

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

**SECOND AMENDMENT
TO GRANT AGREEMENT
between
CITY AND COUNTY OF SAN FRANCISCO
and
TENDERLOIN HOUSING CLINIC, INC.**

THIS AMENDMENT of the **April 1, 2022** Grant Agreement (the "Agreement") is dated as of **July 1, 2026** and is made in the City and County of San Francisco, State of California, by and between **TENDERLOIN HOUSING CLINIC, INC.** ("Grantee") and the CITY AND COUNTY OF SAN FRANCISCO, a municipal corporation ("City") acting by and through The Department of Homelessness and Supportive Housing ("Department").

RECITALS

WHEREAS, Grantee was selected pursuant to San Francisco Administrative Code Section 21B, which authorizes the Department to enter into, or amend, contracts without adhering to the Administrative Code provisions regarding competitive bidding related to Projects Addressing Homelessness; and

WHEREAS, City and Grantee desire to execute this Amendment to the Agreement in order to extend the agreement term; and

WHEREAS, the City's Homelessness Oversight Commission approved this Amendment by Resolution No. 28-06 on April 2, 2026; and

WHEREAS, the Board of Supervisors approved this Amendment under San Francisco Charter Section 9.118 by Resolution No. 274-26 on May 12, 2026;

NOW, THEREFORE, City and Grantee agree to amend said Grant Agreement as follows:

- 1. Definitions.** Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Grant Agreement.
 - (a) "Agreement" shall mean the Agreement dated **April 1, 2022**, between Grantee and City; and **First Amendment**, dated **July 1, 2024**.
 - (b) "San Francisco Labor and Employment Code": As of January 4, 2024, San Francisco Administrative Code Chapters 21C (Miscellaneous Prevailing Wage Requirements), 12B (Nondiscrimination in Contracts), 12C (Nondiscrimination in

Property Contracts), 12K (Salary History), 12P (Minimum Compensation), 12Q (Health Care Accountability), 12T (City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions), and 12U (Sweatfree Contracting) are redesignated as Articles 102 (Miscellaneous Prevailing Wage Requirements), 131 (Nondiscrimination in Contracts), 132 (Nondiscrimination in Property Contracts), 141 (Salary History), 111 (Minimum Compensation), 121 (Health Care Accountability), 142 (City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions), and 151 (Sweatfree Contracting) of the San Francisco Labor and Employment Code, respectively. Wherever this Agreement refers to San Francisco Administrative Code Chapters 21C, 12B, 12C, 12K, 12P, 12Q, 12T, and 12U, it shall be construed to mean San Francisco Labor and Employment Code Articles 102, 131, 132, 141, 111, 121, 142, and 151, respectively.

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

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

3.2 Duration of Term. The term of this Agreement shall commence on **April 1, 2022**, and expire on **June 30, 2026**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

3.2 Duration of Term. The term of this Agreement shall commence on **April 1, 2022**, and expire on **June 30, 2029**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

5.1 Maximum Amount of Grant Funds.

(a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Nine Million Nine Hundred Eighty Four Thousand Two Hundred Forty Four Dollars (\$9,984,244)**.

(b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Four Hundred Twenty One Thousand Six Hundred Thirty Five Dollars (\$421,635)** is included as a contingency amount and is neither to be used in the Budget attached to this Agreement or available to Grantee without a modification to the Budget,

which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

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

5.1 Maximum Amount of Grant Funds.

- (c) In no event shall the amount of Grant Funds disbursed hereunder exceed **Seventeen Million Three Hundred Forty Thousand One Hundred Fifty Four Dollars (\$17,340,154).**
- (d) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **One Million Three Hundred Twenty Four Thousand Two Hundred Nineteen Dollars (\$1,324,219)** is included as a contingency amount and is neither to be used in the Budget attached to this Agreement or available to Grantee without a modification to the Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

2.3 ARTICLE 8 REPRESENTATIONS AND WARRANTIES of the Agreement is hereby deleted and replaced in its entirety to read as follows:

8.1 Organization; Authorization. Grantee is a nonprofit corporation, duly organized and validly existing and in good standing under the laws of the jurisdiction in which it was formed. Grantee has established and maintains valid nonprofit status under Section 501(c)(3) of the United States Internal Revenue Code of 1986, as amended, and all rules and regulations promulgated under such Section. Grantee has duly executed and delivered this Agreement and this Agreement constitutes a legal, valid and binding obligation of Grantee, enforceable against Grantee in accordance with the terms hereof.

8.2 Location. Grantee's operations, offices and headquarters are located at the

address for notices set forth in Section 15.1 (“Requirements”). All aspects of the Grant Plan will be implemented at the geographic location(s), if any, specified in the Grant Plan.

8.3 No Misstatements. No document furnished or to be furnished by Grantee to City in connection with the Application Documents, this Agreement, any Funding Request or any other document relating to any of the foregoing, contains or will contain any untrue statement of material fact or omits or will omit a material fact necessary to make the statements contained therein not misleading, under the circumstances under which any such statement shall have been made.

8.4 Conflict of Interest.

8.4.1 Through its execution of this Agreement, Grantee acknowledges that it is familiar with the provision of Section 15.103 of the City’s Charter, Article III, Chapter 2 of the 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, and certifies that it does not know of any facts which constitutes a violation of said provisions and agrees that it will immediately notify City if it becomes aware of any such fact during the term of this Agreement.

8.4.2 Only one member of an immediate family may serve as an officer, director or employee with Grantee’s organization without City’s prior written consent. Additional family members may be affiliated with Grantee with the prior written consent of City. For purposes of this subsection, “immediate family” shall include husband, wife, domestic partners, brothers, sisters, children and parents (both legal parents and step-parents).

8.5 No Other Agreements with City. Except as expressly itemized in Appendix D, Interests in Other City Grants, neither Grantee nor any of Grantee’s affiliates, officers, directors or employees has any interest, however remote, in any other agreement with City including any commission, department or other subdivision thereof. Grantee shall promptly notify City of Grantee’s interest in any other City contracts arising after execution of this Agreement that are substantially related to the services funded under the Grant Plan. Grantee shall not accept payment from any other City source for the work defined in the Grant Plan.

8.6 Subcontracts. Except as may be permitted under Section 13.3 (“Subcontracting”), Grantee has not entered into any agreement, arrangement or understanding with any other person or entity pursuant to which such

person or entity will implement or assist in implementing all or any portion of the Grant Plan.

8.7 Eligibility to Receive Funds. Grantee is not currently suspended, debarred, or otherwise excluded from entering into an Agreement with City pursuant to San Francisco Administrative Code Chapter 28. Grantee will not enter into any contract or subcontract, including but not limited to leases or grants with any entity or individual that has been suspended or debarred as defined in Chapter 28.

8.7.1 Federal Funds. By executing this Agreement, Grantee certifies that Grantee is not suspended, debarred or otherwise excluded from participation in federal assistance programs. Grantee acknowledges that this certification of eligibility to receive federal funds is a material term of the Agreement.

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

2.4 Section 10.1 Types and Amounts of Coverage of the Agreement is hereby replaced in its entirety to read as follows:

10.1 Types and Amounts of Coverage. Without limiting Grantee's liability pursuant to Article 9, Grantee shall maintain in force, during the full term of this Agreement, insurance in the following amounts and coverages:

- (a) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than one million dollars (\$1,000,000) each accident, injury, or illness.
- (b) Commercial General Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence and two million dollars (\$2,000,000) general aggregate for Bodily Injury and Property Damage, including

Contractual Liability, Personal Injury, Products and Completed Operations; policy must include Abuse and Molestation coverage.

- (c) Commercial Automobile Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.
- (d) Professional liability insurance for negligent acts, errors or omission with respect to professional or technical services, if any, required in the performance of this Agreement with limits not less than one million dollars (\$1,000,000) each claim.
- (e) Cyber and Privacy Liability Insurance with limits of not less than \$1,000,000 per claim. Such insurance shall include coverage for liability arising from theft, dissemination, and/or use of confidential information, including but not limited to, bank and credit card account information or personal information, such as name, address, social security numbers, protected health information or other personally identifying information, stored or transmitted in electronic form.

2.1 **ARTICLE 12 DISCLOSURE OF INFORMATION AND DOCUMENTS** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

12.1 Protection of Data and Information.

12.1.1 Proprietary or Confidential Information of City. Grantee understands and acknowledges that, in the performance of this Agreement or in contemplation thereof, Grantee may have access to Confidential Information, the disclosure of which to third parties may be damaging to City or those such individuals or organizations that provided the information. Grantee agrees that all Confidential Information disclosed to Grantee under this Agreement shall be held in confidence and used only in the performance of this Agreement. Grantee shall exercise the same standard of care to protect such information as a reasonably prudent entity would use to protect its own proprietary or confidential data. At the request of City or termination or expiration of this Agreement, Grantee shall promptly return all Confidential Information given to, or collected by Grantee, and/or destroy such data in any form or medium in which Grantee stores the data.

12.1.2 Protection of Private Information. Grantee has read and agrees to the terms set forth in San Francisco Administrative Code Sections

12M.2, “Nondisclosure of Private Information,” and 12M.3, “Enforcement” of Administrative Code Chapter 12M, “Protection of Private Information,” which are incorporated herein as if fully set forth. Grantee agrees that any failure of Grantee to comply with the requirements of Section 12M.2 of this Chapter shall be a material breach of the Agreement. In such an event, in addition to any other remedies available to it under equity or law, City may terminate the Agreement, bring a false claim action against the Grantee pursuant to Chapter 21G of the Administrative Code, or debar the Grantee.

12.2 Sunshine Ordinance. Grantee acknowledges that this Agreement and all City records related to its formation, Grantee’s performance of the Grant Plan, and City’s payment hereunder are subject to the California Public Records Act, (California Government Code §7920.000 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.

12.3 Financial Projections. Pursuant to San Francisco Administrative Code Section 67.32, Grantee agrees upon request to provide City with financial projections (including profit and loss figures) for the activities and/or projects contemplated by this Grant (“Project”) and annual audited financial statements thereafter. Grantee agrees that all such projections and financial statements shall be public records that must be disclosed.

2.5 Section 16.19 Distribution of Beverages and Water of the Agreement is hereby deleted and replaced in its entirety to read as follows:

16.19 Distribution of Beverages and Water

- (a) **Sugar-Sweetened Beverage Prohibition.** Grantee agrees that it shall not sell, provide, or otherwise distribute Sugar-Sweetened Beverages, as defined by San Francisco Administrative Code Chapter 101, as part of its performance of this Agreement.
- (b) **Packaged Water Prohibition.** Grantee agrees that it shall not sell, provide, or otherwise distribute Packaged Water, as defined by San Francisco Environment Code Chapter 24 as part of its performance of this Agreement.

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

17.6 Entire Agreement. This Agreement and the Application Documents set forth the entire Agreement between the parties, and supersede all other oral or

written provisions. If there is any conflict between the terms of this Agreement and the Application Documents, the terms of this Agreement shall govern. The following appendices are attached to and a part of this Agreement:

Appendix A-1, Services to be Provided (dated July 1, 2026)
 Appendix A-2, Services to be Provided (dated July 1, 2026)
 Appendix B, Budget (dated July 1, 2026)
 Appendix C, Method of Payment (dated July 1, 2026)
 Appendix D, Interests in Other City Grants (dated July 1, 2026)
 Appendix E, Anti-Violence and Weapons Policy

2.7 Section 17.12 Dispute Resolution Procedure of the Agreement is hereby deleted and replaced with the following:

17.12 Reserved.

2.8 Appendix A-1, Services to be Provided (dated July 1, 2024), of the Agreement is hereby replaced in its entirety by the modified **Appendix A-1, Services to be Provided** (dated July 1, 2026), for the period of July 1, 2026 to June 30, 2029.

2.9 Appendix A-2, Services to be Provided (dated July 1, 2024), of the Agreement is hereby replaced in its entirety by the modified **Appendix A-2, Services to be Provided** (dated July 1, 2026), for the period of July 1, 2026 to June 30, 2029.

2.10 Appendix B, Budget (dated July 1, 2024), of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated July 1, 2026), for the period of April 1, 2022 to June 30, 2029.

2.11 Appendix C, Method of Payment (dated July 1, 2024), of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated July 1, 2026).

2.12 Appendix D, Interests in Other City Grants (dated July 1, 2024), of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Interests in Other City Grants** (dated July 1, 2026).

2.13 Appendix E, Anti-Violence and Weapons Policy, is hereby added as an Appendix to the Agreement.

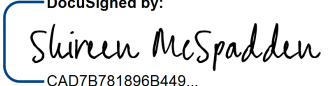
IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed as of the date first specified herein. The signatories to this Agreement warrant and represent that they have the authority to enter into this agreement on behalf of the respective parties and to bind them to the terms of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

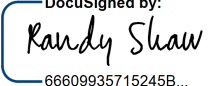
CITY

GRANTEE

**DEPARTMENT OF HOMELESSNESS AND
SUPPORTIVE HOUSING**

TENDERLOIN HOUSING CLINIC, INC.

By:  CAD7B781896B449... 6/12/2026
Shireen McSpadden Date
Executive Director

By:  66609935715245B... 5/26/2026
Randy Shaw Date
Executive Director
City Supplier Number: 0000009870

Approved as to Form:
David Chiu
City Attorney

By:  D7BD921432664F5... 6/12/2026
Grace DiLaura Date
Deputy City Attorney

**Appendix A-1, Services to be Provided
by
Tenderloin Housing Clinic, Inc.
Garland Hotel - Support Services**

I. Purpose of Grant

The purpose of the grant is to provide Support Services to the served population. The goals of these services are to support the served population in retaining their housing; or moving to other appropriate housing.

II. Served Population

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

III. Referral and Prioritization

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

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

IV. Description of Services

Grantee shall provide Support Services to tenants of the number of units listed in Appendix B, Budget ("Number Served" tab). Support Services are voluntary and shall be available to all tenants in the service location. Support Services shall include, but are not limited to, the following:

- A. Outreach: Grantee shall engage with tenants to provide information about available Support Services and invite them to participate.

Grantee shall contact each tenant at least three times during the first 60 days following placement. Grantee shall document all outreach and attempts.

- B. Intake and Assessment: Grantee shall coordinate with Property Management during the initial intake for units and participate in orientation meetings with Property Management. If possible, Grantee shall establish rapport with tenants prior to move-in to support tenants during the application and move-in process. Grantee shall coordinate with tenant's current support service provider(s) to ensure a successful transition into housing.

Grantee intake of tenants shall include, but is not limited to, a review of the tenant's history in the Online Navigation and Entry (ONE) System, gathering updated information from the tenant, and establishing strengths, skills, needs, plans and goals

- that are participant-centered and supportive of housing retention. The intake shall take place at the same time of the interview with Property Management, on a separate date or time coordinated with Support Services during the application period, or within no more than 30 days of move-in.
- C. Case Management: Grantee shall provide case management services to tenants with the primary goal of maintaining housing stability, including ongoing meetings and counseling to establish goals, develop services plans that are tenant-driven without predetermined goals, provide referrals and linkages to off-site support services, and track progress toward achieving those goals. Grantee shall document case management meetings, engagement, and progress.
1. Grantee shall connect each tenant with resources needed to be food secure as they live independently.
 2. Grantee shall refer tenants to and coordinate services within the community that support progress toward identified goals. This may include providing information about services, calling to make appointments, assisting with applications, providing appointment reminders, following up/checking in with households regarding the process, and, as necessary, re-referral. Grantee shall communicate and coordinate with outside service providers to support housing stability.
 3. Grantee shall provide benefits advocacy to assist tenants with obtaining and maintaining benefits, including, but not limited to, cash aid, food programs, medical clinics and/or in-home support.
 4. Grantee will provide information and referrals to Third-Party Rent Payment (TPRP) and money management services for tenants, and will assist tenants with enrolling in money management services to support housing stability.
- D. Money Management: Grantee shall provide TPRP and other money management services to tenants. This includes budget planning, issuing rent and other payments according to the budget, assistance with maintaining benefits, and money management coaching, as needed.
- E. Housing Stability Support: Grantee shall outreach to and offer on-site services and/or referrals to all tenants who display indications of housing instability, within a reasonable timeframe. Such indications include, but are not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants. Grantee shall work with tenants, in conjunction with Property Management, to resolve issues that put tenants at risk for eviction. Grantee shall assist with the de-escalation and resolution of conflicts, as needed. Grantee shall document Housing Stability outreach and assistance provided.
- F. Coordination with Property Management: Grantee shall assist tenants in communicating with, responding to, and meeting with Property Management. This may include helping a tenant to understand the communications from Property Management, helping to write requests, responses, or complaints to Property

Management, and attending meetings between the tenant and Property Management to facilitate communication.

If a tenant is facing housing instability, Grantee shall coordinate with Property Management to find creative ways to engage with tenants to prevent housing loss. Grantee shall utilize the HSH Nonpayment of Rent Guidance, and other PSH best practices, as an ongoing resource.

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

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

V. Location and Time of Services

Grantee shall provide Support Services at the Garland Hotel, located at 505 O'Farrell Street, San Francisco, CA 94102.

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

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

VI. Service Requirements

- A. Case Management Ratio: Grantee shall maintain a maximum 25:1 ratio of units to case management staff.
- B. Supervision: Grantee shall provide Support Services staff with supervision and case conferencing, as needed, to ensure appropriate case management, counseling and referral services are provided to tenants.
- C. Housing First: Grantee services and operations shall align with the Core Components of Housing First as defined in California Welfare and Institutions Code, section 8255. This includes integrating policies and procedures to provide tenant-centered, low-barrier access to housing and services.
- D. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
- E. Language and Interpretation Services: Grantee shall ensure that translation and interpreter services are available, as needed. Grantee shall address the needs of and provide services to the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the HSH Providers Connect website: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>.
- F. Case Conferences: Grantee shall initiate and participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding tenant's progress.
- G. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identity, disability, HIV status, or immigration status unless otherwise required by law.
- H. Grievance Procedure:
 1. Grantee shall establish and maintain a written Grievance Procedure for tenants, which shall include, at minimum, the following elements:
 - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
 - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;

- c. The amount of time required for each step, including when a tenant can expect a response; and
 - d. In accordance with published HSH policies/procedures, the HSH Grievances email address (hshgrievances@sfgov.org) and mailing address for the tenant to contact after the tenant has exhausted Grantee's internal Grievance Procedure.
 2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each tenant and obtain a signed copy of the form from the tenant, which must be maintained in the tenant's file. Additionally, Grantee shall post the policy at all times in a location visible to tenants, and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.
- I. Feedback, Complaint and Follow-up Policies:
 Grantee shall provide means for the served population to provide input into the program, including the planning, design, and level of satisfaction with services. Feedback methods shall include:
1. A complaint process, including a written complaint policy informing the served population on how to report complaints; and
 2. A written annual survey to the served population to gather feedback, measure satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population with survey completion if the written format presents any problem.
- J. City Communications, Trainings and Meetings:
 Grantee shall keep HSH informed of program operations and comply with HSH policies, training requirements, and participate in meetings, including, but not limited to:
1. Regular communication to HSH about the implementation of the program;
 2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
 3. Attendance at trainings (e.g., overdose prevention training), when required by HSH.
- K. Coordination with Other Service Providers: Grantee shall establish written agreements with Property Management and other service providers that are part of the site care team to formalize collaboration and roles and responsibilities.
- L. Critical Incidents: Grantee shall report critical incidents, 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 must be reported immediately to the HSH program manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.

M. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).

N. Anti-Violence and Weapons Policy:

1. Anti-Violence Efforts. Grantee shall develop, adopt, and train employees on a Workplace Emergency Action Plan to prepare and respond to serious violent incidents, including an active shooter. Grantee shall also comply with HSH's Support Services Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.
2. Support Services. Grantee shall partner with property management to educate tenants on any Weapons Policy lease addendum.

O. Record Keeping and Files: Grantee shall maintain confidential tenant files that document the services and supportive work provided for the purpose of tracking and reporting objectives and outcomes.

1. Grantee shall maintain client program enrollment, annual status updates, and program exit information, eligibility, and services documentation and care plans in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
2. Grantee shall maintain a program roster of all current tenants in the ONE System.
3. Grantee shall maintain services information in the ONE System, including information on households receiving eviction notices, as instructed by HSH.
4. Grantee shall document services in the ONE System as needed to meet external funding and/or billing requirements.
5. Grantee shall maintain confidential files on the served population, including developed plans, notes, and progress as described in the Service Description and Service Requirements. Hard copy files shall be stored securely within a locked cabinet and within a locked office.

P. Data Standards:

1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process¹, including but not limited to: (a) entering all client data within three business days (unless specifically requested to do so sooner); (b) ensuring accurate dates for enrollment, exit, and (if applicable) move-in; and (c) running monthly data quality reports and correcting errors.

¹ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://www.sf.gov/information--one-system>

2. Data entered in the ONE system shall meet or exceed the ONE System CDQI Process standards.
3. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit 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 Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.

Q. Confidentiality:

1. Grantee shall comply with applicable federal, state, and local laws that govern the confidentiality, privacy, and security of client data shared between Grantee, HSH, and other providers if those laws apply for the purposes described in the Grant Plan, including but not limited to: U.S. Department of Housing and Urban Department (2004) Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice and 24 C.F.R. Part 578, Continuum of Care.
2. Grantee shall safeguard the confidentiality of all client data by (a) ensuring the security and integrity of all client data; (b) maintaining computers and other information systems and technology infrastructure that it uses to create, receive, maintain, use, or transmit client data in a secure manner; (c) protecting against any anticipated threats or hazards to the security and integrity all client data; (d) protecting against unauthorized disclosure, access, or use of all client data; (e) ensuring the proper disposal of client data; and (f) ensuring that all of Grantee's employees, agents, and subcontractors, if any, comply with all of the foregoing.
3. Grantee shall immediately notify HSH upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests ("Legal Requests") related to client data shared under this Grant Plan or which in any way might reasonably require access to client data, and in no event later than twenty-four (24) hours after Grantee receives the request. Grantee shall not respond to Legal Requests without first notifying City.
4. In the event that Grantee becomes aware of a breach that results in a confirmed unauthorized disclosure that compromises the security, confidentiality, or integrity of client data, Grantee shall, as applicable: (a) notify HSH immediately following discovery, but no later than 48 hours, of such confirmation; (b) coordinate with HSH in its breach response activities; (c) perform or take any other actions required to comply with applicable law as a result of the occurrence; (d) provide to HSH a detailed plan within 10 calendar days of the occurrence describing the measures Grantee will undertake to prevent a future occurrence; and (e) assist HSH upon request and/or as directed in providing notice and/or monitoring to affected individuals in compliance with applicable law.
5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

- R. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood as defined in the [HSH Good Neighbor Policy](#). Grantee shall develop and maintain procedures to ensure compliance with all applicable policy components.
- S. Reasonable Accommodation Process: Grantee shall establish and maintain a written Reasonable Accommodation Process for the program. Grantee shall, at program entry, review and provide a copy of a written Reasonable Accommodation process to each participant.

VII. Service Objectives

Grantee shall achieve the Service Objectives listed below.

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

VIII. Outcome Objectives

Grantee shall achieve the Outcome Objectives listed below.

- A. Ninety percent of households will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
- B. Eighty percent of individualized service plans will be reviewed at least once every six months and updated as appropriate at this time.
- C. Eighty percent of households completing an annual tenant satisfaction survey will be satisfied or very satisfied with program services (based on a four-point scale: 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied).

IX. Reporting Requirements

- A. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each quarter:
 - 1. The number and percentage of households Grantee outreached to complete an assessment for primary medical care, mental health, and substance use treatment needs within 60 days of move-in;
 - 2. The number and percentage of households Grantee outreached to complete a benefits assessment within 60 days of move-in;
 - 3. The number of lease/program rule violations Property Management issued and shared with Support Services for the quarter and the number of outreach attempts related to lease/program rule violations conducted by Support Services;
 - 4. The number and percentage of program participants participating in support services with an active Service Plan; and
 - 5. The number and percentage of households with planned exits from the program who were outreached to engage in comprehensive discharge planning, that includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.
- B. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each year:
 - 1. The number and percentage of households who maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
 - 2. The number of program participants who had a Service Plan during the program year; the number and percentage of Services Plans that were reviewed at least once every 6 months and updated as appropriate; and
 - 3. The number and percentage of households who completed a written survey to provide feedback on the type and quality of program services. Please include survey results on what clients reported regarding the quality and satisfaction with services, and program or policy changes implemented in response to tenant feedback.

- C. Grantee shall submit Project Descriptor data elements as described in the U.S. Department of Housing and Urban Development (HUD)'s latest HMIS Data Standards Manual (<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>) to HSH at the following intervals: 1) at the point of project setup; 2) when project information changes; 3) at least annually or as requested by HSH. Data is used for reporting mandated by HUD and California's Interagency Council on Homelessness, and to ensure HSH's ongoing accurate representation of program and inventory information for various reporting needs, including monitoring of occupancy and vacancy rates.
- D. Grantee shall provide information for an annual report on client enrollment in public benefits per the Administrative Code Article VI, Section 20.54.4(c) - Permanent Supportive Housing – Enrollment in Social Services https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-11877, as instructed by HSH.
- E. Grantee shall participate, as required by HSH, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee within 30 working days of receipt of any evaluation report and any Grantee response will become part of the official report.
- F. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.

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

X. Monitoring Activities

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

- B. Fiscal Compliance and Contract Monitoring: Grantee is subject to fiscal and compliance monitoring, which may include review of the Grantee's organizational

budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring may include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act (ADA), subcontracts and Memoranda of Understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**Appendix A-2, Services to be Provided
by
Tenderloin Housing Clinic, Inc.
Garland Hotel - Property Management and Master Lease Stewardship**

I. Purpose of Grant

The purpose of the grant is to provide Property Management and Master Lease Stewardship to the served population. The goals of these services are to support tenants in retaining their housing; or moving to other appropriate housing.

II. Served Population

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

III. Referral and Prioritization

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

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

IV. Description of Services

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

A. Property Management

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

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

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

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

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

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

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

B. Stewardship of the Master Lease:

1. Grantee shall provide HSH with a copy of the master lease agreement and any amendments. Grantee shall obtain HSH approval prior to entering into any agreement that will materially impact the HSH-funded portion of the budget.
2. Grantee shall maintain all Lessee responsibilities and coordinate with the Landlord to meet owner's obligations, including maintenance and capital needs.

3. Grantee shall promptly notify HSH of any default, failure to exercise an option to extend or other situation which could impact the term of the master lease agreement.

V. Location and Time of Services

Grantee shall provide Property Management services at the Garland Hotel, located at 505 O'Farrell Street, San Francisco, CA 94102.

Grantee shall provide Property Management services 24 hours a day, seven days a week, either on-site or on-call. Grantee shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

VI. Service Requirements

- A. Facilities: Grantee shall maintain clean, safe, and functional facilities in full compliance with requirements of the law and local standards.
 1. Grantee shall notify HSH immediately in the event it is given notice of violations by the Department of Building Inspection (DBI), Department of Public Health (DPH), or another City agency.
- B. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identity, disability, HIV status, or immigration status unless otherwise required by law.
- C. Housing First: Grantee services and operations shall align with the Core Components of Housing First as defined in California Welfare and Institutions Code, section 8255. This includes integrating policies and procedures to provide client-centered, low-barrier access to housing and services.
- D. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
- E. Language and Interpretation Services: Grantee shall ensure that translation and interpreter services are available, as needed. Grantee shall address the needs of and provide services to the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the HSH Providers Connect website: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>.
- F. Case Conferences: Grantee shall participate in individual case conferences and team

coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding tenant's housing stability.

G. Grievance Procedure:

1. Grantee shall establish and maintain a written Grievance Procedure for tenants, which shall include, at minimum, the following elements:
 - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
 - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;
 - c. The amount of time required for each step, including when a tenant can expect a response; and
 - d. In accordance with published HSH policies/procedures, the HSH Grievances email address (hshgrievances@sfgov.org) and mailing address for the tenant to contact after the tenant has exhausted Grantee's internal Grievance Procedure.
2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each tenant and obtain a signed copy of the form from the tenant, which must be maintained in the tenant's file. Additionally, Grantee shall post the policy at all times in a location visible to tenants, and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.

H. Feedback, Complaint and Follow-up Policies:

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

1. A complaint process, including a written complaint policy informing the served population on how to report complaints; and
2. A written annual survey to the served population to gather feedback, measure satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population with survey completion if the written format presents any problem.

I. City Communications, Trainings and Meetings:

Grantee shall keep HSH informed of program operations and comply with HSH policies and training requirements, and participate in meetings including but not limited to:

1. Regular communication to HSH about the implementation of the program;
2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
3. Attendance at trainings (e.g., overdose prevention training), when required by HSH. Ensure all site-based or tenant-facing staff and subcontractors are onboarded and trained to perform the services in accordance with Housing First, Harm Reduction, and Trauma-Informed Principles.

J. Coordination with Other Service Providers: Grantee shall establish written

agreements with Support Services and other service providers that are part of the site team to formalize collaboration and roles and responsibilities.

- K. Critical Incidents: Grantee 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 must be reported immediately to the HSH program manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.

- L. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).

- M. Anti-Violence and Weapons Policy:
 - 1. Anti-Violence Efforts. Grantee shall develop, adopt, and train employees on a Workplace Emergency Action Plan to prepare and respond to serious violent incidents, including an active shooter. Grantee shall also comply with HSH's Support Services Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.
 - 2. PSH Weapons Policy and Lease Addendum. Grantee shall adopt and enforce a site specific PSH Weapons Policy. Each PSH Weapons Policy must be substantially in the form as the model set out in HSH's Anti-Violence and Weapons Policy. Grantee shall incorporate the lease addendum into the tenant subleases.

- N. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood as defined in the [HSH Good Neighbor Policy](#). Grantee shall develop and maintain procedures to ensure compliance with all applicable policy components.

- O. Record Keeping and Files: Grantee shall update applicant referral status information in the ONE System in accordance with HSH policy and instruction.
 - 1. Grantee shall maintain confidential tenant files on the served population, including signed lease agreement and addenda, notices or lease violations issued to the tenant, copies of payment plans or other agreements to support housing stability. Hard copy files shall be stored securely within a locked cabinet and within a locked office.
 - 2. Grantee shall track receipt and completion of maintenance work orders.

3. Grantee shall maintain all eligibility, inspection, and services documentation and care plans in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
4. Grantees shall document services in the ONE System as needed to meet external funding and/or billing requirements.

P. Data Standards:

1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process¹, including but not limited to: (a) entering all client data within three business days (unless specifically requested to do so sooner); (b) ensuring accurate dates for enrollment, exit, and (if applicable) move-in; and (c) running monthly data quality reports and correcting errors.
2. Data entered in the ONE system shall meet or exceed the ONE System CDQI Process standards.
3. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit 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 Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
4. Grantee shall maintain updated unit vacancy information on a weekly basis in the data system designated by HSH (Offline Vacancy Tracker and/or ONE System) as required. Changes to vacancy reporting shall be communicated to Grantees in writing from HSH.

Q. Confidentiality:

1. Grantee shall comply with applicable federal, state, and local laws that govern the confidentiality, privacy, and security of client data shared between Grantee, HSH, and other providers if those laws apply for the purposes described in the Grant Plan, including but not limited to: U.S. Department of Housing and Urban Department (2004) Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice and 24 C.F.R. Part 578, Continuum of Care.
2. Grantee shall safeguard the confidentiality of all client data by (a) ensuring the security and integrity of all client data; (b) maintaining computers and other information systems and technology infrastructure that it uses to create, receive, maintain, use, or transmit client data in a secure manner; (c) protecting against any anticipated threats or hazards to the security and integrity all client data; (d) protecting against unauthorized disclosure, access, or use of all client data; (e) ensuring the proper disposal of client data; and (f) ensuring that all of Grantee's employees, agents, and subcontractors, if any, comply with all of the foregoing.

¹ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://www.sf.gov/information--one-system>

3. Grantee shall immediately notify HSH upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests (“Legal Requests”) related to client data shared under this Grant Plan or which in any way might reasonably require access to client data, and in no event later than twenty-four (24) hours after Grantee receives the request. Grantee shall not respond to Legal Requests without first notifying City.
4. In the event that Grantee becomes aware of a breach that results in a confirmed unauthorized disclosure that compromises the security, confidentiality, or integrity of client data, Grantee shall, as applicable: (a) notify HSH immediately following discovery, but no later than 48 hours, of such confirmation; (b) coordinate with HSH in its breach response activities; (c) perform or take any other actions required to comply with applicable law as a result of the occurrence; (d) provide to HSH a detailed plan within 10 calendar days of the occurrence describing the measures Grantee will undertake to prevent a future occurrence; and (e) assist HSH upon request and/or as directed in providing notice and/or monitoring to affected individuals in compliance with applicable law.
5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

- R. Reasonable Accommodation Process: Grantee shall establish and maintain a written Reasonable Accommodation Process for the program. Grantee shall, at program entry, review and provide a copy of a written Reasonable Accommodation process to each participant.

VII. Service Objectives

Grantee shall achieve the following Service Objectives:

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

VIII. Outcome Objectives

Grantee shall achieve the following Outcome Objectives:

- A. Ninety percent of tenants will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
- B. Eighty-Five percent of tenant lease violations will be resolved without loss of housing to tenants.

- C. At least 65 percent of tenants shall complete an annual Tenant Satisfaction Survey and of those, 80 percent of tenants will be satisfied or very satisfied with Property Management services.

IX. Reporting Requirements

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

- A. Grantee shall report vacancies to HSH in a timely fashion according to established procedures and process all tenant referrals in the pre-established timeframe. When required by HSH, Grantee shall enter tenant data in the ONE System.
- B. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each quarter:
 - 1. Average number of days to turn over units; and
 - 2. The number of tenants receiving lease violations, and the number and percentage of tenant lease violations that were resolved without loss of housing to tenants.
- C. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each year:
 - 1. The number and percentage of tenants who maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
 - 2. The number of program exits;
 - 3. The number and percentage of tenants who completed a written survey to provide feedback on the type and quality of program services;
 - 4. The tenant satisfaction survey results; and
 - 5. The number of households showing housing instability who remained housed.
- D. Grantee shall participate in annual Eviction Survey reporting, per the 2015 City and County of San Francisco Tenant Eviction Annual Reports Ordinance (<https://sfbos.org/ftp/uploadedfiles/bdsupvrs/ordinances15/o0011-15.pdf>). Grantee shall provide information on evictions and eviction notices issued to households residing in City-funded housing to Support Services to enter into the ONE System. Grantee shall verify the accuracy of eviction reporting data in the ONE System quarterly, and shall review the annual eviction report prior to submission to HSH. Grantee shall adhere to all deadlines for submission as required by HSH.
- E. Grantee shall submit Project Descriptor data elements as described in the U.S. Department of Housing and Urban Development (HUD)'s latest HMIS Data Standards Manual (<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>) to HSH at the following intervals: 1) at the point of project setup; 2) when project information changes; 3) at least annually or as requested by HSH. Data is used for reporting mandated by HUD and California's Interagency

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

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

X. Monitoring Activities

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, including, but not limited to review of the following: tenant files, administrative records, staff training documentation, postings, program policies and procedures, data submitted in program reports, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and 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 trainings and agency lead meetings.

- B. Fiscal and Compliance Monitoring: Grantee is subject to fiscal and compliance monitoring, which may include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring may include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act (ADA),

subcontracts and memoranda of understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING			
2	APPENDIX B, BUDGET			
3	Document Date	7/1/2026		
4	Contract Term	Begin Date	End Date	Duration (Years)
5	Current Term	4/1/2022	6/30/2026	5
6	Amended Term	4/1/2022	6/30/2029	8
7				
8	Approved Subcontractors			
10	None.			
11				
12				

	A	B	C	D	E	G	H	I	K	L	N	O	Q	R	T	U	W	X	Z	AA
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																			
2	APPENDIX B, BUDGET																			
3	Document Date	7/1/2026																		
4	Contract Term	Begin Date	End Date	Duration (Years)																
5	Current Term	4/1/2022	6/30/2026	5																
6	Amended Term	4/1/2022	6/30/2029	8																
7					Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8								
8	Service Component				4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029								
10	Support Services, Property Management & Master Leasing				80	80	80	80	80	80	80	80								
11																				

	A	B	C	D	E	H	K	N	Q
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING								
2	APPENDIX B, BUDGET								
3	Document Date	7/1/2026							
4	Contract Term	Begin Date	End Date	Duration (Years)					
5	Current Term	4/1/2022	6/30/2026	5					
6	Amended Term	4/1/2022	6/30/2029	8					
7	Provider Name	Tenderloin Housing Clinic, Inc.							
8	Program	Garland Hotel							
9	FSP Contract ID#	1000024655							
10	Action (select)	Amendment							
11	Effective Date	7/1/2026							
12	Budget Names	General Fund - Support Services & Property Management & Master Leasing, One-Time - General Fund - Baldwin Ramp Down							
13		Current	New						
14	Term Budget	\$ 9,394,845	\$ 16,015,935	20%					
15	Contingency	\$ 589,399	\$ 1,324,219						
16	Not-To-Exceed	\$ 9,984,244	\$ 17,340,154						
17					Year 1	Year 2	Year 3	Year 4	Year 5
18					4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
19	Expenditures					Current	Current	Current	Current
20	Salaries & Benefits					\$ 517,783	\$ 1,333,444	\$ 1,050,863	\$ 1,117,834
21	Operating Expense					\$ 411,025	\$ 744,305	\$ 658,388	\$ 656,548
22	Subtotal					\$ 928,808	\$ 2,077,748	\$ 1,709,251	\$ 1,774,383
23	Indirect Percentage								
24	Indirect Cost					\$ 106,813	\$ 237,174	\$ 196,564	\$ 204,054
25	Other Expenses (Not subject to indirect %)					\$ 444,044	\$ 1,420,455	\$ 1,651,978	\$ 1,712,057
26	Capital Expenditure					\$ -	\$ 138,500	\$ 20,890	\$ -
28	Total Expenditures					\$ 1,479,665	\$ 3,873,877	\$ 3,578,683	\$ 3,690,494
29									
30	HSH Revenues (select)*								
31	General Fund - Ongoing					\$ 595,824	\$ 2,053,060	\$ 2,183,068	\$ 2,200,063
33	General Fund - One-Time					\$ 739,302	\$ 187,729	\$ 20,890	\$ -
34	General Fund - Adjustment to Actuals					\$ (85,245)	\$ (273,470)	\$ (246,690)	\$ (186,715)
40	Total HSH Revenues					\$ 1,249,880	\$ 1,967,320	\$ 1,957,267	\$ 2,013,348
41	Other Revenues (to offset Total Expenditures)								
42	Tenant Rental Income					\$ 29,913	\$ 205,923	\$ 187,624	\$ 236,474
43	CoC Rental Assistance					\$ 199,871	\$ 1,700,634	\$ 1,433,791	\$ 1,440,672
47	Total Other Revenues					\$ 229,784	\$ 1,906,557	\$ 1,621,415	\$ 1,677,146
48									
49	Total HSH + Other Revenues					\$ 1,479,665	\$ 3,873,877	\$ 3,578,683	\$ 3,690,494
50	Rev-Exp (Budget Match Check)					\$ -	\$ -	\$ -	\$ -
52	Total Adjusted Salary FTE (All Budgets)								
53									
58	Prepared by	Wynne Tang				*NOTE: HSH budgets typically project out revenue levels across multiple years, strictly for budget-planning purposes. All program budgets at any given year are subject to Mayoral / Board of Supervisors discretion and funding availability, and are not guaranteed. For further information, please see Article 2 of the G-100 Grant Agreement document.			
59	Phone	415-885-3286 x1111							
60	Email	wynne@thclinic.org							
61	Template last modified	9/1/2021							

	A	B	C	D	V	Y	AB	AI	AJ	AK	
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING										Summary (All Budgets)
2	APPENDIX B, BUDGET										
3	Document Date	7/1/2026									
4	Contract Term	Begin Date	End Date	Duration (Years)							
5	Current Term	4/1/2022	6/30/2026	5							
6	Amended Term	4/1/2022	6/30/2029	8							
7	Provider Name	Tenderloin Housing Clinic, Inc.									
8	Program	Garland Hotel									
9	FSP Contract ID#	1000024655									
10	Action (select)	Amendment									
11	Effective Date	7/1/2026									
	Budget Names	General Fund - Support Services & Property Management & Master Leasing, One-Time - General Fund - Baldwin Ramp Down									
12		Current	New								
13											
14	Term Budget	\$ 9,394,845	\$ 16,015,935								
15	Contingency	\$ 589,399	\$ 1,324,219	20%	EXTENSION YEAR EXTENSION YEAR EXTENSION YEAR						
16	Not-To-Exceed	\$ 9,984,244	\$ 17,340,154		Year 6	Year 7	Year 8	All Years			
17					7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029	4/1/2022 - 6/30/2026	4/1/2022 - 6/30/2029	4/1/2022 - 6/30/2029	
18					New	New	New	Current	Amendment	New	
19	Expenditures										
20	Salaries & Benefits	\$ 1,416,186	\$ 1,416,186	\$ 1,416,186	\$ 5,385,108	\$ 4,248,557	\$ 9,633,666				
21	Operating Expense	\$ 403,047	\$ 403,047	\$ 403,047	\$ 2,924,313	\$ 1,209,142	\$ 4,133,455				
22	Subtotal	\$ 1,819,233	\$ 1,819,233	\$ 1,819,233	\$ 8,309,422	\$ 5,457,699	\$ 13,767,121				
23	Indirect Percentage										
24	Indirect Cost	\$ 209,212	\$ 209,212	\$ 209,212	\$ 953,816	\$ 627,635	\$ 1,581,452				
25	Other Expenses (Not subject to indirect %)	\$ 1,871,585	\$ 1,871,585	\$ 1,871,585	\$ 7,100,120	\$ 5,614,756	\$ 12,714,875				
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ 159,390	\$ -	\$ 159,390				
28	Total Expenditures	\$ 3,900,030	\$ 3,900,030	\$ 3,900,030	\$ 16,522,748	\$ 11,700,090	\$ 28,222,838				
29											
30	HSH Revenues (select)*										
31	General Fund - Ongoing	\$ 2,207,030	\$ 2,207,030	\$ 2,207,030	\$ 9,239,045	\$ 6,621,090	\$ 15,860,135				
33	General Fund - One-Time	\$ -	\$ -	\$ -	\$ 947,921	\$ -	\$ 947,921				
34	General Fund - Adjustment to Actuals	\$ -	\$ -	\$ -	\$ (792,121)	\$ -	\$ (792,121)				
40	Total HSH Revenues	\$ 2,207,030	\$ 2,207,030	\$ 2,207,030	\$ 9,394,845	\$ 6,621,090	\$ 16,015,935				
41	Other Revenues (to offset Total Expenditures)										
42	Tenant Rental Income	\$ 244,000	\$ 244,000	\$ 244,000	\$ 903,935	\$ 732,000	\$ 1,635,935				
43	CoC Rental Assistance	\$ 1,449,000	\$ 1,449,000	\$ 1,449,000	\$ 6,223,968	\$ 4,347,000	\$ 10,570,968				
47	Total Other Revenues	\$ 1,693,000	\$ 1,693,000	\$ 1,693,000	\$ 7,127,903	\$ 5,079,000	\$ 12,206,903				
48											
49	Total HSH + Other Revenues	\$ 3,900,030	\$ 3,900,030	\$ 3,900,030	\$ 16,522,748	\$ 11,700,090	\$ 28,222,838				
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -		\$ -				
52	Total Adjusted Salary FTE (All Budgets)	17.48	17.48	17.48							
53											
58	Prepared by	Wynne Tang			*NOTE: HSH budgets typically project out revenue levels across multiple years, strictly for budget-planning purposes. All program budgets at any given year are subject to Mayoral / Board of Supervisors discretion and funding availability, and are not guaranteed. For further information, please see Article 2 of the G-100 Grant Agreement document.						
59	Phone	415-885-3286 x1111									
60	Email	wynne@thclinic.org									
61	Template last modified	9/1/2021									

	A	B	C	D	E	H	K	N	Q
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING								
2	APPENDIX B, BUDGET								
3	Document Date	7/1/2026							
4	Contract Term	Begin Date	End Date	Duration (Years)					
5	Current Term	4/1/2022	6/30/2026	5					
6	Amended Term	4/1/2022	6/30/2029	8					
7	Provider Name	Tenderloin Housing Clinic, Inc.							
8	Program	Garland Hotel							
9	F\$P Contract ID#	1000024655							
10	Action (select)	Amendment							
11	Effective Date	7/1/2026							
12	Budget Name	General Fund - Support Services & Property Management & Master Leasing							
13		Current	New						
14	Term Budget	\$ 8,467,814	\$ 15,088,904	20%	Year 1	Year 2	Year 3	Year 4	Year 5
15	Contingency	\$ 589,399	\$ 1,324,219		4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
16	Not-To-Exceed	\$ 9,984,244	\$ 17,340,154		Current	Current	Current	Current	Current
17									
18									
19	Expenditures								
20	Salaries & Benefits				\$ 204,807	\$ 1,333,444	\$ 1,050,863	\$ 1,117,834	\$ 1,365,185
21	Operating Expense				\$ 168,825	\$ 717,358	\$ 658,388	\$ 656,548	\$ 454,047
22	Subtotal				\$ 373,632	\$ 2,050,802	\$ 1,709,251	\$ 1,774,383	\$ 1,819,232
23	Indirect Percentage				11.50%	11.50%	11.50%	11.50%	11.50%
24	Indirect Cost (Line 22 X Line 23)				\$ 42,968	\$ 235,842	\$ 196,564	\$ 204,054	\$ 209,212
25	Other Expenses (Not subject to indirect %)				\$ 279,420	\$ 1,253,820	\$ 1,651,978	\$ 1,712,057	\$ 1,871,586
26	Capital Expenditure				\$ -	\$ 138,500	\$ 20,890	\$ -	\$ -
28	Total Expenditures				\$ 696,020	\$ 3,678,965	\$ 3,578,683	\$ 3,690,494	\$ 3,900,030
29									
30	HSH Revenues (select)								
31	General Fund - Ongoing				\$ 595,824	\$ 2,053,060	\$ 2,183,068	\$ 2,200,063	\$ 2,207,030
33	General Fund - One-Time						\$ 20,890		
34	General Fund - Adjustment to Actuals				\$ (85,245)	\$ (273,470)	\$ (246,690)	\$ (186,715)	
40	Total HSH Revenues				\$ 510,578	\$ 1,779,591	\$ 1,957,267	\$ 2,013,348	\$ 2,207,030
41	Other Revenues (to offset Total Expenditures)								
42	Tenant Rental Income				\$ 14,508	\$ 198,740	\$ 187,624	\$ 236,474	\$ 244,000
43	CoC Rental Assistance				\$ 170,933	\$ 1,700,634	\$ 1,433,791	\$ 1,440,672	\$ 1,449,000
47	Total Other Revenues				\$ 185,441	\$ 1,899,374	\$ 1,621,415	\$ 1,677,146	\$ 1,693,000
48									
49	Total HSH + Other Revenues				\$ 696,020	\$ 3,678,965	\$ 3,578,683	\$ 3,690,494	\$ 3,900,030
50	Rev-Exp (Budget Match Check)				\$ -	\$ -	\$ -	\$ -	\$ -

	A	B	C	D	V	Y	AB	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING									
2	APPENDIX B, BUDGET									
3	Document Date	7/1/2026								
4	Contract Term	Begin Date	End Date	Duration (Years)						
5	Current Term	4/1/2022	6/30/2026	5						
6	Amended Term	4/1/2022	6/30/2029	8						
7	Provider Name	Tenderloin Housing Clinic, Inc.								
8	Program	Garland Hotel								
9	FSP Contract ID#	1000024655								
10	Action (select)	Amendment								
11	Effective Date	7/1/2026								
	Budget Name	General Fund - Support Services & Property Management & Master Leasing								
12										
13		Current	New							
14	Term Budget	\$ 8,467,814	\$ 15,088,904	20%						
15	Contingency	\$ 589,399	\$ 1,324,219							
16	Not-To-Exceed	\$ 9,984,244	\$ 17,340,154							
					EXTENSION YEAR	EXTENSION YEAR	EXTENSION YEAR			
					Year 6	Year 7	Year 8	All Years		
17					7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029	4/1/2022 - 6/30/2026	4/1/2022 - 6/30/2029	4/1/2022 - 6/30/2029
18					New	New	New	Current	Amendment	New
19	Expenditures									
20	Salaries & Benefits				\$ 1,416,186	\$ 1,416,186	\$ 1,416,186	\$ 5,072,133	\$ 4,248,557	\$ 9,320,690
21	Operating Expense				\$ 403,047	\$ 403,047	\$ 403,047	\$ 2,655,167	\$ 1,209,142	\$ 3,864,309
22	Subtotal				\$ 1,819,233	\$ 1,819,233	\$ 1,819,233	\$ 7,727,300	\$ 5,457,699	\$ 13,184,999
23	Indirect Percentage				11.50%	11.50%	11.50%			
24	Indirect Cost (Line 22 X Line 23)				\$ 209,212	\$ 209,212	\$ 209,212	\$ 888,639	\$ 627,635	\$ 1,516,275
25	Other Expenses (Not subject to indirect %)				\$ 1,871,585	\$ 1,871,585	\$ 1,871,585	\$ 6,768,861	\$ 5,614,756	\$ 12,383,617
26	Capital Expenditure				\$ -	\$ -	\$ -	\$ 159,390	\$ -	\$ 159,390
28	Total Expenditures				\$ 3,900,030	\$ 3,900,030	\$ 3,900,030	\$ 15,544,191	\$ 11,700,090	\$ 27,244,281
29										
30	HSH Revenues (select)									
31	General Fund - Ongoing				\$ 2,207,030	\$ 2,207,030	\$ 2,207,030	\$ 9,239,045	\$ 6,621,090	\$ 15,860,135
33	General Fund - One-Time				\$ -	\$ -	\$ -	\$ 20,890	\$ -	\$ 20,890
34	General Fund - Adjustment to Actuals				\$ -	\$ -	\$ -	\$ (792,121)	\$ -	\$ (792,121)
40	Total HSH Revenues				\$ 2,207,030	\$ 2,207,030	\$ 2,207,030	\$ 8,467,814	\$ 6,621,090	\$ 15,088,904
41	Other Revenues (to offset Total Expenditures)									
42	Tenant Rental Income				\$ 244,000	\$ 244,000	\$ 244,000	\$ 881,346	\$ 732,000	\$ 1,613,346
43	CoC Rental Assistance				\$ 1,449,000	\$ 1,449,000	\$ 1,449,000	\$ 6,195,030	\$ 4,347,000	\$ 10,542,030
47	Total Other Revenues				\$ 1,693,000	\$ 1,693,000	\$ 1,693,000	\$ 7,076,376	\$ 5,079,000	\$ 12,155,376
48										
49	Total HSH + Other Revenues				\$ 3,900,030	\$ 3,900,030	\$ 3,900,030	\$ 15,544,191	\$ 11,700,090	\$ 27,244,281
50	Rev-Exp (Budget Match Check)				\$ -	\$ -	\$ -	\$ -		\$ -

	A	F	M	T	AA	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING					
2	SALARY & BENEFIT DETAIL					
3	Document Date	7/1/2026				
4	Provider Name	Tenderloin Housing Clinic, Inc.				
5	Program	Garland Hotel				
6	F\$P Contract ID#	1000024655				
7	Budget Name	General Fund - Support Services & Property Management & Master Leasing				
8		Year 1	Year 2	Year 3	Year 4	Year 5
9	POSITION TITLE	4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
10		Current	Current	Current	Current	Current
11		Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	Assoc Director of Property Mgmt	\$ 4,326	\$ 33,534	\$ 41,853	\$ 38,343	\$ 32,744
13	Property Manager		\$ 96,664	\$ 99,712	\$ 73,614	\$ 74,621
14	Sr. Assistant Property Manager	\$ 15,363	\$ 80,262	\$ 54,500	\$ 39,273	\$ 64,884
15	Desk Clerk	\$ 61,575	\$ 324,557	\$ 313,000	\$ 329,867	\$ 345,333
16	Janitor	\$ 16,772	\$ 25,828	\$ 49,899	\$ 58,670	\$ 84,032
17	Director of Facilities	\$ 2,169	\$ 10,340	\$ 9,930	\$ 10,461	\$ 10,566
18	Facilities Manager	\$ 8,022	\$ 48,060	\$ 49,201	\$ 48,624	\$ 49,111
19	Maintenance Worker		\$ 112,652	\$ 49,500	\$ 39,456	\$ 104,541
20	Director of Support Services	\$ 1,030	\$ 5,633	\$ 5,309	\$ 5,691	\$ 5,748
21	Assoc Director of Support Services	\$ 1,244	\$ 6,980	\$ 7,063	\$ 7,052	\$ 7,122
22	Support Services Manager	\$ 3,978	\$ 41,645	\$ 40,446	\$ 24,310	\$ 40,987
23	Case Manager	\$ 22,500	\$ 57,963	\$ 28,482	\$ 111,472	\$ 121,400
24	Senior Case Manager	\$ 13,063	\$ 136,355	\$ 23,800	\$ 35,104	\$ 62,725
25			\$ -			
55		\$ 150,042	\$ 980,473	\$ 772,693	\$ 821,937	\$ 1,003,813
56	FRINGE BENEFIT RATE					
57		36.50%	36.00%	36.00%	36.00%	36.00%
58						
58	EMPLOYEE FRINGE BENEFITS	\$ 54,765	\$ 352,970	\$ 278,170	\$ 295,897	\$ 361,372
59	TOTAL SALARIES & BENEFITS	\$ 204,807	\$ 1,333,444	\$ 1,050,863	\$ 1,117,834	\$ 1,365,185

	A	AK	AL	AM	AN	AQ	AX	BE	BT	BU	BV
1	DEPARTMENT OF HOMELESSNESS A										
2	SALARY & BENEFIT DETAIL										
3	Document Date										
4	Provider Name										
5	Program										
6	F\$P Contract ID#										
7	Budget Name										
8		EXTENSION YEAR					EXTENSION YEAR		EXTENSION YEAR		
9	POSITION TITLE	Year 6				Year 7		Year 8	All Years		
10		Agency Totals		For HSH Funded Progarm		7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029	4/1/2022 - 6/30/2026	4/1/2022 - 6/30/2029	4/1/2022 - 6/30/2029
11						New	New	New	Current	Amendment	New
		Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary
12	Assoc Director of Property Mgmt	\$ 109,146	1.00	30%	0.30	\$ 32,744	\$ 32,744	\$ 32,744	\$ 150,800	\$ 98,231	\$ 249,031
13	Property Manager	\$ 74,621	1.00	100%	1.00	\$ 74,621	\$ 74,621	\$ 74,621	\$ 344,610	\$ 223,862	\$ 568,473
14	Sr. Assistant Property Manager	\$ 65,620	1.00	100%	1.00	\$ 65,620	\$ 65,620	\$ 65,620	\$ 254,282	\$ 196,859	\$ 451,141
15	Desk Clerk	\$ 51,434	7.00	100%	7.00	\$ 360,038	\$ 360,038	\$ 360,038	\$ 1,374,331	\$ 1,080,115	\$ 2,454,446
16	Janitor	\$ 53,045	2.00	100%	2.00	\$ 106,091	\$ 106,091	\$ 106,091	\$ 235,201	\$ 318,273	\$ 553,473
17	Director of Facilities	\$ 150,947	1.00	7%	0.07	\$ 10,566	\$ 10,566	\$ 10,566	\$ 43,467	\$ 31,699	\$ 75,165
18	Facilities Manager	\$ 98,221	1.00	50%	0.50	\$ 49,111	\$ 49,111	\$ 49,111	\$ 203,017	\$ 147,332	\$ 350,349
19	Maintenance Worker	\$ 52,271	2.00	100%	2.00	\$ 104,541	\$ 104,541	\$ 104,541	\$ 306,149	\$ 313,623	\$ 619,773
20	Director of Support Services	\$ 143,693	1.00	4%	0.04	\$ 5,748	\$ 5,748	\$ 5,748	\$ 23,411	\$ 17,243	\$ 40,654
21	Assoc Director of Support Services	\$ 101,747	1.00	7%	0.07	\$ 7,122	\$ 7,122	\$ 7,122	\$ 29,461	\$ 21,367	\$ 50,828
22	Support Services Manager	\$ 81,974	1.00	50%	0.50	\$ 40,987	\$ 40,987	\$ 40,987	\$ 151,366	\$ 122,961	\$ 274,327
23	Case Manager	\$ 60,700	2.00	100%	2.00	\$ 121,400	\$ 121,400	\$ 121,400	\$ 341,817	\$ 364,200	\$ 706,017
24	Senior Case Manager	\$ 62,725	1.00	100%	1.00	\$ 62,725	\$ 62,725	\$ 62,725	\$ 271,046	\$ 188,174	\$ 459,220
25					0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
55		TOTAL SALARIES				\$ 1,041,313	\$ 1,041,313	\$ 1,041,313	\$ 3,728,958	\$ 3,123,939	\$ 6,852,897
56	FRINGE BENEFIT RATE	TOTAL FTE				17.48					
57		FRINGE BENEFIT RATE				36.00%	36.00%	36.00%			
58		EMPLOYEE FRINGE BENEFITS				\$ 374,873	\$ 374,873	\$ 374,873	\$ 1,343,174	\$ 1,124,618	\$ 2,467,792
59	TOTAL SALARIES & BENEFITS	TOTAL SALARIES & BENEFITS				\$ 1,416,186	\$ 1,416,186	\$ 1,416,186	\$ 5,072,133	\$ 4,248,557	\$ 9,320,690

	A	B	E	H	K	N
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING					
2	OPERATING DETAIL					
3	Document Date	7/1/2026				
4	Provider Name	Tenderloin Housing Clinic, Inc.				
5	Program	Garland Hotel				
6	FSP Contract ID#	1000024655				
7	Budget Name	General Fund - Support Services & Property Management & Master Leasing				
8						
9		Year 1	Year 2	Year 3	Year 4	Year 5
10		4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
11		Current	Current	Current	Current	Current
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 58,250	\$ 230,654	\$ 176,116	\$ 243,820	\$ 219,179
15	Office Supplies, Postage	\$ 4,500	\$ 6,000	\$ 9,339	\$ 9,000	\$ 8,281
16	Building Maintenance Supplies and Repair	\$ 30,000	\$ 211,440	\$ 222,007	\$ 222,460	\$ 86,868
18	Insurance	\$ 6,125	\$ 24,500	\$ 25,098	\$ 38,068	\$ 57,355
22	Elevator	\$ 3,750	\$ 15,000	\$ 9,474	\$ 10,000	\$ 10,000
23	Community Engagement / Welcome Kits/ Tenant Rep Stipend	\$ 3,000	\$ 11,180	\$ 10,000	\$ 7,200	\$ 7,200
24	Legal costs	\$ 15,000	\$ 145,500	\$ 19,696	\$ 12,000	\$ 14,164
25		\$ -		\$ -		\$ -
42	Consultants/Temporary Staffing			\$ -		\$ -
44	Temp - Assistant Property Manager	\$ -	\$ -	\$ 3,000	\$ 40,000	\$ 1,000
45	Temp - Desk Clerks	\$ 20,000	\$ 38,632	\$ 112,572	\$ 40,000	\$ 20,000
46	Temp - Janitors	\$ 9,000	\$ 34,452	\$ 7,427	\$ 24,000	\$ 30,000
48	Temp - Case Managers	\$ -	\$ -	\$ 63,660	\$ 10,000	\$ -
49	Temp - Property Manager	\$ 19,200	\$ -	\$ -		
67						
68	TOTAL OPERATING EXPENSES	\$ 168,825	\$ 717,358	\$ 658,388	\$ 656,548	\$ 454,047
69						
70	Other Expenses (not subject to indirect cost %)					
71	Rental of Property (Master Leasing)	\$ 232,000	\$ 1,353,478	\$ 1,503,268	\$ 1,503,373	\$ 1,511,626
72	Property Management Service Costs	\$ 71,595	\$ 204,086	\$ 242,192	\$ 242,192	\$ 242,192
73	Modified Payment Program service costs	\$ 37,071	\$ 129,115	\$ 153,208	\$ 153,207	\$ 153,208
74	Security Guard	\$ 24,000	\$ -	\$ -		
75	<i>Adjustment to Actuals</i>	\$ (85,245)	\$ (273,470)	\$ (246,690)	\$ (186,715)	
76	One-Time Reallocation to Capital Expenses		\$ (138,500)	\$ -		
77	One-Time Carry Forward		\$ (20,890)	\$ -		
78	Projected one-time savings			\$ -	\$ -	\$ (35,440)
84	TOTAL OTHER EXPENSES	\$ 279,420	\$ 1,253,820	\$ 1,651,978	\$ 1,712,057	\$ 1,871,586
85						
86	Capital Expenses					
87	Cameras, license, cables, installation - 8		\$ 18,992			
88	Air ventilation improvement		\$ 810	\$ 7,290		
89	DVR Hard drive storage upgrade		\$ 5,855			
90	Entrance security door - 2 front entry ways		\$ 2,757			
91	Client Management Software upgrade & assoc costs		\$ 93,201			
92	Lobby flooring		\$ 1,600	\$ 13,600		
93	One-time full building sanitation and habitability improvement		\$ 14,985			
94	Security Assessment		\$ 300			
99						
100	TOTAL CAPITAL EXPENSES	\$ -	\$ 138,500	\$ 20,890	\$ -	\$ -

	A	S	V	Y	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUP						
2	OPERATING DETAIL						
3	Document Date						
4	Provider Name						
5	Program						
6	F\$P Contract ID#						
7	Budget Name						
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	A	B	C	D	E
1	BUDGET NARRATIVE	Fiscal Year			
2	General Fund - Support Services & Property Management & Master Leasing	FY26-27	<- Select from the drop-down list the fiscal year in which the proposed budget changes will first become effective		
3	Salaries & Benefits	Adjusted Budgeted FTE	Budgeted Salary	Justification	Calculation
4	Assoc Director of Property Mgmt	0.30	\$ 32,744	Supervises and backup for Prop Mgr. Also provides additional prop mgmt. service resources to the high needs tenant base	Annualized salary * Adj. FTE
5	Property Manager	1.00	\$ 74,621	Supervises the Sr. Assist Prop Mgr., desk clerk and janitor staff, prop mgmt. services to tenants	Annualized salary * Adj. FTE
6	Sr. Assistant Property Manager	1.00	\$ 65,620	Provide property mgmt. services to high needs tenant base	Annualized salary * Adj. FTE
7	Desk Clerk	7.00	\$ 360,038	24 hr., 7 days a week desk clerk services to high needs tenant base. 2 on each of the 3 shifts per day.	Annualized salary * Adj. FTE
8	Janitor	2.00	\$ 106,091	Janitorial services for common areas, trash rooms. Perform unit turnovers.	Annualized salary * Adj. FTE
9	Director of Facilities	0.07	\$ 10,566	Supervises Facilities Manager, negotiates vendor service projects.	Annualized salary * Adj. FTE
10	Facilities Manager	0.50	\$ 49,111	Supervises the 2 maintenance workers, performs some of the complex repairs, oversees and QC's vendor projects.	Annualized salary * Adj. FTE
11	Maintenance Worker	2.00	\$ 104,541	Perform maintenance and repairs proactively and as requested by tenant(s) or other THC staff	Annualized salary * Adj. FTE
12	Director of Support Services	0.04	\$ 5,748	Oversees overall support services and performs all reporting.	Annualized salary * Adj. FTE
13	Assoc Director of Support Services	0.07	\$ 7,122	Supervises and backup for Supp Services Mgr.	Annualized salary * Adj. FTE
14	Support Services Manager	0.50	\$ 40,987	Supervises the 2 case managers and senior case managers	Annualized salary * Adj. FTE
15	Case Manager	2.00	\$ 121,400	Case load of tenants - help with benefits, stabilization	Annualized salary * Adj. FTE
16	Senior Case Manager	1.00	\$ 62,725	Case load of tenants with higher support needs	Annualized salary * Adj. FTE
46	TOTAL	17.48	\$ 1,041,313		
47	Employee Fringe Benefits		\$ 374,873	Includes FICA, SSUI, Workers Compensation and Medical calculated at 36% of total salaries.	
48	Salaries & Benefits Total		\$ 1,416,186		
49					
50	Operating Expenses	Budgeted Expense		Justification	Calculation
52	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 219,179		Estimated cost of Electricity, Gas, Water, Trash, Internet services.	based on prior year actuals and factor for known increases
53	Office Supplies, Postage	\$ 8,281		Estimated cost of office supplies for staff.	based on prior year actuals
54	Building Maintenance Supplies and Repair	\$ 86,868		Estimated cost of maintenance / repairs needed.	based on prior year actuals and factor for known increases
56	Insurance	\$ 57,355		Estimated cost of liability and other insurance needed.	Allocated based on Garland's share of total units. Based actual premiums provided and insurance coverage levels required by funder and landlord.
60	Elevator	\$ 10,000		Estimated cost of maintenance/repair for the elevator.	Based prior year actuals and the cap in our lease.
61	Community Engagement / Welcome Kits/ Tenant Rep Stipend	\$ 7,200		For client engagement/welcome kits/ tenant rep stipends for the residents in the 80 units.	\$90/unit/year or \$7.50/unit/month * 80 units = \$7,200
62	Legal costs	\$ 14,164		Estimated cost of using external attorneys for lease mgmt legal actions.	Based on prior year actuals and projection for additional actions needed.
106	TOTAL OPERATING EXPENSES		\$ 403,047		
107	Indirect Cost	11.5%	\$ 209,212		
108					

	A	B	C	D	E
1	BUDGET NARRATIVE			Fiscal Year	
2	General Fund - Support Services & Property Management & Master Leasing	FY26-27	<- Select from the drop-down list the fiscal year in which the proposed budget changes will first become effective		
	Other Expenses (not subject to indirect cost				
110	%)	Amount	Justification	Calculation	
111	Rental of Property (Master Leasing)	\$1,511,626	Calculated based on FY25 Actuals & Lease language	.	
	Property Management Service Costs	\$ 242,192	Allocation based on units & usage factor for services provided by THC's Property Mgmt (that provides strategic direction, supervision, policy/procedure creation and rollout, training, administrative support for the hotel property management team and general hotel operations) and the Facilities team (provide strategic direction, supervision, policy/procedure creation and rollout, training, administrative support for the maintenance worker and Facilities manager).	.	
112	Modified Payment Program service costs	\$ 153,208	Allocation based on units & usage factor for services provided by THC's MPP team (that provides rent payment services / advocacy for tenants).	.	
113	Projected one-time savings	\$ (35,441)	One-time savings projected for FY 26-27; amount required to balance budget	.	
124		\$ 1,871,585			
125	TOTAL OTHER EXPENSES				
126					

	A	B	C	D	E	H	K	AI
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING							
2	APPENDIX B, BUDGET							
3	Document Date	7/1/2026						
4	Contract Term	Begin Date	End Date	Duration (Years)				
5	Current Term	4/1/2022	6/30/2026	5				
7	Provider Name	Tenderloin Housing Clinic, Inc.						
8	Program	Garland Hotel						
9	F\$P Contract ID#	1000024655						
10	Action (select)	Modification						
11	Effective Date	7/1/2026						
12	Budget Name	One-Time - General Fund - Baldwin Ramp Down						
13		Current	New					
14	Term Budget	\$ 927,031	\$ 927,031	20%				
15	Contingency	\$ 589,399	\$ 1,324,219					
16	Not-To-Exceed	\$ 9,984,244	\$ 17,340,154		Year 1	Year 2	Year 3	All Years
17					4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	4/1/2022 - 6/30/2026
18					Current	Current	Current	Current
19	Expenditures							
20	Salaries & Benefits				\$ 312,976	\$ -	\$ -	\$ 312,976
21	Operating Expense				\$ 242,200	\$ 26,946	\$ -	\$ 269,146
22	Subtotal				\$ 555,176	\$ 26,946	\$ -	\$ 582,122
23	Indirect Percentage				11.50%	4.94%	\$ -	
24	Indirect Cost (Line 22 X Line 23)				\$ 63,845	\$ 1,332	\$ -	\$ 65,177
25	Other Expenses (Not subject to indirect %)				\$ 164,624	\$ 166,635	\$ -	\$ 331,259
26	Capital Expenditure				\$ -	\$ -	\$ -	\$ -
28	Total Expenditures				\$ 783,645	\$ 194,912	\$ -	\$ 978,557
29								
30	<u>HSR Revenues (select)</u>							
33	General Fund - One-Time				\$ 739,302	\$ 187,729		\$ 927,031
40	Total HSR Revenues				\$ 739,302	\$ 187,729	\$ -	\$ 927,031
41	<u>Other Revenues (to offset Total Expenditures)</u>							
42	Tenant Rental Income				\$ 15,405	\$ 7,183		\$ 22,589
43	CoC Rental Assistance				\$ 28,938	\$ -		\$ 28,938
47	Total Other Revenues				\$ 44,343	\$ 7,183	\$ -	\$ 51,527
48								
49	Total HSR + Other Revenues				\$ 783,645	\$ 194,912	\$ -	\$ 978,557
50	Rev-Exp (Budget Match Check)				\$ -	\$ -	\$ -	\$ -

	A	B	E	H	AF
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING				
2	OPERATING DETAIL				
3	Document Date	7/1/2026			
4	Provider Name	Tenderloin Housing Clinic, Inc.			
5	Program	Garland Hotel			
6	F\$P Contract ID#	1000024655			
7	Budget Name	One-Time - General Fund - Baldwin Ramp Down			
8					
9		Year 1	Year 2	Year 3	All Years
10		4/1/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	4/1/2022 - 6/30/2026
11		Current	Current	Current	Current
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 50,750	\$ 724		\$ 51,474
15	Office Supplies, Postage	\$ 700	\$ -		\$ 700
16	Building Maintenance Supplies and Repair	\$ 46,250	\$ 2,333		\$ 48,583
17	Printing and Reproduction	\$ -			\$ -
18	Insurance	\$ 9,900			\$ 9,900
19	Staff Training	\$ -			\$ -
20	Staff Travel-(Local & Out of Town)	\$ 2,000			\$ 2,000
21	Rental of Equipment	\$ -			\$ -
22	Community Engagement	\$ 1,000			\$ 1,000
23	Welcome Kits	\$ -			\$ -
24	Elevator	\$ 15,000	\$ 525		\$ 15,525
25	Legal Expenses	\$ 26,100	\$ 1,055		\$ 27,155
26	Pest Control		\$ 18,026		\$ 18,026
27					\$ -
42	<u>Consultants / Temp Staff</u>				\$ -
43	Security Guard	\$ 30,500			\$ 30,500
47	Temp - Desk Clerks	\$ 10,000			\$ 10,000
48	Temp - Janitors	\$ 50,000			\$ 50,000
51	Janitorial Services		\$ 4,283		\$ 4,283
52	Maintenance Service Vendors		\$ -		\$ -
53					\$ -
54	<u>Subcontractors (First \$25k Only)</u>				\$ -
67					
68	TOTAL OPERATING EXPENSES	\$ 242,200	\$ 26,946	\$ -	\$ 269,146
69					
70	<u>Other Expenses (not subject to indirect cost %)</u>				
71	Rental of Property (Master Leasing)	\$ 453,269	\$ 151,090		\$ 604,358
72	<i>Garland Ramp-up: Relocation consultant</i>	\$ 70,000	\$ 1,300		\$ 71,300
73	<i>Garland Ramp-up: Moving service for Baldwin Tenants to Garland and other hotels</i>	\$ 70,000	\$ 14,245		\$ 84,245
74	<i>Garland Ramp-up: Preventive Pest Inspection/Treatment for those moving</i>	\$ 50,000			\$ 50,000
75	<i>Baldwin Ramp-down: Hauling & disposal services for unwanted items from tenant rooms/common spaces.</i>	\$ 30,000			\$ 30,000
76	<i>Baldwin Ramp-down: Moving boxes / supplies for all tenants</i>	\$ 15,000			\$ 15,000
77	<i>Projected FY 21-22 Savings</i>	\$ (187,729)			\$ (187,729)
78	Adjustment to Actuals	\$ (335,916)			\$ (335,916)
83					
84	TOTAL OTHER EXPENSES	\$ 164,624	\$ 166,635	\$ -	\$ 331,259

Appendix C, Method of Payment

I. **Reimbursement for Actual Costs:**

In accordance with Article 5 Use and Disbursement of Grant Funds of the Grant Agreement, payments shall be made for actual costs incurred, paid by the Grantee, and reported for each month within the budget term (e.g., Fiscal Year or Project Term). Under no circumstances shall payment exceed the amount set forth in the Appendix B, Budget(s) of the Agreement.

II. **General Instructions for Invoice Submittal:**

Grantee invoices shall include actual detailed expenditures for eligible activities incurred during the month and paid by the Grantee.

- A. Grantee shall submit all invoices and any related documentation required in the format specified below, after costs have been incurred and paid by the Grantee, and within 15 days after the month the service has occurred.
- B. Expenditures must be paid by the Grantee prior to invoicing HSH for grant expenditures.
- C. Grantee shall ensure all final invoices are submitted 15 days after the close of the fiscal year or project period. HSH does not allow supplemental invoicing for expenses that have not been billed after the close of the fiscal year or project period.
- D. Failure to consistently invoice within the required timelines shall result in a Corrective Action Plan issued by HSH which may impact Grantee's ability to apply for future funding or requests for additional funding.

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

E. **Invoicing System:**

- 1. Grantee shall submit invoices, and all required supporting documentation

demonstrating evidence of the expenditure through the Department of Homelessness and Supportive Housing (HSH)'s web-based Contracts Administration, Reporting, and Billing Online (CARBON) System at: <https://contracts.sfhsa.org>.

2. Grantee's Executive Director or Chief Financial Officer shall submit a letter of authorization designating specific users, including their names, emails and phone numbers, who will have access to CARBON to electronically submit and sign for invoices, submit program reports, and view other information that is in CARBON.
3. Grantee acknowledges that submittal of the invoice by Grantee's designated authorized personnel with proper login credentials constitutes Grantee's electronic signature and certification of the invoice.
4. Grantee's authorized personnel with CARBON login credentials shall not share or internally reassign logins.
5. Grantee's Executive Director or Chief Financial Officer shall immediately notify the assigned HSH Contract Manager, as listed in CARBON, via email or letter regarding any need for the restriction or termination of previously authorized CARBON users and include the name(s), email(s) and phone number(s) of those previously authorized CARBON users.
6. Grantee may invoice and submit related documentation in the format specified by HSH via paper or email only upon special written approval from the HSH Contracts Manager.

F. Line Item Variance:

There shall be no variance from the line item budget submitted, which adversely affects Grantee's ability to provide services specified in the Appendix A(s), Services to be Provided of the Agreement; however, Grantee may invoice more than 100 percent of an ongoing General Fund or Our City, Our Home Fund (Prop C) line item, provided that total expenditures do not exceed the budget category amount (i.e., Salary, Operating, Indirect and/or Capital), per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.

G. Spend Down:

1. Grantee shall direct questions regarding spend down and funding source prioritization to the assigned HSH Contract and Program Managers, as listed in CARBON.
2. Generally, Grantee is expected to spend down ongoing funding proportionally to the fiscal year or project period. Grantee shall report unexpected delays and challenges to spending funds, as well as any lower-than-expected spending to the assigned Contract and Program Managers, as listed in CARBON prior to, or in conjunction with the invoicing period.

3. Failure to spend Grant funding monthly and annually may result in reductions to future allocations and may impact future advance. HSH may set specific spend down targets and communicate those to Grantees.

H. Documentation and Record Keeping:

1. In accordance with Article 5 Use and Disbursement of Grant Funds; Article 6 Reporting Requirements; Audits; Penalties for False Claims; and the Appendix A(s), Services to be Provided of the Agreement, Grantee shall keep electronic or hard copy records and documentation of all HSH invoiced costs, including, but not limited to, payroll records; paid invoices; receipts; and payments made for a period not fewer than five years after final payment under this Agreement, and shall provide to the City upon request.
 - a. HSH reserves the right to modify the terms of this Appendix in cases where Grantee has demonstrated issues with spend down, accuracy, and timeliness of invoices.
 - b. In addition to the instructions below, HSH will request and review supporting documentation on the following occasions without modification to this Appendix:
 - 1) Program Monitoring;
 - 2) Fiscal and Compliance Monitoring;
 - 3) Year End Invoice Review;
 - 4) Monthly Invoice Review;
 - 5) As needed per HSH request; and/or
 - 6) As needed to fulfill audit and other monitoring requirements.
2. All documentation requested by and submitted to HSH must:
 - a. Be easily searchable (e.g., PDF) and summarized in Excel;
 - b. Clearly match the Appendix B, Budget(s) line items and eligible activities;
 - c. Not include identifiable served population information (e.g., tenant, client, Protected Health Information (PHI), Personally Identifiable Information (PII));
 - d. Include only subcontracted costs that are reflected in the Appendix B, Budget(s). HSH will not pay for subcontractor costs that are not reflected in the Appendix B, Budget(s). All subcontractors must also be listed as Approved Subcontractors;
 - e. Include only documentation that pertains to the Grant budget that is being invoiced. Grantee shall not provide agency-wide supporting documentation for other agency costs or HSH Grants. (e.g., only payroll documentation for the personnel being charged to that invoice should be included); and
 - f. Include the Grantee's cost allocation plan.
3. Grantee shall follow HSH instructions per funding source and ensure that all documentation clearly matches the approved Appendix B, Budget(s) line items and eligible activities. HSH reserves the right to reject and/or deny invoices, in part or as a whole, that do not follow these instructions.

General Fund	
Type	Instructions and Examples of Documentation
Salaries & Benefits	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. Documentation shall include, but is not limited to, a personnel report in Excel format that itemizes all payroll costs included in the invoice, historical and current payroll information from a payroll service or a payroll ledger from Grantee's accounting system and must include employee name, title, rate, and hours worked for each pay period.
Operating	Grantee shall maintain documentation for all approved Operating costs included in the Appendix B, Budget(s). Each time an invoice is submitted, Grantee shall upload documentation for all Subcontractor and Consultant costs, and documentation for any single expense within the Operating budget category that exceeds \$10,000. Documentation shall include, but is not limited to, a detailed summary report in Excel format that itemizes all costs included in each operating invoice line, receipts of purchases or paid invoices of recurring expenditures, such as lease payments; copies of current leases; subcontractor payments; equipment lease invoices; and utility payments.
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 detailed summary report in Excel format, showing proof of Direct Assistance expenditures, and any other information specifically requested by HSH to confirm appropriate use of Direct Assistance funds per the established program policy.
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 shall include, but is not limited to, a detailed summary report in Excel format that itemizes all costs included in each capital/one-time invoice line, receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.

General Fund	
Type	Instructions and Examples of Documentation
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. Grantee shall use actual amount of tenant rent collected as Rental Income. Grantee shall include in the supporting documentation a report on Emergency Rental Assistance Program (ERAP) and other rental assistance received and for what period the payments are.

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 to the assigned HSH Contract Manager, as listed in CARBON, on an agency letterhead with a narrative justification that fully describes the unique circumstances, for review and approval. Advance requests must be submitted by the Grantee's authorized staff only.

2. HSH, at its sole discretion, may make available to Grantee up to one month of the total ongoing fiscal year General Fund or Prop C budget amount, per the Appendix B, Budget(s) of this Agreement. Requests for greater than one month of the ongoing fiscal year budget amount may be considered on a case-by-case basis only.
3. Grantee is expected to maintain adequate cash reserves for multi-year Grant agreements and not rely on cash advances to cover expenses necessary to operate Grantee's core operations.

C. Advance Repayment Process:

1. If approved by HSH, the advanced sum will be deducted from the Grantee's monthly invoices at an equal rate each month that will enable repayment before the close of the fiscal year. For example, for a twelve-month grant the rate of repayment of the advance will be 1/10th per month from July to April. An alternative period of repayment may be calculated to ensure cash flow and repayment. HSH will track advance recoupment on a monthly basis using internal tools in order to avoid any overpayment and prevent further loss of City funds.
2. All advance repayments must be recovered within the fiscal year for which they were made but no later than April invoices submitted in May.
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 wire transfer or by check, in the amount verified by the assigned HSH Contract Manager, as listed in CARBON. Grantee shall make the repayment after the final invoice of the fiscal year has been approved to the address provided by the assigned HSH Contract Manager, as listed in CARBON.

IV. Timely Submission of Reports and Compliance:

If a Grantee has outstanding items due to the City (e.g., Corrective Action Plans/report/document/data input), as specified in any written form from HSH (e.g., Letter of Correction, Corrective Action Plan, and/or Appendix A(s), Services to be Provided of the Agreement), Grantee shall submit and comply with such requirements prior to or in conjunction with monthly invoicing. Failure to submit required information or comply by specified deadlines may result in HSH withholding payments.

Appendix D, Interests in Other City Grants

City Department or Commission	Program Name	Agreement Term	Grant Amount (Not-to-Exceed)
Department of Homelessness and Supportive Housing	Supportive Services Modified Payment Program (MPP) / Money Management	July 1, 2021 – June 30, 2026	\$6,738,166
Department of Homelessness and Supportive Housing	Abigail Hotel Housing Ladder (Support Services, Property Management and Master Leasing)	January 1, 2021 – June 30, 2026	\$9,969,196
Department of Homelessness and Supportive Housing	Property Management, Support Services and Master Leasing at Crown, National & Winton Hotels	July 1, 2021 – June 30, 2026	\$34,326,248
Department of Homelessness and Supportive Housing	Continuum of Care (CoC) Rental Assistance at Crown, Winton and National Hotels	October 1, 2025 – September 30, 2028	\$9,756,673
Department of Homelessness and Supportive Housing	Continuum of Care (CoC) Rental Assistance at Garland Hotel	October 1, 2025 – September 30, 2028	\$6,833,020
Department of Homelessness and Supportive Housing	Bristol Hotel Housing Ladder (Support Services, Property Management and Master Leasing)	March 1, 2024 – June 30, 2026	\$5,030,894
Department of Homelessness and Supportive Housing	Property Management, Support Services and Master Leasing at the Master Lease Hotels	July 1, 2020 – June 30, 2026	\$241,657,513
Department of Homelessness and Supportive Housing	Elk Hotel Elevator Modernization Program	October 1, 2024 – June 30, 2026	\$83,623
Department of Homelessness and Supportive Housing	Royan Hotel Elevator Modernization Program	October 1, 2024 – June 30, 2026	\$67,131
Department of Homelessness and Supportive Housing	Seneca Hotel Elevator Modernization Program	October 1, 2024 – June 30, 2026	\$42,924
Department of Homelessness and Supportive Housing	Crown Hotel Elevator Modernization Program	December 1, 2024 – June 30, 2026	\$578,152
Department of Homelessness and Supportive Housing	Mayfair Hotel Elevator Modernization Program	December 1, 2024 – June 30, 2026	\$617,331
Department of Homelessness and Supportive Housing	Mission Hotel Elevator Modernization Program	December 1, 2024 – June 30, 2026	\$211,678
Department of Homelessness and Supportive Housing	Pierre Hotel Elevator Modernization Program	December 1, 2024 – June 30, 2026	\$107,543
Department of Homelessness and Supportive Housing	Union Hotel Elevator Modernization Program	June 1, 2025 – June 30, 2026	\$297,063

City Department or Commission	Program Name	Agreement Term	Grant Amount (Not-to-Exceed)
Department of Building Inspection	Central City SRO Collaborative	July 1, 2025 – June 30, 2026	\$594,954
Department of Building Inspection	Code Enforcement Outreach Program	July 1, 2025 – June 30, 2026	\$520,375
Adult Probation Department	Transitional Housing Program	July 1, 2024 – June 30, 2027	\$7,360,191
Mayor's Office of Housing and Community Development	Right to Counsel	July 1, 2025 – June 30, 2026	\$2,031,025
Mayor's Office of Housing and Community Development	La Voz Latina del Tenderloin	July 1, 2025 – June 30, 2026	\$400,000

Appendix E, Anti-Violence and Weapons Policy

Anti-Violence and Weapons Policy (February 10th, 2025)

Purpose

The Department of Homelessness and Supportive Housing (HSH) is committed to ensuring the safety of nonprofit employees, City employees, vendors, residents, visitors, and guests who work, visit, and/or live in site-based Permanent Supportive Housing (PSH) funded by the City.

Department-Wide Anti-Violence Efforts

HSH will continue to provide ongoing guidance and support to PSH Housing Providers on anti-violence efforts. HSH will require all housing providers to:

- Adopt and train employees on a Workplace Emergency Action Plan, which describes preparedness activities and coordinated responses that each PSH Housing Provider will use in the event of a serious emergency, such as an active shooter.
- Comply with HSH's PSH Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.

Specific PSH-Related Anti-Violence Interventions

To protect employees and residents who work and live in PSH against violence at PSH facilities, HSH currently requires PSH Housing Providers to implement the following specific interventions:

- Maintain building safety, including but not limited to providing 24-hour front desk coverage to monitor residents and visitors who enter and exit the building.
- Deploy City-funded security guards to support employees if a crisis emerges in accordance to HSH Safety Enhancement Standard Operating Procedures.
- Communicate and collaborate with HSH personnel to prevent, de-escalate, and respond to emergencies.
- Cooperate with the Department of Public Health's Permanent Housing Advanced Clinical Services (PHACS) team to provide medical and behavioral health services on a referral basis at PSH sites.
- Organize training from the Department of Emergency Management for all employees working at PSH on how to better use resources available through 911 dispatchers including the SFPD and the Crisis Team.
- File critical incident reports to HSH and cooperate with HSH security incident investigations.

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- Whenever PSH Housing Provider or their employees are aware that a resident has made a specific threat of harm against a third-party, including City employees, the PSH Housing Provider shall notify the third-party of such threat, and (where applicable) notify any applicable employer.
- Consider seeking a temporary restraining order (where appropriate after consultation with legal counsel), including an order to surrender firearms or ammunition, in situations where a resident makes a specific threat of harm against an PSH Housing Provider employee.

PSH Weapons Policy and City Contracts/Grants

The anti-violence policies and interventions described above are meant to prevent all types of violence, including weapon-related violence. Still, to guard against the specific threats posed by weapons, HSH will require that City-funded site-based PSH Housing Providers adopt and enforce a site specific PSH Weapons Policy, which must be incorporated into the lease through a lease addendum. Providers will be required to adopt and enforce this policy within six months of the effective date of the policy. Providers will be required to sign the policy and return to HSH, which will be included as an addendum to grants or contracts as HSH amends existing agreements.

PSH Weapons Policy and Lease Addendum

PSH Housing Providers have an important and substantial interest in protecting the health, safety, and welfare of its residents, their guests, its employees, and the public at large. While residents have rights afforded by law, and the City expects that each PSH Housing Provider will respect and permit the lawful ownership and possession of weapons, PSH Housing Providers may also place reasonable restrictions for the safety of others. Each PSH Housing Provider shall adopt a Weapons Policy and Lease Addendum substantially in the form of the model set out below.

Template PSH Weapons Policy and Lease Addendum

This Addendum is being attached to, and incorporated by reference in, the Lease Agreement (“Lease”) between the Landlord and the undersigned Tenant(s) for the use of property located at ADDRESS, Unit #. The purpose of this Addendum is to add new terms and conditions to the Lease. The parties agree that if any terms of the Lease and this Addendum are inconsistent, the terms set forth in the Addendum will govern. The undersigned Tenant(s) agree that it is their responsibility to understand the federal, state, or local laws applicable to their ownership, possession, display, use, or storage of Firearm, Weapon, Generally Prohibited Weapons, Ammunition, or gunpowder while on the Premises.

1. Definitions. For purposes of this Addendum, the following terms have the following meanings:
 - a. “Ammunition” has the meaning set forth in [Cal. Penal Code § 16150](#), as may be amended from time to time;
 - b. “Carry Concealed Weapon (CCW) License” means an unexpired license



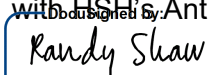
Confidential- Anti-Violence and Weapons Policy

- issued in accordance with Cal. Penal Code § [26150](#) or [26155](#), as may be amended from time to time;
- c. “Firearm” has the meaning set forth in Cal. Penal Code § [16520](#), as may be amended from time to time;
 - d. “Generally Prohibited Weapons” has the meaning set forth in Cal. Penal Code § [16590](#), as may be amended from time to time;
 - e. “Loaded Firearm” has the meaning set forth in Cal. Penal Code § [16840](#), as may be amended from time to time;
 - f. “Premises” means the residential building in which the leased unit is located, including but not limited to, the unit and common areas;
 - g. “Common Areas” means any area on the Premises that is accessible to the public or other residents;
 - h. “Tenant” has the meaning set forth in the Lease;
 - i. “Third-Party” includes any persons other than the undersigned Tenant who are lawfully on the Premises, including but not limited to residents, guests, and employees;
 - j. “Weapon” means an object designed for the purpose of inflicting bodily harm, including but not limited to:
 - i. Tasers/Stun Guns; Knives and blades;
 - ii. Martial arts weapons;
 - iii. Bow and arrows of any type;
 - iv. Swords; and
 - v. Hazardous chemical or biological material of any sort.
2. It shall be a breach of the Lease for Tenant or any guest of Tenant to engage in any of the following acts or omissions on the Premises:
- a. Possess, carry, display, or use any Firearm, Weapon, Generally Prohibited Weapons, Ammunition, or gunpowder in violation of the laws of the State of California;
 - b. Fail to securely store any Firearm, Weapon, Ammunition, or gunpowder so as to prevent access by any minor;
 - c. Threaten any Third-Party with the use of any Firearm, Weapon, or Generally Prohibited Weapons, including in any manner that puts any Third-Party in substantial danger of injury or death, and without lawful justification;
 - d. Sell any Firearm, Weapon, Generally Prohibited Weapons, Ammunition, or gunpowder on the Premises;
 - e. Carry on their person a concealed Firearm, as defined in Cal. Penal Code §§ [25400](#), as may be amended from time to time, in any Common Areas, unless they have a valid Carry Concealed Weapon (CCW) License, or are otherwise exempt by the laws of the State of California from the prohibition against carrying a concealed Firearm;
 - f. Fail to notify the Property Management within five (5) calendar days of the theft of any Firearm, Weapon, Generally Prohibited Weapon, and/or Ammunition from the Premises;



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The Grantee/Contractor, Tenderloin Housing Clinic, understands and agrees to comply with HSH's Anti-Violence and Weapons Policy.

A handwritten signature in blue ink that reads "Randy Shaw". The signature is written in a cursive style.

66609935715245B

Signature of Grantee's/Contractor's Authorized Official

Randy Shaw Executive Director

Name and Title of Grantee's/Contractor's Authorized Official

2/19/2025

Date