

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

**SECOND 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 **July 1, 2026** 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 San Francisco Administrative Code Section 21B, which authorizes the Department to enter into, or amend, contracts without adhering to the Administrative Code provisions regarding competitive bidding related to Projects Addressing Homelessness; and

WHEREAS, City and Grantee desire to execute this Amendment to the Agreement in order to extend the agreement term; and

WHEREAS, the City's Homelessness Oversight Commission approved this Amendment by Resolution No. **[Insert Resolution Number]** on **[Insert Date of Commission Action]**; and

WHEREAS, the Board of Supervisors approved this Amendment under San Francisco Charter Section 9.118 by Resolution No. **<insert Resolution number>** on **<Month Date, Year>**;

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" shall mean the Agreement dated **October 1, 2020**, between Grantee and City; and **First Amendment**, dated **March 1, 2024**.
  - (b) "San Francisco Labor and Employment Code": As of January 4, 2024, San Francisco Administrative Code Chapters 21C (Miscellaneous Prevailing Wage Requirements), 12B (Nondiscrimination in Contracts), 12C (Nondiscrimination in Property Contracts), 12K (Salary History), 12P (Minimum Compensation), 12Q (Health Care Accountability), 12T (City Contractor/Subcontractor

Consideration of Criminal History in Hiring and Employment Decisions), and 12U (Sweatfree Contracting) are redesignated as Articles 102 (Miscellaneous Prevailing Wage Requirements), 131 (Nondiscrimination in Contracts), 132 (Nondiscrimination in Property Contracts), 141 (Salary History), 111 (Minimum Compensation), 121 (Health Care Accountability), 142 (City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions), and 151 (Sweatfree Contracting) of the San Francisco Labor and Employment Code, respectively. Wherever this Agreement refers to San Francisco Administrative Code Chapters 21C, 12B, 12C, 12K, 12P, 12Q, 12T, and 12U, it shall be construed to mean San Francisco Labor and Employment Code Articles 102, 131, 132, 141, 111, 121, 142, and 151, respectively.

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

**2.1 Section 3.2 Duration of Term** of the Agreement currently reads as follows:

- (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.

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

**3.2 Duration of Term.** The term of this Agreement shall commence on **January 1, 2021**, and expire on **June 30, 2029**, 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 5.1 Maximum Amount 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 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.

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

**5.1 Maximum Amount of Grant Funds.**

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Fifteen Million Four Hundred Ninety Six Thousand One Hundred Forty Dollars (\$15,496,140)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **One Million One Hundred Sixteen Thousand Nine Hundred Seventeen Dollars (\$1,116,917)** is included as a contingency amount and is neither to be used in the Budget attached to this Agreement or available to Grantee without a modification to the 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.

**2.3 Section 5.2 Use of Grant Funds** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**5.2 Use of Grant Funds.** Grantee shall use the Grant Funds only for Eligible Expenses 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.

**2.4 Section 5.4 Reserved (State or Federal Funds.)** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**5.4 State or Federal Funds.**

- (a) **Disallowance.** Where the funds are provided by the State or Federal government, with respect to Grant Funds, if any, 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.** Where the funding for this Agreement is provided in full or in part by a federal or state Grant to the City, as part of the terms of receiving the funds, the City is required to incorporate some of the terms into this Agreement and include certain reporting requirements.

**2.5 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. Any Grantee who commits any of the following false acts shall be liable to the City for three times the amount of damage 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.

**2.6 ARTICLE 10 INSURANCE** of the Agreement is hereby 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 and two million dollars (\$2,000,000) general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; policy must include Abuse and Molestation coverage.

- (c) Commercial Automobile Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.
- (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.

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

**13.3 Subcontracting.** If the 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 the Budget 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 in the 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.

**2.8** **ARTICLE 15 NOTICES AND OTHER COMMUNICATIONS** of the Agreement is replaced by the following:

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

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

If to Grantee: Tenderloin Housing Clinic, Inc.  
126 Hyde Street  
San Francisco, CA 94102  
Attn: Randy Shaw, Executive Director  
[randy@thclinic.org](mailto:randy@thclinic.org)

Any notice of default must be sent by certified mail or other trackable written communication.

**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.

**2.9 Section 16.8 Requiring Minimum Compensation for Employees** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**16.8 Requiring Minimum Compensation for Employees.** Grantee shall pay covered employees no less than the minimum compensation required by San Francisco Labor and Employment Code Article 111, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. Grantee is subject to the enforcement and penalty provisions in Article 111. Information about and the text of the Article 111 is available on the web at <http://sfgov.org/olse/mco>. Grantee is required to comply with all of the applicable provisions of Article 111, irrespective of the listing of obligations in this Section. By signing and executing this Agreement, Grantee certifies that it complies with Article 111.

**2.10 Section 16.19 Distribution of Beverages and Water** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**16.19 Distribution of Beverages and Water.**

- (a) **Sugar-Sweetened Beverage Prohibition.** Grantee agrees that it shall not sell, provide, or otherwise distribute Sugar-Sweetened Beverages, as defined by San Francisco Administrative Code Chapter 101, as part of its performance of this Agreement.
- (b) **Packaged Water Prohibition.** Grantee agrees that it shall not sell, provide, or otherwise distribute Packaged Water, as defined by San Francisco Environment Code Chapter 24 as part of its performance of this Agreement.

**2.11 Section 16.23 Reserved (Additional Requirements for Federally-Funded Awards.)** of the Agreement is hereby deleted and replaced in its entirety to read as follows:

**16.23 Additional Requirements for Federally-Funded Awards, when applicable.**

- (a) Grantee shall comply with the requirements described in 2 CFR 25.200, or any successor provisions, to provide a valid Unique Entity Identifier (UEI) and maintain an active SAM.gov registration with current information.
- (b) The Grant Agreement is subject to 2 CFR Part 175, Award Term for Trafficking in Persons. Federal funding under this Grant Agreement may be terminated without penalty if Grantee:
  - (1) Engages in severe forms of trafficking in persons during the period of time that the award is in effect;
  - (2) Procures a commercial sex act during the period of time that the award is in effect; or
  - (3) Uses forced labor in the performance of the award or sub-awards under the award.

**2.12 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 (dated July 1, 2026)  
Appendix A-2, Services to be Provided (dated July 1, 2026)  
Appendix B, Budget (dated July 1, 2026)

Appendix C, Method of Payment (dated July 1, 2026)  
Appendix D, Interests in Other City Grants (dated July 1, 2026)  
Appendix E, Anti-Violence and Weapons Policy

- 2.13 Section 17.12 Dispute Resolution Procedure** of the Agreement is hereby deleted and replaced with the following:

**17.12 Reserved.**

- 2.14 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 Eligible Expenses. Any services provided beyond those listed in Eligible Expenses must be approved by the Department.

- 2.15 Appendix A-1, Services to be Provided** (dated March 1, 2024), of the Agreement is hereby replaced in its entirety by the modified **Appendix A-1, Services to be Provided** (dated July 1, 2026), for the period of July 1, 2026 to June 30, 2029.

- 2.16 Appendix A-2, Services to be Provided** (dated March 1, 2024), of the Agreement is hereby replaced in its entirety by the modified **Appendix A-2, Services to be Provided** (dated July 1, 2026), for the period of July 1, 2026 to June 30, 2029.

- 2.17 Appendix B, Budget** (dated March 1, 2024), of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated July 1, 2026), for the period of January 1, 2021 to June 30, 2029.

- 2.18 Appendix C, Method of Payment** (dated March 1, 2024), of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated July 1, 2026).

- 2.19 Appendix D, Interests in Other City Grants** (dated March 1, 2024), of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Interests in Other City Grants** (dated July 1, 2026).

- 2.20 Appendix E, Anti-Violence and Weapons Policy**, is hereby added as an Appendix to the Agreement.



**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 established protocols and eligibility criteria. 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;
- Tenants who have proven housing stability (good standing and have no lease violations); and
- Tenants who may benefit from more independent affordable living.

**IV. Description of Services**

Grantee shall provide support services to tenants of the total number of units listed in Appendix B, Budget (“Number Served” tab) during the term of this grant. Support services shall include Housing-Focused Case Management and Housing Coordination, 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 will 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/or
  - 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 a tenant's current support service 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 participant-centered and supportive of housing retention. The intake shall take place at the same time as the interview with Property Management, on a separate date or time coordinated with Support Services staff during the application period, or within no more than 30 days of move-in;
  7. Grantee will support the 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 any services that are necessary after housing placement, such as In-Home Support Services (IHSS), or care by a medical or behavior health provider;
  11. Grantee shall support the provision of 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. Whenever there is a reason to believe there is immediate and substantial risk of harm to the tenant or others due to a medical and/or psychiatric emergency, then Grantee shall contact appropriate emergency medical professionals.

**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 participants' houses 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. Diversity, Equity, and Inclusion: The Department is committed to a culture of inclusion in which our differences are celebrated. This includes foundational perspectives that everyone should have equitable access to what they need to thrive no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin and that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. And the Department is committed to addressing the disparate impact of historical limits on

access to governmental services and advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. Therefore, Grantee shall maintain organizational plans, strategies, and activities to address diverse, equitable, and inclusive access to services provided by Grantee under the Grant Plan, as well as internal controls to regularly review current practices through the lens of diversity, equity, and inclusion to identify areas of improvement. This includes but is not limited to: the organizational mission and/or inclusion statements; non-discrimination documents; community outreach plans; plans to increase diverse applicants for staff positions; communication strategies to address program recipients who have historically been excluded from participation; and staff training activities on diversity, equity, and inclusion.

- B. 1:61 Case Manager Ratio: Grantee shall maintain a minimum 1:61 ratio of Case Managers to HSH adult units.
- C. Income Verification: Grantee shall complete income verification for participants upon program enrollment and, thereafter, shall complete income recertification annually, at minimum, to ensure continued eligibility. During annual income recertification, Grantee shall revisit participant rent calculations and determine an appropriate rental contribution.
- D. 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>.
- E. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding participants' progress.
- F. 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 identity, disability, HIV status, or immigration status unless otherwise required by law.
- G. Grievance Procedure:
  - 1. Grantee shall establish and maintain a written Grievance Procedure for participants, 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 participant 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 participant and obtain a signed copy of the form from the participant, which must be maintained in the participant's file. Additionally, Grantee shall post the policy at all times in a location visible to participants and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.
- H. Reasonable Accommodation Policy: Grantee shall, at program entry, review and provide a copy of a written Reasonable Accommodation policy and process to each participant and obtain a signed copy of the policy and process from the participant, which must be maintained in the participant's file.
- I. Termination Policy: Grantee shall establish due process for program termination and upload supporting documentation into the ONE System (or record in a comparable system for DV providers) at program termination.
- J. Feedback, Complaint, and Follow-up Policies:  
 Grantee shall provide means for the served population to provide input into the program, including the planning, design, and 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.
- K. 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.

- L. Coordination with Other Service Providers: Grantee shall establish written agreements between case management, housing location, and other service providers that are part of the scattered site support team to formalize collaboration and roles and responsibilities.
- M. 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 must be reported immediately to the HSH program manager.
- N. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the site plan as needed and Grantee shall train all employees regarding the provisions of the plan for their sites.
- O. Data Standards:
1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process<sup>1</sup>, including but not limited to: (a) entering all client data within three business days (unless specifically requested to do so sooner); (b) ensuring accurate dates for enrollment, exit, and (if applicable) move-in; and (c) running monthly data quality reports and correcting errors.
  2. Data entered in the ONE system shall meet or exceed the ONE System CDQI Process standards.
  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 monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH shall 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.
- P. Confidentiality:
1. Grantee shall comply with applicable federal, state, and local laws that govern the confidentiality, privacy, and security of client data shared between Grantee, HSH, and other providers if those laws apply for the purposes described in the Grant Plan, including but not limited to: U.S. Department of Housing and Urban Department (2004) Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice and 24 C.F.R. Part 578, Continuum of Care.

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<sup>1</sup> HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://www.sf.gov/information--one-system>

2. Grantee shall safeguard the confidentiality of all client data by (a) ensuring the security and integrity of all client data; (b) maintaining computers and other information systems and technology infrastructure that it uses to create, receive, maintain, use, or transmit client data in a secure manner; (c) protecting against any anticipated threats or hazards to the security and integrity all client data; (d) protecting against unauthorized disclosure, access, or use of all client data; (e) ensuring the proper disposal of client data; and (f) ensuring that all of Grantee's employees, agents, and subcontractors, if any, comply with all of the foregoing.
  3. Grantee shall immediately notify HSH upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests ("Legal Requests") related to client data shared under this Grant Plan or which in any way might reasonably require access to client data, and in no event later than twenty-four (24) hours after Grantee receives the request. Grantee shall not respond to Legal Requests without first notifying City.
  4. In the event that Grantee becomes aware of a breach that results in a confirmed unauthorized disclosure that compromises the security, confidentiality, or integrity of client data, Grantee shall, as applicable: (a) notify HSH immediately following discovery, but no later than 48 hours, of such confirmation; (b) coordinate with HSH in its breach response activities; (c) perform or take any other actions required to comply with applicable law as a result of the occurrence; (d) provide to HSH a detailed plan within 10 calendar days of the occurrence describing the measures Grantee will undertake to prevent a future occurrence; and (e) assist HSH upon request and/or as directed in providing notice and/or monitoring to affected individuals in compliance with applicable law.
  5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.
- P. Overdose Prevention: Grantee shall follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on overdose recognition and response.
- Q. Housing First: Grantee services and operations shall align with the Core Components of Housing First as defined in California Welfare and Institutions Code, section 8255. This includes integrating policies and procedures to provide client-centered, low-barrier access to housing and services.
- R. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood as defined in the [HSH Good Neighbor Policy](#). Grantee shall develop and maintain procedures to ensure compliance with all applicable policy components.
- S. Anti-Violence and Weapons Policy:
1. Anti-Violence Efforts. Grantee shall develop, adopt, and train employees on a Workplace Emergency Action Plan to prepare and respond to serious violent incidents, including an active shooter. Grantee shall also comply with HSH's Support Services Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that

HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.

2. Support Services. Grantee shall partner with property management to educate tenants on any Weapons Policy lease addendum.

T. Record Keeping and Files:

1. Grantee shall maintain all eligibility, inspection, and services documentation and care plans in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
2. Grantee shall document services in the ONE System as needed to meet external funding and/or billing requirements.
3. Grantee shall maintain confidential files on the served population, including developed plans, notes, and progress. Hard copy files shall be stored securely within a locked cabinet and within a locked office.

**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. All outcome objectives will be monitored using ONE system data.

- 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 the Department, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to 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 the Department and respond to requests by the Department 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.

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

## **X. Monitoring Activities**

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

Monitoring of program participation in the ONE system may include, but is not limited to, 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 established protocols and eligibility criteria. 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;
- Tenants who have proven housing stability (good standing and have no lease violations); and
- Tenants who may benefit from more independent affordable living.

**IV. Description of Services**

Grantee shall serve tenants of the total 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.

Under Housing First, tenant screening and selection practices must promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services. Applicants must not be rejected 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.”

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 PSH 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 and Emergency Safety Checks: Grantee shall conduct Wellness and/or Emergency Safety Checks in accordance with HSH policy to assess a tenant's safety. Whenever there is a reason to believe there is immediate and substantial risk due to a medical and/or psychiatric emergency, then Grantee shall contact appropriate emergency medical professionals.
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 client 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. Diversity, Equity, and Inclusion: The Department is committed to a culture of inclusion in which our differences are celebrated. This includes foundational perspectives that everyone should have equitable access to what they need to thrive no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin and that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. And the Department is committed to addressing the disparate impact of historical limits on access to governmental services and advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. Therefore, Grantee shall maintain organizational plans, strategies, and activities to address diverse, equitable, and inclusive access to services provided by Grantee under the Grant Plan, as well as internal controls to regularly review current practices through the lens of diversity, equity, and inclusion to identify areas of improvement. This includes but is not limited to: the organizational mission and/or inclusion statements; non-discrimination documents; community outreach plans; plans to increase diverse applicants for staff positions; communication strategies to address program recipients who have historically been excluded from participation; and staff training activities on diversity, equity, and inclusion.
- B. 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.
- C. 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 identity, disability, HIV status, or immigration status unless otherwise required by law.
- D. 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 client-centered, low-barrier access to housing and services.
- E. Overdose Prevention: Grantee shall follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on overdose recognition and response.
- F. 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>.

G. 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.

H. 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 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.

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, Trainings and Meetings:

Grantee shall keep HSH informed of program operations and comply with HSH policies and 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. Grantee shall 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.
- K. 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.
- L. Critical Incidents: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, within 72 hours of the incident according to Department policy. Critical incidents shall be reported using the online Critical Incident Report (CIR) form. In addition, critical incidents that involve life endangerment events or major service disruptions must be reported immediately to the HSH program manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.
- 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 Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).
- N. Anti-Violence and Weapons Policy:
1. Anti-Violence Efforts. Grantee shall develop, adopt, and train employees on a Workplace Emergency Action Plan to prepare and respond to serious violent incidents, including an active shooter. Grantee shall also comply with HSH's Support Services Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.
  2. PSH Weapons Policy and Lease Addendum. Grantee shall adopt and enforce a site specific PSH Weapons Policy. Each PSH Weapons Policy must be substantially in the form as the model set out in HSH's Anti-Violence and Weapons Policy. Grantee shall incorporate the lease addendum into the tenant subleases.
- O. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood as defined in the [HSH Good Neighbor Policy](#). Grantee shall develop and maintain procedures to ensure compliance with all applicable policy components.

P. 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. Hard copy files shall be stored securely within a locked cabinet and within a locked office.
2. Grantee shall track receipt and completion of maintenance work orders.
3. Grantee shall maintain all eligibility, inspection, and services documentation and care plans in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
4. Grantees shall document services in the ONE System as needed to meet external funding and/or billing requirements.

Q. Data Standards:

1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process<sup>1</sup>, including but not limited to: (a) entering all client data within three business days (unless specifically requested to do so sooner); (b) ensuring accurate dates for enrollment, exit, and (if applicable) move-in; and (c) running monthly data quality reports and correcting errors.
2. Data entered in the ONE system shall meet or exceed the ONE System CDQI Process standards.
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 monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH shall provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
4. 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.

R. Confidentiality:

1. Grantee shall comply with applicable federal, state, and local laws that govern the confidentiality, privacy, and security of client data shared between Grantee, HSH, and other providers if those laws apply for the purposes described in the Grant Plan, including but not limited to: U.S. Department of Housing and Urban Department (2004) Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice and 24 C.F.R. Part 578, Continuum of Care.

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<sup>1</sup> HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://www.sf.gov/information--one-system>

2. Grantee shall safeguard the confidentiality of all client data by (a) ensuring the security and integrity of all client data; (b) maintaining computers and other information systems and technology infrastructure that it uses to create, receive, maintain, use, or transmit client data in a secure manner; (c) protecting against any anticipated threats or hazards to the security and integrity all client data; (d) protecting against unauthorized disclosure, access, or use of all client data; (e) ensuring the proper disposal of client data; and (f) ensuring that all of Grantee's employees, agents, and subcontractors, if any, comply with all of the foregoing.
  3. Grantee shall immediately notify HSH upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests ("Legal Requests") related to client data shared under this Grant Plan or which in any way might reasonably require access to client data, and in no event later than twenty-four (24) hours after Grantee receives the request. Grantee shall not respond to Legal Requests without first notifying City.
  4. In the event that Grantee becomes aware of a breach that results in a confirmed unauthorized disclosure that compromises the security, confidentiality, or integrity of client data, Grantee shall, as applicable: (a) notify HSH immediately following discovery, but no later than 48 hours, of such confirmation; (b) coordinate with HSH in its breach response activities; (c) perform or take any other actions required to comply with applicable law as a result of the occurrence; (d) provide to HSH a detailed plan within 10 calendar days of the occurrence describing the measures Grantee will undertake to prevent a future occurrence; and (e) assist HSH upon request and/or as directed in providing notice and/or monitoring to affected individuals in compliance with applicable law.
  5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.
- S. Reasonable Accommodation Process: Grantee shall establish and maintain a written Reasonable Accommodation Process for the program. Grantee shall, at program entry, review and provide a copy of a written Reasonable Accommodation process to each participant.

## **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 households 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 household lease violations will be resolved without loss of housing to tenants.
- C. At least 65 percent of households 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 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.
- C. 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.
- D. 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.

- E. 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.
- F. 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.
- G. 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 any Grantee response will become part of the official report.
- H. 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, 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 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>	7/1/2026		
<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration (Years)</b>
<b>Current Term</b>	1/1/2021	6/30/2026	6
<b>Amended Term</b>	1/1/2021	6/30/2029	9
<b>Approved Subcontractors</b>			
Janitorial vendor / VIP Cleaning Crew LLC			

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

APPENDIX B, BUDGET

Document Date	7/1/2026											
Contract Term	Begin Date	End Date	Duration (Years)									
Current Term	1/1/2021	6/30/2026	6									
Amended Term	1/1/2021	6/30/2029	9									
Service Component - Number Served				Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9
				1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029
Support Services, Property Management & Master Leasing				61	61	61	61	61	61	61	61	61

	A	B	C	D	E	H	K	N	Q	T
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>									
2	<b>APPENDIX B, BUDGET</b>									
3	<b>Document Date</b>	7/1/2026								
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	6/30/2026	6						
6	<b>Amended Term</b>	1/1/2021	6/30/2029	9						
7	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.								
8	<b>Program</b>	Abigail Hotel Housing Ladder								
9	<b>FSP Contract ID#</b>	1000017196								
10	<b>Action (select)</b>	Amendment								
11	<b>Effective Date</b>	7/1/2026								
12	<b>Budget Names</b>	ERAF & General Fund & Prop C - Housing Ladder; One-Time - ERAF - Start Up Costs								
13		<b>Current</b>	<b>New</b>							
14	<b>Term Budget</b>	\$ 8,794,638	\$ 14,379,223							
15	<b>Contingency</b>	\$ 1,174,558	\$ 1,116,917	20%						
16	<b>Not-To-Exceed</b>	\$ 9,969,196	\$ 15,496,140		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>
17					1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
18					<b>Current</b>	<b>Current</b>	<b>Current</b>	<b>Current</b>	<b>Current</b>	<b>Current</b>
19	<b>Expenditures</b>									
20	Salaries & Benefits	\$ 135,764.6	\$ 278,318	\$ 338,066	\$ 292,475	\$ 217,352	\$ 278,781			
21	Operating Expense	\$ 182,500.0	\$ 373,865	\$ 358,738	\$ 426,498	\$ 385,629	\$ 361,402			
22	Subtotal	\$ 318,264.6	\$ 652,183	\$ 696,803	\$ 718,973	\$ 602,981	\$ 640,184			
24	Indirect Cost	\$ 36,600.0	\$ 75,001	\$ 80,132	\$ 82,682	\$ 69,343	\$ 73,621			
25	Other Expenses (Not subject to indirect %)	\$ (309,277)	\$ 690,797	\$ 1,005,625	\$ 1,245,587	\$ 1,353,491	\$ 1,381,323			
26	Capital Expenditure	\$ 95,689.0	\$ 244,339	\$ 21,616	\$ 36,615	\$ (19,440)	\$ -			
28	<b>Total Expenditures</b>	<b>\$ 141,276</b>	<b>\$ 1,662,321</b>	<b>\$ 1,804,177</b>	<b>\$ 2,083,857</b>	<b>\$ 2,006,375</b>	<b>\$ 2,095,128</b>			
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	\$ -	\$ -			
32	ERAF - One-Time	\$ 347,750	\$ -	\$ 46,000	\$ -	\$ -	\$ -			
33	General Fund - Ongoing	\$ -	\$ -	\$ 120,238	\$ 83,967	\$ -	\$ -			
34	Prop C - Ongoing	\$ -	\$ -	\$ -	\$ 661,023	\$ 1,854,520	\$ 1,861,528			
35	Adjustment to Actuals	\$ (1,119,803)	\$ (278,997)	\$ (323,587)	\$ (109,211)	\$ (101,353)	\$ -			
40	<b>Total HSH Revenues</b>	<b>\$ 114,838</b>	<b>\$ 1,525,071</b>	<b>\$ 1,666,177</b>	<b>\$ 1,873,857</b>	<b>\$ 1,753,167</b>	<b>\$ 1,861,528</b>			
41	<b>Other Revenues (to offset Total Expenditures)</b>									
42	Rental Income	\$ 26,438	\$ 137,250	\$ 138,000	\$ 210,000	\$ 253,208	\$ 233,600			
47	<b>Total Other Revenues</b>	<b>\$ 26,438</b>	<b>\$ 137,250</b>	<b>\$ 138,000</b>	<b>\$ 210,000</b>	<b>\$ 253,208</b>	<b>\$ 233,600</b>			
48										
49	<b>Total HSH + Other Revenues</b>	<b>\$ 141,276</b>	<b>\$ 1,662,321</b>	<b>\$ 1,804,177</b>	<b>\$ 2,083,857</b>	<b>\$ 2,006,375</b>	<b>\$ 2,095,128</b>			
52	Total Adjusted Salary FTE (All Budgets)									
53										
54	<b>Prepared by</b>	Wynne Tang								
55	<b>Phone</b>	415-885-3286x1111								
56	<b>Email</b>	<a href="mailto:wynne@thclinic.org">wynne@thclinic.org</a>								

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

	A	B	C	D	Y	AB	AE	AI	AJ	AK
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>									
2	<b>APPENDIX B, BUDGET</b>									
3	<b>Document Date</b>	7/1/2026								
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	6/30/2026	6						
6	<b>Amended Term</b>	1/1/2021	6/30/2029	9						
7	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.								
8	<b>Program</b>	Abigail Hotel Housing Ladder								
9	<b>F&amp;P Contract ID#</b>	1000017196								
10	<b>Action (select)</b>	Amendment								
11	<b>Effective Date</b>	7/1/2026								
12	<b>Budget Names</b>	ERAF & General Fund & Prop C - Housing Ladder; One-Time - ERAF - Start Up Costs								
13		<b>Current</b>	<b>New</b>							
14	<b>Term Budget</b>	\$ 8,794,638	\$ 14,379,223							
15	<b>Contingency</b>	\$ 1,174,558	\$ 1,116,917	20%						
16	<b>Not-To-Exceed</b>	\$ 9,969,196	\$ 15,496,140		<b>Year 7</b>	<b>Year 8</b>	<b>Year 9</b>	<b>All Years</b>		
17					7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2029	1/1/2021 - 6/30/2029
18					<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	\$ 298,781	\$ 298,781	\$ 298,781	\$ 1,540,757	\$ 896,344	\$ 2,437,100			
21	Operating Expense	\$ 341,402	\$ 341,402	\$ 341,402	\$ 2,088,632	\$ 1,024,207	\$ 3,112,840			
22	Subtotal	\$ 640,184	\$ 640,184	\$ 640,184	\$ 3,629,389	\$ 1,920,551	\$ 5,549,940			
24	Indirect Cost	\$ 73,621	\$ 73,621	\$ 73,621	\$ 417,379	\$ 220,863	\$ 638,243			
25	Other Expenses (Not subject to indirect %)	\$ 1,381,323	\$ 1,381,323	\$ 1,381,323	\$ 5,367,546	\$ 4,143,970	\$ 9,511,517			
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ 378,819	\$ -	\$ 378,819			
28	<b>Total Expenditures</b>	<b>\$ 2,095,128</b>	<b>\$ 2,095,128</b>	<b>\$ 2,095,128</b>	<b>\$ 9,793,134</b>	<b>\$ 6,285,384</b>	<b>\$ 16,078,518</b>			
29										
30	<b>HSH Revenues (select)*</b>									
31	Educational Revenue Augmentation Fund (ERAF) - Ongoing	\$ -	\$ -	\$ -	\$ 5,752,564	\$ -	\$ 5,752,564			
32	ERAF - One-Time	\$ -	\$ -	\$ -	\$ 393,750	\$ -	\$ 393,750			
33	General Fund - Ongoing	\$ -	\$ -	\$ -	\$ 204,205	\$ -	\$ 204,205			
34	Prop C - Ongoing	\$ 1,861,528	\$ 1,861,528	\$ 1,861,528	\$ 4,377,071	\$ 5,584,584	\$ 9,961,656			
35	Adjustment to Actuals	\$ -	\$ -	\$ -	\$ (1,932,952)	\$ -	\$ (1,932,952)			
40	<b>Total HSH Revenues</b>	<b>\$ 1,861,528</b>	<b>\$ 1,861,528</b>	<b>\$ 1,861,528</b>	<b>\$ 8,794,638</b>	<b>\$ 5,584,584</b>	<b>\$ 14,379,223</b>			
41	<b>Other Revenues (to offset Total Expenditures)</b>									
42	Rental Income	\$ 233,600	\$ 233,600	\$ 233,600	\$ 998,496	\$ 700,800	\$ 1,699,296			
47	<b>Total Other Revenues</b>	<b>\$ 233,600</b>	<b>\$ 233,600</b>	<b>\$ 233,600</b>	<b>\$ 998,496</b>	<b>\$ 700,800</b>	<b>\$ 1,699,296</b>			
48										
49	<b>Total HSH + Other Revenues</b>	<b>\$ 2,095,128</b>	<b>\$ 2,095,128</b>	<b>\$ 2,095,128</b>	<b>\$ 9,793,134</b>	<b>\$ 6,285,384</b>	<b>\$ 16,078,518</b>			
52	Total Adjusted Salary FTE (All Budgets)	3.07		3.07	3.07					
53										
54	<b>Prepared by</b>	Wynne Tang								
55	<b>Phone</b>	415-885-3286x1111								
56	<b>Email</b>	<a href="mailto:wynne@thclinic.org">wynne@thclinic.org</a>								
		*NOTE: HSH budgets typically project out revenue levels across multiple years, strictly for budget-planning purposes. All program budgets at any given year are subject to Mayoral / Board of Supervisors discretion and funding availability, and are not guaranteed. For further information, please see Article 2 of the G-100 Grant Agreement document.								

	A	B	C	D	E	H	K	N	Q	T
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>									
2	<b>APPENDIX B, BUDGET</b>									
3	<b>Document Date</b>	7/1/2026								
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	6/30/2026	6						
6	<b>Amended Term</b>	1/1/2021	6/30/2029	9						
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>	7/1/2026								
12	<b>Budget Name</b>	<b>ERAF &amp; General Fund &amp; Prop C - Housing Ladder</b>								
13		<b>Current</b>	<b>New</b>							
14	<b>Term Budget</b>	\$ 8,768,470	\$ 14,353,054							
15	<b>Contingency</b>	\$ 1,174,558	\$ 1,116,917	20%						
16	<b>Not-To-Exceed</b>	\$ 9,969,196	\$ 15,496,140		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>
17					1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
18					<b>Current</b>	<b>Current</b>	<b>Current</b>	<b>Current</b>	<b>Current</b>	<b>Current</b>
19	<b>Expenditures</b>									
20	Salaries & Benefits	\$ 135,765	\$ 278,318	\$ 338,066	\$ 292,475	\$ 217,352	\$ 278,781			
21	Operating Expense	\$ 182,500	\$ 373,865	\$ 358,738	\$ 426,498	\$ 385,629	\$ 361,402			
22	Subtotal	\$ 318,265	\$ 652,183	\$ 696,803	\$ 718,973	\$ 602,981	\$ 640,184			
23	Indirect Percentage	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	\$ 82,682	\$ 69,343	\$ 73,621			
25	Other Expenses (Not subject to indirect %)	\$ (309,277)	\$ 690,797	\$ 979,457	\$ 1,245,587	\$ 1,353,491	\$ 1,381,323			
26	Capital Expenditure	\$ 95,688.98	\$ 244,339	\$ 21,616	\$ 36,615	\$ (19,440)	\$ -			
28	<b>Total Expenditures</b>	<b>\$ 141,276</b>	<b>\$ 1,662,321</b>	<b>\$ 1,778,008</b>	<b>\$ 2,083,857</b>	<b>\$ 2,006,375</b>	<b>\$ 2,095,128</b>			
29										
30	<b>SHS Revenues (select)</b>									
31	Educational Revenue Augmentation Fund (ERAF) - Ongoing	\$ 886,891	\$ 1,804,068	\$ 1,823,526	\$ 1,238,079					
32	ERAF - One-Time	\$ 347,750	\$ -	\$ -	\$ -					
33	General Fund - Ongoing			\$ 120,238	\$ 83,967					
34	Prop C - Ongoing	\$ -	\$ -	\$ -	\$ 661,023	\$ 1,854,520	\$ 1,861,528			
35	Adjustment to Actuals	\$ (1,119,803)	\$ (278,997)	\$ (303,756)	\$ (109,211)	\$ (101,353)				
40	<b>Total SHS Revenues</b>	<b>\$ 114,838</b>	<b>\$ 1,525,071</b>	<b>\$ 1,640,008</b>	<b>\$ 1,873,857</b>	<b>\$ 1,753,167</b>	<b>\$ 1,861,528</b>			
41	<b>Other Revenues (to offset Total Expenditures)</b>									
42	Rental Income	\$ 26,438	\$ 137,250	\$ 138,000	\$ 210,000	\$ 253,208	\$ 233,600			
47	<b>Total Other Revenues</b>	<b>\$ 26,438</b>	<b>\$ 137,250</b>	<b>\$ 138,000</b>	<b>\$ 210,000</b>	<b>\$ 253,208</b>	<b>\$ 233,600</b>			
48										
49	<b>Total SHS + Other Revenues</b>	<b>\$ 141,276</b>	<b>\$ 1,662,321</b>	<b>\$ 1,778,008</b>	<b>\$ 2,083,857</b>	<b>\$ 2,006,375</b>	<b>\$ 2,095,128</b>			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			

	A	B	C	D	Y	AB	AE	AI	AJ	AK
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>									
2	<b>APPENDIX B, BUDGET</b>									
3	<b>Document Date</b>	7/1/2026								
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	6/30/2026	6						
6	<b>Amended Term</b>	1/1/2021	6/30/2029	9						
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>	7/1/2026								
12	<b>Budget Name</b>	<b>ERAF &amp; General Fund &amp; Prop C - Housing Ladder</b>								
13		<b>Current</b>	<b>New</b>							
14	<b>Term Budget</b>	\$ 8,768,470	\$ 14,353,054							
15	<b>Contingency</b>	\$ 1,174,558	\$ 1,116,917	20%	<b>EXTENSION YEAR EXTENSION YEAR EXTENSION YEAR</b>					
16	<b>Not-To-Exceed</b>	\$ 9,969,196	\$ 15,496,140		<b>Year 7</b>	<b>Year 8</b>	<b>Year 9</b>	<b>All Years</b>		
17					7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2029	1/1/2021 - 6/30/2029
18					<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	\$ 298,781	\$ 298,781	\$ 298,781	\$ 1,540,757	\$ 896,344	\$ 2,437,100			
21	Operating Expense	\$ 341,402	\$ 341,402	\$ 341,402	\$ 2,088,632	\$ 1,024,207	\$ 3,112,840			
22	Subtotal	\$ 640,184	\$ 640,184	\$ 640,184	\$ 3,629,389	\$ 1,920,551	\$ 5,549,940			
23	Indirect Percentage	11.50%	11.50%	11.50%						
24	Indirect Cost (Line 22 X Line 23)	\$ 73,621	\$ 73,621	\$ 73,621	\$ 417,379	\$ 220,863	\$ 638,243			
25	Other Expenses (Not subject to indirect %)	\$ 1,381,323	\$ 1,381,323	\$ 1,381,323	\$ 5,341,378	\$ 4,143,970	\$ 9,485,348			
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ 378,819	\$ -	\$ 378,819			
28	<b>Total Expenditures</b>	<b>\$ 2,095,128</b>	<b>\$ 2,095,128</b>	<b>\$ 2,095,128</b>	<b>\$ 9,766,966</b>	<b>\$ 6,285,384</b>	<b>\$ 16,052,350</b>			
29										
30	<b>SHS Revenues (select)</b>									
31	Educational Revenue Augmentation Fund (ERAF) - Ongoing	\$ -	\$ -	\$ -	\$ 5,752,564	\$ -	\$ 5,752,564			
32	ERAF - One-Time	\$ -	\$ -	\$ -	\$ 347,750	\$ -	\$ 347,750			
33	General Fund - Ongoing	\$ -	\$ -	\$ -	\$ 204,205	\$ -	\$ 204,205			
34	Prop C - Ongoing	\$ 1,861,528	\$ 1,861,528	\$ 1,861,528	\$ 4,377,071	\$ 5,584,584	\$ 9,961,656			
35	Adjustment to Actuals	\$ -	\$ -	\$ -	\$ (1,913,120)	\$ -	\$ (1,913,120)			
40	<b>Total HSH Revenues</b>	<b>\$ 1,861,528</b>	<b>\$ 1,861,528</b>	<b>\$ 1,861,528</b>	<b>\$ 8,768,470</b>	<b>\$ 5,584,584</b>	<b>\$ 14,353,054</b>			
41	<b>Other Revenues (to offset Total Expenditures)</b>									
42	Rental Income	\$ 233,600	\$ 233,600	\$ 233,600	\$ 998,496	\$ 700,800	\$ 1,699,296			
47	<b>Total Other Revenues</b>	<b>\$ 233,600</b>	<b>\$ 233,600</b>	<b>\$ 233,600</b>	<b>\$ 998,496</b>	<b>\$ 700,800</b>	<b>\$ 1,699,296</b>			
48										
49	<b>Total HSH + Other Revenues</b>	<b>\$ 2,095,128</b>	<b>\$ 2,095,128</b>	<b>\$ 2,095,128</b>	<b>\$ 9,766,966</b>	<b>\$ 6,285,384</b>	<b>\$ 16,052,350</b>			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			

	A	F	M	T	AA	AH	AO
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>						
2	<b>SALARY &amp; BENEFIT DETAIL</b>						
3	<b>Document Date</b>	7/1/2026					
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					
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>
9	<b>POSITION TITLE</b>	1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
10		Current	Current	Current	Current	Current	Current
11		Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	Property Manager	\$ 30,900	\$ 63,345	\$ 81,903	\$ 84,889	\$ 50,108	\$ 72,801
13	Maintenance Worker	\$ 23,175	\$ 47,509	\$ 54,938	\$ 54,938	\$ 28,798	\$ 30,999
14	Director of Property Mgmt	\$ 1,530	\$ 3,136	\$ 4,374	\$ 4,700	\$ 4,686	\$ 4,801
15	Assoc Director of Property Mgmt	\$ 3,527	\$ 7,231	\$ 8,942	\$ 12,829	\$ 9,468	\$ 9,277
16	Facilities Manager	\$ 6,074	\$ 12,451	\$ 15,434	\$ 16,250	\$ 15,787	\$ 16,599
17	Case Manager	\$ 23,175	\$ 47,509	\$ 57,963	\$ 15,000	\$ 33,048	\$ 43,837
18	Support Services Manager	\$ 4,807	\$ 9,854	\$ 13,243	\$ 13,904	\$ 8,344	\$ 13,856
19	Assoc Director of Support Services	\$ 2,884	\$ 5,912	\$ 7,978	\$ 8,466	\$ 5,534	\$ 8,649
20	Director of Support Services	\$ 1,320	\$ 2,708	\$ 3,802	\$ 4,079	\$ 4,044	\$ 4,167
55		<b>\$ 97,392</b>	<b>\$ 199,654</b>	<b>\$ 248,578</b>	<b>\$ 215,055</b>	<b>\$ 159,818</b>	<b>\$ 204,986</b>
56							
57		39.40%	39.40%	36.00%	36.00%	36.00%	36.00%
58		<b>\$ 38,373</b>	<b>\$ 78,664</b>	<b>\$ 89,488</b>	<b>\$ 77,420</b>	<b>\$ 57,534</b>	<b>\$ 73,795</b>
59		<b>\$ 135,765</b>	<b>\$ 278,318</b>	<b>\$ 338,066</b>	<b>\$ 292,475</b>	<b>\$ 217,352</b>	<b>\$ 278,781</b>

	A	AR	AS	AT	AU	AX	BE	BL	BT	BU	BV
1	<b>DEPARTMENT OF HOMELESSNESS</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>EXTENSION YEAR</b>				<b>EXTENSION YEAR</b>			<b>EXTENSION YEAR</b>		
9		<b>Year 7</b>				<b>Year 8</b>	<b>Year 9</b>	<b>All Years</b>			
10	<b>POSITION TITLE</b>	<b>Agency Totals</b>		<b>For HSH Funded Program</b>		<b>7/1/2026 - 6/30/2027</b>	<b>7/1/2027 - 6/30/2028</b>	<b>7/1/2028 - 6/30/2029</b>	<b>1/1/2021 - 6/30/2026</b>	<b>1/1/2021 - 6/30/2029</b>	<b>1/1/2021 - 6/30/2029</b>
11						<b>New</b>	<b>New</b>	<b>New</b>	<b>Current</b>	<b>Amendment</b>	<b>New</b>
12		<b>Annual Full Time Salary (for 1.00 FTE)</b>	<b>Position FTE</b>	<b>% FTE funded by this budget</b>	<b>Adjusted Budgeted FTE</b>	<b>Budgeted Salary</b>	<b>Budgeted Salary</b>	<b>Budgeted Salary</b>	<b>Budgeted Salary</b>	<b>Change</b>	<b>Budgeted Salary</b>
13	Property Manager	\$ 72,801	1.00	100%	1.00	\$ 72,801	\$ 72,801	\$ 72,801	\$ 383,946	\$ 218,402	\$ 602,349
14	Maintenance Worker	\$ 61,998	1.00	50%	0.50	\$ 30,999	\$ 30,999	\$ 30,999	\$ 240,356	\$ 92,997	\$ 333,353
15	Director of Property Mgmt	\$ 165,542	1.00	3%	0.03	\$ 4,801	\$ 4,801	\$ 4,801	\$ 23,226	\$ 14,402	\$ 37,628
16	Assoc Director of Property Mgmt	\$ 109,146	1.00	9%	0.09	\$ 9,277	\$ 9,277	\$ 9,277	\$ 51,275	\$ 27,832	\$ 79,107
17	Facilities Manager	\$ 98,221	1.00	17%	0.17	\$ 16,599	\$ 16,599	\$ 16,599	\$ 82,596	\$ 49,798	\$ 132,394
18	Case Manager	\$ 58,543	1.00	100%	1.00	\$ 58,543	\$ 58,543	\$ 58,543	\$ 220,532	\$ 175,629	\$ 396,161
19	Support Services Manager	\$ 81,990	1.00	17%	0.17	\$ 13,856	\$ 13,856	\$ 13,856	\$ 64,008	\$ 41,569	\$ 105,577
20	Assoc Director of Support Services	\$ 101,747	1.00	9%	0.09	\$ 8,649	\$ 8,649	\$ 8,649	\$ 39,423	\$ 25,946	\$ 65,368
21	Director of Support Services	\$ 143,693	1.00	3%	0.03	\$ 4,167	\$ 4,167	\$ 4,167	\$ 20,121	\$ 12,501	\$ 32,622
22		<b>TOTAL SALARIES</b>				<b>\$ 219,692</b>	<b>\$ 219,692</b>	<b>\$ 219,692</b>	<b>\$ 1,125,483</b>	<b>\$ 659,076</b>	<b>\$ 1,784,559</b>
23		<b>TOTAL FTE</b>		<b>3.07</b>							
24		<b>FRINGE BENEFIT RATE</b>		<b>36.00%</b>		<b>36.00%</b>		<b>36.00%</b>			
25		<b>EMPLOYEE FRINGE BENEFITS</b>		<b>\$ 79,089</b>		<b>\$ 79,089</b>		<b>\$ 79,089</b>	<b>\$ 415,274</b>	<b>\$ 237,267</b>	<b>\$ 652,541</b>
26		<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 298,781</b>		<b>\$ 298,781</b>		<b>\$ 298,781</b>	<b>\$ 1,540,757</b>	<b>\$ 896,344</b>	<b>\$ 2,437,100</b>

	A	B	E	H	K	N	Q
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>						
2	<b>OPERATING DETAIL</b>						
3	<b>Document Date</b>	7/1/2026					
4	<b>Provider Name</b>	Tenderloin Housing Clinic, Inc.					
5	<b>Program</b>	Abigail Hotel Housing Ladder					
6	<b>F\$P Contract ID#</b>	1000017196					
7	<b>Budget Name</b>	ERAF & General Fund & Prop C - Housing Ladder					
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>
10		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
11		Current	Current	Current	Current	Current	Current
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense
13	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 72,500	\$ 145,000	\$ 190,272	\$ 135,000	\$ 109,860	\$ 159,026
14	Office Supplies, Postage	\$ 2,500	\$ 7,500	\$ 1,950	\$ 4,500	\$ 4,751	\$ 5,209
15	Building Maintenance Supplies and Repair	\$ 40,000	\$ 117,500	\$ 96,976	\$ 184,455	\$ 197,856	\$ 70,417
16	Printing and Reproduction		\$ -	\$ -	\$ -	\$ -	\$ -
17	Insurance	\$ 9,500	\$ 19,000	\$ 18,000	\$ 24,003	\$ 26,134	\$ 43,733
18	Community Engagement		\$ -	\$ 6,540	\$ 6,540	\$ 3,300	\$ 4,575
19	Staff Travel-(Local & Out of Town)		\$ -	\$ -	\$ -	\$ -	\$ -
20	Rental of Equipment		\$ -	\$ -	\$ -	\$ -	\$ -
21	Legal Costs	\$ 1,500	\$ 3,000	\$ 5,000	\$ 5,000	\$ 3,247	\$ 23,441
22	Elevator Repairs	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 8,231	\$ 10,000
23				\$ -	\$ -	\$ -	\$ -
42	<u>Subcontractors/Temporary Staffing</u>			\$ -	\$ -	\$ -	\$ -
43	Janitorial Services via VIP Cleaning Crew	\$ 41,500	\$ 66,865	\$ 25,000	\$ 25,000	\$ 19,800	\$ 25,000
44	Temp - Case Manager				\$ 27,000	\$ 12,451	\$ 20,000
67							
68	<b>TOTAL OPERATING EXPENSES</b>	\$ 182,500	\$ 373,865	\$ 358,738	\$ 426,498	\$ 385,629	\$ 361,402
69							
70	<u>Other Expenses (not subject to indirect cost %)</u>						
71	Rental of Property	\$ 527,744	\$ 819,989	\$ 1,116,300	\$ 1,125,000	\$ 1,151,858	\$ 1,176,810
72	Abigail's portion Modified Payment Program usage	\$ 30,720	\$ 57,922	\$ 89,500	\$ 83,444	\$ 83,444	\$ 83,444
73	Abigail's portion Prop Mgmt Infrastructure usage		\$ 91,883	\$ 99,028	\$ 118,190	\$ 118,190	\$ 118,190
74	Adjustment to Actuals	\$ (867,741)	\$ (278,997)	\$ (325,372)	\$ (109,211)	\$ -	\$ -
75	Property Management Software				\$ 28,166	\$ -	\$ -
76	Tenant Rep Stipend				\$ -	\$ -	\$ 2,880
82							
83	<b>TOTAL OTHER EXPENSES</b>	\$ (309,277)	\$ 690,797	\$ 979,457	\$ 1,245,587	\$ 1,353,491	\$ 1,381,323
84							
85	<u>Capital Expenses</u>						
86	Ramp-Up: Consultant for Lease-up	\$ 80,000	\$ 46,698				
87	Ramp-Up: Moving Service	\$ 25,000	\$ 72,232				
88	Ramp-Up: Pest inspection/ Treatment at move-in	\$ 25,000	\$ 8,738				
89	Ramp-up: Office furniture, PC, Printer	\$ 10,000	\$ 11,380				
90	Ramp-up: Community Room furniture / TV	\$ 40,000	\$ 38,990				
91	Ramp-up: Laundry Room cart & table	\$ 2,000	\$ -				
92	Ramp-up: Unit furniture	\$ 93,000	\$ 3,891				
93	Ramp-up: Refrigerators & Microwaves	\$ 22,750	\$ 21,568				
94	Ramp-up: Gate between Abigail Hotel and 250 McAllister building.	\$ 50,000	\$ 40,841				
95	Ramp-up: Adjustment to Actuals	\$ (252,061)	\$ -				
96	Approved One-Time Capital Expenses	\$ -	\$ -	\$ 21,616	\$ 36,615	\$ (19,440)	\$ -
97							
98	<b>TOTAL CAPITAL EXPENSES</b>	\$ 95,689	\$ 244,339	\$ 21,616	\$ 36,615	\$ (19,440)	\$ -

	A	V	Y	AB	AF	AG	AH
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPP</b>						
2	<b>OPERATING 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>EXTENSION YEAR EXTENSION YEAR</b>						
9		<b>Year 7</b>	<b>Year 8</b>	<b>Year 9</b>	<b>All Years</b>		
10		7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2029	1/1/2021 - 6/30/2029
11		New	New	New	Current	Amendment	New
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 159,026	\$ 159,026	\$ 159,026	\$ 811,658	\$ 477,078	\$ 1,288,736
14	Office Supplies, Postage	\$ 5,209	\$ 5,209	\$ 5,209	\$ 26,410	\$ 15,628	\$ 42,038
15	Building Maintenance Supplies and Repair	\$ 70,417	\$ 70,417	\$ 70,417	\$ 707,204	\$ 211,252	\$ 918,456
16	Printing and Reproduction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
17	Insurance	\$ 43,733	\$ 43,733	\$ 43,733	\$ 140,370	\$ 131,200	\$ 271,570
18	Community Engagement	\$ 4,575	\$ 4,575	\$ 4,575	\$ 20,955	\$ 13,725	\$ 34,680
19	Staff Travel-(Local & Out of Town)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20	Rental of Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
21	Legal Costs	\$ 23,441	\$ 23,441	\$ 23,441	\$ 41,188	\$ 70,324	\$ 111,513
22	Elevator Repairs	\$ 10,000	\$ 10,000	\$ 10,000	\$ 78,231	\$ 30,000	\$ 108,231
23		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
42	<u>Subcontractors/Temporary Staffing</u>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
43	Janitorial Services via VIP Cleaning Crew	\$ 25,000	\$ 25,000	\$ 25,000	\$ 203,165	\$ 75,000	\$ 278,165
44	Temp - Case Manager	\$ -	\$ -	\$ -	\$ 59,451	\$ -	\$ 59,451
67							
68	TOTAL OPERATING EXPENSES	\$ 341,402	\$ 341,402	\$ 341,402	\$ 2,088,632	\$ 1,024,207	\$ 3,112,840
69							
70	<u>Other Expenses (not subject to indirect cost %)</u>						
71	Rental of Property	\$ 1,176,810	\$ 1,176,810	\$ 1,176,810	\$ 5,917,702	\$ 3,530,431	\$ 9,448,133
72	Abigail's portion Modified Payment Program usage	\$ 83,444	\$ 83,444	\$ 83,444	\$ 428,473	\$ 250,331	\$ 678,803
73	Abigail's portion Prop Mgmt Infrastructure usage	\$ 118,190	\$ 118,190	\$ 118,190	\$ 545,480	\$ 354,569	\$ 900,048
74	Adjustment to Actuals	\$ -	\$ -	\$ -	\$ (1,581,322)	\$ -	\$ (1,581,322)
75	Property Management Software	\$ -	\$ -	\$ -	\$ 28,166	\$ -	\$ 28,166
76	Tenant Rep Stipend	\$ 2,880	\$ 2,880	\$ 2,880	\$ 2,880	\$ 8,640	\$ 11,520
82							
83	TOTAL OTHER EXPENSES	\$ 1,381,323	\$ 1,381,323	\$ 1,381,323	\$ 5,341,378	\$ 4,143,970	\$ 9,485,348
84							
85	<u>Capital Expenses</u>						
86	Ramp-Up: Consultant for Lease-up	\$ -	\$ -	\$ -	\$ 126,698	\$ -	\$ 126,698
87	Ramp-Up: Moving Service	\$ -	\$ -	\$ -	\$ 97,232	\$ -	\$ 97,232
88	Ramp-Up: Pest inspection/ Treatment at move-in	\$ -	\$ -	\$ -	\$ 33,738	\$ -	\$ 33,738
89	Ramp-up: Office furniture, PC, Printer	\$ -	\$ -	\$ -	\$ 21,380	\$ -	\$ 21,380
90	Ramp-up: Community Room furniture / TV	\$ -	\$ -	\$ -	\$ 78,990	\$ -	\$ 78,990
91	Ramp-up: Laundry Room cart & table	\$ -	\$ -	\$ -	\$ 2,000	\$ -	\$ 2,000
92	Ramp-up: Unit furniture	\$ -	\$ -	\$ -	\$ 96,891	\$ -	\$ 96,891
93	Ramp-up: Refrigerators & Microwaves	\$ -	\$ -	\$ -	\$ 44,318	\$ -	\$ 44,318
94	Ramp-up: Gate between Abigail Hotel and 250 McAllister building.	\$ -	\$ -	\$ -	\$ 90,841	\$ -	\$ 90,841
95	Ramp-up: Adjustment to Actuals	\$ -	\$ -	\$ -	\$ (252,061)	\$ -	\$ (252,061)
96	Approved One-Time Capital Expenses	\$ -	\$ -	\$ -	\$ 38,791	\$ -	\$ 38,791
97							
98	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ 378,819	\$ -	\$ 378,819

**BUDGET NARRATIVE**

**Fiscal Year**

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

**FY26-27**

**<- 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>Calculation</u>
	<u>Budgeted</u>	<u>Budgeted</u>		
	<u>FTE</u>	<u>Salary</u>		
Property Manager	1.00	\$ 72,801	On-site management of Abigail for Step-up PSH tenants	Annualized Salary * Adj FTE
Maintenance Worker	0.50	\$ 30,999	On-site maintenance worker for Abigail repairs & proactive maintenance	Annualized Salary * Adj. FTE
Director of Property Mgmt	0.03	\$ 4,801	Oversight staffing for Abigail project	Annualized Salary * Adj. FTE
Assoc Director of Property Mgmt	0.09	\$ 9,277	Oversight staffing for Abigail project	Annualized Salary * Adj. FTE
Facilities Manager	0.17	\$ 16,599	Onsite management of facilities team for Abigail project	Annualized Salary * Adj. FTE
Case Manager	1.00	\$ 58,543	On-site case manager for Abigail's Step-up PSH tenants	Annualized Salary * Adj. FTE
Support Services Manager	0.17	\$ 13,856	Onsite management of case manager for Abigail project	Annualized Salary * Adj. FTE
Assoc Director of Support Services	0.09	\$ 8,649	Oversight staffing for Abigail project	Annualized Salary * Adj. FTE
Director of Support Services	0.03	\$ 4,167	Oversight staffing for Abigail project	Annualized Salary * Adj. FTE
<b>TOTAL</b>	<b>3.07</b>	<b>\$ 219,692</b>		
<u>Employee Fringe Benefits</u>			<u>Includes FICA, SSUI, Workers Compensation and Medical calculated at 36% of total salaries.</u>	
		\$ 79,089		
<b>Salaries &amp; Benefits Total</b>		<b>\$ 298,781</b>		

<u>Operating Expenses</u>	<u>Budgeted</u>	<u>Justification</u>	<u>Calculation</u>
	<u>Expense</u>		
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 159,026	Estimated utility costs based upon prior actuals with a factor of annual increases	Estimated based on prior year and a factor of industry wide increases
Office Supplies, Postage	\$ 5,209	Estimated office supply expense	Estimated based on prior year and a factor of industry wide increases
Building Maintenance Supplies and Repair	\$ 70,417	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.	Estimated based on prior year and a factor of industry wide increases
Insurance	\$ 43,733	General Liability insurance to operate at the Abigail.	From insurance quote for 10 months and estimated the remaining 2 months.
Community Engagement	\$ 4,575	Cost of activities, events to engage the tenants of the building.	Budgeted at \$75/per rentable unit. Consistent with Bristol, THC's other Housing Ladder project.
Legal Costs	\$ 23,441	Third party attorney services	Estimated based on prior year and current state of tenant behavior
Elevator Repairs	\$ 10,000	Capped elevator expense per our master lease agreement with the owner of the Abigail.	Max per our lease with the Abigail owner.
<u>Subcontractors/Temporary Staffing</u>	\$ -		.
Janitorial Services via VIP Cleaning Crew	\$ 25,000	Periodic janitorial for common areas provided by vendor	Estimated based on contract.
Temp - Case Manager	\$ -	Temporary Case Manager staffing as needed	.
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ 341,402</b>		
<b>Indirect Cost</b>	11.5%	\$ 73,621	

**BUDGET NARRATIVE**

**Fiscal Year**

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

**FY26-27**

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

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
Rental of Property	\$ 1,176,810	Master lease of Abigail rental units	FY26 estimated actual
Abigail's portion Modified Payment Program usage	\$ 83,444	allocation based on units & usage factor for services provided by THC's Property Mgmt.	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.	allocation based on units & usage factor for services provided by THC's MPP team.
Tenant Rep Stipend	\$ 2,880	Stipend for tenant selected to: 1) Attend and provide building's sentiment at periodic: community engagement and/or informational trainings/meetings – held at the Central City SRO Collaborative (CCSRO) at 472 Ellis, 2) Encourage participation by building tenants: community events, property management meetings and 3) Help coordinate and encourage tenant participation in the building's annual fire drill and other safety related meetings held by building mgmt. and CCSRO	Same at FY26
<b>TOTAL OTHER EXPENSES</b>	<b>\$ 1,381,323</b>		

	A	B	C	D	E	H	K	N	Q	T	AI
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>										
2	<b>APPENDIX B, BUDGET</b>										
3	<b>Document Date</b>	7/1/2026									
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	6/30/2026	6							
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>	7/1/2026									
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>	\$ 1,174,558	\$ 1,116,917								
16	<b>Not-To-Exceed</b>	\$ 9,969,196	\$ 15,496,140	<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		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 6/30/2026			
18		<b>Current</b>	<b>Current</b>	<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			\$ 46,000						\$ 46,000	
35	Adjustment to Actuals			\$ (19,832)						\$ (19,832)	
40	<b>Total HSH Revenues</b>	\$ -	\$ -	\$ 26,168	\$ -	\$ -	\$ -	\$ -	\$ 26,168		
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
52											

	A	B	E	H	K	N	Q	AF
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>							
2	<b>OPERATING DETAIL</b>							
3	<b>Document Date</b>	7/1/2026						
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>Year 5</b>	<b>Year 6</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 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 6/30/2026
11		Current	Current	Current	Current	Current	Current	Current
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	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)
84	<b>TOTAL OTHER EXPENSES</b>	\$ -	\$ -	\$ 26,168	\$ -	\$ -	\$ -	\$ 26,168
97	<b>HSH #3</b>							

## Appendix C, Method of Payment

**I. Reimbursement for 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, paid by the Grantee, 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 the Appendix B, Budget(s) of the Agreement.

**II. General Instructions for Invoice Submittal:**

Grantee invoices shall include actual detailed expenditures for eligible activities incurred during the month and paid by the Grantee.

- A. Grantee shall submit all invoices and any related documentation required in the format specified below, after costs have been incurred and paid by the Grantee, and within 15 days after the month the service has occurred.
- B. Expenditures must be paid by the Grantee prior to invoicing HSH for grant expenditures.
- C. Grantee shall ensure all final invoices are submitted 15 days after the close of the fiscal year or project period. HSH does not allow supplemental invoicing for expenses that have not been billed after the close of the fiscal year or project period.
- D. Failure to consistently invoice within the required timelines shall result in a Corrective Action Plan issued by HSH which may impact Grantee’s ability to apply for future funding or requests for additional funding.

<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

**E. 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.

F. 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 more than 100 percent of an ongoing General Fund or Our City, Our Home Fund (Prop C) line item, provided that total expenditures do not exceed the budget category amount (i.e., Salary, Operating, Indirect and/or Capital), per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.

G. 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 Grant funding monthly and annually may result in reductions to future allocations and may impact future advance. HSH may set specific spend down targets and communicate those to Grantees.

H. 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) and summarized in Excel;
  - 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));
  - 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;
  - e. Include only documentation that pertains to the Grant budget that is being invoiced. Grantee shall not provide agency-wide supporting documentation for other agency costs or HSH Grants. (e.g., only payroll documentation for the personnel being charged to that invoice should be included); and
  - f. Include the Grantee's cost allocation plan.
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. HSH reserves the right to reject and/or deny invoices, in part or as a whole, that do not follow these instructions.

Our City, Our Home (Prop C)	
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, a personnel report in Excel format that itemizes all payroll costs included in the invoice, historical and current payroll information from a payroll service or a payroll ledger from Grantee's accounting system and must include employee name, title, rate, and hours worked for each pay period.</p>
Operating	<p>Grantee shall maintain documentation for all approved Operating costs included in the Appendix B, Budget(s). Each time an invoice is submitted, Grantee shall upload documentation for all Subcontractor and Consultant costs, and documentation for any single expense within the Operating budget category that exceeds \$10,000.</p> <p>Documentation shall include, but is not limited to, a detailed summary report in Excel format that itemizes all costs included in each operating invoice line, 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>
Operating - Direct Assistance	<p>Grantee shall maintain and provide documentation for all approved Direct Assistance costs included in the Appendix B, Budget(s) each time an invoice is submitted.</p> <p>Documentation shall include a detailed summary report in Excel format, showing proof of Direct Assistance expenditures, and any other information specifically requested by HSH to confirm appropriate use of Direct Assistance funds per the established program policy.</p>
Capital and/or One-Time Funding	<p>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.</p> <p>Documentation shall include, but is not limited to, a detailed summary report in Excel format that itemizes all costs included in each capital/one-time invoice line, receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.</p>

Our City, Our Home (Prop C)	
Type	Instructions and Examples of Documentation
Revenue	<p>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.</p> <p>Grantee shall use actual amount of tenant rent collected as Rental Income. Grantee shall include in the supporting documentation a report on Emergency Rental Assistance Program (ERAP) and other rental assistance received and for what period the payments are.</p>

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 to the assigned HSH Contract Manager, as listed in CARBON, on an agency letterhead with a narrative justification that fully describes the unique circumstances, for review and approval. Advance requests must be submitted by the Grantee’s authorized staff only.

2. HSH, at its sole discretion, may make available to Grantee up to one month of the total ongoing fiscal year General Fund or Prop C budget amount, per the Appendix B, Budget(s) of this Agreement. Requests for greater than one month of the ongoing fiscal year budget amount may be considered on a case-by-case basis only.
3. Grantee is expected to maintain adequate cash reserves for multi-year Grant agreements and not rely on cash advances to cover expenses necessary to operate Grantee's core operations.

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 to ensure cash flow and repayment. HSH will track advance recoupment on a monthly basis using internal tools in order to avoid any overpayment and prevent further loss of City funds.
2. All advance repayments must be recovered within the fiscal year for which they were made but no later than April invoices submitted in May.
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 wire transfer or by 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 monthly invoicing. Failure to submit required information or comply by specified deadlines may result in HSH withholding 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) / Money Management	July 1, 2021 – June 30, 2026	\$6,738,166
Department of Homelessness and Supportive Housing	Property Management, Support Services and Master Leasing at Garland Hotel	April 1, 2022 – June 30, 2026	\$9,984,244
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	October 1, 2025 – September 30, 2028	\$9,756,673
Department of Homelessness and Supportive Housing	Continuum of Care (CoC) Rental Assistance at Garland Hotel	October 1, 2025 – September 30, 2028	\$6,833,020
Department of Homelessness and Supportive Housing	Bristol Hotel Housing Ladder (Support Services, Property Management and Master Leasing)	March 1, 2024 – June 30, 2026	\$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 Homelessness and Supportive Housing	Elk Hotel Elevator Modernization Program	October 1, 2024 – June 30, 2026	\$83,623
Department of Homelessness and Supportive Housing	Royan Hotel Elevator Modernization Program	October 1, 2024 – June 30, 2026	\$67,131
Department of Homelessness and Supportive Housing	Seneca Hotel Elevator Modernization Program	October 1, 2024 – June 30, 2026	\$42,924
Department of Homelessness and Supportive Housing	Crown Hotel Elevator Modernization Program	December 1, 2024 – June 30, 2026	\$578,152
Department of Homelessness and Supportive Housing	Mayfair Hotel Elevator Modernization Program	December 1, 2024 – June 30, 2026	\$617,331
Department of Homelessness and Supportive Housing	Mission Hotel Elevator Modernization Program	December 1, 2024 – June 30, 2026	\$211,678
Department of Homelessness and Supportive Housing	Pierre Hotel Elevator Modernization Program	December 1, 2024 – June 30, 2026	\$107,543
Department of Homelessness and Supportive Housing	Union Hotel Elevator Modernization Program	June 1, 2025 – June 30, 2026	\$297,063

<b>City Department or Commission</b>	<b>Program Name</b>	<b>Agreement Term</b>	<b>Grant Amount (Not-to-Exceed)</b>
Department of Building Inspection	Central City SRO Collaborative	July 1, 2025 – June 30, 2026	\$594,954
Department of Building Inspection	Code Enforcement Outreach Program	July 1, 2025 – June 30, 2026	\$520,375
Adult Probation Department	Transitional Housing Program	July 1, 2024 – June 30, 2027	\$7,360,191
Mayor’s Office of Housing and Community Development	Right to Counsel	July 1, 2025 – June 30, 2026	\$2,031,025
Mayor’s Office of Housing and Community Development	La Voz Latina del Tenderloin	July 1, 2025 – June 30, 2026	\$400,000

## **Appendix E, Anti-Violence and Weapons Policy**

# Anti-Violence and Weapons Policy (February 10<sup>th</sup>, 2025)

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## Purpose

The Department of Homelessness and Supportive Housing (HSH) is committed to ensuring the safety of nonprofit employees, City employees, vendors, residents, visitors, and guests who work, visit, and/or live in site-based Permanent Supportive Housing (PSH) funded by the City.

## Department-Wide Anti-Violence Efforts

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HSH will continue to provide ongoing guidance and support to PSH Housing Providers on anti-violence efforts. HSH will require all housing providers to:

- Adopt and train employees on a Workplace Emergency Action Plan, which describes preparedness activities and coordinated responses that each PSH Housing Provider will use in the event of a serious emergency, such as an active shooter.
- Comply with HSH's PSH Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.

## Specific PSH-Related Anti-Violence Interventions

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To protect employees and residents who work and live in PSH against violence at PSH facilities, HSH currently requires PSH Housing Providers to implement the following specific interventions:

- Maintain building safety, including but not limited to providing 24-hour front desk coverage to monitor residents and visitors who enter and exit the building.
- Deploy City-funded security guards to support employees if a crisis emerges in accordance to HSH Safety Enhancement Standard Operating Procedures.
- Communicate and collaborate with HSH personnel to prevent, de-escalate, and respond to emergencies.
- Cooperate with the Department of Public Health's Permanent Housing Advanced Clinical Services (PHACS) team to provide medical and behavioral health services on a referral basis at PSH sites.
- Organize training from the Department of Emergency Management for all employees working at PSH on how to better use resources available through 911 dispatchers including the SFPD and the Crisis Team.
- File critical incident reports to HSH and cooperate with HSH security incident investigations.

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- Whenever PSH Housing Provider or their employees are aware that a resident has made a specific threat of harm against a third-party, including City employees, the PSH Housing Provider shall notify the third-party of such threat, and (where applicable) notify any applicable employer.
- Consider seeking a temporary restraining order (where appropriate after consultation with legal counsel), including an order to surrender firearms or ammunition, in situations where a resident makes a specific threat of harm against an PSH Housing Provider employee.

## PSH Weapons Policy and City Contracts/Grants

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The anti-violence policies and interventions described above are meant to prevent all types of violence, including weapon-related violence. Still, to guard against the specific threats posed by weapons, HSH will require that City-funded site-based PSH Housing Providers adopt and enforce a site specific PSH Weapons Policy, which must be incorporated into the lease through a lease addendum. Providers will be required to adopt and enforce this policy within six months of the effective date of the policy. Providers will be required to sign the policy and return to HSH, which will be included as an addendum to grants or contracts as HSH amends existing agreements.

## PSH Weapons Policy and Lease Addendum

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PSH Housing Providers have an important and substantial interest in protecting the health, safety, and welfare of its residents, their guests, its employees, and the public at large. While residents have rights afforded by law, and the City expects that each PSH Housing Provider will respect and permit the lawful ownership and possession of weapons, PSH Housing Providers may also place reasonable restrictions for the safety of others. Each PSH Housing Provider shall adopt a Weapons Policy and Lease Addendum substantially in the form of the model set out below.

## Template PSH Weapons Policy and Lease Addendum

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This Addendum is being attached to, and incorporated by reference in, the Lease Agreement (“Lease”) between the Landlord and the undersigned Tenant(s) for the use of property located at ADDRESS, Unit #. The purpose of this Addendum is to add new terms and conditions to the Lease. The parties agree that if any terms of the Lease and this Addendum are inconsistent, the terms set forth in the Addendum will govern. The undersigned Tenant(s) agree that it is their responsibility to understand the federal, state, or local laws applicable to their ownership, possession, display, use, or storage of Firearm, Weapon, Generally Prohibited Weapons, Ammunition, or gunpowder while on the Premises.

1. Definitions. For purposes of this Addendum, the following terms have the following meanings:
  - a. “Ammunition” has the meaning set forth in [Cal. Penal Code § 16150](#), as may be amended from time to time;
  - b. “Carry Concealed Weapon (CCW) License” means an unexpired license



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- issued in accordance with Cal. Penal Code § [26150](#) or [26155](#), as may be amended from time to time;
- c. “Firearm” has the meaning set forth in Cal. Penal Code § [16520](#), as may be amended from time to time;
  - d. “Generally Prohibited Weapons” has the meaning set forth in Cal. Penal Code § [16590](#), as may be amended from time to time;
  - e. “Loaded Firearm” has the meaning set forth in Cal. Penal Code § [16840](#), as may be amended from time to time;
  - f. “Premises” means the residential building in which the leased unit is located, including but not limited to, the unit and common areas;
  - g. “Common Areas” means any area on the Premises that is accessible to the public or other residents;
  - h. “Tenant” has the meaning set forth in the Lease;
  - i. “Third-Party” includes any persons other than the undersigned Tenant who are lawfully on the Premises, including but not limited to residents, guests, and employees;
  - j. “Weapon” means an object designed for the purpose of inflicting bodily harm, including but not limited to:
    - i. Tasers/Stun Guns; Knives and blades;
    - ii. Martial arts weapons;
    - iii. Bow and arrows of any type;
    - iv. Swords; and
    - v. Hazardous chemical or biological material of any sort.
2. It shall be a breach of the Lease for Tenant or any guest of Tenant to engage in any of the following acts or omissions on the Premises:
- a. Possess, carry, display, or use any Firearm, Weapon, Generally Prohibited Weapons, Ammunition, or gunpowder in violation of the laws of the State of California;
  - b. Fail to securely store any Firearm, Weapon, Ammunition, or gunpowder so as to prevent access by any minor;
  - c. Threaten any Third-Party with the use of any Firearm, Weapon, or Generally Prohibited Weapons, including in any manner that puts any Third-Party in substantial danger of injury or death, and without lawful justification;
  - d. Sell any Firearm, Weapon, Generally Prohibited Weapons, Ammunition, or gunpowder on the Premises;
  - e. Carry on their person a concealed Firearm, as defined in Cal. Penal Code §§ [25400](#), as may be amended from time to time, in any Common Areas, unless they have a valid Carry Concealed Weapon (CCW) License, or are otherwise exempt by the laws of the State of California from the prohibition against carrying a concealed Firearm;
  - f. Fail to notify the Property Management within five (5) calendar days of the theft of any Firearm, Weapon, Generally Prohibited Weapon, and/or Ammunition from the Premises;



*Confidential- Anti-Violence and Weapons Policy*

The Grantee/Contractor, Tenderloin Housing Clinic, understands and agrees to comply with HSH's Anti-Violence and Weapons Policy.

*Randy Shaw*

66609935715245B

Signature of Grantee's/Contractor's Authorized Official

Randy Shaw Executive Director

Name and Title of Grantee's/Contractor's Authorized Official

2/19/2025

Date