# CITY AND COUNTY OF SAN FRANCISCO <br> DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING 

FIRST AMENDMENT<br>TO GRANT AGREEMENT<br>between<br>CITY AND COUNTY OF SAN FRANCISCO and BAYVIEW HUNTERS POINT FOUNDATION


#### Abstract

THIS AMENDMENT of the January 1, 2021 Grant Agreement (the "Agreement") is dated as of April 1, 2022 and is made in the City and County of San Francisco, State of California, by and between BAYVIEW HUNTERS POINT FOUNDATION ("Grantee") and the CITY AND COUNTY OF SAN FRANCISCO, a municipal corporation ("City") acting by and through The Department of Homelessness and Supportive Housing ("Department").


## RECITALS

WHEREAS, the Agreement was competitively procured as required through Request for Qualifications (RFQ) \#130, issued June 4, 2020, and this modification is consistent therewith; and

WHEREAS, the City's Board of Supervisors approved this Agreement under San Francisco Charter Section 9.118 by Resolution 248-22 on May 24, 2022 to extend the grant term by three years and increase the grant amount by $\$ 17,152,587$ to approve the first amendment; and

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

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

1. Definitions. Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Grant Agreement.
(a) Agreement. The term "Agreement" shall mean the Agreement dated January 1, 2021 between Grantee and City.
2. Modifications to the Agreement. The Grant Agreement is hereby modified as follows:
2.1 ARTICLE 3 TERM of the Agreement currently reads as follows:
3.1 Effective Date. This Agreement shall become effective when the Controller has certified to the availability of funds as set forth in Section 2.2 and the Department has notified Grantee thereof in writing.

### 3.2 Duration of Term.

(a) The term of this Agreement shall commence on December 1, 2020 and expire on June 30, 2022 unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

## ARTICLE 3 TERM

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

### 3.2 Duration of Term.

(a) The term of this Agreement shall commence on December 1, 2020 and expire on June 30, 2025, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.
2.2 Section 4.2 Grantee's Personnel of the Agreement is hereby deleted and replaced in its entirety to read as follows:

### 4.2 Grantee's Personnel.

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

## (b) Grantor Vaccination Policy.

(1) Grantee acknowledges that it has read the requirements of the 38th Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency ("Emergency Declaration"), dated February 25, 2020, and the Contractor Vaccination Policy for City Contractors and Grantees issued by the City Administrator ("Contractor Vaccination Policy"), as those documents may be amended from time to time. A copy of the Contractor Vaccination Policy can be found at:
https://sf.gov/confirm-vaccine-status-your-employees-andsubcontractors.
(2) A Contract or Grant subject to the Emergency Declaration is an agreement between the City and any other entity or individual and any subcontract under such agreement, where Covered Employees of the Contractor/Grantee or Subcontractor work in-person with City employees in connection with the work or services performed under the agreement at a City owned, leased, or controlled facility. Such agreements include, but are not limited to, professional services contracts, general services contracts, public works contracts, and grants. Contract or Grant includes such agreements currently in place or entered into during the term of the Emergency Declaration. Contract or Grant does not include an agreement with a state or federal governmental entity or agreements that do not involve the City paying or receiving funds.
(3) In accordance with the Contractor Vaccination Policy, Grantee agrees that:
A. Where applicable, Grantee shall ensure it complies with the requirements of the Contractor Vaccination Policy pertaining to Covered Employees, as they are defined under the Emergency Declaration and the Contractor Vaccination Policy, and insure such Covered Employees are either fully vaccinated for COVID-19 or obtain from Grantee an exemption based on medical or religious grounds; and
B. If Grantee grants Covered Employees an exemption based on medical or religious grounds, Grantee will promptly notify City by completing and submitting the Covered Employees Granted Exemptions Form ("Exemptions Form"), which can be found at https://sf.gov/confirm-vaccine-status-your-employees-andsubcontractors (navigate to "Exemptions" to download the form).
2.3 ARTICLE 5 USE AND DISBURSEMENT OF GRANT FUNDS of the Agreement currently reads as follows:

### 5.1 Maximum Amount of Grant Funds.

(a) In no event shall the amount of Grant Funds disbursed hereunder exceed Nine Million Five Hundred Thirty Five Thousand Forty Six Dollars (\$9,535,046).
(b) Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement, One Million Five Hundred

Eighty Nine Thousand One Hundred Seven Four Dollars $\mathbf{( \$ 1 , 5 8 9 , 1 7 4 )}$ is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.
5.2 Use of Grant Funds. Grantee shall use the Grant Funds only for Eligible Expenses as set forth in Appendix A, Services to be Provided and Appendix B, Budget and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.
5.3 Disbursement Procedures. Grant Funds shall be disbursed to Grantee as follows:
(a) Grantee shall submit to the Department for approval, in the manner specified for notices pursuant to Article 15, a document (a "Funding Request") substantially in the form attached as Appendix C, Method of Payment. Any unapproved Funding Requests shall be returned by the Department to Grantee with a brief explanation why the Funding Request was rejected. If any such rejection relates only to a portion of Eligible Expenses itemized in a Funding Request, the Department shall have no obligation to disburse any Grant Funds for any other Eligible Expenses itemized in such Funding Request unless and until Grantee submits a Funding Request that is in all respects acceptable to the Department.
(b) The Department shall make all disbursements of Grant Funds pursuant to this Section through electronic payment or by check payable to Grantee sent via U.S. mail in accordance with Article 15, unless the Department otherwise agrees in writing, in its sole discretion. For electronic payment, City vendors receiving new contracts, contract renewals, or contract extensions must sign up to receive electronic payments through the City's Automated Clearing House (ACH) payments service/provider. Electronic payments are processed every business day and are safe and secure. To sign up for electronic payments, visit www.sfgov.org/ach. The Department shall make disbursements of Grant Funds as set forth in Appendix C, Method of Payment.

### 5.4 State or Federal Funds.

(a) Disallowance. With respect to Grant Funds, if any, which are ultimately provided by the State or Federal government, Grantee agrees that if Grantee claims or receives payment from City for an Eligible Expense, payment or reimbursement of which is later disallowed by the State or Federal government, Grantee shall promptly refund the disallowed amount to City upon City's request. At its option, City may offset all or any portion of the disallowed amount against any other payment due to Grantee hereunder or under any other Agreement. Any such offset with respect to a portion of the disallowed amount shall not release Grantee from Grantee's obligation hereunder to refund the remainder of the disallowed amount.
(b) Grant Terms. The funding for this Agreement is provided in full or in part by a federal or state grant to the City. As part of the terms of receiving the funds, the City is required to incorporate some of the terms into this Agreement and include certain reporting requirements.

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

## ARTICLE 5 USE AND DISBURSEMENT OF GRANT FUNDS

### 5.1 Maximum Amount of Grant Funds.

(a) In no event shall the amount of Grant Funds disbursed hereunder exceed Twenty Six Million Six Hundred Eighty Seven Thousand Six Hundred Thirty Two Dollars (\$26,687,632).
(b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, Three Million Eight Hundred Fifty Three Thousand Two Hundred Ninety Four Dollars $\mathbf{( \$ 3 , 8 5 3 , 2 9 4})$ is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.
5.2 Use of Grant Funds. Grantee shall use the Grant Funds only for Eligible Expenses as set forth in Appendix A, Services to be Provided and Appendix B, Budget and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.
5.3 Disbursement Procedures. Grant Funds shall be disbursed to Grantee as follows:
(a) Grantee shall submit to the Department for approval, in the manner specified for notices pursuant to Article 15, a document (a "Funding Request") substantially in the form attached as Appendix C, Method of Payment. Any unapproved Funding Requests shall be returned by the Department to Grantee with a brief explanation why the Funding Request was rejected. If any such rejection relates only to a portion of Eligible Expenses itemized in a Funding Request, the Department shall have no obligation to disburse any Grant Funds for any other Eligible Expenses itemized in such Funding Request unless and until Grantee submits a Funding Request that is in all respects acceptable to the Department.
(b) The Department shall make all disbursements of Grant Funds pursuant to this Section through electronic payment or by check payable to Grantee sent via U.S. mail in accordance with Article 15, unless the Department otherwise agrees in writing, in its sole discretion. For electronic payment, City vendors receiving new contracts, contract renewals, or contract extensions must sign up to receive electronic payments through the City's Automated Clearing House (ACH) payments service/provider. Electronic payments are processed every business day and are safe and secure. To sign up for electronic payments, visit www.sfgov.org/ach. The Department shall make disbursements of Grant Funds as set forth in Appendix C, Method of Payment.
2.4 Section 13.3 Subcontracting of the Agreement is hereby deleted and replaced in its entirety to read as follows:
13.3 Subcontracting. If Appendix B, Budget, lists any permitted subgrantees, then notwithstanding any other provision of this Agreement to the contrary, Grantee shall have the right to subcontract on the terms set forth in this Section. If Appendix B, Budget, is blank or specifies that there are no permitted subgrantees, then Grantee shall have no rights under this Section.
(a) Limitations. In no event shall Grantee subcontract or delegate the whole of the Grant Plan. Grantee may subcontract with any of the permitted subgrantees set forth on Appendix B, Budget without the prior consent of City; provided, however, that Grantee shall not thereby be relieved from any liability or obligation under this Agreement and, as between City and Grantee, Grantee shall be responsible for the acts, defaults and omissions of any subgrantee or its agents or employees as fully as if they were the acts, defaults or omissions of Grantee. Grantee shall ensure that its subgrantees comply with all of the terms of this Agreement, insofar as they apply to the subcontracted portion of the Grant Plan. All references
herein to duties and obligations of Grantee shall be deemed to pertain also to all subgrantees to the extent applicable. A default by any subgrantee shall be deemed to be an Event of Default hereunder. Nothing contained in this Agreement shall create any contractual relationship between any subgrantee and City.
(b) Terms of Subcontract. Each subcontract shall be in form and substance acceptable to City and shall expressly provide that it may be assigned to City without the prior consent of the subgrantee. In addition, each subcontract shall incorporate all of the terms of this Agreement, insofar as they apply to the subcontracted portion of the Grant Plan. Without limiting the scope of the foregoing, each subcontract shall provide City, with respect to the subgrantee, the audit and inspection rights set forth in Section 6.6. Upon the request of City, Grantee shall promptly furnish to City true and correct copies of each subcontract permitted hereunder.

### 2.5 ARTICLE 15 NOTICES AND OTHER COMMUNICATIONS of the

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

| If to the Department or City: | Department of Homelessness and Supportive Housing Contracts Unit 440 Turk Street <br> San Francisco, CA 94102 <br> hshcontracts@sfgov.org |
| :---: | :---: |
| If to Grantee: | Bayview Hunters Point Foundation 150 Executive Blvd, Suite 2800 <br> San Francisco, CA 94124 <br> Attn: James Bouquin James.Bouquin@bayviewci.org |

Any notice of default must be sent by registered mail.
15.2 Effective Date. All communications sent in accordance with Section 15.1 shall become effective on the date of receipt.
15.3 Change of Address. Any party hereto may designate a new address for purposes of this Article 15 by notice to the other party.
2.6 Section 17.6 Entire Agreement of the Agreement is hereby deleted and replaced with the following:
17.6 Entire Agreement. This Agreement and the Application Documents set forth the entire Agreement between the parties, and supersede all other oral or written provisions. If there is any conflict between the terms of this Agreement and the Application Documents, the terms of this Agreement shall govern. The following appendices are attached to and a part of this Agreement:

Appendix A, Services to be Provided (dated April 1, 2022)
Appendix B, Budget (dated April 1, 2022)
Appendix C, Method of Payment (dated April 1, 2022)
Appendix D, Interests in Other City Grants (dated April 1, 2022)
2.7 Appendix A, Services to be Provided, of the Agreement is hereby replaced in its entirety by Appendix A, Services to be Provided (dated April 1, 2022), for the period of December 1, 2020 to June 30, 2025.
2.8 Appendix B, Budget, of the Agreement is hereby replaced in its entirety by the modified Appendix B, Budget (dated April 1, 2022), for the period of December 1, 2020 to June 30, 2025.
2.9 Appendix C, Method of Payment, of the Agreement is hereby replaced in its entirety by the modified Appendix C, Method of Payment (dated April 1, 2022).
2.10 Appendix E, Permitted Subcontractors, of the Agreement is hereby deleted.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed as of the date first specified herein. The signatories to this Agreement warrant and represent that they have the authority to enter into this agreement on behalf of the respective parties and to bind them to the terms of this Agreement.

## CITY

## DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING



## GRANTEE

## BAYVIEW HUNTERS POINT FOUNDATION

By: $\frac{\sum_{\text {James Bouquin }}^{\text {Eas6a0a6Egcoas. }}}{\text { Jocusignea by: }}$

Approved as to Form:
David Chiu
City Attorney

## Appendix A: Services to be Provided

by

## Bayview Hunters Point Foundation for Community Improvement Bayview SAFE Navigation Center

## I. Purpose of Grant

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

## II. Served Population

A. SAFE Navigation Center

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

Grantee shall serve families who are experiencing homelessness and do not have a fixed, regular, or adequate nighttime residence. Families are defined as households consisting of at least one adult age 18 or older and at least one minor child under age 18 , and people who are pregnant.

## III. Referral and Prioritization

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

The Bayview SAFE Navigation Center is not designed for or intended as a program that will accept open referrals or self-presentation to the program. Any individuals or families who are referred by entities other than the HSH established referral points or who selfpresent at the SAFE Navigation Center shall be directed to other resources. Grantee shall provide written and verbal information regarding other existing services to selfpresenting individuals.
A. SAFE Navigation Center

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

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

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

Examples of Housing Referral Status referrals include, but are not limited to:

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

Time-Limited Stays: Time-Limited Stays are used to provide guests a respite from the streets, identify key next steps or referral placements when possible, and to start guests on the path to key service connections and benefits. Encouraging participation with Adult Coordinated Entry is key to identifying and making service connections. Time-Limited Stays are 30 days for initial placement, with the exception of Homeward Bound stays, 90-day emergency shelter stays, one-night emergency shelter stays, or other specialized stays as defined by HSH. Some guests on a TimeLimited Stay may be eligible for an extension of stay as defined by the HSH Navigation Center Extension Policy. Examples of Time-Limited Stay referrals include, but are not limited to:

- Guests who are referred by HSH Outreach programs for an Outreach TimeLimited Stay;
- Guests who are referred by Healthy Streets Operations Center (HSOC), San Francisco Police Department (SFPD), or Emergency Medical Services (EMS-6) for an HSOC Time-Limited Stay;
- Guests who are referred by Coordinated Entry with a Rapid Rehousing opportunity in process.
- Guests who are referred by Homeward Bound for a Homeward Bound stay until their travel departure.
- Guests who are referred by 311.

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

All families will be referred by HSH via the Coordinated Entry System (CES), which organizes the Homelessness Response System (HRS) with a common, population specific assessment, centralized data system, and prioritization method.

All families must go through the Coordinated Entry process and engage Family Access Points. The Access Point staff will assess families for service needs, eligibility, and engage in Problem Solving. Access Points work to ensure those with the highest needs are able to access shelter and appropriate housing interventions.

Stay types in the Family Emergency Shelter component of the SAFE Navigation Center are outlined below:

Time-Limited Stays: Time-limited stays are 60-days at initial placement, with the possibility of 30-day extensions for up to a six-month maximum stay. Guests on a Time-Limited Stay may be transferred to a Housing Referral Status within the Navigation Center if a family is accepted into a Rapid Rehousing program or if the family is slated to enter Permanent Supportive Housing (PSH), and the change in stay is approved by HSH.

Housing Referral Status: Housing Referral Status stays are for families accepted into a Rapid Rehousing program or slated to enter Permanent Supportive Housing (PSH). They may remain in the SAFE Navigation Center through the duration of the housing search, or until the PSH unit is available, respectively. With ongoing cooperation of the guest, the guest may stay at the SAFE Navigation Center until housing placement or transfer to another site. Exceptions include guests who do not cooperate or receive a DOS under the Grievance Policy (see Services Requirements). Grantee shall receive approval from HSH prior to any exits based on non-participation in support services of individuals in a Housing Referral Status.

## IV. Description of Services

Grantee shall provide a low barrier, harm reduction model, with limited rules, focused on specific guest actions rather than functional addictions or problems, to up to 186 adult SAFE Navigation Center guests and 17 family shelter guests at any given time, unless City requires Grantee to serve less guests in order to maintain the health and safety of guests in accordance with City requirements.

## A. Support Services

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

Support Services offered may include, but are not limited to:

1. Intake: Grantee shall conduct an intake, and make any updates, to determine and document guest identification and stay information. The intake shall include a program orientation outlining the services available on site. The intake shall also include established consent forms that support exchange of guest information with program partners, including the data tracking partners for purposes of program analysis.
2. Orientation: Grantee shall provide weekly orientation meetings to new guests.
3. Assessment and Individual Service Plan: Grantee shall conduct a support services assessment to document guest needs. Grantee shall create service plans based on intake and assessment information. Service plans shall include issues identified by the guest and prioritize key issues, particularly those identified by HSH and the placement referral sources, which are the focus during the guest's stay.
4. Engagement: Grantee shall actively engage guests to support their connection to needed services, progress on their individual service plans and end guest homelessness. Grantee shall create a regular schedule of outreach to guests and shall provide services based on guest services plans and goals. Grantee shall provide outreach to and offer onsite services and/or referrals to all guests who display indications of placement instability. This includes, but is not limited to, discontinuance from benefits, services, rule violations or warnings, and conflicts with staff or other SAFE Navigation Center guests.
5. Case Management:
a. Grantee shall provide ongoing meetings and counseling services with guests to establish goals, support individualized action and service plans, and track progress toward meeting the goals.
b. Grantee shall offer individual and joint services to couples, as necessary and appropriate, and in accordance with confidentiality standards. Grantee shall use these interactions to present placement options that are individual, and couple focused, as appropriate to guest situation and needs.
c. Grantee shall assist guests in Housing Referral Status stays in applying for and securing the required documents needed to become "document ready" for permanent housing application. This includes, but is not limited to, the acquisition of identification, income and homelessness verifications, and other required documents as needed. Grantee shall communicate with the Coordinated Entry Housing Navigation staff regularly about the status of documentation acquisition and upload acquired documents into the ONE System via the protocol developed by HSH. Grantee shall engage the Coordinated Entry Housing Navigation staff in discussion and/or case conferencing when guests show signs of difficulty or lack of progress in acquiring necessary documentation.
6. Benefits Navigation: Grantee shall work in partnership with Human Services Agency (HSA) to assist eligible guests to obtain benefits such as Medi-Cal, CalFresh, and County Adult Assistance Program (CAAP) benefits. HSA will outstation SFBN and CAAP Eligibility Workers (EWs) at Navigation Center sites with the goals of fully integrating benefits application services into the Navigation Center environment and approving guests for benefits without requiring them to go to HSA offices. Grantee shall provide on-site services space for the HSA EWs.

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

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

Regarding the Support Services listed above, Grantee shall engage guests on a TimeLimited Stay to participate in the intake and program orientation process. Other support services offered to Time-Limited Stay guests will be determined by the guest's needs and the support service priorities established in conjunction with HSH. Participation in Support Services beyond the intake and program orientation process
is optional for Time-Limited Stay guests. For Housing Referral Status guests, participation in support services is a requirement for continued placement in the SAFE Navigation Center program.

## C. Emergency Shelter

In addition to the services listed above, Family Emergency Shelter services include:

1. Case Management: Grantee shall provide ongoing Case Management to households to support the goals of the Family Success Plan. Grantee shall review the Family Success Plan at the first Case Management meeting, at the end of 90 days in shelter, and every 30 days thereafter.
2. Financial Planning Assistance: Grantee shall develop a plan with households who reside in the shelter for more than 30 days to save 75 percent of their net earnings in a trust account. Grantee shall also work with households on a budget and financial literacy, including opening a bank account if households do not already have one.
3. Children's and Youth Services: Grantee shall employ background check cleared, experienced and qualified staff, to provide on-site age-appropriate activities and enrichment programming, which promote children's mental, social and physical development to children and youth under the age of 18 .
D. Operations

Grantee shall operate the Bayview SAFE Navigation Center as outlined below and adhere to the Shelter Standards of Care Legislation ${ }^{1}$ unless otherwise directed by the City in cases of public health or other emergency situations.

1. Grantee shall provide safe and clean sleeping accommodations for up to 203 guests nightly.
2. Access: Grantee shall provide program access without a curfew 24 hours a day, seven day a week for guests.
3. Reservations: Grantee shall accept and facilitate reservations when applicable, in accordance with the facility's hours of operation.
4. Meals: Grantee shall provide an average of two meals per day, through the HSH approved meal provider, to guests. Grantee shall make meals available to guests 24 hours per day, upon request. In the community room, Grantee shall also provide guests access to some beverages and snacks throughout the day.
5. Pets: Grantee shall provide a program that is pet-friendly, as well as accommodating to companion, service and support animals.

[^0]6. Community Space: Grantee shall provide and maintain a guest community/gathering space that is available away from sleeping areas for guest use 24 hours per day, except for limited periods when closed for cleaning to comply with the requirements of this program.
7. Facility: Grantee shall provide access to toilets, showers, meal areas, indoor lounge, outdoor contained patio area, guest service areas, main guest entrance point, and guest laundry facilities and detergents to facilitate fair use by all guests.
8. Grantee shall maintain a guest and service partner $\log$ to record entries and exits.
9. Storage: Grantee shall provide property storage in addition to what is provided in the sleeping accommodations for guests with secure and controlled access at the program site 24 hours a day, seven days a week.
10. Notice: Grantee shall provide written notice or warning to guests related to any issue that may affect ongoing stay, including, but not limited to, violations of program rules and actions that are in violation of the rules agreement. All written notice or warnings shall be shared with support services staff.
11. Facility Maintenance: Grantee shall maintain facilities in full compliance with requirements of the law and local standards. Grantee shall ensure that facilities are well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Maintenance shall occur regularly, as required by the HSH Facilities Manager and janitorial services shall occur regularly, per shift, and as required by the HSH Facilities Manager.
a. Grantee shall work with HSH to respond to all facility related requests and complaints promptly and in a manner that ensures the safety of guests and Grantee staff. Grantee shall note in writing and post in a common area when a maintenance problem will be repaired and the status of repair.
b. Grantee shall coordinate with HSH to ensure maintenance of the facility and its systems, per HSH service requests and guidance, as applicable per facility, including, but not limited to, maintaining light fixtures; heating and air conditioning systems (e.g. fan blades, air registers, vents, filters); plumbing (e.g. drains of showers, toilets, sinks); appliances (e.g. hand dryers, refrigerators, microwaves, fans, etc.); elevators; security systems (e.g. metal detectors, security cameras); fire extinguishers; emergency exits; electrical systems; mold, leak, and pest checks (e.g. roof, walls, bathrooms, and kitchen, etc.).
c. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g. floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g. dryer vents); elevators (e.g. buttons, floors, walls); partitions; kitchens (e.g. floors, sinks, counters, appliances); water fountains; heating and air conditioning systems vents; supply checks (e.g. toilet paper, towels, soap, etc.); and maintaining light fixtures.

## V. Location and Time of Services

Grantee shall provide services at 1925 Evans Avenue, San Francisco, CA 94124. Services are provided 24 hours per day, seven days a week. Grantee shall provide regular intake of new guests Monday through Friday during business hours. Grantee shall provide emergency intake of new guests 24 hours per day, seven days a week based on approved protocols and referral sources. Grantee shall seek approval of adjustments to intake hours from HSH.

## VI. Service Requirements

A. Language and Interpretation Services: Grantee shall ensure that interpreter services are available, as needed to address the needs of and provide services to guests who primarily speak language(s) other than English
B. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding guest progress.
C. Grantee shall provide the staff necessary to effectively administer SAFE Navigation Center services as defined in part by the shelter Standards of Care. Staff shall include, but not be limited to:

1. At least one staff member on each shift who has at least one year of experience in providing services to homeless people, or comparable experience;
2. One staff member each shift that is identified as the American Disabilities Act (ADA) liaison; and
3. At least one staff member on each shift that speaks Spanish.
D. Grantee shall use rules and responses to rule violations as a tool for engagement, making the focus on working on guest retention and participation during the guest's SAFE Navigation Center stay.
E. Admission Policy: Admission policies for the services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that guests are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
F. Grantee shall adhere to the HSH Good Neighbor Policy:
4. Grantee shall maintain a good relationship with the neighborhood in which the Navigation Center is located.
5. Grantee shall collaborate with HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH), other relevant City agencies, and the neighborhood to ensure that neighborhood concerns about the facility are heard and addressed.
6. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings.
7. Grantee shall provide a means for neighbors to raise issues and concerns. Grantee shall provide consistent and timely responses.
8. Grantee shall minimize the impact of guests on the neighborhood of the Bayview SAFE Navigation Center guests entering, exiting, or waiting for services. The SAFE Navigation Center will do this by limiting referrals, not allowing walk-ins, and having $24 / 7$ access to the site for registered guests. Grantee shall discourage and address excessive noise within and around the site.
9. Grantee shall actively discourage and address excessive noise from program guests and others who may be just outside the program site.
10. Grantee shall actively discourage loitering in the area immediately surrounding the program. Coordinate with other service providers and City agencies, as necessary, to address this issue.
11. Grantee shall, in conjunction with the HSH and other City agencies, inform neighborhood businesses and residents of the services available at the Bayview SAFE Navigation Center and how individuals are referred.
G. Complaint and Grievance Procedure: Grantee shall create and implement a written complaint and grievance procedure for guests which shall include the following elements as well as others that may be appropriate to the services:
12. The name or title of the person or persons authorized to make a determination regarding the grievance;
13. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination; and
14. The right of a guest dissatisfied with the decision to ask for a review and recommendation from someone in the Grantee's chain of command that has not been part of the complaint process to date and that has purview over the aggrieved service. Grantee shall provide a copy of this procedure, and any amendments thereto, to each guest, along with the HSH Navigation Center Program Manager or his/her designated agent.
15. Any DOS for a SAFE Navigation Center guest must follow the Shelter Grievance Policy and procedures, unless otherwise directed by the City in cases of public health emergencies or other emergency situations.
H. Satisfaction Survey: Grantee shall conduct a written quarterly SAFE Navigation Center Guest Satisfaction Survey in order to gather feedback, satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall incorporate the core HSH provided questions into their survey. Grantee shall offer assistance to the served populations regarding completion of the survey if the written format presents any problem.
I. Harm Reduction: Grantee shall promote harm-reduction and community safety by addressing biohazard disposal, needle stick protocols, overdose prevention and response training, and facilitation of access to and administration of overdose response supplies, such as Naloxone.
J. Staff Training: Grantee shall promote and support staff training and development, including but not limited to training on de-escalation and safety, guest engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for guests and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards
of Care (Section 16.22 of the Agreement). Grantee shall keep an accurate Staff Training log to document all trainings attended by staff.
K. City Communications and Policies: Grantee shall keep HSH informed and comply with City policies to minimize harm and risk, unless otherwise directed by the City in cases of public health or other emergency situations. City Communications and Policies include, but are not limited to:
16. Create and maintain policies and procedures around guest responsibilities that support the pet friendly environment;
17. Regular communication to HSH about the implementation of the program;
18. Attendance of quarterly and monthly HSH meetings, as well as attendance at other meetings related to Navigation Centers as needed, such as hearings on issues related to homelessness; Shelter Grievance Advisory Committee meetings; when adherence to standard of care is implemented, grantee shall attend Shelter Monitoring Committee Meetings; Local Homeless Coordinating Board; etc.
19. Attendance of trainings, as requested;
20. Adherence to the Shelter Standards of Care requirements as appropriate to SAFE Navigation Centers and cooperation with the Shelter Monitoring Committee at such time when that committee begins monitoring SAFE Navigation Centers;
21. Adherence to the HSH Shelter Grievance Policy and cooperation with the Client Advocates participation in the process; and
22. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless.
L. Critical Incident: Grantee shall adhere to the HSH Critical Incident policies, including reports to HSH , within one business day, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report form. Grantee shall call the HSH Navigation Center Program Manager within two hours of any death or serious injury. A Critical Incident is defined as when emergency responders are called to the SAFE Navigation Center by staff or guests. SAFE Navigation Centers must also send reports for incidents in which there were no emergency responders. An example is a domestic violence incident.
M. Health Screening and Certifications: Grantee shall obtain and maintain all required staff health screenings and certifications, including by not limited to, staff Tuberculosis testing; CPR/First Aide; and AED certifications.
N. MOU/Subcontract Agreements: Grantee shall establish Memorandum of Understanding (MOU)/subcontract agreements with City departments and partnering service providers for services that are funded through the Grant, but not provided by the Grantee. These agreements shall define the relationships between Grantee and partnering agencies, establish lines of communication, coordination and other protocols for effective operation of the SAFE Navigation Center and the services and programs provided to the SAFE Navigation Center guests. Subcontracts include agreements for meal provision and specialized guest support, such as those with Meals on Wheels and Downtown Streets. Any subcontracted services shall coordinate guest services, schedule, and related communications in order ensure service expectations are met.
O. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).
P. Shelter Expansion: In an attempt to respond to weather or other environmental emergencies, HSH reserves the right to negotiate shelter expansion with the addition of mats during periods of need. HSH is looking for providers at negotiated sites to be ready to provide expansion within twenty-four hours' notice; although HSH will attempt to give more advance notice whenever possible. Expansion may be at reduced hours or simplified services. HSH prefers that providers use their own staff during these expansions; however, if provider staffing is not available at the time of expansion, HSH reserves the right to augment coverage with City approved staff in order to respond to emergencies.
Q. Data Standards:
23. Grantee shall report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
24. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with Health Insurance Portability and Accountability Act (HIPAA) and privacy guidelines, as applicable.
R. Record Keeping and Files:
25. Grantee shall maintain required, appropriate and confidential guest records to support tracking and analysis related to the service and outcome objectives, as well as successes of the program
26. Electronic guest records shall be maintained accurately and up to date in the following databases, unless otherwise directed by the City in cases of public health emergencies or other emergency situations:
i. SAFE Navigation Center guest stays are recorded in the Navigation Center Database, until such time as all data are moved into the ONE System. As appropriate, case management files should be maintained separately from operational guest records.
ii. 90-day emergency adult shelter stays are recorded in the City's Coordinated Homeless Assessment of Needs and Guidance through Effective Services (CHANGES), until such time as all data are moved into the ONE system.
iii. Family emergency shelter stays are recorded in the ONE System.
27. Grantee shall upload copies of guest documents and records that support securing housing (e.g. birth certificate, identification, social security card) into the ONE System.
28. Grantee shall document outcomes related to every guest exit. Grantee shall collect data on the reason for exit, location upon exit, and other information related to exit tracking, and report this data to HSH upon request. Grantee shall notify Coordinated Entry and/or HSH Outreach as directed by HSH when Housing Referral status guests exit their SAFE Navigation Center program.

## VII. Service Objectives

Grantee shall achieve the following service objectives annually:
A. SAFE Navigation Center

1. Grantee shall provide intake and program orientation to 100 percent of all initial guests and updates for returning guests in a new stay.
2. Grantee shall utilize intake and assessment information with partnering service providers to identify options and create a service plan for 95 percent of Housing Referral Status guests. Written service plans shall include clear goals and objectives and identified barriers. Service connections, progress, and follow up on these service plans will be documented in the guest's record.
3. 100 percent of guests in a Time-Limited Stay shall be offered referral for problem-solving and/or assessment via Coordinated Entry within one week of placement at the SAFE Navigation Center.
4. 100 percent of guests in a Time-Limited Stay shall be encouraged to get a profile in the Shelter Reservation System and join the Shelter Reservation Waitlist within 72 hours of placement. Grantee shall provide assistance to guests who need help joining the Shelter Reservation Waitlist.
5. 100 percent of Housing Referral Status guests with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.
6. Grantee shall administer a quarterly satisfaction survey and achieve at least a 50 percent response rate for guests.
B. Emergency Shelter
7. Grantee shall check in at least 95 percent of all beds reserved and maintain accurate daily attendance in the ONE system.
8. Grantee shall provide intake and program orientation to 100 percent of all initial families and updates for returning families in a new stay.
9. Grantee shall utilize intake and assessment information with partnering service providers to identify options and create a service plan for 95 percent of families. Written service plans shall include clear goals and objectives and identified barriers. Service connections, progress, and follow up on these service plans will be documented in the guest's record.
10. 100 percent of families in a Time-Limited Stay shall be offered referral for problem-solving and/or assessment via Coordinated Entry within one week of placement at the SAFE Navigation Center.
11. Grantee shall provide case management services to 100 percent of family guests.

## VIII. Outcome Objectives

Grantee shall achieve the following outcome objectives annually:
A. SAFE Navigation Center

1. A minimum of 75 percent of those completing the quarterly satisfaction survey will Strongly Agree or Agree that they are satisfied with the services on site.
B. Emergency Shelter
2. 100 percent of guests will receive housing advocacy support including gathering and uploading of vital documents document readiness, notifying households of housing opportunities and assistance with housing applications;
3. A minimum of 60 percent of guests will receive case management, including referrals, housing advocacy support, collaboration with Access Points and other service providers, such as, but not limited to, Rapid Rehousing and Permanent Supportive housing providers on housing search process and assist in gathering supplemental documents as applicable including but not limited to releases of information, benefits award letters, wage/pay stubs, records of self-employment;
4. A minimum of 50 percent of families exiting the program who have stayed in 60 day beds for 30 days or more will move into permanent housing such as rental by client with subsidy, shared housing, market rate housing, transitional housing or a residential treatment program; and
B. A minimum of 75 percent of those completing the quarterly satisfaction survey will Strongly Agree or Agree that they are satisfied with the services on site.
C. 60 Percent of Housing Referral Status Stay participants shall exit successfully to permanent housing.

## IX. Reporting Requirements

Grantee shall input data into systems required by HSH, such as Online Navigation and Entry (ONE) system, and CARBON, unless otherwise directed by the City in cases of public health or other emergency situations.
A. Grantee shall report daily by 8:30am, to the HSH Navigation Center Program Manager and/or Guest Placement Team, beds ready for Navigation center placements. Grantee shall report to HSH Navigation Center Program Manager any bed that will be off-line for more than one day.
B. Grantee shall provide a monthly report summarizing the contract activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. Grantee shall enter the annual metrics in the CARBON database by the $15^{\text {th }}$ of the month following the month of service, including:

1. Number of guests at the start of the month;
2. Number that entered the program;
3. Number that exited for positive placements;
4. Number of exits for other reasons; and
5. Number of active guests in the program at the end of the month.
C. Grantee shall provide a quarterly report of activities, referencing the tasks as described in the Service and Outcome Objectives section. Grantee shall enter the quarterly metrics in the CARBON database by the $15^{\text {th }}$ of the month following the end of the quarter.
D. Grantee shall provide an annual report summarizing the contract activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. This report shall also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the $15^{\text {th }}$ of the month following the end of the program year.
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 participate, as required by HSH, with City, State, and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee strives to meet the requirements of and participate in the evaluation program and management information systems of the City, as mutually agreed upon. The City agrees that any final reports generated through the evaluation program shall be made available to Contractor within thirty working days of receipt of any evaluation report and such response will become part of the official report.

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

## X. Monitoring Activities

A. Program Monitoring: Grantee is subject to program monitoring and/or audits, such as, but not limited to, the following, guest files, review of the Grantee's administrative records, staff training documentation, postings, program policies and procedures, reported program data, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other
operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.
B. Fiscal Compliance and Contract Monitoring: Grantee is subject to fiscal and compliance monitoring, which may include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.











|  | A | E | F | G | AF | AG | AH |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING |  |  |  |  |  |  |
| 2 | OPERATING DETAIL |  |  |  |  |  |  |
| 3 | Document Date |  |  |  |  |  |  |
| 4 | Provider Name |  |  |  |  |  |  |
| 5 | Program |  |  |  |  |  |  |
| 6 | F\$P Contract ID\# |  |  |  |  |  |  |
| 7 | Budget Name |  |  |  |  |  |  |
| 8 |  |  |  |  |  |  |  |
| 9 | Operating Expenses | Year 2 |  |  | All Years |  |  |
| 10 |  | $\begin{aligned} & \hline \text { 2/1/2022 - } \\ & 2 / 28 / 2022 \end{aligned}$ | $\begin{aligned} & \hline \text { 2/1/2022 - } \\ & 2 / 28 / 2022 \\ & \hline \end{aligned}$ | $\begin{aligned} & \hline \text { 2/1/2022 - } \\ & 2 / 28 / 2022 \\ & \hline \end{aligned}$ | $\begin{gathered} \hline \text { 12/1/2020 } \\ 6 / 30 / 2022 \end{gathered}$ | $\begin{aligned} & \hline 12 / 1 / 2020- \\ & 6 / 30 / 2025 \end{aligned}$ | $\begin{aligned} & \hline 12 / 1 / 2020- \\ & 6 / 30 / 2025 \\ & \hline \end{aligned}$ |
| 11 |  | Current/Actuals | Amendment | New | Current/Actuals | Modification | New |
| 12 |  | Budgeted Expense | Change | Budgeted Expense | Budgeted Expense | Change | Budgeted Expense |
| 13 | Rental of Property |  | \$ |  | \$ | \$ | \$ |
| 14 | Utilities(Elec, Water, Gas, Phone, Scavenger) |  | \$ |  | \$ | \$ | \$ |
| 15 | Office Supplies, Postage |  | \$ |  | \$ | \$ | \$ |
| 16 | Building Maintenance Supplies and Repair | \$ 400 | \$ | \$ 400 | \$ 400 | \$ | \$ 400 |
| 17 | Printing and Reproduction | \$ 150 | \$ | \$ 150 | \$ 150 | \$ | \$ 150 |
| 18 | Insurance | \$ 1,800 | \$ | \$ 1,800 | \$ 1,800 | \$ | \$ 1,800 |
| 19 | Staff Training | \$ | \$ | \$ | \$ | \$ | \$ |
| 20 | Staff Travel-(Local \& Out of Town) | \$ | \$ | \$ | \$ | \$ | \$ |
| 21 | Rental of Equipment | \$ | \$ | \$ | \$ | \$ | \$ |
| 22 | Hot meal delivery | \$ 75,600 | \$ | \$ 75,600 | \$ 75,600 | \$ | \$ 75,600 |
| 23 | Towels, Linen, Janitorial,Supplies | \$ 1,200 | \$ | \$ 1,200 | \$ 1,200 | \$ | \$ 1,200 |
| 24 | Client Supplies | \$ 1,600 | \$ | \$ 1,600 | \$ 1,600 | \$ | \$ 1,600 |
| 25 | Staff PPE Supplies | \$ 650 | \$ | \$ 650 | \$ 650 | \$ | \$ 650 |
| 26 |  |  | \$ |  | \$ | \$ | \$ |
| 41 |  |  | \$ |  | \$ | \$ | \$ |
| 42 | Consultants |  | \$ |  | \$ | \$ | \$ |
| 43 |  |  | \$ |  | \$ | \$ | \$ |
| 53 |  |  | \$ |  | \$ | \$ | \$ |
| 54 | Subcontractors (First \$25k Only) |  | \$ |  | \$ | \$ | \$ |
| 55 |  |  | \$ |  | \$ | \$ | \$ |
| 66 |  |  | \$ |  | \$ | \$ | \$ |
| 67 |  |  |  |  |  |  |  |
| 68 | TOTAL OPERATING EXPENSES | \$ 81,400 | \$ | \$ 81,400 | \$ 81,400 | \$ | \$ 81,400 |
| 69 | Other Expenses (not subject to indirect cost \%) |  |  |  |  |  |  |
| 70 |  |  |  |  |  |  |  |
| 71 | IT Installation | \$ 200 | \$ | \$ 200 | \$ 200 | \$ | \$ 200 |
| 72 |  |  | \$ |  | \$ | \$ | \$ |
| 82 |  |  | \$ |  | \$ | \$ | \$ |
| 83 |  |  |  |  |  |  |  |
| 84 | TOTAL OTHER EXPENSES | \$ 200 | \$ | \$ 200 | \$ 200 | \$ | \$ 200 |
| 85 | Capital Expenses |  |  |  |  |  |  |
| 86 |  |  |  |  |  |  |  |
| 87 | Tablets | \$ 800 | \$ | \$ 800 | \$ 800 | \$ | \$ 800 |
| 88 | Floor Covering: Tarps, Painter and Duct Tape | \$ 250 | \$ | \$ 250 | \$ 250 | \$ | \$ 250 |
| 89 | Water Drinking Stations | \$ 800 | \$ | \$ 800 |  | \$ | \$ 800 |
| 90 |  | \$ 400 | \$ - | \$ 400 | \$ 400 | \$ | \$ 400 |
| 91 | Walkie Talkies | \$ 500 | \$ | \$ 500 | \$ 500 | \$ | \$ 500 |
| 92 | HEPA Air Filters Purifiers | \$ 1,050 | \$ | \$ 1,050 | \$ 1,050 | \$ | \$ 1,050 |
| 93 | TV | \$ 750 | \$ | \$ 750 | \$ 750 | \$ | \$ 750 |
| 94 | Furnishings: chairs, tables, guest sitting area | \$ 400 | \$ - | \$ 400 | \$ 400 | \$ | \$ 400 |
| 95 |  |  |  |  |  |  |  |
| 96 | TOTAL CAPITAL EXPENSES | \$ 4,950 | \$ | \$ 4,950 | \$ 4,150 | \$ | \$ 4,950 |
| 97 |  |  |  |  |  |  |  |
| 98 | HSH \#3 |  |  |  | Temp | late last modified | 1/26/2022 |

## Appendix C, Method of Payment

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

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

B. Invoicing System:

1. Grantee shall submit invoices and all required supporting documentation demonstrating evidence of the expenditure through the Department of Homelessness and Supportive Housing (HSH)'s web-based Contracts Administration, Reporting, and Billing Online (CARBON) System at: https://contracts.sfhsa.org.
2. Grantee's Executive Director or Chief Financial Officer shall submit a letter of authorization designating specific users, including their names, emails and phone numbers, who will have access to CARBON to electronically submit and sign for invoices, submit program reports, and view other information that is in CARBON.
3. Grantee acknowledges that submittal of the invoice by Grantee's designated authorized personnel with proper login credentials constitutes Grantee's electronic signature and certification of the invoice.
4. Grantee's authorized personnel with CARBON login credentials shall not share or internally reassign logins.
5. Grantee's Executive Director or Chief Financial Officer shall immediately notify the assigned HSH Contract Manager, as listed in CARBON, via email or letter regarding any need for the restriction or termination of previously authorized CARBON users and include the name(s), email(s) and phone number(s) of those previously authorized CARBON users.
6. Grantee may invoice and submit related documentation in the format specified by HSH via paper or email only upon special, written approval from the HSH Contracts Manager.
C. Line Item Variance: There shall be no variance from the line item budget submitted, which adversely affects Grantee's ability to provide services specified in the Appendix A(s), Services to be Provided of the Agreement; however, Grantee may invoice up to 110 percent of an ongoing General Fund or Prop C line item, provided that total expenditures do not exceed the total budget amount, per the HSH Budget Revision Policy and Procedure: http://hsh.sfgov.org/overview/provider-updates/.
D. Spend Down
7. Grantee shall direct questions regarding spend down and funding source prioritization to the assigned HSH Contract and Program Managers, as listed in CARBON.
8. 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.
9. Failure to spend significant amounts of funding, especially non-General Fund dollars, may result in reductions to future allocations. HSH may set specific spend down targets and communicate those to Grantees.
E. Documentation and Record Keeping:
10. In accordance with Article 5 Use and Disbursement of Grant Funds; Article 6 Reporting Requirements; Audits; Penalties for False Claims; and the Appendix A(s), Services to be Provided of the Agreement, Grantee shall keep electronic or hard copy records and documentation of all HSH invoiced costs, including, but not limited to, payroll records; paid invoices; receipts; and payments made for a period not fewer
than five years after final payment under this Agreement, and shall provide to the City upon request.
a. HSH reserves the right to modify the terms of this Appendix in cases where Grantee has demonstrated issues with spend down, accuracy, and timeliness of invoices.
b. In addition to the instructions below, HSH will request and review supporting documentation on the following occasions without modification to this Appendix:
1) Program Monitoring;
2) Fiscal and Compliance Monitoring;
3) Year End Invoice Review;
4) Monthly Invoice Review;
5) As needed per HSH request; and/or
6) As needed to fulfill audit and other monitoring requirements.
2. All documentation requested by and submitted to HSH must:
a. Be easily searchable (e.g., PDF) or summarized;
b. Clearly match the Appendix B, Budget(s) line items and eligible activities;
c. Not include identifiable served population information (e.g., tenant, client, Protected Health Information (PHI), Personally Identifiable Information (PII)); and
d. Include only subcontracted costs that are reflected in the Appendix B, Budget(s). HSH will not pay for subcontractor costs that are not reflected in the Appendix B, Budget(s). All subcontractors must also be listed in the Permitted Subcontractors Appendix.
3. Grantee shall follow HSH instructions per funding source and ensure that all documentation clearly matches the approved Appendix B, Budget(s) line items and eligible activities.

| HHAP/Prop C/General Fund |  |
| :--- | :--- |
| Type | Instructions and Examples of Documentation |
|  <br> Benefits | Grantee shall maintain and provide documentation for all <br> approved payroll expenses paid to any personnel included in <br> the Appendix B, Budget(s) covered by the Agreement and <br> invoice period each time an invoice is submitted. <br> Documentation shall include, but is not limited to, historical <br> and current payroll information from a payroll service or a <br> payroll ledger from Grantee's accounting system and must <br> include employee name, title, rate, and hours worked for each <br> pay period. |
| Operating | Grantee shall maintain documentation for all approved <br> Operating costs included in the Appendix B, Budget(s). Each <br> time an invoice is submitted, Grantee shall upload <br> documentation for all Subcontractor and Consultant costs, |


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

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

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

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

## B. Advance Request Process:

1. Grantee shall submit a written request via email with a narrative justification that fully describes the unique circumstances to the assigned HSH Contract Manager, as listed in CARBON, for review and approval.
2. HSH, at its sole discretion, may make available to Grantee up to two months of the total ongoing annualized General Fund or Prop C budget amount, per the Appendix B, Budget(s) of this Agreement. Requests for greater than two months of the ongoing annualized budget amount may be considered on a case-by-case basis.
C. Advance Repayment Process:
3. 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 $1 / 10^{\text {th }}$ per month from July to April. An alternative period of repayment may be calculated in order to ensure cash flow and repayment.
4. All advance repayments must be recovered within the fiscal year for which it was made.
5. In the case where advance repayments cannot be fully recovered by deducting from the Grantee's monthly invoices, Grantee shall be repay the outstanding balance via check in the amount verified by the assigned HSH Contract Manager, as listed in CARBON. Grantee shall make the repayment after the final invoice of the fiscal year has been approved to the address provided by the assigned HSH Contract Manager, as listed in CARBON.
IV. Timely Submission of Reports and Compliance: If a Grantee has outstanding items due to the City (e.g., Corrective Action Plans/report/document/data input), as specified in any written form from HSH (e.g., Letter of Correction, Corrective Action Plan, and/or Appendix A(s), Services to be Provided of the Agreement), Grantee shall submit and comply with such requirements prior to or in conjunction with invoices. Failure to submit required information or comply by specified deadlines may result in HSH withholding of payments.

## Appendix D, Interests in Other City Grants

**Subgrantees must also list their interests in other City grants

| City Department or Commission | Date of Grant | Amount of Grant |
| :---: | :---: | :---: |
| SF Human Services Agency, Bayview SAFE Nav Center FSP1000020022 | 12/1/21-6/30/22 | \$9,535,046 |
| SF Human Services Agency, Bayview Hills Garden FSP1000013537 | 7/1/2019-6/30/2022 | \$1,464,804 |
| SF Department of Public Health <br> BHS Mental Health | $\begin{array}{r} \hline 7 / 1 / 20-6 / 30 / 21 \\ (7 / 1 / 18-3 / 31 / 2022) \end{array}$ | \$9,800,113 |
| SF Department of Public Health BHS Substance Use Disorder $\bullet$ $\bullet$ • Methadone Maintenance ODS/OPT | 7/1/20-6/30/2021 | \$8,123.500 |
| Human Rights Commission: Youth Prevention Grant | Awarded-Live est. $02 / 2022$ | \$100,000 |
| Sierra Health Foundation: MAT Tx SOR2 Coronavirus Telehealth-MH | 11/20/21-11/30/22 | \$99,164.65 |
| Sierra Health Foundation: MAT Tx SOR2 Coronavirus Telehealth-SUDS | 11/30/21-11/30/22 | \$97,735.60 |
| SFHSA Innovative Neighborhood Food Support | 11/1/21-6/30/22 | \$200,000 |
| SF Public Utilities Commission: San Francisco PUC Learning | Awarded Live est. 4/2022 | \$75,000 |
| SF Homelessness Supportive Housing, Arlington | 10/1/21-6/30/25 | \$3,133,616 |
| SF Homelessness Supportive Housing, Monterey | 10/1/21-6/30/25 | \$174,502 |
| SF Human Services Agency, RRH \& FHSP FSP1000021172 (Prop C) | 2/15/2021-6/30/2023 | \$7,368,925 |
| SF Human Services Agency, SIP Site 48 FSP1000019000 | 8/26/20-3/30/22 | \$5,980,799 |
| Tipping Point-Emergency Housing Vouchers | 11/29/21-2/28/22 | \$219,885.75 |
| Tipping Point Emergency Housing Vouchers | 11/24/2021-5/312022 | \$219,885.75 |
| Tipping Point Emergency Housing Vouchers (Fiscal agent for UCHS) | 11/24/2021-5/312022 | \$245,000 |
| UCHS Hope House GF | 2/1/2022-6/30/2024 | \$2,978,450 |
| UCHS Safe Sleep @ Jennings | 2/1/2022-6/30/2024 | \$3,375,151 |
| UCHS SIP F | 2/1/2022-6/30/2024 | \$9,988,252 |
| UCHS Bayview Drop-in | 2/1/2022-6/30/2024 | \$6,672,732 |


[^0]:    ${ }^{1}$ Including, but not limited to Shelter Standards of Care, as applicable: http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices? $\mathrm{f}=$ =templates $\$ \mathrm{fn}=$ defaul t.htm\$3.0\$vid=amlegal:sanfrancisco_ca\$anc=JD 20.404.

