

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

**FIRST AMENDMENT
TO GRANT AGREEMENT
between
CITY AND COUNTY OF SAN FRANCISCO
and
URBAN ALCHEMY**

THIS AMENDMENT of the **March 21, 2022** Grant Agreement (the "Agreement") is dated as of **July 1, 2024** and is made in the City and County of San Francisco, State of California, by and between **URBAN ALCHEMY** ("Grantee") and the **CITY AND COUNTY OF SAN FRANCISCO**, a municipal corporation ("City") acting by and through The Department of Homelessness and Supportive Housing ("Department").

RECITALS

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

WHEREAS, the City's Board of Supervisors approved this Agreement under San Francisco Charter Section 9.118 by Resolution 47-22 on February 8, 2022; and

WHEREAS, the City's Homelessness Oversight Commission approved this Agreement under San Francisco Charter Section 9.118 by Resolution 24-012 on March 21, 2024; and

WHEREAS, the City's Board of Supervisors approved this First Amendment to the Agreement under San Francisco Charter Section 9.118 by Resolution **<insert Resolution number> on <Month Date, Year>** to extend the grant term by one year and increase the grant amount by up to \$3,509,506; and

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

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

1. Definitions. Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Grant Agreement.

- (a) **Agreement.** The term "Agreement" shall mean the Agreement dated **March 21, 2022** between Grantee and City;

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

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

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

3.2 Duration of Term.

(a) The term of this Agreement shall commence on **March 21, 2022** and expire on **June 30, 2024**, 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 deleted and replaced in its entirety to read as follows:

ARTICLE 3 TERM

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

3.2 Duration of Term.

(a) The term of this Agreement shall commence on **March 21, 2022** and expire on **June 30, 2025**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

5.1 Maximum Amount of Grant Funds.

(a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Eighteen Million Seven Hundred Thirty Six Thousand Eight Hundred Twenty Dollars (\$18,736,820)**.

(b) Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement, **Four Million Four Hundred Thirty Four Thousand Three Hundred Seventy Five Dollars (\$4,434,375)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a

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

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

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

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

5.4 State or Federal Funds.

- (a) **Disallowance.** With respect to Grant Funds, if any, which are ultimately provided by the State or Federal government, Grantee agrees that if Grantee claims or receives payment from City for an Eligible Expense, payment or reimbursement of which is later disallowed by the State or Federal government, Grantee shall promptly refund the disallowed amount to City upon City's request. At its option, City may offset all or any portion of the disallowed amount against any other payment due to Grantee hereunder or under any other Agreement. Any such offset with respect to a portion of the disallowed amount shall not release Grantee from Grantee's obligation hereunder to refund the remainder of the disallowed amount.
- (b) **Grant Terms.** The funding for this Agreement is provided in full or in part by a federal or state grant to the City. As part of the terms of receiving the funds, the City is required to incorporate some of the terms into this Agreement and include certain reporting requirements. The incorporated terms and requirements are stated in Appendix E, Federal Requirements.

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

ARTICLE 5 USE AND DISBURSEMENT OF GRANT FUNDS

5.1 Maximum Amount of Grant Funds.

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Twenty Two Million Two Hundred Forty Six Thousand Three Hundred Twenty Six (\$22,246,326)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **One Million Seven Hundred Forty Eight Thousand Three Hundred Nine (\$1,748,309)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

5.2 Use of Grant Funds. Grantee shall use the Grant Funds only for Eligible Expenses as set forth in Appendix A, Services to be Provided and Appendix

B, Budget and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.

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

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

5.4 State or Federal Funds.

- (a) **Disallowance.** With respect to Grant Funds, if any, which are ultimately provided by the state or federal government, Grantee agrees that if Grantee claims or receives payment from City for an Eligible Expense, payment or reimbursement of which is later disallowed by the state or federal government, Grantee shall promptly refund the disallowed amount to City upon City's request. At its option, City may offset all or any portion of the disallowed amount against any other payment due to Grantee hereunder or under any other Agreement. Any such offset with respect to a portion of the disallowed amount shall not release Grantee from Grantee's obligation hereunder to refund the remainder of the disallowed amount.
- (b) **Grant Terms.** The funding for this Agreement is provided in full or in part by a federal or state Grant to the City. As part of the terms of

receiving the funds, the City is required to incorporate some of the terms into this Agreement and include certain reporting requirements.

- 2.3** **ARTICLE 10 INSURANCE** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

ARTICLE 10 INSURANCE

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.

10.2 Additional Requirements for General and Automobile Coverage. Commercial General Liability and Commercial Automobile Liability insurance policies shall:

- (a) Name as Additional Insured City and County of San Francisco and its officers, agents and employees.
- (b) Provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought, except with respect to limits of liability.

10.3 Additional Requirements for All Policies. All policies shall be endorsed to provide at least thirty (30) days' advance written notice to City of cancellation of policy for any reason, nonrenewal or reduction in coverage and specific notice mailed to City's address for notices pursuant to Article 15.

10.4 Required Post-Expiration Coverage. Should any of the insurance required hereunder be provided under a claims-made form, Grantee shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three (3) years beyond the expiration or termination of this Agreement, to the effect that, should occurrences during the term hereof give rise to claims made after expiration or termination of the Agreement, such claims shall be covered by such claims-made policies.

10.5 General Annual Aggregate Limit/Inclusion of Claims Investigation or Legal Defense Costs. Should any of the insurance required hereunder be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.

10.6 Evidence of Insurance. Before commencing any operations under this Agreement, Grantee shall furnish to City certificates of insurance and Additional Insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Failure to maintain insurance shall constitute a material breach of this Agreement.

10.7 Effect of Approval. Approval of any insurance by City shall not relieve or decrease the liability of Grantee hereunder.

10.8 Insurance for Subcontractors and Evidence of this Insurance. If a subcontractor will be used to complete any portion of this agreement, Grantee shall ensure that the subcontractor shall provide all necessary insurance and shall name the City and County of San Francisco, its officers, agents, and employees and Grantee listed as Additional Insureds.

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

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

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

If to Grantee: Urban Alchemy
PO Box 425509
San Francisco, CA 94102
Attn: Dr. Lena Miller, CEO
lenam@urban-alchemy.us
Attn: Mike Anderer, Chief System Engineer
mikea@urban-alchemy.us

Any notice of default must be sent by registered mail.

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

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

2.5 Section 16.23 Additional Requirements for Federally-Funded Awards of the Agreement is hereby deleted.

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

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

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

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

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

- 2.8 **Appendix A, Services to be Provided**, of the Agreement is hereby replaced in its entirety by the modified **Appendix A, Services to be Provided** (dated July 1, 2024) for the period of March 21, 2022 to June 30, 2025.
- 2.9 **Appendix B, Budget**, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated July 1, 2024) for the period of March 21, 2022 to June 30, 2025.
- 2.10 **Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated July 1, 2024).
- 2.11 **Appendix D, Interests in Other City Grants**, of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Interests in Other City Grants** (dated July 1, 2024).
- 2.12 **Appendix E, Federal Requirements**, of the Agreement is hereby deleted.
- 2.13 **Appendix F, Housing and Urban Development (HUD) Subrecipient Agreement**, of the Agreement is hereby deleted.

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

CITY

GRANTEE

**DEPARTMENT OF HOMELESSNESS
AND SUPPORTIVE HOUSING**

URBAN ALCHEMY

By: _____
Shireen McSpadden
Executive Director

By: _____
Dr. Lena Miller
Chief Executive Officer
City Supplier Number: 0000040596

Approved as to Form:
David Chiu
City Attorney

By: _____
Adam Radtke
Deputy City Attorney

Appendix A, Services to be Provided

by
Urban Alchemy
711 Post (Ansonia Hotel)

I. Purpose of Grant

The purpose of the grant is to provide emergency shelter operations and support services to the served population.

II. Served Population

Grantee shall serve single adults, 18 years old and older, who are experiencing homelessness and do not have a fixed, regular, or adequate nighttime residence.

III. Referral and Prioritization

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

IV. Description of Services

A. Stewardship of the Lease:

1. Grantee shall provide HSH with a copy of the 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 lease agreement.

- B. Shelter Operations: Grantee shall operate the shelter to serve the number of guests listed in the Appendix B, Budget ("Number Served" tab). The City may require Grantee to serve fewer guests to maintain the health and safety of guests in accordance with City requirements. In the future, the City may request that Grantee serve additional guests to maximize capacity at the site.

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

1. Facility Maintenance: Grantee shall maintain the facility; provide janitorial services; and repair the facility and its systems to maintain a clean, safe, and pest-free environment, per all applicable building, fire and health codes. Grantee shall coordinate with the City for reporting and tracking of maintenance issues.

¹ Including, but not limited to Shelter Standards of Care, as applicable:

[http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:sanfrancisco_ca\\$sanc=JD_20.404](http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices?f=templates$fn=default.htm$3.0$vid=amlegal:sanfrancisco_ca$sanc=JD_20.404).

2. Vendor Services: Grantee shall obtain and manage vendors for essential site services including, but not limited to, Recology, laundry, meals, and internet (Wi-Fi).
 3. Reservations: Grantee shall accept and facilitate reservations, in accordance with the City-approved policies and procedures within the noted program hours of operation.
 4. Accommodations: Grantee shall provide clean bedding according to the Shelter Standards of Care.
 5. Meals: Grantee shall coordinate and sign a Memorandum of Understanding (MOU) with the City-identified and funded meal provider to facilitate ordering, receipt, and tracking meal use by guests.
 6. Storage: Grantee shall provide space for secure and pest-free storage of guest belongings, as appropriate for the facility.
 7. Entry and Exit: Grantee shall monitor guest entry and exit through guest records.
 8. Laundry: Grantee shall provide laundry services for bedding and towels at least weekly, and with each turn-over of the guest assigned to a specific bed.
- C. Guest Referral and Intake Services: Grantee shall use the City approved system and methods to provide daily updates to the guest roster and number of available beds. Only individuals referred via the City approved referral protocols will be placed into an available bed at the site. Grantee shall intake, register and update the City approved database or guest tracking system throughout each individual guest's stay at the program.
- D. Shelter Support Services: Grantee shall provide, at minimum, the following Shelter Support Services and incorporate the harm reduction model philosophy. Support Services shall include, but are not limited, to the following:
1. Intake: Grantee shall engage, inform, and assist guests to complete the program intake process to collect information needed to identify options and link guests to various services for which they may be eligible.
 2. Orientation: Grantee shall provide new guests information and program parameters, including rules, upon entry and weekly orientation group meetings.
 3. Assessment: Grantee shall engage, assist, and support all guests to engage with Access Points regarding Problem Solving and Coordinated Entry assessments.

4. Referrals and Coordination of Services: Grantee shall work with guests to encourage and support their application for and assessment regarding local benefits, including, but not limited to:
 - a. Benefits Advocacy and Assistance: Grantee shall assist guests to obtain and/or maintain public benefits as appropriate (e.g. County Adult Assistance Program (CAAP), CalWorks, CalFresh, Social Security Income (SSI), Veterans Benefits). Benefit advocates and program representatives may be on site at times. In such cases, Grantee shall support guests to meet with these programs and keep scheduled appointments;
 - b. Mental health, behavioral health and treatment services;
 - c. Supportive programs to support an individual's independence (e.g. In-Home Support Services); and
 - d. Employment and job-related services (e.g. Human Services Agency (HSA), Department of Public Works (DPW) and nonprofits specializing in these services).

5. Document Readiness: Grantee shall assist guests to become document ready, to obtain needed documentation to support housing options and placement, including, but not limited to uploading/providing the appropriate system with copies of the documents to avoid documents being lost or damaged.

6. Support Groups, Social Events and Organized Activities: Grantee shall provide guests with opportunities to take part in organized gatherings for peer support, as appropriate. These functions may be provided by outside individuals or groups that the Grantee has approved, who understand and adhere to confidentiality and equal access for all guests. These events may be planned with or based on input from guests and shall be held onsite.

V. Location and Time of Services

Grantee shall provide services at 711 Post Street, San Francisco, CA 94109. Grantee shall provide staffing coverage 24 hours a day, seven days per week.

VI. Service Requirements

A. Shelter Expansion:

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

provide expansion within 24 hours' notice, although HSH will attempt to give more advance notice whenever possible.

B. Staffing and Volunteers:

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

C. Language 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 guests and households 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>.

D. Safety and De-Escalation: Grantee shall ensure the general safety of the served population, staff, visitors, and property by providing staff trained in safety and de-escalation or through a security services provider during peak operational days and hours, as determined by Grantee and approved by HSH. Days and hours of coverage shall be on record with the HSH Program Manager. Safety and de-escalation shall include, but is not limited to:

1. Greeting the served population, staff, visitors, and conducting search of persons and property prior to entering sites for potentially dangerous items;
2. Utilization of a system by which possessions may be checked and safely and securely stored, as directed;
3. Regular patrol of the site and surrounding program area, including street frontage on both side of Post, to ensure compliance with HSH's Good Neighbor Policy as described in the Good Neighbor Policies section;
4. Utilization of a system with written documentation to ensure that the perimeter and other areas are checked on a scheduled and regular basis; and
5. Assistance with conflict de-escalation and crisis management.

E. Critical Incident: 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 should be reported immediately to the HSH program manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.

F. Record Keeping and Files:

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

G. Meals and Food Safety

Grantee shall meet the following meal-related requirements:

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

H. Facilities

Grantee shall maintain facilities in full compliance with requirements of the law and local standards¹. Grantee shall ensure that facilities are well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Maintenance shall occur regularly. Grantee shall ensure that janitorial services shall occur regularly, per shift.

1. Grantee shall respond to all facility related requests and complaints promptly and in a manner that ensures the safety of guests and Grantee staff. Grantee shall note in writing and post in a common area when a maintenance problem will be repaired and the status of repair.
2. Grantee shall develop, maintain, and document their portion of maintenance schedules for the facility and its systems, including, but not limited to, maintaining light fixtures; heating and air conditioning systems (e.g. fan blades, air registers, vents, filters); plumbing (e.g. drains of showers, toilets, sinks); appliances (e.g. hand dryers, refrigerators, microwaves, fans, etc.); elevators; security systems (e.g. metal detectors, security cameras); fire extinguishers; emergency exits; electrical systems; mold, leak, and pest checks (e.g. roof, walls, bathrooms, kitchen, etc.); and supply checks (e.g. toilet paper, towels, soap, etc.).
3. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g. floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g. dryer vents); elevators (e.g. buttons, floors, walls); kitchens (e.g. floors, sinks, counters, appliances); water fountains; and heating and air conditioning systems vents.
4. As the full-time operator on site, the Grantee shall use the designated notice and referral systems to document issues, pending problems and emergencies the Grantee's Facilities Manager and maintenance staff.

- I. Good Neighbor Policy: Grantee shall maintain a good relationship with the neighborhood, including:
1. Grantee shall work with neighbors, Department of Homelessness and Supportive Housing (HSH), San Francisco Police Department (SFPD), Department of Public Works (DPW), Department of Public Health (DPH), Department of Emergency Management (DEM)/Healthy Streets Operations Center (HSOC), and other relevant city agencies to ensure that neighborhood concerns about the facility, site, and perimeter are heard and addressed.
 2. Grantee shall work with neighbors, HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH), and other relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed.
 3. Grantee shall assign a director, manager, or representative to participate in and attend relevant neighborhood and community meetings.
 4. Grantee shall provide a phone number to all interested neighbors that will be answered 24 hours a day by a representative, who will direct complaints and issues to a manager or other responsible person who has the authority to respond to complaints and issues at the site as they arise.
 5. Grantee shall minimize the impact on the neighborhood of program guests entering, exiting, or waiting for services. Grantee will do this by limiting referrals to specified referral partners, not allowing walk-ins, and having 24/7 access to the site for registered guests. Walk-ins will only be allowed if this method is a part of the program's executed scope of work, during a weather activation, or other exception, as directed by HSH.
 6. Grantee shall actively discourage and address excessive noise from program participants. Grantee will coordinate with other service providers and City agencies, as necessary, to address excessive noise from program participants, including coordination to address excessive noise occurring outside and near the program site.
 7. Grantee shall actively discourage loitering and public drug use in the area immediately surrounding the program. Grantee will coordinate with other service providers and City agencies, as necessary, to address this issue.
 8. Grantee shall implement management practices necessary to ensure that staff and participants maintain the safety and cleanliness of the area immediately surrounding the facility and do not block driveways of neighboring residents or businesses.
 9. Grantee shall take all reasonable measures to ensure the sidewalks adjacent to the facility are not blocked.
 10. Grantee will conduct at minimum three daily perimeter inspections, collect litter and contact the appropriate city department for assistance when needed.
 11. Grantee shall immediately report to SF Homeless Outreach Team (SFHOT) or HSOC if encampments emerge along the perimeter of the site or immediately across the street.

12. Grantee will actively discourage guests from keeping tents outside of the site on the sidewalk and will follow HSH protocols on the issue.
13. Grantee will abate any graffiti on the site within 24 hours, weather permitting.
14. Grantee will report graffiti in the immediate area to 311.
15. Grantee shall retain one General Practitioner to actively monitor both sides of Post Street 24 hours per day, seven days per week.

J. Feedback, Complaint and Follow-up Policies

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

1. Shelter Community Meetings: Grantee shall conduct monthly community meetings where guests may discuss building/program concerns and program ideas. Grantee should set up the means to provide feedback at future community meetings or by other means.
2. Complaint Process: Grantee shall provide a written and posted complaint/concern process that includes various methods for guests to submit an issue (e.g. verbal to staff, written, email) and clear protocols about when and how the guest will get a response.
3. Grantee shall offer and promote a written quarterly survey that has been pre-approved by HSH to the served population to gather feedback, satisfaction and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population regarding completion of the survey in a confidential way if the written format presents any problem.
4. Grantee shall respond to complaints from other City entities, such as the Mayor's Office on Disability and the Shelter Monitoring Committee, in coordination with HSH and in accordance with the timelines required by the City entity.

K. City Communications and Policies

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

1. Reporting via HSH designated method the current pool of active guests, the number of occupied beds, the number of beds temporarily offline and the number of beds currently available for placement;
2. Regular communication to HSH about the implementation of the program as required and upon request;
3. Attendance at HSH meetings and trainings, as required;
4. Attendance at required ADA and access for persons with disabilities trainings;
5. Attendance at the Shelter Monitoring Committee meetings;
6. Adherence to the Shelter Grievance Policy, including the processes regarding denials of service² unless Grantee is otherwise dictated by City emergency requirements;

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

7. Adherence to the City service/companion/support animal policy; and
 8. When applicable, as confirmed with HSH, adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless. This includes cooperation with the San Francisco TB Prevention and Control Program of the Department of Public Health (DPH).
 9. When applicable, adherence to all State and local COVID safety mandates and guidelines.
- L. Case Conferences: As needed and when the conference involves a current or former guest of the program, Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding participants' progress.
- M. Admission Policy: Grantee shall follow the HSH approved and provided admission policies for services. These shall be in writing and shared with the public upon request. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies will include a provision that guests are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
- N. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).
- O. Data Standards:
1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process³, including but not limited to:
 - a. Entering all client data within three working days (unless specifically requested to do so sooner);
 - b. Ensuring accurate dates for client enrollment, client exit, and client move in (if appropriate); and
 - c. Running monthly data quality reports and correcting errors.
 2. Records entered into the ONE system shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards:
<https://onesf.clarityhs.help/hc/en-us/articles/360001145547-ONE-System-Continuous-Data-Quality-Improvement-Process>.
 3. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or

³ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here:
<https://hsh.sfgov.org/get-information/one-system/>

through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.

4. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.
 5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.
- P. 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.
- Q. 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.

VII. Service Objectives

Grantee shall achieve the following services objectives:

- A. Grantee shall provide intake and program orientation to 100 percent of all initial guests and updates for returning guests in a new stay within 24 hours of arrival to the site.
- B. Grantee shall provide bed turnover services within 24 hours to 100 percent of beds needing turnover.
- C. A minimum of 50 percent of the guests onsite during the quarterly satisfaction survey distribution period shall complete the survey instrument approved by HSH and a minimum of 75 percent of guests who complete a quarterly satisfaction survey shall rate the treatment of staff, connection to services, and safety as good or excellent.
- D. 60 percent of guests shall attend monthly in-house Community Meetings as measured through sign-in sheets.
- E. 100 percent of guests with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.

- F. 100 percent of guests shall be offered referral for problem-solving and/or assessment via Adult Coordinated Entry within one week of placement.

VIII. Outcome Objectives

Grantee shall achieve the following outcome objectives:

- A. Grantee shall routinely exceed a 100 percent completion rate for all client data required in RTZ, or other database mandated by City.

IX. Reporting Requirements

- A. Grantee shall input data into systems required by HSH.
- B. For any quarter that maintains less than 90 percent of the total agreed upon units of service for any mode of service hereunder, Grantee shall immediately notify the Department in writing and shall specify the number of underutilized units of service.
- C. Grantee shall provide a monthly report of activities, referencing the tasks as described in the Service and Outcome Objectives sections. Grantee shall enter the monthly metrics in the CARBON database by the 15th of the following month.
- D. Grantee shall provide a quarterly report of activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. This should include the Quarterly Satisfaction Survey data. Grantee will enter the quarterly metrics in the CARBON database by the 15th of the month following the end of the quarter.
- E. Grantee shall provide an annual report summarizing the contract activities, referencing the tasks as described in the Service and Outcome Objectives sections. This report shall also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- F. Grantee shall participate, as required by Department, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Contractor within thirty working days of receipt of any evaluation report and such response will become part of the official report.
- G. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.

- H. Grantee shall submit Project Descriptor data elements as described in 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 the U.S. Department of Housing and Urban Development and California's Interagency Council on Homelessness, and to ensure HSH's ongoing accurate representation of program and inventory information for various reporting needs, including monitoring of occupancy and vacancy rates.

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

X. Monitoring Activities

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

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

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the ADA, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

3	Document Date	7/1/2024		
4	Contract Term	Begin Date	End Date	Duration (Years)
5	Current Term	3/21/2022	6/30/2024	3
6	Amended Term	3/21/2022	6/30/2025	4
7	Provider Name	Urban Alchemy		
8	Program	711 Post (Ansonia Hotel)		
9	F\$P Contract ID#	1000023929		
10	Action (select)	Amendment		
11	Effective Date	7/1/2024		

12	Budget Name	Prop C & HHAP 3 - Shelter		
13		Current	New	
14	Term Budget	\$ 13,213,397	\$ 20,498,017	12%
15	Contingency	\$ 5,523,423	\$ 1,748,309	
16	Not-To-Exceed	\$ 18,736,820	\$ 22,246,326	

EXTENSION YEAR

		Year 1	Year 2	Year 3			Year 4	All Years		
		3/21/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	3/21/2022 - 6/30/2024	3/21/2022 - 6/30/2025	3/21/2022 - 6/30/2025
		Actuals	Actuals	Current	Amendment	New	New	Current	Amendment	New
19	Expenditures									
20	Salaries & Benefits	\$ 622,118	\$ 3,736,199	\$ 4,051,048	\$ -	\$ 4,051,048	\$ 4,051,048	\$ 8,409,365	\$ 4,051,048	\$ 12,460,413
21	Operating Expense	\$ 71,168	\$ 546,065	\$ 446,475	\$ -	\$ 446,475	\$ 446,475	\$ 1,063,708	\$ 446,475	\$ 1,510,183
22	Subtotal	\$ 693,286	\$ 4,282,264	\$ 4,497,523	\$ -	\$ 4,497,523	\$ 4,497,523	\$ 9,473,073	\$ 4,497,523	\$ 13,970,596
23	Indirect Percentage	\$ 0	15.00%	15.00%		15.00%	15.00%			
24	Indirect Cost (Line 22 X Line 23)	\$ 103,994	\$ 642,456	\$ 674,546	\$ -	\$ 674,546	\$ 674,546	\$ 1,420,996	\$ 674,546	\$ 2,095,543
25	Other Expenses (Not subject to indirect %)	\$ (879,750)	\$ 1,004,056	\$ 2,112,551	\$ -	\$ 2,112,551	\$ 2,112,551	\$ 2,236,857	\$ 2,112,551	\$ 4,349,408
26	Capital Expenditure	\$ 82,470	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 82,470	\$ 0	\$ 82,470
28	Total Expenditures	\$ (0)	\$ 5,928,777	\$ 7,284,620	\$ -	\$ 7,284,620	\$ 7,284,620	\$ 13,213,397	\$ 7,284,620	\$ 20,498,017
30	HSH Revenues (select)									
31	Prop C	\$ 972,693				\$ -		\$ 972,693	\$ -	\$ 972,693
33	Homeless Housing, Assistance and Prevention Program Round (HHAP)		\$ 6,966,120	\$ 7,284,620		\$ 7,284,620	\$ 7,284,620	\$ 14,250,740	\$ 7,284,620	\$ 21,535,361
34	Prop C - One-time Carry Forward		\$ 69,500			\$ -	\$ -	\$ 69,500	\$ -	\$ 69,500
36	Adjustment to Actuals	\$ (972,693)	\$ (1,106,844)			\$ -	\$ -	\$ (2,079,537)	\$ -	\$ (2,079,537)
40	Total HSH Revenues	\$ 0	\$ 5,928,777	\$ 7,284,620	\$ -	\$ 7,284,620	\$ 7,284,620	\$ 13,213,397	\$ 7,284,620	\$ 20,498,017
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

53	Prepared by	Ian Clark-Johnson
54	Phone	(415) 902-9593
55	Email	ianc@urban-alchemy.us

57	Template last modified	9/1/2021
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NOTE: HSH budgets typically project out revenue levels across multiple years, strictly for budget-planning purposes. All program budgets at any given year are subject to Mayoral / Board of Supervisors discretion and funding availability, and are not guaranteed. For further information, please see Article 2 of the G-100 Grant Agreement document.

	A	B	E	H	I	J	M	AF	AG	AH	
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING										Page 3 of 5
2	OPERATING DETAIL										
3	Document Date	7/1/2024									
4	Provider Name	Urban Alchemy									
5	Program	711 Post (Ansonia Hotel)									
6	FSP Contract ID#	1000023929									
7	Budget Name	Prop C & HHAP 3 - Shelter									
8		EXTENSION YEAR									
9		Year 1	Year 2	Year 3			Year 4	All Years			
10		3/21/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	3/21/2022 - 6/30/2024	3/21/2022 - 6/30/2025	3/21/2022 - 6/30/2025	
11		Actuals	Actuals	Current	Amendment	New	New	Current	Amendment	New	
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	
13	Rental of Property	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 18,000	\$ 219,000	\$ 188,000	\$ -	\$ 188,000	\$ 188,000	\$ 425,000	\$ 188,000	\$ 613,000	
15	Office Supplies, Postage	\$ 805	\$ 3,000	\$ 3,000	\$ -	\$ 3,000	\$ 3,000	\$ 6,805	\$ 3,000	\$ 9,805	
16	Building Maintenance Supplies and Repair	\$ 12,329	\$ 150,000	\$ 119,200	\$ -	\$ 119,200	\$ 119,200	\$ 281,529	\$ 119,200	\$ 400,729	
17	Printing and Reproduction	\$ 49	\$ 600	\$ 600	\$ -	\$ 600	\$ 600	\$ 1,249	\$ 600	\$ 1,849	
18	Insurance	\$ 8,219	\$ 97,790	\$ 60,000	\$ -	\$ 60,000	\$ 60,000	\$ 166,009	\$ 60,000	\$ 226,009	
19	Staff Training	\$ 1,611	\$ 2,500	\$ 2,500	\$ -	\$ 2,500	\$ 2,500	\$ 6,611	\$ 2,500	\$ 9,111	
20	Staff Travel-(Local & Out of Town)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
21	Rental of Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
22	Client Supplies (hygiene, etc.)	\$ 1,644	\$ 20,000	\$ 20,000	\$ -	\$ 20,000	\$ 20,000	\$ 41,644	\$ 20,000	\$ 61,644	
23	Cable/Internet	\$ 986	\$ 12,675	\$ 12,675	\$ -	\$ 12,675	\$ 12,675	\$ 26,336	\$ 12,675	\$ 39,011	
24	Uniforms	\$ 1,274	\$ 15,500	\$ 15,500	\$ -	\$ 15,500	\$ 15,500	\$ 32,274	\$ 15,500	\$ 47,774	
25	One-Time Shelter Health Clinic start-up costs	\$ 20,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 20,000	\$ -	\$ 20,000	
26		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
42	Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
44		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
54	Subcontractors (First \$25k Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
55	Laundry Services - Episcopal Community Services or PurpleTie	\$ 6,250	\$ 25,000	\$ 25,000	\$ -	\$ 25,000	\$ 25,000	\$ 56,250	\$ 25,000	\$ 81,250	
68	TOTAL OPERATING EXPENSES	\$ 71,168	\$ 546,065	\$ 446,475	\$ -	\$ 446,475	\$ 446,475	\$ 1,063,708	\$ 446,475	\$ 1,510,183	
69											
70	Other Expenses (not subject to indirect cost %)										
71	Rental of Property - Lease Costs	\$ 162,443.00	\$ 1,976,400	\$ 2,047,551	\$ -	\$ 2,047,551	\$ 2,047,551	\$ 4,186,394	\$ 2,047,551	\$ 6,233,945	
72	Laundry Services - Episcopal Community Services or PurpleTie	\$ -	\$ 65,000	\$ 65,000	\$ -	\$ 65,000	\$ 65,000	\$ 130,000	\$ 65,000	\$ 195,000	
73	One-time FY21-22 carry forward	\$ (69,500)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (69,500)	\$ -	\$ (69,500)	
88	Utilities (Elec, Water, Gas, Phone, Scavenger) - carried forward	\$ -	\$ 17,468	\$ -	\$ -	\$ -	\$ -	\$ 17,468	\$ -	\$ 17,468	
89	Building Maintenance Supplies and Repair - carried forward	\$ -	\$ 5,147	\$ -	\$ -	\$ -	\$ -	\$ 5,147	\$ -	\$ 5,147	
90	Cable/Internet - carried forward	\$ -	\$ 2,072	\$ -	\$ -	\$ -	\$ -	\$ 2,072	\$ -	\$ 2,072	
91	Rental of Property - Lease Cost - carried forward	\$ -	\$ 44,813	\$ -	\$ -	\$ -	\$ -	\$ 44,813	\$ -	\$ 44,813	
92	Adjustment to Actuals	\$ (972,693)	\$ (1,106,844)	\$ -	\$ -	\$ -	\$ -	\$ (2,079,537)	\$ -	\$ (972,693.00)	
93		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
97											
98	TOTAL OTHER EXPENSES	\$ (879,750)	\$ 1,004,056	\$ 2,112,551	\$ -	\$ 2,112,551	\$ 2,112,551	\$ 2,236,857	\$ 2,112,551	\$ 5,456,252	
99											
100	Capital Expenses										
101	Communications/IT	\$ 13,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 13,000	\$ -	\$ 13,000	
102	One-Time Kitchen Equipment	\$ 3,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,000	\$ -	\$ 3,000	
103	Locks	\$ 66,470	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 66,470	\$ 0	\$ 66,470	
109	TOTAL CAPITAL EXPENSES	\$ 82,470	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 82,470	\$ 0	\$ 82,470	
110											
111	HS#3							Template last modified		9/1/2021	

BUDGET NARRATIVE

Fiscal Year

Prop C & HHAP 3 - Shelter

FY24-25

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

<u>Salaries & Benefits</u>	<u>Adjusted</u>	<u>Budgeted</u>	<u>Justification</u>	<u>Calculation</u>	<u>Employee Name</u>
	<u>Budgeted FTE</u>	<u>Salary</u>			
CEO		\$ -	Program oversight	Annual salary * budgeted FTE	Dr. Lena Miller
COO		\$ -	Program oversight	Annual salary * budgeted FTE	Bayron Wilson
Contracts Manager	0.02	\$ 2,300	Program oversight and point of contact with HSH	Annual salary * budgeted FTE	Ian Clark-Johnson
Operations Manager	0.13	\$ 15,600	Program oversight, training, and compliance	Annual salary * budgeted FTE	Artie Gilbert
Operations Specialist	0.13	\$ 9,734	Program support, procurement	Annual salary * budgeted FTE	Guillermo Magallanas
Program Compliance & Data Reporting M:	0.25	\$ 12,480	Analyst, data, compliance	Annual salary * budgeted FTE	Millard Chambers
Director Care Coordination	0.25	\$ 16,640	25% of Director of Care Coordination who supervises Care Coordinators across Safe Sleep Programs	Annual salary * budgeted FTE	Brian Shepperd
Program Director	1.00	\$ 65,000	Director program oversight and training	Annual salary * budgeted FTE	Dwight Jones
Care Coordinator	9.00	\$ 585,000	Case management, care management	Annual salary * budgeted FTE	Nicolette Beazley, Anne Cisneros, Maria Jacqueline, Marie Santos, Julio Scott, Michele Sims, Terance Edward
Program Supervisor	2.80	\$ 157,248	Site operations management	Annual salary * budgeted FTE	Ashley Powell, Bobby Hamilton
Program Supervisor - Night Shift	1.40	\$ 81,536	Site operations management - night shift	Annual salary * budgeted FTE	Melchor Llamas
General Practitioner	21.00	\$ 896,896	General monitoring. Added 2.1 FTE to bring Street Ambassadors on Post Street to full 24/7 coverage	Annual salary * budgeted FTE	Various
Security Practitioner	2.80	\$ 128,128	Operations, gate management	Annual salary * budgeted FTE	Various
Maintenance Practitioner	5.60	\$ 256,256	Maintenance	Annual salary * budgeted FTE	Various
General Practitioner - Night Shift	8.40	\$ 401,856	General monitoring - night shift	Annual salary * budgeted FTE	Various
Security Practitioner - Night Shift	1.40	\$ 66,976	Operations, gate management - night shift	Annual salary * budgeted FTE	Various
Maintenance Practitioner - Night Shift	1.40	\$ 66,976	Maintenance - night shift	Annual salary * budgeted FTE	Various
Facilities Manager	1.00	\$ 65,000	Oversee facilities of site	Annual salary * budgeted FTE	Danielle Killingsworth
Care Coordinator Supervisor	1.00	\$ 70,720	Onsite Supervisor for Care Coordinator Team	Annual salary * budgeted FTE	Kimberly Davis
		\$ -			
		\$ -			
		\$ -			
TOTAL	57.58	\$ 2,898,346			
Employee Fringe Benefits		\$ 1,152,701	Includes FICA, SSUI, Workers Compensation and Medical calculated at 38.15% of total salaries.		
Salaries & Benefits Total		\$ 4,051,048			

<u>Operating Expenses</u>	<u>Budgeted Expense</u>	<u>Justification</u>	<u>Calculation</u>
Rental of Property	\$ -		
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 188,000	Monthly utilities for operating the hotel	\$15,667/month
Office Supplies, Postage	\$ 3,000	Paper, pens, etc.	\$250/month
Building Maintenance Supplies and Repair	\$ 119,200	Monthly maintenance	\$9,933/month
Printing and Reproduction	\$ 600	Printing supplies	\$50/month
Insurance	\$ 60,000	General liability insurance	\$5,000/month
Staff Training	\$ 2,500	Staff training for practitioners	\$208/month
Staff Travel-Local & Out of Town)	\$ -		
Rental of Equipment	\$ -		
Client Supplies (hygiene, etc.)	\$ 20,000	Hygiene kits and other supplies for clients	\$1,667/month
Cable/internet	\$ 12,675	Internet services	\$1,056/month
Uniforms	\$ 15,500	Uniforms for 711 Post staff	Based on past costs.
One-Time Shelter Health Clinic start-up costs	\$ -		
	\$ -		
Consultants	\$ -		
Subcontractors (First \$25k Only)	\$ -		
Laundry Services - Episcopal Community Services or PurpleTie	\$ 25,000	Laundry costs	Approximately \$90K annually; first \$25K subject to indirect.
TOTAL OPERATING EXPENSES	\$ 446,475		
Indirect Cost	15.0%	\$ 674,546	

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
Rental of Property - Lease Costs	\$ 2,047,551	Rental of 711 Post	\$170,629.20/month for FY23-24
Laundry Services - Episcopal Community Services or PurpleTie	\$ 65,000	Laundry costs	Remainder after \$25K subject to indirect listed above.
One-time FY21-22 carry forward	\$ -		
Utilities (Elec, Water, Gas, Phone, Scavenger) - carried forward	\$ -	One-time allocation to carry-forward amount.	Based on actual costs.
Building Maintenance Supplies and Repair - carried forward	\$ -	One-time allocation to carry-forward amount.	Based on actual costs.
Cable/Internet - carried forward	\$ -	One-time allocation to carry-forward amount.	Based on actual costs.
Rental of Property - Lease Cost - carried forward	\$ -	One-time allocation to carry-forward amount.	Based on actual costs.
Adjustment to Actuals	\$ -	Program started late; no costs incurred until FY22-23.	
	\$ -		
TOTAL OTHER EXPENSES	\$ 2,112,551		

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING													Page 4 of 5		
2	APPENDIX B, BUDGET															
3	Document Date	7/1/2024														
4	Contract Term	Begin Date	End Date	Duration (Years)												
5	Current Term	3/21/2022	6/30/2024	3												
6	Amended Term	3/21/2022	6/30/2025	4												
7	FSP Contract ID#	1000023929			Year 1	Year 2	Year 3	Year 4								
8	Service Component				3/21/2022 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025								
10	Shelter guests				250	250	250	250								
11																
12																
13																
14																
15																
16																
17																
18																

	A	B	C	D	E
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING				Page 5 of 5
2	APPENDIX B, BUDGET				
3	Document Date	7/1/2024			
4	Contract Term	Begin Date	End Date	Duration (Years)	
5	Current Term	3/21/2022	6/30/2024	3	
6	Amended Term	3/21/2022	6/30/2025	4	
7	FSP Contract ID#	1000023929			
8	Approved Subcontractors				
10	Laundry Services - PurpleTie				
11					
12					
13					
14					
15					
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Appendix C, Method of Payment

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

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

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

- B. **Invoicing System:**
 1. Grantee shall submit invoices, and all required supporting documentation demonstrating evidence of the expenditure through the Department of Homelessness and Supportive Housing (HSH)’s web-based Contracts Administration, Reporting, and Billing Online (CARBON) System at: <https://contracts.sfhsa.org>.

 2. Grantee’s Executive Director or Chief Financial Officer shall submit a letter of authorization designating specific users, including their names, emails and phone numbers, who will have access to CARBON to electronically submit and sign for invoices, submit program reports, and view other information that is in CARBON.

3. Grantee acknowledges that submittal of the invoice by Grantee's designated authorized personnel with proper login credentials constitutes Grantee's electronic signature and certification of the invoice.
 4. Grantee's authorized personnel with CARBON login credentials shall not share or internally reassign logins.
 5. Grantee's Executive Director or Chief Financial Officer shall immediately notify the assigned HSH Contract Manager, as listed in CARBON, via email or letter regarding any need for the restriction or termination of previously authorized CARBON users and include the name(s), email(s) and phone number(s) of those previously authorized CARBON users.
 6. Grantee may invoice and submit related documentation in the format specified by HSH via paper or email only upon special, written approval from the HSH Contracts Manager.
- C. Line Item Variance There shall be no variance from the line item budget submitted, which adversely affects Grantee's ability to provide services specified in the Appendix A(s), Services to be Provided of the Agreement; however, Grantee may invoice up to 110 percent of an ongoing General Fund or Prop C line item, provided that total expenditures do not exceed the total budget amount, per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.
- D. Spend Down
1. Grantee shall direct questions regarding spend down and funding source prioritization to the assigned HSH Contract and Program Managers, as listed in CARBON.
 2. Generally, Grantee is expected to spend down ongoing funding proportionally to the fiscal year or project period. Grantee shall report unexpected delays and challenges to spending funds, as well as any lower than expected spending to the assigned Contract and Program Managers, as listed in CARBON prior to, or in conjunction with the invoicing period.
 3. Failure to spend significant amounts of funding, especially non-General Fund dollars, may result in reductions to future allocations. HSH may set specific spend down targets and communicate those to Grantees.
- E. Documentation and Record Keeping:
1. In accordance with Article 5 Use and Disbursement of Grant Funds; Article 6 Reporting Requirements; Audits; Penalties for False Claims; and the Appendix A(s), Services to be Provided of the Agreement, Grantee shall keep electronic or hard copy records and documentation of all HSH invoiced costs, including, but not limited to, payroll records; paid invoices; receipts; and payments made for a period not fewer

than five years after final payment under this Agreement, and shall provide to the City upon request.

- a. HSH reserves the right to modify the terms of this Appendix in cases where Grantee has demonstrated issues with spend down, accuracy, and timeliness of invoices.
 - b. In addition to the instructions below, HSH will request and review supporting documentation on the following occasions without modification to this Appendix:
 - 1) Program Monitoring;
 - 2) Fiscal and Compliance Monitoring;
 - 3) Year End Invoice Review;
 - 4) Monthly Invoice Review;
 - 5) As needed per HSH request; and/or
 - 6) As needed to fulfill audit and other monitoring requirements.
2. All documentation requested by and submitted to HSH must:
- a. Be easily searchable (e.g., PDF) or summarized;
 - b. Clearly match the Appendix B, Budget(s) line items and eligible activities;
 - c. Not include identifiable served population information (e.g., tenant, client, Protected Health Information (PHI), Personally Identifiable Information (PII)); and
 - d. Include only subcontracted costs that are reflected in the Appendix B, Budget(s). HSH will not pay for subcontractor costs that are not reflected in the Appendix B, Budget(s). All subcontractors must also be listed as Approved Subcontractors.
3. Grantee shall follow HSH instructions per funding source and ensure that all documentation clearly matches the approved Appendix B, Budget(s) line items and eligible activities.

Prop C / Homeless Housing, Assistance and Prevention (HHAP)	
Type	Instructions and Examples of Documentation
Salaries & Benefits	<p>Grantee shall maintain and provide documentation for all approved payroll expenses paid to any personnel included in the Appendix B, Budget(s) covered by the Agreement and invoice period each time an invoice is submitted.</p> <p>Documentation shall include, but is not limited to, historical and current payroll information from a payroll service or a payroll ledger from Grantee’s accounting system and must include employee name, title, rate, and hours worked for each pay period.</p>
Operating	<p>Grantee shall maintain documentation for all approved Operating costs included in the Appendix B, Budget(s). Each time an invoice is submitted, Grantee shall upload documentation for all Subcontractor and Consultant costs, and documentation for any Operating line items that exceed \$10,000.</p>

Prop C / Homeless Housing, Assistance and Prevention (HHAP)	
Type	Instructions and Examples of Documentation
	Documentation may include, but is not limited to, receipts of purchases or paid invoices of recurring expenditures, such as lease payments; copies of current leases; subcontractor payments; equipment lease invoices; and utility payments.
Operating - Direct Assistance	Grantee shall maintain and provide documentation for all approved Direct Assistance costs included in the Appendix B, Budget(s) each time an invoice is submitted. Documentation shall include a General Ledger or receipts of purchases, showing proof of Direct Assistance expenditures, and any other information specifically requested by HSH to confirm appropriate use of Direct Assistance funds.
Capital and/or One-Time Funding	Grantee shall maintain and provide documentation for all approved Capital and/or One-Time Funding costs included in the Appendix B, Budget(s) each time an invoice is submitted. Documentation may include receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.

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. Reserved. (Advances or Prepayments).

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

Appendix D - Interests In Other City Grants

**Subgrantees must also list their interests in other City Grants

City Department or Commission	Program Name	Dates of Grant Term	Not-To-Exceed Amount
Department of Homelessness and Supportive Housing	Safe Parking @ Candlestick	January 1, 2022 to April 30, 2024	\$6,755,056
Department of Homelessness and Supportive Housing	33 Gough Cabin Pilot Program	December 1, 2021 to June 30, 2024	\$9,428,477
Department of Homelessness and Supportive Housing	Emergency Pop Up Shelter	October 1, 2022 to June 30, 2025	\$2,278,523
Office of Economic and Workforce Development	Excelsior Ambassador Program	December 1, 2022 to June 30, 2024	\$845,000
Department of Emergency Management	Community Response Team Program	May 1, 2022 to June 30, 2024	\$3,150,000
Human Services Agency	Mission Office Safety Street Monitor Program	May 1, 2023 to June 30, 2025	\$2,079,458
Public Library	Bathroom & Library Attendants	September 1, 2021 to August 31, 2024	\$2,129,498