

**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  
TENDERLOIN HOUSING CLINIC, INC.**

THIS AMENDMENT of the **October 1, 2020** Grant Agreement (the "Agreement") is dated as of **March 1, 2024**, and is made in the City and County of San Francisco, State of California, by and between **TENDERLOIN HOUSING CLINIC, INC.** ("Grantee") and the CITY AND COUNTY OF SAN FRANCISCO, a municipal corporation ("City") acting by and through The Department of Homelessness and Supportive Housing ("Department").

**RECITALS**

WHEREAS, Grantee was selected pursuant to 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, City and Grantee desire to execute this Amendment to update the prior Agreement; and

WHEREAS, the City's Homelessness Oversight Commission approved this Amendment by Resolution No. 24-006 on February 16, 2024; and

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 **October 1, 2020** between Grantee and City.
  - (b) "Eligible Expenses" shall have the meaning set forth in Appendix A-1, Services to be Provided, Appendix A-2, Services to be Provided, and Appendix B, Budget.
  - (c) "Grant Plan" shall have the meaning set forth in Appendix A-1, Services to be Provided, Appendix A-2, Services to be Provided, and Appendix B, Budget.

**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 **January 1, 2021** and expire on **February 29, 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 **January 1, 2021**, 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.

**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 Qualified Personnel.** The Grant Plan shall be implemented only by competent personnel under the direction and supervision of Grantee.

**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 **Seven Million Forty Five Thousand Two Hundred Forty Four Dollars (\$7,045,244)**.

- (b) Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement, **One Million Two Hundred Twenty Two Thousand Seven Hundred Twenty Eight Dollars (\$1,222,728)** 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 **Nine Million Nine Hundred Sixty Nine Thousand One Hundred Ninety Six Dollars (\$9,969,196).**
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Seven Hundred Thirteen Thousand Nine Hundred Five Dollars (\$713,905)** 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-1, Services to be Provided, Appendix A-2, 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 Reserved. (State or Federal Funds).**

**2.4 Section 6.7 Submitting False Claims** of the Agreement is hereby deleted and replaced in its entirety with:

**6.7 Submitting False Claims.** Grantee shall at all times deal in good faith with the City, shall only submit a Funding Request to the City upon a good faith and honest determination that the funds sought are for Eligible Expenses under the Grant, and shall only use Grant Funds for payment of Eligible Expenses as set forth in Appendix A-1, Services to be Provided and Appendix A-2, Services to be Provided. Any Grantee who commits any of the following false acts shall be liable to the City for three times the amount of damages the City sustains because of Grantee's act. A Grantee will be deemed to have

submitted a false claim to the City if Grantee: (a) knowingly presents or causes to be presented to an officer or employee of the City a false Funding Request; (b) knowingly disburses Grants Funds for expenses that are not Eligible Expenses; (c) knowingly makes, uses, or causes to be made or used a false record or statement to get a false Funding Request paid or approved by the City; (d) conspires to defraud the City by getting a false Funding Request allowed or paid by the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.

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

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

- (a) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than one million dollars (\$1,000,000) each accident, injury, or illness.
- (b) Commercial General Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations.
- (c) Commercial Automobile Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.
- (d) Professional liability insurance for negligent acts, errors or omission with respect to professional or technical services, if any, required in the performance of this Agreement with limits not less than one million dollars (\$1,000,000) each claim.

**2.6 Section 13.3 Subcontracting** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**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.

**2.7 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: Tenderloin Housing Clinic, Inc.  
126 Hyde Street  
San Francisco, CA 94102  
Attn: Randy Shaw, Executive Director  
randy@thclinic.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.

**2.8 Section 16.21 Compliance with Other Laws** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**16.21 Compliance with Other Laws.**

- (a) Without limiting the scope of any of the preceding sections of this Article 16, Grantee shall keep itself fully informed of City's Charter, codes, ordinances and regulations and all state, and federal laws, rules and regulations affecting the performance of this Agreement and shall at all times comply with such Charter codes, ordinances, and regulations rules and laws.
- (b) 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.

**2.9 Section 16.22 Reserved. (Additional Requirements for Federally-Funded Awards)** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**16.22 Reserved. (Additional Provisions for Shelter and Resource Center Grants – Standard of Care).**

**2.10 Section 16.23 Reserved. (Additional Requirements for Federally-Funded Awards)** is hereby added to this Agreement.

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

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

- Appendix A-1, Services to be Provided
- Appendix A-2, Services to be Provided
- Appendix B, Budget (dated March 1, 2024)
- Appendix C, Method of Payment (dated March 1, 2024)
- Appendix D, Interests in Other City Grants (dated March 1, 2024)

**2.12 Section 17.10 Survival of Terms** of the Agreement is hereby deleted and replaced with the following:

**Survival of Terms.** The obligations of Grantee and the terms of the following provisions of this Agreement shall survive and continue following expiration or termination of this Agreement:

- |                 |  |
|-----------------|--|
| Section 4.3     | Ownership of Results.                    |
| Section 6.4     | Financial Statements.                    |
| Section 6.5     | Books and Records.                       |
| Section 6.6     | Inspection and Audit.                    |
| Section 6.7     | Submitting False Claims.                 |
| Article 7       | Taxes.                                   |
| Article 8       | Representations and Warranties.          |
| Article 9       | Indemnification and General Liability.   |
| Section 10.4    | Required Post-Expiration Coverage.       |
| Article 12      | Disclosure of Information and Documents. |
| Section 13.4    | Grantee Retains Responsibility.          |
| Section 14.3    | Consequences of Recharacterization.      |
| This Article 17 | Miscellaneous.                           |

**2.13 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-1, Services to be Provided and Appendix A-2, Services to be Provided. Any services provided beyond those listed in Appendix A-1,

Services to be Provided and Appendix A-2, Services to be Provided must be approved by the Department.

- 2.14 Appendix A, Services to be Provided**, of the Agreement is hereby replaced in its entirety by **Appendix A-1, Services to be Provided** and **Appendix A-2, Services to be Provided**, for the period of March 1, 2024 to June 30, 2026.
- 2.15 Appendix B, Budget**, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated March 1, 2024), for the period of January 1, 2021 to June 30, 2026.
- 2.16 Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated March 1, 2024).
- 2.17 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 March 1, 2024).
- 2.18 Appendix E, Permitted Subgrantees**, 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.

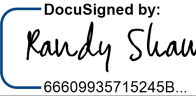
**CITY**

**GRANTEE**

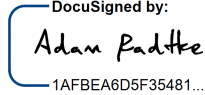
**DEPARTMENT OF HOMELESSNESS  
AND SUPPORTIVE HOUSING**

**TENDERLOIN HOUSING CLINIC,  
INC.**

By:  4/4/2024  
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Shireen McSpadden  
Executive Director

By:  3/8/2024  
66609935715245B...  
Randy Shaw  
Executive Director  
City Supplier Number: 0000009870

Approved as to Form:  
David Chiu  
City Attorney

By:  4/4/2024  
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Adam Radtke  
Deputy City Attorney

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

**I. Purpose of Grant**

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

**II. Served Population**

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

**III. Referral and Prioritization**

The Department of Homelessness and Supportive Housing (HSH) shall refer tenants via protocols established by HSH. Grantee shall not accept referrals from other sources. HSH may consider the following:

- Tenants residing in Permanent Supportive Housing (PSH) for a period of no less than the required eligibility period; and
- Tenants who have proven housing stability, who may benefit from more independent affordable living.

**IV. Description of Services**

Grantee shall provide Housing Ladder support services to tenants of the number of units listed in Appendix B, Budget. Support services shall include Housing Focused Case Management and Housing Coordination services, as described below.

A. Housing-Focused Case Management Services: Grantee shall provide all necessary services to ensure a seamless transition to permanent housing. Housing-Focused Case Management services shall include assisting tenants with securing needed documentation to move into housing, referrals to mainstream resources, and working closely with Housing Ladder administrator(s) to ensure that all needed services are in place prior to housing placement. Grantee shall provide wrap-around case management services within a harm reduction model to ensure tenants' long-term housing retention and improved well-being. These services shall include, but are not limited to:

1. Grantee shall engage with tenants to provide information about available Support Services and invite them to participate;
2. Grantee shall contact each tenant at least three times during the first 60 days following placement and document all outreach and attempts within the Online Navigation and Entry (ONE) System;
3. Grantee shall develop and document Housing Stability Plans in collaboration with tenants to secure and sustain housing. Service goals identified in the plan should be directly connected to housing stability or other challenges that might impact housing stability. These may include but are not limited to the following goals:
  - a) Increase income, maintain or connect to benefits and employability;
  - b) Improve credit history and rental stability; and

- c) Address behavioral health issues that negatively impact housing stability;
4. Grantee shall coordinate with Property Management during the initial intake for units and participate in orientation meetings with Property Management;
5. Grantee shall establish rapport with tenants prior to move-in to support tenants during the application and move-in process. Grantee shall coordinate with tenant's current support services provider(s) to ensure a successful transition into housing;
6. Grantee intake of tenants shall include, but is not limited to, a review of the tenant's history in the ONE System, gathering updated information from the tenant, and establishing strengths, skills, needs, plans and goals that are tenant-centered and supportive of housing retention. The intake shall take place at the same time of the interview with Property Management, on a separate date or time coordinated with Support Services during the application period, or within no more than 30 days of move-in;
7. Grantee will support to assist successful transition into permanent housing, including unit viewings and selection, accompaniment during the move-in process, and orientation to the neighborhood and surrounding services;
8. Grantee will facilitate onboarding and provide written documentation to inform tenants of the program components, engagement expectations, rent contribution, exit policy and process, and grievance procedure;
9. Grantees shall provide tenants with linkage to resources for employment and training services. Grantee may offer transportation, accompaniment to appointments, home visits, and regular verification of progress toward the achievement of the short and long-term income, employment related, and housing stabilization goals outlined in the Housing Stability Plan;
10. Grantee shall arrange for necessary services after housing placement, such as In-Home Support Services (IHSS), or care by a medical or behavior health provider;
11. Grantee shall provide targeted services and/or referrals to another appropriate agency for tenants whose behavior indicates substance abuse, mental health or another issue that is jeopardizing the tenant's housing retention and/or health;
12. If a tenant is moving out of the building, Grantee shall engage tenant in exit planning to support the tenant's successful transition out of the program. The exit plan shall depend on the tenant's needs and preferences and may include establishing a link to services in the community;
13. Grantee shall plan groups, events, and activities with input from tenants to build community engagement, develop peer support, share information, form social connections or to celebrate significant events. Grantee shall post and provide to tenants a monthly calendar of events; and
14. Grantee shall conduct monthly community meetings for tenants, in coordination with Property Management, during which tenants may discuss building concerns and program ideas with representatives from both Support Services and Property Management staff.

B. Housing Coordination Services: Grantee shall assist tenants in communicating with, responding to, and meeting with Property Management. This may include helping a tenant to understand the communications from Property Management, helping to

write requests, responses, or complaints to Property Management, and attending meetings between the tenant and Property Management to facilitate communication. Housing Coordination services shall include, but are not limited to:

1. Supporting communication and coordination with property management partners to remove any barriers to the housing referral process;
2. Lease signing and payment or rent on behalf of tenants placed into housing and lease review to ensure compliance;
3. Completion of initial and annual unit inspections to ensure compliance with Housing Quality Standards (HQS) and/or comparable habitability standards;
4. Education on tenancy requirements and support to address barriers to housing retention;
5. Coaching tenants on being a good neighbor, developing tenancy skills, lease requirements, and other topics that support stable tenancy;
6. Assessment and completion of minor repairs necessary to improve accessibility or other functional improvements;
7. Immediate responses to lease violations or other complaints, with the goal of finding resolutions that do not jeopardize housing stability. If lease violations cannot be resolved, Grantee shall work closely with property management and tenants to coordinate relocation prior to eviction; and
8. Grantee shall conduct Wellness and/or Emergency Safety Checks in accordance with HSH policy to assess a tenant's safety when there is a reason to believe there is immediate and substantial risk due to a medical and/or psychiatric emergency.

**V. Location and Time of Services**

Grantee shall provide services at the Abigail Hotel, located at 246 McAllister Street, San Francisco, CA 94102. Grantee shall provide services at tenants' homes or other field locations, as needed.

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

**VI. Service Requirements**

- A. 1:61 Case Manager Ratio: Grantee shall maintain a 1:61 ratio of Case Manager to HSH adult units.
- B. Income Verification: Grantee shall complete income verification for tenants upon program enrollment and, thereafter, shall complete income recertification annually, at minimum, to ensure continued eligibility. During annual income recertification, Grantee shall revisit tenant rent calculations and determine an appropriate rental contribution.
- 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 the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the

HSH Providers Connect website: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>.

- 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 tenants' 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. Grievance Procedure:
1. Grantee shall establish and maintain a written Grievance Procedure for tenants, that shall include, at minimum, the following elements:
    - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
    - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;
    - c. The amount of time required for each step, including when a tenant can expect a response; and
    - d. In accordance with published HSH policies/procedures, the HSH Grievances email address ([hshgrievances@sfgov.org](mailto:hshgrievances@sfgov.org)) and mailing address for the tenant to contact after the tenant has exhausted Grantee's internal Grievance Procedure.
  2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each tenant and obtain a signed copy of the form from the tenant, which must be maintained in the tenant's file. Additionally, Grantee shall post the policy at all times in a location visible to tenants and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.
- G. Reasonable Accommodation Policy: Grantee shall, at program entry, review and provide a copy of a written Reasonable Accommodation policy and process to each tenant and obtain a signed copy of the policy and process from the tenant, which must be maintained in the tenant's file.
- H. Termination Policy: Grantee shall establish due process for program termination and upload supporting documentation to ONE System (or record in a comparable system for DV providers) at program termination.
- I. Feedback, Complaint, and Follow-up Policies:  
Grantee shall provide means for the served population to provide input into the program, including the planning, design, and level of satisfaction with services. Feedback methods shall include:

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

J. City Communications and Policies

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

1. Regular communication to HSH about the implementation of the program;
2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
3. Attendance at trainings (e.g., overdose prevention training), when required by HSH.

K. Coordination with Other Service Providers: Grantee shall establish written agreements between case management, housing location, and other service providers that are part of the support team to formalize collaboration and roles and responsibilities.

L. Critical Incident: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, according to the Department policy. Critical incidents shall be reported using the Critical Incident Report form. In addition, critical incidents that involve life endangerment events or major service disruptions should be reported immediately to the HSH program manager.

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

N. Data Standards:

1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process<sup>1</sup>, including but not limited to:
  - a. Entering all household data within three working days (unless specifically requested to do so sooner);
  - b. Ensuring accurate dates for household enrollment, household exit, and household move in (if appropriate); and

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<sup>1</sup> HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

- c. Running monthly data quality reports and correcting any errors.
  2. Records entered into the ONE system shall meet or exceed the ONE System CDQI Process standard.<sup>1</sup>
  3. Grantee shall enter data into the ONE System but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into the CARBON database. 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.
- O. 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.
- P. 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 service objectives during the term of this grant. All service objectives shall be calculated at a household level rather than per tenant. A household may include more than one tenant. All service objectives below will be monitored by sampling tenant files during annual program monitoring visits:

- A. Housing Coordination Services
  1. Grantee shall provide 100 percent of tenants with Housing Coordination services.
  2. Grantee shall administer an annual Tenant Satisfaction survey to 100 percent of tenants that are active in the program.
- B. Housing-Focused Case Management Services
  1. Grantee shall offer 100 percent of tenants Housing-Focused Case Management Services.
  2. Grantee shall offer 100 percent of tenants referrals to other Case Management should the tenant decline services.

3. Grantee shall contact each tenant at least three times during the first 60 days following placement and complete an assessment of housing stability barriers.
4. Grantee shall outreach to 100 percent of tenants at least once per month.
5. Grantee shall outreach to 100 percent of tenants participating in Support Services to create/engage in housing stability plans, as needed, on an ongoing basis.
6. Grantee shall review housing stability plans at least once every six months and update as appropriate at this time.

### **VIII. Outcome Objectives**

Grantee shall achieve the following outcome objectives during the term of this grant. All outcome objectives shall be calculated at a household level rather than per tenant. A household may include more than one tenant.

- A. The following Outcome Objectives shall apply to Housing-Focused Case Management Services and Housing Coordination Services:
  1. Ninety percent of households will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
  2. Grantee shall offer 100 percent of households housing focus case management and document in the ONE System if the household declined.
  3. Eighty percent of individualized service plans will be reviewed at least once every six months and updated as appropriate at this time.
  4. Eighty percent of households completing an annual tenant satisfaction survey will be satisfied or very satisfied with program services (based on a four point scale: 1= very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied).

### **IX. Reporting Requirements**

- A. Grantee shall input data into systems required by HSH.
- B. For any quarter that maintains less than ninety 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 participate in annual Eviction Survey reporting, per the 2015 City and County of San Francisco Tenant Eviction Annual Reports Ordinance (<https://sfbos.org/ftp/uploadedfiles/bdsupvrs/ordinances15/o0011-15.pdf>). Grantee shall provide the number of evicted tenants and eviction notices issued to tenants residing in City-funded housing through the annual HSH administered Eviction Survey. Grantee shall adhere to all deadlines for submission as required by HSH.
- D. Grantee shall participate, as required by HSH, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to

Grantee within 30 working days of receipt of any evaluation report and such response will become part of the official report.

- E. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.
- F. Grantee shall submit Project Descriptor data elements as described in the U.S. Department of Housing and Urban Development (HUD)'s latest HMIS Data Standards Manual (<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>) to HSH at the following intervals: 1) at the point of project setup; 2) when project information changes; 3) at least annually or as requested by HSH. Data is used for reporting mandated by HUD and California's Interagency Council on Homelessness, and to ensure HSH's ongoing accurate representation of program and inventory information for various reporting needs, including monitoring of occupancy and vacancy rates.
- G. Grantee shall provide information for an annual report on client enrollment in public benefits per the Administrative Code Article VI, Section 20.54.4(c) - Permanent Supportive Housing – Enrollment in Social Services [https://codelibrary.amlegal.com/codes/san\\_francisco/latest/sf\\_admin/0-0-0-11877](https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-11877), as instructed by HSH.

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 the following: tenant files, review of the 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.
  - 1. Monitoring of program participation in the ONE system may include, but is not limited to, the audit of 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 and accounting policies, 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 memoranda of understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

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

**I. Purpose of Grant**

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

**II. Served Population**

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

**III. Referral and Prioritization**

The Department of Homelessness and Supportive Housing (HSH) shall refer tenants via protocols established by HSH. Grantee shall not accept referrals from other sources. HSH may consider the following:

- Tenants residing in Permanent Supportive Housing (PSH) for a period of no less than the required eligibility period; and
- Tenants who have proven housing stability, who may benefit from more independent affordable living.

**IV. Description of Services**

Grantee shall provide Property Management and Master Lease Stewardship to tenants of the Bristol Housing Ladder program. Grantee shall serve tenants of the number of units listed in Appendix B, Budget (“Number Served” tab).

**A. Property Management**

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

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

2. Tenant Lease Set-Up: Grantee shall draft, provide, and sign a rental agreement with each tenant at the time of move-in. The lease agreement shall include Community Rules, the Lease Addendum for City & County of San Francisco PSH, HSH Resident Emergency Safety Check Policy Notice, and other pertinent Lease Addenda. Grantee shall review its Grievance policies and procedures and HSH policies and procedures with tenants at the time of lease signing.

3. Annual Tenant Re-certification: As required by rental subsidy type, Grantee shall re-certify tenant income annually. This is generally done on the anniversary of a tenant's move-in date.
4. Collection of Rents, Security Deposits, and Other Receipts: Grantee shall collect and process rent and other housing-related payments (e.g. security deposit) made by tenants.
  - a. Grantee shall communicate and coordinate with local, state and/or federal agencies, as needed, to process rental subsidies.
  - b. Grantee shall assist with payment arrangements and comply with HSH and other applicable requirements governing the tenant portion of rent. All tenants will pay no more than 30 percent of their monthly adjusted household income towards rent.
5. Lease Enforcement, Written Notices and Eviction Prevention:
  - a. Grantee shall take a housing retention approach to lease enforcement, including, but not limited to, proactive engagement in collaboration with Support Services, conversations and meetings with tenants, and mediation strategies. Grantee shall utilize the HSH Nonpayment of Rent Guidance, and other PSH best practices, as an ongoing resource.
  - b. Grantee shall provide written notice to tenants regarding issues that may impact housing stability including, but not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants.
  - c. Grantee shall offer tenants who become delinquent in rent the opportunity to enter into a rent payment plan or referral to third party rent payment services.
  - d. When necessary, Grantee shall provide notice to tenants of any actions related to the eviction process in accordance with all applicable laws.
  - e. Grantee shall copy Support Services staff on all communications to tenants.
6. Building Service Payments: Grantee shall set up and manage utility accounts and services related to the property, including but not limited to communications, alarms/security, fire alarm monitoring, garbage, water, and pest control. This may include elevator maintenance, as required.
7. Building Maintenance: Grantee shall maintain the facility in sanitary and operable condition, post protocol and forms for tenant requests for maintenance or repairs and respond to requests in a timely manner. Building maintenance shall include the following services:
  - a. Janitorial services in common areas, offices, and shared-use restrooms, and shower facilities;
  - b. Regular removal of garbage/trash from designated trash areas and maintenance of these areas as clean and functional;
  - c. Pest control services, as needed;
  - d. Maintenance and repair of facility systems, plumbing, electrical;
  - e. Building security; and

- f. Preparation of apartments for tenant move-in and move-out.
- 8. Coordination with Support Services: If a tenant is facing housing instability, Grantee shall coordinate with Support Services staff to find creative ways to engage with tenants to prevent housing loss. Grantee shall work with Support Services staff in communicating with and meeting with tenant regarding behaviors and issues that put the tenant at risk for housing instability.

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

- 9. Wellness Checks and Emergency Safety Checks: Grantee shall conduct Wellness Checks and/or Emergency Safety Checks in accordance with HSH policy, internal agency policies and tenant laws to assess a tenant's safety when there is a reason to believe the tenant is at immediate and substantial risk due to a medical and/or psychiatric emergency.
- 10. Exit Planning: Grantee shall alert Support Services staff when tenants give notice to leave housing and shall keep a record of each tenant's forwarding address, whenever possible. Grantee shall provide exit information to Support Services to complete the tenant program exit in the Online Navigation and Entry (ONE) System.

**B. Stewardship of the Master Lease:**

- 1. Grantee shall provide HSH with a copy of the master lease agreement and any amendments. Grantee shall obtain HSH approval prior to entering into any agreement that will materially impact the HSH-funded portion of the budget.
- 2. Grantee shall maintain all Lessee responsibilities and coordinate with the Landlord to meet owner's obligations, including maintenance and capital needs.
- 3. Grantee shall promptly notify HSH of any default, failure to exercise an option to extend or other situation which could impact the term of the master lease agreement.

**V. Location and Time of Services**

Grantee shall provide Property Management services at the Abigail Hotel, located at 246 McAllister Street, San Francisco, CA 94102.

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

**VI. Service Requirements**

- A. Facilities: Grantee shall maintain clean, safe, and functional facilities in full compliance with requirements of the law and local standards.

1. Grantee shall notify HSH immediately in the event it is given notice of violations by the Department of Building Inspection (DBI), Department of Public Health (DPH), or another City agency.
- B. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
- C. Housing First: Grantee services and operations shall align with the Core Components of Housing First. Housing First Principles means tenant screening and selection practices that promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services, and prohibit rejecting applicants on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness,” as further described in California Welfare and Institutions Code section 8255.
- D. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
- E. Language and Interpretation Services: Grantee shall ensure that translation and interpreter services are available, as needed. Grantee shall address the needs of and provide services to the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the HSH Providers Connect website: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>.
- F. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding tenant’s housing stability.
- G. Grievance Procedure:
  1. Grantee shall establish and maintain a written Grievance Procedure for tenants, which shall include, at minimum, the following elements:
    - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
    - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;
    - c. The amount of time required for each step, including when a tenant can expect a response; and

- d. In accordance with published HSH policies/procedures, the HSH Grievances email address ([hshgrievances@sfgov.org](mailto:hshgrievances@sfgov.org)) and mailing address for the household to contact after the household has exhausted Grantee's internal Grievance Procedure.
2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each tenant and obtain a signed copy of the form from the tenant, which must be maintained in the tenant's file. Additionally, Grantee shall post the policy at all times in a location visible to tenants, and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.

H. Feedback, Complaint and Follow-up Policies:

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

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

I. City Communications, Trainings and Meetings:

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

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

J. Coordination with Other Service Providers: Grantee shall establish written agreements with Support Services and other service providers that are part of the site team to formalize collaboration and roles and responsibilities.

K. Critical Incidents: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, according to the Department policy. Critical incidents shall be reported using the Critical Incident Report form. In addition, critical incidents that involve life endangerment events or major service disruptions should be reported immediately to the HSH program manager.

L. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster

and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).

- M. Good Neighbor Policy: Grantee shall maintain a good relationship with the neighborhood, including:
1. Collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
  2. Have a public phone line (and/or email) available for the community to report concerns;
  3. Grantee management staff are available to respond to neighbors within two business days;
  4. Have a representative of the Grantee attend all appropriate neighborhood meetings;
  5. Participating in community/neighborhood events in partnership with the local community benefit district as appropriate;
  6. Providing staff training in de-escalation and crisis response, including having written policies and protocols for contacting law enforcement, San Francisco Homeless Outreach Team (SFHOT), Healthy Streets Operation Center (HSOC), Department of Public Works (DPW), and/or crisis response teams as needed; and
  7. Grantee shall create and offer a “good neighbor” onboarding for tenants as they move in that outlines community resources, community norms, and expectations.
- N. Record Keeping and Files: Grantee shall update applicant referral status information in the ONE System in accordance with HSH policy and instruction.
1. Grantee shall maintain confidential tenant files on the served population, including signed lease agreement and addenda, notices or lease violations issued to the tenant, copies of payment plans or other agreements to support housing stability.
  2. Grantee shall track receipt and completion of maintenance work orders.
  3. Grantee shall maintain all eligibility and inspection documentation in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
- O. Data Standards:
1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process<sup>1</sup>, including but not limited to:
    - a. Entering all household data within three working days (unless specifically requested to do so sooner);

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<sup>1</sup> HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

- b. Ensuring accurate dates for household enrollment, household exit, and household move in (if appropriate); and
- c. Running monthly data quality reports and correcting any errors.
- 2. Records entered into the ONE system shall meet or exceed the ONE System CDQI Process standard.<sup>1</sup>
- 3. Grantee shall maintain updated unit vacancy information on a weekly basis in the data system designated by HSH (Offline Vacancy Tracker and/or ONE System) as required. Changes to vacancy reporting shall be communicated to Grantees in writing from HSH.
- 4. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into the CARBON database. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
- 5. 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.
- 6. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

**VII. Service Objectives**

Grantee shall achieve the following Service Objectives:

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

**VIII. Outcome Objectives**

Grantee shall achieve the following Outcome Objectives:

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

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

**IX. Reporting Requirements**

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

- A. Grantee shall report vacancies to HSH in a timely fashion according to established procedures and process all tenant referrals in the pre-established timeframe. When required by HSH, Grantee shall enter tenant data in the ONE System.
- B. On a monthly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the month of service.
  - 1. The occupancy rate; and
  - 2. The number of new placements.
- C. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the end of each quarter:
  - 1. Average number of days to turn over units; and
  - 2. The number of tenants receiving lease violations, and the number and percentage of tenant lease violations that were resolved without loss of housing to tenants.
- D. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the end of each year:
  - 1. The number and percentage of tenants who maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
  - 2. The number of program exits;
  - 3. The number and percentage of tenants who completed a written survey to provide feedback on the type and quality of program services;
  - 4. The tenant satisfaction survey results; and
  - 5. The number of households showing housing instability that remained housed.
- E. Grantee shall participate in annual Eviction Survey reporting, per the 2015 City and County of San Francisco Tenant Eviction Annual Reports Ordinance (<https://sfbos.org/ftp/uploadedfiles/bdsupvrs/ordinances15/o0011-15.pdf>). Grantee shall provide information on evictions and eviction notices issued to households residing in City-funded housing to Support Services to enter into the ONE System. Grantee shall verify the accuracy of eviction reporting data in the ONE System quarterly, and shall review the annual eviction report prior to submission to HSH. Grantee shall adhere to all deadlines for submission as required by HSH.

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

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

## **X. Monitoring Activities**

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

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

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

**DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING**  
**APPENDIX B, BUDGET**

<b>Document Date</b>	3/1/2024								
<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>
<b>Current Term</b>	1/1/2021	2/29/2024	4						
<b>Amended Term</b>	1/1/2021	6/30/2026	6						
<b>Service Component</b>				1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 2/29/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
Support Services, Property Management & Master Leasing				61	61	61	61	61	61

**DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING  
APPENDIX B, BUDGET**

<b>Document Date</b>	3/1/2024		
<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration</b>
<b>Current Term</b>	1/1/2021	2/29/2024	4
<b>Amended Term</b>	1/1/2021	6/30/2026	6
<b>Approved Subcontractors</b>			
None.			

	A	B	C	D	E	H	K	N	O	P	S	V	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING														Page 1 of 8
2	APPENDIX B, BUDGET														
3	Document Date	3/1/2024													
4	Contract Term	Begin Date	End Date	Duration (Years)											
5	Current Term	1/1/2021	2/29/2024	4											
6	Amended Term	1/1/2021	6/30/2026	6											
7	Provider Name	Tenderloin Housing Clinic, Inc.													
8	Program	Abigail Hotel Housing Ladder													
9	FSP Contract ID#	1000017196													
10	Action (select)	Amendment													
11	Effective Date	3/1/2024													
12	Budget Names	ERAF & General Fund & Prop C - Housing Ladder; One-Time - ERAF - Start Up Costs													
13		Current	New												
14	Term Budget	\$ 4,628,131	\$ 9,255,291												
15	Contingency	\$ 2,417,113	\$ 713,905	12%											
16	Not-To-Exceed	\$ 7,045,244	\$ 9,969,196												
					Year 1	Year 2	Year 3	Year 4		Year 5	Year 6	All Years			
17		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 2/29/2024	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 2/29/2024	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026			
18		Current	Current	Current	Current	Amendment	New	New	New	Current	Amendment	New			
19	Expenditures														
20	Salaries & Benefits	\$ 135,764.6	\$ 278,318	\$ 338,066	\$ 233,937	\$ 116,968	\$ 350,905	\$ 350,905	\$ 350,905	\$ 986,085	\$ 818,779	\$ 1,804,864			
21	Operating Expense	\$ 182,500.0	\$ 373,865	\$ 358,738	\$ 226,012	\$ 142,056	\$ 368,068	\$ 368,068	\$ 368,068	\$ 1,141,115	\$ 878,192	\$ 2,019,307			
22	Subtotal	\$ 318,264.6	\$ 652,183	\$ 696,803	\$ 459,949	\$ 259,024	\$ 718,973	\$ 718,973	\$ 718,973	\$ 2,127,200	\$ 1,696,970	\$ 3,824,170			
24	Indirect Cost	\$ 36,600.0	\$ 75,001	\$ 80,132	\$ 52,894	\$ 29,788	\$ 82,682	\$ 82,682	\$ 82,682	\$ 244,628	\$ 195,152	\$ 439,779			
25	Other Expenses (Not subject to indirect %)	\$ (309,277)	\$ 690,797	\$ 1,005,625	\$ 912,588	\$ 442,211	\$ 1,354,799	\$ 1,354,799	\$ 1,354,799	\$ 2,299,733	\$ 3,151,808	\$ 5,451,541			
26	Capital Expenditure	\$ 95,689.0	\$ 244,339	\$ 21,616	\$ 36,615	\$ -	\$ 36,615	\$ 36,615	\$ 36,615	\$ 398,259	\$ 73,230	\$ 471,489			
28	Total Expenditures	\$ 141,276	\$ 1,662,321	\$ 1,804,177	\$ 1,462,046	\$ 731,023	\$ 2,193,069	\$ 2,193,069	\$ 2,193,069	\$ 5,069,819	\$ 5,117,160	\$ 10,186,979			
29															
30	HSH Revenues (select)*														
31	Educational Revenue Augmentation Fund (ERAF) - Ongoing	\$ 886,891	\$ 1,804,068	\$ 1,823,526	\$ 1,238,079	\$ -	\$ 1,238,079	\$ -	\$ -	\$ 5,752,564	\$ -	\$ 5,752,564			
32	ERAF - One-Time	\$ 347,750	\$ -	\$ 26,168	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 373,918	\$ -	\$ 373,918			
33	General Fund - Ongoing	\$ -	\$ -	\$ 120,238	\$ 83,967	\$ -	\$ 83,967	\$ -	\$ -	\$ 204,205	\$ -	\$ 204,205			
34	Prop C - Ongoing	\$ -	\$ -	\$ -	\$ -	\$ 661,023	\$ 661,023	\$ 1,983,069	\$ 1,983,069	\$ -	\$ 4,627,160	\$ 4,627,160			
35	ERAF - Adjustment to Actuals	\$ (1,119,803)	\$ (278,997)	\$ (183,517)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,582,317)	\$ -	\$ (1,582,317)			
36	General Fund - Adjustment to Actuals	\$ -	\$ -	\$ (120,238)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (120,238)	\$ -	\$ (120,238)			
40	Total HSH Revenues	\$ 114,838	\$ 1,525,071	\$ 1,666,177	\$ 1,322,046	\$ 661,023	\$ 1,983,069	\$ 1,983,069	\$ 1,983,069	\$ 4,628,131	\$ 4,627,160	\$ 9,255,291			
41	Other Revenues (to offset Total Expenditures)														
42	Rental Income	\$ 26,438	\$ 137,250	\$ 138,000	\$ 140,000	\$ 70,000	\$ 210,000	\$ 210,000	\$ 210,000	\$ 441,688	\$ 490,000	\$ 931,688			
47	Total Other Revenues	\$ 26,438	\$ 137,250	\$ 138,000	\$ 140,000	\$ 70,000	\$ 210,000	\$ 210,000	\$ 210,000	\$ 441,688	\$ 490,000	\$ 931,688			
48															
49	Total HSH + Other Revenues	\$ 141,276	\$ 1,662,321	\$ 1,804,177	\$ 1,462,046	\$ 731,023	\$ 2,193,069	\$ 2,193,069	\$ 2,193,069	\$ 5,069,819	\$ 5,117,160	\$ 10,186,979			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
52	Total Adjusted Salary FTE (All Budgets)						3.58	3.58	3.58						
53		*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.													
54	Prepared by	Wynne Tang, Director of Finance													
55	Phone	628-466-1689													
56	Email	<a href="mailto:wynne@thclinic.org">wynne@thclinic.org</a>													

	A	B	C	D	E	H	K	N	O	P	S	V	AI	AJ	AK		
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																
2	APPENDIX B, BUDGET																
3	Document Date	3/1/2024															
4	Contract Term	Begin Date	End Date	Duration (Years)													
5	Current Term	1/1/2021	2/29/2024	4													
6	Amended Term	1/1/2021	6/30/2026	6													
7	Provider Name	Tenderloin Housing Clinic, Inc.															
8	Program	Abigail Hotel Housing Ladder															
9	FSP Contract ID#	1000017196															
10	Action (select)	Amendment															
11	Effective Date	3/1/2024															
12	Budget Name	ERAF & General Fund & Prop C - Housing Ladder															
13		Current	New														
14	Term Budget	\$ 4,601,963	\$ 9,229,123														
15	Contingency	\$ 2,443,281	\$ 740,073	12%													
16	Not-To-Exceed	\$ 7,045,244	\$ 9,969,196														
		EXTENSION												EXTENSION YEAR		EXTENSION YEAR	
		Year 1		Year 2		Year 3		Year 4				Year 5		Year 6		All Years	
17		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 2/29/2024	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 2/29/2024	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026					
18		Current	Current	Current	Current	Amendment	New	New	New	Current	Amendment	New					
19	<b>Expenditures</b>																
20	Salaries & Benefits	\$ 135,765	\$ 278,318	\$ 338,066	\$ 233,937	\$ 116,968	\$ 350,905	\$ 350,905	\$ 350,905	\$ 986,085	\$ 818,779	\$ 1,804,864					
21	Operating Expense	\$ 182,500	\$ 373,865	\$ 358,738	\$ 226,012	\$ 142,056	\$ 368,068	\$ 368,068	\$ 368,068	\$ 1,141,115	\$ 878,192	\$ 2,019,307					
22	Subtotal	\$ 318,265	\$ 652,183	\$ 696,803	\$ 459,949	\$ 259,024	\$ 718,973	\$ 718,973	\$ 718,973	\$ 2,127,200	\$ 1,696,970	\$ 3,824,170					
23	Indirect Percentage	11.50%	11.50%	11.50%	11.50%		11.50%	11.50%	11.50%								
24	Indirect Cost (Line 22 X Line 23)	\$ 36,600	\$ 75,001	\$ 80,132	\$ 52,894	\$ 29,788	\$ 82,681.91	\$ 82,682	\$ 82,682	\$ 244,628	\$ 195,152	\$ 439,779					
25	Other Expenses (Not subject to indirect %)	\$ (309,277)	\$ 690,797	\$ 979,457	\$ 912,588	\$ 442,211	\$ 1,354,799	\$ 1,354,799	\$ 1,354,799	\$ 2,273,564	\$ 3,151,808	\$ 5,425,372					
26	Capital Expenditure	\$ 95,688.98	\$ 244,339	\$ 21,616	\$ 36,615	\$ -	\$ 36,615	\$ 36,615	\$ 36,615	\$ 398,259	\$ 73,230	\$ 471,489					
28	<b>Total Expenditures</b>	\$ 141,276	\$ 1,662,321	\$ 1,778,008	\$ 1,462,046	\$ 731,023	\$ 2,193,069	\$ 2,193,069	\$ 2,193,069	\$ 5,043,651	\$ 5,117,160	\$ 10,160,811					
29																	
30	<b>HSH Revenues (select)</b>																
31	Educational Revenue Augmentation Fund (ERAF) - Ongoing	\$ 886,891	\$ 1,804,068	\$ 1,823,526	\$ 1,238,079	\$ -	\$ 1,238,079	\$ -	\$ -	\$ 5,752,564	\$ -	\$ 5,752,564					
32	ERAF - One-Time	\$ 347,750	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 347,750	\$ -	\$ 347,750					
33	General Fund - Ongoing	\$ -	\$ -	\$ 120,238	\$ 83,967	\$ -	\$ 83,967	\$ -	\$ -	\$ 204,205	\$ -	\$ 204,205					
34	Prop C - Ongoing	\$ -	\$ -	\$ -	\$ -	\$ 661,023	\$ 661,023	\$ 1,983,069	\$ 1,983,069	\$ -	\$ 4,627,160	\$ 4,627,160					
35	ERAF - Adjustment to Actuals	\$ (1,119,803)	\$ (278,997)	\$ (183,517)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,582,317)	\$ -	\$ (1,582,317)					
36	General Fund - Adjustment to Actuals	\$ -	\$ -	\$ (120,238)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (120,238)	\$ -	\$ (120,238)					
40	<b>Total HSH Revenues</b>	\$ 114,838	\$ 1,525,071	\$ 1,640,008	\$ 1,322,046	\$ 661,023	\$ 1,983,069	\$ 1,983,069	\$ 1,983,069	\$ 4,601,963	\$ 4,627,160	\$ 9,229,123					
41	<b>Other Revenues (to offset Total Expenditures)</b>																
42	Rental Income	\$ 26,438	\$ 137,250	\$ 138,000	\$ 140,000	\$ 70,000	\$ 210,000	\$ 210,000	\$ 210,000	\$ 441,688	\$ 490,000	\$ 931,688					
47	<b>Total Other Revenues</b>	\$ 26,438	\$ 137,250	\$ 138,000	\$ 140,000	\$ 70,000	\$ 210,000	\$ 210,000	\$ 210,000	\$ 441,688	\$ 490,000	\$ 931,688					
48																	
49	<b>Total HSH + Other Revenues</b>	\$ 141,276	\$ 1,662,321	\$ 1,778,008	\$ 1,462,046	\$ 731,023	\$ 2,193,069	\$ 2,193,069	\$ 2,193,069	\$ 5,043,651	\$ 5,117,160	\$ 10,160,811					
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					

	A	F	M	T	W	X	Y	Z	AA	AB	AC	AJ	AQ	BT	BU	BV	
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>																
2	<b>SALARY &amp; BENEFIT DETAIL</b>																
3	<b>Document Date</b>	3/1/2024															
4	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.															
5	<b>Program</b>	Abigail Hotel Housing Ladder															
6	<b>FSP Contract ID#</b>	1000017196															
7	<b>Budget Name</b>	ERAF & General Fund & Prop C - Housing Ladder			EXTENSION					EXTENSION YEAR EXTENSION YEAR							
8		Year 1	Year 2	Year 3	Year 4				Year 5	Year 6	All Years						
9	<b>POSITION TITLE</b>	1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	Agency Totals		For HSH Funded Program		7/1/2023 - 2/29/2024	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 2/29/2024	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026	
10		Current	Current	Current			Current	Amendment	New	New	New	New	Current	Amendment	New		
11		Budgeted Salary	Budgeted Salary	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary
12	Property Manager	\$ 30,900	\$ 63,345	\$ 81,903	\$ 84,889	1.00	100%	1.00	\$ 56,593	\$ 28,296	\$ 84,889	\$ 84,889	\$ 84,889	\$ 232,741	\$ 198,074	\$ 430,815	
13	Maintenance Worker	\$ 23,175	\$ 47,509	\$ 54,938	\$ 54,938	1.00	100%	1.00	\$ 36,625	\$ 18,313	\$ 54,938	\$ 54,938	\$ 54,938	\$ 162,246	\$ 128,188	\$ 290,434	
14	Director of Property Mgmt	\$ 1,530	\$ 3,136	\$ 4,374	\$ 156,656	1.00	3%	0.03	\$ 3,133	\$ 1,567	\$ 4,700	\$ 4,700	\$ 4,700	\$ 12,173	\$ 10,966	\$ 23,139	
15	Assoc Director of Property Mgmt	\$ 3,527	\$ 7,231	\$ 8,942	\$ 150,933	1.00	8.5%	8.5%	\$ 8,553	\$ 4,276	\$ 12,829	\$ 12,829	\$ 12,829	\$ 28,253	\$ 29,935	\$ 58,188	
16	Facilities Manager	\$ 6,074	\$ 12,451	\$ 15,434	\$ 95,588	1.00	17%	0.17	\$ 10,833	\$ 5,417	\$ 16,250	\$ 16,250	\$ 16,250	\$ 44,793	\$ 37,917	\$ 82,709	
17	Case Manager	\$ 23,175	\$ 47,509	\$ 57,963	\$ 57,963	1.00	100%	1.00	\$ 38,642	\$ 19,321	\$ 57,963	\$ 57,963	\$ 57,963	\$ 167,289	\$ 135,248	\$ 302,537	
18	Support Services Manager	\$ 4,807	\$ 9,854	\$ 13,243	\$ 78,457	1.00	18%	0.18	\$ 9,269	\$ 4,635	\$ 13,904	\$ 13,904	\$ 13,904	\$ 37,173	\$ 32,442	\$ 69,615	
19	Assoc Director of Support Services	\$ 2,884	\$ 5,912	\$ 7,978	\$ 93,933	1.00	9%	0.09	\$ 5,644	\$ 2,822	\$ 8,466	\$ 8,466	\$ 8,466	\$ 22,418	\$ 19,755	\$ 42,173	
20	Director of Support Services	\$ 1,320	\$ 2,708	\$ 3,802	\$ 132,657	1.00	3%	0.03	\$ 2,720	\$ 1,360	\$ 4,079	\$ 4,079	\$ 4,079	\$ 10,550	\$ 9,519	\$ 20,069	
21									\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
22									\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
55		\$ 97,392	\$ 199,654	\$ 248,578	<b>TOTAL SALARIES</b>				\$ 172,012	\$ 86,006	\$ 258,018	\$ 258,018	\$ 258,018	\$ 717,636	\$ 602,043	\$ 1,319,679	
56						<b>TOTAL FTE</b>		3.58									
57		39.40%	39.40%	36.00%	<b>FRINGE BENEFIT RATE</b>			36.00%		36.00%	36.00%	36.00%	36.00%				
58		\$ 38,373	\$ 78,664	\$ 89,488	<b>EMPLOYEE FRINGE BENEFITS</b>			\$ 61,924	\$ 30,962	\$ 92,887	\$ 92,887	\$ 92,887	\$ 92,887	\$ 268,449	\$ 216,736	\$ 485,185	
59		\$ 135,765	\$ 278,318	\$ 338,066	<b>TOTAL SALARIES &amp; BENEFITS</b>			\$ 233,937	\$ 116,968	\$ 350,905	\$ 350,905	\$ 350,905	\$ 350,905	\$ 986,085	\$ 818,779	\$ 1,804,864	



	A	B	E	H	K	L	M	P	S	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING											Page 4/5 of 8
2	OPERATING DETAIL											
3	Document Date	3/1/2024										
4	Provider Name	Tenderloin Housing Clinic, Inc.										
5	Program	Abigail Hotel Housing Ladder										
6	F\$P Contract ID#	1000017196										
7	Budget Name	ERAF & General Fund & Prop C - Housing Ladder										
8		EXTENSION EXTENSION YEAR EXTENSION YEAR										
9		Year 1	Year 2	Year 3	Year 4			Year 5	Year 6	All Years		
10		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 2/29/2024	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 2/29/2024	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2026
11		Current	Current	Current	Current	Amendment	New	New	New	Current	Amendment	New
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
85	Capital Expenses											
86	Ramp-Up: Consultant for Lease-up	\$ 80,000	\$ 46,698			\$ -	\$ -	\$ -	\$ -	\$ 126,698	\$ -	\$ 126,698
87	Ramp-Up: Moving Service	\$ 25,000	\$ 72,232			\$ -	\$ -	\$ -	\$ -	\$ 97,232	\$ -	\$ 97,232
88	Ramp-Up: Pest inspection/ Treatment at move-in	\$ 25,000	\$ 8,738			\$ -	\$ -	\$ -	\$ -	\$ 33,738	\$ -	\$ 33,738
89	Ramp-up: Office furniture, PC, Printer	\$ 10,000	\$ 11,380			\$ -	\$ -	\$ -	\$ -	\$ 21,380	\$ -	\$ 21,380
90	Ramp-up: Community Room furniture / TV	\$ 40,000	\$ 38,990			\$ -	\$ -	\$ -	\$ -	\$ 78,990	\$ -	\$ 78,990
91	Ramp-up: Laundry Room cart & table	\$ 2,000	\$ -			\$ -	\$ -	\$ -	\$ -	\$ 2,000	\$ -	\$ 2,000
92	Ramp-up: Unit furniture	\$ 93,000	\$ 3,891			\$ -	\$ -	\$ -	\$ -	\$ 96,891	\$ -	\$ 96,891
93	Ramp-up: Refrigerators & Microwaves	\$ 22,750	\$ 21,568			\$ -	\$ -	\$ -	\$ -	\$ 44,318	\$ -	\$ 44,318
94	Ramp-up: Gate between Abigail Hotel and 250 McAllister building.	\$ 50,000	\$ 40,841			\$ -	\$ -	\$ -	\$ -	\$ 90,841	\$ -	\$ 90,841
95	Ramp-up: Adjustment to Actuals	\$ (252,061)	\$ -			\$ -	\$ -	\$ -	\$ -	\$ (252,061)	\$ -	\$ (252,061)
96	Approved One-Time Capital Expenses	\$ -	\$ -	\$ 21,616	\$ 36,615	\$ -	\$ 36,615	\$ 36,615	\$ 36,615	\$ 58,231	\$ 73,230	\$ 131,461
97												
98	TOTAL CAPITAL EXPENSES	\$ 95,689	\$ 244,339	\$ 21,616	\$ 36,615	\$ -	\$ 36,615	\$ 36,615	\$ 36,615	\$ 398,259	\$ 73,230	\$ 471,489
99												
100	HS# #3											Template last modified

**BUDGET NARRATIVE**

Fiscal Year

**ERAF & General Fund & Prop C - Housing Ladder**

FY23-24

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

<u>Salaries &amp; Benefits</u>	<u>Adjusted</u>			<u>Justification</u>
	<u>Budgeted</u>	<u>FTE</u>	<u>Salary</u>	
Property Manager	1.00	\$	84,889	On-site management of Abigail for Step-up PSH tenants
Maintenance Worker	1.00	\$	54,938	On-site maintenance worker for Abigail repairs & proactive maintenance
Director of Property Mgmt	0.03	\$	4,700	Oversight staffing for Abigail project
Assoc Director of Property Mgmt	0.09	\$	12,829	Oversight staffing for Abigail project
Facilities Manager	0.17	\$	16,250	Onsite management of facilities team for Abigail project
Case Manager	1.00	\$	57,963	On-site case manager for Abigail's Step-up PSH tenants
Support Services Manager	0.18	\$	13,904	Onsite management of case manager for Abigail project
Assoc Director of Support Services	0.09	\$	8,466	Oversight staffing for Abigail project
Director of Support Services	0.03	\$	4,079	Oversight staffing for Abigail project
		\$	-	
<b>TOTAL</b>	<b>3.58</b>	<b>\$</b>	<b>258,018</b>	
<u>Employee Fringe Benefits</u>		\$	92,887	Includes FICA, SSUI, Workers Compensation and Medical calculated at 36% of total salaries.
<b>Salaries &amp; Benefits Total</b>		<b>\$</b>	<b>350,905</b>	

<u>Operating Expenses</u>	<u>Budgeted</u>			<u>Justification</u>
	<u>Expense</u>			
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$	135,000		Estimated utility costs based upon prior actuals with a factor of annual increases
Office Supplies, Postage	\$	4,500		Estimated office supply expense
Building Maintenance Supplies and Repair	\$	126,025		Estimated repair & maintenance costs based upon prior actuals with a factor to account for any increase in pricing for materials or repairs by industry vendors.
Printing and Reproduction	\$	-		
Insurance	\$	24,003		General Liability insurance to operate at the Abigail.
Community Engagement / Tenant Rep Stipends	\$	6,540		Community Engagement / Tenant Rep Stipends
Staff Travel-(Local & Out of Town)	\$	-		
Rental of Equipment	\$	-		
Legal Costs	\$	5,000		Third party attorney services
Elevator Repairs	\$	15,000		Capped elevator expense per our master lease agreement with the owner of the Abigail.
	\$	-		
<u>Consultants/Temporary Staffing</u>	\$	-		
Janitorial Services via Cappstone Inc.	\$	25,000		Janitorial Services via Cappstone Inc.
Temp - Case Manager	\$	27,000		Temporary Case Manager staffing
	\$	-		
<u>Subcontractors</u>	\$	-		
	\$	-		
	\$	-		
<b>TOTAL OPERATING EXPENSES</b>	<b>\$</b>	<b>368,068</b>		
<b>Indirect Cost</b>		11.5%	\$	82,682

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>
Master Lease Costs	\$ 1,125,000	Master lease of Abigail rental units
Abigail's portion Modified Payment Program usage	\$ 83,444	allocation based on units & usage factor for services provided by THC's Property Mgmt.
Abigail's portion Prop Mgmt Infrastructure usage	\$ 118,190	allocation based on units & usage factor for services provided by THC's MPP team.
Operating Budget - Adjustment to Actuals	\$ -	
Property Management Software	\$ 28,166	small share of multiyear effort to replace 3 decades old database
	\$ -	
	\$ -	
<b>TOTAL OTHER EXPENSES</b>	<b>\$ 1,354,799</b>	

<u>Capital Expenses</u>	<u>Amount</u>	<u>Justification</u>
Approved One-Time Capital Expenses	\$ 36,615	Remaining expenses for capital work started in FY 22-23, including Entrance Security Door (\$15,200), Exterior security lights (\$5,980) and 7 fire escape doors (\$15,435). To be funded through FY 23-24 budget savings.
	\$ -	
<b>TOTAL CAPITAL EXPENSES</b>	<b>\$ 36,615</b>	

	A	B	C	D	E	H	K	N	AI
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>								Page 7 of 8
2	<b>APPENDIX B, BUDGET</b>								
3	<b>Document Date</b>	3/1/2024							
4	<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration (Years)</b>					
5	<b>Current Term</b>	1/1/2021	2/29/2024	4					
7	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.							
8	<b>Program</b>	Abigail Hotel Housing Ladder							
9	<b>F\$P Contract ID#</b>	1000017196							
10	<b>Action (select)</b>	Amendment							
11	<b>Effective Date</b>	3/1/2024							
12	<b>Budget Name</b>	<b>One-Time - ERAF - Start Up Costs</b>							
13		<b>Current</b>	<b>New</b>						
14	<b>Term Budget</b>	\$ 26,168	\$ 26,168						
15	<b>Contingency</b>	\$ 2,417,113	\$ 713,905						
16	<b>Not-To-Exceed</b>	\$ 7,045,244	\$ 9,969,196	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>All Years</b>	
17				1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 2/29/2024	1/1/2021 - 2/29/2024	
18				<b>Current</b>	<b>Current</b>	<b>Current</b>	<b>Current</b>	<b>Current</b>	
19	<b>Expenditures</b>								
25	Other Expenses (Not subject to indirect %)	\$ -	\$ -	\$ 26,168	\$ -	\$ -	\$ -	\$ 26,168	
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
28	<b>Total Expenditures</b>	\$ -	\$ -	\$ 26,168	\$ -	\$ -	\$ -	\$ 26,168	
29									
30	<b>HSH Revenues (select)</b>								
32	ERAF - One-Time			\$ 26,168				\$ 26,168	
40	<b>Total HSH Revenues</b>	\$ -	\$ -	\$ 26,168	\$ -	\$ -	\$ -	\$ 26,168	
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
52									

	A	B	E	H	K	AF
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>					Page 8 of 8
2	<b>OPERATING DETAIL</b>					
3	<b>Document Date</b>	3/1/2024				
4	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.				
5	<b>Program</b>	Abigail Hotel Housing Ladder				
6	<b>FSP Contract ID#</b>	1000017196				
7	<b>Budget Name</b>	<b>One-Time - ERAF - Start Up Costs</b>				
8						
9		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>All Years</b>
10		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 2/29/2024	1/1/2021 - 2/29/2024
11		Current	Current	Current	Current	Current
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense
70	<u>Other Expenses (not subject to indirect cost %)</u>					
71	Ramp-Up: Consultant for Lease-up			\$ 15,000		\$ 15,000
72	Ramp-Up: Moving Service			\$ 16,000		\$ 16,000
73	Ramp-Up: Pest inspection/ Treatment at move-in			\$ 15,000		\$ 15,000
74	Adjustment to Actuals			\$ (19,832)		\$ (19,832)
82						\$ -
83						
84	<b>TOTAL OTHER EXPENSES</b>	\$ -	\$ -	\$ 26,168	\$ -	\$ 26,168
97	<b>HSH #3</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. 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.

Educational Revenue Augmentation Fund (ERAF) & General Fund	
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,</p>

Educational Revenue Augmentation Fund (ERAF) & 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.
Capital and/or One-Time Funding	Grantee shall maintain and provide documentation for all approved Capital and/or One-Time Funding costs included in the Appendix B, Budget(s) each time an invoice is submitted.  Documentation may include receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.
Revenue	Grantee shall maintain and provide documentation for all revenues that offset the costs in the Appendix B, Budget(s) covered by the Agreement each time an invoice is submitted.

4. HSH will conduct regular monitoring of provider operating expenses under \$10,000 including, but not limited to requesting supporting documentation showing invoices were paid. Grantees shall provide requested information within specified timelines. HSH reserves the right to require full documentation of invoice submission regardless of amount to ensure the Grantee's compliance with HSH's invoicing requirements.

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

**A. Advance Requirements:**

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

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

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

B. Advance Request Process:

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

C. Advance Repayment Process:

1. If approved by HSH, the advanced sum will be deducted from the Grantee's monthly invoices at an equal rate each month that will enable repayment before the close of the fiscal year. For example, for a twelve-month grant the rate of repayment of the advance will be 1/10<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

City Department or Commission	Program Name	Agreement Term	Grant Amount (Not-to-Exceed)
Department of Homelessness and Supportive Housing	Supportive Services Modified Payment Program (MPP)	July 1, 2021 - June 30, 2024	\$3,124,249
Department of Homelessness and Supportive Housing	Property Management, Support Services and Master Leasing at Garland Hotel	April 1, 2022 - June 30, 2024	\$6,940,524
Department of Homelessness and Supportive Housing	Continuum of Care (CoC) Rental Assistance at Garland Hotel	September 1, 2022 - September 30, 2025	\$8,894,939
Department of Homelessness and Supportive Housing	Property Management, Support Services and Master Leasing at Crown, National & Winton Hotels	July 1, 2021 - June 30, 2026	\$34,326,248
Department of Homelessness and Supportive Housing	Continuum of Care (CoC) Rental Assistance at Crown, Winton and National Hotels	December 1, 2022 - September 30, 2025	\$8,864,747
Department of Homelessness and Supportive Housing	Bristol Hotel Housing Ladder (Support Services, Property Management and Master Leasing)	March 1, 2024 - June 30, 2026 (in process)	\$5,030,894
Department of Homelessness and Supportive Housing	Property Management, Support Services and Master Leasing at the Master Lease Hotels	July 1, 2020 - June 30, 2026	\$241,657,513
Department of Building Inspection	Central City SRO Collaborative	July 1, 2023 - June 30, 2024	\$611,975
Department of Building Inspection	Code Enforcement Outreach Program (CEOP)	July 1, 2023 - June 30, 2024	\$520,375
Adult Probation Department	Transitional Housing program	July 1, 2023 - June 30, 2024	\$8,706,081
Mayor's Office of Housing and Community Development	Right to Counsel	July 1, 2023 - June 30, 2024	\$1,601,837
Mayor's Office of Housing and Community Development	Right to Counsel Expansion	July 1, 2022 - June 30, 2024	\$850,000
Mayor's Office of Housing and Community Development	La Voz Latina del Tenderloin	July 1, 2023 - June 30, 2024	\$200,000