

**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**

**3<sup>RD</sup> STREET YOUTH CENTER AND CLINIC**

THIS AMENDMENT of the **December 1, 2020** Grant Agreement (the "Agreement") is dated as of **July 1, 2023** and is made in the City and County of San Francisco, State of California, by and between **3<sup>RD</sup> STREET YOUTH CENTER AND CLINIC** ("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 by **[Insert Resolution Number]** on **[Insert Date of Commission or Board Action]**;

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

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

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

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

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

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

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

### **3.2 Duration of Term.**

- (a) The term of this Agreement shall commence on December 1, 2020 and expire on June 30, 2023, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

### **ARTICLE 3 TERM**

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

### **3.2 Duration of Term.**

- (a) The term of this Agreement shall commence on **December 1, 2020** and expire on **June 30, 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.
- (b) The City has options to renew the Agreement. The City may extend this Agreement beyond the expiration date by exercising an option at the City's sole and absolute discretion and by modifying this Agreement as provided in Section 17.2, Modification.

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

### **4.2 Grantee's Personnel.**

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

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

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

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

**5.1 Maximum Amount of Grant Funds.**

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Nine Million Nine Hundred Thirty One Thousand Three Hundred Thirty Seven Dollars (\$9,931,337)**.
- (b) Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement **One Million Six Hundred Fifty Five Thousand Two Hundred Twenty Three Dollars (\$1,655,223)** 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](http://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.

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 Million Seven Hundred Three Thousand Seven Hundred Sixty Dollars (\$20,703,760)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **One Million Six Hundred Fifty Five Thousand Nine Hundred Seventy Two Dollars (\$1,655,972)** 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](http://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. **Section 13.3 Subcontracting** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**2.4 13.3 Subcontracting.** If Appendix B, Budget, lists any permitted subgrantees, then notwithstanding any other provision of this Agreement to the contrary, Grantee shall have the right to subcontract on the terms set forth in this Section. If Appendix B, Budget is blank or specifies that there are no permitted subgrantees, then Grantee shall have no rights under this Section.

(a) **Limitations.** In no event shall Grantee subcontract or delegate the whole of the Grant Plan. Grantee may subcontract with any of the permitted subgrantees set forth on Appendix B, Budget without the prior consent of City; provided, however, that Grantee shall not thereby be relieved from any liability or obligation under this Agreement and, as between City and Grantee, Grantee shall be responsible for the acts, defaults and omissions of any subgrantee or its agents or employees as fully as if they were the acts, defaults or omissions of Grantee. Grantee shall ensure that its subgrantees comply with all of the terms of this Agreement, insofar as they apply to the subcontracted portion of the Grant Plan. All references herein to duties and obligations of Grantee shall be deemed to pertain also to all subgrantees to the extent applicable. A default by any subgrantee shall be deemed to be an Event of Default hereunder. Nothing contained in this Agreement shall create any contractual relationship between any subgrantee and City.

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

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

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

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

If to Grantee: 3<sup>rd</sup> Street Youth Center and Clinic  
1728 Bancroft Avenue  
San Francisco, CA 94124  
Attn: Joi Jackson-Morgan  
[joi@3rdstyouth.org](mailto:joi@3rdstyouth.org)

Any notice of default must be sent by registered mail.

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

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

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

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

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

**2.7 Section 17.14 Services During a City-Declared Emergency** of the Agreement is hereby deleted and replaced with the following:

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

**2.8 Appendix A, Services to be Provided,** of the Agreement is hereby replaced in its entirety by **Appendix A, Services to be Provided** (dated July 1, 2023), for the period of December 1, 2020 to June 30, 2026.

**2.9 Appendix B, Budget,** of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated July 1, 2023), for the period of December 1, 2020 to June 30, 2026.

- 2.10 Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated July 1, 2023), for the period of December 1, 2020 to June 30, 2026.
- 2.11 Appendix D, Interests in Other City Grants**, of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Interests in Other City Grants** (dated July 1, 2023).

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**

**3<sup>RD</sup> STREET YOUTH CENTER AND  
CLINIC**

By: \_\_\_\_\_  
Shireen McSpadden  
Executive Director

By: \_\_\_\_\_  
Joi Jackson Morgan  
Executive Director  
City Supplier Number: 0000043232

Approved as to Form:  
David Chiu  
City Attorney

By: \_\_\_\_\_  
Virginia Dario Elizondo  
Deputy City Attorney

**Appendix A, Services to be Provided  
by  
3<sup>rd</sup> Street Youth Center and Clinic  
Transitional Age Youth (TAY) Navigation Center (AKA Lower Polk)**

**I. Purpose of Grant**

The purpose of this grant is to provide Navigation Center services to help the served population obtain emergency nighttime sleeping accommodations, income, public benefits, health services, problem-solving, and housing, as available.

**II. Served Population**

Grantee shall serve Transitional Age Youth (TAY) ages 18 to 27, without custody of minor children experiencing homelessness, who have no fixed, regular, and adequate nighttime residence, are residing on the street, and have a need for adequate emergency nighttime sleeping accommodations.

**III. Referral and Prioritization**

All Navigation Center guests shall be referred by the process established by the Department of Homelessness and Supportive Housing (HSH) unless City requires an alternate referral and/or prioritization process in order to maintain the health and safety of guests in accordance with City requirements.

An example of a referral source is the San Francisco Homeless Outreach Team (SF HOT). The actual identification, outreach and referral of specific guests will be coordinated under the supervision of HSH.

The Navigation Center is not designed for or intended to accept open referrals or self-presentation to the program. Any individuals who are referred by entities other than the HSH established referral points or who self-present at the Navigation Center shall be directed to other resources. Grantee shall provide written and verbal information regarding other existing services to self-presenting individuals.

It is the intent of HSH to maximize use of the facility within the Navigation Center portfolio. However, types of stays may change, as needed, with HSH and Grantee approval, unless City requires Grantee to adjust stays in order to maintain the health and safety of guests in accordance with City requirements.

**IV. Description of Services**

Grantee shall provide a low barrier, harm reduction model, with limited rules, focused on guest actions rather than functional addictions or problems, to a maximum of 75 guests at any given time, unless City requires Grantee to serve less guests in order to maintain the health and safety of staff and guests.

HSH recognizes that the served population has unique developmental needs, which may require adjustments to the standard Navigation Center model. Accordingly, HSH and Grantee, shall develop policies, procedures, and activities reflecting promising and best practices in youth development to ensure program design and implementation are responsive to the developmental stage of the served population.

A. Support Services

Grantee shall provide support services, as outlined below, unless otherwise directed by the City in cases of public health or other emergency situations.

Participation in support services is a requirement for all guests for continued placement in the Navigation Center program. Support Services include, but are not limited to:

1. **Intake and Assessment:** Grantee shall conduct an intake and assessment to develop a service plan, and make any updates, to determine and document guest needs and develop a plan. In the intake and assessment, Grantee shall include established consent forms that support exchange of guest information with program partners, including the data tracking partners for purposes of program analysis.
2. **Assessment and Individual Service Plans:** Grantee shall conduct a support services assessment to document guest needs. Grantee shall create service plans based on intake and assessment information. Service plans shall include issues identified by the guest and prioritize key issues, particularly those identified by HSH and the placement referral sources, which are the focus during the guest's stay.
3. **Engagement:** Grantee shall actively engage with guests to support their connection to needed services, progress on their individual service plans to end guest homelessness. Grantee shall create a regular schedule of outreach to guests and shall provide services based on guest services plans and goals. Grantee shall provide outreach to and offer onsite services and/or referrals to all guests who display indications of placement instability. This includes but is not limited to discontinuance from benefits, services, rule violations or warnings, and conflicts with staff or other Navigation Center guests.
4. **Case Management:**
  - a. Grantee shall provide ongoing meetings and counseling services with guests to establish goals, support individualized action and service plans, and track progress toward meeting the goals.
  - b. Grantee shall offer individual and joint services to couples, as necessary and appropriate, and in accordance with confidentiality standards. Grantee shall use these interactions to present placement options that are individual, and couple focused, as appropriate, to guest situation and needs.
  - c. Grantee shall assist guests in applying for and securing the required documents needed to become "document ready" for permanent housing application. This includes, but is not limited to, the acquisition of identification, income and homelessness verifications, and other required documents. Grantee shall communicate with the Coordinated Entry Housing Navigation staff regularly about the status of documentation acquisition and upload acquired documents into the ONE System via the protocol developed by HSH. Grantee shall engage the Coordinated Entry Housing Navigation staff in discussion and/or case conferencing when guests show signs of difficulty or lack of progress in acquiring necessary documentation.

5. **Benefits Navigation:** Grantee shall work in partnership with Human Services Agency (HSA) to assist eligible guests to obtain Medi-Cal, CalFresh, CalWORKs for pregnant guests and County Adult Assistance Program (CAAP) benefits. HSA will outstation San Francisco Benefits Navigator (SFBN) and CAAP Eligibility Workers (EWs) at Navigation Center sites with the goals of fully integrating benefits application services into the Navigation Center and approving guests for benefits without requiring them to go to HSA offices. Grantee shall provide on-site services space for HSA EWs.

Grantee shall assist guests in applying for benefits through MyBenefitsCalWIN (MyBCW), an online benefits application portal. Grantee shall participate in training provided by HSA on how to apply for benefits on behalf of a guest through MyBCW.

Grantee shall assist guests with keeping appointments related to HSA benefits applications and maintaining established benefits.

6. **Wellness Checks:** Grantee shall conduct Wellness Checks in accordance with HSH policy to assess guest safety when there is reason to believe the guest is in immediate and substantial risk due to a medical and/or psychiatric emergency.
7. **Support Groups, Social Events and Organized Guest Activities:**
  - a. Grantee shall provide guests with opportunities to participate in organized gatherings for peer support, to gain information from presenters and each other, to form social connections with other guests, or to celebrate/commemorate significant individual, holiday and community events. These events may be planned with or based on input from guests. Grantee shall post a monthly calendar of events.
  - b. Grantee shall conduct monthly community meetings for guests during which guests may discuss concerns and program ideas.
  - c. Grantee shall promote leadership and incorporate the served population feedback into program planning, implementation and ongoing operation.
  - d. Grantee shall provide community service, training, and/or employment opportunities to guests in partnership with local organizations or City agencies.
8. **Referrals and Coordination of Services:**
  - a. Grantee shall link guests to HSH Access Points as necessary, for the guests to receive Problem-Solving and/or a Coordinated Entry assessment. Grantee shall request the services of the Mobile Access Point team for any guests who display indications of difficulty getting to an HSH Access Point.
  - b. Grantee shall assist guests to identify and access services available within the community that meet specific needs or support progress toward identified goals. This may include providing information about services, calling to help establish appointments, assisting with the completion of applications, helping with appointment reminders, follow up/checking in with guests regarding the process, and, as necessary, re-referral.
  - c. Grantee shall escort guests to critical off-site appointments, particularly those related to benefits and exit placements, and support guests to keep appointments.

When needed, Grantee shall provide bus tokens and/or transportation vouchers to assist guests in getting to critical appointments.

9. Exit Planning: Grantee shall provide exit planning to guests preparing to leave the Navigation Center for any number of reasons, including but not limited to moving into permanent supportive housing, guests about to be issued a DOS, and guests who are talking about leaving the program. Grantee shall notify Coordinated Entry and/or HSH Outreach as directed by HSH when Housing Referral status guests exit the Navigation Center program.

B. Emergency Services

Grantee shall operate the Navigation Center as outlined below and adhere to the Shelter Standards of Care Legislation<sup>1</sup>, unless otherwise directed by the City in cases of public health or other emergency situations.

1. Grantee shall coordinate reservations with Access Points, and HSH approved outreach entities and report daily attendance utilizing HSH approved data systems. Grantee shall also designate a point of contact for coordination purposes.
2. Grantee shall provide safe and clean sleeping accommodations to at least 75 guests nightly.
3. Grantee shall provide an average of two meals per day. Grantee shall make meals available to guests 24 hours per day, upon request. In the community room, Grantee shall also provide guests access to some beverages and snacks throughout the day.
4. Grantee shall create and maintain policies and procedures, which include guest responsibilities, and provide a program that is pet-friendly, as well as accommodating to companion, service and support animals.
5. Grantee shall provide and maintain a guest community/gathering space that is available away from sleeping areas for guest use 24 hours per day, except for limited periods when closed for cleaning to comply with the requirements of this program.
6. Grantee shall provide access to toilets, showers, meal areas, indoor lounge, outdoor contained patio area, guest service areas, main guest entrance point, and guest laundry facilities and detergents to facilitate equitable use by all guests.
7. Grantee shall provide program access without a curfew 24 hours a day, seven day a week for guests.
8. Grantee shall maintain a guest and service partner log to record entries and exits.
9. Grantee shall provide property storage for guests with secure and controlled access at the program site 24 hours a day, seven days a week.

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<sup>1</sup>Standard of Care for City Shelters: [https://codelibrary.amlegal.com/codes/san\\_francisco/latest/sf\\_admin/0-0-0-13200](https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-13200)

10. Grantee shall provide written notice or warning to guests related to any issue that may affect ongoing stay, including, but not limited to, violations of program rules and actions that are in violation of the rules agreement. All written notice or warnings shall be shared with Grantee staff.
11. Grantee shall maintain facilities in full compliance with requirements of the law and local standards. Grantee shall ensure that facilities are well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Maintenance shall occur regularly, as required by the HSH Facilities Manager and janitorial services shall occur regularly, per shift, and as required by the HSH Facilities Manager.
  - a. Grantee shall respond to all facility related requests and complaints promptly and in a manner that ensures the safety of guests and Grantee staff. Grantee shall note in writing and post in a common area when a maintenance problem will be repaired and the status of repair.
  - b. Grantee shall develop, maintain, and document maintenance schedules for the facility and its systems, as applicable per facility, including, but not limited to, maintaining light fixtures; heating and air conditioning systems (e.g. fan blades, air registers, vents, filters); plumbing (e.g. drains of showers, toilets, sinks); appliances (e.g. hand dryers, refrigerators, microwaves, fans, etc.); elevators; security systems (e.g. metal detectors, security cameras); fire extinguishers; emergency exits; electrical systems; mold, leak, and pest checks (e.g. roof, walls, bathrooms, kitchen, etc.); and supply checks (e.g. toilet paper, towels, soap, etc.).
  - c. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g. floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g. dryer vents); elevators (e.g. buttons, floors, walls); kitchens (e.g. floors, sinks, counters, appliances); water fountains; and heating and air conditioning systems vents.

## **V. Location and Time of Services**

Grantee shall provide services at 888 Post Street, San Francisco, CA, 24 hours per day, seven days a week. Grantee shall provide regular intake of new guests Monday through Friday during business hours. Grantee shall provide emergency intake of new guests 24 hours per day, seven days a week based on approved protocols and referral sources. Grantee shall negotiate with and seek approval from HSH for adjustments to intake hours.

## **VI. Service Requirements**

- A. Case Manager Ratio: Contractor shall maintain a 1:25 of Case Managers to TAY units/clients.
- B. Facilities: Grantee shall maintain clean, safe, and functional facilities in full compliance with requirements of the law and local standards<sup>2</sup>

- C. Translation 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 page six of the San Francisco Coordinated Entry Standards document, located on the HSH website: <http://hsh.sfgov.org/wp-content/uploads/2018/08/Signed-CE.pdf>.
- D. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding guest progress.
- E. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
- F. 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. A complaint process, including a written complaint policy informing the served population on how to report complaints and request repairs/services; and
  2. A written annual/quarterly survey, which shall be offered 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 if the written format presents any problem.
- G. City Communications and Policies: Grantee shall keep HSH informed and comply with City policies to minimize harm and risk, unless otherwise directed by the City in cases of public health or other emergency situations. City Communications and Policies include, but are not limited to including:
1. Create and maintain policies and procedures around guest responsibilities that support the pet friendly environment;
  2. Regular communication to HSH about the implementation of the program;
  3. Attendance of quarterly and monthly HSH meetings, as well as attendance at other meetings related to Navigation Centers as needed, such as hearings on issues related to homelessness; Shelter Grievance Advisory Committee meetings; when adherence to standard of care is implemented, grantee shall attend Shelter Monitoring Committee Meetings; Local Homeless Coordinating Board; etc.
  4. Attendance of trainings, as requested;
  5. Adherence to the Shelter Standards of Care requirements as appropriate to Navigation Centers and cooperation with the Shelter Monitoring Committee at such time when that committee begins monitoring Navigation Centers;
  6. Adherence to the HSH Shelter Grievance Policy and cooperation with the Client Advocates participation in the process; and
  7. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless.

- H. Critical Incident: Grantee shall adhere to the HSH Critical Incident policies, including reports to HSH, within 24 hours, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report form. A Critical Incident is defined as when emergency responders are called to the shelter by staff or guests and when Child Protective Services removes a child. Shelters must also send reports for incidents in which there were no emergency responders. An example is a domestic violence incident.
- I. 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 site plan as needed and Grantee shall train all employees regarding the provisions of the plan for their sites.
- J. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood, including:
1. Collaboration with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
  2. That the Grantee Director or Manager or a representative will attend appropriate neighborhood meetings;
  3. That Grantee management staff is available to respond to neighbors within 24 hours, if reasonable;
  4. Minimizing the impact on the neighborhood of served population waiting to enter the service location; and
  5. Active discouragement of loitering in the area surrounding the building.
- K. 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 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.
- L. Data Standards:
1. Grantee shall ensure compliance with the HMIS Participation Agreement, 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 date 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 and may also be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
  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.

M. Record Keeping and Files:

1. Grantee shall maintain all eligibility and inspection documentation in the Online Navigation and Entry (ONE) System<sup>3</sup> and maintain hard copy files with eligibility, including homelessness verification documents.
2. Grantee shall maintain confidential files on each guest, including developed plans, notes, and progress.

N. 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.

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

P. Staffing: Grantee shall provide the staff necessary to effectively administer Navigation Center services as defined in part by the shelter Standards of Care. Staff shall include, but not be limited to:

1. At least one staff member on each shift who has at least one year of experience in providing services to homeless people, or comparable experience;
2. One staff member each shift that is identified as the American Disabilities Act (ADA) liaison; and

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<sup>3</sup> HSH will provide annual Housing Quality Standards (HQS) inspections, tenant eligibility determinations, and rent calculations as outlined herein and further governed by the CoC Interim Rule (24 CFR Part 578) and subsequent guidance from HUD

3. At least one staff member on each shift that speaks Spanish.

- Q. Rule Violations: Grantee shall use rules and responses to rule violations as a tool for engagement, making the focus on working on guest retention and participation during the guest's Navigation Center stay.
- R. Satisfaction Survey: Grantee shall conduct a written quarterly Navigation Center Guest Satisfaction Survey in order to gather feedback, satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served populations regarding completion of the survey if the written format presents any problem.
- S. Staff Training: Grantee shall promote and support staff training and development, including but not limited to training on de-escalation and safety, guest engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for guests and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards of Care (Section 16.22 of the Agreement). Grantee shall keep an accurate Staff Training log to document all trainings attended by staff.
- T. MOU/Subcontract Agreements: Grantee shall establish Memorandum of Understanding (MOU)/subcontract agreements with City departments and partnering service providers for services that are funded through the Grant, but not provided by the Grantee. These agreements shall define the relationships between Grantee and partnering agencies, establish lines of communication, coordination, and other protocols for effective operation of the Navigation Center and the services and programs provided to the Navigation Center guests. Subcontracts include agreements for meal provision and specialized guest support. Any subcontracted services shall coordinate guest meals, delivery schedule, and related communications in order ensure service expectations are met.
- U. Shelter Expansion: In an attempt to respond to weather or other environmental emergencies, HSH reserves the right to negotiate shelter expansion with the addition of mats during periods of need. HSH is looking for providers at negotiated sites to be ready to provide expansion within twenty-four hours' notice; although HSH will attempt to give more advance notice whenever possible. 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 approved staff to respond to emergencies.

## **VII. Service Objectives**

Grantee shall achieve the following service objectives annually, unless otherwise directed by the City in cases of public health or other emergency situations.

- A. Grantee shall provide intake and program orientation to 100 percent of all initial participants and updates for returning participants in a new stay within 24 hours of arrival to the site.

- B. Grantee shall utilize intake and assessment information with partnering service providers to identify options and create a housing-focused service plan for 95 percent of participants. Written service plans shall include clear goals and objectives and identified barriers. Service connections, progress, and follow up on these service plans will be documented in the participant's record.
- C. 90 percent of participants shall be offered referral for problem-solving and/or assessment via Adult Coordinated Entry within one week of placement at the SAFE Navigation Center.
- D. 90 percent of participants with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.
- E. Grantee shall support 100 percent of Housing Referral Status participants to gather documents required to move into housing.

### **VIII. Outcome Objectives**

Grantee shall achieve the following outcome objectives annually:

- A. 80 percent of Housing Referral Status participants will meet document readiness standards within six months of initial intake.
- B. 100 percent of all staff will have completed the required annual trainings.
- C. 75 percent of those completing the quarterly satisfaction survey will Strongly Agree or Agree that they are satisfied with the services on site.

### **IX. Reporting Requirements**

Grantee shall input data into systems required by HSH, such as Online Navigation and Entry (ONE) system, and CARBON, unless otherwise directed by the City in cases of public health or other emergency situations.

- A. Grantee shall report daily available placements by 8:30 am, via method approved by HSH, beds ready for Navigation Center placements. Grantee shall report to HSH Program Manager any bed that will be off-line for more than one day.
- B. Grantee shall provide a quarterly report of activities, referencing the tasks as described in Sections VII & VIII Service and Outcome Objectives. Grantee shall enter the quarterly metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the quarter:
  1. Percentage of guests served in the quarter with a service plan;
  2. Percentage of guests in a time-limited stay assessed by Coordinated Entry within week of placement;
  3. Percentage of guests provided with exit planning;
  4. Percentage of guests provided with referrals to benefits, employment, health, and related transportation support, if needed;
  5. Response rate for satisfaction survey; and

6. Percentage of those completing the quarterly satisfaction survey that rated the program as satisfactory.
- C. Grantee shall provide an annual report summarizing the Agreement activities, referencing the tasks as described in the Service Objectives 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 15<sup>th</sup> of the month following the end of the program year.
1. Percentage of guests served in the fiscal year with a service plan;
  2. Percentage of guests assessed by Coordinated Entry within week of placement;
  3. Percentage of guests provided with exit planning;
  4. Percentage of guests provided with referrals to benefits, employment, health, and related transportation support if needed;
  5. Response rate for satisfaction survey; and
  6. Percentage of those completing the quarterly satisfaction survey that rated the program as satisfactory.
- D. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.
- 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 strives to meet the requirements of and participate in the evaluation program and management information systems of the City, as mutually agreed upon. 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.

For assistance with reporting requirements or submission of reports, contact the assigned Contract or Program Manager, as listed in CARBON.

## **X. Monitoring Activities**

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, such as, but not limited to, the following, guest files, review of the Grantee's administrative records, staff training documentation, postings, program policies and procedures, reported program data, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.
- B. Fiscal Compliance and Contract Monitoring: 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 will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act,

subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>			
2	<b>APPENDIX B, BUDGET</b>			
3	<b>Document Date</b>	7/1/2023		
4	<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration (Years)</b>
5	<b>Current Term</b>	12/1/2020	6/30/2023	3
6	<b>Amended Term</b>	12/1/2020	6/30/2026	6
7	<b>Provider Name</b>	TAY Navigation Center		
8	<b>F\$P Contract ID#</b>	1000020025		
9	<b>Approved Subcontractors</b>			
10	TATO			
11	SPOA Services			
12	Bowdry & Bowdry Janitorial			
13	Citiguard			
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				



	A	B	C	D	G	J	M	P	S	V	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING										
2	APPENDIX B, BUDGET										
3	Document Date	7/1/2023									
4	Contract Term	Begin Date	End Date	Duration (Years)							
5	Current Term	12/1/2020	6/30/2023	3							
6	Amended Term	12/1/2020	6/30/2026	6							
7	Provider Name	3rd Street Youth Center & Clinic									
8	Program	TAY Navigation Center									
9	FSP Contract ID#	1000020025									
10	Action (select)	Amendment									
11	Effective Date	7/1/2023									
12	Budget Name	Prop C - TAY Navigation Center									
13		Current	New								
14	Term Budget	\$ 8,007,977	\$ 19,047,788								
15	Contingency	\$ 1,923,360	\$ 1,655,972	15%							
16	Not-To-Exceed	\$ 9,931,337	\$ 20,703,760	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	All Years	
17		12/1/2020 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	12/1/2020 - 6/30/2026			
18		Actuals	Actuals	Current	New	New	New	New			
19	<b>Expenditures</b>										
20	Salaries & Benefits	\$ 772,968	\$ 1,365,397	\$ 1,644,300	\$ 1,644,301	\$ 1,644,301	\$ 1,644,301	\$ 1,644,301	\$ 8,715,567		
21	Operating Expense	\$ 151,383	\$ 335,002	\$ 394,756	\$ 394,756	\$ 394,756	\$ 394,756	\$ 394,756	\$ 2,065,409		
22	Subtotal	\$ 924,352	\$ 1,700,399	\$ 2,039,056	\$ 2,039,057	\$ 2,039,057	\$ 2,039,057	\$ 2,039,057	\$ 10,780,977		
23	Indirect Percentage	15.00%	15.00%	15.00%	15.00%	15.00%	15.00%	15.00%			
24	Indirect Cost (Line 22 X Line 23)	\$ 138,653	\$ 255,060	\$ 305,859	\$ 305,858	\$ 305,858	\$ 305,858	\$ 305,858	\$ 1,617,148		
25	Other Expenses (Not subject to indirect %)	\$ 179,354	\$ 1,080,223	\$ 1,335,022	\$ 1,335,022	\$ 1,335,022	\$ 1,335,022	\$ 1,335,022	\$ 6,599,664		
26	Capital Expenditure	\$ 50,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 50,000		
28	<b>Total Expenditures</b>	<b>\$ 1,292,358</b>	<b>\$ 3,035,682</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 19,047,788</b>		
29											
30	<b>HSH Revenues (select)</b>										
31	Homeless Housing, Assistance, and Prevention Program (HHAP) 1.0	\$ 1,292,359	\$ 3,035,682	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,328,040		
32	Prop C	\$ -	\$ -	\$ 3,193,324	\$ 3,193,324	\$ 3,193,324	\$ 3,193,324	\$ 3,193,324	\$ 12,773,296		
33	General Fund - Ongoing	\$ -	\$ -	\$ 486,613	\$ 486,613	\$ 486,613	\$ 486,613	\$ 486,613	\$ 1,946,452		
36		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
40	<b>Total HSH Revenues</b>	<b>\$ 1,292,359</b>	<b>\$ 3,035,682</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 19,047,788</b>		
41	<b>Other Revenues (to offset Total Expenditures &amp; Reduce HSH Revenues)</b>										
42		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
43		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
47	<b>Total Other Revenues</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>		
48											
49	<b>Total HSH + Other Revenues</b>	<b>\$ 1,292,359</b>	<b>\$ 3,035,682</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 3,679,937</b>	<b>\$ 19,047,788</b>		
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
52											
53	Prepared by	Jason McMonagle									
54	Phone	415-816-6810									
55	Email	<a href="mailto:jason@3rdstvouth.org">jason@3rdstvouth.org</a>									





**BUDGET NARRATIVE**

Fiscal Year

Fiscal Term Start  
7/1/2023

Prop C - TAY Navigation Center 1712-24 - Select from the drop-down list the fiscal year in which the proposed budget changes will first become effective

Salaries & Benefits	Fiscal Year		Justification	Calculation	Employee Name
	Adjusted Budgeted	Budgeted			
Residential Program Director	1.00	\$ 100,000	Oversees Nav Center operations, staff, and ensures TAY meet stated objectives	1FTE @ \$100,000 annual salary	TBD
Shift Leads	1.00	\$ 65,000	Provides oversight during day and evening shifts, supports monitors and assists with TAY support needs	1FTE @ \$65,000 annual salary	Makeda
Monitors	15.00	\$ 840,000	Oversee daily functions and operations. Support TAY in attending daily programming. The monitors will be working weekend and overnight shifts and have increased supervisory responsibilities and thus will require previous coordinator or supervisor experience to justify the higher salary. Additional monitors to cover time-off, rotation, and uninterrupted 24/7 coverage	15 FTE @ \$56,000 annual salary to serve as on-call and other coverage.	TBD
Housing Case Managers	3.00	\$ 210,000	Provide SEL skills building and housing support to TAY. Assist with resources and referrals. Case Managers will hold some of the monitors responsibilities. As this will be a milieu setting, all positions will be required to support guests and operational needs.	3 FTE @ \$70,000 annual salary	TBD
Monitors (on rotation)	\$ -	\$ -		NA	TBD
Residential Operations Manager	1.00	\$ 75,000	Oversee and manage day-to-day operational needs at the Center, preparing staff rosters, and managing shift schedules	1 FTE @ \$75,000 annual salary	Justin B. Miles
Housing Director	0.10	\$ 15,000	Oversees Nav Center operations, budget alignment, provide direction to staff, recruitment planning and ensures overall objectives are met	0.4 FTE @ \$150,000 annual salary	Bernadine Posadas
	\$ -	\$ -		NA	NA
	\$ -	\$ -		NA	NA
	\$ -	\$ -		NA	NA
	\$ -	\$ -		NA	NA
	\$ -	\$ -		NA	NA
	\$ -	\$ -		NA	NA
<b>TOTAL</b>	<b>21.10</b>	<b>\$ 1,305,000</b>			
Employee Fringe Benefits		\$ 339,304	Includes FICA, SSN, Workers Compensation and Medical calculated at 26% of total salaries.		
<b>Salaries &amp; Benefits Total</b>		<b>\$ 1,644,304</b>			

Operating Expenses	Budgeted Expense	Justification	Calculation	Vendor Name (include for Consultants/Subcontractors)
Rental of Property	\$ -			
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 83,000	Annual cost of gas, water, and electric for the navigation center	Approximately \$6917/month for 12 months	
Office Supplies, Postage	\$ 9,000	Printer, pens, and other supplies	\$750/month for 12 months	
Building Maintenance Supplies and Repair	\$ 33,000	Covers any expected costs associated with maintaining building and facilities	\$2750/month for 12 months	
Printing and Reproduction	\$ 1,000	Cost of printing and reproduction for guest and staff needs	\$83/month for 12 months	
Insurance	\$ 33,000	Annual cost of program insurance for TAY center	Approximately \$2750/month for 12 months	
Staff Training	\$ 12,000	Provide clinical training to staff to support their work with TAY guests	\$1000/month for 12 months	
Staff Travel(Local & Out of Town)	\$ 2,800	Local and out of town travel for staff members that is directly related to work and other duties associated with the TAY Center.	\$233/month for 12 months	
Rental of Equipment	\$ 6,500	Includes printers, copiers and other devices needed for staff and guests	\$542/month for 12 months	
Trash	\$ 40,000	Cost of City trash service pickup	\$3333/month for 12 months	
Clean Supplies	\$ 33,958	Personal care items, transportation, professional clothes for job interviews, new IDs, entertainment supplies etc.	\$2830/month for 12 months	
Cleaning/Janitorial	\$ 7,500	Janitorial supplies for daily cleaning and upkeep	\$625/month for 12 months	
Fire/monitoring contract	\$ 5,000	Fire monitoring system that includes device and cost of service provider	\$417/month for 12 months	
Food Supplies	\$ 8,000	Replaces utensils, napkins, and other misc. food requests for TAY	\$667/month for 12 months	
IT & Equipment	\$ 30,000	Ensure Nav Center has Wi-Fi, operational computers, chairs/furniture and other necessary devices/equipment such as washing machines, drivers etc.	\$2500/month for 12 months	
Laundry	\$ 15,000	Cost of laundry for TAY bedding and clothing and laundry related purchases/services	\$1250/month for 12 months	
	\$ -			
	\$ -			
	\$ -			
	\$ -			
	\$ -			
	\$ -			
<b>Consultants</b>	\$ -			
	\$ -			
Temporary Staffing (FY 20-21 only)	\$ -	This line item applies to FY 20-21 only.		
	\$ -			
Subcontractors (First \$25K Only)	\$ -	\$25K allocated to indirect cost line from summary tab in YR 2 & 3 corrected to this budget line. (First \$25K of subcontractor budget)		
Subcontractor - Janitorial Services	\$ 25,000	24 hour janitorial support	Justification for 12 months: \$29,568/month x 12 months (includes Row 94 above)	Bowdry & Bowdry Janitorial
Subcontractor - Security Services	\$ 25,000	24 hour security coverage on all 3 floors	Justification for 12 mos.: \$3043/month x 12 months	Special Police Officers Association (SPOA) & Clisquard Services
Subcontractor - Meals/Catering Service	\$ 25,000	Catering service that offers guests 3 meals/day @ 7days/week for + healthy snacks	Justification for 12 months: \$8/meals x 3days x 7days x 75 TAY (at full capacity-variable) x 52 weeks	TAYO
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ 394,796</b>			
<b>Indirect Cost</b>	<b>15.0%</b>	<b>\$ 59,219</b>		

Other Expenses (not subject to indirect cost %)	Amount	Justification	Calculation	Vendor Name (include for Consultants/Subcontractors)	Total Subcontractor Budget (including rows)
Success Centers (Meals)	\$ -	Total \$1,774,384 see justification to columns 1-4.			\$6,960
Subcontractor - Janitorial Services	\$ 329,616	24 hour janitorial support	Justification for 12 months: \$29,568/month x 12 months (includes Row 94 above)	Bowdry & Bowdry Janitorial	\$ 364,816.00
Subcontractor - Security Services	\$ 340,206	24 hour security coverage on all 3 floors	Justification for 12 mos.: \$3043/month x 12 months (includes Row 95 above)	Special Police Officers Association (SPOA)	\$ 365,206.00
Subcontractor - Meals/Catering Service	\$ 515,000	Catering service that offers guests 3 meals/day @ 7days/week for + healthy snacks. In Y3, the number of meals is calculated at full capacity of 75 clients.	Justification for 12 months: \$8/meals x 3days x 7days x 75 TAY (at full capacity-variable) x 52 weeks = \$655,200 However the site has adjusted this number down to conform with actuals. All 75 guests do not eat 3 meals every single day which leads to significant savings over time. There is also a supplemental food supplies line item which 3rd St uses to buy TAY-friendly food and snack items like ramen noodles which replace some meals for guests. (includes row 96 above)	TAYO	\$ 640,000.00
Temporary Staffing	\$ 150,000	Includes ad hoc cost to hire monitors and other direct services staff from a Temp Agency to ensure staff coverage (due to staff turnover, shift no shows, etc.) to safely serve TAY clients.	\$12,500/month for 12 months	Express Employment Profess	\$ 150,000.00
Adjustment for Actuals	\$ -				\$ 1,410,022.00
	\$ -				
	\$ -				
	\$ -				
	\$ -				
	\$ -				
<b>TOTAL OTHER EXPENSES</b>	<b>\$ 1,335,022</b>				

Capital Expenses	Amount	Justification	Calculation
One-time startup purchases	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
	\$ -		
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$ -</b>		

## Appendix C, Method of Payment

- I. **Actual Costs:** In accordance with Article 5 Use and Disbursement of Grant Funds of the Grant Agreement, payments shall be made for actual costs incurred and reported for each month within the budget term (e.g., Fiscal Year or Project Term). Under no circumstances shall payment exceed the amount set forth in Appendix B, Budget(s) of the Agreement.
  
- II. **General Instructions for Invoice Submittal:** Grantee invoices shall include actual expenditures for eligible activities incurred during the month.
  - A. **Timelines:** Grantee shall submit all invoices and any related required documentation in the format specified below, after costs have been incurred, and within 15 days after the month the service has occurred. All final invoices must be submitted 15 days after the close of the fiscal year or project period.

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

- B. **Invoicing System:**
  1. Grantee shall submit invoices and all required supporting documentation demonstrating evidence of the expenditure through the Department of Homelessness and Supportive Housing (HSH)’s web-based Contracts Administration, Reporting, and Billing Online (CARBON) System at: <https://contracts.sfhsa.org>.
  
  2. Grantee’s Executive Director or Chief Financial Officer shall submit a letter of authorization designating specific users, including their names, emails and phone numbers, who will have access to CARBON to electronically submit and sign for invoices, submit program reports, and view other information that is in CARBON.

3. Grantee acknowledges that submittal of the invoice by Grantee's designated authorized personnel with proper login credentials constitutes Grantee's electronic signature and certification of the invoice.
4. Grantee's authorized personnel with CARBON login credentials shall not share or internally reassign logins.
5. Grantee's Executive Director or Chief Financial Officer shall immediately notify the assigned HSH Contract Manager, as listed in CARBON, via email or letter regarding any need for the restriction or termination of previously authorized CARBON users and include the name(s), email(s) and phone number(s) of those previously authorized CARBON users.
6. Grantee may invoice and submit related documentation in the format specified by HSH via paper or email only upon special, written approval from the HSH Contracts Manager.

C. Line Item Variance: There shall be no variance from the line item budget submitted, which adversely affects Grantee's ability to provide services specified in the Appendix A(s), Services to be Provided of the Agreement; however, Grantee may invoice up to 110 percent of an ongoing General Fund or Prop C line item, provided that total expenditures do not exceed the total budget amount, per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.

D. Spend Down

1. Grantee shall direct questions regarding spend down and funding source prioritization to the assigned HSH Contract and Program Managers, as listed in CARBON.
2. Generally, Grantee is expected to spend down ongoing funding proportionally to the fiscal year or project period. Grantee shall report unexpected delays and challenges to spending funds, as well as any lower than expected spending to the assigned Contract and Program Managers, as listed in CARBON prior to, or in conjunction with the invoicing period.
3. Failure to spend significant amounts of funding, especially non-General Fund dollars, may result in reductions to future allocations. HSH may set specific spend down targets and communicate those to Grantees.

E. Documentation and Record Keeping:

1. In accordance with Article 5 Use and Disbursement of Grant Funds; Article 6 Reporting Requirements; Audits; Penalties for False Claims; and the Appendix A(s), Services to be Provided of the Agreement, Grantee shall keep electronic or hard copy records and documentation of all HSH invoiced costs, including, but not limited to, payroll records; paid invoices; receipts; and payments made for a period not fewer

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

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

Prop C/General Fund	
Type	Instructions and Examples of Documentation
	and documentation for any Operating line items that exceed \$10,000.  Documentation may include, but is not limited to, receipts of purchases or paid invoices of recurring expenditures, such as lease payments; copies of current leases; subcontractor payments; equipment lease invoices; and utility payments.
Operating - Direct Assistance	Grantee shall maintain and provide documentation for all approved Direct Assistance costs included in the Appendix B, Budget(s) each time an invoice is submitted.  Documentation shall include a General Ledger or receipts of purchases, showing proof of Direct Assistance expenditures, and any other information specifically requested by HSH to confirm appropriate use of Direct Assistance funds.
Capital and/or One-Time Funding	Grantee shall maintain and provide documentation for all approved Capital and/or One-Time Funding costs included in the Appendix B, Budget(s) each time an invoice is submitted.  Documentation may include receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.
Revenue	Grantee shall maintain and provide documentation for all revenues that offset the costs in the Appendix B, Budget(s) covered by the Agreement.

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

**A. Advance Requirements:**

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

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

3. Advances from the preceding fiscal year must be repaid, in full, prior to any additional advance distribution.

B. Advance Request Process:

1. Grantee shall submit a written request via email with a narrative justification that fully describes the unique circumstances to the assigned HSH Contract Manager, as listed in CARBON, for review and approval.
2. HSH, at its sole discretion, may make available to Grantee up to two months of the total ongoing annualized General Fund or Prop C budget amount, per the Appendix B, Budget(s) of this Agreement. Requests for greater than two months of the ongoing annualized budget amount may be considered on a case-by-case basis.

C. Advance Repayment Process:

1. If approved by HSH, the advanced sum will be deducted from the Grantee's monthly invoices at an equal rate each month that will enable repayment before the close of the fiscal year. For example, for a twelve-month grant the rate of repayment of the advance will be 1/10<sup>th</sup> per month from July to April. An alternative period of repayment may be calculated in order to ensure cash flow and repayment.
2. All advance repayments must be recovered within the fiscal year for which it was made.
3. In the case where advance repayments cannot be fully recovered by deducting from the Grantee's monthly invoices, Grantee shall repay the outstanding balance via check in the amount verified by the assigned HSH Contract Manager, as listed in CARBON. Grantee shall make the repayment after the final invoice of the fiscal year has been approved to the address provided by the assigned HSH Contract Manager, as listed in CARBON.

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

## Appendix D - Interests In Other City Grants

\*\*Subgrantees must also list their interests in other City contracts

City Department or Commission	Date of Grant	Amount of Grant/NTE
SF Department of Homelessness and Supportive Housing (HSH)-Rising Up	07/01/2022 - 06/30/2023	\$792,849
SF HSH-Youth Access Point	07/01/2022 - 06/30/2024	\$1,986,516
SF HSH-Rapid Rehousing	11/01/2020 - 10/31/2023	\$1,857,787
SF HSH-Emergency Housing Voucher	01/01/2022 - 06/30/2023	\$1,595,825
San Francisco Dept of Public Health (DPH)-MHSA	07/01/2022 - 06/30/2023	\$1,255,649
San Francisco Dept of Public Health (DPH)-MHSSA	01/01/2022 - 09/30/2025	\$1,711,504
San Francisco Dept of Public Health (DPH)-MCAH	07/01/2021 - 12/31/2023	\$736,080
SF HRC- Brighter Futures	12/01/2021 - 06/30/2024	\$452,083
Mayor's Office of Housing & Community Development – Southeast Sector Convening Group	07/01/2022 - 06/30/2023	\$82,160
Mayor's Office of Housing & Community Development – Leadership Development	06/01/2022 - 05/31/2023	\$75,000
The Trustees of The California State University	07/01/2020 - 06/30/2023	\$975,000
City and County of San Francisco-CDC	07/01/2021 - 06/30/2026	\$615,982
San Francisco Department of Public Health	07/01/2022 - 06/30/2023	\$150,000