna Health. However, the results letter stated that Heluna Health had 30 days of operating cash compared to 60 days as recommended by best practice.

FISCAL IMPACT

The proposed not to exceed amount is \$36,897,380, including budgeted program expenses of \$32,084,678 over the 3.5 year term and a contingency of \$4,812,702 (15 percent), as shown in Exhibit 1 below. Program expenses are funded by the General Fund (77 percent), work order funds (four percent), State Encampment Resolution Grant funding (six percent), and other state sources for homelessness and behavioral health (13 percent).

Exhibit 1: Sources and Uses of Proposed Agreement

Sources & Uses	FY 2023-24 (6 months)	FY 2024-25	FY 2025-26	FY 2026-27	Total
Sources					
General Fund	\$3,474,764	\$6,801,845	\$7,278,796	\$7,278,796	\$24,834,201
Project for Assistance in Transition from Homelessness (PATH) ⁶	315,775	631,550	631,550	631,550	2,210,425
Behavioral Health Bridge Housing (BHBH) ⁷	401,024	548,707	563,303	577,104	2,090,138
Recreation & Parks Work Order	162,500	325,000	325,000	325,000	1,137,500
Encampment Resolution Fund Grant - Mission	219,398	438,795	438,795		1,096,988
Encampment Resolution Fund Grant – Polk Street Alleys	238,476	476,951			715,427
Total Sources	\$4,811,936	\$9,222,848	\$9,237,444	\$8,812,450	\$32,084,678
Uses					
Salaries & Benefits	3,585,624	7,303,096	7,334,972	6,961,571	25,185,263
Operating Expense	318,237	526,766	507,897	501,838	1,854,738
Indirect Cost (12%)	468,462	939,584	941,144	895,609	3,244,799
Other Expenses*	439,614	453,402	453,430	453,432	1,799,879
Total Expenditures	\$4,811,937	\$9,222,848	\$9,237,444	\$8,812,450	\$32,084,678
Contingency (15%)					4,812,702
Total Not-to-Exceed Amount					\$36,897,380

Source: Draft Agreement

*Includes costs of subcontract with Code Tenderloin (\$365,657 in FY 2023-24 and \$326,840 annually thereafter)

Staffing Changes and New Code Tenderloin Subcontract

The FY 2024-25 budget of \$9.2 million includes approximately \$7.3 million (78 percent) for salaries and benefits for 76.0 full-time equivalent (FTE) positions. This reflects an annualized increase of 4.2 FTEs compared to the existing staffing levels. The increase in positions is due to the addition of 4.67 FTEs for outreach activities in the Mission supported by the Encampment Resolution Fund Grant. Staffing in FY 2024-25 includes 47.8 FTE outreach staff, 19.2 FTE case management staff, and 9.0 FTE program support staff. The number of FTEs funded by the

⁶ California receives federal homeless funds annually through the McKinney Project for Assistance in Transition from Homelessness (PATH) formula grant. At the federal level, Substance Abuse and Mental Health Services Administration (SAMHSA) administers this block grant. PATH provides assistance to individuals who are homeless or at risk of homelessness and have serious mental illnesses.

⁷ Established in 2022, the California Behavioral Health Bridge Housing Program provides funding through June 2027 to counties to operate bridge housing for people experiencing homelessness with serious behavioral health conditions according to the program website.

contract declines to 66.32 in FY 2026-27 largely due to the ending of encampment resolution programming in the Mission and the Polk Street Alleys.

The proposed budget also includes annual General Fund funding of \$326,840 for a subcontract with Code Tenderloin to provide 3.5 FTE outreach workers to support district teams and special projects as needed. In addition to on-going funding, the FY 2023-24 budget includes \$197,512 in one-time Behavioral Health Bridge Housing funding to fund Code Tenderloin to staff up during the first six months of the agreement, including the cost of administrative work, recruitment, hardware, and uniforms.

Actual Spending

According to HSH staff, actual spending through September 2023 under the existing contract totals \$49.0 million with approximately \$3.7 million remaining for the final three months of the contract term. In FY 2022-23, actual expenditures were approximately \$6.9 million, reflecting 84 percent of budgeted expenditures (approximately \$8.2 million). According to HSH staff, the contract has historically been underspent because of staff turnover and position vacancies.

RECOMMENDATION

Approve the proposed resolution.

**City and County of San Francisco
Office of Contract Administration
Purchasing Division
City Hall, Room 430
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94102-4685**

**AGREEMENT
between
THE CITY AND COUNTY OF SAN FRANCISCO
and
PUBLIC HEALTH FOUNDATION ENTERPRISES, INC. (DBA HELUNA HEALTH)**

This Agreement is made this **1st day of January, 2024**, in THE CITY AND COUNTY OF SAN FRANCISCO (“City”), State of California, by and between **HELUNA HEALTH (FORMERLY PUBLIC HEALTH FOUNDATION ENTERPRISES, INC.), 13300 CROSSROAD PARKWAY NORTH, SUITE #450, CITY OF INDUSTRY, CA 91746** (“Contractor”) and City.

Recitals

WHEREAS, the Department of Homelessness and Supportive Housing (“Department”) wishes to purchase Street Outreach and Case Management Services from Contractor; and,

WHEREAS, Contractor represents and warrants that it is qualified to perform the Services required by City as set forth under this Agreement; and

WHEREAS, Contractor was competitively selected pursuant to Request for Proposals #139, issued on April 7, 2023;

WHEREAS, this Contract is deemed exempt from Chapter 14B of the San Francisco Administrative Code and there is no Local Business Entity (“LBE”) subcontracting participation requirement for this Agreement; and

WHEREAS, approval for the Agreement was obtained on October 16, 2023 from the Civil Service Commission under PSC number 42873 - 23/24 in the amount of \$44,000,000 for the period commencing December 1, 2023 and ending November 30, 2028; and

WHEREAS, the City’s Board of Supervisors approved this Agreement by [\[insert resolution number\]](#) on [\[insert date of Commission or Board action\]](#);

Now, THEREFORE, the parties agree as follows:

Article 1 Definitions.

The following definitions apply to this Agreement:

- 1.1 "Agreement" means this contract document, including all attached appendices, and all applicable City Ordinances and Mandatory City Requirements specifically incorporated into this Agreement by reference as provided herein.
- 1.2 "City" or "the City" means the City and County of San Francisco, a municipal corporation, acting by and through both its Director of the Office of Contract Administration or the Director's designated agent, hereinafter referred to as "Purchasing," and the Department of Homelessness and Supportive Housing (HSH).
- 1.3 "City Data" means that data as described in Article 13 of this Agreement which includes, without limitation, all data collected, used, maintained, processed, stored, or generated by or on behalf of the City in connection with this Agreement. City Data includes, without limitation, Confidential Information.
- 1.4 "CMD" means the Contract Monitoring Division of the City.
- 1.5 "Confidential Information" means confidential City information including, but not limited to, personally-identifiable information ("PII"), protected health information ("PHI"), or individual financial information (collectively, "Proprietary or Confidential Information") that is subject to local, State or Federal laws restricting the use and disclosure of such information, including, but not limited to, Article 1, Section 1 of the California Constitution; the California Information Practices Act (Civil Code § 1798 et seq.); the California Confidentiality of Medical Information Act (Civil Code § 56 et seq.); the federal Gramm-Leach-Bliley Act (15 U.S.C. §§ 6801(b) and 6805(b)(2)); the privacy and information security aspects of the Administrative Simplification provisions of the federal Health Insurance Portability and Accountability Act (45 CFR Part 160 and Subparts A, C, and E of part 164); and San Francisco Administrative Code Chapter 12M (Chapter 12M).
- 1.6 "Contractor" or "Consultant" means Public Health Foundation Enterprises, Inc. (dba Heluna Health), 13300 Crossroad Parkway North, Suite #450, City of Industry CA 91746.
- 1.7 "Deliverables" means Contractor's work product resulting from the Services provided by Contractor to City during the course of Contractor's performance of the Agreement, including without limitation, the work product described in the "Services to be Provided" attached as Appendix A, Services to be Provided.
- 1.8 "Mandatory City Requirements" means those City laws set forth in the San Francisco Municipal Code, including the duly authorized rules, regulations, and guidelines implementing such laws that impose specific duties and obligations upon Contractor.
- 1.9 "Party" and "Parties" mean the City and Contractor either collectively or individually.

- 1.10** "Services" means the work performed by Contractor under this Agreement as specifically described in the "Services to be Provided" attached as Appendix A, Services to be Provided, including all services, labor, supervision, materials, equipment, actions, and other requirements to be performed and furnished by Contractor under this Agreement.

Article 2 Term of the Agreement.

- 2.1** The term of this Agreement shall commence on **January 1, 2024** and expire on **June 30, 2027**, unless earlier terminated as otherwise provided herein.
- 2.2** The City has options to renew the Agreement for up to six additional years. The City may extend this Agreement beyond the termination date by exercising an option at the City's sole and absolute discretion and by modifying this Agreement as provided in Section 11.5, Modification.

Article 3 Financial Matters.

- 3.1 Certification of Funds; Budget and Fiscal Provisions; Termination in the Event of Non-Appropriation.** This Agreement is subject to the budget and fiscal provisions of the City's Charter. Charges will accrue only after prior written authorization certified by the Controller, and the amount of City's obligation hereunder shall not at any time exceed the amount certified for the purpose and period stated in such advance authorization. This Agreement will terminate without penalty, liability, or expense of any kind to City at the end of any fiscal year if funds are not appropriated for the next succeeding fiscal year. If funds are appropriated for a portion of the fiscal year, this Agreement will terminate, without penalty, liability, or expense of any kind at the end of the term for which funds are appropriated. City has no obligation to make appropriations for this Agreement in lieu of appropriations for new or other agreements. City budget decisions are subject to the discretion of the Mayor and the Board of Supervisors. Contractor's assumption of risk of possible non-appropriation is part of the consideration for this Agreement.

THIS SECTION CONTROLS AGAINST ANY AND ALL OTHER
PROVISIONS OF THIS AGREEMENT.

- 3.2 Guaranteed Maximum Costs.** The City's payment obligation to Contractor cannot at any time exceed the amount certified by City's Controller for the purpose and period stated in such certification. Absent an authorized Emergency per the City Charter or applicable Code, no City representative is authorized to offer or promise, nor is the City required to honor, any offered or promised payments to Contractor under this Agreement in excess of the certified maximum amount without the Controller having first certified the additional promised amount and the Parties having modified this Agreement as provided in Section 11.5, "Modification of this Agreement."
- 3.3 Compensation.**

3.3.1 **Calculation of Charges.** Contractor shall provide an invoice to the City on a monthly basis for goods delivered and/or Services completed in the immediate preceding month, unless a different schedule is set out in Appendix C, Method of Payment. Compensation shall be made for goods and/or Services identified in the invoice that the City, in its sole discretion, concludes has been satisfactorily performed. In no event shall the amount of this Agreement exceed **Thirty Six Million Eight Hundred Ninety Seven Thousand Three Hundred Eighty Dollars (\$36,897,380)**. The breakdown of charges associated with this Agreement appears in Appendix B, Budget, attached hereto and incorporated by reference as though fully set forth herein. A portion of payment may be withheld until conclusion of the Agreement if agreed to by both parties as retainage, described in Appendix C, Method of Payment. In no event shall City be liable for interest or late charges for any late payments. City will not honor minimum service order charges for any services covered by this Agreement.

(a) Contractor understands that, of the Payment listed under 3.3.1 Calculation of Charges of this Agreement, **Four Million Eight Hundred Twelve Thousand Seven Hundred Two Dollars (\$4,812,702)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Contractor without a modification to the Appendix B, Budget, which has been approved by the Department Homelessness and Supportive Housing. Contractor 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. Contractor agrees to fully comply with these laws, regulations, and policies/procedures.

3.3.2 **Payment Limited to Satisfactory Services and Delivery of Goods.** Contractor is not entitled to any payments from City until City approves the goods and/or Services, delivered pursuant to this Agreement. Payments to Contractor by City shall not excuse Contractor from its obligation to replace unsatisfactory delivery of goods and/or Services even if the unsatisfactory character may not have been apparent or detected at the time such payment was made. Goods and/or Services delivered pursuant to this Agreement that do not conform to the requirements of this Agreement may be rejected by City and in such case must be replaced by Contractor without delay at no cost to the City.

3.3.3 **Withhold Payments.** If Contractor fails to provide goods and/or Services in accordance with Contractor's obligations under this Agreement, the City may withhold any and all payments due Contractor until such failure to perform is cured, and Contractor shall not stop work as a result of City's withholding of payments as provided herein.

3.3.4 **Invoice Format.** Invoices furnished by Contractor under this Agreement must be in a form acceptable to the Controller and City, and must include a unique invoice number and specific invoice date. Payment shall be made by City as specified in Section 3.3.7 or in such alternate manner as the Parties have mutually agreed upon in writing. All invoices must show, if applicable, the PeopleSoft Purchase Order ID Number, PeopleSoft Supplier Name and ID, Item numbers, complete description of goods delivered or Services performed, sales/use tax, contract payment terms and contract price. Invoices that do not include all required information or contain inaccurate information will not be processed for payment.

3.3.5 **Reserved. (LBE Payment and Utilization Tracking System).**

3.3.6 **Getting paid by the City for goods and/or services.**

- (a) The City and County of San Francisco utilizes the Paymode-X[®] service offered by Bank of America Merrill Lynch to pay City contractors. Contractor must sign up to receive electronic payments to be paid under this Agreement. To sign up for electronic payments, visit http://portal.paymode.com/city_countyofsanfrancisco.
- (b) At the option of the City, Contractor may be required to submit invoices directly in the City's financial and procurement system (PeopleSoft) via eSettlement. Refer to <https://sfcitypartner.sfgov.org/pages/training.aspx> for more information on eSettlement. For access to PeopleSoft eSettlement, submit a request through sfemployeeportalsupport@sfgov.org.

3.3.7 **Grant Funded Contracts.**

- (a) **Disallowance.** If Contractor requests or receives payment from City for Services, reimbursement for which is later disallowed by the State of California or United States Government, Contractor shall promptly refund the disallowed amount to City upon City's request. At its option, City may offset the amount disallowed from any payment due or to become due to Contractor under this Agreement or any other agreement between Contractor and City.
- (b) **Grant Terms.** The funding for this Agreement is provided in full or in part by a Federal or State grant to the City. As part of the terms of receiving the funds, the City is required to incorporate some of the terms into this Agreement. To the extent that any Grant Term is inconsistent with any other provisions of this Agreement such that Contractor is unable to comply with both the Grant Term and the other provision(s), the Grant Term shall apply.

- (c) Contractor shall insert each Grant Term into each lower tier subcontract. Contractor is responsible for compliance with the Grant Terms by any subcontractor, lower-tier subcontractor, or service provider.

3.3.8 Payment Terms.

- (a) **Payment Due Date:** Unless City notifies the Contractor that a dispute exists, Payment shall be made within 30 calendar days, measured from (1) the delivery of goods and/or the rendering of services or (2) the date of receipt of the invoice, whichever is later. Payment is deemed to be made on the date on which City has issued a check to Contractor or, if Contractor has agreed to electronic payment, the date on which City has posted electronic payment to Contractor.
- (b) **Reserved. (Payment Discount Terms).**
- (c) No additional charge shall accrue against City in the event City does not make payment within any time specified by Contractor.

3.4 Audit and Inspection of Records. Contractor agrees to maintain and make available to the City, during regular business hours, accurate books and accounting records relating to its Services. Contractor will permit City to audit, examine, and make excerpts and transcripts from such books and records, and to make audits of all invoices, materials, payrolls, records or personnel and other data related to all other matters covered by this Agreement, whether funded in whole or in part under this Agreement. Contractor shall maintain such data and records in an accessible location and condition for a period of not fewer than five years after final payment under this Agreement or until after final audit has been resolved, whichever is later. The State of California or any Federal agency having an interest in the subject matter of this Agreement shall have the same rights as conferred upon City by this Section. Contractor shall include the same audit and inspection rights and record retention requirements in all subcontracts.

3.5 Submitting False Claims. The full text of San Francisco Administrative Code Chapter 21, Section 21.35, including the enforcement and penalty provisions, is incorporated into this Agreement. Pursuant to San Francisco Administrative Code §21.35, any contractor or subcontractor who submits a false claim shall be liable to the City for the statutory penalties set forth in that section. A contractor or subcontractor will be deemed to have submitted a false claim to the City if the contractor or subcontractor: (a) knowingly presents or causes to be presented to an officer or employee of the City a false claim or request for payment or approval; (b) knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved by the City; (c) conspires to defraud the City by getting a false claim allowed or paid by the City; (d) knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City,

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

3.6 Payment of Prevailing Wages.

- 3.6.1 **Covered Services.** Services to be performed by Contractor under this Agreement may involve the performance of trade work covered by the provisions of Section 6.22(e) [Prevailing Wages] of the Administrative Code or Section 21C [Miscellaneous Prevailing Wage Requirements] (collectively, "Covered Services"). The provisions of Section 6.22(e) and 21C of the Administrative Code are incorporated as provisions of this Agreement as if fully set forth herein and will apply to any Covered Services performed by Contractor and its subcontractors.
- 3.6.2 **Wage Rates.** The latest prevailing wage rates for private employment on public contracts as determined by the San Francisco Board of Supervisors and the Director of the California Department of Industrial Relations, as such prevailing wage rates may be changed during the term of this Agreement, are hereby incorporated as provisions of this Agreement. Copies of the prevailing wage rates as fixed and determined by the Board of Supervisors are available from the Office of Labor Standards and Enforcement ("OLSE") and on the Internet at <http://www.dir.ca.gov/DLSR/PWD> and <http://sfgov.org/olse/prevailing-wage>. Contractor agrees that it shall pay not less than the prevailing wage rates, as fixed and determined by the Board, to all workers employed by Contractor who perform Covered Services under this Agreement.
- 3.6.3 **Subcontract Requirements.** As required by Section 6.22(e)(5) of the Administrative Code, Contractor shall insert in every subcontract or other arrangement, which it may make for the performance of Covered Services under this Agreement, a provision that said subcontractor shall pay to all persons performing labor in connection with Covered Services under said subcontract or other arrangement not less than the highest general prevailing rate of wages as fixed and determined by the Board of Supervisors for such labor or services.
- 3.6.4 **Posted Notices.** As required by Section 1771.4 of the California Labor Code, Contractor shall post job site notices prescribed by the California Department of Industrial Relations ("DIR") at all job sites where services covered by Chapter 6.22 are to be performed.
- 3.6.5 **Payroll Records.** As required by Section 6.22(e)(6) of the Administrative Code and Section 1776 of the California Labor Code, Contractor shall keep or cause to be kept complete and accurate payroll records for all trade workers performing Covered Services. Such records shall include the name, address and social security number of each worker who provided Covered Services on the project, including apprentices, his or her classification, a general description of the services each worker performed each day, the rate of pay (including rates of

contributions for, or costs assumed to provide fringe benefits), daily and weekly number of hours worked, deductions made, and actual wages paid. Every subcontractor who shall undertake the performance of any part of Covered Services shall keep a like record of each person engaged in the execution of Covered Services under the subcontract. All such records shall at all times be available for inspection of and examination by the City and its authorized representatives and the DIR.

- 3.6.6 **Certified Payrolls.** Certified payrolls shall be prepared pursuant to Administrative Code Section 6.22(e)(6) and California Labor Code Section 1776 for the period involved for all employees, including those of subcontractors, who performed labor in connection with Covered Services. Contractor and each subcontractor performing Covered Services shall submit certified payrolls to the City and to the DIR electronically. Contractor shall submit payrolls to the City via the reporting system selected by the City. The DIR will specify how to submit certified payrolls to it. The City will provide basic training in the use of the reporting system at a scheduled training session. Contractor and all subcontractors that will perform Covered Services must attend the training session. Contractor and applicable subcontractors shall comply with electronic certified payroll requirements (including training) at no additional cost to the City.
- 3.6.7 **Compliance Monitoring.** Covered Services to be performed under this Agreement are subject to compliance monitoring and enforcement of prevailing wage requirements by the DIR and /or the OLSE. Contractor and any subcontractors performing Covered Services will cooperate fully with the DIR and/or the OLSE and other City employees and agents authorized to assist in the administration and enforcement of the prevailing wage requirements and agrees to take the specific steps and actions as required by Section 6.22(e)(7) of the Administrative Code. Steps and actions include but are not limited to requirements that: (i) Contractor will cooperate fully with the Labor Standards Enforcement Officer and other City employees and agents authorized to assist in the administration and enforcement of the Prevailing Wage requirements and other labor standards imposed on Public Works Contractor by the Charter and Chapter 6 of the San Francisco Administrative Code; ii) Contractor agrees that the Labor Standards Enforcement Officer and his or her designees, in the performance of their duties, shall have the right to engage in random inspections of job sites and to have access to the employees of Contractor, employee time sheets, inspection logs, payroll records and employee paychecks; (iii) Contractor shall maintain a sign-in and sign-out sheet showing which employees are present on the job site; (iv) Contractor shall prominently post at each job-site a sign informing employees that the project is subject to the City's Prevailing Wage requirements and that these requirements are enforced by the Labor Standards Enforcement Officer; and (v) that the Labor Standards Enforcement Officer may audit such records of Contractor as he or she reasonably deems necessary to determine compliance with the Prevailing Wage and other labor standards imposed by the Charter and this Chapter on Public Works Contractors. Failure to

comply with these requirements may result in penalties and forfeitures consistent with analogous provisions of the California Labor Code, including Section 1776(g), as amended from time to time.

- 3.6.8 **Remedies.** Should Contractor, or any subcontractor who shall undertake the performance of any Covered Services, fail or neglect to pay to the persons who perform Covered Services under this Contract, subcontract or other arrangement for the Covered Services, the general prevailing rate of wages as herein specified, Contractor shall forfeit, and in the case of any subcontractor so failing or neglecting to pay said wage, Contractor and the subcontractor shall jointly and severally forfeit, back wages due plus the penalties set forth in Administrative Code Section 6.22 (e) and/or California Labor Code Section 1775. The City, when certifying any payment which may become due under the terms of this Agreement, shall deduct from the amount that would otherwise be due on such payment the amount of said forfeiture.

Article 4 Services and Resources.

- 4.1 **Services Contractor Agrees to Perform.** Contractor agrees to perform the Services stated in Appendix A, Services to be Provided. Officers and employees of the City are not authorized to request, and the City is not required to reimburse Contractor for, Services beyond the Scope of Services listed in Appendix A, Services to be Provided unless Appendix A, Services to be Provided is modified as provided in Section 11.5, "Modification of this Agreement."

4.2 Personnel.

- 4.2.1 **Qualified Personnel.** Contractor shall utilize only competent personnel under the supervision of, and in the employment of, Contractor (or Contractor's authorized subcontractors) to perform the Services. Contractor will comply with City's reasonable requests regarding assignment and/or removal of personnel, but all personnel, including those assigned at City's request, must be supervised by Contractor. Contractor shall commit adequate resources to allow timely completion within the project schedule specified in this Agreement.

4.2.2 Contractor Vaccination Policy.

- (a) Contractor 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 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>.

- (b) A Contract 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 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 includes such agreements currently in place or entered into during the term of the Emergency Declaration. Contract does not include an agreement with a state or federal governmental entity or agreements that do not involve the City paying or receiving funds.
- (c) In accordance with the Contractor Vaccination Policy, Contractor agrees that:
 - (i) Where applicable, Contractor 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 Contractor an exemption based on medical or religious grounds; and
 - (ii) If Contractor grants Covered Employees an exemption based on medical or religious grounds, Contractor 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).

4.3 Subcontracting.

- 4.3.1 Contractor may subcontract portions of the Services only upon prior written approval of City. Contractor is responsible for its subcontractors throughout the course of the work required to perform the Services. All Subcontracts must incorporate the terms of Article 10 “Additional Requirements Incorporated by Reference” of this Agreement, unless inapplicable. Neither Party shall, on the basis of this Agreement, contract on behalf of, or in the name of, the other Party. Any agreement made in violation of this provision shall be null and void.
- 4.3.2 City's execution of this Agreement constitutes its approval of the subcontractors listed in Appendix B, Budget.

4.4 Independent Contractor; Payment of Employment Taxes and Other Expenses.

4.4.1 **Independent Contractor.** For the purposes of this Section 4.4, "Contractor" shall be deemed to include not only Contractor, but also any agent or employee of Contractor. Contractor acknowledges and agrees that at all times, Contractor or any agent or employee of Contractor shall be deemed at all times to be an independent contractor and is wholly responsible for the manner in which it performs the services and work requested by City under this Agreement. Contractor, its agents, and employees will not represent or hold themselves out to be employees of the City at any time. Contractor or any agent or employee of Contractor shall not have employee status with City, nor be entitled to participate in any plans, arrangements, or distributions by City pertaining to or in connection with any retirement, health, or other benefits that City may offer its employees. Contractor or any agent or employee of Contractor is liable for the acts and omissions of itself, its employees, and its agents. Contractor shall be responsible for all obligations and payments, whether imposed by Federal, State, or local law, including, but not limited to, FICA, income tax withholdings, unemployment compensation, insurance, and other similar responsibilities related to Contractor's performing services and work, or any agent or employee of Contractor providing same. Nothing in this Agreement shall be construed as creating an employment or agency relationship between City and Contractor or any agent or employee of Contractor. Any terms in this Agreement referring to direction from City shall be construed as providing for direction as to policy and the result of Contractor's work only, and not as to the means by which such a result is obtained. City does not retain the right to control the means or the method by which Contractor performs work under this Agreement. Contractor agrees to maintain and make available to City, upon request and during regular business hours, accurate books and accounting records demonstrating Contractor's compliance with this section. Should City determine that Contractor, or any agent or employee of Contractor, is not performing in accordance with the requirements of this Agreement, City shall provide Contractor with written notice of such failure. Within five (5) business days of Contractor's receipt of such notice, and in accordance with Contractor policy and procedure, Contractor shall remedy the deficiency. Notwithstanding, if City believes that an action of Contractor, or any agent or employee of Contractor, warrants immediate remedial action by Contractor, City shall contact Contractor and provide Contractor in writing with the reason for requesting such immediate action.

4.4.2 **Payment of Employment Taxes and Other Expenses.** Should City, in its discretion, or a relevant taxing authority such as the Internal Revenue Service or the State Employment Development Division, or both, determine that Contractor is an employee for purposes of collection of any employment taxes, the amounts payable under this Agreement shall be reduced by amounts equal to both the employee and employer portions of the tax due (and offsetting any credits for amounts already paid by Contractor which can be applied against this liability). City shall then forward those amounts to the relevant taxing authority. Should a relevant taxing authority determine a liability for past services performed by Contractor for City, upon notification of such fact by City, Contractor shall

promptly remit such amount due or arrange with City to have the amount due withheld from future payments to Contractor under this Agreement (again, offsetting any amounts already paid by Contractor which can be applied as a credit against such liability). A determination of employment status pursuant to this Section 4.4 shall be solely limited to the purposes of the particular tax in question, and for all other purposes of this Agreement, Contractor shall not be considered an employee of City. Notwithstanding the foregoing, Contractor agrees to indemnify and save harmless City and its officers, agents, and employees from, and, if requested, shall defend them against any and all claims, losses, costs, damages, and expenses, including attorneys' fees, arising from this section.

4.5 Assignment. The Services to be performed by Contractor are personal in character. Neither this Agreement, nor any duties or obligations hereunder, may be directly or indirectly assigned, novated, hypothecated, transferred, or delegated by Contractor, or, where Contractor is a joint venture, a joint venture partner, (collectively referred to as an "Assignment") unless first approved by City by written instrument executed and approved in the same manner as this Agreement in accordance with the Administrative Code. The City's approval of any such Assignment is subject to Contractor demonstrating to City's reasonable satisfaction that the proposed transferee is: (i) reputable and capable, financially and otherwise, of performing each of Contractor's obligations under this Agreement and any other documents to be assigned, (ii) not forbidden by applicable law from transacting business or entering into contracts with City; and (iii) subject to the jurisdiction of the courts of the State of California. A change of ownership or control of Contractor or a sale or transfer of substantially all of the assets of Contractor shall be deemed an Assignment for purposes of this Agreement. Contractor shall immediately notify City about any Assignment. Any purported Assignment made in violation of this provision shall be null and void.

4.6 Warranty. Contractor warrants to City that the Services will be performed with the degree of skill and care that is required by current, good, and sound professional procedures and practices, and in conformance with generally accepted professional standards prevailing at the time the Services are performed so as to ensure that all Services performed are correct and appropriate for the purposes contemplated in this Agreement.

Article 5 Insurance and Indemnity.

5.1 Insurance.

5.1.1 Required Coverages. Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

- (a) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations.
- (b) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence, “Combined Single Limit” for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.
- (c) Workers’ Compensation, in statutory amounts, with Employers’ Liability Limits not less than \$1,000,000 for each accident, injury, or illness.
- (d) Reserved. (Professional Liability Coverage).
- (e) Reserved. (Technology Errors and Omissions Coverage).
- (f) Reserved. (Cyber and Privacy Coverage).
- (g) Reserved. (Pollution Liability Insurance).

5.1.2 Additional Insured Endorsements.

- (a) The Commercial General Liability policy must be endorsed to name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.
- (b) The Commercial Automobile Liability Insurance policy must be endorsed to name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.
- (c) The Commercial Automobile Liability Insurance policy must be endorsed to include (i) Auto Pollution Additional Insured Endorsement naming as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees; and (ii) Form MCS-90 for Motor Carrier Policies of Insurance for Public Liability under Sections 29 and 30 of the Motor Carrier Act of 1980.

5.1.3 Waiver of Subrogation Endorsements.

- (a) The Workers’ Compensation policy(ies) shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents, and subcontractors.

5.1.4 Primary Insurance Endorsements.

- (a) The Commercial General Liability policy shall provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that the insurance applies separately to each insured against whom claim is made or suit is brought.
- (b) The Commercial Automobile Liability Insurance policy shall provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that the insurance applies separately to each insured against whom claim is made or suit is brought.
- (c) Reserved. (Pollution Liability Insurance Primary Insurance Endorsement).

5.1.5 Other Insurance Requirements.

- (a) Thirty (30) days' advance written notice shall be provided to the City of cancellation, intended non-renewal, or reduction in coverages, except for non-payment for which no less than ten (10) days' notice shall be provided to City. Notices shall be sent to the City address set forth in Section 11.1 entitled "Notices to the Parties."
- (b) Should any of the required insurance be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three years beyond the expiration of this Agreement, to the effect that, should occurrences during the Agreement term give rise to claims made after expiration of the Agreement, such claims shall be covered by such claims-made policies.
- (c) Should any of the required insurance be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.
- (d) Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.
- (e) Before commencing any Services, Contractor shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized

to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Approval of the insurance by City shall not relieve or decrease Contractor's liability hereunder.

- (f) If Contractor will use any subcontractor(s) to provide Services, Contractor shall require the subcontractor(s) to provide all necessary insurance and to name the City and County of San Francisco, its officers, agents and employees and the Contractor as Additional Insureds.

5.2 Indemnification. Contractor shall indemnify and hold harmless City and its officers, agents and employees from, and, if requested, shall defend them from and against any and all claims, demands, losses, damages, costs, expenses, and liability (legal, contractual, or otherwise) arising from or in any way connected with any: (i) injury to or death of a person, including employees of City or Contractor; (ii) loss of or damage to property; (iii) violation of local, State, or Federal common law, statute or regulation, including but not limited to privacy or personally identifiable information, health information, disability and labor laws or regulations; (iv) strict liability imposed by any law or regulation; or (v) losses arising from Contractor's execution of subcontracts not in accordance with the requirements of this Agreement applicable to subcontractors; so long as such injury, violation, loss, or strict liability (as set forth in subsections (i) – (v) above) arises directly or indirectly from Contractor's performance of this Agreement, including, but not limited to, Contractor's use of facilities or equipment provided by City or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or Agreement on Contractor, its subcontractors, or either's agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City's costs of investigating any claims against the City.

In addition to Contractor's obligation to indemnify City, Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false, or fraudulent, which obligation arises at the time such claim is tendered to Contractor by City and continues at all times thereafter.

Contractor shall indemnify and hold City harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons arising directly or indirectly from the receipt by City, or any of its officers or agents, of Contractor's Services.

Article 6 Liability of the Parties.

- 6.1 Liability of City.** CITY’S PAYMENT OBLIGATIONS UNDER THIS AGREEMENT SHALL BE LIMITED TO THE PAYMENT OF THE COMPENSATION PROVIDED FOR IN SECTION 3.3.1, “PAYMENT,” OF THIS AGREEMENT. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, IN NO EVENT SHALL CITY BE LIABLE, REGARDLESS OF WHETHER ANY CLAIM IS BASED ON CONTRACT OR TORT, FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES PERFORMED IN CONNECTION WITH THIS AGREEMENT.
- 6.2 Liability for Use of Equipment.** City shall not be liable for any damage to persons or property as a result of the use, misuse or failure of any equipment used by Contractor, or any of its subcontractors, or by any of their employees, even though such equipment is furnished, rented, or loaned by City.
- 6.3 Liability for Incidental and Consequential Damages.** Contractor shall be responsible for incidental and consequential damages resulting in whole or in part from Contractor’s acts or omissions.

Article 7 Payment of Taxes.

- 7.1 Contractor to Pay All Taxes.** Except for any applicable California sales and use taxes charged by Contractor to City, Contractor shall pay all taxes, including possessory interest taxes levied upon or as a result of this Agreement, or the Services delivered pursuant hereto. Contractor shall remit to the State of California any sales or use taxes paid by City to Contractor under this Agreement. Contractor agrees to promptly provide information requested by the City to verify Contractor's compliance with any state requirements for reporting sales and use tax paid by City under this Agreement.
- 7.2 Possessory Interest Taxes.** Contractor acknowledges that this Agreement may create a “possessory interest” for property tax purposes. Generally, such a possessory interest is not created unless the Agreement entitles Contractor to possession, occupancy, or use of City property for private gain. If such a possessory interest is created, then the following shall apply:
- 7.2.1** Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that Contractor, and any permitted successors and assigns, may be subject to real property tax assessments on the possessory interest.
- 7.2.2** Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that the creation, extension, renewal, or assignment of this Agreement may result in a “change in ownership” for purposes of real

property taxes, and therefore may result in a revaluation of any possessory interest created by this Agreement. Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report on behalf of the City to the County Assessor the information required by Revenue and Taxation Code Section 480.5, as amended from time to time, and any successor provision.

- 7.2.3 Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that other events also may cause a change of ownership of the possessory interest and result in the revaluation of the possessory interest. (see, e.g., Rev. & Tax. Code Section 64, as amended from time to time). Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report any change in ownership to the County Assessor, the State Board of Equalization or other public agency as required by law.
- 7.2.4 Contractor further agrees to provide such other information as may be requested by the City to enable the City to comply with any reporting requirements for possessory interests that are imposed by applicable law.

7.3 Withholding. Contractor agrees that it is obligated to pay all amounts due to the City under the San Francisco Business and Tax Regulations Code during the term of this Agreement. Pursuant to Section 6.10-2 of the San Francisco Business and Tax Regulations Code, Contractor further acknowledges and agrees that City may withhold any payments due to Contractor under this Agreement if Contractor is delinquent in the payment of any amount required to be paid to the City under the San Francisco Business and Tax Regulations Code. Any payments withheld under this paragraph shall be made to Contractor, without interest, upon Contractor coming back into compliance with its obligations.

Article 8 Termination and Default.

8.1 Termination for Convenience.

- 8.1.1 City shall have the option, in its sole discretion, to terminate this Agreement, at any time during the term hereof, for convenience and without cause. City shall exercise this option by giving Contractor written notice of termination. The notice shall specify the date on which termination shall become effective.
- 8.1.2 Upon receipt of the notice of termination, Contractor shall commence and perform, with diligence, all actions necessary on the part of Contractor to effect the termination of this Agreement on the date specified by City and to minimize the liability of Contractor and City to third parties as a result of termination. All such actions shall be subject to the prior approval of City. Such actions may include any or all of the following, without limitation:
- (a) Halting the performance of all Services under this Agreement on the date(s) and in the manner specified by City.

- (b) Terminating all existing orders and subcontracts, and not placing any further orders or subcontracts for materials, Services, equipment, or other items.
- (c) At City's direction, assigning to City any or all of Contractor's right, title, and interest under the orders and subcontracts terminated. Upon such assignment, City shall have the right, in its sole discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts.
- (d) Subject to City's approval, settling all outstanding liabilities and all claims arising out of the termination of orders and subcontracts.
- (e) Completing performance of any Services that City designates to be completed prior to the date of termination specified by City.
- (f) Taking such action as may be necessary, or as the City may direct, for the protection and preservation of any property related to this Agreement which is in the possession of Contractor and in which City has or may acquire an interest.

8.1.3 Within 30 days after the specified termination date, Contractor shall submit to City an invoice, which shall set forth each of the following as a separate line item:

- (a) The reasonable cost to Contractor, without profit, for all Services prior to the specified termination date, for which Services City has not already tendered payment. Reasonable costs may include a reasonable allowance for actual overhead, not to exceed a total of 10percent of Contractor's direct costs for Services. Any overhead allowance shall be separately itemized. Contractor may also recover the reasonable cost of preparing the invoice.
- (b) A reasonable allowance for profit on the cost of the Services described in the immediately preceding subsection (a), provided that Contractor can establish, to the satisfaction of City, that Contractor would have made a profit had all Services under this Agreement been completed, and provided further, that the profit allowed shall in no event exceed 5percent of such cost.
- (c) The reasonable cost to Contractor of handling material or equipment returned to the vendor, delivered to the City or otherwise disposed of as directed by the City.
- (d) A deduction for the cost of materials to be retained by Contractor, amounts realized from the sale of materials and not otherwise recovered

by or credited to City, and any other appropriate credits to City against the cost of the Services or other work.

8.1.4 In no event shall City be liable for costs incurred by Contractor or any of its subcontractors after the termination date specified by City, except for those costs specifically listed in Section 8.1.3. Such non-recoverable costs include, but are not limited to, anticipated profits on the Services under this Agreement, post-termination employee salaries, post-termination administrative expenses, post-termination overhead or unabsorbed overhead, attorneys' fees or other costs relating to the prosecution of a claim or lawsuit, prejudgment interest, or any other expense which is not reasonable or authorized under Section 8.1.3.

8.1.5 In arriving at the amount due to Contractor under this Section, City may deduct: (i) all payments previously made by City for Services covered by Contractor's final invoice; (ii) any claim which City may have against Contractor in connection with this Agreement; (iii) any invoiced costs or expenses excluded pursuant to the immediately preceding subsection 8.1.4; and (iv) in instances in which, in the opinion of the City, the cost of any Service performed under this Agreement is excessively high due to costs incurred to remedy or replace defective or rejected Services, the difference between the invoiced amount and City's estimate of the reasonable cost of performing the invoiced Services in compliance with the requirements of this Agreement.

8.1.6 City's payment obligation under this Section shall survive termination of this Agreement.

8.2 Termination for Default; Remedies.

8.2.1 Each of the following shall constitute an immediate event of default ("Event of Default") under this Agreement:

(a) Contractor fails or refuses to perform or observe any term, covenant or condition contained in any of the following Sections of this Agreement:

3.5	Submitting False Claims.
4.5	Assignment.
Article 5	Insurance and Indemnity.
Article 7	Payment of Taxes.
10.10	Alcohol and Drug-Free Workplace.
10.13	Working with Minors.
11.10	Compliance with Laws.
Article 13	Data and Security.

(b) Contractor fails or refuses to perform or observe any other term, covenant or condition contained in this Agreement, including any obligation

imposed by ordinance or statute and incorporated by reference herein, and such default is not cured within 10 days after written notice thereof from City to Contractor. If Contractor defaults a second time in the same manner as a prior default cured by Contractor, City may in its sole discretion immediately terminate the Agreement for default or grant an additional period not to exceed five days for Contractor to cure the default.

- (c) Contractor (i) is generally not paying its debts as they become due; (ii) files, or consents by answer or otherwise to the filing against it of a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors' relief law of any jurisdiction; (iii) makes an assignment for the benefit of its creditors; (iv) consents to the appointment of a custodian, receiver, trustee or other officer with similar powers of Contractor or of any substantial part of Contractor's property; or (v) takes action for the purpose of any of the foregoing.
- (d) A court or government authority enters an order (i) appointing a custodian, receiver, trustee or other officer with similar powers with respect to Contractor or with respect to any substantial part of Contractor's property, (ii) constituting an order for relief or approving a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors' relief law of any jurisdiction or (iii) ordering the dissolution, winding-up or liquidation of Contractor.

8.2.2 On and after any Event of Default, City shall have the right to exercise its legal and equitable remedies, including, without limitation, the right to terminate this Agreement or to seek specific performance of all or any part of this Agreement. In addition, where applicable, City shall have the right (but no obligation) to cure (or cause to be cured) on behalf of Contractor any Event of Default; Contractor shall pay to City on demand all costs and expenses incurred by City in effecting such cure, with interest thereon from the date of incurrence at the maximum rate then permitted by law. City shall have the right to offset from any amounts due to Contractor under this Agreement or any other agreement between City and Contractor: (i) all damages, losses, costs or expenses incurred by City as a result of an Event of Default; and (ii) any liquidated damages levied upon Contractor pursuant to the terms of this Agreement; and (iii), any damages imposed by any ordinance or statute that is incorporated into this Agreement by reference, or into any other agreement with the City. This Section 8.2.2 shall survive termination of this Agreement.

8.2.3 All remedies provided for in this Agreement may be exercised individually or in combination with any other remedy available hereunder or under applicable laws, rules, and regulations. The exercise of any remedy shall not preclude or in any way be deemed to waive any other remedy. Nothing in this Agreement shall

constitute a waiver or limitation of any rights that City may have under applicable law.

8.2.4 Any notice of default must be sent by registered mail to the address set forth in Article 11.

8.3 Non-Waiver of Rights. The omission by either Party at any time to enforce any default or right reserved to it, or to require performance of any of the terms, covenants, or provisions hereof by the other Party at the time designated, shall not be a waiver of any such default or right to which the Party is entitled, nor shall it in any way affect the right of the Party to enforce such provisions thereafter.

8.4 Rights and Duties upon Termination or Expiration.

8.4.1 This Section and the following Sections of this Agreement listed below, shall survive termination or expiration of this Agreement:

3.3.2	Payment Limited to Satisfactory Services.	9.2	Works for Hire.
3.3.7(a)	Grant Funded Contracts – Disallowance.	10.20	Duty to Collect and Record Client Sexual Orientation and Gender Identity Data.
3.4	Audit and Inspection of Records.	11.6	Dispute Resolution Procedure.
3.5	Submitting False Claims.	11.7	Agreement Made in California; Venue.
Article 5	Insurance and Indemnity.	11.8	Construction.
6.1	Liability of City.	11.9	Entire Agreement.
6.3	Liability for Incidental and Consequential Damages.	11.10	Compliance with Laws.
Article 7	Payment of Taxes.	11.11	Severability.
8.1.6	Payment Obligation.	Article 13	Data and Security.
9.1	Ownership of Results.		

8.4.2 Subject to the survival of the Sections identified in Section 8.4.1, above, if this Agreement is terminated prior to expiration of the term specified in Article 2, this Agreement shall be of no further force or effect. Contractor shall transfer title to City, and deliver in the manner, at the times, and to the extent, if any, directed by City, any work in progress, completed work, supplies, equipment, and other materials produced as a part of, or acquired in connection with the performance of this Agreement, and any completed or partially completed work which, if this Agreement had been completed, would have been required to be furnished to City.

Article 9 Rights In Deliverables.

- 9.1 Ownership of Results.** Any interest of Contractor or its subcontractors, in the Deliverables, including any drawings, plans, specifications, blueprints, studies, reports, memoranda, computation sheets, computer files and media or other documents prepared by Contractor or its subcontractors for the purposes of this Agreement, shall become the property of and will be transmitted to City. However, unless expressly prohibited elsewhere in this Agreement, Contractor may retain and use copies for reference and as documentation of its experience and capabilities.
- 9.2 Works for Hire.** If, in connection with Services, Contractor or its subcontractors creates Deliverables including, without limitation, artwork, copy, posters, billboards, photographs, videotapes, audiotapes, systems designs, software, reports, diagrams, surveys, blueprints, source codes, or any other original works of authorship, whether in digital or any other format, such works of authorship shall be works for hire as defined under Title 17 of the United States Code, and all copyrights in such works shall be the property of the City. If any Deliverables created by Contractor or its subcontractor(s) under this Agreement are ever determined not to be works for hire under U.S. law, Contractor hereby assigns all Contractor's copyrights to such Deliverables to the City, agrees to provide any material and execute any documents necessary to effectuate such assignment, and agrees to include a clause in every subcontract imposing the same duties upon subcontractor(s). With City's prior written approval, Contractor and its subcontractor(s) may retain and use copies of such works for reference and as documentation of their respective experience and capabilities.

Article 10 Additional Requirements Incorporated by Reference.

- 10.1 Laws Incorporated by Reference.** The full text of the laws listed in this Article 10, including enforcement and penalty provisions, are incorporated by reference into this Agreement. The full text of the San Francisco Municipal Code provisions incorporated by reference in this Article and elsewhere in the Agreement ("Mandatory City Requirements") are available at http://www.amlegal.com/codes/client/san-francisco_ca/.
- 10.2 Conflict of Interest.** By executing this Agreement, Contractor certifies that it does not know of any fact which constitutes a violation of Section 15.103 of the City's Charter; Article III, Chapter 2 of City's Campaign and Governmental Conduct Code; Title 9, Chapter 7 of the California Government Code (Section 87100 *et seq.*), or Title 1, Division 4, Chapter 1, Article 4 of the California Government Code (Section 1090 *et seq.*), and further agrees promptly to notify the City if it becomes aware of any such fact during the term of this Agreement.
- 10.3 Prohibition on Use of Public Funds for Political Activity.** In performing the Services, Contractor shall comply with San Francisco Administrative Code Chapter 12G, which prohibits funds appropriated by the City for this Agreement from being expended to participate in, support, or attempt to influence any political campaign for a candidate or for a ballot measure. Contractor is subject to the enforcement and penalty provisions in Chapter 12G.

10.4 Consideration of Salary History. Contractor shall comply with San Francisco Administrative Code Chapter 12K, the Consideration of Salary History Ordinance or "Pay Parity Act." Contractor is prohibited from considering current or past salary of an applicant in determining whether to hire the applicant or what salary to offer the applicant to the extent that such applicant is applying for employment to be performed on this Agreement or in furtherance of this Agreement, and whose application, in whole or part, will be solicited, received, processed or considered, whether or not through an interview, in the City or on City property. The ordinance also prohibits employers from (1) asking such applicants about their current or past salary or (2) disclosing a current or former employee's salary history without that employee's authorization unless the salary history is publicly available. Contractor is subject to the enforcement and penalty provisions in Chapter 12K. Information about and the text of Chapter 12K is available on the web at <https://sfgov.org/olse/consideration-salary-history>. Contractor is required to comply with all of the applicable provisions of 12K, irrespective of the listing of obligations in this Section.

10.5 Nondiscrimination Requirements.

10.5.1 **Nondiscrimination in Contracts.** Contractor shall comply with the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Contractor shall incorporate by reference in all subcontracts the provisions of Sections 12B.2(a), 12B.2(c)-(k), and 12C.3 of the San Francisco Administrative Code and shall require all subcontractors to comply with such provisions. Contractor is subject to the enforcement and penalty provisions in Chapters 12B and 12C.

10.5.2 **Nondiscrimination in the Provision of Employee Benefits.** San Francisco Administrative Code 12B.2. Contractor does not as of the date of this Agreement, and will not during the term of this Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of employee benefits between employees with domestic partners and employees with spouses and/or between the domestic partners and spouses of such employees, subject to the conditions set forth in San Francisco Administrative Code Section 12B.2.

10.6 Local Business Enterprise and Non-Discrimination in Contracting Ordinance. Contractor shall comply with all applicable provisions of Chapter 14B ("LBE Ordinance"). Contractor is subject to the enforcement and penalty provisions in Chapter 14B.

10.7 Minimum Compensation Ordinance (MCO). If Administrative Code Chapter 12P applies to this contract, Contractor shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. Contractor is subject to the enforcement and penalty provisions

in Chapter 12P. Information about and the text of the Chapter 12P is available on the web at <http://sfgov.org/olse/mco>. Contractor is required to comply with all of the applicable provisions of 12P, irrespective of the listing of obligations in this Section. By signing and executing this Agreement, Contractor certifies that it complies with Chapter 12P.

10.8 Health Care Accountability Ordinance (HCAO). If Administrative Code Chapter 12Q applies to this contract, Contractor shall comply with the requirements of Chapter 12Q. For each Covered Employee, Contractor shall provide the appropriate health benefit set forth in Section 12Q.3 of the HCAO. If Contractor chooses to offer the health plan option, such health plan shall meet the minimum standards set forth by the San Francisco Health Commission. Information about and the text of the Chapter 12Q, as well as the Health Commission's minimum standards, is available on the web at <http://sfgov.org/olse/hcao>. Contractor is subject to the enforcement and penalty provisions in Chapter 12Q. Any Subcontract entered into by Contractor shall require any subcontractor with 20 or more employees to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this Section.

10.9 First Source Hiring Program. Contractor must comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code, that apply to this Agreement, and Contractor is subject to the enforcement and penalty provisions in Chapter 83.

10.10 Alcohol and Drug-Free Workplace. City reserves the right to deny access to, or require Contractor to remove from, City facilities personnel of any Contractor or subcontractor who City has reasonable grounds to believe has engaged in alcohol abuse or illegal drug activity which in any way impairs City's ability to maintain safe work facilities or to protect the health and well-being of City employees and the general public. City shall have the right of final approval for the entry or re-entry of any such person previously denied access to, or removed from, City facilities. Illegal drug activity means possessing, furnishing, selling, offering, purchasing, using or being under the influence of illegal drugs or other controlled substances for which the individual lacks a valid prescription. Alcohol abuse means possessing, furnishing, selling, offering, or using alcoholic beverages, or being under the influence of alcohol.

Contractor agrees in the performance of this Agreement to maintain a drug-free workplace by notifying employees that unlawful drug use is prohibited and specifying what actions will be taken against employees for violations; establishing an on-going drug-free awareness program that includes employee notification and, as appropriate, rehabilitation. Contractor can comply with this requirement by implementing a drug-free workplace program that complies with the California Drug-Free Workplace Act of 1990 (Cal. Gov. Code, § 8350).

10.11 Limitations on Contributions. By executing this Agreement, Contractor acknowledges its obligations under Section 1.126 of the City's Campaign and Governmental Conduct Code, which prohibits any person who contracts with, or is seeking a contract with, any

department of the City for the rendition of personal services, for the furnishing of any material, supplies or equipment, for the sale or lease of any land or building, for a grant, loan or loan guarantee, or for a development agreement, from making any campaign contribution to (i) a City elected official if the contract must be approved by that official, a board on which that official serves, or the board of a State agency on which an appointee of that official serves, (ii) a candidate for that City elective office, or (iii) a committee controlled by such elected official or a candidate for that office, at any time from the submission of a proposal for the contract until the later of either the termination of negotiations for such contract or twelve months after the date the City approves the contract. The prohibition on contributions applies to each prospective party to the contract; each member of Contractor's board of directors; Contractor's chairperson, chief executive officer, chief financial officer, and chief operating officer; any person with an ownership interest of more than 10percent in Contractor; any subcontractor listed in the bid or contract; and any committee that is sponsored or controlled by Contractor. Contractor certifies that it has informed each such person of the limitation on contributions imposed by Section 1.126 by the time it submitted a proposal for the contract, and has provided the names of the persons required to be informed to the City department with whom it is contracting.

10.12 Reserved. (Slavery Era Disclosure).

10.13 Reserved. (Working with Minors).

10.14 Consideration of Criminal History in Hiring and Employment Decisions.

10.14.1 Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12T, "City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions," of the San Francisco Administrative Code ("Chapter 12T"), including the remedies provided, and implementing regulations, as may be amended from time to time. The provisions of Chapter 12T are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the Chapter 12T is available on the web at <http://sfgov.org/olse/fco>. Contractor is required to comply with all of the applicable provisions of 12T, irrespective of the listing of obligations in this Section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12T.

10.14.2 The requirements of Chapter 12T shall only apply to a Contractor's or subcontractor's operations to the extent those operations are in furtherance of the performance of this Agreement, shall apply only to applicants and employees who would be or are performing work in furtherance of this Agreement, and shall apply when the physical location of the employment or prospective employment of an individual is wholly or substantially within the City of San Francisco. Chapter 12T shall not apply when the application in a particular context would conflict with Federal or State law or with a requirement of a government agency implementing Federal or State law.

10.15 Public Access to Nonprofit Records and Meetings. If Contractor receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the San Francisco Administrative Code, Contractor must comply with the City's Public Access to Nonprofit Records and Meetings requirements, as set forth in Chapter 12L of the San Francisco Administrative Code, including the remedies provided therein.

10.16 Food Service Waste Reduction Requirements. Contractor shall comply with the Food Service Waste Reduction Ordinance, as set forth in San Francisco Environment Code Chapter 16, including but not limited to the remedies for noncompliance provided therein.

10.17 Distribution of Beverages and Water.

10.17.1 **Sugar-Sweetened Beverage Prohibition.** Contractor agrees that it shall not sell, provide, or otherwise distribute Sugar-Sweetened Beverages, as defined by San Francisco Administrative Code Chapter 101, as part of its performance of this Agreement.

10.17.2 **Waived pursuant to San Francisco Environment Code Chapter 25, section 2406. (Packaged Water Prohibition).**

10.18 Tropical Hardwood and Virgin Redwood Ban. Pursuant to San Francisco Environment Code Section 804(b), the City urges Contractor not to import, purchase, obtain, or use for any purpose, any tropical hardwood, tropical hardwood wood product, virgin redwood, or virgin redwood wood product.

10.19 Reserved. (Preservative Treated Wood Products).

10.20 Duty to Collect and Record Client Sexual Orientation and Gender Identity Data. Contractor shall comply with San Francisco Administrative Code Chapter 104 by seeking to collect and record information about clients' sexual orientation and gender identity, and reporting such data to the Department of Homelessness and Supportive Housing at each client intake/assessment in the Online Navigation and Entry (ONE) System, or as instructed by the Department. In seeking to collect information about clients' sexual orientation and gender identity, Contractor shall: (1) communicate to clients that the provision of sexual orientation and gender identity information is voluntary, and no direct services shall be denied to clients who decline to provide that information; (2) solicit gender identity and sexual orientation data using questions and approaches consistent with the Department of Public Health's Policies and Procedures entitled "Sexual Orientation Guidelines: Principles for Collecting, Coding, and Reporting Identity Data," reissued on September 2, 2014, and "Sex and Gender Guidelines: Principles for Collecting, Coding, and Reporting Identity Data," reissued on September 2, 2014, or any successor Policies and Procedures; and (3) advise clients that they will protect personally identifiable information regarding clients' sexual orientation and gender identity from

unauthorized disclosure, to the extent permitted by law. The duty to collect information about gender identity and sexual orientation shall not apply to the extent such collection is incompatible with any professionally reasonable clinical judgment that is based on articulable facts of clinical significance. Further, Contractor shall protect personally identifiable information from unauthorized disclosure, to the extent permitted by law and as required by HIPAA, the California Medical Information Act, Article 1 of the California Constitution, the California Health and Safety Code and regulations promulgated thereunder, the California Welfare and Institutions Code and regulations promulgated thereunder, and any other applicable provision of Federal or State law.

10.21 Additional City Compliance Requirements. Contractor 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. Contractor shall immediately notify City of any change in its eligibility to perform under the Agreement. Upon City request, Contractor shall provide documentation demonstrating its compliance with applicable legal requirements. If Contractor will use any subcontractors to perform the Agreement, Contractor 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 Contractor or any subcontractors to remain in good standing with applicable requirements shall be a material breach of this Agreement.

Article 11 General Provisions.

11.1 Notices to the Parties. Unless otherwise indicated in this Agreement, all written communications sent by the Parties may be 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 Contractor: Public Health Foundation Enterprises, Inc. (dba Heluna Health)
13300 Crossroad Parkway North, Suite #450
City of Industry, CA 91746
Attn: Peter Dale
pdale@helunahealth.org

Any notice of default must be sent by registered mail. Either Party may change the address to which notice is to be sent by giving written notice thereof to the other Party. If email notification is used, the sender must specify a receipt notice.

- 11.2 Compliance with Americans with Disabilities Act.** Contractor shall provide the Services in a manner that complies with the Americans with Disabilities Act (ADA), including but not limited to Title II's program access requirements, and all other applicable Federal, State, and local disability rights legislation.
- 11.3 Incorporation of Recitals.** The matters recited above are hereby incorporated into and made part of this Agreement.
- 11.4 Sunshine Ordinance.** Contractor acknowledges that this Agreement and all records related to its formation, Contractor's performance of Services, and City's payment are subject to the California Public Records Act, (California Government Code §6250 et. seq.), and the San Francisco Sunshine Ordinance, (San Francisco Administrative Code Chapter 67). Such records are subject to public inspection and copying unless exempt from disclosure under Federal, State, or local law.
- 11.5 Modification of this Agreement.** This Agreement may not be modified, nor may compliance with any of its terms be waived, except as noted in Section 11.1, "Notices to Parties," regarding change in personnel or place, and except by written instrument executed and approved in the same manner as this Agreement. Contractor shall cooperate with Department to submit to the Director of CMD any amendment, modification, supplement or change order that would result in a cumulative increase of the original amount of this Agreement by more than 20 percent (CMD Contract Modification Form).
- 11.6 Dispute Resolution Procedure.**
- 11.6.1 Negotiation; Alternative Dispute Resolution.** The Parties will attempt in good faith to resolve any dispute or controversy arising out of or relating to the performance of services under this Agreement. If the Parties are unable to resolve the dispute, then, pursuant to San Francisco Administrative Code Section 21.36, Contractor may submit to the Contracting Officer a written request for administrative review and documentation of Contractor's claim(s). Upon such request, the Contracting Officer shall promptly issue an administrative decision in writing, stating the reasons for the action taken and informing Contractor of its right to judicial review. If agreed by both Parties in writing, disputes may be resolved by a mutually agreed-upon alternative dispute resolution process. If the Parties do not mutually agree to an alternative dispute resolution process or such efforts do not resolve the dispute, then either Party may pursue any remedy available under California law. The status of any dispute or controversy notwithstanding, Contractor shall proceed diligently with the performance of its obligations under this Agreement in accordance with the Agreement and the written directions of the City. Neither Party will be entitled to legal fees or costs for matters resolved under this section.
- 11.6.2 Government Code Claim Requirement.** No suit for money or damages may be brought against the City until a written claim therefor has been presented to and rejected by the City in conformity with the provisions of San Francisco

Administrative Code Chapter 10 and California Government Code Section 900, et seq. Nothing set forth in this Agreement shall operate to toll, waive, or excuse Contractor's compliance with the California Government Code Claim requirements set forth in San Francisco Administrative Code Chapter 10 and California Government Code Section 900, et seq.

11.6.3 Health and Human Service Contract Dispute Resolution Procedure.

- (a) The City Nonprofit Contracting Task Force submitted its final report to the Board of Supervisors in June 2003. The report contains thirteen recommendations to streamline the City's contracting and monitoring process with health and human services nonprofits. These recommendations include: (1) consolidate contracts, (2) streamline contract approvals, (3) make timely payment, (4) create review/appellate process, (5) eliminate unnecessary requirements, (6) develop electronic processing, (7) create standardized and simplified forms, (8) establish accounting standards, (9) coordinate joint program monitoring, (10) develop standard monitoring protocols, (11) provide training for personnel, (12) conduct tiered assessments, and (13) fund cost of living increases. The report is available on the Task Force's website at https://sfgov.org/ccsfgsa/sites/default/files/City%20Nonprofit%20Contracting%20Task%20Force/CNPCTF_BOS_RPT_06-26-03%281%29_3adc.PDF. The Board adopted the recommendations in February 2004. The Office of Contract Administration created a Review/Appellate Panel ("Panel") to oversee implementation of the report recommendations in January 2005.
- (b) The Board of Supervisors strongly recommends that departments establish a Dispute Resolution Procedure to address issues that have not been resolved administratively by other departmental remedies. The Panel has adopted the following procedure for City departments that have professional service grants and contracts with nonprofit health and human service providers. The Panel recommends that departments adopt this procedure as written (modified if necessary to reflect each department's structure and titles) and include it or make a reference to it in the contract. The Panel also recommends that departments distribute the finalized procedure to their nonprofit Contractors. Any questions or concerns about this Dispute Resolution Procedure should be addressed to purchasing@sfgov.org.
- (c) The following Dispute Resolution Procedure provides a process to resolve any disputes or concerns relating to the administration of an awarded professional services grant or contract between the City and County of San Francisco and nonprofit health and human services Contractors. Contractors and City staff should first attempt to come to resolution informally through discussion and negotiation with the designated contact

person in the department. If informal discussion has failed to resolve the problem, Contractors and departments should employ the following steps:

- (i) Contractor will submit a written statement of the concern or dispute addressed to the Contract/Program Manager who oversees the Agreement in question. The writing should describe the nature of the concern or dispute, i.e., program, reporting, monitoring, budget, compliance, or other concern. The Contract/Program Manager will investigate the concern with the appropriate department staff that are involved with the nonprofit agency's program, and will either convene a meeting with Contractor or provide a written response to Contractor within 10 working days.
 - (ii) Should the dispute or concern remain unresolved after the completion of Step (i), Contractor may request review by the Division or Department Head who supervises the Contract/Program Manager. This request shall be in writing and should describe why the concern is still unresolved and propose a solution that is satisfactory to Contractor. The Division or Department Head will consult with other Department and City staff as appropriate, and will provide a written determination of the resolution to the dispute or concern within 10 working days.
 - (iii) Should Steps (i) and (ii) above not result in a determination of mutual agreement, Contractor may forward the dispute to the Executive Director of the Department or their designee. This dispute shall be in writing and describe both the nature of the dispute or concern and why the steps taken to date are not satisfactory to Contractor. The Department will respond in writing within 10 working days.
- (d) In addition to the above process, Contractors have an additional forum available only for disputes that concern implementation of the thirteen policies and procedures recommended by the Nonprofit Contracting Task Force and adopted by the Board of Supervisors. These recommendations are designed to improve and streamline contracting, invoicing, and monitoring procedures. For more information about the Task Force's recommendations, see the June 2003 report at https://sfgov.org/ccsfgsa/sites/default/files/City%20Nonprofit%20Contracting%20Task%20Force/CNPCTF_BOS_RPT_06-26-03%281%29_3adc.PDF.
- (e) The Review/Appellate Panel oversees the implementation of the Task Force report. The Panel is composed of both City and nonprofit representatives. The Panel invites Contractors to submit concerns about a department's implementation of the policies and procedures. Contractors

can notify the Panel after Step (ii). However, the Panel will not review the request until all three steps are exhausted. This review is limited to a concern regarding a department's implementation of the policies and procedures in a manner which does not improve and streamline the contracting process. This review is not intended to resolve substantive disputes under the contract such as change orders, scope, term, etc. Contractor must submit the request in writing to purchasing@sfgov.org. This request shall describe both the nature of the concern and why the process to date is not satisfactory to Contractor. Once all steps are exhausted and upon receipt of the written request, the Panel will review and make recommendations regarding any necessary changes to the policies and procedures or to a department's administration of policies and procedures.

- 11.7 Agreement Made in California; Venue.** The formation, interpretation and performance of this Agreement shall be governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation and performance of this Agreement shall be in San Francisco.
- 11.8 Construction.** All paragraph captions are for reference only and shall not be considered in construing this Agreement.
- 11.9 Entire Agreement.** This contract sets forth the entire Agreement between the Parties, and supersedes all other oral or written provisions. This Agreement may be modified only as provided in Section 11.5, "Modification of this Agreement."
- 11.10 Compliance with Laws.** Contractor shall keep itself fully informed of the City's Charter, codes, ordinances and duly adopted rules and regulations of the City and of all State, and Federal laws in any manner affecting the performance of this Agreement, and must at all times comply with such local codes, ordinances, and regulations and all applicable laws as they may be amended from time to time.
- 11.11 Severability.** Should the application of any provision of this Agreement to any particular facts or circumstances be found by a court of competent jurisdiction to be invalid or unenforceable, then (i) the validity of other provisions of this Agreement shall not be affected or impaired thereby, and (ii) such provision shall be enforced to the maximum extent possible so as to effect the intent of the parties and shall be reformed without further action by the Parties to the extent necessary to make such provision valid and enforceable.
- 11.12 Cooperative Drafting.** This Agreement has been drafted through a cooperative effort of City and Contractor, and both Parties have had an opportunity to have the Agreement reviewed and revised by legal counsel. No Party shall be considered the drafter of this Agreement, and no presumption or rule that an ambiguity shall be construed against the Party drafting the clause shall apply to the interpretation or enforcement of this Agreement.

11.13 Order of Precedence. Contractor agrees to perform the services described below in accordance with the terms and conditions of this Agreement, implementing task orders, the RFP, and Contractor's proposal dated June 5, 2023. The RFP and Contractor's proposal are incorporated by reference as though fully set forth herein. Should there be a conflict of terms or conditions, this Agreement and any implementing task orders shall control over the RFP and Contractor's proposal. If the Appendices to this Agreement include any standard printed terms from Contractor, Contractor agrees that in the event of discrepancy, inconsistency, gap, ambiguity, or conflicting language between the City's terms and Contractor's printed terms attached, the City's terms shall take precedence, followed by the procurement issued by the department, Contractor's proposal, and Contractor's printed terms, respectively.

11.14 Notification of Legal Requests. Contractor shall immediately notify City upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests ("Legal Requests") related to all data given to Contractor by City in the performance of this Agreement ("City Data" or "Data"), or which in any way might reasonably require access to City's Data, and in no event later than 24 hours after it receives the request. Contractor shall not respond to Legal Requests related to City without first notifying City other than to notify the requestor that the information sought is potentially covered under a non-disclosure agreement. Contractor shall retain and preserve City Data in accordance with the City's instruction and requests, including, without limitation, any retention schedules and/or litigation hold orders provided by the City to Contractor, independent of where the City Data is stored.

Article 12 Department Specific Terms.

12.1. Appendices.

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
- Appendix B, Budget
- Appendix C, Method of Payment
- Appendix D, Interests in Other City Contracts
- Appendix E, Business Associate Agreement

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

Article 13 Data and Security.

13.1 Nondisclosure of Private, Proprietary or Confidential Information.

13.1.1 **Protection of Private Information.** If this Agreement requires City to disclose "Private Information" to Contractor within the meaning of San Francisco Administrative Code Chapter 12M, Contractor and subcontractor shall use such information only in accordance with the restrictions stated in Chapter 12M and in this Agreement and only as necessary in performing the Services. Contractor is subject to the enforcement and penalty provisions in Chapter 12M.

13.1.2 **Confidential Information.** In the performance of Services, Contractor may have access to, or collect on City's behalf, City's proprietary or Confidential Information, the disclosure of which to third parties may damage City. If City discloses proprietary or Confidential Information to Contractor, or Contractor collects such information on City's behalf, such information must be held by Contractor in confidence and used only in performing the Agreement. Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary or Confidential Information.

13.2 Reserved. (Payment Card Industry ("PCI") Requirements).

13.3 **Business Associate Agreement.** The parties acknowledge that City is a Covered Entity as defined in the Healthcare Insurance Portability and Accountability Act of 1996 ("HIPAA") and is required to comply with the HIPAA Privacy Rule governing the access, use, disclosure, transmission, and storage of protected health information (PHI) and the Security Rule under the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("the HITECH Act").

The parties acknowledge that CONTRACTOR will:

1. Do **at least one** or more of the following:
- (a) Create, receive, maintain, or transmit PHI for or on behalf of City/HSH (including storage of PHI, digital or hard copy, even if Contractor does not view the PHI or only does so on a random or infrequent basis); or
 - (b) Receive PHI, or access to PHI, from City/HSH or another Business Associate of City, as part of providing a service to or for City/HSH, including legal, actuarial, accounting, consulting, data aggregation, management, administrative, accreditation, or financial; or
 - (c) Transmit PHI data for City/HSH and require access on a regular basis to such PHI. (Such as health information exchanges (HIEs), e-prescribing gateways, or electronic health record vendors).

FOR PURPOSES OF THIS AGREEMENT, CONTRACTOR IS A BUSINESS ASSOCIATE OF CITY/HSH, AS DEFINED UNDER HIPAA. CONTRACTOR MUST COMPLY WITH AND COMPLETE THE FOLLOWING ATTACHED DOCUMENT, INCORPORATED TO THIS AGREEMENT AS THOUGH FULLY SET FORTH HEREIN: Appendix E Business Associate Agreement (BAA) (03-17).

2. **NOT do any of the activities listed above in subsection 1.;**

Contractor is not a Business Associate of City/HSH. Appendix E Business Associate Agreement (BAA) is not required for the purpose of this Agreement.

13.4 Management of City Data and Confidential Information.

13.4.1 Use of City Data and Confidential Information. Contractor agrees to hold City's Confidential Information received from or collected on behalf of the City in strictest confidence. Contractor shall not use or disclose City's Data or Confidential Information except as permitted or required by the Agreement or as otherwise authorized in writing by the City. Any work using, or sharing or storage of, City's Confidential Information outside the United States is subject to prior written authorization by the City. Access to City's Confidential Information must be strictly controlled and limited to Contractor's staff assigned to this project on a need-to-know basis only. Contractor is provided a limited non-exclusive license to use the City Data or Confidential Information solely for performing its obligations under the Agreement and not for Contractor's own purposes or later use. Nothing herein shall be construed to confer any license or right to the City Data or Confidential Information, by implication, estoppel or otherwise, under copyright or other intellectual property rights, to any third-party. Unauthorized use of City Data or Confidential Information by Contractor, subcontractors or other third-parties is prohibited. For purpose of this requirement, the phrase "unauthorized use" means the data mining or processing of data, stored or transmitted by the service, for commercial purposes, advertising or advertising-related purposes, or for any purpose other than security or service delivery analysis that is not explicitly authorized.

13.4.2 Disposition of Confidential Information. Upon request of City or termination or expiration of this Agreement, and pursuant to any document retention period required by this Agreement, Contractor shall promptly, but in no event later than thirty (30) calendar days, return all Confidential Information given to or collected by Contractor on City's behalf, which includes all original media. Once Contractor has received written confirmation from City that Confidential Information has been successfully transferred to City, Contractor shall within ten (10) business days clear or purge all Confidential Information from its servers, any hosted environment Contractor has used in performance of this Agreement,

including its subcontractors environment(s), work stations that were used to process the data or for production of the data, and any other work files stored by Contractor in whatever medium. Contractor shall provide City with written certification that such purge occurred within five (5) business days of the purge. Secure disposal shall be accomplished by “clearing,” “purging” or “physical destruction,” in accordance with National Institute of Standards and Technology (NIST) Special Publication 800-88 or most current industry standard.

13.5 Ownership of City Data. The Parties agree that as between them, all rights, including all intellectual property rights, in and to the City Data and any derivative works of the City Data is the exclusive property of the City.

Article 14 MacBride And Signature.

14.1 MacBride Principles - Northern Ireland. The provisions of San Francisco Administrative Code §12F are incorporated herein by this reference and made part of this Agreement. By signing this Agreement, Contractor confirms that Contractor has read and understood that the City urges companies doing business in Northern Ireland to resolve employment inequities and to abide by the MacBride Principles, and urges San Francisco companies to do business with corporations that abide by the MacBride Principles.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day first mentioned above.

CITY

CONTRACTOR

Recommended by:

**PUBLIC HEALTH FOUNDATION
ENTERPRISES, INC. (DBA HELUNA
HEALTH)**

Shireen McSpadden
Executive Director
Department of Homelessness and Supportive
Housing

Peter Dale
Chief Program Officer
City Supplier Number: 0000012745

Approved as to Form:

David Chiu
City Attorney

By: _____
Adam Radtke
Deputy City Attorney

Approved:
Sailaja Kurella
Director of the Office of Contract Administration,
and Purchaser

By: _____
Sailaja Kurella

Appendix A, Services to be Provided
by
Heluna Health
San Francisco Homeless Outreach Team (SFHOT)
January 1, 2024 to June 30, 2027

I. Purpose of Contract

The purpose of the contract is to provide the street outreach component of the Homelessness Response System (HRS) designed to provide services to people who are unsheltered and who are not in site-based facilities. In addition to case management support, the scope of work includes two complimentary outreach models: (1) SFHOT District Teams and (2) SFHOT participating in Multidisciplinary Teams. The goals of these services are to establish supportive relationships with people experiencing homelessness, provide linkage to key resources, and provide case management support to help participants become housed.

II. Served Population

Contractor shall offer and provide voluntary services to unsheltered adults, youth including Transitional Aged Youth (TAY)¹, and families experiencing chronic homelessness in San Francisco. People experiencing unsheltered homelessness² is defined as those persons who do not have a primary fixed nighttime residence and are living in a place not meant for human habitation (i.e., sleeping outdoors, in a car, park bench, encampment etc.).

For individuals served through Projects for Assistance in Transition from Homelessness (PATH)³ grant funding, Contractor shall serve individuals with a diagnosed mental illness who are experiencing chronic homelessness.

III. Description of Services

Contractor shall provide outreach and case management services throughout the City and County of San Francisco. All services are voluntary.

A. Outreach Services:

Contractor shall provide outreach services including shelter placement, Coordinated Entry⁴ (CE) assessments, case management, medical and behavioral health referrals, clinical referrals to the Department of Public Health (DPH), referrals through the

¹ TAY are between the ages of 18 and 24. TAY who are experiencing homelessness often have specialized needs, different from those of families or adults

² More information regarding the definition of the unsheltered homeless can be found at: https://hsh.sfgov.org/wp-content/uploads/2023/08/HSH-Definitions_FinalDraft.pdf.

³ PATH is funded by the US Department of Health and Human Services. PATH funds community-based outreach, mental health and substance abuse referral/treatment, case management, and other support services, as well as a limited set of housing services for adults who are homeless or at imminent risk of homelessness and have a serious mental illness.

⁴ Coordinated Entry is the “front door” to the Homelessness Response System (HRS). It is designed to assess, prioritize, and match people experiencing homelessness to housing opportunities efficiently and consistently. Coordinated Entry uses a locally designated population-specific assessment, a centralized data system, a “by name” database of clients, and a prioritization method. <https://hsh.sfgov.org/services/the-homelessness-response-system/coordinated-entry/>

Online Navigation and Entry (ONE) System⁵, wellness checks, overdose prevention, distribution of hygiene kits and supplies, and crisis de-escalation. Outreach services shall locate, identify, and build relationships with people experiencing homelessness who are unsheltered/street-based to engage and provide immediate triage, linkages, connections to case management, all designed to end homelessness. Outreach shall be provided through District Teams and Multidisciplinary teams in collaboration with various City departments, as specified below:

1. District Teams: District Teams shall work in the field in assigned geographic districts that are based on police districts. Districts are distinguished by neighborhoods as follows: (1) Mission, (2) Bayview, (3) Tenderloin, (4) Northern, (5) Central, (6) Southern, (7) Park, and (8) Richmond and Taraval; plus an additional District Team for (9) Bayview and Ingleside, (10) San Francisco Recreation and Parks. District Teams shall be responsible for the following:
 - a. Daily walks throughout their district establishing and maintaining relationships with people experiencing homelessness and connecting them to the HRS and other services.
 - b. Respond to voicemails on the SFHOT phone number left by persons experiencing homelessness. When the caller has provided a location and descriptions of themselves (or phone number), the teams are dispatched to try to find the person and provide assistance.
 - c. Respond to other requests for outreach services at the direction of HSH.
2. Multidisciplinary Teams⁶: Outreach staff shall work in collaboration with various City departments and other City service providers to provide CE assessments, data entry in the ONE System, and referrals to a range of services. For more description of multidisciplinary teams, see table below.
 - a. Encampment Resolution Teams (ERT) shall work in assigned encamped areas, ensure that long-term encampments are minimal, and those living in cars or vehicles have access to available resources. ERT shall provide homeless outreach services including shelter placement, CE assessments, case management, medical and behavioral health referrals, clinical referrals to the DPH, ONE system profiles entry and referrals, wellness checks, overdose prevention, distribution of hygiene kits and supplies, and crisis de-escalation.
 - b. Encampment Resolution Funding (ERF) Programs – Contractor shall provide specialized ERT to assigned areas⁷ to ensure that long-term encampments are minimal, and those living in cars or vehicles have access to available resources.

⁵ ONE System is San Francisco’s Homeless Management Information System (HMIS) used to collect client-level data and data on the provision of housing and services to individuals and families at risk of and experiencing homelessness. The ONE System complies with HUD’s data collection, management, and reporting standards.

⁶ Multi-disciplinary Outreach Teams are embedded in larger street outreach initiatives involving other City departments and City contracted providers. SFHOT is also involved in Emergency Activation responses, which often involve other departments.

⁷ ERF1 - Polk Alleys and ERF2 - Mission

- c. Street Crisis Response Team (SCRT) Outreach Teams: SCRT shall be a collaborative, field-based service to respond to non-emergency 911 calls, providing timely care, and reducing the need for police to serve as the primary responder for people suffering from mental health crises on the street. Each SCRT consists of one Contractor outreach staff, one community paramedic provided by the San Francisco Fire Department (SFFD), and one Emergency Medical Technician (EMT).
- d. Emergency Medical Services (EMS-6): EMS-6 shall be a partnership between the Community Paramedics division of the SFFD and SFHOT that serves individuals who frequently use the 911 system by responding to calls from hospitals and providers who have identified persons utilizing multiple systems with non-urgent needs.

MULTIDISCIPLINARY TEAMS	<u>Focus Area</u>	<u>Served Population</u>	<u>Lead City Department</u>
Street Crisis Response TEAM (SCRT)	Nonemergency 911 Calls	Nonemergency 911 Callers	SFFD
Emergency Medical Services (EMS-6)	High utilizers of 911- four or more calls to 911 within a 30-day period or 10 or more times within a 12-month period	People experiencing homeless that rotate in and out of the emergency room	SFFD
Bridge Engagement Services Team (BEST)	Castro and Mission neighborhoods	People experiencing behavioral health issues	DPH
Encampment Resolutions Team (ERT)	Encampments	People living in encampments on the street	DEM

- 3. Outreach Phone Line: Contractor shall maintain a phone number that can receive messages from the public with requests for targeted outreach services. The phone line must have three purposes: (1) route calls to 311, the agency that administers the Temporary Shelter Waitlist; (2) receive messages from persons experiencing homelessness who are living on the street and want to meet with Outreach staff to connect to the HRS or get referrals to services; or (3) receive messages from existing clients who are already working with the Outreach team and want to follow-up. The contractor shall dispatch Outreach staff to meet with clients to respond to request types (2) and (3).

B. Case Management Services:

Contractor shall provide case management services focused on housing goals to unsheltered individuals already assessed for CE. Case Managers shall receive referrals from SFHOT outreach staff, DPH Street Medicine teams, DPH BEST neighborhood behavioral health outreach team, Adult Protective Services, City hospitals, HIV Homeless Outreach and Mobile Engagement Program Team, City clinics, and DPH-funded service providers. Case Managers shall provide referrals and support with linkages to benefits, medical services, mental health services, and support for individuals in housing navigation. Case Managers shall assess individuals for their housing readiness and connect them to services such as medical, psychiatric, substance use treatment, income support, In-Home Support Services, intensive case management, and meal delivery.

1. Contractor shall support case managed clients in housing navigation by providing the following types of assistance:
 - a. Prepare a housing plan, which includes locating and obtaining other support and service linkages needed to successfully move into and stabilize in housing;
 - b. Complete housing applications;
 - c. Support clients in enrolling in benefits and assisting with clients becoming “document ready” by helping acquire all required documentation such as birth certificate, photo identification, social security card, and income and homelessness verifications. As needed, Contractor shall assist with scheduling and attending appointments needed to obtain such documents;
 - d. Schedule and attend housing interviews with the client as needed;
 - e. Support move-ins to housing; and
 - f. Coordinate regularly with other service providers working with the housing referral status client through meetings, calls, and/or through ONE System notes.

2. DPH BEST Neighborhood Case Management Services: Under the direction of HSH, Contractor shall collaborate with DPH’s Office of Coordinated Care to provide case management services to unsheltered persons in specific neighborhoods.
 - a. Contractor’s case managers working with DPH BEST clinicians shall support shared priority clients using a “by-name” list within their assigned neighborhoods and participate in case conferencing with other multi-disciplinary team members, as appropriate, to ensure that clients are effectively linked to behavioral health services, shelter, and housing-focused case management.

Contracted case managers staffing DPH BEST teams shall work in the following four police districts or areas: (1) Mission and Park, (2) Tenderloin, Northern, and Southern, (3) Bayview and Ingleside; and (4) Citywide.

IV. Location and Time of Services

Contractor shall provide services year-round from 6:30 am to 7:00 pm on weekdays and from 8:30 am to 7:00 pm on weekends, including holidays. The hours are subject to change with written notice to Contractor depending on HSH's needs.

V. Service Requirements

- A. Staffing: Contractor shall ensure that the program is staffed at no less than 90 percent at any given time, as listed in Appendix B, Budget ("FTEs" tab). Time provided by subcontractors or part-time staff shall count toward this 90 percent requirement. Contractor shall develop and implement, in consultation with HSH, a detailed staff recruitment and retention policy.
- B. Staff Training: Contractor shall provide staff training and development, including but not limited to:
1. HSH-required trainings such as HSH's ONE System and other databases ;
 2. CE Assessments and Housing Navigation for families, TAY, and adults;
 3. De-escalation, harm reduction, motivational interviewing, trauma informed care⁸, implicit bias, Family Homelessness 101, Critical Time Intervention (CTI), street engagement, professionalism, ethics, cultural competency, overdose prevention, overdose response, mental health, and substance abuse community resources; and
 4. San Francisco's HRS including Temporary Shelter Services.
- C. Uniforms: Contractor shall ensure that all staff are issued and wear uniforms for visibility and safety in the field. ERT staff shall have uniforms that are visually distinct from the District and other project teams.
- D. Feedback, Complaint and Follow-up Policies: Contractor shall provide a means for the served population to provide input into the program, including planning and design, and feedback methods that include a written grievance policy informing the served population on how to report complaints and request services.
- E. Emergency Activation⁹: Contractor shall shift priorities to respond to HSH activating protocols, include weather and disaster response, within 24 hours of notification.
- F. Critical Incident: Contractor shall report critical incidents, as defined in the Critical Incident Policy, to HSH, within 72 hours of the incident according to Department policy. Critical incidents shall be reported using the online Critical Incident Report (CIR) form. In addition, critical incidents that involve life endangerment events or major service disruptions should be reported immediately to the HSH program

⁸ Trauma Informed Care is a framework for human service delivery that is based on knowledge and understanding of how trauma affects people's lives, their service needs and service usage. See the [United States Interagency Council on Homelessness \(USICH\), Trauma Informed Care Policy](#).

⁹ In the event of a weather emergency such as an earthquake, dramatic rainfall, poor air quality, SFHOT staff are asked to pivot their activities to focus their outreach on supporting clients in the given emergency, such as but not limited to, distributing ponchos, guiding clients to emergency popup shelters or distributing masks, etc.

manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.

- G. Language and Interpretation Services: Contractor shall ensure that translation and interpreter services are available. Contractor 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>.
- H. Case Conferences: Contractor shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding participants' progress.
- I. Admission Policy: Contractor's 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 shall 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.
- J. City Communications and Policies: Contractor shall keep HSH informed and comply with City policies to minimize harm and risk, including:
 - 1. Regular communication to HSH about the implementation of the program;
 - 2. Attendance of HSH meetings, as needed;
 - 3. Attendance of trainings, as requested; and
 - 4. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless.
- K. Disaster and Emergency Response Plan: Contractor 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. Contractor shall update the site plan as needed and Contractor shall train all employees regarding the provisions of the plan for their sites.
- L. Data Standards:
 - 1. Contractor shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process¹⁰, including but not limited to:
 - a. Entering all client data within three working days (unless specifically requested to do so sooner);
 - b. Ensuring accurate dates for client enrollment, client exit, and client move in (if appropriate); and
 - c. Running monthly data quality reports and correcting errors.

¹⁰ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

2. Records entered into the ONE system shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards:
<https://onesf.clarityhs.help/hc/en-us/articles/360001145547-ONE-System-Continuous-Data-Quality-Improvement-Process>.
3. Contractor shall enter data into the ONE System and shall 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, Contractor 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 shall provide clear instructions to all Contractors regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Contractors via written notice at least one month prior to expected implementation.
4. Any information shared between Contractor, 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.
5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

M. Record Keeping and Files:

1. Contractor shall maintain documentation in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
2. Contractor shall maintain confidential files on the served population, including developed plans, notes, and progress.
3. Contractor shall maintain all required confidential files for the served population, including service plans, progress notes, and releases of information.
4. For those served with PATH funds, Contractor shall maintain a participant file, which includes an intake form, a service plan (if case management is provided), progress notes, and a discharge summary.
 - a. The intake form shall contain participant information to determine eligibility for PATH services, and to obtain data needed for quarterly and annual reports. A service plan, also known as the Client (Participant) Service Plan, is required for all PATH enrolled participants receiving case management services to outline goals tailored to the participant's needs. The plan shall be reviewed by the case manager and supervising clinician every three months. Client Service Plans may include the following, as appropriate:
 - i. Methods to obtain community mental health services;
 - ii. Assistance in obtaining and coordinating needed services, including shelter, public transportation, linkage to medical care, habilitation, and documents for permanent housing;
 - iii. Assistance in obtaining income and benefits;
 - iv. Strategies that describe the referral process to other appropriate services.

- b. Progress notes shall be utilized to assist in the tracking of the progress made towards the goals recorded on the Client Service Plan.
- N. Harm Reduction: Contractor shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Contractor staff who work directly with tenants shall participate in annual trainings on harm reduction, overdose recognition and response.
- O. Housing First: Housing First is an evidence-based practice in which clients are offered shelter, housing, and supportive services regardless of their sobriety or use of substances, completion of treatment, or participation in services. Contractor 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.

VI. Service Objectives

Contractor shall achieve the following Service Objectives:

A. Outreach Teams:

1. Contractor shall conduct at least 35,000 encounters and wellness checks annually, as verified by the ONE System Encounter Form documentation. HSH recognizes that changing departmental priorities shall impact the number of encounters and wellness checks conducted by SFHOT staff.
2. Contractor shall ensure that target yearly encounters per police district are met. This allocation is based on the rate of street homelessness per district in 2022. The objective is that the number of staff and encounters per district is proportional to the prevalence of street homelessness in each district. HSH and contractor may revise these numbers proportionately based on future Point in Time (PIT) Counts.

Police District	2022 PIT Count Unsheltered Homeless	Target Encounters per year
Bayview	12%	4200
Central	5%	1750
Ingleside	4%	1400
Mission	16%	5600
Northern	9%	3150
Park	5%	1750
Richmond	5%	1750
Southern	12%	4200
Taraval	5%	1750
Tenderloin	27%	9450
TOTAL		35,000

3. Contractor shall complete/update 100 percent of ONE System profiles for all consenting participants. For non-consenting individuals, the Contractor shall track all engagements, linkages, and supplies distributed without collecting Protected Health Information.
4. Contractor shall connect 100 percent of consenting and eligible participants to Coordinated Entry via SFHOT (as a mobile access point), or to identified Access Points in the community, for housing assessments and/or Problem-Solving conversations.
5. Each outreach staff shall refer at least six eligible clients per quarter to an HSH Clinical Supervisor. Contractor shall work with HSH to track and report this quarterly.
6. Contractor shall complete, on average, 50 CE assessments/ reassessments per month.
7. Contractor shall respond to referrals from Recreation and Parks within two business days and make at least three attempts to locate and offer outreach services.
8. Contractor shall activate Emergency Response Teams within 24 hours of HSH activating an emergency activation protocol (i.e., wet weather, cold weather, hot weather, air quality, etc.). The goal is to ensure increased wellness checks to inform people experiencing homelessness how to stay safe and access shelter during weather activations.
9. Contractor shall ensure at least 50 percent of SFHOT dispatch calls who have left a call back number receive a call back attempt within one week as verified in the call log.
10. Outreach staff shall refer at least two eligible clients per month to an HSH Clinical Supervisor
11. For new special projects, HSH shall submit written requests to Contractor, detailing the number of staff needed, scope of work, and estimated timeframe. HSH shall convey departmental priorities. Contractor shall provide the number of staff requested by HSH for special, unplanned, projects. Staff that are assigned to support new initiatives may be reallocated from other SFHOT activities to support these special projects, and this shall be reflected in monthly reports submitted to HSH.

B. Case Management:

1. Contractor shall engage at least 190 participants in Case Management Services annually, as verified by the ONE System enrollments.

2. Contractor shall ensure that 100 percent of all participants receiving Case Management services satisfy PATH program eligibility criteria.
3. Contractor shall ensure that Case Managers contact 90 percent of participants on their caseload at least once per week and document their efforts in the ONE System.
4. Contractor shall ensure that, upon closing a client's Case Management Services, at least 90 percent of all participants have a complete and well-organized file consisting of intake documents, signed releases, services plan, and a closing note.
5. Contractor shall ensure that 100 percent of all participants receiving Case Management services are referred to medical care, mental health care, substance use support, or ancillary health services.
6. Contractor shall ensure that 80 percent of clients referred to medical care, mental health care, substance use support, or ancillary health services are connected to these services, as verified by the ONE System.
7. Contractor shall ensure that at least 80 percent of all Case Managed participants obtain the documents necessary to move into housing such as a California ID, Social Security Card, and proof of income.
8. Contractor shall ensure that at least 80 percent of all Case Managed clients enroll in, maintain, or increase income benefits such as County Adult Assistance Program (CAAP), Supplemental Security Income (SSI), CalFresh, or employment, as verified by the ONE System.
9. Contractor shall ensure that 80 percent of all participants receiving Case Management services be placed in Housing Referral Status via CE or in CAAP Priority Status.
10. Contractor shall ensure that at least 80 percent of all participants receiving Case Management Services obtain health insurance.
11. Contractor shall ensure that at least 80 percent of all participants receiving Case Management Services, who are placed in housing, are supported for at least 30 days and up to 90 days after their placement, to encourage them to remain in housing. Case managers shall stay engaged and participate in case conferencing and other clinical tools to prevent eviction for at least this period.
12. Contractor shall ensure that, upon closure from Case Management, at least 90 percent of participants have organized files, including intake documents, signed releases, service plans, and a closing note.

VII. Reporting Requirements

Contractor shall input data into systems required by HSH, such as ONE System entries, and CARBON¹¹.

- A. Contractor shall provide a monthly report of activities, referencing the tasks as described in the Service and Outcome Objectives sections. Contractor shall enter the monthly metrics in the CARBON database by the 15th of the following month.
- B. Contractor, in collaboration with HSH, shall develop a process for documenting FTE allocation among projects. Report shall include number of FTE staff allocated to each category across projects, district work, ERT/HSOC, SCRT, EMS-6, Encampment Resolution Grant projects, and FTE spent on special projects..
- C. Contractor shall provide a monthly recruitment and retention report that shall show the number and type of staff vacancies, new hires, and those in training. The report shall include a description of monthly recruitment and retention activities.
- D. Contractor 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 Contractor. Contractor shall enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- E. Contractor shall participate, as required by Department, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Contractor's services. Contractor 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 shall become part of the official report.
- F. Contract shall collect and report on unsheltered persons' reasons for declining shelter services.
- G. Contractor 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.

VIII. Monitoring Activities

- A. Program Monitoring: Contractor is subject to program monitoring and/or audits, such as, but not limited to, the following, participant files, review of the Contractor's

¹¹ CARBON is the web-based contract management system that HSH uses to allow contractors to invoice, submit reports, and track spending.

administrative records, staff training documentation, postings, program policies and procedures, data reported on Annual Performance Reports (APR), documentation of funding match sources, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

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

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring shall include review of the Contractor's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal and accounting policies, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring shall include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and memorandums of understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Funding Source / Budget	Position Title	Budgeted FTE	Row Labels	Sum of Budgeted FTE
General Fund - Outreach	Administrative Assistant	1.00	Administrative Assistant	1.0
General Fund - Outreach	Case Manager LV 1	1.80	Case Management Supervisor	2.0
General Fund - Outreach	Case Manager LV 2	3.50	Case Manager LV 1	4.9
General Fund - Outreach	Case Manager LV 3	2.00	Case Manager LV 2	7.0
General Fund - Outreach	Case Management Supervisor	2.00	Case Manager LV 3	4.3
General Fund - Outreach	Shift Lead Outreach	3.00	Data Analyst	1.0
General Fund - Outreach	Shift Lead Case Management	1.00	Data Manager	1.0
General Fund - Outreach	Operations Coordinator	1.00	Operations Coordinator	1.0
General Fund - Outreach	Outreach Specialist LV 1	3.00	Operations Supervisor	1.0
General Fund - Outreach	Outreach Specialist LV 2	7.50	Outreach Specialist LV 1	7.1
General Fund - Outreach	Outreach Specialist LV 3	15.00	Outreach Specialist LV 2	13.7
General Fund - Outreach	Outreach Supervisor	4.00	Outreach Specialist LV 3	18.1
General Fund - Outreach	Operations Supervisor	1.00	Outreach Supervisor	5.0
General Fund - Outreach	Training Manager	1.00	Program Director	1.0
General Fund - Outreach	Training Coordinator	1.00	Shift Lead Case Management	1.0
General Fund - Outreach	Data Analyst	1.00	Shift Lead Outreach	4.0
General Fund - Outreach	Program Director	1.00	Training Coordinator	1.0
General Fund - Outreach	Data Manager	1.00	Training Manager	1.0
General Fund - Outreach	Transportation/Placement Coordin:	1.00	Transportation/Placement Coordinator	1.0
ERF2R Mission - Outreach	Outreach Specialist LV 1	3.00	Grand Total	76.0
ERF2R Mission - Outreach	Outreach Specialist LV 2	1.00		
ERF2R Mission - Outreach	Outreach Supervisor	0.67		
ERF2L Polk - Outreach	Outreach Specialist LV 2	2.00	Staff Categories	
ERF2L Polk - Outreach	Outreach Specialist LV 3	2.00	Case Management (Incl. Supervisors)	19.2
ERF2L Polk - Outreach	Outreach Supervisor	0.33	Outreach (Incl. Supervisors)	47.8
PATH - Outreach	Case Manager LV 1	2.00	Support	9.0
PATH - Outreach	Case Manager LV 2	3.00	Total	76.0
PATH - Outreach	Case Manager LV 3	1.50		
BHBH - Outreach	Outreach Specialist LV 1	1.08		
BHBH - Outreach	Outreach Specialist LV 2	1.08		
BHBH - Outreach	Outreach Specialist LV 3	1.08		
BHBH - Outreach	Case Manager LV 1	1.08		
BHBH - Outreach	Case Manager LV 2	0.54		
BHBH - Outreach	Case Manager LV 3	0.76		
Work Order (RecPark) - Outreach	Shift Lead Outreach	1.00		
Work Order (RecPark) - Outreach	Outreach Specialist LV 2	2.07		

	A	B	C	D
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING			
2	APPENDIX B, BUDGET			
3	Document Date	1/1/2024		
4	Contract Term	Begin Date	End Date	Duration (Years)
5	Current Term	1/1/2024	6/30/2027	4
7	Program	SFHOT		
8				
9	Proposed Subcontractors			
10	Code Tenderloin - ERT			
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	AI	AJ	AK	
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																			
2	APPENDIX B, BUDGET																			
3	Document Date	1/1/2024																		
4	Contract Term	Begin Date	End Date	Duration (Years)																
5	Current Term	1/1/2024	6/30/2027	4																
6	Amended Term	1/1/2024	6/30/2027	4																
7	Provider Name	Heluna Health																		
8	Program	SFHOT																		
9	FSP Contract ID#	1000030849																		
10	Contract Action	New Agreement																		
11	Effective Date	1/1/2024																		
12	Budget Names	General Fund - Outreach, ERF2R Mission - Outreach, PATH - Outreach, ERF2L Polk - Outreach, BHBH - Outreach, Work Order (RecPark) - Outreach																		
13	Funding:	Current	New																	
14	Term Budget	\$ 32,084,679	\$ 32,084,679	15%																
15	Contingency	\$ 4,812,702	\$ 4,812,702																	
16	Not-To-Exceed	\$ 36,897,380	\$ 36,897,380																	
17																				
18																				
19																				
20																				
21																				
22	EXPENDITURES																			
23	Salaries & Benefits	\$ 3,585,624	\$ -	\$ 3,585,624	\$ 7,303,096	\$ -	\$ 7,303,096	\$ 7,334,972	\$ -	\$ 7,334,972	\$ 6,961,571	\$ -	\$ 6,961,571	\$ 25,185,263	\$ -	\$ 25,185,263				
24	Operating Expense	\$ 318,237	\$ -	\$ 318,237	\$ 526,766	\$ -	\$ 526,766	\$ 507,897	\$ -	\$ 507,897	\$ 501,838	\$ -	\$ 501,838	\$ 1,854,738	\$ -	\$ 1,854,738				
25	Subtotal	\$ 3,903,861	\$ -	\$ 3,903,861	\$ 7,829,862	\$ -	\$ 7,829,862	\$ 7,842,869	\$ -	\$ 7,842,869	\$ 7,463,409	\$ -	\$ 7,463,409	\$ 27,040,002	\$ -	\$ 27,040,002				
26	Indirect Percentage																			
27	Indirect Cost (Line 22 X Line 23)	\$ 468,462	\$ -	\$ 468,462	\$ 939,584	\$ -	\$ 939,584	\$ 941,144	\$ -	\$ 941,144	\$ 895,609	\$ -	\$ 895,609	\$ 3,244,799	\$ -	\$ 3,244,799				
28	Other Expenses (Not subject to indirect %)	\$ 439,614	\$ -	\$ 439,614	\$ 453,402	\$ -	\$ 453,402	\$ 453,430	\$ -	\$ 453,430	\$ 453,432	\$ -	\$ 453,432	\$ 1,799,879	\$ -	\$ 1,799,879				
29	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
30	Admin Cost (HUD Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
31	Total Expenditures	\$ 4,811,937	\$ -	\$ 4,811,937	\$ 9,222,848	\$ -	\$ 9,222,848	\$ 9,237,444	\$ -	\$ 9,237,444	\$ 8,812,450	\$ -	\$ 8,812,450	\$ 32,084,679	\$ -	\$ 32,084,679				
32																				
33	SHS REVENUES																			
34	General Fund - Ongoing	\$ 3,474,764	\$ -	\$ 3,474,764	\$ 6,801,845	\$ -	\$ 6,801,845	\$ 7,278,796	\$ -	\$ 7,278,796	\$ 7,278,796	\$ -	\$ 7,278,796	\$ 24,834,201	\$ -	\$ 24,834,201				
35	ERF2R Mission	\$ 219,398	\$ -	\$ 219,398	\$ 438,795	\$ -	\$ 438,795	\$ 438,795	\$ -	\$ 438,795	\$ -	\$ -	\$ -	\$ 1,096,988	\$ -	\$ 1,096,988				
36	ERF2L Polk	\$ 238,476	\$ -	\$ 238,476	\$ 476,951	\$ -	\$ 476,951	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 715,427	\$ -	\$ 715,427				
37	Project for Assistance in Transition from Homelessness (PATH)	\$ 315,775	\$ -	\$ 315,775	\$ 631,550	\$ -	\$ 631,550	\$ 631,550	\$ -	\$ 631,550	\$ 631,550	\$ -	\$ 631,550	\$ 2,210,425	\$ -	\$ 2,210,425				
38	Parks & Rec Work Order	\$ 162,500	\$ -	\$ 162,500	\$ 325,000	\$ -	\$ 325,000	\$ 325,000	\$ -	\$ 325,000	\$ 325,000	\$ -	\$ 325,000	\$ 1,137,500	\$ -	\$ 1,137,500				
40	State - Behavioral Health Bridge Housing (BHBH)	\$ 401,024	\$ -	\$ 401,024	\$ 548,707	\$ -	\$ 548,707	\$ 563,303	\$ -	\$ 563,303	\$ 577,104	\$ -	\$ 577,104	\$ 2,090,138	\$ -	\$ 2,090,138				
53	TOTAL HSH REVENUES	\$ 4,811,936	\$ -	\$ 4,811,936	\$ 9,222,848	\$ -	\$ 9,222,848	\$ 9,237,444	\$ -	\$ 9,237,444	\$ 8,812,450	\$ -	\$ 8,812,450	\$ 32,084,679	\$ -	\$ 32,084,679				
54																				
55	OTHER REVENUES (Non-HSH Revenues)																			
56		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
60	TOTAL OTHER REVENUES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
61																				
62	TOTAL HSH + OTHER REVENUES	\$ 4,811,936	\$ -	\$ 4,811,936	\$ 9,222,848	\$ -	\$ 9,222,848	\$ 9,237,444	\$ -	\$ 9,237,444	\$ 8,812,450	\$ -	\$ 8,812,450	\$ 32,084,679	\$ -	\$ 32,084,679				
63	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
64																				
65	Total Adjusted Salary FTE (All Budgets)				37.28				76.00				73.45				66.32			
66																				
67	Prepared by	Tyler Norgord																		
68	Title	Senior Project Accountant																		
69	Phone	562-222-7876																		
70	Email	tnorgord@helunahealth.org																		

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																		
2	APPENDIX B, BUDGET																		
3	Document Date	1/1/2024																	
4	Contract Term	Begin Date	End Date	Duration (Years)															
5	Current Term	1/1/2024	6/30/2027	4															
6	Amended Term	1/1/2024	6/30/2027	4															
7	Provider Name	Heluna Health																	
8	Program	SFHOT																	
9	FSP Contract ID#	1000030849																	
10	Contract Action	New Agreement																	
11	Effective Date	1/1/2024																	
12	Budget Name	General Fund - Outreach																	
13	Funding:	Current	New																
14	Term Budget	\$ 24,834,201	\$ 24,834,201	15%															
15	Contingency	\$ 4,812,702	\$ 4,812,702																
16	Not-To-Exceed	\$ 36,897,380	\$ 36,897,380																
17																			
18																			
19																			
20																			
21																			
22	EXPENDITURES																		
23	Salaries & Benefits	\$ 2,578,734	\$ -	\$ 2,578,734	\$ 5,157,462	\$ -	\$ 5,157,462	\$ 5,587,673	\$ -	\$ 5,587,673	\$ 5,592,237	\$ -	\$ 5,592,237	\$ 18,916,106	\$ -	\$ 18,916,106			
24	Operating Expense	\$ 310,250	\$ -	\$ 310,250	\$ 510,791	\$ -	\$ 510,791	\$ 506,403	\$ -	\$ 506,403	\$ 501,838	\$ -	\$ 501,838	\$ 1,829,282	\$ -	\$ 1,829,282			
25	Subtotal	\$ 2,888,984	\$ -	\$ 2,888,984	\$ 5,668,253	\$ -	\$ 5,668,253	\$ 6,094,076	\$ -	\$ 6,094,076	\$ 6,094,075	\$ -	\$ 6,094,075	\$ 20,745,388	\$ -	\$ 20,745,388			
26	Indirect Percentage	12.00%		12.00%	12.00%		12.00%	12.00%		12.00%	12.00%		12.00%						
27	Indirect Cost (Line 22 X Line 23)	\$ 346,678	\$ -	\$ 346,678	\$ 680,190	\$ -	\$ 680,190	\$ 731,289	\$ -	\$ 731,289	\$ 731,289	\$ -	\$ 731,289	\$ 2,489,446	\$ -	\$ 2,489,446			
28	Other Expenses (Not subject to indirect %)	\$ 239,102	\$ -	\$ 239,102	\$ 453,402	\$ -	\$ 453,402	\$ 453,430	\$ -	\$ 453,430	\$ 453,432	\$ -	\$ 453,432	\$ 1,599,367	\$ -	\$ 1,599,367			
29	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
30	TOTAL EXPENDITURES	\$ 3,474,764	\$ -	\$ 3,474,764	\$ 6,801,845	\$ -	\$ 6,801,845	\$ 7,278,796	\$ -	\$ 7,278,796	\$ 7,278,796	\$ -	\$ 7,278,796	\$ 24,834,201	\$ -	\$ 24,834,201			
31																			
32																			
33	HSH REVENUES																		
34	General Fund - Ongoing	\$ 3,474,764		\$ 3,474,764	\$ 6,801,845		\$ 6,801,845	\$ 7,278,796		\$ 7,278,796	\$ 7,278,796		\$ 7,278,796	\$ 24,834,201	\$ -	\$ 24,834,201			
35																			
36																			
37																			
38																			
39																			
40																			
41																			
42																			
43																			
44																			
45																			
46																			
47																			
48																			
49																			
50																			
51																			
52																			
53	TOTAL HSH REVENUES	\$ 3,474,764	\$ -	\$ 3,474,764	\$ 6,801,845	\$ -	\$ 6,801,845	\$ 7,278,796	\$ -	\$ 7,278,796	\$ 7,278,796	\$ -	\$ 7,278,796	\$ 24,834,201	\$ -	\$ 24,834,201			
54																			
55	OTHER REVENUES (Non-HSH Revenues)																		
56																			
57																			
58																			
59																			
60	TOTAL OTHER REVENUES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
61																			
62	TOTAL HSH + OTHER REVENUES	\$ 3,474,764	\$ -	\$ 3,474,764	\$ 6,801,845	\$ -	\$ 6,801,845	\$ 7,278,796	\$ -	\$ 7,278,796	\$ 7,278,796	\$ -	\$ 7,278,796	\$ 24,834,201	\$ -	\$ 24,834,201			
63	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
64																			
65																			
66																			
67	Prepared by	Tyler Norgord																	
68	Title	Senior Project Accountant																	
69	Phone	562-222-7876																	

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																																								
SALARY & BENEFIT DETAIL																																								
Document Date																																								
Provider Name																																								
Program																																								
Budget Name																																								
9	Year 1														Year 2					Year 3					Year 4															
	Agency Totals		For HSH Funded Program		1/1/2024 - 6/30/2024		1/1/2024 - 6/30/2024		1/1/2024 - 6/30/2024		Agency Totals		For HSH Funded Program		7/1/2024 - 6/30/2025		7/1/2024 - 6/30/2025		7/1/2024 - 6/30/2025		Agency Totals		For HSH Funded Program		7/1/2025 - 6/30/2026		7/1/2025 - 6/30/2026		7/1/2025 - 6/30/2026		Agency Totals		For HSH Funded Program		7/1/2026 - 6/30/2027		7/1/2026 - 6/30/2027		7/1/2026 - 6/30/2027	
	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary					
13	POSITION TITLE																																							
14	Administrative Assistant	\$ 51,754	0.50	100%	0.50	\$ 25,877	\$ -	\$ 25,877	\$ 51,754	1.00	100%	1.00	\$ 51,754	\$ -	\$ 51,754	\$ 53,824	1.00	100%	1.00	\$ 53,824	\$ -	\$ 53,824	\$ 55,977	1.00	100%	1.00	\$ 55,977	\$ -	\$ 55,977											
15	Case Manager LV 1	\$ 55,327	0.90	100%	0.90	\$ 49,795	\$ -	\$ 49,795	\$ 55,327	1.80	100%	1.80	\$ 99,591	\$ -	\$ 99,591	\$ 57,540	1.80	100%	1.80	\$ 103,574	\$ -	\$ 103,574	\$ 59,842	1.80	100%	1.80	\$ 107,718	\$ -	\$ 107,718											
16	Case Manager LV 2	\$ 66,265	1.75	100%	1.75	\$ 115,965	\$ -	\$ 115,965	\$ 66,265	3.50	100%	3.50	\$ 231,931	\$ -	\$ 231,931	\$ 68,916	3.50	100%	3.50	\$ 241,209	\$ -	\$ 241,209	\$ 71,673	3.50	100%	3.50	\$ 250,859	\$ -	\$ 250,859											
17	Case Manager LV 3	\$ 76,202	1.00	100%	1.00	\$ 76,202	\$ -	\$ 76,202	\$ 76,202	2.00	100%	2.00	\$ 152,404	\$ -	\$ 152,404	\$ 79,250	2.00	100%	2.00	\$ 158,500	\$ -	\$ 158,500	\$ 82,420	2.00	100%	2.00	\$ 164,840	\$ -	\$ 164,840											
18	Case Management Supervisor	\$ 85,570	1.00	100%	1.00	\$ 85,570	\$ -	\$ 85,570	\$ 85,570	2.00	100%	2.00	\$ 171,140	\$ -	\$ 171,140	\$ 88,993	2.00	100%	2.00	\$ 177,986	\$ -	\$ 177,986	\$ 92,553	2.00	100%	2.00	\$ 185,106	\$ -	\$ 185,106											
19	Shift Lead Outreach	\$ 80,849	1.50	100%	1.50	\$ 121,274	\$ -	\$ 121,274	\$ 80,849	3.00	100%	3.00	\$ 242,547	\$ -	\$ 242,547	\$ 84,083	3.00	100%	3.00	\$ 252,249	\$ -	\$ 252,249	\$ 87,446	3.00	100%	3.00	\$ 262,338	\$ -	\$ 262,338											
20	Shift Lead Case Management	\$ 82,426	0.50	100%	0.50	\$ 41,213	\$ -	\$ 41,213	\$ 82,426	1.00	100%	1.00	\$ 82,426	\$ -	\$ 82,426	\$ 85,723	1.00	100%	1.00	\$ 85,723	\$ -	\$ 85,723	\$ 89,152	1.00	100%	1.00	\$ 89,152	\$ -	\$ 89,152											
21	Operations Coordinator	\$ 66,777	0.50	100%	0.50	\$ 33,389	\$ -	\$ 33,389	\$ 66,777	1.00	100%	1.00	\$ 66,777	\$ -	\$ 66,777	\$ 69,448	1.00	100%	1.00	\$ 69,448	\$ -	\$ 69,448	\$ 72,226	1.00	100%	1.00	\$ 72,226	\$ -	\$ 72,226											
22	Outreach Specialist LV 1	\$ 55,327	1.50	100%	1.50	\$ 82,991	\$ -	\$ 82,991	\$ 55,327	3.00	100%	3.00	\$ 165,981	\$ -	\$ 165,981	\$ 57,540	3.00	100%	3.00	\$ 172,620	\$ -	\$ 172,620	\$ 59,842	3.00	100%	3.00	\$ 179,526	\$ -	\$ 179,526											
23	Outreach Specialist LV 2	\$ 66,265	3.75	100%	3.75	\$ 248,497	\$ -	\$ 248,497	\$ 66,265	7.50	100%	7.50	\$ 496,994	\$ -	\$ 496,994	\$ 68,916	8.50	100%	8.50	\$ 585,786	\$ -	\$ 585,786	\$ 71,673	7.50	100%	7.50	\$ 537,548	\$ -	\$ 537,548											
24	Outreach Specialist LV 3	\$ 76,202	7.50	100%	7.50	\$ 571,515	\$ -	\$ 571,515	\$ 76,202	15.00	100%	15.00	\$ 1,143,030	\$ -	\$ 1,143,030	\$ 79,250	16.25	100%	16.25	\$ 1,288,067	\$ -	\$ 1,288,067	\$ 82,420	15.13	100%	15.13	\$ 1,246,760	\$ -	\$ 1,246,760											
25	Outreach Supervisor	\$ 85,570	2.00	100%	2.00	\$ 171,140	\$ -	\$ 171,140	\$ 85,570	4.00	100%	4.00	\$ 342,280	\$ -	\$ 342,280	\$ 88,993	4.00	100%	4.00	\$ 355,972	\$ -	\$ 355,972	\$ 92,553	4.00	100%	4.00	\$ 370,212	\$ -	\$ 370,212											
26	Operations Supervisor	\$ 85,570	0.50	100%	0.50	\$ 42,785	\$ -	\$ 42,785	\$ 85,570	1.00	100%	1.00	\$ 85,570	\$ -	\$ 85,570	\$ 88,993	1.00	100%	1.00	\$ 88,993	\$ -	\$ 88,993	\$ 92,553	1.00	100%	1.00	\$ 92,553	\$ -	\$ 92,553											
27	Training Manager	\$ 83,932	0.50	100%	0.50	\$ 41,966	\$ -	\$ 41,966	\$ 83,932	1.00	100%	1.00	\$ 83,932	\$ -	\$ 83,932	\$ 87,289	1.00	100%	1.00	\$ 87,289	\$ -	\$ 87,289	\$ 90,781	1.00	100%	1.00	\$ 90,781	\$ -	\$ 90,781											
28	Training Coordinator	\$ 66,777	0.50	100%	0.50	\$ 33,389	\$ -	\$ 33,389	\$ 66,777	1.00	100%	1.00	\$ 66,777	\$ -	\$ 66,777	\$ 69,448	1.00	100%	1.00	\$ 69,448	\$ -	\$ 69,448	\$ 72,226	1.00	100%	1.00	\$ 72,226	\$ -	\$ 72,226											
29	Data Analyst	\$ 73,901	0.50	100%	0.50	\$ 36,951	\$ -	\$ 36,951	\$ 73,901	1.00	100%	1.00	\$ 73,901	\$ -	\$ 73,901	\$ 76,857	1.00	100%	1.00	\$ 76,857	\$ -	\$ 76,857	\$ 79,931	1.00	100%	1.00	\$ 79,931	\$ -	\$ 79,931											
30	Program Director	\$ 140,000	0.50	100%	0.50	\$ 70,000	\$ -	\$ 70,000	\$ 140,000	1.00	100%	1.00	\$ 140,000	\$ -	\$ 140,000	\$ 145,600	1.00	100%	1.00	\$ 145,600	\$ -	\$ 145,600	\$ 151,424	1.00	100%	1.00	\$ 151,424	\$ -	\$ 151,424											
31	Data Manager	\$ 96,979	0.50	100%	0.50	\$ 48,490	\$ -	\$ 48,490	\$ 96,979	1.00	100%	1.00	\$ 96,979	\$ -	\$ 96,979	\$ 100,858	1.00	100%	1.00	\$ 100,858	\$ -	\$ 100,858	\$ 104,892	1.00	100%	1.00	\$ 104,892	\$ -	\$ 104,892											
32	Transportation/Placement Coordinator	\$ 80,849	0.50	100%	0.50	\$ 40,425	\$ -	\$ 40,425	\$ 80,849	1.00	100%	1.00	\$ 80,849	\$ -	\$ 80,849	\$ 84,083	1.00	100%	1.00	\$ 84,083	\$ -	\$ 84,083	\$ 87,446	1.00	100%	1.00	\$ 87,446	\$ -	\$ 87,446											
33						\$ -	\$ -	\$ -					\$ -	\$ -	\$ -					\$ -	\$ -	\$ -					\$ -	\$ -	\$ -											
57		TOTAL SALARIES				\$ 1,937,434	\$ -	\$ 1,937,434	TOTAL SALARIES				\$ 3,874,863	\$ -	\$ 3,874,863	TOTAL SALARIES				\$ 4,198,086	\$ -	\$ 4,198,086	TOTAL SALARIES				\$ 4,201,515	\$ -	\$ 4,201,515											
58		TOTAL FTE				25.90			TOTAL FTE				51.80			TOTAL FTE				54.05			TOTAL FTE				51.93													
59		FRINGE BENEFIT RATE				33.10%		33.10%	FRINGE BENEFIT RATE				33.10%		33.10%	FRINGE BENEFIT RATE				33.10%		33.10%	FRINGE BENEFIT RATE				33.10%		33.10%											
60		EMPLOYEE FRINGE BENEFITS				\$ 641,300.00	\$ -	\$ 641,300.00	EMPLOYEE FRINGE BENEFITS				\$ 1,282,599.00	\$ -	\$ 1,282,599.00	EMPLOYEE FRINGE BENEFITS				\$ 1,389,587.00	\$ -	\$ 1,389,587.00	EMPLOYEE FRINGE BENEFITS				\$ 1,390,722.00	\$ -	\$ 1,390,722.00											
61		TOTAL SALARIES & BENEFITS				\$ 2,578,734	\$ -	\$ 2,578,734	TOTAL SALARIES & BENEFITS				\$ 5,157,462	\$ -	\$ 5,157,462	TOTAL SALARIES & BENEFITS				\$ 5,587,673	\$ -	\$ 5,587,673	TOTAL SALARIES & BENEFITS				\$ 5,592,237	\$ -	\$ 5,592,237											
62																																								
63																																								
64																																								

	A	B	C	D	E	F	G	H	I	J	K	L	M	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING															
2	OPERATING DETAIL															
3	Document Date	1/1/2024														
4	Provider Name	Heluna Health														
5	Program	SFHOT														
6	FSP Contract ID#	1000030849														
7	Budget Name	General Fund - Outreach														
8																
9		Year 1			Year 2			Year 3			Year 4			All Years		
10		1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027
11		6 Months	6 Months	6 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months			
12		Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	OPERATING EXPENSES															
14	Rental of Property		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
15	Utilities(Elec, Water, Gas, Phone, Scavenger)		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
16	Office Supplies, Postage		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
17	Building Maintenance Supplies and Repair		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
18	Printing and Reproduction		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
19	Insurance	\$ 24,000	\$ -	\$ 24,000	\$ 48,000	\$ -	\$ 48,000	\$ 48,000	\$ -	\$ 48,000	\$ 48,000	\$ -	\$ 48,000	\$ 168,000	\$ -	\$ 168,000
20	Staff Training		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
21	Staff Travel-(Local & Out of Town)		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
22	Rental of Equipment		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
23			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
24	Cell Phones	\$ 30,000	\$ -	\$ 30,000	\$ 50,000	\$ -	\$ 50,000	\$ 50,000	\$ -	\$ 50,000	\$ 50,000	\$ -	\$ 50,000	\$ 180,000	\$ -	\$ 180,000
25	Training/Development	\$ 20,000	\$ -	\$ 20,000	\$ 30,000	\$ -	\$ 30,000	\$ 30,000	\$ -	\$ 30,000	\$ 30,000	\$ -	\$ 30,000	\$ 110,000	\$ -	\$ 110,000
26	Program Supplies SF	\$ 20,000	\$ -	\$ 20,000	\$ 20,291	\$ -	\$ 20,291	\$ 15,903	\$ -	\$ 15,903	\$ 11,338	\$ -	\$ 11,338	\$ 67,532	\$ -	\$ 67,532
27	Computer Hardware	\$ 250	\$ -	\$ 250	\$ 500	\$ -	\$ 500	\$ 500	\$ -	\$ 500	\$ 500	\$ -	\$ 500	\$ 1,750	\$ -	\$ 1,750
28	Staff Recognition	\$ 5,000	\$ -	\$ 5,000	\$ 10,000	\$ -	\$ 10,000	\$ 10,000	\$ -	\$ 10,000	\$ 10,000	\$ -	\$ 10,000	\$ 35,000	\$ -	\$ 35,000
29	Referral Incentives	\$ 2,500	\$ -	\$ 2,500	\$ 5,000	\$ -	\$ 5,000	\$ 5,000	\$ -	\$ 5,000	\$ 5,000	\$ -	\$ 5,000	\$ 17,500	\$ -	\$ 17,500
30	Staff Appreciation	\$ 2,500	\$ -	\$ 2,500	\$ 5,000	\$ -	\$ 5,000	\$ 5,000	\$ -	\$ 5,000	\$ 5,000	\$ -	\$ 5,000	\$ 17,500	\$ -	\$ 17,500
31	Parking - Outreach	\$ 75,000	\$ -	\$ 75,000	\$ 130,000	\$ -	\$ 130,000	\$ 130,000	\$ -	\$ 130,000	\$ 130,000	\$ -	\$ 130,000	\$ 465,000	\$ -	\$ 465,000
32	Vehicle Expenses	\$ 100,000	\$ -	\$ 100,000	\$ 150,000	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ 150,000	\$ 550,000	\$ -	\$ 550,000
33	Specialty Program	\$ 26,000	\$ -	\$ 26,000	\$ 52,000	\$ -	\$ 52,000	\$ 52,000	\$ -	\$ 52,000	\$ 52,000	\$ -	\$ 52,000	\$ 182,000	\$ -	\$ 182,000
34	Intern Stipends	\$ 5,000	\$ -	\$ 5,000	\$ 10,000	\$ -	\$ 10,000	\$ 10,000	\$ -	\$ 10,000	\$ 10,000	\$ -	\$ 10,000	\$ 35,000	\$ -	\$ 35,000
35			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
67																
68	TOTAL OPERATING EXPENSES	\$ 310,250	\$ -	\$ 310,250	\$ 510,791	\$ -	\$ 510,791	\$ 506,403	\$ -	\$ 506,403	\$ 501,838	\$ -	\$ 501,838	\$ 1,829,282	\$ -	\$ 1,829,282
69																
70	OTHER EXPENSES (not subject to indirect cost %)															
71	OC - Client Related Expenses (No Indirect)	\$ 67,957	\$ -	\$ 67,957	\$ 123,562	\$ -	\$ 123,562	\$ 123,590	\$ -	\$ 123,590	\$ 123,592	\$ -	\$ 123,592	\$ 438,702	\$ -	\$ 438,702
72			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
81	Subcontractors															
82	Code Tenderloin	\$ 168,145	\$ -	\$ 168,145	\$ 326,840	\$ -	\$ 326,840	\$ 326,840	\$ -	\$ 326,840	\$ 326,840	\$ -	\$ 326,840	\$ 1,148,665	\$ -	\$ 1,148,665
91	Subcontractor indirect (First \$25k only)	\$ 3,000	\$ -	\$ 3,000	\$ 3,000	\$ -	\$ 3,000	\$ 3,000	\$ -	\$ 3,000	\$ 3,000	\$ -	\$ 3,000	\$ 12,000	\$ -	\$ 12,000
92																
93	TOTAL OTHER EXPENSES	\$ 239,102	\$ -	\$ 239,102	\$ 453,402	\$ -	\$ 453,402	\$ 453,430	\$ -	\$ 453,430	\$ 453,432	\$ -	\$ 453,432	\$ 1,599,367	\$ -	\$ 1,599,367
94																
95	CAPITAL EXPENSES															
96			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
104	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
105																
106	HSH #3															Template last modified 4/6/2023

1	A	B	C	D	F	G	H
2	BUDGET NARRATIVE	Fiscal Year				Fiscal Term Start	Fiscal Term End
3	General Fund - Outreach	FY23-24		<- Select from the drop-down list the fiscal year in which the proposed budget changes will first become e		1/1/2024	6/30/2024
4		Adjusted Budgeted FTE	Budgeted Salary	Justification	Employee Name		
4	Administrative Assistant	0.50	\$ 25,877	General administrative duties for SF HOT program	Regina Islas		
5	Case Manager LV 1	0.90	\$ 49,795	Entry-level case management staff	Various		
6	Case Manager LV 2	1.75	\$ 115,965	Mid-level case management staff (at least 1 year experience within SF HOT)	Various		
7	Case Manager LV 3	1.00	\$ 76,202	High-level case management staff (at least 2 years experience within SF HOT)	Various		
8	Case Management Supervisor	1.00	\$ 85,570	Expert-level case management staff with supervisory experience and duties (3+ years experience within SF HOT)	Various		
9	Shift Lead Outreach	1.50	\$ 121,274	Expert-level case management staff (2+ years experience within SF HOT)	TBD		
10	Shift Lead Case Management	0.50	\$ 41,213	Expert-level outreach staff (2+ years experience within SF HOT)	Various		
11	Operations Coordinator	0.50	\$ 33,389	Oversees day-to-day program operations, including vehicle oversight, supply procurement and general operational tasks	Pascal Garcia-Montpetit		
12	Outreach Specialist LV 1	1.50	\$ 82,991	Entry-level outreach staff	Various		
13	Outreach Specialist LV 2	3.75	\$ 248,497	Mid-level outreach staff (at least one year of experience within SF HOT)	Various		
14	Outreach Specialist LV 3	7.50	\$ 571,515	High-level outreach staff (at least 2 years experience within SF HOT)	Various		
15	Outreach Supervisor	2.00	\$ 171,140	Expert-level outreach staff with supervisory experience and duties (3+ years experience within SF HOT)	Various		
16	Operations Supervisor	0.50	\$ 42,785	Expert-level outreach staff with supervisory experience and duties (3+ years experience within SF HOT) (Duties are specific to ERT)	Elester Hubbard		
17	Training Manager	0.50	\$ 41,966	Develops and manages training curriculum, including identifying program-appropriate trainings and vetting training providers	Marc Silva		
18	Training Coordinator	0.50	\$ 33,389	Assists with training curriculum facilitation	Jimmy Quach		
19	Data Analyst	0.50	\$ 36,951	Assists with Data Manager duties and facilitates data collection and visualization	Maniq Khurana		
20	Program Director	0.50	\$ 70,000	Oversees all aspects of SF HOT program, including case management, outreach, data, and all operational elements. Liasion between program and all CCSF departments.	Jose Torres		
21	Data Manager	0.50	\$ 48,490	Manages collection of program deliverables and outcome data and produces required data reporting elements	Aaron Court		
22	Transportation/Placement Coordinator	0.50	\$ 40,425	Coordinates shelter placements and client transportation needs	Krys San Jose		
46	TOTAL	25.90	\$ 1,937,434				
47	Employee Fringe Benefits		\$ 641,300	Includes FICA, SSUI, Workers Compensation and Medical calculated at 33.10% of total salaries.			
48	Salaries & Benefits Total		\$ 2,578,734				
50	Operating Expenses		Budgeted Expense	Justification			
51	Rental of Property		\$ -				
52	Utilities(Elec, Water, Gas, Phone, Scavenger)		\$ -				
53	Office Supplies, Postage		\$ -				
54	Building Maintenance Supplies and Repair		\$ -				
55	Printing and Reproduction		\$ -				
56	Insurance		\$ 24,000	Insurance coverage for vehicles and GPS fleet management system			
57	Staff Training		\$ -				
58	Staff Travel-(Local & Out of Town)		\$ -				
59	Rental of Equipment		\$ -				
60	Cell Phones		\$ 30,000	All employees will have a program cell phone for program specific communications.			
61	Training/Development		\$ 20,000	Ongoing training as required by HSH for staff - virtual and in-person trainings			
62	Program Supplies SF		\$ 20,000	General office supplies - notebooks, pencils, etc			
63	Computer Hardware		\$ 250	Replacing damaged hardware - keyboards, mouses, etc.			
64	Staff Recognition		\$ 5,000	Expenses for staff awards & events			
65	Referral Incentives		\$ 2,500	Client referrals			
66	Staff Appreciation		\$ 2,500	Expenses for staff awards & events			
67	Parking - Outreach		\$ 75,000	City parking placards and garage parking for SFHOT fleet vehicles			
68	Vehicle Expenses		\$ 100,000	Ongoing vehicle expense for maintenance.			
69	Specialty Program		\$ 26,000	Costs for special programs such as Journey Home, DMACC, & Street to Home			
70	Intern Stipends		\$ 5,000	Stipends for SFHOT interns			
71	TOTAL OPERATING EXPENSES		\$ 310,250				
107	Indirect Cost	12.0%	\$ 346,678				
110	Other Expenses (not subject to indirect cost %)		Amount	Justification			
111	OC - Client Related Expenses (No Indirect)		\$ 67,957	Food, water, transportation, emergency supplies, clothing, gift cards			
116	Code Tenderloin		\$ 168,145	Per RFP guidelines for subcontractor, Code Tenderloin will supply 3.5 FTE for outreach and operational needs.			
122	Subcontractor indirect (First \$25k only)		\$ 3,000	Heluna Health indirect on first \$25,000 of subcontract			
124	TOTAL OTHER EXPENSES		\$ 239,102				

	A	B	C	D	E	F	G	H	I	J	K	L	M	AI	AJ	AK	
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																
2	APPENDIX B, BUDGET																
3	Document Date	1/1/2024															
4	Contract Term	Begin Date	End Date	Duration (Years)													
5	Current Term	1/1/2024	6/30/2027	4													
6	Amended Term	1/1/2024	6/30/2027	4													
7	Provider Name	Heluna Health															
8	Program	SFHOT															
9	FSP Contract ID#	1000030849															
10	Contract Action	New Agreement															
11	Effective Date	1/1/2024															
12	Budget Name	ERF2R Mission - Outreach															
13		Current	New														
14	Term Budget	\$ 1,096,988	\$ 1,096,988	15%													
15	Contingency	\$ 4,812,702	\$ 4,812,702														
16	Not-To-Exceed	\$ 36,897,380	\$ 36,897,380														
17																	
18		Year 1			Year 2			Year 3			All Years						
19		1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027				
20		6 Months	6 Months	6 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months							
22	EXPENDITURES																
23	Salaries & Benefits	\$ 192,382	\$ -	\$ 192,382	\$ 384,760	\$ -	\$ 384,760	\$ 390,287	\$ -	\$ 390,287	\$ 967,429	\$ -	\$ 967,429				
24	Operating Expense	\$ 3,510	\$ -	\$ 3,510	\$ 7,021	\$ -	\$ 7,021	\$ 1,494	\$ -	\$ 1,494	\$ 12,025	\$ -	\$ 12,025				
25	Subtotal	\$ 195,892	\$ -	\$ 195,892	\$ 391,781	\$ -	\$ 391,781	\$ 391,781	\$ -	\$ 391,781	\$ 979,454	\$ -	\$ 979,454				
26	Indirect Percentage	12.00%		12.00%	12.00%		12.00%	12.00%		12.00%							
27	Indirect Cost (Line 22 X Line 23)	\$ 23,506	\$ -	\$ 23,506	\$ 47,014	\$ -	\$ 47,014	\$ 47,014	\$ -	\$ 47,014	\$ 117,534	\$ -	\$ 117,534				
28	Other Expenses (Not subject to indirect %)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
29	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
30	Admin Cost (HUD Agreements Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
31	TOTAL EXPENDITURES	\$ 219,398	\$ -	\$ 219,398	\$ 438,795	\$ -	\$ 438,795	\$ 438,795	\$ -	\$ 438,795	\$ 1,096,988	\$ -	\$ 1,096,988				
32																	
33	HSR REVENUE (auto-populate)																
35	ERF2R Mission	\$ 219,398		\$ 219,398	\$ 438,795		\$ 438,795	\$ 438,795		\$ 438,795	\$ 1,096,988	\$ -	\$ 1,096,988				
53	TOTAL HSR REVENUES	\$ 219,398	\$ -	\$ 219,398	\$ 438,795	\$ -	\$ 438,795	\$ 438,795	\$ -	\$ 438,795	\$ 1,096,988	\$ -	\$ 1,096,988				
54																	
55	OTHER REVENUES (Non-HSR Revenues)			\$ -			\$ -			\$ -	\$ -	\$ -	\$ -				
56				\$ -			\$ -			\$ -	\$ -	\$ -	\$ -				
60	TOTAL OTHER REVENUES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
61																	
62	TOTAL HSR + OTHER REVENUES	\$ 219,398	\$ -	\$ 219,398	\$ 438,795	\$ -	\$ 438,795	\$ 438,795	\$ -	\$ 438,795	\$ 1,096,988	\$ -	\$ 1,096,988				
63	Rev-Exp (Budget Match Check)	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -				
64																	
65																	
66																	
67	Prepared by	Tyler Norgord															
68	Title	Senior Project Accountant															
69	Phone	562-222-7876															

	A	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																					
2	SALARY & BENEFIT DETAIL																					
3	Document Date																					
4	Provider Name																					
5	Program																					
6	FSP Contract ID#																					
7	Budget Name																					
8																						
9	Year 1						Year 2						Year 3									
10	Agency Totals		For HSH Funded Program		1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	Agency Totals		For HSH Funded Program		7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	Agency Totals		For HSH Funded Program		7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	
11					6 Months	6 Months	6 Months					12 Months	12 Months	12 Months					12 Months	12 Months		
12					Current		New							New							New	
13	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	
14	Outreach Specialist LV 1	\$ 55,328	1.50	100%	1.50	\$ 82,992	\$ -	\$ 82,992	\$ 55,327	3.00	100%	3.00	\$ 165,981	\$ -	\$ 165,981	\$ 57,540	3.00	100%	3.00	\$ 172,620	\$ -	\$ 172,620
15	Outreach Specialist LV 2	\$ 66,265	0.50	100%	0.50	\$ 33,133	\$ -	\$ 33,133	\$ 66,265	1.00	100%	1.00	\$ 66,265	\$ -	\$ 66,265	\$ 68,916	1.00	100%	1.00	\$ 68,916	\$ -	\$ 68,916
16	Outreach Supervisor	\$ 85,570	0.33	100%	0.33	\$ 28,523	\$ -	\$ 28,523	\$ 85,570	0.67	100%	0.67	\$ 57,047	\$ -	\$ 57,047	\$ 88,993	0.58	100%	0.58	\$ 51,913	\$ -	\$ 51,913
17						\$ -	\$ -						\$ -	\$ -						\$ -	\$ -	
57	TOTAL SALARIES				\$ 144,648	\$ -	\$ 144,648	TOTAL SALARIES				\$ 289,293	\$ -	\$ 289,293	TOTAL SALARIES				\$ 293,449	\$ -	\$ 293,449	
58	TOTAL FTE				2.33	TOTAL FTE				4.67	TOTAL FTE				4.58							
59	FRINGE BENEFIT RATE				33.00%	FRINGE BENEFIT RATE				33.00%	FRINGE BENEFIT RATE				33.00%							
60	EMPLOYEE FRINGE BENEFITS				\$ 47,734.00	\$ -	\$ 47,734.00	EMPLOYEE FRINGE BENEFITS				\$ 95,467.00	\$ -	\$ 95,467.00	EMPLOYEE FRINGE BENEFITS				\$ 96,838.00	\$ -	\$ 96,838.00	
61	TOTAL SALARIES & BENEFITS				\$ 192,382	\$ -	\$ 192,382	TOTAL SALARIES & BENEFITS				\$ 384,760	\$ -	\$ 384,760	TOTAL SALARIES & BENEFITS				\$ 390,287	\$ -	\$ 390,287	
62																						
63																						
64																						

	A	B	C	D	E	F	G	H	I	J	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING												
2	OPERATING DETAIL												
3	Document Date	1/1/2024											
4	Provider Name	Heluna Health											
5	Program	SFHOT											
6	FSP Contract ID#	1000030849											
7	Budget Name	ERF2R Mission - Outreach											
8													
9		Year 1			Year 2			Year 3			All Years		
10		1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027
11		6 Months	6 Months	6 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months			
12		Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	OPERATING EXPENSES												
14	Rental of Property		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
15	Utilities(Elec, Water, Gas, Phone, Scavenger)		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
16	Office Supplies, Postage	\$ 3,510	\$ -	\$ 3,510	\$ 7,021	\$ -	\$ 7,021	\$ 1,494	\$ -	\$ 1,494	\$ 12,025	\$ -	\$ 12,025
17	Building Maintenance Supplies and Repair		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
18	Printing and Reproduction		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
19	Insurance		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
20	Staff Training		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
21	Staff Travel-(Local & Out of Town)		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
22	Rental of Equipment		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
67			\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
68	TOTAL OPERATING EXPENSES	\$ 3,510	\$ -	\$ 3,510	\$ 7,021	\$ -	\$ 7,021	\$ 1,494	\$ -	\$ 1,494	\$ 12,025	\$ -	\$ 12,025
69													
70	OTHER EXPENSES (not subject to indirect cost %)												
71			\$ -			\$ -			\$ -		\$ -	\$ -	\$ -
92													
93	TOTAL OTHER EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
94													
95	CAPITAL EXPENSES												
96			\$ -			\$ -			\$ -		\$ -	\$ -	\$ -
104	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
105													
106	HSH #3												

Template last modified 4/6/2023

	A	B	C	D	G	H
1	BUDGET NARRATIVE	Fiscal Year			Fiscal Term Start	Fiscal Term End
2	ERF2R Mission - Outreach	FY23-24	<- Select from the drop-down list the fiscal year in which the proposed budget		1/1/2024	6/30/2024
3	Salaries & Benefits	Adjusted Budgeted FTE	Budgeted Salary	Justification		
4	Outreach Specialist LV 1	1.50	\$ 82,992	Entry-level outreach staff		
5	Outreach Specialist LV 2	0.50	\$ 33,133	Mid-level outreach staff (at least one year of experience within SF HOT)		
6	Outreach Supervisor	0.33	\$ 28,523	Expert-level outreach staff with supervisory experience and duties (3+ years experience within SF HOT)		
46	TOTAL	2.33	\$ 144,648			
47	Employee Fringe Benefits		\$ 47,734	Includes FICA, SSUI, Workers Compensation and Medical calculated at 33% of total salaries.		
48	Salaries & Benefits Total		\$ 192,382			
49						
50	Operating Expenses		Budgeted Expense	Justification		
51	Rental of Property		\$ -			
52	Utilities(Elec, Water, Gas, Phone, Scavenger)		\$ -			
53	Office Supplies, Postage		\$ 3,510	General office supplies - notebooks, pencils, etc		
54	Building Maintenance Supplies and Repair		\$ -			
55	Printing and Reproduction		\$ -			
56	Insurance		\$ -			
57	Staff Training		\$ -			
58	Staff Travel-(Local & Out of Town)		\$ -			
59	Rental of Equipment		\$ -			
105						
106	TOTAL OPERATING EXPENSES		\$ 3,510			
107	Indirect Cost	12.0%	\$ 23,506			
108						
109						
203						
204						

	A	B	C	D	E	F	G	H	I	J	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING												
2	APPENDIX B, BUDGET												
3	Document Date	1/1/2024											
4	Contract Term	Begin Date	End Date	Duration (Years)									
5	Current Term	1/1/2024	6/30/2027	4									
6	Amended Term	1/1/2024	6/30/2027	4									
7	Provider Name	Heluna Health											
8	Program	SFHOT											
9	FSP Contract ID#	1000030849											
10	Contract Action	New Agreement											
11	Effective Date	1/1/2024											
12	Budget Name	ERF2L Polk - Outreach											
13		Current	New										
14	Term Budget	\$ 715,427	\$ 715,427										
15	Contingency	\$ 4,812,702	\$ 4,812,702	15%									
16	Not-To-Exceed	\$ 36,897,380	\$ 36,897,380										
17													
18				Year 1			Year 2			All Years			
19				1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	
20				6 Months	6 Months	6 Months	12 Months	12 Months	12 Months				
22	EXPENDITURES												
23	Salaries & Benefits	\$ 208,448	\$ -	\$ 208,448	\$ 416,895	\$ -	\$ 416,895	\$ 625,343	\$ -	\$ 625,343			
24	Operating Expense	\$ 4,477	\$ -	\$ 4,477	\$ 8,954	\$ -	\$ 8,954	\$ 13,431	\$ -	\$ 13,431			
25	Subtotal	\$ 212,925	\$ -	\$ 212,925	\$ 425,849	\$ -	\$ 425,849	\$ 638,774	\$ -	\$ 638,774			
26	Indirect Percentage	12.00%		12.00%	12.00%		12.00%						
27	Indirect Cost (Line 22 X Line 23)	\$ 25,551	\$ -	\$ 25,551	\$ 51,102	\$ -	\$ 51,102	\$ 76,653	\$ -	\$ 76,653			
28	Other Expenses (Not subject to indirect %)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
29	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
30	Admin Cost (HUD Agreements Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
31	TOTAL EXPENDITURES	\$ 238,476	\$ -	\$ 238,476	\$ 476,951	\$ -	\$ 476,951	\$ 715,427	\$ -	\$ 715,427			
32													
33	HSH REVENUE (auto-populate)												
36	ERF2L Polk	\$ 238,476		\$ 238,476	\$ 476,951		\$ 476,951	\$ 715,427	\$ -	\$ 715,427			
52				\$ -			\$ -	\$ -	\$ -	\$ -			
53	TOTAL HSH REVENUES	\$ 238,476	\$ -	\$ 238,476	\$ 476,951	\$ -	\$ 476,951	\$ 715,427	\$ -	\$ 715,427			
54													
55	OTHER REVENUES (Non-HSH Revenues)												
56				\$ -			\$ -	\$ -	\$ -	\$ -			
60	TOTAL OTHER REVENUES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
61													
62	TOTAL HSH + OTHER REVENUES	\$ 238,476	\$ -	\$ 238,476	\$ 476,951	\$ -	\$ 476,951	\$ 715,427	\$ -	\$ 715,427			
63	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
64													
65													
66													
67	Prepared by	Tyler Norgord											
68	Title	Senior Project Accountant											
69	Phone	562-222-7876											

	A	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING														
2	SALARY & BENEFIT DETAIL														
3	Document Date														
4	Provider Name														
5	Program														
6	FSP Contract ID#														
7	Budget Name														
8															
9	Year 1								Year 2						
10	Agency Totals		For HSH Funded Program		1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	Agency Totals		For HSH Funded Program		7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	
11					6 Months	6 Months	6 Months					12 Months	12 Months	12 Months	
12					Current		New							New	
13	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	
14	Outreach Specialist LV 2	\$ 66,265	1.00	100%	1.00	\$ 66,265	\$ -	\$ 66,265	\$ 66,265	2.00	100%	2.00	\$ 132,530	\$ -	\$ 132,530
15	Outreach Specialist LV 3	\$ 76,201	1.00	100%	1.00	\$ 76,201	\$ -	\$ 76,201	\$ 76,201	2.00	100%	2.00	\$ 152,402	\$ -	\$ 152,402
16	Outreach Supervisor	\$ 85,570	0.17	100%	0.17	\$ 14,262	\$ -	\$ 14,262	\$ 85,570	0.33	100%	0.33	\$ 28,523	\$ -	\$ 28,523
57	TOTAL SALARIES				\$ 156,728	\$ -	\$ 156,728	TOTAL SALARIES				\$ 313,455	\$ -	\$ 313,455	
58	TOTAL FTE				2.17			TOTAL FTE				4.33			
59	FRINGE BENEFIT RATE				33.00%		33.00%	FRINGE BENEFIT RATE				33.00%		33.00%	
60	EMPLOYEE FRINGE BENEFITS				\$ 51,720.00	\$ -	\$ 51,720.00	EMPLOYEE FRINGE BENEFITS				\$ 103,440.00	\$ -	\$ 103,440.00	
61	TOTAL SALARIES & BENEFITS				\$ 208,448	\$ -	\$ 208,448	TOTAL SALARIES & BENEFITS				\$ 416,895	\$ -	\$ 416,895	
62															
63															
64															

	A	B	C	D	E	F	G	AF	AG	AH	
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING										
2	OPERATING DETAIL										
3	Document Date	1/1/2024									
4	Provider Name	Heluna Health									
5	Program	SFHOT									
6	F\$P Contract ID#	1000030849									
7	Budget Name	ERF2L Polk - Outreach									
8											
9		Year 1			Year 2			All Years			
10		1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	
11		6 Months	6 Months	6 Months	12 Months	12 Months	12 Months				
12		Current		New			New		Modification	New	
13	OPERATING EXPENSES	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	
14	Rental of Property		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
15	Utilities(Elec, Water, Gas, Phone, Scavenger)		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
16	Office Supplies, Postage	\$ 4,477	\$ -	\$ 4,477	\$ 8,954	\$ -	\$ 8,954	\$ 13,431	\$ -	\$ 13,431	
17	Building Maintenance Supplies and Repair		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
18	Printing and Reproduction		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
19	Insurance		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
20	Staff Training		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
21	Staff Travel-(Local & Out of Town)		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
22	Rental of Equipment		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
67			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
68	TOTAL OPERATING EXPENSES	\$ 4,477	\$ -	\$ 4,477	\$ 8,954	\$ -	\$ 8,954	\$ 13,431	\$ -	\$ 13,431	
69											
70	OTHER EXPENSES (not subject to indirect cost %)										
71			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
92											
93	TOTAL OTHER EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
94											
95	CAPITAL EXPENSES										
96			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
97			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
103											
104	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
105											
106	HSH #3								Template last modified	4/6/2023	

	A	B	C	D	G	H
1	BUDGET NARRATIVE	Fiscal Year			Fiscal Term Start	Fiscal Term End
2	ERF2L Polk - Outreach	FY23-24	<- Select from the drop-down list the fiscal year in which the proposed budget		1/1/2024	6/30/2024
3	Salaries & Benefits	Adjusted Budgeted FTE	Budgeted Salary	Justification		
4	Outreach Specialist LV 2	1.00	\$ 66,265	Entry-level outreach staff		
5	Outreach Specialist LV 3	1.00	\$ 76,201	Mid-level outreach staff (at least one year of experience within SF HOT)		
6	Outreach Supervisor	0.17	\$ 14,262	Expert-level outreach staff with supervisory experience and duties (3+ years experience within SF HOT)		
46	TOTAL	2.17	\$ 156,728			
47	Employee Fringe Benefits		\$ 51,720	Includes FICA, SSUI, Workers Compensation and Medical calculated at 33% of total salaries.		
48	Salaries & Benefits Total		\$ 208,448			
49						
50	Operating Expenses		Budgeted Expense	Justification		
51	Rental of Property		\$ -			
52	Utilities(Elec, Water, Gas, Phone, Scavenger)		\$ -			
53	Office Supplies, Postage		\$ 4,477	General office supplies - notebooks, pencils, etc		
54	Building Maintenance Supplies and Repair		\$ -			
55	Printing and Reproduction		\$ -			
56	Insurance		\$ -			
57	Staff Training		\$ -			
58	Staff Travel-(Local & Out of Town)		\$ -			
59	Rental of Equipment		\$ -			
60			\$ -			
105						
106	TOTAL OPERATING EXPENSES		\$ 4,477			
107	Indirect Cost	12.0%	\$ 25,551			
108						
109						
198						
199						
200						
201						
202						
203						
204						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																		
2	APPENDIX B, BUDGET																		
3	Document Date	1/1/2024		Duration															
4	Contract Term	Begin Date	End Date	(Years)															
5	Current Term	1/1/2024	6/30/2027	4															
6	Amended Term	1/1/2024	6/30/2027	4															
7	Provider Name	Heluna Health																	
8	Program	SFHOT																	
9	FSP Contract ID#	1000030849																	
10	Contract Action	New Agreement																	
11	Effective Date	1/1/2024																	
12	Budget Name	PATH - Outreach																	
13		Current	New																
14	Term Budget	\$ 2,210,425	\$ 2,210,425																
15	Contingency	\$ 4,812,702	\$ 4,812,702	15%															
16	Not-To-Exceed	\$ 36,897,380	\$ 36,897,380																
17																			
18		Year 1			Year 2			Year 3			Year 4			All Years					
19		1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027			
20		6 Months	6 Months	6 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months						
22	EXPENDITURES																		
23	Salaries & Benefits	\$ 281,942	\$ -	\$ 281,942	\$ 563,884	\$ -	\$ 563,884	\$ 563,884	\$ -	\$ 563,884	\$ 563,884	\$ -	\$ 563,884	\$ 1,973,594	\$ -	\$ 1,973,594			
24	Operating Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
25	Subtotal	\$ 281,942	\$ -	\$ 281,942	\$ 563,884	\$ -	\$ 563,884	\$ 563,884	\$ -	\$ 563,884	\$ 563,884	\$ -	\$ 563,884	\$ 1,973,594	\$ -	\$ 1,973,594			
26	Indirect Percentage	12.00%		12.00%	12.00%		12.00%	12.00%		12.00%	12.00%		12.00%						
27	Indirect Cost (Line 22 X Line 23)	\$ 33,833	\$ -	\$ 33,833	\$ 67,666	\$ -	\$ 67,666	\$ 67,666	\$ -	\$ 67,666	\$ 67,666	\$ -	\$ 67,666	\$ 236,831	\$ -	\$ 236,831			
28	Other Expenses (Not subject to indirect %)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
29	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
30	Admin Cost (HUD Agreements Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
31	TOTAL EXPENDITURES	\$ 315,775	\$ -	\$ 315,775	\$ 631,550	\$ -	\$ 631,550	\$ 631,550	\$ -	\$ 631,550	\$ 631,550	\$ -	\$ 631,550	\$ 2,210,425	\$ -	\$ 2,210,425			
32																			
33	HSH REVENUE (auto-populate)																		
37	Project for Assistance in Transition from Homelessness (PATH)	\$ 315,775		\$ 315,775	\$ 631,550		\$ 631,550	\$ 631,550		\$ 631,550	\$ 631,550		\$ 631,550	\$ 2,210,425	\$ -	\$ 2,210,425			
52				\$ -			\$ -			\$ -			\$ -	\$ -	\$ -	\$ -			
53	TOTAL HSH REVENUES	\$ 315,775	\$ -	\$ 315,775	\$ 631,550	\$ -	\$ 631,550	\$ 631,550	\$ -	\$ 631,550	\$ 631,550	\$ -	\$ 631,550	\$ 2,210,425	\$ -	\$ 2,210,425			
54																			
55	OTHER REVENUES (Non-HSH Revenues)																		
56				\$ -			\$ -			\$ -			\$ -	\$ -	\$ -	\$ -			
60	TOTAL OTHER REVENUES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
61																			
62	TOTAL HSH + OTHER REVENUES	\$ 315,775	\$ -	\$ 315,775	\$ 631,550	\$ -	\$ 631,550	\$ 631,550	\$ -	\$ 631,550	\$ 631,550	\$ -	\$ 631,550	\$ 2,210,425	\$ -	\$ 2,210,425			
63	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
64																			
65																			
66																			
67	Prepared by	Tyler Norgord																	
68	Title	Senior Project Accountant																	
69	Phone	562-222-7876																	

	A	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																												
2	SALARY & BENEFIT DETAIL																												
3	Document Date																												
4	Provider Name																												
5	Program																												
6	FSP Contract ID#																												
7	Budget Name																												
8																													
9																													
10																													
11																													
12																													
13																													
14																													
15																													
16																													
17																													
18																													
19																													
20																													
21																													
22																													
23																													
24																													
25																													
26																													
27																													
28																													
29																													
30																													
31																													
32																													
33																													
34																													
35																													
36																													
37																													
38																													
39																													
40																													
41																													
42																													
43																													
44																													
45																													
46																													
47																													
48																													
49																													
50																													
51																													
52																													
53																													
54																													
55																													
56																													
57																													
58																													
59																													
60																													
61																													
62																													
63																													
64																													

	A	B	C	D	G	H	
1	BUDGET NARRATIVE	Fiscal Year			Fiscal Term Start	Fiscal Term End	
2	PATH - Outreach	FY23-24	<- Select from the drop-down list the fiscal year in which the proposed budget			1/1/2024	6/30/2024
3	<u>Salaries & Benefits</u>	<u>Adjusted Budgeted FTE</u>	<u>Budgeted Salary</u>	<u>Justification</u>			
4	Case Manager LV 1	1.00	\$ 55,327	Entry-level case management staff			
5	Case Manager LV 2	1.50	\$ 99,398	Mid-level case management staff (at least 1 year experience within SF HOT)			
6	Case Manager LV 3	0.75	\$ 57,101	High-level case management staff (at least 2 years experience within SF HOT)			
7			\$ -				
45			\$ -				
46	TOTAL	3.25	\$ 211,826				
47	<u>Employee Fringe Benefits</u>		\$ 70,116	<u>Includes FICA, SSUI, Workers Compensation and Medical calculated at 33.1% of total salaries.</u>			
48	Salaries & Benefits Total		\$ 281,942				
49							
125							
193							
194							
195							
196							
197							
198							
199							
200							
201							
202							
203							
204							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	AI	AJ	AK																																																
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																																																																		
2	APPENDIX B, BUDGET																																																																		
3	Document Date	1/1/2024																																																																	
4	Contract Term	Begin Date	End Date	Duration (Years)																																																															
5	Current Term	1/1/2024 6/30/2027 5																																																																	
6	Amended Term	1/1/2024 6/30/2027 5																																																																	
7	Provider Name	Heluna Health																																																																	
8	Program	SFHOT																																																																	
9	FSP Contract ID#	1000030849																																																																	
10	Contract Action	New Agreement																																																																	
11	Effective Date	1/1/2024																																																																	
12	Budget Name	BHBH - Outreach																																																																	
13	Funding:	Current	New																																																																
14	Term Budget	\$ 2,090,138	\$ 2,090,138	15%																																																															
15	Contingency	\$ 4,812,702	\$ 4,812,702																																																																
16	Not-To-Exceed	\$ 36,897,380	\$ 36,897,380																																																																
17																																																																			
18	<table border="1"> <thead> <tr> <th></th> <th colspan="3">Year 1</th> <th colspan="3">Year 2</th> <th colspan="3">Year 3</th> <th colspan="3">Year 4</th> <th colspan="3">All Years</th> </tr> <tr> <th></th> <th>1/1/2024 - 6/30/2024</th> <th>1/1/2024 - 6/30/2024</th> <th>1/1/2024 - 6/30/2024</th> <th>7/1/2024 - 6/30/2025</th> <th>7/1/2024 - 6/30/2025</th> <th>7/1/2024 - 6/30/2025</th> <th>7/1/2025 - 6/30/2026</th> <th>7/1/2025 - 6/30/2026</th> <th>7/1/2025 - 6/30/2026</th> <th>7/1/2026 - 6/30/2027</th> <th>7/1/2026 - 6/30/2027</th> <th>7/1/2026 - 6/30/2027</th> <th>1/1/2024 - 6/30/2027</th> <th>1/1/2024 - 6/30/2027</th> <th>1/1/2024 - 6/30/2027</th> </tr> <tr> <th></th> <th>6 Months</th> <th>6 Months</th> <th>6 Months</th> <th>12 Months</th> <th>12 Months</th> <th>12 Months</th> <th>12 Months</th> <th>12 Months</th> <th>12 Months</th> <th>12 Months</th> <th>12 Months</th> <th>12 Months</th> <th></th> <th></th> <th></th> </tr> </thead> </table>																				Year 1			Year 2			Year 3			Year 4			All Years				1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027		6 Months	6 Months	6 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months			
	Year 1			Year 2			Year 3			Year 4			All Years																																																						
	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027																																																				
	6 Months	6 Months	6 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months																																																							
19																																																																			
20																																																																			
21																																																																			
22	EXPENDITURES																																																																		
23	Salaries & Benefits	\$ 179,029	\$ -	\$ 179,029	\$ 489,917	\$ -	\$ 489,917	\$ 502,949	\$ -	\$ 502,949	\$ 515,271	\$ -	\$ 515,271	\$ 1,687,166	\$ -	\$ 1,687,166																																																			
24	Operating Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -																																																			
25	Subtotal	\$ 179,029	\$ -	\$ 179,029	\$ 489,917	\$ -	\$ 489,917	\$ 502,949	\$ -	\$ 502,949	\$ 515,271	\$ -	\$ 515,271	\$ 1,687,166	\$ -	\$ 1,687,166																																																			
26	Indirect Percentage	12.00%																																																																	
27	Indirect Cost (Line 22 X Line 23)	\$ 21,483	\$ -	\$ 21,483	\$ 58,790	\$ -	\$ 58,790	\$ 60,354	\$ -	\$ 60,354	\$ 61,833	\$ -	\$ 61,833	\$ 202,460	\$ -	\$ 202,460																																																			
28	Other Expenses (Not subject to indirect %)	\$ 200,512	\$ -	\$ 200,512	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 200,512	\$ -	\$ 200,512																																																			
29	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -																																																			
30	Admin Cost (HUD Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -																																																			
31	TOTAL EXPENDITURES	\$ 401,024	\$ -	\$ 401,024	\$ 548,707	\$ -	\$ 548,707	\$ 563,303	\$ -	\$ 563,303	\$ 577,104	\$ -	\$ 577,104	\$ 2,090,138	\$ -	\$ 2,090,138																																																			
32																																																																			
33	HSH REVENUE (auto-populate)																																																																		
40	State - Behavioral Health Bridge Housing (BHBH)	\$ 401,024		\$ 401,024	\$ 548,707		\$ 548,707	\$ 563,303		\$ 563,303	\$ 577,104		\$ 577,104	\$ 2,090,138	\$ -	\$ 2,090,138																																																			
52				\$ -			\$ -			\$ -			\$ -	\$ -	\$ -	\$ -																																																			
53	TOTAL HSH REVENUES	\$ 401,024	\$ -	\$ 401,024	\$ 548,707	\$ -	\$ 548,707	\$ 563,303	\$ -	\$ 563,303	\$ 577,104	\$ -	\$ 577,104	\$ 2,090,138	\$ -	\$ 2,090,138																																																			
54																																																																			
55	OTHER REVENUES (Non-HSH Revenues)																																																																		
56				\$ -			\$ -			\$ -			\$ -	\$ -	\$ -	\$ -																																																			
60	TOTAL OTHER REVENUES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -																																																			
61																																																																			
62	TOTAL HSH + OTHER REVENUES	\$ 401,024	\$ -	\$ 401,024	\$ 548,707	\$ -	\$ 548,707	\$ 563,303	\$ -	\$ 563,303	\$ 577,104	\$ -	\$ 577,104	\$ 2,090,138	\$ -	\$ 2,090,138																																																			
63	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -																																																			
64																																																																			
65																																																																			
66																																																																			
67	Prepared by	Tyler Norgord																																																																	
68	Title	Senior Project Accountant																																																																	
69	Phone	562-222-7876																																																																	

	A	B	C	D	E	F	G	H	I	J	K	L	M	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING															
2	OPERATING DETAIL															
3	Document Date	1/1/2024														
4	Provider Name	Heluna Health														
5	Program	SFHOT														
6	F&P Contract ID#	1000030849														
7	Budget Name	BHBH - Outreach														
8																
9		Year 1			Year 2			Year 3			Year 4			All Years		
10		1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027
11		6 Months	6 Months	6 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months			
13	OPERATING EXPENSES	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
67																
68	TOTAL OPERATING EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
69																
70	OTHER EXPENSES (not subject to indirect cost %)															
81	Subcontractors															
82	Code Tenderloin	\$ 197,512	\$ -	\$ 197,512		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ 197,512	\$ -	\$ 197,512
91	Subcontractor indirect (First \$25k only)	\$ 3,000	\$ -	\$ 3,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,000	\$ -	\$ 3,000
92																
93	TOTAL OTHER EXPENSES	\$ 200,512	\$ -	\$ 200,512	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 200,512	\$ -	\$ 200,512
94																
95	CAPITAL EXPENSES															
96			\$ -			\$ -			\$ -			\$ -		\$ -	\$ -	\$ -
103																
104	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
105																
106	HSH #3															Template last modified 4/6/2023

	A	B	C	D	G	H	
1	BUDGET NARRATIVE	Fiscal Year			Fiscal Term Start	Fiscal Term End	
2	BHBH - Outreach	FY23-24	<- Select from the drop-down list the fiscal year in which the proposed budget			1/1/2024	6/30/2024
3	Salaries & Benefits	Adjusted Budgeted FTE	Budgeted Salary	Justification			
4	Outreach Specialist LV 1		\$ -	Entry-level outreach staff			
5	Outreach Specialist LV 2	0.25	\$ 16,566	Mid-level outreach staff (at least one year of experience within SF HOT)			
6	Outreach Specialist LV 3		\$ -	High-level outreach staff (at least 2 years experience within SF HOT)			
7	Case Manager LV 1	0.84	\$ 46,707	Entry-level case management staff			
8	Case Manager LV 2	0.50	\$ 33,133	Mid-level case management staff (at least 1 year experience within SF HOT)			
9	Case Manager LV 3	0.50	\$ 38,101	High-level case management staff (at least 2 years experience within SF HOT)			
10			\$ -				
45			\$ -				
46	TOTAL	2.09	\$ 134,507				
47	<u>Employee Fringe Benefits</u>		\$ 44,522	<u>Includes FICA, SSUI, Workers Compensation and Medical calculated at 33.1% of total salaries.</u>			
48	Salaries & Benefits Total		\$ 179,029				
49							
106	TOTAL OPERATING EXPENSES		\$ -				
107	Indirect Cost	12.0%	\$ 21,483				
108							
109							
195							
196							
197							
198							
199							
200							
201							
202							
203							
204							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																					
2	APPENDIX B, BUDGET																					
3	Document Date	1/1/2024																				
4	Contract Term	Begin Date	End Date	Duration (Years)																		
5	Current Term	1/1/2024	6/30/2027	5																		
6	Amended Term	1/1/2024	6/30/2027	5																		
7	Provider Name	Heluna Health																				
8	Program	SFHOT																				
9	FSP Contract ID#	1000030849																				
10	Contract Action	New Agreement																				
11	Effective Date	1/1/2024																				
12	Budget Name	Work Order (RecPark) - Outreach																				
13	Funding:	Current	New																			
14	Term Budget	\$ 1,137,500	\$ 1,137,500																			
15	Contingency	\$ 4,812,702	\$ 4,812,702	15%																		
16	Not-To-Exceed	\$ 36,897,380	\$ 36,897,380																			
17																						
18		Year 1			Year 2			Year 3			Year 4			Year 5			All Years					
19		1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2027 - 6/30/2028	7/1/2027 - 6/30/2028	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027			
20		6 Months	6 Months	6 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months		
22	EXPENDITURES																					
23	Salaries & Benefits	\$ 145,089	\$ -	\$ 145,089	\$ 290,178	\$ -	\$ 290,178	\$ 290,179	\$ -	\$ 290,179	\$ 290,179	\$ -	\$ 290,179	\$ -	\$ -	\$ -	\$ 1,015,625	\$ -	\$ 1,015,625			
24	Operating Expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
25	Subtotal	\$ 145,089	\$ -	\$ 145,089	\$ 290,178	\$ -	\$ 290,178	\$ 290,179	\$ -	\$ 290,179	\$ 290,179	\$ -	\$ 290,179	\$ -	\$ -	\$ -	\$ 1,015,625	\$ -	\$ 1,015,625			
26	Indirect Percentage	12.00%		12.00%	12.00%		12.00%	12.00%		12.00%	12.00%		12.00%	12.00%		12.00%						
27	Indirect Cost (Line 22 X Line 23)	\$ 17,411	\$ -	\$ 17,411	\$ 34,822	\$ -	\$ 34,822	\$ 34,821	\$ -	\$ 34,821	\$ 34,821	\$ -	\$ 34,821	\$ -	\$ -	\$ -	\$ 121,875	\$ -	\$ 121,875			
28	Other Expenses (Not subject to indirect %)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
29	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
30	Admin Cost (HUD Agreements Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
31	TOTAL EXPENDITURES	\$ 162,500	\$ -	\$ 162,500	\$ 325,000	\$ -	\$ 325,000	\$ 325,000	\$ -	\$ 325,000	\$ 325,000	\$ -	\$ 325,000	\$ -	\$ -	\$ -	\$ 1,137,500	\$ -	\$ 1,137,500			
32																						
33	HSH REVENUE (auto-populate)																					
38	Parks & Rec Work Order	\$ 162,500		\$ 162,500	\$ 325,000		\$ 325,000	\$ 325,000		\$ 325,000	\$ 325,000		\$ 325,000			\$ -	\$ 1,137,500	\$ -	\$ 1,137,500			
52				\$ -			\$ -			\$ -			\$ -			\$ -	\$ -	\$ -	\$ -	\$ -		
53	TOTAL HSH REVENUES	\$ 162,500	\$ -	\$ 162,500	\$ 325,000	\$ -	\$ 325,000	\$ 325,000	\$ -	\$ 325,000	\$ 325,000	\$ -	\$ 325,000	\$ -	\$ -	\$ -	\$ 1,137,500	\$ -	\$ 1,137,500			
54																						
55	OTHER REVENUES (Non-HSH Revenues)																					
56				\$ -			\$ -			\$ -			\$ -			\$ -	\$ -	\$ -	\$ -	\$ -		
60	TOTAL OTHER REVENUES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
61																						
62	TOTAL HSH + OTHER REVENUES	\$ 162,500	\$ -	\$ 162,500	\$ 325,000	\$ -	\$ 325,000	\$ 325,000	\$ -	\$ 325,000	\$ 325,000	\$ -	\$ 325,000	\$ -	\$ -	\$ -	\$ 1,137,500	\$ -	\$ 1,137,500			
63	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
64																						
65																						
66																						
67	Prepared by	Tyler Norgord																				
68	Title	Senior Project Accountant																				
69	Phone	562-222-7876																				

	A	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ							
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																																			
2	SALARY & BENEFIT DETAIL																																			
3	Document Date																																			
4	Provider Name																																			
5	Program																																			
6	FSP Contract ID#																																			
7	Budget Name																																			
8																																				
9	Year 1								Year 2								Year 3								Year 4											
10	Agency Totals				For HSH Funded Program				Agency Totals				For HSH Funded Program				Agency Totals				For HSH Funded Program				Agency Totals				For HSH Funded Program							
11			1/1/2024 - 6/30/2024		1/1/2024 - 6/30/2024		1/1/2024 - 6/30/2024				7/1/2024 - 6/30/2025		7/1/2024 - 6/30/2025		7/1/2024 - 6/30/2025				7/1/2025 - 6/30/2026		7/1/2025 - 6/30/2026		7/1/2025 - 6/30/2026				7/1/2026 - 6/30/2027		7/1/2026 - 6/30/2027		7/1/2026 - 6/30/2027					
12			6 Months		6 Months		6 Months				12 Months		12 Months		12 Months				12 Months		12 Months		12 Months				12 Months		12 Months		12 Months					
13			Current		New		New				New		New		New				New		New		New				New		New		New					
14	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	
14	Shift Lead Outreach	\$ 80,849	0.50	100%	0.50	\$ 40,425	\$ -	\$ 40,425	\$ 80,849	1.00	100%	1.00	\$ 80,849	\$ -	\$ 80,849	\$ 84,083	1.00	100%	1.00	\$ 84,083	\$ -	\$ 84,083	\$ 87,446	1.00	100%	1.00	\$ 87,446	\$ -	\$ 87,446	\$ 87,446	1.00	100%	1.00	\$ 87,446	\$ -	\$ 87,446
15	Outreach Specialist LV 2	\$ 66,265	1.03	100%	1.03	\$ 68,583	\$ -	\$ 68,583	\$ 66,265	2.07	100%	2.07	\$ 137,166	\$ -	\$ 137,166	\$ 68,916	1.94	100%	1.94	\$ 133,933	\$ -	\$ 133,933	\$ 71,673	1.82	100%	1.82	\$ 130,570	\$ -	\$ 130,570	\$ 130,570	\$ -	\$ 130,570	\$ 130,570	\$ -	\$ 130,570	
16						\$ -	\$ -	\$ -					\$ -	\$ -	\$ -					\$ -	\$ -	\$ -					\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
17	TOTAL SALARIES				\$ 109,008	\$ -	\$ 109,008	TOTAL SALARIES				\$ 218,015	\$ -	\$ 218,015	TOTAL SALARIES				\$ 218,016	\$ -	\$ 218,016	TOTAL SALARIES				\$ 218,016	\$ -	\$ 218,016								
18	TOTAL FTE				1.53			TOTAL FTE				3.07			TOTAL FTE				2.94			TOTAL FTE				2.82										
19	FRINGE BENEFIT RATE				33.10%		33.10%	FRINGE BENEFIT RATE				33.10%		33.10%	FRINGE BENEFIT RATE				33.10%		33.10%	FRINGE BENEFIT RATE				33.10%		33.10%								
20	EMPLOYEE FRINGE BENEFITS				\$ 36,081.00	\$ -	\$ 36,081.00	EMPLOYEE FRINGE BENEFITS				\$ 72,163.00	\$ -	\$ 72,163.00	EMPLOYEE FRINGE BENEFITS				\$ 72,163.00	\$ -	\$ 72,163.00	EMPLOYEE FRINGE BENEFITS				\$ 72,163.00	\$ -	\$ 72,163.00								
21	TOTAL SALARIES & BENEFITS				\$ 145,089	\$ -	\$ 145,089	TOTAL SALARIES & BENEFITS				\$ 290,178	\$ -	\$ 290,178	TOTAL SALARIES & BENEFITS				\$ 290,179	\$ -	\$ 290,179	TOTAL SALARIES & BENEFITS				\$ 290,179	\$ -	\$ 290,179								
22																																				
23																																				
24																																				

	A	B	C	D	E	F	G	H	I	J	K	L	M	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING															
2	OPERATING DETAIL															
3	Document Date	1/1/2024														
4	Provider Name	Heluna Health														
5	Program	SFHOT														
6	FSP Contract ID#	1000030849														
7	Budget Name	Work Order (RecPark) - Outreach														
8																
9		Year 1			Year 2			Year 3			Year 4			All Years		
10		1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	1/1/2024 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	7/1/2026 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027	1/1/2024 - 6/30/2027
11		6 Months	6 Months	6 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months			
12		Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	OPERATING EXPENSES															
14	Rental of Property	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
15	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
16	Office Supplies, Postage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
17	Building Maintenance Supplies and Repair	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
18	Printing and Reproduction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
19	Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20	Staff Training	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
21	Staff Travel-(Local & Out of Town)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
22	Rental of Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
23		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
67																
68	TOTAL OPERATING EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
69																
70	OTHER EXPENSES (not subject to indirect cost %)															
71		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
92																
93	TOTAL OTHER EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
94																
95	CAPITAL EXPENSES															
96		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
97		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
103																
104	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
105																
106	HSH #3															Template last modified 4/6/2023

	A	B	C	D	G	H	
1	BUDGET NARRATIVE	Fiscal Year			Fiscal Term Start	Fiscal Term End	
2	Work Order (RecPark) - Outreach	FY23-24	<- Select from the drop-down list the fiscal year in which the proposed budget			1/1/2024	6/30/2024
3	Salaries & Benefits	Adjusted Budgeted FTE	Budgeted Salary	Justification			
4	Shift Lead Outreach	0.50	\$ 40,425	Expert-level case management staff (2+ years experience within SF HOT)			
5	Outreach Specialist LV 2	1.03	\$ 68,583	Mid-level outreach staff (at least one year of experience within SF HOT)			
6			\$ -				
46	TOTAL	1.53	\$ 109,008				
47	Employee Fringe Benefits		\$ 36,081	Includes FICA, SSUI, Workers Compensation and Medical calculated at 33.1% of total salaries.			
48	Salaries & Benefits Total		\$ 145,089				
49							
105							
106	TOTAL OPERATING EXPENSES		\$ -				
107	Indirect Cost	12.0%	\$ 17,411				
108							
109							
202							
203							
204							

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. Reserved. (Line Item Variance).

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 / Encampment Resolution Fund 2 / Project for Assistance in Transition from Homelessness / Work Order / Behavioral Health Bridge Housing	
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> <p>Documentation may include, but is not limited to, receipts of purchases or paid invoices of recurring expenditures, such as</p>

General Fund / Encampment Resolution Fund 2 / Project for Assistance in Transition from Homelessness / Work Order / Behavioral Health Bridge Housing	
Type	Instructions and Examples of Documentation
	lease payments; copies of current leases; subcontractor payments; equipment lease invoices; and utility payments.
Operating - Direct Assistance	Grantee shall maintain and provide documentation for all approved Direct Assistance costs included in the Appendix B, Budget(s) each time an invoice is submitted. Documentation shall include a General Ledger or receipts of purchases, showing proof of Direct Assistance expenditures, and any other information specifically requested by HSH to confirm appropriate use of Direct Assistance funds.
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 each time an invoice is submitted.

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 Contracts

**Subcontractors must also list their interests in other City Contracts

City Department or Commission	Program Name	Dates of Grant Term	Not-To-Exceed Amount
Department of Homelessness & Supportive Housing	SF Homeless Outreach Team	August 1, 2014 - December 31, 2023	\$52,708,056
Treasurer-Tax Collector	OFE Fiscal Sponsor	July 1, 2019 - June 30, 2024	\$500,000
Mayor's Office of Housing & Community Development	GFA-CBO Pool	June 1, 2023 - June 30, 2024	\$75,000
Department of Public Health	NHBS Fiscal Support	January 1, 2016 - December 31, 2023	\$4,932,239
Department of Public Health	Fiscal Admin & Support Svc for Expecting Justice Preterm Birth Initiative	July 1, 2017 - June 30, 2024	\$7,954,403
Department of Public Health	Program Administration for Health Care Services	January 1, 2018 - December 31, 2025	\$2,406,285
Department of Public Health	Continuum of HIV Prevention, Care, and Treatment	December 31, 2017 - December 31, 2025	\$9,697,459
Department of Public Health	Refugee Health Assessment Program	July 1, 2018 - June 30, 2026	\$2,831,797
Department of Public Health	Program Admin & Support Svcs for SURS program	June 30, 2018 - June 30, 2026	\$1,620,684
Department of Public Health	Prog Admin & Supp Svcs for Health Care Services	September 29, 2017 - September 28, 2025	\$1,194,710
Department of Public Health	Prog Admin & Supp Svcs for Anti-HIV Programs	April 1, 2018 - June 30, 2025	\$3,451,025
Department of Public Health	Program Admin & Support Svcs - for Jail Health Services HIVIS Testing	July 1, 2018 - June 30, 2026	\$1,196,051
Department of Public Health	Program Admin & Support Svcs for Getting to Zero	April 2, 2018 - June 30, 2026	\$2,956,187
Department of Public Health	Prog Admin Supp Svcs for OPT	January 1, 2019 - December 31, 2026	\$2,932,035
Department of Public Health	Capacity Building for High-Impact HIV Prevention	April 1, 2019 - March 31, 2024	\$2,598,889
Department of Public Health	Prog Admin & Support Svcs for Population Health Division	December 1, 2019 - December 31, 2026	\$6,287,182
Department of Public Health	Prog Admin & Support Svcs for STD Surveillance Network Project	September 30, 2019 - September 29, 2024	\$595,773
Department of Public Health	Program Admin & Supp Svcs for ARCHES - HIV Surveillance Activities	July 1, 2019 - June 30, 2027	\$2,151,749
Department of Public Health	California Intervention in Academic Detailing for Opioids	December 1, 2019 - February 28, 2025	\$2,709,986

Department of Public Health	Street Crisis Response	December 15, 2020 - September 30, 2024	\$323,725
Department of Public Health	Program Admin Services for ELC Enhanced Detection - COVID	January 1, 2021 - June 30, 2025	\$5,528,769
Department of Public Health	Program Administration Services for COVID-19 Vaccinations	August 1, 2021 - June 30, 2024	\$2,030,692
Department of Public Health	BRACE	February 1, 2022 - August 31, 2026	\$207,301
Department of Public Health	Prog Admin - Medical Monitoring Program	June 1, 2022 - May 31, 2027	\$3,280,166
Department of Public Health	Program Admin - Lactation	November 1, 2022 - June 30, 2027	\$490,000
Department of Public Health	Equity Based Community Doula Services	January 1, 2023 - June 30, 2027	\$3,402,000
Department of Public Health	Program Admin - BLISS	April 1, 2023 - July 31, 2027	\$870,806
Department of Public Health	Program Admin and Support	April 1, 2023 - January 31, 2028	\$205,345
Department of Public Health	Project Invest	September 15, 2023 - November 30, 2027	\$1,204,903

Appendix E, City and County of San Francisco Business Associate Agreement

This Business Associate Agreement (“BAA”) supplements and is made a part of the agreement by and between the City and County of San Francisco, the Covered Entity (“CE”), and Public Health Foundation Enterprises, Inc. (dba Heluna Health) (“Contractor”), the Business Associate (“BA”), dated January 1, 2024 (FSP Contract ID# 1000030849) (“Agreement”). To the extent that the terms of the Agreement are inconsistent with the terms of this BAA, the terms of this BAA shall control.

RECITALS

CE, by and through the Department of Homelessness and Supportive Housing (“HSH”), wishes to disclose certain information to BA pursuant to the terms of the Agreement, some of which may constitute Protected Health Information (“PHI”) (defined below).

For purposes of the Agreement and this BAA, CE requires Contractor, even if Contractor is also a covered entity under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”), to comply with the terms and conditions of this BAA as a BA of CE.

CE and BA intend to protect the privacy and provide for the security of PHI disclosed to BA pursuant to the Agreement in compliance with HIPAA, the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“the HITECH Act”), and regulations promulgated there under by the U.S. Department of Health and Human Services (the “HIPAA Regulations”) and other applicable laws, including, but not limited to, California Civil Code §§ 56, et seq., California Health and Safety Code § 1280.15, California Civil Code §§ 1798, et seq., California Welfare & Institutions Code §§5328, et seq., and the regulations promulgated there under (the “California Regulations”).

As part of the HIPAA Regulations, the Privacy Rule and the Security Rule (defined below) require CE to enter into an agreement containing specific requirements with BA prior to the disclosure of PHI, as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(a) and (e) and 164.504(e) of the Code of Federal Regulations (“C.F.R.”) and contained in this BAA.

BA enters into agreements with CE that require the CE to disclose certain identifiable health information to BA. The parties desire to enter into this BAA to permit BA to have access to such information and comply with the BA requirements of HIPAA, the HITECH Act, and the corresponding Regulations.

In consideration of the mutual promises below and the exchange of information pursuant to this BAA, the parties agree as follows:

1. Definitions.

- A. Breach** means the unauthorized acquisition, access, use, or disclosure of PHI that compromises the security or privacy of such information, except where an unauthorized person to whom such information is disclosed would not reasonably have been able to retain such information, and shall have the meaning given to such term under the

HITECH Act and HIPAA Regulations [42 U.S.C. Section 17921 and 45 C.F.R. Section 164.402], as well as California Civil Code Sections 1798.29 and 1798.82.

- B. Breach Notification Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Part 164, Subpart D.
- C. Business Associate** is a person or entity that performs certain functions or activities that involve the use or disclosure of protected health information received from a covered entity, but other than in the capacity of a member of the workforce of such covered entity or arrangement, and shall have the meaning given to such term under the Privacy Rule, the Security Rule, and the HITECH Act, including, but not limited to, 42 U.S.C. Section 17938 and 45 C.F.R. Section 160.103.
- D. Covered Entity** means a health plan, a health care clearinghouse, or a health care provider who transmits any information in electronic form in connection with a transaction covered under HIPAA Regulations, and shall have the meaning given to such term under the Privacy Rule and the Security Rule, including, but not limited to, 45 C.F.R. Section 160.103.
- E. Data Aggregation** means the combining of Protected Information by the BA with the Protected Information received by the BA in its capacity as a BA of another CE, to permit data analyses that relate to the health care operations of the respective covered entities, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
- F. Designated Record Set** means a group of records maintained by or for a CE, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
- G. Electronic Protected Health Information** means Protected Health Information that is maintained in or transmitted by electronic media and shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to, 45 C.F.R. Section 160.103. For the purposes of this BAA, Electronic PHI includes all computerized data, as defined in California Civil Code Sections 1798.29 and 1798.82.
- H. Electronic Health Record** means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff, and shall have the meaning given to such term under the HITECH Act, including, but not limited to, 42 U.S.C. Section 17921.
- I. Health Care Operations** shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
- J. Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.

- K. Protected Health Information or PHI** means any information, including electronic PHI, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Sections 160.103 and 164.501. For the purposes of this BAA, PHI includes all medical information and health insurance information as defined in California Civil Code Sections 56.05 and 1798.82.
- L. Protected Information** shall mean PHI provided by CE to BA or created, maintained, received or transmitted by BA on CE's behalf.
- M. Security Incident** means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system, and shall have the meaning given to such term under the Security Rule, including, but not limited to, 45 C.F.R. Section 164.304.
- N. Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.
- O. Unsecured PHI** means PHI that is not secured by a technology standard that renders PHI unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute, and shall have the meaning given to such term under the HITECH Act and any guidance issued pursuant to such Act including, but not limited to, 42 U.S.C. Section 17932(h) and 45 C.F.R. Section 164.402.

2. Obligations of Business Associate.

- A. User Training.** The BA shall provide, and shall ensure that BA subcontractors provide, training on PHI privacy and security, including HIPAA and HITECH and its regulations, to each employee or agent that will access, use or disclose Protected Information, upon hire and/or prior to accessing, using or disclosing Protected Information for the first time, and at least annually thereafter during the term of the Agreement. BA shall maintain, and shall ensure that BA subcontractors maintain, records indicating the name of each employee or agent and date on which the PHI privacy and security trainings were completed. BA shall retain, and ensure that BA subcontractors retain, such records for a period of seven years after the Agreement terminates and shall make all such records available to CE within 15 calendar days of a written request by CE.
- B. Permitted Uses.** BA may use, access, and/or disclose Protected Information only for the purpose of performing BA's obligations for, or on behalf of, the City and as permitted or required under the Agreement and BAA, or as required by law. Further, BA shall not use Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so used by CE. However, BA may use Protected Information as

necessary (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes relating to the Health Care Operations of CE [45 C.F.R. Sections 164.502, 164.504(e)(2), and 164.504(e)(4)(i)].

C. Permitted Disclosures. BA shall disclose Protected Information only for the purpose of performing BA's obligations for, or on behalf of, the City and as permitted or required under the Agreement and BAA, or as required by law. BA shall not disclose Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so disclosed by CE. However, BA may disclose Protected Information as necessary (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes relating to the Health Care Operations of CE. If BA discloses Protected Information to a third party, BA must obtain, prior to making any such disclosure, (i) reasonable written assurances from such third party that such Protected Information will be held confidential as provided pursuant to this BAA and used or disclosed only as required by law or for the purposes for which it was disclosed to such third party, and (ii) a written agreement from such third party to immediately notify BA of any breaches, security incidents, or unauthorized uses or disclosures of the Protected Information in accordance with paragraph 2 (n) of this BAA, to the extent it has obtained knowledge of such occurrences [42 U.S.C. Section 17932; 45 C.F.R. Section 164.504(e)]. BA may disclose PHI to a BA that is a subcontractor and may allow the subcontractor to create, receive, maintain, or transmit Protected Information on its behalf, if the BA obtains satisfactory assurances, in accordance with 45 C.F.R. Section 164.504(e)(1), that the subcontractor will appropriately safeguard the information [45 C.F.R. Section 164.502(e)(1)(ii)].

D. Prohibited Uses and Disclosures. BA shall not use or disclose Protected Information other than as permitted or required by the Agreement and BAA, or as required by law. BA shall not use or disclose Protected Information for fundraising or marketing purposes. BA shall not disclose Protected Information to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the Protected Information solely relates [42 U.S.C. Section 17935(a) and 45 C.F.R. Section 164.522(a)(1)(vi)]. BA shall not directly or indirectly receive remuneration in exchange for Protected Information, except with the prior written consent of CE and as permitted by the HITECH Act, 42 U.S.C. Section 17935(d)(2), and the HIPAA regulations, 45 C.F.R. Section 164.502(a)(5)(ii); however, this prohibition shall not affect payment by CE to BA for services provided pursuant to the Agreement.

E. Appropriate Safeguards. BA shall take the appropriate security measures to protect the confidentiality, integrity and availability of PHI that it creates, receives, maintains, or transmits on behalf of the CE, and shall prevent any use or disclosure of PHI other than as permitted by the Agreement or this BAA, including, but not limited to, administrative, physical and technical safeguards in accordance with the Security Rule, including, but not limited to, 45 C.F.R. Sections 164.306, 164.308, 164.310, 164.312, 164.314 164.316, and 164.504(e)(2)(ii)(B). BA shall comply with the policies and procedures and

documentation requirements of the Security Rule, including, but not limited to, 45 C.F.R. Section 164.316, and 42 U.S.C. Section 17931. BA is responsible for any civil penalties assessed due to an audit or investigation of BA, in accordance with 42 U.S.C. Section 17934(c).

- F. Business Associate's Subcontractors and Agents.** BA shall ensure that any agents and subcontractors that create, receive, maintain or transmit Protected Information on behalf of BA, agree in writing to the same restrictions and conditions that apply to BA with respect to such PHI and implement the safeguards required by paragraph 2.f. above with respect to Electronic PHI [45 C.F.R. Section 164.504(e)(2) through (e)(5); 45 C.F.R. Section 164.308(b)]. BA shall mitigate the effects of any such violation.
- G. Accounting of Disclosures.** Within ten (10) calendar days of a request by CE for an accounting of disclosures of Protected Information or upon any disclosure of Protected Information for which CE is required to account to an individual, BA and its agents and subcontractors shall make available to CE the information required to provide an accounting of disclosures to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.528, and the HITECH Act, including but not limited to 42 U.S.C. Section 17935 (c), as determined by CE. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents and subcontractors for at least six (6) years prior to the request. However, accounting of disclosures from an Electronic Health Record for treatment, payment or health care operations purposes are required to be collected and maintained for only three (3) years prior to the request, and only to the extent that BA maintains an Electronic Health Record. At a minimum, the information collected and maintained shall include: (i) the date of disclosure; (ii) the name of the entity or person who received Protected Information and, if known, the address of the entity or person; (iii) a brief description of Protected Information disclosed; and (iv) a brief statement of purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure [45 C.F.R. 164.528(b)(2)]. If an individual or an individual's representative submits a request for an accounting directly to BA or its agents or subcontractors, BA shall forward the request to CE in writing within five (5) calendar days.
- H. Access to Protected Information.** BA shall make Protected Information maintained by BA or its agents or subcontractors in Designated Record Sets available to CE for inspection and copying within (5) days of request by CE to enable CE to fulfill its obligations under state law [Health and Safety Code Section 123110] and the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.524 [45 C.F.R. Section 164.504(e)(2)(ii)(E)]. If BA maintains Protected Information in electronic format, BA shall provide such information in electronic format as necessary to enable CE to fulfill its obligations under the HITECH Act and HIPAA Regulations, including, but not limited to, 42 U.S.C. Section 17935(e) and 45 C.F.R. 164.524.
- I. Amendment of Protected Information.** Within ten (10) days of a request by CE for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, BA and its agents and subcontractors shall make such Protected

Information available to CE for amendment and incorporate any such amendment or other documentation to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R Section 164.526. If an individual requests an amendment of Protected Information directly from BA or its agents or subcontractors, BA must notify CE in writing within five (5) days of the request and of any approval or denial of amendment of Protected Information maintained by BA or its agents or subcontractors [45 C.F.R. Section 164.504(e)(2)(ii)(F)].

- J. Governmental Access to Records.** BA shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to CE and to the Secretary of the U.S. Department of Health and Human Services (the “Secretary”) for purposes of determining BA’s compliance with HIPAA [45 C.F.R. Section 164.504(e)(2)(ii)(I)]. BA shall provide CE a copy of any Protected Information and other documents and records that BA provides to the Secretary concurrently with providing such Protected Information to the Secretary.
- K. Minimum Necessary.** BA, its agents and subcontractors shall request, use and disclose only the minimum amount of Protected Information necessary to accomplish the intended purpose of such use, disclosure, or request. [42 U.S.C. Section 17935(b); 45 C.F.R. Section 164.514(d)]. BA understands and agrees that the definition of “minimum necessary” is in flux and shall keep itself informed of guidance issued by the Secretary with respect to what constitutes “minimum necessary” to accomplish the intended purpose in accordance with HIPAA and HIPAA Regulations.
- L. Data Ownership.** BA acknowledges that BA has no ownership rights with respect to the Protected Information.
- M. Notification of Breach.** BA shall notify CE within 5 calendar days of any breach of Protected Information; any use or disclosure of Protected Information not permitted by the BAA; any Security Incident (except as otherwise provided below) related to Protected Information, and any use or disclosure of data in violation of any applicable federal or state laws by BA or its agents or subcontractors. The notification shall include, to the extent possible, the identification of each individual whose unsecured Protected Information has been, or is reasonably believed by the BA to have been, accessed, acquired, used, or disclosed, as well as any other available information that CE is required to include in notification to the individual, the media, the Secretary, and any other entity under the Breach Notification Rule and any other applicable state or federal laws, including, but not limited, to 45 C.F.R. Section 164.404 through 45 C.F.R. Section 164.408, at the time of the notification required by this paragraph or promptly thereafter as information becomes available. BA shall take (i) prompt corrective action to cure any deficiencies and (ii) any action pertaining to unauthorized uses or disclosures required by applicable federal and state laws. [42 U.S.C. Section 17921; 42 U.S.C. Section 17932; 45 C.F.R. 164.410; 45 C.F.R. Section 164.504(e)(2)(ii)(C); 45 C.F.R. Section 164.308(b)].
- N. Breach Pattern or Practice by Business Associate’s Subcontractors and Agents.** Pursuant to 42 U.S.C. Section 17934(b) and 45 C.F.R. Section 164.504(e)(1)(iii), if the

BA knows of a pattern of activity or practice of a subcontractor or agent that constitutes a material breach or violation of the subcontractor or agent's obligations under the Agreement or this BAA, the BA must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, the BA must terminate the contractual arrangement with its subcontractor or agent, if feasible. BA shall provide written notice to CE of any pattern of activity or practice of a subcontractor or agent that BA believes constitutes a material breach or violation of the subcontractor or agent's obligations under the Contract or this BAA within five (5) calendar days of discovery and shall meet with CE to discuss and attempt to resolve the problem as one of the reasonable steps to cure the breach or end the violation.

3. Termination.

- A. Material Breach.** A breach by BA of any provision of this BAA, as determined by CE, shall constitute a material breach of the Agreement and this BAA and shall provide grounds for immediate termination of the Agreement and this BAA, any provision in the Agreement to the contrary notwithstanding. [45 C.F.R. Section 164.504(e)(2)(iii).]
- B. Judicial or Administrative Proceedings.** CE may terminate the Agreement and this BAA, effective immediately, if (i) BA is named as defendant in a criminal proceeding for a violation of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws or (ii) a finding or stipulation that the BA has violated any standard or requirement of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws is made in any administrative or civil proceeding in which the party has been joined.
- C. Effect of Termination.** Upon termination of the Agreement and this BAA for any reason, BA shall, at the option of CE, return or destroy all Protected Information that BA and its agents and subcontractors still maintain in any form, and shall retain no copies of such Protected Information. If return or destruction is not feasible, as determined by CE, BA shall continue to extend the protections and satisfy the obligations of Section 2 of this BAA to such information, and limit further use and disclosure of such PHI to those purposes that make the return or destruction of the information infeasible [45 C.F.R. Section 164.504(e)(2)(ii)(J)]. If CE elects destruction of the PHI, BA shall certify in writing to CE that such PHI has been destroyed in accordance with the Secretary's guidance regarding proper destruction of PHI.
- D. Civil and Criminal Penalties.** BA understands and agrees that it is subject to civil or criminal penalties applicable to BA for unauthorized use, access or disclosure or Protected Information in accordance with the HIPAA Regulations and the HITECH Act including, but not limited to, 42 U.S.C. 17934 (c).
- E. Disclaimer.** CE makes no warranty or representation that compliance by BA with this BAA, HIPAA, the HITECH Act, or the HIPAA Regulations or corresponding California law provisions will be adequate or satisfactory for BA's own purposes. BA is solely responsible for all decisions made by BA regarding the safeguarding of PHI.

4. Amendment to Comply with Law.

The parties acknowledge that state and federal laws relating to data security and privacy are rapidly evolving and that amendment of the Agreement or this BAA may be required to provide for procedures to ensure compliance with such developments. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations and other applicable state or federal laws relating to the security or confidentiality of PHI. The parties understand and agree that CE must receive satisfactory written assurance from BA that BA will adequately safeguard all Protected Information. Upon the request of either party, the other party agrees to promptly enter into negotiations concerning the terms of an amendment to this BAA embodying written assurances consistent with the updated standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations or other applicable state or federal laws. CE may terminate the Agreement upon thirty (30) days written notice in the event (i) BA does not promptly enter into negotiations to amend the Agreement or this BAA when requested by CE pursuant to this section or (ii) BA does not enter into an amendment to the Agreement or this BAA providing assurances regarding the safeguarding of PHI that CE, in its sole discretion, deems sufficient to satisfy the standards and requirements of applicable laws.

5. Reimbursement for Fines or Penalties.

In the event that CE pays a fine to a state or federal regulatory agency, and/or is assessed civil penalties or damages through private rights of action, based on an impermissible use or disclosure of PHI by BA or its subcontractors or agents, then BA shall reimburse CE in the amount of such fine or penalties or damages within thirty (30) calendar days from City's written notice to BA of such fines, penalties or damages.



City and County of San Francisco

Department of Homelessness and Supportive Housing (HSH) Request for Proposals (RFP) for RFP#HSH2023-139 (RFP #139) – San Francisco Homeless Outreach Teams (SFHOT) Services
Contact: Rachel Garcia | HSHProcurements@sfgov.org

Summary

The City and County of San Francisco (City) Department of Homelessness and Supportive Housing (HSH) invites Proposals from qualified suppliers to provide San Francisco Housing Outreach Teams services including Outreach and Case Management to unsheltered persons throughout San Francisco.

Schedule¹

RFP Issued	Friday April 7, 2023
Preproposal Conference	Friday April 14, 2023 10:30am – 11:30 am Teams Meeting ID: 262 379 773 727 Passcode: VVpuGU Call In Info: 415-906-4659 , 980042855 # Phone Conference ID: 980 042 855#
Deadline for Written Questions	Friday April 14, 2023
Answers and Clarifications Published	Friday April 21, 2023
Deadline to Submit Proposals	Wednesday May 17, 2023, by 2:00 pm
Oral Presentation/Interview	Tuesday June 20, 2023
Intent to Award Notification	Tuesday June 27, 2023
Agreement Commence	December 1, 2023

Limitation on Communications

From the date this Solicitation is issued until the date the competitive process of this Solicitation is completed (either by cancelation or award), Proposers and their subcontractors, vendors, representatives and/or other parties under Proposer’s control, shall communicate solely with the Contact whose name appears in this Solicitation. Any attempt to communicate with any party other than the Contact whose name appears in this Solicitation, including any City official, representative or employee, is strictly prohibited. Failure to comply with this communications protocol may, at the sole discretion of the City, result in the disqualification of the Proposer or potential Proposer from the competitive process. This protocol does not apply to communications with the City regarding business that is unrelated to this Solicitation.

Appendices

- Appendix 1: Application Template
- Appendix 2: Budget Proposal Template

Attachments

- Attachment 1: City’s Proposed Agreement Terms
- Attachment 2: Proposer Questionnaire and References
- Attachment 3: HCAO and MCO Declaration Forms

¹ Dates are subject to change. Check the HSH website for latest schedule at <http://hsh.sfgov.org/overview/procurements/>.

Attachment 4: First Source Hiring Form

Contents

I.	INTRODUCTION.....	5
	A. Intent.....	5
	B. Anticipated Agreement Terms.....	5
	C. Anticipated Amount Available.....	5
	D. Cooperative Agreement.....	5
	E. Terms and Acronyms used in this RFP.....	5
	F. Funding Sources.....	7
	G. Delivering Services with Equity.....	7
	H. Delivering Services Using a Housing First Approach.....	8
	I. Overdose Prevention in the Homelessness Response System.....	8
II.	BACKGROUND.....	9
III.	SERVED POPULATION.....	9
IV.	SCOPE OF WORK.....	10
	A. Outreach.....	10
	B. Case Management.....	13
V.	SPECIFIC REQUIREMENTS.....	15
VI.	OUTCOMES AND OBJECTIVES.....	15
VII.	PRE-APPLICATION INFORMATION.....	17
	A. Pre-Proposal Conference.....	17
	B. Procurement Questions Deadline.....	17
VIII.	PROCUREMENT ANSWERS AND CLARIFICATIONS.....	18
IX.	SUBMISSION REQUIREMENTS.....	18
	A. Time and Place for Submission of Proposals.....	18
X.	SUBMISSION FORMAT.....	18
XI.	PROPOSAL CONTENTS AND EVALUATION CRITERIA.....	19
XII.	CONTRACTOR SELECTION.....	26
	A. Additional Information.....	26
	B. Minimum Qualifications.....	26
XIII.	TERMS AND CONDITIONS FOR RECEIPT OF SUBMITTALS.....	26
	A. Errors and Omissions in RFP.....	26
	B. Objections to RFP Terms.....	26
	C. Objections to RFP Terms.....	27
	D. Change Notices.....	27
	E. Term of Application.....	27
	F. Revision of Application.....	27
	G. Errors and Omissions in Application.....	27
	H. Financial Responsibility.....	27
	I. Cybersecurity Risk Assessment.....	27
	J. Applicant’s Obligations under the Campaign Reform Ordinance.....	28
	K. Sunshine Ordinance.....	29
	L. Public Access to Meetings and Records.....	29
	M. Reservations of Rights by the City.....	29
	N. No Waiver.....	29
	O. Reserved. (Local Business Enterprise (LBE) Goals and Outreach)......	29
	P. Compliance with Previous Grant and Contract Requirements.....	29
	Q. Other Terms and Conditions.....	30
XIV.	CITY AGREEMENT REQUIREMENTS.....	30
	A. How to Become Eligible to Do Business with the City.....	30
	B. Contract Terms and Negotiations.....	31

C.	Standard Agreement Provisions	31
D.	Nondiscrimination in Contracts and Benefits	31
E.	Companies Headquartered in Certain States	31
F.	Minimum Compensation Ordinance (MCO)	31
G.	Health Care Accountability Ordinance (HCAO).....	32
H.	First Source Hiring Program (FSHP).....	32
I.	Conflicts of Interest.....	32
J.	Insurance Requirements	32
K.	Compliance with Municipal Codes.....	32
L.	Compliance with Laws and Regulations.....	33
M.	City’s Approval Rights over Subcontractors and Subcontractor Payments	33
N.	FEMA Emergency & Exigency Grant/Contract Requirements	33
O.	Nonprofit Supplier Compliance with California Attorney General Registry of Charitable Trusts.....	33
P.	PROTEST PROCEDURES.....	33
A.	Protest Procedures.....	33
Q.	CITY SOCIAL POLICY REQUIREMENTS	34
A.	Proposers Unable to do Business with the City	34
R.	LOCAL BUSINESS ENTERPRISE (LBE) PROGRAM REQUIREMENTS	36

I. INTRODUCTION

A. Intent

The City and County of San Francisco (City) Department of Homelessness and Supportive Housing (HSH) is responsible for the Homelessness Response System (HRS), which addresses homelessness and serves individuals experiencing homelessness. One of HSH's many services is to procure, create, and manage grants and contracts with community-based organizations to advance HSH's mission of making homelessness rare, brief, and one-time.

The intent of this RFP is to invite Proposals from qualified suppliers (Proposers/Applicants) to provide San Francisco Homeless Outreach Team (SFHOT) services to unsheltered adults, youth, and families. HSH seeks a qualified Proposer who can demonstrate experience and expertise in providing field-based Outreach and Case Management Services to unsheltered persons throughout San Francisco. Any organization that wishes to provide Outreach and/or Case Management Services must apply under this procurement. This includes all organizations that are currently providing such services and those that wish to do so in the future.

HSH shall award one contract to the Proposer that meets the Minimum Qualifications of this Solicitation and whose Proposal receives the highest-ranking scores. The awarded Contractor is expected to provide all services described either directly or through a subcontractor, as listed in this RFP, and in compliance with the funding requirements. Proposers are required to subcontract Encampment Resolution Team (ERT) services and may additionally subcontract any other portion of the work included in each service component, but HSH will only enter into a single agreement with the prime/lead Contractor.

B. Anticipated Agreement Terms

A contract awarded pursuant to this Solicitation shall be non-exclusive with an original term of five years. The City at its sole, absolute discretion, shall have the option to extend the term for an additional term of five years, for a total of ten years.

C. Anticipated Amount Available

A contract awarded pursuant to this procurement shall have a not-to-exceed ("NTE") amount of \$8,800,000 annually. Should the contract be extended, the NTE may proportionally increase as well.

Any contracts that result from this RFP process will be prorated for the Fiscal Year (FY) at the contract start date and will be reimbursed based on actual costs.

D. Cooperative Agreement

Any other City department, public entity or nonprofit made up of multiple public entities, may use the results of this Solicitation to obtain some or all the commodities or services to be provided by Proposer under the same terms and conditions of any contract awarded pursuant to this Solicitation.

E. Terms and Acronyms used in this RFP

Term	Definition
Agreement	Refers to the City's standard terms and conditions, scope of work, and budget for City-funded grants (G-100) for services directly benefiting the public, or contracts for professional services or products (P-600 or P-500) benefitting the City or its Departments.
Applicant/Proposer	Any entity submitting an Application in response to this RFP.
Application/Proposal	A response to this RFP detailing how a Proposer will meet the requirements of this RFP.

Term	Definition
BEST Team	The Bridge and Engagement Services Team is operated by the SF Department of Public Health and provides time-limited, focused, and phased interventions to support clients in transitioning to ongoing behavioral health care and supports.
City	City refers to the City and County of San Francisco.
Contract	A legal agreement between HSH and a nonprofit or for-profit service provider.
Coordinated Entry (CE)	Coordinated Entry is the front door to the HRS and is designed to assess, prioritize, and match people experiencing homelessness to housing opportunities.
CTI	Critical Time Intervention is a time-limited evidence-based practice that mobilizes support for society's most vulnerable individuals during periods of transition.
DEM	San Francisco Department of Emergency Management
DPH	San Francisco Department of Public Health
Encampments	Encampments are places with one or more tents, vehicles, or structures. Structures are made of a variety of objects to create space for people to sleep. Large Encampments have 6+ tents, vehicles, or structures in one place.
ERT	Encampment Resolution Team
FTE	Full Time Equivalent. FTEs are based on a 40-hour work week or 2080 hours annually.
FY	Refers to the City's fiscal year, which begins on July 1 and ends on June 30 of the following year.
HRS	HSH's Homelessness Response System which includes six core components including Outreach, Coordinated Entry, Housing, Problem Solving, Temporary Shelter and Crisis Interventions, and the Housing Ladder Program.
HSH	The Department of Homelessness and Supportive Housing is the City and County of San Francisco agency responsible for the Homelessness Response System (HRS) and is also referred to as HSH. The HRS is the overall network of services to address homelessness and serve individuals experiencing homelessness. The goal of this system is to prevent homelessness when possible and to make it rare, brief, and one-time. Core components of the HRS include Coordinated Entry, Street Outreach, Problem Solving, Temporary Shelter, Housing, and Housing Ladder programs.
HSOC	Healthy Streets Operation Center (HSOC) is a cross-departmental initiative to coordinate the City & County of San Francisco's response to homeless encampments and behaviors that impact the quality of life in public spaces.
NTE	Not-to-exceed amount. Proposer's budget must be within NTE.
ONE System	Online Entry Navigation System is the data system used for all housing and services to people experiencing homelessness in San Francisco. The ONE System is a participant-level database that is used system-wide to track all HSH related services and housing placements.
PATH	Projects for Assistance in Transition for Homelessness (PATH), funded by the U.S. Department of Health and Human Services. PATH funds

Term	Definition
	community-based outreach, mental health and substance abuse referral/ treatment, case management and other support services, as well as a limited set of housing services for adults who are homeless or at imminent risk of homelessness and have a serious mental illness.
REC	San Francisco Recreation and Parks Department
RFP	Request for Proposals
SCRT	The Street Crisis Response Team (SCRT) is a collaborative, field-based service that provides timely care and reduces the need for police to serve as the primary responder for people suffering from mental health crises on the street.
SF311	San Francisco 311 is the primary customer service center for San Francisco.
SFFD	San Francisco Fire Department
SFPD	San Francisco Police Department
SFMTA	San Francisco Municipal Transportation Agency Parking Enforcement
TAY	Transitional Age Youth. An individual between 18 and 24 who is experiencing homelessness. These individuals often have specialized needs, different from those of families or adults, that must be considered when/ designing programs and services.

F. Funding Sources

The sources of funding for services provided under this RFP will depend on the service component and may include state funding, federal funding, and local funds. Payment for all services provided in accordance with provisions under this RFP shall be contingent upon the availability of funds for providing these services. The City shall not be required to provide any definite units of service, nor does the City guarantee any minimum amount of funding for the services described in this RFP.

G. Delivering Services with Equity

HSH seeks to become an institution that represents the diversity of the communities we serve and fosters a more diverse, equitable, and inclusive (DEI) culture that recognizes and creates belonging for everyone in our Homeless Response Systems across all work functions, levels, and services.

DEI is the foundation upon which HSH engages and assists those we serve, builds relations with those who provide services on HSH’s behalf, and infuses the values and beliefs that enable colleagues and contractors to develop their potential and bring their full selves to the work to end homelessness in the city and county of San Francisco.

HSH envisions outcomes where racial disparity gaps in homelessness are closed, and the HRS is structured to benefit, and not further marginalize and harm, the Black, Indigenous, and people of color (BIPOC), lesbian, gay, bisexual, and queer (LGBTQ+), and Differently-abled communities. HSH’s mission will inform the policies, procedures, and program development that end cycles of homelessness for unsheltered and at-risk communities through equitable access to housing opportunities.

COVID-19 has heightened the historic and continuing impact of anti-Blackness and white supremacy, and of homophobia and anti-trans bias, have led to vastly disproportionate levels of homelessness for communities of color, LGBTQ+, gender non-conforming, and transgender persons. Thus, equity must be the foundational consideration in everything HSH does and is working to bring an equity lens to the forefront of all its planning and actions.

HSH providers extend the department's reach into the community. It is HSH's vision that all services funded by HSH further the department's mission and reflect its values, including the commitment to more equitable outcomes for BIPOC individuals experiencing homelessness in San Francisco. HSH is seeking to partner with providers who demonstrate a deep understanding of and focus on racial equity to achieve different outcomes in the communities HSH serves and pay close attention to those who are often excluded. All Proposers for HSH funding will be evaluated in part based on the Proposer's ability to articulate and demonstrate how it will operationalize a commitment to racial equity. Awarded proposer(s) shall demonstrate the ability to conduct equity-focused data analyses and use feedback from the served population to enhance services.

H. Delivering Services Using a Housing First Approach

The awarded Contractor shall adhere to Housing First principles found in [California Welfare and Institutions Code Section 8255](#) and follow the processes agreed upon by Contractor, HSH, property owner, housing subsidy administrators, funding regulations, fair housing laws, and/or other entities involved with referrals. Housing First is an evidence-based model that uses housing as a tool, rather than a reward, for recovery and that centers on providing or connecting homeless people to permanent housing as quickly as possible. Housing First providers offer services as needed and requested on a voluntary basis and that do not make housing contingent on participation in services.

Under Housing First, clients are offered shelter, housing, and supportive services regardless of their sobriety or use of substances, completion of treatment, or participation in services. Clients must not be refused housing, shelter or services based on 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."

I. Overdose Prevention in the Homelessness Response System

The primary way that HSH promotes harm reduction and overdose prevention throughout the HRS is to include, rather than exclude, substance users from services. For many years, housing was treated as an award for compliance with social standards, including sobriety. This approach left substance users out on the streets and did not provide access to the resources often needed to reduce drug use and overdose through housing or other services. Consistent with the State of California's Housing First Principles found in the California Welfare and Institutions Code Section 8255, housing providers must accept enrollees into their programs regardless of their sobriety or use of substances, completion of treatment, participation in services, or other behaviors presumed to indicate a lack of "housing readiness."

All HSH-funded programs across the HRS are committed to serving and being accessible to people using substances. The Department provides dedicated support services through outreach, shelter, and housing to mitigate harmful behaviors stemming from substance use and to help stabilize people within HSH's programs.

Additionally, to help the most vulnerable people experiencing homelessness access long-term stabilizations and exits from homelessness, HSH has included a substance use disorder as one of the vulnerabilities assessed through Coordinated Entry (CE) to determine housing prioritization status.

The agreement awarded as a result of this solicitation will incorporate requirements of the Department's Overdose Prevention Policy, as required by Administrative Code Section 15.17. For additional information, please refer to the HSH Overdose Prevention Policy².

² <https://hsh.sfgov.org/wp-content/uploads/2023/01/HSH-Overdose-Prevention-Policy-2022-Update.pdf>

II. BACKGROUND

SFHOT is the front door to the HRS providing field-based outreach to unsheltered individuals and giving them access to the HRS. SFHOT services are provided Citywide in collaboration with various City departments including Department of Public Health (DPH), Department of Emergency Management (DEM), Police Department (SFPD), Fire Department (SFFD), Municipal Transportation Agency Parking Enforcement (SFMTA), and Recreation and Parks Department (REC) to address street conditions in San Francisco.

The primary SFHOT activities include placing clients in the temporary shelter system; performing CE housing assessments; connecting clients to housing-focused Case Management Services and other Case Management Services as appropriate; connecting clients to clinical services through DPH, distributing hygiene kits and available resources; and entering unregistered clients in the HSH Online Entry Navigation System (ONE) and other database systems as directed by HSH.

The goals of SFHOT are to:

- Improve shelter placement outcomes of those who are unsheltered;
- Ensure that those living in streets, tents, structures, cars and other vehicles have access to available services and resources;
- Ensure that families, adults, and youth experiencing homelessness have access to the Coordinated Entry system and the HRS;
- Provide sustained, relationship-based, housing-focused case management and housing navigation services to the most vulnerable clients until they are successfully housed;
- Provide supplies and wellness checks to unsheltered persons during emergency activation such as inclement weather; and
- Deescalate crises in the streets to reduce unnecessary emergency room visits.

HSH also contributes a licensed civil service staff (clinician) to support with clinical assessments and shelter or housing placements. The clinician also leads support groups for the SFHOT Outreach and Case Management staff to debrief challenging situations that may occur in the field to mitigate the impacts of vicarious trauma. The HSH clinician supports in guiding SFHOT operations and ensuring alignment with HSH's strategies and goals.

To meet emerging needs, HSH has initiated this RFP to provide Citywide SFHOT services through field-based Outreach and Case Management Services. HSH, in collaboration with other City departments, has updated the SFHOT model and staffing plan to better serve unsheltered persons throughout San Francisco. This includes increasing capacity to provide SFHOT services and distinguishing SFHOT Outreach and Case Management Services from Encampment Resolution Teams and the additional requirement for Proposers to subcontract for the latter.

III. SERVED POPULATION

SFHOT services are available to unsheltered adults, youth, and families experiencing acute homelessness. The Outreach Program works to engage and stabilize the most vulnerable individuals experiencing homelessness by connecting them to available and appropriate resources.

HSH uses the Point in Time (PIT) count as the most accurate estimate for the demographic profile of persons who are living unsheltered in San Francisco. According to the most recent PIT conducted in February 2022, there were 4,397 people unsheltered in San Francisco. Below are the demographic profiles of unsheltered individuals included in the PIT:

- Most are between 18 to 60 years of age;
- 34% identify as female, 58% as male, 4% as transgender, 4% as other;
- 59% have been unsheltered for one year or more;

- 38% have Post Traumatic Stress Disorder (PTSD);
- 36% have a psychiatric or emotional condition;
- 23% have a physical disability;
- 22% have been in foster care; and
- 11% have Acquired Immunodeficiency Syndrome (AIDS) or Human Immunodeficiency Virus (HIV) related illness.

As of February 2022, it is estimated that there were 205 homeless family households (605 people in families), of which 27 family households (76 people in family households) were unsheltered.

IV. SCOPE OF WORK

The description below outlines the key program elements and services the awarded Contractor will provide. Applicants should use this description when designing their proposed programs. However, Applicants may suggest modifications and/or additions that will, in their estimation, make the project more feasible or effective. Applicants may also propose that they subcontract one or more elements of their project to other Contractors, provided that those partners have been identified and described in the submission.

The awarded Contractor shall provide the following services for all served populations, unless otherwise specified below.

A. Outreach

SFHOT services are provided throughout San Francisco to respond to emerging needs and work in collaboration with other departments to engage unsheltered individuals. Outreach includes conducting field-based outreach to support and engage unsheltered individuals throughout San Francisco in accessing shelter, housing, and other City services, as well as to distribute hygiene kits and resources. Outreach teams refer individuals to temporary shelter and/or other services such as medical and behavioral health care services. They also act as a CE Mobile Access Points for families, Transitional Age Youth (TAY), and adults, conducting CE intakes, creating ONE profiles for consenting and eligible clients, performing Housing Primary Assessments, connecting the most vulnerable clients to SFHOT Case Management for housing navigation services, and referring other unsheltered clients to CE Access Points for housing navigation support and problem-solving services.

The majority of SFHOT Full Time Equivalent (FTE) shall be allocated to Outreach staff. Outreach services shall be provided by District Teams and Multi-Disciplinary Teams (described in detail below) in collaboration with other City service providers and departments. Outreach staff leadership will set the workflow and may have to support staff in identifying areas to conduct targeted outreach within their specific district. Outreach staff may receive requests or referrals to conduct outreach in specific areas which may also involve locating high-need participants in the community. Outreach staff will distribute hygiene kits to unsheltered persons.

During inclement weather, the awarded Contractor shall ensure Outreach Teams provide wellness checks and distribute supplies to unsheltered individuals. Wellness checks will include checking for hyperthermia or hypothermia; distributing blankets, masks, water, hand sanitizer, and/or ponchos depending on the weather; and supporting individuals in staying hydrated during hot weather and keeping warm during cold weather. Outreach staff will conduct housing assessments and refer clients who meet the appropriate criteria to Case Management services. Individuals must have an active housing assessment to be referred to Case Management services.

Applicants shall propose their plan for providing outreach services including staffing, supervision, and proposed practice models. Proposers should maintain a staffing structure that meets the minimum FTEs included in the descriptions of teams below while being flexible to meet new or emerging outreach needs as identified by the City. The awarded Contractor should be prepared to adjust and reallocate SFHOT staff and resources to respond to these needs under the direction of HSH.

1. Neighborhood-based Outreach Teams

a. District Teams

The SFHOT program model currently includes 10 outreach teams to serve eight San Francisco district areas³ (District Teams). Contractor shall designate one team to each of the eight district areas, one additional team for Bayview and Ingleside, and a team to work primarily in San Francisco parks for a total of 10 Outreach Teams. Each District Team consists of 2.0 FTE Street Outreach staff.

District Teams provide broad-based outreach to approximately 4,400 unsheltered individuals in all neighborhoods of the City, with the goal of providing necessities, crisis services, shelter placement and connections to the larger homelessness response and public health systems of care.

District Teams will work in assigned districts and respond to requests from multiple sources such as San Francisco 311 (SF311), Healthy Streets Operation Center (HSOC), San Francisco Mayor's Office, San Francisco Board of Supervisors, the HSH Housing Placement Team, and/or SFHOT client voicemail. Outreach staff will return calls and make efforts to locate clients in the community and offer SFHOT services in line with the HRS. SFHOT will partner with DPH's Street Medicine program on a regular basis to link people experiencing homelessness with medical services. Street Medicine is a City program that provides street-based, low-barrier outreach, engagement, and care for unsheltered people experiencing homelessness. Nurses from Street Medicine accompany at least one SFHOT District Team weekly to provide street-based medical care. SFHOT will also partner with the Bridge and Engagement Services Team (BEST), which is also operated by DPH and provides time-limited, focused, and phased interventions to support clients in transitioning to ongoing behavioral health care and accessing supports.

The District Team assigned to City parks will collaborate closely with REC to provide outreach services to people experiencing homelessness while living in San Francisco's parks. Park Rangers will communicate with the SFHOT Recreation and Parks Outreach Team when they have identified unsheltered people on park property who need assistance. The SFHOT Recreation and Parks Outreach Team will respond within 48 hours and make at least three attempts to locate and offer outreach services. The team will also go into parks where there are unsheltered people frequently residing.

The awarded Contractor shall provide outreach services year-round from 6:30 am to 7:00 pm on weekdays and from 8:30 am to 7:00 pm on weekends, excluding holidays. Applicants may propose an alternative Districts Teams schedule with rationale in their bid submission. Proposers shall allocate a minimum of 20.0 FTE District Team Outreach staff to be assigned to specific District Teams.

³ Districts are distinguished by neighborhoods as follows: (1) Mission, (2) Bayview, (3) Tenderloin, (4) Northern, (5) Central, (6) Southern, (7) Park, and (8) Richmond and Taraval; plus an additional District Team for (9) Bayview and Ingleside and a District Team specifically for (10) San Francisco Recreation and Parks.

2. Multidisciplinary Outreach Teams

SFHOT Outreach staff work in partnership with various City departments and service providers to provide multidisciplinary support services to persons experiencing homelessness. Outreach workers play a key role in these teams providing CE assessments and making housing placements.

a. Healthy Streets Operations Center (HSOC) – Encampment Resolution Team (ERT)

Outreach workers who participate in the ERT actively collaborate with HSOC, and interdepartmental collaboration managed by the DEM, which is responsible for managing encampment resolutions and promoting healthy street conditions in San Francisco. In addition to DEM, the HSOC interagency partnership involves DPH, HSH, SFPD and SFFD, SFMTA, REC, and the Department of Public Works. HSOC proactively responds to encampments with the understanding that planned and collaborative outreach and engagement will more likely result in successful shelter placements and resolve existing conditions. HSOC collaborates and meets regularly with Community Benefits Districts, non-profits, and religious organizations that outreach to those experiencing homelessness to coordinate efforts.

The role of the outreach workers who participate in the ERT is to ensure that an offer of shelter is made to every unhoused individual in the encampment that is being resolved, and to link encampment residents to other needed services. HSOC as a whole works to clean the area around encampments, resolve long-term encampments, and prevent re-encampment.

HSH is requiring that the prime Contractor awarded under this RFP partner with another organization to offer ERT services through a subcontract agreement. This requirement is partially driven by the need for greater staffing capacity to support expansion of the SFHOT program. Additionally, the operating environment, daily workflows, and collaborative governance structure in which the ERTs operate are distinct from those of other SFHOT Outreach Teams. Finally, there is value in distinguishing ERTs from the other SFHOT Outreach Teams, and ERT staff will be required to wear uniforms that visually distinguish them from Outreach Teams staffed by the lead SFHOT Contractor.

The ERT subcontractor shall provide four ERTs, with each team consisting of 2.0 FTE ERT Outreach staff. Two teams will provide Citywide SFHOT services, and two dedicated teams will serve encampments in the Polk Street Alley area. One of these Citywide teams may be asked to focus on outreaching to persons experiencing homelessness living in their vehicles. Pending the availability of state funding, two additional dedicated ERT teams may be added in FY 2023-2024 to address encampments in the Mission District. ERTs dedicated to specific geographic zones will be able to focus on the development of sustained relationships with encampment residents that can build trust and improve uptake of shelter and services in advance of and in coordination with encampment resolution efforts.

The subcontractor shall allocate a minimum of 8.0 FTE Outreach staff for ERT services. ERT staff schedule will be the same as SFHOT Outreach staff, 6:30 am to 7:00 pm on weekdays and from 8:30 am to 7:00 pm on weekends, excluding holidays. Proposers will describe their plan for working with their selected subcontractor(s) to deliver ERT services and ensure ERT related outcomes and objectives are met.

b. Street Crisis Response Team (SCRT) Outreach Teams

SCRT is a collaborative, field-based service to divert emergency 911 calls, provide timely care, and reduce the need for police to serve as the primary responder for people suffering from mental

health crises on the street. Each SCRT consists of one SFHOT Outreach staff and one community paramedic provided by SFFD.

SCRT goals include reducing unnecessary emergency room visits and unnecessary jail time through working to deescalate crises in the streets. SCRT responds to 911 calls that do not require a police response. These situations may include responses to adults in public spaces who are nonviolent, without weapons, and showing signs of a behavioral health crisis. SFHOT SCRT Outreach staff will refer clients to appropriate services such as SFHOT Case Management services, shelter placement, clinical BEST team referrals, and provide mobile CE assessment.

SFFD paramedics provide SCRT services 24 hours per day, seven days per week. SFHOT SCRT Outreach staff provide outreach from 6:30 am to 7:00 pm on weekdays and from 8:30 am to 7pm on weekends, excluding holidays. Proposers shall allocate a minimum of 11.0 FTE for SCRT Outreach staff.

c. Emergency Medical Services

Emergency Medical Services (EMS-6) is a partnership between the Community Paramedics division of the SFFD and SFHOT that responds to calls by hospitals and providers who have identified persons utilizing multiple systems with non-urgent needs. The goal of EMS-6 services is to break the cycle of people who rotate from the street to the emergency room and back to the street. EMS-6 serves individuals who frequently use the 911 system, specifically anyone who uses City emergency services four or more times in a 30-day period, or ten or more times in a 12-month period. SFHOT EMS-6 staff make shelter referrals when appropriate and connect unsheltered persons to social services, behavioral health services, and non-emergency programs that may include SFHOT Case Management services. The team meets these vulnerable individuals where they are and provides intensive, wrap-around care to connect them to appropriate resources. This may include working with individuals in the community, hospital, and/or the scene of an emergency.

Proposers shall allocate a minimum of 1.0 FTE Outreach staff for EMS-6.

B. Case Management

The awarded Contractor shall provide Case Management Services, focused on housing goals, to the most vulnerable unsheltered individuals already assessed for CE. Case Managers shall receive referrals from Outreach staff, DPH Street Medicine team, BEST, Adult Protective Services, hospitals, HIV Homeless Outreach and Mobile Engagement Program Team, City clinics, and DPH-funded nonprofit service providers. Approximately 80 percent of the individuals referred will be in "Housing Referral Status" in the San Francisco CE System and many may be chronically homeless, disabled, over the age of 60, LGBTQ+ or BIPOC, have cognitive impairments, or have no earned income. Most individuals referred for Case Management Services experience complex medical, psychiatric, and/or substance, tri-morbidity, are high utilizers of urgent and/or emergency care services, and/or are unable to navigate HSH's CE services without support.

Case Managers provide referrals and support with linkages to benefits, medical services, mental health services, and support individuals in housing navigation. The awarded Contractor shall assess individuals for their housing readiness, and connect them to services such as medical, psychiatric, substance use treatment, income support, in-home support services, intensive case management, and meal delivery. Case Managers shall maintain a client caseload of one Case Manager to 15 clients, unless otherwise specified. The goals of Case Management Services are to reduce transition barriers from street and shelter to housing and ensure stability after placement into permanent housing.

The awarded Contractor will also support case managed clients in housing navigation by providing the following types of assistance:

- Preparing a housing plan, which includes locating and obtaining other support and service linkages needed to successfully move into and stabilize in housing;
- Completing the housing application;
- Supporting clients in becoming “document ready” by helping them to acquire all required documentation such as birth certifications, photo identification, social security cards, and income and homelessness verifications. As needed, Contractor shall assist with scheduling and attending appointments needed to procure documents;
- Scheduling and attending housing interviews with the client as needed;
- Supporting move ins to housing; and
- Coordinating regularly with other providers working with the housing referral status client through meetings, calls, and/or through ONE System notes.

Case Managers shall continue to work with clients for an additional 30 to 90 days after placement in Permanent Supportive Housing (PSH) to support stabilization in housing. Case Managers may also request administrative reviews conducted by the HSH Clinical Supervisor for clients who are not assigned Housing Referral Status through the CE Assessment process but who they believe should be placed in PSH.

1. Citywide Case Management Services

Most Case Management Services will be provided Citywide. Citywide Case Managers will provide Case Management Services for clients referred to them from neighborhoods throughout San Francisco by many sources, such as multidisciplinary teams managed in partnership with DPH, the HSOC Program, or referred by SFHOT District Teams.

Proposers shall allocate a minimum of 15.5 FTE for Case Managers. Proposers shall provide a plan for delivering Case Management Services including how they will be provided, availability and accessibility of services, locations of services, staff qualifications, and supervision structure.

2. Neighborhood-based Case Management Services

SFHOT collaborates with DPH Office of Coordinated Care to provide Case Management Services to unsheltered persons in specific neighborhoods through BEST. BEST offers behavioral services to unsheltered populations using evidence-based Critical Time Intervention (CTI) model. Neighborhood-based SFHOT Case Managers and BEST clinicians will jointly support shared priority clients using a “by-name” list within their assigned neighborhoods and participate in case conferencing, with other multi-disciplinary team members as appropriate, to ensure that clients are effectively linked to behavioral health services, shelter, and housing-focused case management. BEST and their designated Neighborhood-based Case Managers work in the following four police districts or areas: (1) Mission and Park, (2) Tenderloin, Northern, and Southern, (3) Bayview and Ingleside; and (4) Citywide.

Proposers shall allocate a minimum of 1.0 FTE Neighborhood-based Case Manager for each of the four targeted areas for a total of 4.0 FTE. Neighborhood-based Case Managers shall maintain an ideal client caseload of one Case Manager to 15 but may go up to 20 clients per Case Manager. Neighborhood-based Case Managers shall be available from 6:30 am to 7:00 pm on weekdays and from 8:30 am to 7:00 pm on weekends, excluding holidays.

V. SPECIFIC REQUIREMENTS

The awarded Contractor for SFHOT services must conform with all of the following requirements:

- On an as needed basis, provide transportation services through coordination and purchase of taxi vouchers. The awarded Contractor shall coordinate with HSOC partners to make transportation requests through HSH’s Transport Team⁴;
- Activate Emergency Response Teams within 24 hours of HSH activating an emergency activation protocol;
- Ensure SFHOT staff complete HSH-required trainings including utilizing HSH’s ONE System and other databases as determined by HSH;
- Ensure Outreach and Case Managers complete training on providing CE Assessments and Housing Navigation for families, TAY, and adults;
- Provide SFHOT Outreach and Case Management staff with trainings including but not limited to De-escalation, Harm Reduction, Motivational Interviewing, Trauma Informed Care, Implicit Bias, Family Homelessness 101, CTI, and providing appropriate linkages and/or referrals to increase skill sets to engage unsheltered persons;
- Work with HSH staff to understand the San Francisco HRS including Temporary Shelter Services; and
- Regularly collect and report on unsheltered persons’ reasons for declining Shelter services.

VI. OUTCOMES AND OBJECTIVES

The awarded Contractor shall provide SFHOT services to achieve the following outcomes and objectives.

A. Outreach

1. Neighborhood-based Outreach Teams Outcomes and Objectives

- a. In its effort to conduct wellness checks:
 - i. Conduct at least 35,000 encounters and wellness checks annually as verified by the ONE System Encounter Form documentation.
 - ii. Refer individuals experiencing homelessness to shelter beds, utilizing at least an average of 90 percent of available shelter beds.
 - iii. Ensure that encounters are proportional to district needs such that the percentage of ONE Encounters documented per police district is within ten percentage points of the percent of the most recent PIT Count below. This will be verified by the ONE System Encounter Form documentation quarterly.

Police District	2022 PIT	Target Range
Bayview	12%	2%-22%
Central	5%	< 15%
Ingleside	4%	< 14%
Mission	16%	6%-26%
Northern	9%	<19%
Park	5%	<15%
Richmond	5%	<15%
Southern	12%	2%-22%
Taraval	5%	<15%
Tenderloin	27%	17%-37%

- b. In its effort to distribute basic needs and goods:

⁴ SFHOT team members are not permitted to directly transport clients.

- i. Activate Emergency Response Teams within 24 hours of HSH activating an emergency activation protocol. The awarded Contractor will track and report this monthly during the emergency activation period.
- ii. Ensure at least 50 percent of SFHOT Dispatch calls who have left a call back number receive a call back attempt within one week as verified in the call log.
- c. In its efforts to conduct mobile CE System:
 - i. Complete no less than 50 CE Assessments/ Reassessments per month for families, TAY, and adults as verified by ONE System Enrollment and Assessment data at the end of each month.
- d. In its efforts to make housing placements when available:
 - i. Outreach staff shall refer at least two (2) eligible clients per month to a HSH Clinical Supervisor. The awarded Contractor will track and report this monthly.
 - ii. Awarded Contractor will be required to refer all HRS clients to either SFHOT Case Management or to an Access Point for housing navigation or directly to a housing navigation provider.
- e. In its efforts to provide outreach staffing for cross-department collaborations:
 - i. Provide 100 percent staffing for special, unplanned, projects as required by HSH. Staff to support new initiatives may be reallocated from other SFHOT activities to support these special projects. Track staff allocation by submitting staff schedules for program monitoring.

2. Multidisciplinary Outreach Teams Outcomes and Objectives

- a. Encampment Resolution Team Outcomes and Objectives:
 - i. Ensure 100 percent of encampment areas to be resolved will be notified by posted notification at least 48 hours in advance before the area resolution.
 - ii. Ensure 100 percent of people experiencing homelessness encountered are offered shelter as verified by documentation in ONE System Encounter Form.
 - iii. Ensure that on average, 20 percent of clients during a resolution, have an active housing assessment.
 - iv. Outreach staff shall refer at least two (2) eligible clients per month to HSH Clinical Supervisor. The awarded Contractor will track and report this monthly.
 - v. Facilitate a minimum of 500 shelter placements annually.
 - vi. Ensure at least 40 percent of shelter offers are accepted as verified by documentation in ONE System Encounter Form.
 - vii. Ensure at least 65 percent of clients enrolled in Outreach Services will have an active CE Assessment as verified by documentation in ONE System Encounter.
 - viii. For the two ERTs serving Polk Street Alley, refer all HRS clients to either SFHOT Case Management or to an access point for housing navigation or directly to a housing navigation provider.
- b. EMS6 and SCRT Outcomes and Objectives
 - i. In its efforts to conduct mobile CE System:
 - a) Complete no less than two CE Assessments/ Reassessments per month per team member for families, TAY, and adults as verified by ONE System Enrollment and Assessment data at the end of each month.
 - b) Ensure at least 65 percent of clients enrolled in Street Outreach non- Projects for Assistance in Transition for Homelessness (PATH) will have an active CE Assessments in ONE as verified by ONE System Enrollment and Assessment data at the end of each month.
 - i. In its efforts to make housing placements when available:

- a) Each Outreach staff will be required to refer at least two clients per month to a HSH clinical supervisor. The awarded Contractor will track and report this monthly.
- b) Ensure HSH Clinical Supervisor reviews, determines eligibility, and refers 100 percent of eligible clients to Case Management Services within one week of referral. The awarded Contractor will track and report this monthly.
- ii. In its efforts to provide outreach staffing for cross-department collaborations:
 - a) Staff 100 percent of special, unplanned, projects like the Tenderloin Center, HOPE SF, Joint Field Office (JFO), and others to come. Staff to support new initiatives may be pulled from other traditional SFHOT activities to support these special projects. The awarded Contractor will track via provider-submitted staff schedules during program monitoring.

B. Case Management Services

- a. Engage at least 250 participants in Case Management Services annually as verified by the ONE System enrollments.
- b. Ensure 100 percent of all participants receiving Case Management Services satisfy PATH program eligibility criteria.
- c. Ensure that Case Managers contact 90 percent of participants on their caseload at least once per week and document their efforts in the ONE System.
- d. Ensure that, upon closing a client’s Case Management Services, at least 90 percent of all participants have a complete and well-organized file, including intake documents, signed releases, services plan, and a closing note.
- e. Ensure that 100 percent of all participants receiving Case Management Services are referred to medical care, mental health care, substance use support, or ancillary health services.
 - i. 80 percent of clients referred will have connected as verified by ONE Services.
- f. Ensure that at least 80 percent of all Case Managed clients enroll in, maintain, or increase income via benefits such as County Adult Assistance Program (CAAP), Supplemental Security Income (SSI), CalFresh or employment as verified by the ONE System.
- g. Ensure at least 80 percent of all participants receiving Case Management Services obtain health insurance.
- h. Ensure at least 80 percent of all participants receiving Case Management Services and enrolled in housing remain in housing for at least 30 days.
- i. Ensure that at least 80 percent of all Case Managed participants are “document ready” to move into housing within 90 days.
- j. Ensure that at least 80 percent of all case managed participants are successfully placed into shelter or housing or have a successful problem-solving resolution within 90 days.

VII. PRE-APPLICATION INFORMATION

A. Pre-Proposal Conference

Proposers are encouraged to attend an online pre-proposal conference on Friday, April 14, 2023 at 10:30 am (PST) via Microsoft Teams at the following link: [Pre-Proposal Conference](#).

Any questions will be addressed at this conference and any available new information will be provided at that time.

B. Procurement Questions Deadline

Proposers may submit questions via email to: HSHProcurements@sfgov.org until the Questions Deadline (per Schedule on Page 1 of RFP). Proposer’s specific questions about compliance with the City’s vendor

requirements are in Section XIV. City Social Policy Requirements are not subject to the above deadline and may still be answered by the contact designated in this procurement.

VIII. PROCUREMENT ANSWERS AND CLARIFICATIONS

A summary of the clarifications, questions and answers pertaining to this RFP will be posted on the HSH website: <http://hsh.sfgov.org/overview/procurements/>.

It is the responsibility of each Proposer to check for any RFP Addenda, Question and Answer postings, and other updates posted regarding this RFP.

IX. SUBMISSION REQUIREMENTS

A. Time and Place for Submission of Proposals

Applications are due electronically in the format detailed below and must be received by the Applications Deadline (per the Schedule on Page 1 of the RFP).

Proposers shall submit the Appendix 1: Application Template with requested attachments in **one** PDF to **HSHProcurements@sfgov.org**. The PDF file name and email subject must include the RFP number (RFP #139) and the Proposer organization's name as such: RFP #139 – Proposer Organization Name.

Applications submitted by fax will not be accepted. Proposers must receive an email confirmation from the City to be considered submitted. Supplemental documents or revisions submitted after the Applications Deadline will not be accepted.

X. SUBMISSION FORMAT

Proposers must submit one Appendix 1: Application Template and submit requested attachments in one combined PDF document. This is necessary so that all Applications can receive fair and consistent evaluation. Applications that do not follow the required format may not be considered. Information must be at a level of detail that enables effective evaluation.

XI. PROPOSAL CONTENTS AND EVALUATION CRITERIA

Application Section	Submittal Format	Proposer must complete/provide/respond to the following:	Evaluation Criteria	Points
1. Summary	Appendix 1: Application Template and Attachment 2: Proposer Questionnaire and References	1.1 Proposer Information: Vendor Name, Federal ID #, Address, Director Information, Contact Information, Point of Contact Information, Proposed Services, Collaboration information, if any.	HSH will review for pass/fail: <ul style="list-style-type: none"> Did Proposer complete Appendix 1: Applicant Template? 	Pass/ Fail
2. Minimum Qualifications	Appendix 1: Application Template	<p>Applies to all Proposers:</p> <p>2.1 Applicant must be a certified vendor with the City and County of San Francisco or have the ability to become a certified vendor within ten (10) days after notice of intent to award.</p> <p>2.2 Proposers must demonstrate at least five (5) years of experience working with individuals experiencing homelessness including those with substance use disorder, behavioral health issues, disabilities, individuals accessing social services or support services, older adults (ages 65 and over), LGBTQ+ persons, TAY, and families.</p> <p>2.3 Proposers must demonstrate at least five (5) years of experience providing Case Management Services including linkage and referral to services such as behavioral health services, medical services, and/or assisting clients in housing navigation (i.e., obtaining documents needed for housing, filling out</p>	<p>HSH will review for completeness/compliance:</p> <p>2.1 Did Proposer attach copies of their certification or demonstrate ability to become a certified vendor within ten days after notice of intent to award if not already certified?</p> <p>2.2 Did Proposer demonstrate at least five years of experience working with individuals experiencing homelessness including those with substance use disorder, behavioral health issues, disabilities, individuals accessing social services or support services, older adults, LGBTQ+ persons, TAY, and families?</p> <p>2.3 Did Proposer demonstrate at least five years of experience providing Case Management Services including linkage and referrals to services and/or housing navigation?</p>	Pass/ Fail

Application Section	Submittal Format	Proposer must complete/provide/respond to the following:	Evaluation Criteria	Points
		housing applications, making and keeping appointments with housing providers, etc.)		
3. Relevant Experience	Appendix 1: Application Template	3.1 Describe experience working with unsheltered populations including those with substance use disorders, behavioral health issues, disabilities, individuals accessing social services or support services, seniors/older adults, LGBTQ+, TAY, families and non-English speakers. Include number of years of experience, services provided, served populations, and collaborations. What strategies have you used to work with and engage unsheltered populations and what have been lessons learned?	3.1 How experienced is the Proposer in working with unsheltered populations including those with substance use disorder, behavioral health issues, disabilities, individuals accessing social services or support services, seniors/ older adults, LGBTQ+, TAY, and families? How well did Proposer demonstrate this experience? How well did Proposer demonstrate effective strategies to work with and engage unsheltered populations? How well did Proposer demonstrate lessons learned to continuously improve services?	6
		3.2 Describe experience providing field-based Outreach Services. Including service areas, served populations, and services provided.	3.2 How experienced is Proposer in providing field-based Outreach Services? How well matched are service areas, served populations, and services provided with SFHOT Scope of Work?	5
		3.3 Describe experience providing housing-focused Case Management Services including linkage and referral to services. Services may include behavioral health services, medical services including linkage to primary care, and assisting persons with housing navigation through obtaining documents needed for housing, filling out housing applications, making and keeping appointments with housing providers, etc.	3.3 How experienced is Proposer in providing housing-focused Case Management Services? How well does proposer demonstrate experience linking and referring people to services such as behavioral health services, medical services, and assisting persons with housing navigation through obtaining documents needed for housing, filling out housing applications, making and keeping appointments with housing providers, etc.?	4

Application Section	Submittal Format	Proposer must complete/provide/respond to the following:	Evaluation Criteria	Points
		3.4 Describe experience collaborating with City departments and service providers to deliver coordinated and/or multidisciplinary services. Provide an example of a previous or current collaboration, the outcomes of collaboration, and any lessons learned.	3.4 How experienced is Proposer in collaborating with City departments and services provides to deliver coordinated and/or multidisciplinary services? How well does Proposer’s example demonstrate experience and positive and/or successful outcomes in collaborations? How well does proposer demonstrate positive lessons learned from mistakes or issues?	3
Relevant Experience Subtotal				18
4. Program Plan	Appendix 1: Application Template	<p>4.a1 Describe proposed plan for providing Outreach Services including any evidence-based practices and/or community-informed practices to be utilized and rationale for additional proposed practices; how Wellness Checks and CE Assessments will be conducted; plan for identifying areas to conduct targeted outreach; plan for responding to requests for Outreach Services and locating high-needs participants in the community; and plan for distributing hygiene kits; plan for referring eligible clients to Case Management Services; and how services will incorporate equity based approaches. Include proposed staffing plan and Outreach FTE staff by teams. If proposing alternate schedules Outreach teams include schedule and rationale.</p> <p>4a2. Describe how ERT services will be provided to meet ERT specific outcomes and objectives including the Subcontractor to provide services, their experience and</p>	<p>4.a1 How well does Proposer describe their plan for providing Outreach Services? How well matched are proposed evidence-based practices and/or community-informed practices with SFHOT? How well does proposer plan incorporate the following activities: identifying areas to conduct targeted outreach, responding to requests for outreach services and locating high-needs participants in the community, distributing hygiene kits, referring eligible clients to Case Management Services including identifying eligibility, and how services will incorporate equity-based approaches? How well do the proposed Outreach Teams meet the minimum staffing requirements below? How well matched are proposed schedules for District Teams and Multidisciplinary Outreach Teams?</p> <p>District Teams: at least 20.0 FTE Outreach ERT: at least 8.0 FTE Outreach SCRT: at least 11.0 FTE Outreach EMS-6: at least 1.0 FTE Outreach</p>	9

Application Section	Submittal Format	Proposer must complete/provide/respond to the following:	Evaluation Criteria	Points
		<p>expertise that make them an appropriate fit for providing ERT services.</p>	<p>4a2. How well does Proposer describe how ERT services will be provided by a Subcontractor to meet ERT specific outcomes and objectives? How well does Subcontractor demonstrate experience and expertise in serving individuals at encampments?</p>	
		<p>4.a3 Priorities for Outreach Services may shift based on Citywide priorities, emerging needs, and inclement weather. Describe proposed plan for shifting Outreach Teams priorities and staffing patterns to activate Emergency Response Teams with short notice.</p> <p>4.a4 Describe plan to develop a part-time or on-call Outreach staffing plan to ensure consistent coverage and meet program goals. Including plan to cover for staff vacancies and absences (both short-term and long-term vacancies and absences).</p>	<p>4.a3 How well does Proposer’s plan to shift Outreach Teams priorities and staffing patterns demonstrate flexibility and capacity to respond quickly to changes in priorities, emerging needs, and inclement weather?</p> <p>4.a4 How well does Proposer describe their plan to develop a part-time or on-call Outreach staffing plan to ensure consistent coverage and meet program goals? How well does Proposer’s plan consider efficient management of staff vacancies and absences?</p>	9
		<p>4.b1 Describe proposed plan to provide Citywide Case Management and Neighborhood-based Case Management Services including any evidence-based practices and/or community-informed practices to be utilized; how services will be delivered to assess for housing readiness, providing referrals and support with linkage to additional services, and transition clients out of services utilizing equity-based approaches; and plan for proposed schedules for Case Management Services.</p>	<p>4.b1 How well does Proposer’s plan to provide Citywide Case Management and Neighborhood-based Case Management Services? How well does Proposer’s plan include evidence-based practices and/or community-informed practices? How well does Proposer describe how Case Management Services will be delivered to assess for housing readiness, provide referrals, and support with linkage to additional services, and transition clients out of services utilizing equity-based approaches? How appropriate are</p>	8

Application Section	Submittal Format	Proposer must complete/provide/respond to the following:	Evaluation Criteria	Points
			<p>Proposer’s Case Management Services schedules? Do proposed Case Management FTE staff meet SFHOT staffing requirements below?</p> <p>Citywide Case Management: 15.5 FTE Case Manager</p> <p>BEST Neighborhood-based Case Managers: 4.0 FTE Case Manager</p>	
		<p>4.b2 Describe how Case Management Services will collaborate with Outreach Teams, HOME, BEST, and other Departments, teams, and providers to accept referrals and link participants with appropriate services.</p>	<p>4.b2 How well does Proposer describe how Case Management Services will collaborate with Outreach Teams, HOME, BEST, and other departments, teams, and providers to accept referrals and link participants with appropriate services?</p>	5
		<p>4.b3 Describe the plan to develop a part-time or on-call Case Management staffing plan to ensure consistent coverage. Including plan to cover for staff vacancies and absences (both short term and long term).</p>	<p>4.b3 How well does Proposer describe their plan to develop a part-time or on-call Case Management staffing plan to ensure consistent coverage? How well does their plan manage staff vacancies and potential absences?</p>	4
		Program Plan Subtotal		
<p>5. Organizational Capacity and Staffing</p>	<p>Appendix 1: Application Template</p>	<p>5.1 Describe and demonstrate organizational capacity, infrastructure, and staffing structure needed to provide SFHOT services, including supervision and management, and to provide timely and accurate tracking and reporting of data on contracted services and outcomes. Please provide the current vacancy rate within your organization.</p> <p>5.2 Identify any subcontractors who will be involved. If subcontractors are proposed,</p>	<p>5.1 How well does the Proposer demonstrate organizational capacity, infrastructure, and staffing structure needed to provide SFHOT services including supervision and management, and to provide timely and accurate tracking and reporting of data on contracted services and outcomes? Does the current vacancy rate in the Proposer’s organization suggest that maintaining full staffing may be a challenge?</p>	10

Application Section	Submittal Format	Proposer must complete/provide/respond to the following:	Evaluation Criteria	Points
		describe the work they will perform and how they are qualified to perform it.	5.2 How well does Proposer describe subcontractor qualifications and how subcontractors will support them in meeting SFHOT program goals?	
		5.3 Describe plan for staffing SFHOT services with a diverse team that reflects the served populations. Attach resumes of key program staff and clearly identify which staff position they occupy. Attach job descriptions for Outreach and Case Management staff. Indicate which staff are bilingual and in which language.	5.3 How well does Proposer describe their plan for staffing SFHOT services with a diverse team that reflects the served populations referenced in III. Served Populations of the RFP? How well do key program staff resumes reflect experience in providing, supporting, and/or overseeing SFHOT services? How well matched are job descriptions for Outreach and Case Management staff to SFHOT services?	6
		5.4 Describe training curriculum and plan for Outreach staff and Case Managers. Training shall include De-escalation, Harm Reduction, Motivational Interviewing, Trauma Informed Care, Implicit Bias, Family Homelessness 101, CTI, knowledge about diverse groups that make up homeless populations, how to make appropriate linkage/referrals, and navigating San Francisco Homelessness Response System services.	5.4 How well does Proposer describe training curriculum and plan for Outreach staff and Case Managers that will include De-escalation, Harm Reduction, Motivational Interviewing, Trauma Informed Care, Implicit Bias, Family Homelessness 101, CTI, knowledge about diverse groups that make up homeless populations, how to make appropriate linkage/ referrals, and navigating San Francisco Homelessness Response services?	5
		5.5 Describe plan to support SFHOT staff given the level of vicarious trauma that staff may experience in the field and how proposer will support and promote self-care.	5.5 How well does Proposer describe their plan to support SFHOT staff give the level of vicarious traumas that staff may experience in the field? How well does Proposer describe their plan to support and promote self-care?	4
Organizational Capacity and Staffing Subtotal				25

Application Section	Submittal Format	Proposer must complete/provide/respond to the following:	Evaluation Criteria	Points
6. Fiscal Capacity – Budget	Appendix 1: Application Template and Appendix 2: Budget Proposal Template	6.1 All costs to the City shall be included in the payment entered in Appendix 2: Budget Proposal Template.	6.1 How reasonable, appropriate, and competitive are the Proposer’s project costs relative to this RFP and HSH’s needs?	12
7. Oral Presentation/ Interview	Virtual	7. Up to three (3) of the highest scoring Proposers will be invited for an oral presentation/ interview to provide additional clarification on their plan to provide SFHOT services. HSH may provide questions and/or prompts prior to Oral Presentation/ Interview.	7. How clear and well-defined were Proposer’s responses to the questions?	10
Total				100

XII. CONTRACTOR SELECTION

The City shall award a contract to the Proposer that meets the Minimum Qualifications of this Solicitation and whose Proposal receives the highest-ranking score. Responsive proposals will be evaluated by a panel (“Evaluation Panel”) consisting of one or more parties with expertise related to the goods and/or services being procured through this Solicitation. The Evaluation Panel may include staff from various City departments. Proposals will be evaluated based on the criteria outlined above.

Proposers who are qualified are not guaranteed an agreement. Proposers selected for negotiations are not guaranteed an agreement. This RFP does not, in any way, limit the City’s right to solicit similar or identical services. The City may at a future date elect to fund additional Proposers not originally selected for funding, or increase agreement amounts to Awarded Providers.

A. Additional Information

In some instances, the City may request additional information from Proposers prior to making a determination about qualification and/or agreement awards.

B. Minimum Qualifications

The Proposer must clearly demonstrate that it meets the Minimum Qualifications to be considered for qualification. The Proposer’s responses to Minimum Qualifications in RFP Appendix 1: Application Template and required attachments will be reviewed to determine qualification and eligibility for award.

The Minimum Qualifications determination will be solely based on the information submitted by the Proposer in Appendix 1: Application Template and required attachments. Insufficient or incomplete information may result in an Application being considered non-responsive. Responses of “To be provided upon request” or “To be determined” or “Confidential” or the like, or that do not otherwise provide the information requested (e.g., left blank) are not acceptable. Any Application that does not demonstrate that the Proposer meets the Minimum Qualifications will be issued a notice of non-responsiveness and will not be evaluated or eligible for award under this RFP.

The City reserves the right to request clarifications from Proposers prior to rejecting an Application for failure to meet the Minimum Qualifications. Clarifications are limited exchanges between the City and Proposer and will not provide the Proposer the opportunity to revise or modify its Application.

XIII. TERMS AND CONDITIONS FOR RECEIPT OF SUBMITTALS

A. Errors and Omissions in RFP

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the City, in writing, if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the City promptly after discovery, but in no event later than 72 hours prior to the RFP’s Deadline.

B. Objections to RFP Terms

Proposers shall submit all questions concerning this RFP, scope of work or requirements in writing by email only before the RFP Questions Deadline and directed to: HSHProcurements@sfgov.org. All Proposer questions concerning the RFP process shall be submitted no later than 72 hours prior to the Applications Deadline. Proposers who fail to do so will waive all further rights to protest based on these specifications and conditions.

C. Objections to RFP Terms

Should a Proposer object on any ground to any provision or legal requirement set forth in this RFP, the Proposer must, not less than 72 hours prior to the Applications Deadline, provide written notice to the City setting forth with specificity the grounds for the objection. The failure of a Proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

D. Change Notices

The City may modify the RFP, prior to the Applications Deadline, by issuing Addenda to the RFP, which will be posted at <http://hsh.sfgov.org/overview/procurements/>. The Proposer shall be responsible for ensuring that its Application reflects any and all Addenda issued by the City prior to the Applications Deadline regardless of when the Application is submitted. Therefore, the City recommends that the Proposer consult the website frequently, including shortly before the Applications Deadline, to determine if the Proposer has downloaded all RFP Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers, and updates, which will be posted on the HSH website: <http://hsh.sfgov.org/overview/procurements/>.

E. Term of Application

Submission of an Application signifies that the proposed services and prices are valid for the duration of this RFP and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

F. Revision of Application

A Proposer may revise an Application on the Proposer’s own initiative at any time before the Application Deadline. The Proposer must submit the revised Application in the same manner as the original. A revised Application must be received on or before, but no later than the Application Deadline.

In no case will a statement of intent to submit a revised Application, or commencement of a revision process, extend the Application Deadline for any Proposer. At any time during the Application evaluation process, the Department may require a Proposer to provide oral or written clarification of its Application. The Department reserves the right to make an award without further clarifications of Applications received.

G. Errors and Omissions in Application

Failure by the City to object to an error, omission, or deviation in the Application will in no way modify the RFP or excuse the Awarded Provider from full compliance with the specifications of the RFP or any agreement awarded pursuant to the RFP.

H. Financial Responsibility

The City accepts no financial responsibility for any costs incurred by the Proposer in responding to this RFP. Submissions of the RFP will become the property of the City and may be used by the City in any way deemed appropriate.

I. Cybersecurity Risk Assessment

As part of City’s evaluation process, City will engage in Cybersecurity Risk Assessment (CRA). CRA may be performed for each entity manufacturing the product, performing technical functions related to the product’s performance, and/or accessing City’s networks and systems. Where a prime contractor or reseller plays an active role in each of these activities, CRA may also be required for the prime contractor or reseller.

To conduct a CRA, City may collect as part of this Solicitation process one of the following two reports:

- SSAE 18 SOC-2, Type 2 Report: Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy; or

- City's Cyber Risk Assessment Questionnaire: Proposer's responses to a City's Cyber Risk Assessment Questionnaire.

The above reports may be requested at such time the City has selected or is considering a potential Proposer. The reports will be evaluated by the soliciting Department and the City's Department of Technology to identify existing or potential cyber risks to City's data which shall be remediated on or before contract execution, but in no event later than 180 days from contract execution (unless otherwise required by City). Should such risks be identified, the City may afford a potential Proposer an opportunity to cure such risk within a period of time deemed reasonable to City. Such remediation and continuing compliance shall be subject to City's on-going review and audit through industry-standard methodologies, including but not limited to: on-site visits, review of the entities' cybersecurity program, penetration testing, and/or code reviews.

J. Applicant's Obligations under the Campaign Reform Ordinance

Applicants must comply with Section 1.126 of the San Francisco Campaign and Governmental Conduct Code, which states:

No person who contracts with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

If an Applicant is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the Applicant is prohibited from making contributions to:

- The officer's re-election campaign
- A candidate for that officer's office
- A committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (2) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Qualification, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

- Criminal. Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.
- Civil. Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.

- Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, Applicants should contact the San Francisco Ethics Commission at (415) 581-2300.

K. Sunshine Ordinance

In accordance with San Francisco Administrative Code Section 67.24(e), contractors' bids, responses to RFPs and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

L. Public Access to Meetings and Records

If a Proposer is a non-profit entity that receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the San Francisco Administrative Code, the Proposer must comply with Chapter 12L. The Proposer must include in its Application (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to Proposer's meetings and records, and (2) a summary of all complaints concerning the Proposer's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the Proposer shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in Applicant's Chapter 12L submissions shall be grounds for rejection of the Application and/or termination of any subsequent Agreement reached on the basis of the Application.

M. Reservations of Rights by the City

The issuance of this RFP does not constitute an agreement by the City that any agreement will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, Application, or Application procedure;
2. Reject any or all Applications;
3. Reissue or reopen the RFP;
4. Prior to submission deadline for Applications, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the Applications;
5. Procure any materials, equipment or services specified in this RFP by any other means; or
6. Determine that no award will be pursued.

N. No Waiver

No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a Proposer to observe any provision of this RFP.

O. Reserved. (Local Business Enterprise (LBE) Goals and Outreach).

P. Compliance with Previous Grant and Contract Requirements

Agencies submitting Applications that have previously been granted by the City and County of San Francisco and/or Federal agencies to provide goods and/or services must successfully demonstrate compliance with

performance/monitoring requirements specified in previous grants/contracts (e.g., corrective actions) to be considered responsive to this RFP. Documented failure to correct performance/monitoring deficiencies identified in past City and County grants/contracts may result in agency disqualification to participate in this RFP.

Q. Other Terms and Conditions

The selection of any Proposer for agreement negotiations shall not imply acceptance by the City of all terms of any Application or response to this RFP, which may be subject to further negotiation and approvals by the City.

If a satisfactory agreement cannot be negotiated in a reasonable time with the selected Proposer, then the City, in its sole discretion, may terminate negotiations and begin agreement negotiations with the next highest scoring Proposer or may continue competition among remaining Proposers without reinitiating the RFP process.

The City reserves the right at any time to approve, disapprove, or modify proposed staffing, plans, timelines and deliverables, provided that all modifications are within the scope of work sought by this RFP.

This RFP does not in any way limit the City's right to solicit agreements for similar or identical services if, in the City's sole and absolute discretion, it determines the Applications submitted in response to this RFP are inadequate to satisfy its needs.

XIV. CITY AGREEMENT REQUIREMENTS

A. How to Become Eligible to Do Business with the City

Proposers must fulfill the City's administrative requirements for doing business with the City and become a compliant supplier prior to agreement award. Fulfillment is defined as completion, submission and approval by applicable City agencies of the forms and requirements referenced below.

Before the City can award any agreement, all vendors must become a City Vendor by meeting the requirements described below. There may be additional requirements placed upon a vendor depending on the type of good or service to be purchased.

The following requirements pertain only to Proposers not currently registered with the City as a Supplier.

Step 1: Register as a BIDDER at City's Supplier Portal:

<https://sfcitypartner.sfgov.org/pages/index.aspx>

Step 2: Follow instructions for converting your BIDDER ID to a SUPPLIER ID. This will require you to register with the City Tax Collector's Office and submit Chapter 12B and 12C forms through the Supplier portal. Once these forms have been completed, submitted, and processed, you will be notified via email with your organization's new Supplier ID. That email will also provide instructions for completing your Supplier registration.

- **City Business Tax Registration Inquiries:** For questions regarding business tax registration procedures and requirements, contact the Tax Collector's Office at (415) 554-4400 or, if calling from within the City and County of San Francisco, 311.
- **Chapter 12(B) and 12(C) Inquiries:** For questions concerning the City's Chapter 12(B) and 12(C) Equal Benefits and Non-Discrimination in Contracting requirements, go to: www.sfgov.org/cmd.

B. Contract Terms and Negotiations

The successful Proposer will be required to enter into the Agreement attached hereto as Attachment 1, City's Proposed Agreement Terms. The City's Proposed Agreement Terms are not subject to negotiation. Failure to timely execute the Proposed Agreement, or to furnish any and all insurance certificates and policy endorsements, surety bonds or other materials required in the Proposed Agreement, shall be deemed an abandonment of the Proposal and City, in its sole discretion, may select another Proposer and proceed against the original selectee for damages.

C. Standard Agreement Provisions

Depending on the awarding department, Awarded Provider will be required to enter into a grant or contract agreement. Failure to timely execute and agreement, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the agreement, shall be deemed an abandonment of an award offer. The City, in its sole discretion, may select another Proposer.

Please see HSH's standard grant agreement here: <http://hsh.sfgov.org/wp-content/uploads/G-100-Grant-Template-4-19-for-posting.pdf>.

Please see the City's standard P-600 contract agreement here: <https://sfgov.org/oca/resources>.

D. Nondiscrimination in Contracts and Benefits

Awarded Provider will be required to agree to comply fully with and be bound by the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into contracts or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of employees. Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available at <http://sfgov.org/cmd/>.

E. Companies Headquartered in Certain States

This RFP is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into contracts with companies headquartered in states with laws that perpetuate discrimination against LGBT populations or where any or all of the work on the agreement will be performed in any of those states. Proposers are hereby advised that Proposers which have their United States headquarters in a state on the Covered State List, as that term is defined in Administrative Code Section 12X.3, or where any or all of the work on the agreement will be performed in a state on the Covered State List may not enter into agreements with the City. A list of states on the Covered State List is available at the website of the City Administrator: <https://sfgsa.org/chapter-12x-state-ban-list>.

F. Minimum Compensation Ordinance (MCO)

Awarded Provider will be required to agree to comply fully with and be bound by the provisions of the Minimum Compensation Ordinance (MCO), as set forth in San Francisco Administrative Code Chapter 12P. Generally, this Ordinance requires contractors to provide employees covered by the Ordinance who do work funded under the contract with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements. For the amount of hourly gross compensation currently required under the MCO, see www.sfgov.org/olse/mco. Note that this hourly rate may increase on January 1 of each year and that contractors will be required to pay any such increases to covered employees during the term of the contract. Additional information regarding the MCO is available on the web at www.sfgov.org/olse/mco.

G. Health Care Accountability Ordinance (HCAO)

Awarded Provider will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in San Francisco Administrative Code Chapter 12Q. Awarded Providers should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at www.sfgov.org/olse/hcao.

H. First Source Hiring Program (FSHP)

A Proposer selected pursuant to this Solicitation shall comply with all the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code that apply to this Agreement and an awarded Proposer is subject to the enforcement and penalty provisions in Chapter 83. Refer to Attachment 1, City’s Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.

I. Conflicts of Interest

The successful Proposer will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III, Chapter 2 of City’s Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful Proposer will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful Proposer might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful Proposer that the City has selected the Proposer.

J. Insurance Requirements

Upon award, Awarded Provider shall provide a copy of current insurance certificate naming the City as Additional Insured in a separate endorsement page, or submit evidence that it can obtain the following coverage and name the City as Additional Insured: (1) Workers’ Compensation, in statutory amounts, with Employers’ Liability Limits not less than \$1,000,000 each accident, injury or illness; (2) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; Policy must include Abuse and Molestation coverage (3) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable; and (4) Professional Liability Insurance for negligent acts, errors or omission with respect to professional or technical services with limits not less than \$1,000,000 for each claim; (5) Technology Errors and Omissions Liability coverage, with limits of \$1,000,000 for each claim and each loss. The policy shall at a minimum cover professional misconduct or lack of the requisite skill required for the performance of services defined in the awarded agreement.

Additional or varying insurance requirements may be imposed and specified in the awarded agreement.

K. Compliance with Municipal Codes

Awarded Providers that do not comply with laws set forth in San Francisco’s Municipal Codes may be unable to enter into an agreement with the City. Some of the laws are referenced in this RFP.

L. Compliance with Laws and Regulations

The awarded Contractor shall comply with all applicable federal, state, and local laws. In the event any governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship, or performance of the items offered on its Application prior to their delivery, it shall be the responsibility of the Awarded Provider to notify the City at once, indicating in its letter the specific regulation which required such alterations. The City reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the Agreement.

M. City's Approval Rights over Subcontractors and Subcontractor Payments

The City has approval rights over the use of all Subcontractors. Proposers must identify all current or planned subcontractors in their Application. All current and future subcontractors must conform to all City policies regarding subcontractors. Furthermore, each Proposer, and subsequent Awarded Provider, understands, acknowledges, and agrees that if it subcontracts with a third party for services, the Proposer accepts responsibility for full and prompt payment to the third party. Any dispute between the Proposer and the third party, including any payment dispute, will be promptly remedied by the Proposer. Failure to promptly remedy or to make prompt payment to a third party (subcontractor) may result in the City's withholding of payment to the Awarded Provider.

N. FEMA Emergency & Exigency Grant/Contract Requirements

The agreements awarded as a result of this RFP may be eligible for FEMA reimbursement. FEMA requires inclusion of the particular provisions for procurement under exigent or emergency circumstances.

Please see the sample FEMA Appendix here: <https://sfgov.org/oca/resources>.

O. Nonprofit Supplier Compliance with California Attorney General Registry of Charitable Trusts

To receive a contract under this Solicitation, any nonprofit proposer must be in good standing with the California Attorney General's Registry of Charitable Trusts by the time of contract execution and must remain in good standing during the term of the agreement. Upon request, Proposer must provide documentation to the City demonstrating its good standing with applicable legal requirements. If proposer will use any nonprofit subcontractors, subgrantees, and/or subrecipients to perform the agreement, proposer will be responsible for ensuring they are also in compliance with all requirements of the Attorney General's Registry of Charitable Trusts at the time of contract execution and for the duration of the agreement.

P. PROTEST PROCEDURES

The City reserves the right to proceed with its contractor selection and/or negotiation process during any protest period. The City will cease its Contractor selection process only if and when it receives notification of a decision that is in favor of the protester.

A. Protest Procedures

1. Protest of Non-Responsiveness Determination

Within three (3) business days of the City's issuance of a Notice of Non-Responsiveness, a Proposer may submit a written Notice of Protest of Non-Responsiveness. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

2. Protest of Non-Responsible Determination

Within three (3) business days of the City's issuance of a Notice of Non-Responsibility, a Proposer may submit a written Notice of Protest of Non-Responsibility. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

3. Protest of Contract Award

Within three (3) business days of the City's issuance of a Notice of Intent to Award, a Proposer may submit a written Notice of Protest of Contract Award. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

4. Delivery of Protests

A Notice of Protest must be written. Protests made orally (e.g., by telephone) will not be considered. A Notice of Protest must be delivered by mail or email to the Contract Administrator whose name and contact information appears on the cover page to this Solicitation and received by the due dates stated above. A Notice of Protest shall be transmitted by a means that will objectively establish the date the City received the Notice of Protest. If a Notice of Protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein.

Q. CITY SOCIAL POLICY REQUIREMENTS

The San Francisco Municipal Code establishes a number of requirements for people seeking to do business with the City ("Social Policy Requirements"). These Social Policy Requirements can be found in Attachment 1, City's Proposed Agreement Terms. The Social Policy Requirements set forth below are NOT intended to be a complete list of all Social Policy Requirements applicable to this Solicitation and any contracts awarded from it. Proposers are encouraged to carefully review the Social Policy Requirements applicable to this Solicitation contained in Attachment 1, City's Proposed Agreement Terms.

A. Proposers Unable to do Business with the City

1. Generally

Proposers that do not comply with laws set forth in San Francisco's Municipal Codes may be unable to enter into a contract with the City. Laws applicable to this Solicitation are set forth below and in Attachment 1, City's Proposed Agreement Terms.

2. Administrative Code Chapter 12X

Subject to certain exceptions, Proposers are advised that this Solicitation is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into a contract with a Proposer that (a) has its headquarters in a state that has enacted a law that perpetuates discrimination against LGBT people and/or has enacted a law that prohibits abortion prior to the viability of the fetus, or (b) will perform any or all of the work on the contract in such a state. Chapter 12X requires the City Administrator to maintain a list of such states, defined as "Covered States" under Administrative Code Sections 12X.2 and 12X.12. The list of Covered States is available on the website of the City Administrator (<https://sfgsa.org/chapter-12x-state-ban-list>). Proposers will be required to certify compliance with Chapter 12X as part of their Proposal, unless the City determines that a statutory

exception applies. Refer to Attachment 1, City's Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.

3. Administrative Code Chapter 12B

A Proposer selected pursuant to this Solicitation may not, during the term of the Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of bereavement leave, family medical leave, health benefits, membership or membership discounts, moving expenses, pension and retirement benefits or travel benefits, as well as any benefits other than the benefits specified above, between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of such employees, where the domestic partnership has been registered with a governmental entity pursuant to state or local law authorizing such registration, subject to the conditions set forth in §12B.2(b) of the San Francisco Administrative Code. Refer to Attachment 1, City's Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.

5. Reserved (Prevailing Wage Ordinance)

6. Health Care Accountability Ordinance

A Proposer selected pursuant to this Solicitation shall comply with the requirements of Chapter 12Q. For each Covered Employee, an awarded Proposer shall provide the appropriate health benefit set forth in Section 12Q.3 of the Health Care Accountability Ordinance (HCAO). If a Proposer selected pursuant to this Solicitation chooses to offer the health plan option, such health plan shall meet the minimum standards set forth by the San Francisco Health Commission. Information about and the text of the Chapter 12Q and the Health Commission's minimum standards are available at <http://sfgov.org/olse/hcao>. Any Subcontract entered into by Proposer shall also be required to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this section. Refer to Attachment 1, City's Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.

7. Minimum Compensation Ordinance

A Proposer selected pursuant to this Solicitation shall comply with Administrative Code Chapter 12P. A Proposer selected pursuant to this Solicitation shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. A Proposer selected pursuant to this Solicitation is subject to the enforcement and penalty provisions in Chapter 12P. Information about and the text of the Chapter 12P is available on the web at <http://sfgov.org/olse/mco>. Refer to Attachment 1, City's Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation. For the amount of hourly gross compensation currently required under the MCO, see www.sfgov.org/olse/mco. Note that this hourly rate may increase on January 1 of each year and that contractors will be required to pay any such increases to covered employees during the term of the contract. Additional information regarding the MCO is available on the web at www.sfgov.org/olse/mco.

8. First Source Hiring Program

A Proposer selected pursuant to this Solicitation shall comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code that apply to this Agreement and an awarded Proposer is subject to the enforcement and penalty provisions in Chapter 83. Refer to Attachment 1, City's Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.

9. Reserved (Sweat free Procurement)

10. Other Social Policy Provisions

Attachment 1, City's Proposed Agreement Terms, identifies the City's applicable social policy provisions related to a contract awarded pursuant to this Solicitation. Proposers are encouraged to carefully review these terms and ensure they are able to comply with them.

R. LOCAL BUSINESS ENTERPRISE (LBE) PROGRAM REQUIREMENTS

A. Reserved (Local Business Enterprise Rating Bonus/Bid Discount)

B. LBE Subcontracting Requirements

There shall be no LBE Subcontracting Requirement for any Contract awarded pursuant to this Solicitation.

42873 - 23/24

Posted July 19, 2023 - 16:56 by [rachel.garcia](#)

Type of Approval and Title

Type of Approval: REGULAR**Omit Posting:** no**Auto Generated PSC:** 42873 - 23/24**I need to recreate and existing PSC:** no

PSC Part 1

Notes from PSC Administrator:**Withdraw PSC:** Not withdrawn**Postpone PSC:** Not Postponed**PSC Coordinator initiated status (NOTE: Expedited PSC REQUIRE Union Notification):** Ready for Review by DHR**THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT :** THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT**DHR Approval State:** Initial**Date:** July 19, 2023**Department Name:** DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING -- HOM**Dept Designation (FAMIS):** HOM**Dept Coordinator:** [Monique Colon](#)**Type of Service:** Outreach**Category of Service:** Public Welfare & Education**Type Of Request:** Initial Request**NOTE:** If this is a modification to an existing PSC, please [follow this link to find the original PSC request number](#). If you cannot find the original PSC, you must enter the original PSC into the system before you can submit a modification.**PSC Estimated Start Date:** December 1, 2023**PSC Estimated End Date:** November 30, 2028**Display duration?:** display duration instead of start and end date**For all PSCs if the duration requested is 5 years or more, an explanation is required- historical PSC required:** The additional time in the PSC duration is slightly over 5 years to allow for processing the contract award. The contract will have a 5-year term.**If the request is for 5 years or more, please upload explanation:****PSC Amount:** \$44000000.00**Funding Source:** Various - General Fund, PATH, Work Order**PSC Coordinator Address for PSC Form Line 1:** 440 Turk Street**PSC Coordinator Address For PSC Form Line 2:** San Francisco, CA 94012**Contract ID:** TBD

PSC Part 2

Link to Additional Document or Link to Previous Database PSC:**Upload prior or similar approved PSC:** [PSC 2000.0304 Approved](#)**Concise Description of Proposed Work:**

The purpose of San Francisco Homeless Outreach Team (SFHOT) services is to provide a comprehensive community response, street outreach, special projects, and case management services to unsheltered adults, youth, and families experiencing acute homelessness throughout San Francisco. Contractor will provide field-based outreach services to support and engage unsheltered individuals in accessing shelter, housing, and other City services, as well as distribute resources, provide referrals and support with linkages to benefits, medical services, mental health services, and support individuals in housing navigation. SFHOT services

are provided Citywide in collaboration with various City departments including Department of Public Health, Department of Emergency Management, Police Department, Fire Department, Municipal Transportation Agency Parking Enforcement, and Recreation and Parks Department.

If RFP is available on the web, please enter link info: [RFP #139 San Francisco Homeless Outreach Team Services](#)

OR Upload RFP:

Explain why this service is necessary and the consequences of denial: SFHOT services are the front door to San Francisco's Homelessness Response System and support unsheltered individuals in accessing supportive housing and support services. Inability to contract for SFHOT services would prevent HSH and the City from providing necessary services to vulnerable populations and restrict access to resources that deescalate crises.

Explain how this service has been provided in the past (if this service was previously approved by the Civil Service Commission): SFHOT services are currently being provided through a contract previously awarded via RFP 8-2014 administered by the Department of Public Health. The resulting agreements were authorized by the Civil Service Commission through PSC #2000-03/04. These services transitioned to HSH in FY16-17. HSH is requesting its own PSC authority to create a new contract for SFHOT services following the release of RFP #139 - SFHOT Services.

Will the contract(s) be renewed?: The new contract will have a five-year initial term with the option to extend for an additional five years, for a total of 10 years. Renewal is based on funding availability and Contractor performance.

Specify required skills and/or expertise: At least five years of experience and expertise working with individuals experiencing homelessness, including those with substance use disorder, behavioral health issues, disabilities, individuals accessing social services or support services, older adults, LGBTQ+ persons, Transitional Age Youth, and families. As well five years' experience providing Case Management services including linkage and referral to services such as behavioral health services, medical services, and/or assisting clients in housing navigation. The Contractor must be able to quickly pivot priorities and activate Emergency Response Teams within 24 hours of HSH activating an emergency protocol.

Which, if any, civil service class normally performs this work?: 2587

What efforts has the department made to obtain these services through available resources within the City?: HSH has not made efforts to obtain these services through the City due to the various funding sources including grant funding, annual renewal of dollars is not guaranteed and may fluctuate. Services require specialized skills including expertise and experience working with individuals experiencing chronic homelessness. SFHOT Case Managers are cross trained in case management services and outreach services as they may also be required to provide outreach services in the community. Individuals served through SFHOT services will be more responsive and more likely to utilize services if the program is administered by familiar and trusted community-based organizations. Additionally, SFHOT Case Managers and Outreach Workers must have flexibility and capacity to activate Emergency Response Teams within 24 hours of HSH activating an emergency protocol.

Select Unions to Notify (use CTRL/click to select multiple unions): SEIU Local 1021

email union list: jtanner940@aol.com

david.canham@seiu1021.org

Sin.Yee.Poon@sfgov.org

xiumin.li@seiu1021.org

davidmkersten@gmail.com

leah.berlanga@seiu1021.org

ted.zarzecki@seiu1021.net

pscreview@seiu1021.org

Wendy.Frigillana@seiu1021.org

pcamarillo_seiu@sbcglobal.net

Sandeep.lal@seiu1021.me

Kbasconillo@sfgwater.org

Ricardo.lopez@sfgov.org

thomas.vitale@seiu1021.org

sarah.wilson@seiu1021.org

junko.laxamana@sfgov.org

jason.klumb@seiu1021.org

max.porter@seiu1021.org

SF-DHR-Info@seiu1021.org

cade.crowell@seiu1021.org

Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:: No

Explain why civil service classes are not applicable: Due to fluctuations in the availability of funding sources and funding amounts, it is impractical to create new civil service classes the various funding sources including grant funding, annual renewal of dollars is not guaranteed and may fluctuate. Services require specialized skills including expertise and experience working with and providing case management and outreach services to individuals experiencing chronic homelessness and the service provider must have the capacity to activate Emergency Response Teams within 24 hours of HSH activating an emergency activation protocol. SFHOT Case Managers are cross trained in case management services and outreach services as they also provide outreach services in the community. Individuals served through SFHOT services will be more responsive and more likely to utilize services if the program is administered by familiar and trusted community-based organizations.

Would it be practical to adopt a new civil service class to perform this work? Explain: No as funding sources vary and renewal of dollars is not guaranteed and may fluctuate. Additionally, SFHOT Case Managers and Outreach Workers require specialized skills and capacity to activate Emergency Response Teams within 24 hours and must be cross trained to best serve the community.

Name and contact information for the project manager/lead of this proposed work: Umecke Cannariato, Director of Outreach and Temporary Shelter
Umecke.Cannariato@sfgov.org

Will the contractor directly supervise City and County employees?: no

Will the contractor train employees? If so, please explain what that will entail; if not, explain why not.: no

Describe Training including number of hours. Indicate occupational type of employees. If no training, please explain: None. There are no Civil Service Classifications that have the qualifications listed to perform this work.

Is there a plan to transition this work back to the City? Please explain why or why not - historical PSC please answer.: No, as this work is funded by various funding sources and renewal of such dollars is not guaranteed and may fluctuate.

What support will the department provide to help build internal capacity to do this work? -historical PSC, please answer: None as this work is funded by various funding sources and renewal of such dollars is not guaranteed and may fluctuate.

Are there legal mandates requiring the use of contractual services?: no

Are there federal or state grant requirements regarding the use of contractual services?: no

Has a board or commission determined that contracting is the most effective way to provide this service?: no

Will the proposed work be completed by a contractor that has a current personal services contract with your department: no

Any Additional Documents:

 [Receipt of Union Notice](#)

PSC Part 3

For historical PSCs, please answer the questions to the best of your ability.

Reason for Request: Cases where future funding is so uncertain that the establishment of new civil service positions, classes or programs is not feasible (including situations where there is grant funding).

You must explain the qualifying circumstances - please include all items checked in your explanation.: Individuals served through SFHOT services will be more responsive and more likely to utilize services if the program is administered by familiar and trusted community-based organizations. SFHOT services are funded through various funding sources including McKinney Projects for Assistance in Transition from Homelessness (PATH) and funding via work orders from other departments. As a result, funding may vary and the establishment of a new civil service position, class, or program is not feasible.

Is there a plan to transition this work back to the City? If so, please explain. If not, explain why not: No. SFHOT services funding may vary and annual renewal of funding is uncertain which makes it unfeasible to utilize City employees to provide services. Additionally, the experience and collaborations required to provide SFHOT services are critical to the success of the program.

Dept Coordinator Email: monique.colon@sfgov.org

Other: off

Date Stamp Ready for DHR : September 19, 2023

Date Stamp for Union Notification: July 19, 2023

Link to create PDF Forms

[Open PSC Form 1 to View Prior to Submitting](#)

[New Form 1](#)



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

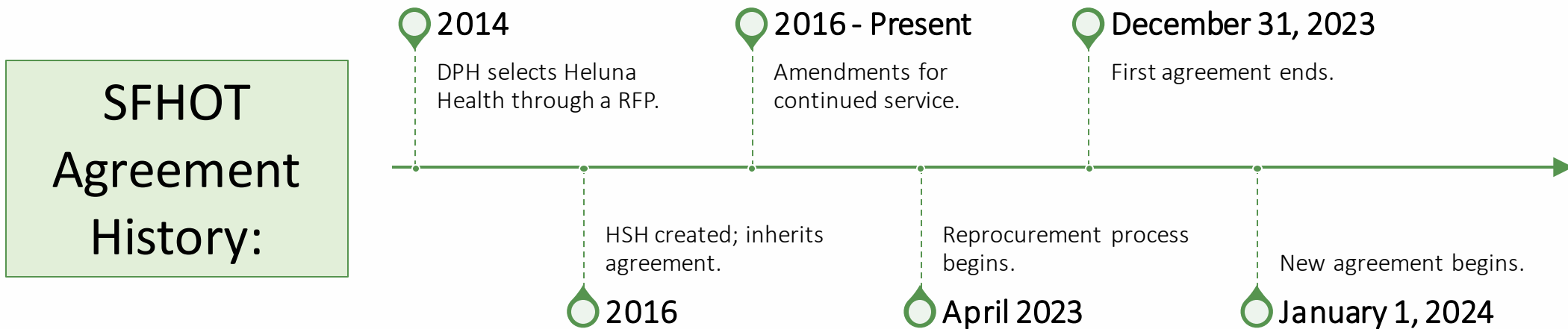
Heluna Health: SF Homeless Outreach Team Contract Agreement

Government Audit and Oversight Committee | December 7, 2023



Proposed Agreement Details

- **Resolution:** Approve the **contract agreement** between HSH and **Heluna Health** for the **San Francisco Homeless Outreach Team (SFHOT)**.
- **Term:** January 1, 2024 – June 30, 2027 | **Amount: \$36,897,380**



Program Services & Context

- HOT connects people experiencing unsheltered homelessness with resources.
 - Focus: build **trust** and **relationships**.
- Services provided by Heluna Health:
 - **Street outreach**
 - **Case management**
 - Staffing **Street Crisis Response Team** and collaborate with other multidisciplinary teams
 - **Coordinated Entry Access Partner**

People served
in FY 2022-23

3,650 unique clients
served

40,919 encounters

78 clients in case
management

1,829 clients placed
in shelter



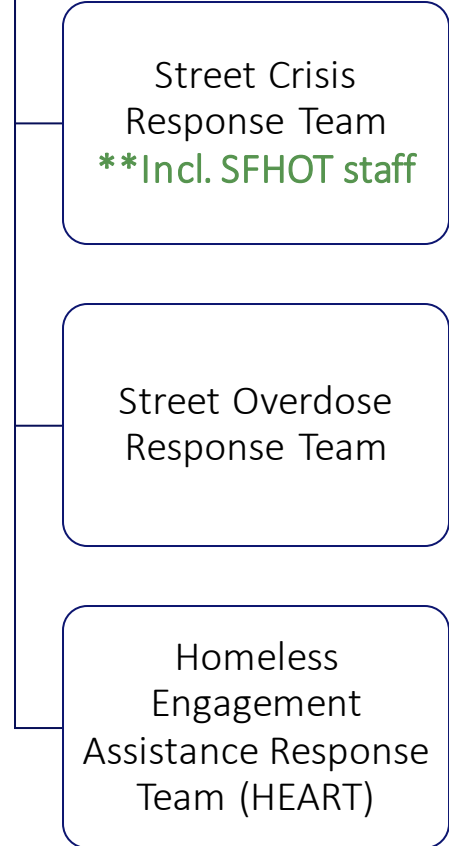
Citywide Street Response System

Outreach & Follow Up Teams

San Francisco Homeless Outreach Team (SFHOT) HSH	EMS-6 Fire, HSH, DPH	Street Medicine DPH	Post Overdose Engagement Team (POET) DPH	Office of Coordinated Care (OCC) DPH	BEST Neighborhoods DPH
---	-------------------------	------------------------	---	---	---------------------------

Healthy Streets Operations Center coordinates encampment resolutions.

Dispatched Teams



HOT Staffing

- **76 FTE:** increase of 4.2 FTE from the last agreement to meet needs of unsheltered clients and effectively partner with city street response teams.

Position	FTE
Outreach staff (all levels)	47.8
Case managers (all levels)	19.2
Program support	9.0
Subcontractor FTE (Code Tenderloin)	3.5 (outreach)

SFHOT Staffing Plan

- **Recommendation 4.4** in the San Francisco Street Teams BLA Performance Audit: HSH should work with Heluna Health leadership to develop a **SFHOT team hiring plan**.
 - Plan developed and submitted to HSH in November 2023.
- **Key new strategies** to improve retention and reduce vacancies:
 - New **subcontract with Code Tenderloin**.
 - Doubling down on traditional posting by using **paid postings** and ensuring the term "**SFHOT**" is featured in the title.
 - **Deepening existing partnerships** (colleges, First Source) & creating **new partnerships** with Code Tenderloin, LGBT Center, the Latino Task Force and the Latino Network.
 - Use additional **Heluna Health headquarters administrative support** to help with in person recruitment events and job fairs, on top of dedicated HR generalist.
 - **Subcontract with a consultant** for improved employee engagement/retention.



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Questions?

Thank you!

Member, Board of Supervisors
District 5



City and County of San Francisco

DEAN PRESTON

DATE: November 30, 2023

TO: Angela Calvillo
Clerk of the Board of Supervisors

FROM: Supervisor Dean Preston, Chair, Government Audit and Oversight Committee

RE: Government Audit and Oversight Committee
COMMITTEE REPORT

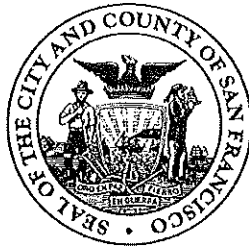
Pursuant to Board Rule 4.20, as Chair of the Government Audit and Oversight Committee, I have deemed the following matter of an urgent nature and request it be considered by the full Board on Tuesday, December 12, 2023, as a Committee Report:

- 1. 231058 Mills Act Historical Property Contract - 988 Market**
- 2. 231056 Mills Act Historical Property Contract - 2209 Webster Street**
- 3. 231167 Contract - Heluna Health - San Francisco Homeless Outreach Team - Not to Exceed \$36,897,380**
- 4. 231197 Real Property Lease - LAWRENCE B. STONE PROPERTIES #08, LLC - 2177 Jerrold Avenue - Temporary Shelter - Not to Exceed Annual Base Rent of \$2,469,606 - Tenant Improvements \$5,866,869**

This matter will be heard in the Government Audit and Oversight Committee at a regular meeting on Thursday, December 7, 2023, at 10:00 a.m.

A handwritten signature in blue ink, appearing to read "Dean Preston".

President, District 3
BOARD of SUPERVISORS



City Hall
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102-4689
Tel. No. 554-7450
Fax No. 554-7454
TDD/TTY No. 544-6546

Aaron Peskin

PRESIDENTIAL ACTION

Date: 11/29/23

To: Angela Calvillo, Clerk of the Board of Supervisors

Madam Clerk,
Pursuant to Board Rules, I am hereby:

Waiving 30-Day Rule (Board Rule No. 3.23)

File No. _____

(Primary Sponsor)

Title. _____

Transferring (Board Rule No 3.3)

File No. 231167

Mayor

(Primary Sponsor)

Title. Contract - Heluna Health - San Francisco Homeless Outreach Team -
Not to Exceed \$36,897,380

From: Homelessness & Behavioral Health Select Committee

To: Government Audit & Oversight Committee

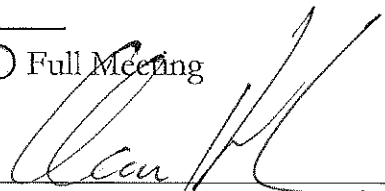
Assigning Temporary Committee Appointment (Board Rule No. 3.1)

Supervisor: _____ Replacing Supervisor: _____

For: _____ Meeting
(Date) (Committee)

Start Time: _____ End Time: _____

Temporary Assignment: Partial Full Meeting



Aaron Peskin, President
Board of Supervisors