

**From:** [CCSF IT Service Desk](#)  
**To:** [Rachowicz, Lisa \(HOM\)](#); [Colon, Monique \(HOM\)](#)  
**Subject:** HOM [DHRPSC0004938] submitted for DHR Admin approval has been APPROVED  
**Date:** Monday, March 16, 2026 8:24:37 AM  
**Attachments:** [image](#)

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Hello Monique Colon,

HOM PSC [DHRPSC0004938] was APPROVED by DHR on 2026-03-16. You may now proceed to use this PSC.

### **PSC Summary**

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**Record Number:** DHRPSC0004938 v 2.0

**Description of Proposed Work:** Non-profit service providers will provide integrated, culturally competent services at City-leased shelter sites, including emergency shelters, navigation centers, cabin sites, safe parking sites, and transitional housing. Services include support services such as case management, housing placement support, wellness checks and benefits navigation; and general services such as maintenance and janitorial to keep facilities clean, safe, and sanitary, and security for safety and de-escalation to ensure safety of all guests. The programs serve adults experiencing homelessness. The City leases private property and state lands to provide more than 1,000 shelter beds a night across the City. Nonprofit community based organizations operate these sites 24 hours a day/7 days a week.

**Request Type:** Amendment

**Reason for the Request for Amendment:** The purpose of this PSC amendment is to add additional City-leased shelter sites to the PSC. At the guidance of the City Attorney, HSH is converting legacy grants for City-leased shelter sites to contracts, necessitating approval by the Civil Service Commission. HSH is requesting authorization to add shelter sites that are up for renewal in 2026.

**Approval Type:** DHR Approval

**Submitting Department:** HOM

**Dept PSC Coordinator:** Monique Colon

**Dept PSC Coordinator Email:** [monique.colon@sfgov.org](mailto:monique.colon@sfgov.org)

**DHR Admin/Reviewer:** Suzanne Choi

**First Contract Start Date:** 2025-03-03

**Previously Approved Amount:** \$77,000,000.00

**Increase Amount:** \$20,000,000.00

**Total Amended Amount:** \$97,000,000.00

**Previously Approved Duration (Months):** 36

**Duration Increase (Months):** 16

**Total Amended Duration (Months):** 52

**Funding Source(s):** State Funds, City Funds

**Special Funding Circumstances:** Yes. The State requires HSH to spend 50% of the state funding by June 2025 for certain shelter sites.

**Scope of Work:** Non-profit service providers will provide integrated, culturally competent emergency shelter services and operations 24/7 at City-leased shelter sites, including congregate and non-congregate shelters, navigation centers, cabin sites, safe parking sites and transitional or interim housing sites. The programs serve adults experiencing homelessness. Guest support services include, but are not limited to, guest intake, assessment and creation of an individualized housing-focused service plan; case management, including ongoing counseling services to establish goals and track progress towards those goals; wellness checks and connection to care for anyone demonstrating symptoms of physical or behavioral health needs; referrals and coordination of services to support guests' application for and maintaining various local benefits, community resources and social services; housing search and placement support to assist clients with finding and securing permanent housing by problem solving and helping to navigate the application process; referral and linkage to mental health services or connections

to external therapists; coordination of support groups and organized activities for peer support; and document readiness to support guests with housing options and placement. Safety and de-escalation services to ensure the safety of the served population, staff and visitors, including conducting search of persons and property for potentially dangerous items prior to entering sites, patrol of the site and surrounding area, and assistance with conflict de-escalation and crisis management in trauma-informed approach. Emergency shelter and operations management services including reservation and waitlist management; storage services; access to and maintenance of shower and restroom facilities; janitorial services to keep facilities safe, sanitary and pest free; general maintenance and access to meals.

**Job Class(es):** 2932 - Sr Behavioral Health Clinician, 2930 - Behavioral Health Clinician, 2587 - Health Worker 3, 2708 - Custodian, 7524 - Institution Utility Worker, 8202 - Security Guard

**PSC Justification(s)**

- ✔ Service for which City lacks the necessary facilities/equipment

[Take me to the PSC Record](#)

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