

**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  
ST. VINCENT DE PAUL SOCIETY OF SAN FRANCISCO**

THIS AMENDMENT of the **May 1, 2020** Grant Agreement (the "Agreement") is dated as of **May 1, 2021** and is made in the City and County of San Francisco, State of California, by and between **ST. VINCENT DE PAUL SOCIETY OF SAN FRANCISCO** ("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, the Agreement was competitively procured as required through Request for Qualifications (RFQ) #130 issued on June 29, 2020 and this modification is consistent therewith; and

WHEREAS, the Department procured these services pursuant to the Local Emergency declared by Mayor London Breed dated February 25, 2020, and the subsequent supplemental orders;

WHEREAS, the City's Board of Supervisors approved this Agreement under San Francisco Charter Section 9.118 by Resolution 290-21 on June 15, 2021, to extend the grant term by four years and increase the grant amount to approve the first amendment; and

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

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

- 1. Definitions.** Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Grant Agreement.
  - (a) Agreement. The term "Agreement" shall mean the Agreement dated **May 1, 2020** between Grantee and City.

- (b) “Subgrantee” shall mean any person or entity expressly permitted under Article 13 that provides services to Grantee in fulfillment of Grantee’s obligations arising from this Agreement.

**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 **May 1, 2020** and expire on **June 30, 2021**, 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 **May 1, 2020** and expire on **June 30, 2025**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

**5.1 Maximum Amount of Grant Funds.**

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Nine Million Nine Hundred Ninety Nine Thousand Nine Hundred Ninety Nine Dollars (\$9,999,999)**.
- (b) Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement, **One Million Six Hundred Fifty**

**Four Thousand Eight Hundred Ninety Dollars (\$1,654,890)** 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.

**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. Additionally, City make seek reimbursement from the Federal Emergency Management Agency (FEMA) for a portion, or all of the costs, paid under this Agreement. As a condition of receiving these funds, Grantee shall comply the FEMA terms set forth in Appendix F, FEMA Emergency & Exigency Grants 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 **Forty Million Thirty Eight Thousand Five Hundred Seventy Three Dollars (\$40,038,573)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Three Million Four Hundred Thirty Nine Thousand Seven Hundred Forty Three Dollars (\$3,439,743)** 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 Appendices 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.

Additionally, City make seek reimbursement from the Federal Emergency Management Agency (FEMA) for a portion, or all of the costs, paid under this Agreement. As a condition of receiving these funds, Grantee shall comply the FEMA terms set forth in Appendix F, FEMA Emergency & Exigency Grants Requirements.

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

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

Appendix A, Services to be Provided  
Appendix A-1, Services to be Provided (May 1, 2021)  
Appendix B, Budget (May 1, 2021)  
Appendix C, Method of Payment (May 1, 2021)  
Appendix D, Interests in Other City Grants  
Appendix E, Permitted Subgrantees  
Appendix F, Emergency & Exigency Grants Requirements

- 2.4 Appendix A-1, Services to be Provided** (dated May 1, 2021), for the period of July 1, 2021 to June 30, 2025 is hereby added in its entirety as an appendix to this Agreement.
- 2.5 Appendix B, Budget**, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated May 1, 2021), for the period of May 1, 2020 to June 30, 2025.
- 2.6 Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated May 1, 2021).
- 2.7 Appendix D, Interest in Other City Grants**, of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Interest in Other City Grants** (dated May 1, 2021).
- 2.8 Appendix E, Permitted Subgrantees**, of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Permitted Subgrantees** (dated May 1, 2021).

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**

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**GRANTEE**

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**DEPARTMENT OF HOMELESSNESS  
AND SUPPORTIVE HOUSING**

**ST. VINCENT DE PAUL SOCIETY OF  
SAN FRANCISCO**

DocuSigned by:  
By: Shireen McSpadden 7/24/2021  
Shireen McSpadden  
Director

DocuSigned by:  
By: Shari Woodridge 7/21/2021  
Shari Woodridge  
Executive Director  
City Supplier Number: 0000010571

Approved as to Form:

DocuSigned by:  
By: Virginia Dario Elizondo 7/23/2021  
Virginia Dario Elizondo  
Deputy City Attorney

**Appendix A-1: Services to be Provided  
by  
St. Vincent de Paul Society  
Division Circle Navigation Center  
(In Memory of Brian Quinn)  
July 1, 2021 to June 30, 2025**

**I. Purpose of Grant**

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

**II. Served Population**

Grantee shall serve adults, aged 18 and over, without custody of minor children, who are experiencing homelessness, who have no fixed, regular, and adequate nighttime residence, are unsheltered, and have a need for adequate emergency nighttime sleeping accommodations.

**III. Referral and Prioritization**

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

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

An example of a referral point for the Navigation Center is the San Francisco Homeless Outreach Team (SFHOT). The actual identification, outreach and referral of specific guests will be coordinated under the supervision of HSH.

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

Housing Referral Status (HRS) Stays: HRS Stays shall be used for guests who are referred after a clear path to a permanent housing is identified. With ongoing cooperation of the guest, the guest may stay at the Navigation Center until housing placement or transfer to another site. Exceptions include guests who do not cooperate or receive a Denial of Service (DOS) under the Grievance Policy (see Service Requirements). Grantee shall receive approval from HSH prior to any exits based on non-participation in support services of individuals in a HRS Stay.

Examples of HRS Stay referrals include, but are not limited to:



- Guests who have been designated as HRS for HSH Permanent Supportive Housing via the Coordinated Entry process; or
- Unsheltered veterans awaiting a housing placement.

Time-Limited Stays: Time-Limited Stays are used to provide guests a respite from the streets, identify key next steps or referral placements when possible, and to start guests on the path to key service connections and benefits. Encouraging participation with Adult Coordinated Entry is key to identifying and making service connections. Time-Limited Stays are 30 days for initial placement, except for Homeward Bound stays or other specialized stays, as defined by HSH. Some guests on a Time-Limited Stay may be eligible for an extension of stay as defined by the HSH Navigation Center Extension Policy.

Examples of Time-Limited Stay referrals include, but are not limited to:

- Guests who are referred by HSH Outreach programs;
- Guests who are referred by Healthy Streets Operations Center (HSOC), San Francisco Police Department (SFPD), or Emergency Medical Services (EMS-6);
- Guests who are referred by Coordinated Entry with a Rapid Rehousing opportunity in process; or
- Guests who are referred by Homeward Bound for a Homeward Bound stay until their travel departure.

Guests on a Time-Limited Stay may be transferred to a HRS Stay within the Navigation Center portfolio if a clear path to housing is identified and the change in stay is approved by HSH.

#### **IV. Description of Services**

Grantee shall provide a low barrier, harm reduction model, with limited rules, focused on specific guest actions rather than functional addictions or problems, to up to 186 adult Navigation Center guests at any time, unless the City requires Grantee to serve fewer guests in order to maintain the health and safety of guests in accordance with City requirements.

##### **A. Support Services**

Grantee shall provide support services as outlined below, unless otherwise directed by the City in cases of public health or other emergency situations. For HRS Status Stay guests, participation in support services is a requirement for continued placement in the Navigation Center program. Support Services may include, but are not limited to:

1. **Intake**: Grantee shall conduct an intake, and make any updates, to determine and document guest identification and stay information. The intake shall include a program orientation outlining the services available on site, program rules, and participant agreement. The intake shall also include established consent forms that support exchange of guest information with program partners, including the data tracking partners for purposes of program analysis.
2. **Assessment and Individual Service Plan**: Grantee shall conduct a support services assessment to document guest needs. Grantee shall create service plans based on

intake and assessment information. Service plans shall include issues identified by the guest and prioritize key issues, particularly those identified by HSH and the placement referral sources, which are the focus during the guest's stay.

3. Engagement: Grantee shall actively engage guests to support their connection to needed services, progress on their individual service plans and end guest homelessness. Grantee shall create a regular schedule of outreach to guests and shall provide services based on guest services plans and goals. Grantee shall provide outreach to and offer onsite services and/or referrals to all guests who display indications of placement instability. This includes, but is not limited to, discontinuance from benefits, services, rule violations or warnings, and conflicts with staff or other Navigation Center guests.
4. Case Management:
  - a. Grantee shall provide ongoing meetings with and counseling services to guests to establish goals, support individualized action and service plans, and track progress toward meeting the goals.
  - b. Grantee shall offer individual and joint services to couples, as necessary and appropriate, and in accordance with confidentiality standards. Grantee shall use these interactions to present placement options that are individual, or couple focused, as appropriate to guest needs.
  - c. Grantee shall assist guests in HRS Stays in applying for and securing the required documents needed to become "document ready" for permanent housing application. This includes, but is not limited to, the acquisition of identification, income and homelessness verifications, and other required documents, as needed. Grantee shall communicate with the Coordinated Entry Housing Navigation staff regularly about the status of documentation acquisition and upload acquired documents into the ONE System via the protocol developed by HSH. Grantee shall engage the Coordinated Entry Housing Navigation staff in discussion and/or case conferencing when guests show signs of difficulty or lack of progress in acquiring necessary documentation.
5. Benefits Navigation: Grantee shall work in partnership with Human Services Agency (HSA) to assist eligible guests to obtain benefits such as Medi-Cal, CalFresh, and County Adult Assistance Program (CAAP) benefits. HSA will outstation San Francisco Benefits Network (SFBN) and CAAP Eligibility Workers (EWs) at Navigation Center sites with the goals of fully integrating benefits application services into the Navigation Center environment and approving guests for benefits without requiring them to go to HSA offices. Grantee shall provide on-site services space for the HSA EWs.

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

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

6. Wellness Checks: Grantee shall conduct Wellness Checks in accordance with HSH policy to assess guest safety when there is reason to believe the guest is in immediate and substantial risk due to a medical and/or psychiatric emergency.
7. Emergency Response and Conflict Resolution: Grantee shall provide staff who are equipped to respond to emergency situations and are able to provide de-escalation and conflict resolution.
8. Support Groups, Social Events and Organized Guest Activities:
  - a. Grantee shall provide guests with opportunities to participate in organized gatherings for peer support, to gain information from presenters and each other, to form social connections with other guests, or to celebrate/commemorate significant individual, holiday and community events. These events may be planned with or based on input from guests. Grantee shall post a monthly calendar of events.
  - b. Grantee shall conduct monthly community meetings for guests during which guests may discuss concerns and program ideas.
  - c. Grantee shall provide community service, training, and/or employment opportunities to guests in partnership with local organizations or City agencies.
9. Referrals and Coordination of Services:
  - a. Grantee shall link Time-Limited Navigation Center guests to HSH Access Points, for the guests to receive Problem-Solving and/or a Coordinated Entry assessment. Grantee shall request the services of the Mobile Access Point team for any guests who display indications of difficulty getting to an HSH Access Point.
  - b. Grantee shall assist guests to identify and access services available within the community that meet specific needs or support progress toward identified goals. This may include providing information about services, calling to help establish appointments, assisting with the completion of applications, helping with appointment reminders, follow up/checking in with guests regarding the process, and, as necessary, re-referral.
  - c. Grantee shall escort guests to critical off-site appointments, particularly those related to benefits and exit placements, and support guests to keep appointments. When needed, Grantee shall provide bus tokens and/or transportation vouchers to assist guests in getting to critical appointments.
10. Exit Planning: Grantee shall provide exit planning to guests preparing to leave the Navigation Center for any number of reasons, including but not limited to guests moving into permanent supportive housing, guests about to be issued a DOS, and guests who are talking about leaving the program. Grantee shall notify Coordinated Entry and/or HSH Outreach as directed by HSH when HRS guests exit their Navigation Center program.

**B. Operations**

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

1. Grantee shall provide safe and clean sleeping accommodations for up to 186 guests nightly.
2. Access: Grantee shall provide guests with program access without a curfew 24 hours a day, seven day a week.
3. Meals: Grantee shall provide guests an average of two meals per day, through the HSH approved meal provider. Grantee shall make meals available to guests 24 hours per day, upon request. In the community room, Grantee shall also provide guests access to some beverages and snacks throughout the day.
4. Pets: Grantee shall provide a program that is pet-friendly, as well as accommodating to companion, service, and support animals.
5. Community Space: Grantee shall provide and maintain a guest community/gathering space that is available away from sleeping areas for guests to use 24 hours per day, except for limited periods when closed for cleaning to comply with the requirements of this program.
6. Facilities: Grantee shall provide access to toilets, showers, meal areas, indoor lounge, outdoor contained patio area, guest service areas, main guest entrance point, and guest laundry facilities and detergents to facilitate fair use by all guests.
7. Log: Grantee shall maintain a guest and service partner log to record entries and exits.
8. Storage: Grantee shall provide property storage in addition to what is provided in the sleeping accommodations for guests with secure and controlled access at the program site 24 hours a day, seven days a week.
9. Notice: Grantee shall provide written notice or warning to guests related to any issue that may affect ongoing stay, including, but not limited to, violations of program rules and actions that are in violation of the rules agreement. All written notice or warnings shall be shared with support services staff.
10. Facility Maintenance: Grantee shall maintain facilities in full compliance with requirements of the law and local standards. Grantee shall ensure that facilities are well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Maintenance shall

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<sup>1</sup> Including, but not limited to Shelter Standards of Care, as applicable:

[http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:sanfrancisco\\_ca\\$anc=JD\\_20.404](http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices?f=templates$fn=default.htm$3.0$vid=amlegal:sanfrancisco_ca$anc=JD_20.404).

occur regularly, as required by the HSH Facilities Manager and janitorial services shall occur regularly, per shift, and as required by the HSH Facilities Manager.

- a. Grantee shall work with HSH to respond to all facility related requests and complaints promptly and in a manner that ensures the safety of guests and Grantee staff. Grantee shall note in writing and post in a common area when a maintenance problem will be repaired and the status of repair.
- b. Grantee shall coordinate with HSH to ensure maintenance of the facility and its systems, per HSH service requests and guidance, as applicable per facility, including, but not limited to, maintaining light fixtures; heating and air conditioning systems (e.g. fan blades, air registers, vents, filters); plumbing (e.g. drains of showers, toilets, sinks); appliances (e.g. hand dryers, refrigerators, microwaves, fans, etc.); elevators; security systems (e.g. metal detectors, security cameras); fire extinguishers; emergency exits; electrical systems; mold, leak, and pest checks (e.g. roof, walls, bathrooms, and kitchen, etc.).
- c. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g. floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g. dryer vents); elevators (e.g. buttons, floors, walls); partitions; kitchens (e.g. floors, sinks, counters, appliances); water fountains; heating and air conditioning systems vents; supply checks (e.g. toilet paper, towels, soap, etc.); and maintaining light fixtures.

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

Grantee shall provide services at 224 South Van Ness Avenue, San Francisco, CA 94103, 24 hours per day, seven days a week.

Grantee shall provide regular intake of new guests Monday through Friday during business hours. Grantee shall provide emergency intake of new guests 24 hours per day, seven days a week based on approved protocols and referral sources. Grantee shall seek approval of adjustments to intake hours from HSH prior to making changes.

#### **VI. Service Requirements**

- A. Language and Interpretation Services: Grantee shall ensure that interpreter services are available to address the needs of and provide services to guests who primarily speak language(s) other than English
- B. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding guest progress.
- C. Guest Retention: Grantee shall use rules and responses to rule violations as a tool for engagement, making the focus on working on guest retention and participation during the guest's Navigation Center stay.
- D. Admission Policy: Admission policies for the 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 guests are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.

- E. Grantee shall adhere to the HSH Good Neighbor Policy:
1. Grantee shall maintain a good relationship with the neighborhood in which the Navigation Center is located.
  2. Grantee shall collaborate with HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH), other relevant City agencies, and the neighborhood to ensure that neighborhood concerns about the facility are heard and addressed.
  3. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings.
  4. Grantee shall minimize the impact of guests on the neighborhood of the Navigation Center guests entering, exiting, or waiting for services. The Navigation Center will do this by limiting referrals, not allowing walk-ins, and having 24/7 access to the site for registered guests.
  5. Grantee shall report neighborhood concerns, particularly homeless encampments, in immediate area around the site to 311 and appropriate City departments. For any reported issue that persists for more than two days, Grantee shall re-report the concern to 311 and the HSH Navigation Centers Program Manager.
  6. Grantee shall actively discourage and address excessive noise from program guests and others who may be just outside the program site.
  7. Grantee shall actively discourage loitering in the area immediately surrounding the program. Coordinate with other service providers and City agencies, as necessary, to address this issue.
  8. Grantee shall, in conjunction with the HSH and other City agencies, inform neighborhood businesses and residents of the services available at the Navigation Center and how individuals are referred.
- F. Safety and De-Escalation: Grantee shall ensure the general safety of the served population, staff, visitors, and property by providing staff trained in safety and de-escalation or through a security services provider during peak operational days and hours, as determined by Grantee and approved by HSH. Days and hours of coverage shall be on record with the HSH Program Manager. Safety and de-escalation shall include, but is not limited to:
1. Greeting the served population, staff, visitors, and conducting search of persons and property prior to entering sites for potentially dangerous items;
  2. Utilization of a system by which possessions may be checked and safely and securely stored, as directed;
  3. Regular patrol of the site and surrounding program area to ensure compliance with HSH's Good Neighbor Policy as described in the Good Neighbor Policies section;
  4. Utilization of a system with written documentation to ensure that the perimeter and other areas are checked on a scheduled and regular basis; and
  5. Assistance with conflict de-escalation and crisis management.

- G. Complaint and Grievance Procedure: Grantee shall create and implement a written complaint and grievance procedure for guests which shall include the following elements as well as others that may be appropriate to the services:
1. The name or title of the person or persons authorized to make a determination regarding the grievance;
  2. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination; and
  3. The right of a guest dissatisfied with the decision to ask for a review and recommendation from someone in the Grantee's chain of command that has not been part of the complaint process to date and that has purview over the aggrieved service. Grantee shall provide a copy of this procedure, and any amendments thereto, to each guest, along with the HSH Navigation Center Program Manager or his/her designated agent.
  4. Any DOS for a Navigation Center guest must follow the Shelter Grievance Policy and procedures, unless otherwise directed by the City in cases of public health emergencies or other emergency situations.
- H. Satisfaction Survey: Grantee shall conduct a written quarterly Navigation Center Guest Satisfaction Survey to gather feedback, satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall incorporate the core HSH provided questions into their survey. Grantee shall offer assistance to the served populations regarding completion of the survey if the written format presents any problem.
- I. Harm Reduction: Grantee shall promote harm-reduction and community safety by addressing biohazard disposal, needle stick protocols, overdose prevention and response training, and facilitation of access to and administration of overdose response supplies, such as Naloxone.
- J. Staff Training: Grantee shall promote and support staff training and development, including but not limited to training on de-escalation and safety, guest engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for guests and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards of Care (Section 16.22 of the Agreement). Grantee shall keep an accurate Staff Training log to document all trainings attended by staff.
- K. City Communications and Policies: Grantee shall keep HSH informed and comply with City policies to minimize harm and risk, unless otherwise directed by the City in cases of public health or other emergency situations. City Communications and Policies include, but are not limited to:
1. Create and maintain policies and procedures around guest responsibilities that support the pet friendly environment;
  2. Regular communication to HSH about the implementation of the program;
  3. Attendance of quarterly and monthly HSH meetings, as well as attendance at other meetings related to Navigation Centers as needed, such as hearings on issues related to homelessness; Shelter Grievance Advisory Committee meetings;

- when adherence to standard of care is implemented, grantee shall attend Shelter Monitoring Committee Meetings; Local Homeless Coordinating Board; etc.
4. Attendance of trainings, as requested;
  5. Adherence to the Shelter Standards of Care requirements as appropriate to Navigation Centers and cooperation with the Shelter Monitoring Committee at such time when that committee begins monitoring Navigation Centers;
  6. Adherence to the HSH Shelter Grievance Policy and cooperation with the Client Advocates participation in the process; and
  7. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless.
- L. Critical Incident: Grantee shall adhere to the HSH Critical Incident policies, including reports to HSH, within one business day, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report form. Grantee shall call the HSH Navigation Center Program Manager within two hours of any death or serious injury. A Critical Incident is defined as when emergency responders are called to the Navigation Center by staff or guests. Navigation Centers must also send reports for incidents in which there were no emergency responders. An example is a domestic violence incident.
- M. Health Screening and Certifications: Grantee shall obtain and maintain all required staff health screenings and certifications, including by not limited to, staff Tuberculosis testing; CPR/First Aide; and AED certifications.
- N. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).
- O. Shelter Expansion: To respond to weather or other environmental emergencies, HSH reserves the right to negotiate shelter expansion with the addition of mats during periods of need. HSH is looking for providers at negotiated sites to be ready to provide expansion within twenty-four hours' notice; although HSH will attempt to give more advance notice whenever possible. Expansion may be at reduced hours or simplified services. HSH prefers that providers use their own staff during these expansions; however, if provider staffing is not available at the time of expansion, HSH reserves the right to augment coverage with City approved staff to respond to emergencies.
- P. Data Standards:
1. Grantee shall report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting



requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.

2. 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 Health Insurance Portability and Accountability Act (HIPAA) and privacy guidelines, as applicable.

**Q. Record Keeping and Files:**

1. Grantee shall maintain required, appropriate and confidential guest records to support tracking and analysis related to the service and outcome objectives, as well as successes of the program
2. Electronic guest records shall be maintained accurately and up to date in the ONE System, unless otherwise directed by the City in cases of public health emergencies or other emergency situations. As appropriate, case management files should be maintained separately from operational guest records.
3. Grantee shall upload copies of guest documents and records that support securing housing (e.g. birth certificate, identification, social security card) into the ONE System.
4. Grantee shall document outcomes related to every guest exit. Grantee shall collect data on the reason for exit, location upon exit, and other information related to exit tracking, and report this data to HSH upon request. Grantee shall notify Coordinated Entry and/or HSH Outreach as directed by HSH when HRS guests exit their Navigation Center program.

**VII. Service Objectives**

Grantee shall achieve the following service objectives annually:

- A. Grantee shall provide intake and program orientation to 100 percent of all initial guests and updates for returning guests in a new stay.
- B. Grantee shall utilize intake and assessment information with partnering service providers to identify options and create a service plan for 90 percent of guests. Written service plans shall include clear goals and objectives and identified barriers. Service connections, progress, and follow up on these service plans will be documented in the guest's record.
- C. 90 percent of guests in a Time-Limited Stay shall be offered referral for problem-solving and/or assessment via Coordinated Entry within one week of placement at the Navigation Center.
- D. 100 percent of guests in a Time-Limited Stay shall be encouraged to get a profile in the Shelter Reservation System and join the Shelter Reservation Waitlist within 72 hours of placement. Grantee shall provide assistance to guests who need help joining the Shelter Reservation Waitlist.
- E. 90 percent of HRS Stay guests with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.

- F. Grantee shall administer a quarterly satisfaction survey and achieve at least a 50 percent response rate for guests.

### **VIII. Outcome Objectives**

Grantee shall achieve the following outcome objectives annually:

- A. A minimum of 75 percent of those completing the quarterly satisfaction survey will Strongly Agree or Agree that they are satisfied with the services on site.

### **IX. Reporting Requirements**

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

- A. Grantee shall report daily by 8:30am, via text, to the HSH Navigation Center Program Manager, beds ready for Navigation Center placements. Grantee shall report to HSH Navigation Center Program Manager any bed that will be off-line for more than one day.
- B. Grantee shall provide a quarterly report of activities, referencing the tasks as described in the Service and Outcome Objectives section. Grantee shall enter the quarterly metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the quarter.
- C. Grantee shall provide an annual report summarizing the contract activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. This report shall also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the program year.
- D. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.
- E. Grantee shall participate, as required by HSH, with City, State, and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee strives to meet the requirements of and participate in the evaluation program and management information systems of the City, as mutually agreed upon. The City agrees that any final reports generated through the evaluation program shall be made available to Contractor within thirty working days of receipt of any evaluation report and such response will become part of the official report.

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

### **X. Monitoring Activities**

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, such as, but not limited to, the following, guest files, review of the Grantee's administrative records, staff training documentation, postings, program policies and

procedures, reported program data, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

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

	A	B	C	D	G	J	M	P	S	V	AI	AJ	AK
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>												
2	<b>APPENDIX B, BUDGET</b>												
3	<b>Document Date</b>	5/1/2021											
4	<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration (Years)</b>									
5	<b>Current Term</b>	5/1/2020	6/30/2021	2									
6	<b>Amended Term</b>	5/1/2020	6/30/2025	6									
7	<b>Provider Name</b>	St. Vincent de Paul Society of San Francisco											
8	<b>Program</b>	Division Circle											
9	<b>FSP Contract ID#</b>	1000018004											
10	<b>Action (select)</b>	Amendment											
11	<b>Effective Date</b>	7/1/2021											
12	<b>Budget Name</b>	<b>Division Circle (AKA Site E)</b>											
13		<b>Current</b>	<b>New</b>										
14	<b>Term Budget</b>	\$ 7,934,303	\$ 36,598,830										
15	<b>Contingency</b>	\$ 2,065,696	\$ 3,439,743	12%									
16	<b>Not-To-Exceed</b>	\$ 9,999,999	\$ 40,038,573		<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>All Years</b>		
17		5/1/2020 - 6/30/2020	7/1/2020 - 6/30/2021		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	5/1/2020 - 6/30/2021	5/1/2020 - 6/30/2025	5/1/2020 - 6/30/2025		
18		<b>Actuals</b>	<b>New</b>		<b>New</b>	<b>New</b>	<b>New</b>	<b>New</b>	<b>New</b>	<b>Current</b>	<b>Amendment</b>	<b>New</b>	
19	<b>Expenditures</b>												
20	Salaries & Benefits		\$ 4,890,817		\$ 4,890,817	\$ 4,890,817	\$ 4,890,817	\$ 4,890,817	\$ 4,890,817	\$ 4,890,817	\$ 19,563,269	\$ 24,454,086	
21	Operating Expense		\$ 1,258,772		\$ 1,258,772	\$ 1,258,772	\$ 1,258,772	\$ 1,258,772	\$ 1,258,772	\$ 1,258,772	\$ 5,035,086	\$ 6,293,858	
22	Subtotal		\$ 6,149,589		\$ 6,149,589	\$ 6,149,589	\$ 6,149,589	\$ 6,149,589	\$ 6,149,589	\$ 6,149,589	\$ 24,598,355	\$ 30,747,944	
23	Indirect Percentage	15.00%	15%		15.00%	15.00%	15.00%	15.00%	15.00%	15.00%			
24	Indirect Cost (Line 21 X Line 22)		\$ 834,958		\$ 834,958	\$ 834,958	\$ 834,958	\$ 834,958	\$ 834,958	\$ 834,958	\$ 3,339,834	\$ 4,174,792	
25	Other Expenses (Not subject to indirect %)		\$ 176,585		\$ 176,585	\$ 176,585	\$ 176,585	\$ 176,585	\$ 176,585	\$ 176,585	\$ 706,340	\$ 882,925	
26	Capital Expenditure		\$ 33,200		\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 33,200	\$ 19,998	\$ 53,198	
28	<b>Total Expenditures</b>		<b>\$ 739,971</b>		<b>\$ 7,194,332</b>	<b>\$ 7,166,131.83</b>	<b>\$ 7,166,132</b>	<b>\$ 7,166,132</b>	<b>\$ 7,166,132</b>	<b>\$ 7,934,303</b>	<b>\$ 28,664,527</b>	<b>\$ 36,598,830</b>	
29													
30	<b>SHS Revenues (select)</b>												
31	General Fund - Ongoing	\$ -	\$ 5,515,486		\$ 5,541,552	\$ 5,541,552	\$ 5,541,552	\$ 5,541,552	\$ 5,541,552	\$ 5,515,486	\$ 22,166,207	\$ 27,681,693	
33	State Homeless Emergency Aid Program (HEAP)	\$ 739,971								\$ 2,364,551	\$ 4,873,740	\$ 2,364,551	
34	Homeless Housing, Assistance & Prevention Program (HHAP) 1		\$ 1,624,580							\$ 1,624,580	\$ -	\$ 1,624,580	
35	Prop C	\$ -	\$ -		\$ 1,624,580	\$ 1,624,580	\$ 1,624,580	\$ 1,624,580	\$ 1,624,580	\$ -	\$ 6,498,320	\$ 6,498,320	
36		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
37	General Fund - One-Time	\$ -	\$ 28,200		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 28,200	\$ -	\$ 28,200	
38	MCO Adjustment - Ongoing	\$ -	\$ 26,066		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 26,066	\$ -	\$ 26,066	
39		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
40													
41	<b>Total HSH Revenues</b>	<b>\$ 739,971</b>	<b>\$ 7,194,332</b>		<b>\$ 7,166,132</b>	<b>\$ 7,166,132</b>	<b>\$ 7,166,132</b>	<b>\$ 7,166,132</b>	<b>\$ 7,166,132</b>	<b>\$ 7,934,303</b>	<b>\$ 28,664,527</b>	<b>\$ 36,598,830</b>	
42	<b>Other Revenues (to offset Total Expenditures &amp; Reduce HSH Revenues)</b>												
43		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
44		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
47		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
48	<b>Total Other Revenues</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	
49													
50	<b>Total HSH + Other Revenues</b>	<b>\$ 739,971</b>	<b>\$ 7,194,332</b>		<b>\$ 7,166,132</b>	<b>\$ 7,166,132</b>	<b>\$ 7,166,132</b>	<b>\$ 7,166,132</b>	<b>\$ 7,166,132</b>	<b>\$ 7,934,303</b>	<b>\$ 28,664,527</b>	<b>\$ 36,598,830</b>	
51	Rev-Exp (Budget Match Check)	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
53													
54	<b>Prepared by</b>	Anna Gutierrez											
55	<b>Phone</b>	628.652.7791											
56	<b>Email</b>	<a href="mailto:anna.c.gutierrez@sfov.org">anna.c.gutierrez@sfov.org</a>											

	A	H	O	V	AC	AJ	AQ	BV
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>							
2	<b>SALARY &amp; BENEFIT DETAIL</b>							
3	<b>Document Date</b>							
4	<b>Provider Name</b>							
5	<b>Program</b>							
6	<b>F\$P Contract ID#</b>							
7	<b>Budget Name</b>							
8		<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>All Years</b>
9	<b>POSITION TITLE</b>	5/1/2020 - 6/30/2020	7/1/2020 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	5/1/2020 - 6/30/2025
10		Actuals	New	New	New	New	New	New
11		Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	Program Director	\$ 7,168	\$ 44,202	\$ 44,202	\$ 44,202	\$ 44,202	\$ 44,202	\$ 228,179
13	Site Director	\$ 14,347	\$ 88,611	\$ 88,611	\$ 88,611	\$ 88,611	\$ 88,611	\$ 457,402
14	Asst. Site Manager	\$ 11,207	\$ 69,602	\$ 69,602	\$ 69,602	\$ 69,602	\$ 69,602	\$ 359,217
15	Program Operations Manager	\$ 10,977	\$ 69,030	\$ 69,030	\$ 69,030	\$ 69,030	\$ 69,030	\$ 356,127
16	Shift Supervisors	\$ 91,908	\$ 559,104	\$ 559,104	\$ 559,104	\$ 559,104	\$ 559,104	\$ 2,887,428
17	Client Support Coordinators	\$ 220,330	\$ 1,340,344	\$ 1,340,344	\$ 1,340,344	\$ 1,340,344	\$ 1,340,344	\$ 6,922,049
18	Maintenance Manager	\$ 10,941	\$ 66,560	\$ 66,560	\$ 66,560	\$ 66,560	\$ 66,560	\$ 343,741
19	Janitorial Workers	\$ 87,995	\$ 542,177	\$ 542,177	\$ 542,177	\$ 542,177	\$ 542,177	\$ 2,798,880
20	Case Managers	\$ 51,595	\$ 313,872	\$ 313,872	\$ 313,872	\$ 313,872	\$ 313,872	\$ 1,620,955
21	Case Manager Supervisor	\$ 12,934	\$ 78,684	\$ 78,684	\$ 78,684	\$ 78,684	\$ 78,684	\$ 406,355
22	Laundry Worker	\$ 10,617	\$ 64,588	\$ 64,588	\$ 64,588	\$ 64,588	\$ 64,588	\$ 333,558
23	Program Data Manager	\$ 3,626	\$ 23,412	\$ 23,412	\$ 23,412	\$ 23,412	\$ 23,412	\$ 120,685
24	Food Services Coordinators	\$ 62,756	\$ 381,763	\$ 381,763	\$ 381,763	\$ 381,763	\$ 381,763	\$ 1,971,572
25	Handyman	\$ 9,454	\$ 60,840	\$ 60,840	\$ 60,840	\$ 60,840	\$ 60,840	\$ 313,654
26		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
54		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
55		\$ 605,857	\$ 3,702,789	\$ 3,702,789	\$ 3,702,789	\$ 3,702,789	\$ 3,702,789	\$ 19,119,802
56								
57		32.08%	32.08%	32.08%	32.08%	32.08%	32.08%	
58		\$ 194,387	\$ 1,188,028	\$ 1,188,028	\$ 1,188,028	\$ 1,188,028	\$ 1,188,028	\$ 6,134,529
59		\$ 800,244	\$ 4,890,817	\$ 4,890,817	\$ 4,890,817	\$ 4,890,817	\$ 4,890,817	\$ 25,254,330
60								
61								
62								

	A	D	G	J	M	P	S	AH
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>							
2	<b>OPERATING DETAIL</b>							
3	<b>Document Date</b>							
4	<b>Provider Name</b>							
5	<b>Program</b>							
6	<b>FSP Contract ID#</b>							
7	<b>Budget Name</b>							
8								
9		<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>All Years</b>
10		5/1/2020 - 6/30/2020	7/1/2020 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	5/1/2020 - 6/30/2025
11		Actuals	New	New	New	New	New	New
12	<b>Operating Expenses</b>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense
13	Rental of Property	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 21,422	\$ 130,320	\$ 130,320	\$ 130,320	\$ 130,320	\$ 130,320	\$ 673,022
15	Office Supplies, Postage	\$ 2,433	\$ 14,800	\$ 14,800	\$ 14,800	\$ 14,800	\$ 14,800	\$ 76,433
16	Building Maintenance Supplies and Repair	\$ 2,466	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 77,466
17	Printing and Reproduction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
18	Insurance	\$ 1,307	\$ 7,951	\$ 7,951	\$ 7,951	\$ 7,951	\$ 7,951	\$ 41,062
19	Staff Training	\$ 1,315	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 41,315
20	Staff Travel-(Local & Out of Town)	\$ 164	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 5,164
21	Rental of Equipment	\$ 2,988	\$ 20,000	\$ 20,000	\$ 20,000	\$ 20,000	\$ 20,000	\$ 102,988
22	Recology Service	\$ 15,771	\$ 95,940	\$ 95,940	\$ 95,940	\$ 95,940	\$ 95,940	\$ 495,471
23	Recruitment Costs	\$ 460	\$ 2,800	\$ 2,800	\$ 2,800	\$ 2,800	\$ 2,800	\$ 14,460
24	Cable TV, telephones & Internet Services	\$ 4,521	\$ 29,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 149,521
25	Cell Phones (EE stipend, or purchased equip)	\$ 237	\$ 1,440	\$ 1,440	\$ 1,440	\$ 1,440	\$ 1,440	\$ 7,437
26	Client Supplies	\$ 9,863	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 309,863
27	Cleaning & Janitorial Supplies	\$ 9,863	\$ 58,180	\$ 58,180	\$ 58,180	\$ 58,180	\$ 58,180	\$ 300,763
28	Client Food (bottled water, snack & general)	\$ 6,510	\$ 38,100	\$ 38,100	\$ 38,100	\$ 38,100	\$ 38,100	\$ 197,010
29	Fire Monitoring Service	\$ 372	\$ 2,261	\$ 2,261	\$ 2,261	\$ 2,261	\$ 2,261	\$ 11,677
30	ADT - Security System Lease & Monitoring	\$ 690	\$ 4,200	\$ 4,200	\$ 4,200	\$ 4,200	\$ 4,200	\$ 21,690
31	Translation Services	\$ 362	\$ 2,200	\$ 2,200	\$ 2,200	\$ 2,200	\$ 2,200	\$ 11,362
32	Vehicle Expense	\$ 1,233	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 38,733
33	Client Transportation	\$ 592	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 3,600	\$ 18,592
34	Client Database Software	\$ 957	\$ 5,820	\$ 5,820	\$ 5,820	\$ 5,820	\$ 5,820	\$ 30,057
35								\$ -
41								\$ -
42	<b>Consultants</b>							\$ -
43	IT Consultant	\$ 1,233	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 38,733
44	Pacific Coast Staffing (1.4 FTE, with hazard pay)	\$ 18,240	\$ 110,960	\$ 110,960	\$ 110,960	\$ 110,960	\$ 110,960	\$ 573,040
45	SF Wash	\$ 3,945	\$ 24,000	\$ 24,000	\$ 24,000	\$ 24,000	\$ 24,000	\$ 123,945
46	Security Service (2 staff/shift @ 8 hours/shift, 3 shifts) Indire	\$ 100,800	\$ 608,200	\$ 608,200	\$ 608,200	\$ 608,200	\$ 608,200	\$ 3,141,798
47								\$ -
48								\$ -
53	<b>Subcontractors</b>							\$ -
54		\$ -	\$ -					\$ -
67	<b>TOTAL OPERATING EXPENSES</b>	\$ 207,743	\$ 1,258,772	\$ 1,258,772	\$ 1,258,772	\$ 1,258,772	\$ 1,258,772	\$ 6,501,601
68								
69	<b>Other Expenses (not subject to indirect cost %)</b>							
70	Downtown Streets Team	\$ 29,028	\$ 176,585	\$ 176,585	\$ 176,585	\$ 176,585	\$ 176,585	\$ 911,953
81				\$ -	\$ -	\$ -	\$ -	\$ -
82								\$ -
83	<b>TOTAL OTHER EXPENSES</b>	\$ 29,028	\$ 176,585	\$ 176,585	\$ 176,585	\$ 176,585	\$ 176,585	\$ 911,953
84								
85	<b>Capital Expenses</b>							
86	Signage - Emergency, operational etc.(one-time)	\$ -	\$ 5,000.00	\$ -	\$ -	\$ -	\$ -	\$ 5,000
87	First Aid, AED & Emerg. Supplies (one time)	\$ -	\$ 5,000	\$ -	\$ -	\$ -	\$ -	\$ 5,000
88	Walkie Talkies (one time)	\$ -	\$ 6,630	\$ -	\$ -	\$ -	\$ -	\$ 6,630
89	Linens (Towels, Sheets, blankets, etc.) (one time)	\$ -	\$ 6,000	\$ -	\$ -	\$ -	\$ -	\$ 6,000
90	Commercial Microwave Ovens (one time)	\$ -	\$ 3,000	\$ -	\$ -	\$ -	\$ -	\$ 3,000
91	Headsets & Ipads (one time)	\$ -	\$ 2,570	\$ -	\$ -	\$ -	\$ -	\$ 2,570
92	Laptops (3)	\$ -	\$ 5,000	\$ -	\$ -	\$ -	\$ -	\$ 5,000
93	ongoing placeholder - MCO used for laptops in FY20-21	\$ -	\$ -	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 19,998
94	<b>TOTAL CAPITAL EXPENSES</b>	\$ -	\$ 33,199.59	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 53,198
95								
96	<b>HS# #3</b>							<b>1/22/2020</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 in 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 end of the fiscal year or project period.

<b>Billing Month/Date</b>	<b>Service Begin Date</b>	<b>Service End Date</b>
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 to 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 Executive Director or Chief Financial Officer shall submit a letter of authorization designating specific users, including names, emails, phone number, 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 authorized personnel with CARBON login credentials shall not share or internally reassign logins.
  5. Grantee Executive Director or Chief Financial Officer shall immediately notify to 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/HHAP** 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 questions regarding spend down funding source prioritization shall be directed 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 basis 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. All subcontractors must also be listed in the Permitted Subcontractors Appendix.
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.

General Fund/HHAP	
Type	Instructions and Examples of Documentation
Salaries & Benefits	<p>Grantee shall maintain and provide documentation, as requested by HSH, for all approved payroll expenses paid to any personnel included in the Appendix B, Budget covered by the agreement and invoice period.</p> <p>Documentation includes, 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	Grantee shall maintain and provide documentation, as requested by HSH, for all approved Operating costs included

General Fund/HHAP	
Type	Instructions and Examples of Documentation
	<p>in the Appendix B, Budget covered by the agreement and invoice period.</p> <p>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.</p>
Capital and/or One-Time Funding	<p>Grantee shall maintain and provide documentation, as requested by HSH, for all approved Capital and/or One-Time Funding costs included in the Appendix B, Budget covered by the agreement and invoice period.</p> <p>Documentation may include receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.</p>
Revenue	<p>Grantee shall maintain and provide documentation, as requested by HSH, for all revenue expenses that offset the costs in the Appendix B, Budget covered by the agreement.</p>

**III. Advances or Prepayments:** Advances or prepayments are allowable on certified annual ongoing General Fund amounts (e.g., 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 budget amount, per the Appendix B, Budget of this Agreement. Requests over 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 an outstanding items due to the City (e.g., Corrective Action Plans/report/document/data input), as specified in any written form from HSH (e.g., Letter of Correction, Corrective Action Plan, and/or Appendix A(s), Services to be Provided of the Agreement), Grantee shall submit and comply with such requirements prior to or in conjunction with invoices. Failure to submit required information or comply by specified deadlines may result in HSH withholding of payments.

### Appendix D - Interests In Other City Grants

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

City Department or Commission	Date of Grant	Amount of Grant
Department of Homelessness & Supportive Housing	2020-2021	\$8,013,924
Human Services Agency	2020-2021	\$341,317
Department on the Status of Women	2020-2021	\$266,147
Department on the Status of Women	2020-2021	\$344,905

## Appendix E – Permitted Subgrantees

1. Downtown Streets Team
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