

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

**FIRST AMENDMENT
TO GRANT AGREEMENT
between
CITY AND COUNTY OF SAN FRANCISCO
and
FIVE KEYS SCHOOLS AND PROGRAMS**

THIS AMENDMENT of the **September 1, 2020** Grant Agreement (the "Agreement") is dated as of **July 1, 2022** and is made in the City and County of San Francisco, State of California, by and between **FIVE KEYS SCHOOLS AND PROGRAMS** ("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, 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 **September 1, 2020** between Grantee and City.
- (b) "Budget" shall mean the budget attached hereto as part of Appendix B, Budget.
- (c) "Eligible Expenses" shall have the meaning set forth in Appendix A, Services to be Provided and Appendix B, Budget.
- (d) "Grant Plan" shall have the meaning set forth in Appendix A, Services to be Provided and Appendix B, Budget.

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

2.1 ARTICLE 3 TERM of the Agreement currently reads as follows:

- 3.1 Effective Date.** This Agreement shall become effective when the Controller has certified to the availability of funds as set forth in Section 2.2 and the Department has notified Grantee thereof in writing.
- 3.2 Duration of Term.** The term of this Agreement shall commence on **September 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 **September 1, 2020** and expire on **March 31, 2023**, 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.
- (b) The City has one option to renew the agreement for three months, and seven further options to renew the Agreement for a period of one year each. The City may extend this Agreement beyond the expiration date by exercising an option at the City's sole and absolute discretion and by modifying this Agreement as provided in Section 17.2, Modification.

Option 1:	April 1, 2023 to June 30, 2023
Option 2:	July 1, 2023 to June 30, 2024
Option 3:	July 1, 2024 to June 30, 2025
Option 4:	July 1, 2025 to June 30, 2026
Option 5:	July 1, 2026 to June 30, 2027
Option 6:	July 1, 2027 to June 30, 2028
Option 7:	July 1, 2028 to June 30, 2029
Option 7:	July 1, 2029 to June 30, 2030

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-and-subcontractors>.
- (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-and-subcontractors> (navigate to “Exemptions” to download the form).

2.3 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.

2.4 ARTICLE 15 NOTICES AND OTHER COMMUNICATIONS of the Agreement is deleted and replaced by the following:

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

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

If to Grantee: Five Keys Schools and Programs
70 Oak Grove Street
San Francisco, CA 94107
Attn: Steve Good
Email: steveg@fivekeys.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.

2.5 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 July 1, 2022)
Appendix B, Budget, (dated July 1, 2022)
Appendix C, Method of Payment, (dated July 1, 2022)
Appendix D, Interests in Other City Grants, (dated July 1, 2022)

2.6 Appendix A, Services to be Provided, of the Agreement is hereby replaced in its entirety by **Appendix A, Services to be Provided** (dated July 1, 2022) for the period of September 1, 2020 to March 31, 2023.

2.7 Appendix B, Budget, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated July 1, 2022) for the period of September 1, 2020 to March 31, 2023.

- 2.8 Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated July 1, 2022).
- 2.9 Appendix D, Interests in Other City Grants**, of the Agreement is hereby replaced in its entirety by the modified **Appendix D, Interests in Other City Grants** (dated July 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.

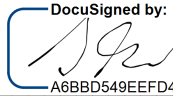
CITY

GRANTEE


**DEPARTMENT OF HOMELESSNESS
AND SUPPORTIVE HOUSING**

**FIVE KEYS SCHOOLS AND
PROGRAMS**

By: 
Shireen McSpadden
Executive Director

By: 
Steve Good
Executive Director
City Supplier Number: 0000011181

Approved as to Form:
David Chiu
City Attorney

By: 
Virginia Dario Elizondo
Deputy City Attorney

**Appendix A: Services to be Provided
by
Five Keys Schools and Programs
Embarcadero SAFE Navigation Center (Congregate Site H)**

I. Purpose of Grant

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

II. Served Population

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

III. Referral and Prioritization

All SAFE Navigation Center participants 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.

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

The 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 who are referred by entities other than the HSH established referral points or who self-present at the SAFE Navigation Center shall be directed to other resources. Grantee shall provide written and verbal information regarding other existing services to self-presenting individuals.

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.

Pathway Stays: Pathway Stays shall be used for participants who are referred after a clear path to a permanent housing is identified. With ongoing cooperation of the participant, the participant may stay at the SAFE Navigation Center until housing placement or transfer to another site. Exceptions include participants who do not cooperate or receive a Denial of Service (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 Pathway Stay.

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

- Participants who are referred with a clear housing path by an approved referral site;

- Participants who have been designated as priority 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 participants a respite from the streets, identify key next steps or referral placements when possible, and to start participants 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 or other specialized stays as defined by HSH. Some participants on a Time-Limited Stay may be eligible for an extension of stay as defined by the HSH Navigation Center Extension Policy. Examples of Time-Limited Stay referrals include, but are not limited to:

- Participants who are referred by HSH Outreach programs for an Outreach Time-Limited Stay;
- Participants 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;
- Participants who are referred by Coordinated Entry with a Rapid Rehousing opportunity in process.
- Participants who are referred by Homeward Bound for a Homeward Bound stay until their travel departure.

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

IV. Description of Services

Grantee shall provide a low barrier, harm reduction model, with limited rules, focused on specific participant actions rather than functional addictions or problems, to the total number of participants described in Appendix B, Budget, 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.

Grantee shall engage participants on a Time-Limited Stay to participate in the intake and program orientation process. Other support services offered to Time-Limited Stay participants will be determined by the participant'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 participants. For Pathway Stay participants, participation in support services is a requirement for continued placement in the SAFE Navigation Center program. 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 participant 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 participant information with program partners, including the data tracking partners for purposes of program analysis.
2. Assessment and Individual Service Plan: Grantee shall conduct a support services assessment to document participant needs. Grantee shall create service plans based on intake and assessment information. Service plans shall include issues identified by the participant and prioritize key issues, particularly those identified by HSH and the placement referral sources, which are the focus during the participant's stay.
3. Engagement: Grantee shall actively engage with participants to support their connection to needed services, progress on their individual service plans and end participant homelessness. Grantee shall create a regular schedule of outreach to participants and shall provide services based on participant services plans and goals. Grantee shall provide outreach to and offer onsite services and/or referrals to all participants 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 participants.
4. Case Management:
 - a. Grantee shall provide ongoing meetings and counseling services with participants 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 participant situation and needs.
 - c. Grantee shall assist participants in Pathway 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 participants show signs of difficulty or lack of progress in acquiring necessary documentation.
5. Benefits Navigation: Grantee shall work in partnership with Human Services Agency (HSA) to assist eligible participants to obtain 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 participants for benefits without requiring them to go to HSA offices. Grantee shall provide on-site services space for the HSA EWs.

Grantee shall assist participants 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 participant through MyBCW.

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

6. Wellness Checks: Grantee shall conduct Wellness Checks in accordance to HSH policy to assess participant safety when there is reason to believe the participant is in immediate and substantial risk due to a medical and/or psychiatric emergency.
7. Support Groups, Social Events and Organized Participant Activities:
 - a. Grantee shall provide participants with opportunities to participate in organized gatherings for peer support, to gain information from presenters and each other, to form social connections with other participants, or to celebrate/commemorate significant individual, holiday and community events. These events may be planned with or based on input from participants. Grantee shall post a monthly calendar of events.
 - b. Grantee shall conduct monthly community meetings for participants during which participants may discuss concerns and program ideas.
 - c. Grantee shall provide community service, training, and/or employment opportunities to participants in partnership with local organizations or City agencies.
8. Referrals and Coordination of Services:
 - a. Grantee shall link Time-Limited SAFE Navigation Center participants to HSH Access Points, in order for the participants to receive Problem-Solving and/or a Coordinated Entry assessment. Grantee shall request the services of the Mobile Access Point team for any participants who display indications of difficulty getting to an HSH Access Point.
 - b. Grantee shall assist participants 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 participants regarding the process, and, as necessary, re-referral.
 - c. Grantee shall escort participants to critical off-site appointments, particularly those related to benefits and exit placements, and support participants to keep appointments. When needed, Grantee shall provide bus tokens and/or transportation vouchers to assist participants in getting to critical appointments.
9. Exit Planning: Grantee shall provide exit planning to participants preparing to leave the SAFE Navigation Center for any number of reasons, including but not

limited to participants moving into permanent supportive housing, participants about to be issued a Denial of Service (DOS), and participants who are talking about leaving the program. Grantee shall notify Coordinated Entry and/or HSH Outreach as directed by HSH when Priority status participants exit their SAFE Navigation Center program.

B. Emergency Services

Grantee shall operate the SAFE Navigation Center as outlined below and adhere to the Shelter Standards of Care Legislation¹ unless otherwise directed by the City in cases of public health or other emergency situations.

1. Grantee shall provide safe and clean sleeping accommodations to the number of participants described in the Appendix B, Budget nightly.
2. Grantee shall provide program access without a curfew 24 hours a day, seven day a week for participants.
3. Grantee shall provide an average of two meals per day, through the HSH approved meal provider, to participants. Grantee shall make meals available to participants 24 hours per day, upon request. In the community room, Grantee shall also provide participants access to some beverages and snacks throughout the day.
4. Grantee shall provide a program that is pet-friendly, as well as accommodating to companion, service and support animals.
5. Grantee shall provide and maintain a participant community/gathering space that is available away from sleeping areas for participant use 24 hours per day, except for limited periods when closed for cleaning to comply with the requirements of this program.
6. Grantee shall provide access to toilets, showers, meal areas, indoor lounge, outdoor contained patio area, participant service areas, main participant entrance point, and participant laundry facilities and detergents to facilitate fair use by all participants.
7. Grantee shall provide a method to control access, track participants and manage/document participation by collaborating with services partners who are at the program site.
8. Grantee shall provide property storage in addition to what is provided in the sleeping accommodations for participants with secure and controlled access at the program site 24 hours a day, seven days a week.

¹ Including, but not limited to Shelter Standards of Care, as applicable:

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

9. Grantee shall provide written notice or warning to participants related to any issue that may affect ongoing stay, including, but not limited to, violations of program rules and actions that are in violation of the rules agreement. All written notice or warnings shall be shared with support services staff.
10. 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 participants 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 599 Beale Street, San Francisco, CA 94105. Services are provided 24 hours per day, seven days a week. Grantee shall provide regular intake of new participants on work days Monday through Friday during business hours. Grantee shall provide emergency intake of new participants 24 hours per day, seven days a week based on approved protocols and referral sources. Details and adjustments of intake hours shall be negotiated between Grantee and HSH and approved by 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 participants 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 participant 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 participant retention and participation during the participant'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 participants 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. HSH Good Neighbor Policy:
 - 1. Grantee shall work with neighbors, HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH) and other relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed.
 - 2. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings.
 - 3. Grantee shall provide a phone number to all interested neighbors that will be answered at all times by a manager or other responsible person who has the authority to respond to complaints and issues at the Embarcadero SAFE Navigation Center as they arise.
 - 4. Grantee shall minimize the impact on the neighborhood of Embarcadero SAFE Navigation Center guests entering, exiting, or waiting for services. The Embarcadero SAFE Navigation Center will do this by limiting referrals, not allowing walk-ins, and having 24/7 access to the site for registered guests.
 - 5. Grantee shall actively discourage and address excessive noise from program participants and others who may be just outside the program site.
 - 6. 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.
 - 7. Grantee shall, in conjunction with HSH and other City agencies, inform neighborhood businesses and residents of the services available at the Embarcadero SAFE Navigation Center and how individuals are referred.
 - 8. Grantee shall implement management practices necessary to insure that staff and participants maintain the safety and cleanliness of the area immediately

- surrounding the facility and do not block driveways of neighboring residents or businesses.
9. Grantee shall take all reasonable measures to ensure the sidewalks adjacent to the facility are not blocked.
- G. Complaint and Grievance Procedure: Grantee shall create and implement a written complaint and grievance procedure for participants which shall include the following elements as well as others that may be appropriate to the services:
1. The name or title of the person or persons authorized to make a determination regarding the grievance;
 2. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination; and
 3. The right of a participant 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 participant, along with the HSH Navigation Center Program Manager or his/her designated agent.
 4. Any DOS for a SAFE Navigation Center participant 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 Participant 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, participant engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for participants and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards of Care (Section 16.22 of the Agreement).
- K. City Communications and Policies: Grantee shall keep HSH informed and comply with City policies to minimize harm and risk, unless otherwise directed by the City in cases of public health or other emergency situations. City Communications and Policies include, but are not limited to:
1. Create and maintain policies and procedures around participant responsibilities that support the pet friendly environment;
 2. Regular communication to HSH about the implementation of the program;

3. Attendance of quarterly and monthly HSH meetings, as well as attendance at other meetings related to Navigation Centers as needed, such as hearings on issues related to homelessness; Shelter Grievance Advisory Committee meetings; when adherence to standard of care is implemented, grantee shall attend Shelter Monitoring Committee Meetings; Local Homeless Coordinating Board; etc.
 4. Attendance of trainings, as requested;
 5. Adherence to the Shelter Standards of Care requirements as appropriate to SAFE Navigation Centers and cooperation with the Shelter Monitoring Committee at such time when that committee begins monitoring SAFE Navigation Centers;
 6. Adherence to the HSH Shelter Grievance Policy and cooperation with the Client Advocates participation in the process; and
 7. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless.
- L. Critical Incident: Grantee shall adhere to the HSH Critical Incident policies, including reports to HSH, within one business day, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report form. Grantee shall call the HSH Navigation Center Program Manager within two hours of any death or serious injury. A Critical Incident is defined as when emergency responders are called to the 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. 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 participants. Subcontracts include agreements for meal provision and specialized participant support, such as those with Meals on Wheels and Downtown Streets. Any subcontracted services shall coordinate participant services, schedule, and related communications in order ensure service expectations are met.
- N. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).
- O. Data Standards:
1. Grantee shall report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting

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

2. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with Health Insurance Portability and Accountability Act (HIPAA) and privacy guidelines, as applicable.

P. Record Keeping and Files:

1. Grantee shall maintain required, appropriate and confidential participant records to support tracking and analysis related to the service and outcome objectives, as well as successes of the program
2. Electronic participant records shall be maintained accurately and up to date in the Navigation Center Database, until such time as all data are moved into the ONE System, unless otherwise directed by the City in cases of public health emergencies or other emergency situations. As appropriate, case management files should be maintained separately from operational participant records.
3. Grantee shall upload copies of participant documents and records that support securing housing (e.g. birth certificate, identification, social security card) into the ONE System.
4. Grantee shall document outcomes related to every participant 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 Priority status participants exit their SAFE Navigation Center program.

- Q. Neighborhood Cleaning:** Through direct or subcontracted service, Grantee shall ensure that litter removal services are provided around the program site area.

VII. Service Objectives

Grantee shall achieve the following service objectives annually:

- A. Grantee shall provide intake and program orientation to 100 percent of all initial participants and updates for returning participants in a new stay.
- B. Grantee shall utilize intake and assessment information with partnering service providers to identify options and create a service plan for 95 percent of the Pathway Stay participants. 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 participant's record.
- C. 90 percent of participants in a Time-Limited Stay shall be offered referral for problem-solving and/or assessment via Adult Coordinated Entry within one week of placement at the SAFE Navigation Center.
- D. 100 percent of participants 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.

- E. 90 percent of Pathway Stay participants with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.
- F. Grantee shall administer a quarterly satisfaction survey and achieve at least a 50 percent response rate for participants.

VIII. Outcome Objectives

Grantee shall achieve the following outcome objectives annually:

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

IX. Reporting Requirements

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

- A. Grantee shall report daily by 8:30am, via text, to the HSH Navigation Center Program Manager, beds ready for Navigation Center placements. Grantee shall report to HSH Navigation Center Program Manager any bed that will be off-line for more than one day.
- B. Grantee shall provide a 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 15th of the month following the month of service, including:
 - 1. Number of participants 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 participants 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 15th 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 15th 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, participant files, review of the Grantee's administrative records, staff training documentation, postings, program policies and procedures, reported program data, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.
- B. Fiscal Compliance and Contract Monitoring: Grantee is subject to fiscal and compliance monitoring, which may include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING APPENDIX B, BUDGET			
2				
3	Document Date	7/1/2021		
4	Contract Term	Begin Date	End Date	Duration (Years)
5	Current Term	9/1/2020	6/30/2022	2
6	Amended Term	9/1/2020	3/31/2023	3
7				
8	Approved Subcontractors			
10	Bayview Hunters Point Foundation			
11				
12				
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24				
25				

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING												
2	APPENDIX B, BUDGET												
3	Document Date	7/1/2021											
4	Contract Term	Begin Date	End Date	Duration (Years)									
5	Current Term	9/1/2020	6/30/2022	2									
6	Amended Term	9/1/2020	3/31/2023	3									
7					Year 1		Year 2		Year 3				
8	Service Component				9/1/2020 - 6/30/2021		7/1/2021 - 6/30/2022		7/1/2022 - 3/31/2023				
10	SAFE Navigation Center				200		200		200				
11													
12													
13													
14													
15													
16													
17													
18													

	A	F	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	BT	BU	BV
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																		
2	SALARY & BENEFIT DETAIL																		
3	Document Date																		
4	Provider Name																		
5	Program																		
6	F&P Contract ID#																		
7	Budget Name																		
8	EXTENSION YEAR																		
9	Year 1																		
10	Year 2																		
11	Year 3																		
12	All Years																		
13	POSITION TITLE																		
14	9/1/2020 - 6/30/2021																		
15	Current/Actuals																		
16	Budgeted Salary																		
17	Director San Francisco Housing																		
18	Director of Congregate and SIP Sites																		
19	Assistant Director Care Coordination																		
20	Assistant Director Embarcadero SAFE																		
21	Shift Supervisors																		
22	Guest Intake & Information Coordinator																		
23	Activities Coordinator																		
24	Ambassadors including security and janitors																		
25	Janitorial																		
26																			
27																			
28																			
29																			
30																			
31																			
32																			
33																			
34																			
35																			
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	A	B	E	F	G	H	I	J	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING										
2	OPERATING DETAIL										
3	Document Date	3/7/2022									
4	Provider Name	Five Keys Schoo									
5	Program	Embarcadero S									
6	FSP Contract ID#	1000019864									
7	Budget Name	General Fund - (
8		EXTENSION YEAR									
9		Year 1	Year 2		Year 3			All Years			
10		9/1/2020 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2021 - 6/30/2022	7/1/2021 - 6/30/2022	7/1/2022 - 3/31/2023	7/1/2022 - 3/31/2023	7/1/2022 - 3/31/2023	9/1/2020 - 6/30/2022	9/1/2020 - 3/31/2023	9/1/2020 - 3/31/2023
11		Current/Actuals	Current/Actuals	Amendment	New	Current/Actuals	Amendment	New	Current/Actuals	Modification	New
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	Rental of Property		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
14	Utilities(Elec. Water, Gas, Phone, Scavenger)	\$ 296,334	\$ -	\$ 296,334		\$ 222,251	\$ 222,251	\$ 296,334	\$ 222,251	\$ 518,585	
15	Office Supplies, Postage	\$ 15,000	\$ -	\$ 15,000		\$ 11,250	\$ 11,250	\$ 15,000	\$ 11,250	\$ 26,250	
16	Building Maintenance Supplies and Repair	\$ 30,000	\$ -	\$ 30,000		\$ 22,500	\$ 22,500	\$ 30,000	\$ 22,500	\$ 52,500	
17	Printing and Reproduction		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
18	Insurance	\$ 18,000	\$ -	\$ 18,000		\$ 13,500	\$ 13,500	\$ 18,000	\$ 13,500	\$ 31,500	
19	Staff Training	\$ 8,000	\$ -	\$ 8,000		\$ 6,000	\$ 6,000	\$ 8,000	\$ 6,000	\$ 14,000	
20	Staff Travel-(Local & Out of Town)	\$ 8,000	\$ -	\$ 8,000		\$ 6,000	\$ 6,000	\$ 8,000	\$ 6,000	\$ 14,000	
21	Rental of Equipment		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
22			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
23	Cleaning/Janitorial Supplies	\$ 15,000	\$ -	\$ 15,000		\$ 11,250	\$ 11,250	\$ 15,000	\$ 11,250	\$ 26,250	
24	Guest Supplies, food, socks, etc	\$ 42,000	\$ -	\$ 42,000		\$ 31,500	\$ 31,500	\$ 42,000	\$ 31,500	\$ 73,500	
25	Staff Supplies, First Aid Kits/Medical Supplies/Uniform	\$ 18,000	\$ -	\$ 18,000		\$ 13,500	\$ 13,500	\$ 18,000	\$ 13,500	\$ 31,500	
26	Guest Transportation	\$ 4,000	\$ -	\$ 4,000		\$ 3,000	\$ 3,000	\$ 4,000	\$ 3,000	\$ 7,000	
27	Staff Parking	\$ 1,200	\$ -	\$ 1,200		\$ 900	\$ 900	\$ 1,200	\$ 900	\$ 2,100	
28	Computers, Printers, Periphal Equipment	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
29	Guest Laundry	\$ 51,840	\$ -	\$ 51,840		\$ 38,880	\$ 38,880	\$ 51,840	\$ 38,880	\$ 90,720	
30	Guest Voucher	\$ 4,100	\$ -	\$ 4,100		\$ 3,075	\$ 3,075	\$ 4,100	\$ 3,075	\$ 7,175	
31	Linen	\$ 10,000	\$ -	\$ 10,000		\$ 7,500	\$ 7,500	\$ 10,000	\$ 7,500	\$ 17,500	
32	Cable Wifi	\$ 5,000	\$ -	\$ 5,000		\$ 3,750	\$ 3,750	\$ 5,000	\$ 3,750	\$ 8,750	
33	Pest Control	\$ 15,000	\$ -	\$ 15,000		\$ 11,250	\$ 11,250	\$ 15,000	\$ 11,250	\$ 26,250	
34			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
41			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
42	Consultants		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
43			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
44			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
53			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
54	Subcontractors (First \$25k Only)		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
55			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
56			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
67											
68	TOTAL OPERATING EXPENSES	\$ -	\$ 541,474	\$ -	\$ 541,474	\$ -	\$ 406,106	\$ 406,106	\$ 541,474	\$ 406,106	\$ 947,580
69											
70	Other Expenses (not subject to indirect cost %)										
71	Bayview Hunters Point Foundation	\$ 220,902	\$ -	\$ 220,902		\$ 165,677	\$ 165,677	\$ 220,902	\$ 165,677	\$ 386,579	
72			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
73			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
74			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
83											
84	TOTAL OTHER EXPENSES	\$ -	\$ 220,902	\$ -	\$ 220,902	\$ -	\$ 165,677	\$ 165,677	\$ 220,902	\$ 165,677	\$ 386,579
85											
86	Capital Expenses										
87			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
88			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
89			\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	
94											
95	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
96											
97	HSH #3								Template last modified	9/1/2021	

	A	B	C	D	E	F	G	H	BT	BU	BV
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING										
2	SALARY & BENEFIT DETAIL										
3	Document Date	3/7/2022									
4	Provider Name	Five Keys Schools and Programs									
5	Program	Embarcadero SAFE Center (Site H)									
6	FSP Contract ID#	1000019864									
7	Budget Name	State Homeless									
8		Year 1							All Years		
9	POSITION TITLE	Agency Totals		For HSH Funded Program		9/1/2020 - 6/30/2021	9/1/2020 - 6/30/2021	9/1/2020 - 6/30/2021	9/1/2020 - 6/30/2022	9/1/2020 - 3/31/2023	9/1/2020 - 3/31/2023
10						Current/Actuals	Amendment	New	Current/Actuals	Modification	New
11		Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary
12	Director San Francisco Housing	\$ 135,000	1.00	14%	0.14	\$ 19,125	\$ -	\$ 19,125	\$ 19,125	\$ -	\$ 19,125
13	Director of Congregate and SIP Sites	\$ 120,000	1.00	14%	0.14	\$ 17,000	\$ -	\$ 17,000	\$ 17,000	\$ -	\$ 17,000
14	Assistant Director Care Coordination	\$ 80,000	1.00	14%	0.14	\$ 11,333	\$ -	\$ 11,333	\$ 11,333	\$ -	\$ 11,333
15	Assistant Director Embarcadero SAFE	\$ 78,000	1.00	83%	0.83	\$ 65,000	\$ -	\$ 65,000	\$ 65,000	\$ -	\$ 65,000
16	Shift Supervisors	\$ 71,000	4.40	83%	3.67	\$ 260,333	\$ -	\$ 260,333	\$ 260,333	\$ -	\$ 260,333
17	Guest Intake & Information Coordinator	\$ 50,000	1.00	83%	0.83	\$ 41,667	\$ -	\$ 41,667	\$ 41,667	\$ -	\$ 41,667
18	Activities Coordinator	\$ 56,160	1.00	83%	0.83	\$ 46,800	\$ -	\$ 46,800	\$ 46,800	\$ -	\$ 46,800
19	Security -- folded into ambassador line	\$ 45,760	25.20	83%	21.00	\$ 960,960	\$ -	\$ 960,960	\$ 960,960	\$ -	\$ 960,960
20	Janitorial	\$ 45,760	7.00	83%	5.83	\$ 266,933	\$ -	\$ 266,933	\$ 266,933	\$ -	\$ 266,933
21							\$ -	\$ -	\$ -	\$ -	\$ -
22							\$ -	\$ -	\$ -	\$ -	\$ -
54							\$ -	\$ -	\$ -	\$ -	\$ -
55		TOTAL SALARIES				\$ 1,689,152	\$ -	\$ 1,689,152	\$ 1,689,152	\$ -	\$ 1,689,152
56		TOTAL FTE		33.43							
57		FRINGE BENEFIT RATE		37.00%							
58		EMPLOYEE FRINGE BENEFITS				\$ 624,986	\$ -	\$ 624,986	\$ 624,986	\$ -	\$ 624,986
59		TOTAL SALARIES & BENEFITS				\$ 2,314,138	\$ -	\$ 2,314,138	\$ 2,314,138	\$ -	\$ 2,314,138
60											
61											
62											

	A	B	C	D	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING						
2	OPERATING DETAIL						
3	Document Date	3/7/2022					
4	Provider Name	Five Keys Schools and Programs					
5	Program	Embarcadero SAFE Center (Site H)					
6	FSP Contract ID#	1000019864					
7	Budget Name	State Homeless Emergency Aid I					
8							
9		Year 1			All Years		
10		9/1/2020 - 6/30/2021	9/1/2020 - 6/30/2021	9/1/2020 - 6/30/2021	9/1/2020 - 6/30/2022	9/1/2020 - 9/31/2023	9/1/2020 - 9/31/2023
11		Current/Actuals	Amendment	New	Current/Actuals	Modification	New
12	Operating Expenses	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	Rental of Property	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 246,945	\$ -	\$ 246,945	\$ 246,945	\$ -	\$ 246,945
15	Office Supplies, Postage	\$ 12,500	\$ -	\$ 12,500	\$ 12,500	\$ -	\$ 12,500
16	Building Maintenance Supplies and Repair	\$ 25,000	\$ -	\$ 25,000	\$ 25,000	\$ -	\$ 25,000
17	Printing and Reproduction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
18	Insurance	\$ 15,000	\$ -	\$ 15,000	\$ 15,000	\$ -	\$ 15,000
19	Staff Training	\$ 8,000	\$ -	\$ 8,000	\$ 8,000	\$ -	\$ 8,000
20	Staff Travel-Local & Out of Town)	\$ 6,667	\$ -	\$ 6,667	\$ 6,667	\$ -	\$ 6,667
21	Rental of Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
22		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
23	Cleaning/Janitorial Supplies	\$ 12,500	\$ -	\$ 12,500	\$ 12,500	\$ -	\$ 12,500
24	Guest Supplies, food, socks, etc	\$ 35,000	\$ -	\$ 35,000	\$ 35,000	\$ -	\$ 35,000
25	Staff Supplies, First Aid Kits/Medical Supplies/Uniform	\$ 15,000	\$ -	\$ 15,000	\$ 15,000	\$ -	\$ 15,000
26	Guest Transportation	\$ 3,333	\$ -	\$ 3,333	\$ 3,333	\$ -	\$ 3,333
27	Staff Parking	\$ 1,000	\$ -	\$ 1,000	\$ 1,000	\$ -	\$ 1,000
28	Computers, Printers, Periphal Equipment	\$ 5,000	\$ -	\$ 5,000	\$ 5,000	\$ -	\$ 5,000
29	Guest Laundry	\$ 43,200	\$ -	\$ 43,200	\$ 43,200	\$ -	\$ 43,200
30	Guest Voucher	\$ 3,417	\$ -	\$ 3,417	\$ 3,417	\$ -	\$ 3,417
31	Linen	\$ 8,333	\$ -	\$ 8,333	\$ 8,333	\$ -	\$ 8,333
32	Cable Wifi	\$ 4,167	\$ -	\$ 4,167	\$ 4,167	\$ -	\$ 4,167
33	Pest Control	\$ 12,500	\$ -	\$ 12,500	\$ 12,500	\$ -	\$ 12,500
34		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
42	Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
43		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
44		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
45		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
53		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
54	Subcontractors (First \$25k Only)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
55		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
56		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
57		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
66		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
67							
68	TOTAL OPERATING EXPENSES	\$ 457,562	\$ -	\$ 457,562	\$ 457,562	\$ -	\$ 457,562
69							
70	Other Expenses (not subject to indirect cost %)						
71	Bayview Hunters Point Foundation	\$ 184,085	\$ -	\$ 184,085	\$ 184,085	\$ -	\$ 184,085
72		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
73		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
74	FY20-21 Actuals Adjustment	\$ (378,989)	\$ -	\$ (378,989)	\$ (378,989)	\$ -	\$ (378,989)
82	Sept. 20 & Oct. 20 Invoices paid from Embarcadero Agreement	\$ (615,647)	\$ -	\$ (615,647)	\$ (615,647)	\$ -	\$ (615,647)
83							
84	TOTAL OTHER EXPENSES	\$ (810,551)	\$ -	\$ (810,551)	\$ (810,551)	\$ -	\$ (810,551)
85							
86	Capital Expenses						
87		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
88		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
93		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
94							
95	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
96							
97	HSH #3				Template last modified	9/1/2021	

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 Month/Date	Service Begin Date	Service End Date
August 15	July 1	July 31
September 15	August 1	August 31
October 15	September 1	September 30
November 15	October 1	October 31
December 15	November 1	November 30
January 15	December 1	December 31
February 15	January 1	January 31
March 15	February 1	February 28/29
April 15	March 1	March 31
May 15	April 1	April 30
June 15	May 1	May 31
July 15	June 1	June 30

B. **Invoicing System:**

1. Grantee shall submit invoices and all required supporting documentation demonstrating evidence of the expenditure through the Department of Homelessness and Supportive Housing (HSH)'s web-based Contracts Administration, Reporting, and Billing Online (CARBON) System at: <https://contracts.sfhsa.org>.
2. Grantee's Executive Director or Chief Financial Officer shall submit a letter of authorization designating specific users, including their names, emails and phone numbers, who will have access to CARBON to electronically submit and sign for invoices, submit program reports, and view other information that is in CARBON.

3. Grantee acknowledges that submittal of the invoice by Grantee's designated authorized personnel with proper login credentials constitutes Grantee's electronic signature and certification of the invoice.
4. Grantee's authorized personnel with CARBON login credentials shall not share or internally reassign logins.
5. Grantee's Executive Director or Chief Financial Officer shall immediately notify the assigned HSH Contract Manager, as listed in CARBON, via email or letter regarding any need for the restriction or termination of previously authorized CARBON users and include the name(s), email(s) and phone number(s) of those previously authorized CARBON users.
6. Grantee may invoice and submit related documentation in the format specified by HSH via paper or email only upon special, written approval from the HSH Contracts Manager.

C. Line Item Variance: There shall be no variance from the line item budget submitted, which adversely affects Grantee's ability to provide services specified in the Appendix A(s), Services to be Provided of the Agreement; however, Grantee may invoice up to 110 percent of an ongoing General Fund or Prop C line item, provided that total expenditures do not exceed the total budget amount, per the HSH Budget Revision Policy and Procedure: <http://hsh.sfgov.org/overview/provider-updates/>.

D. Spend Down

1. Grantee shall direct questions regarding spend down and funding source prioritization to the assigned HSH Contract and Program Managers, as listed in CARBON.
2. Generally, Grantee is expected to spend down ongoing funding proportionally to the fiscal year or project period. Grantee shall report unexpected delays and challenges to spending funds, as well as any lower than expected spending to the assigned Contract and Program Managers, as listed in CARBON prior to, or in conjunction with the invoicing period.
3. Failure to spend significant amounts of funding, especially non-General Fund dollars, may result in reductions to future allocations. HSH may set specific spend down targets and communicate those to Grantees.

E. Documentation and Record Keeping:

1. In accordance with Article 5 Use and Disbursement of Grant Funds; Article 6 Reporting Requirements; Audits; Penalties for False Claims; and the Appendix A(s), Services to be Provided of the Agreement, Grantee shall keep electronic or hard copy records and documentation of all HSH invoiced costs, including, but not limited to, payroll records; paid invoices; receipts; and payments made for a period not fewer

- than five years after final payment under this Agreement, and shall provide to the City upon request.
- a. HSH reserves the right to modify the terms of this Appendix in cases where Grantee has demonstrated issues with spend down, accuracy, and timeliness of invoices.
 - b. In addition to the instructions below, HSH will request and review supporting documentation on the following occasions without modification to this Appendix:
 - 1) Program Monitoring;
 - 2) Fiscal and Compliance Monitoring;
 - 3) Year End Invoice Review;
 - 4) Monthly Invoice Review;
 - 5) As needed per HSH request; and/or
 - 6) As needed to fulfill audit and other monitoring requirements.
2. All documentation requested by and submitted to HSH must:
- a. Be easily searchable (e.g., PDF) or summarized;
 - b. Clearly match the Appendix B, Budget(s) line items and eligible activities;
 - c. Not include identifiable served population information (e.g., tenant, client, Protected Health Information (PHI), Personally Identifiable Information (PII)); and
 - d. Include only subcontracted costs that are reflected in the Appendix B, Budget(s). HSH will not pay for subcontractor costs that are not reflected in the Appendix B, Budget(s). All subcontractors must also be listed in the Permitted Subcontractors Appendix.
3. Grantee shall follow HSH instructions per funding source and ensure that all documentation clearly matches the approved Appendix B, Budget(s) line items and eligible activities.

General Fund / Homeless Emergency Aid Program (HEAP)	
Type	Instructions and Examples of Documentation
Salaries & Benefits	<p>Grantee shall maintain and provide documentation for all approved payroll expenses paid to any personnel included in the Appendix B, Budget(s) covered by the Agreement and invoice period each time an invoice is submitted.</p> <p>Documentation shall include, but is not limited to, historical and current payroll information from a payroll service or a payroll ledger from Grantee's accounting system and must include employee name, title, rate, and hours worked for each pay period.</p>
Operating	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,

General Fund / Homeless Emergency Aid Program (HEAP)	
Type	Instructions and Examples of Documentation
	and documentation for any Operating line items that exceed \$10,000. Documentation may include, but is not limited to, receipts of purchases or paid invoices of recurring expenditures, such as lease payments; copies of current leases; subcontractor payments; equipment lease invoices; and utility payments.
Capital and/or One-Time Funding	Grantee shall maintain and provide documentation for all approved Capital and/or One-Time Funding costs included in the Appendix B, Budget(s) time an invoice is submitted. Documentation may include receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.
Revenue	Grantee shall maintain and provide documentation for all revenues that offset the costs in the Appendix B, Budget(s) covered by the Agreement each time an invoice is submitted.

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

A. Advance Requirements:

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

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

B. Advance Request Process:

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

C. Advance Repayment Process:

1. If approved by HSH, the advanced sum will be deducted from the Grantee's monthly invoices at an equal rate each month that will enable repayment before the close of the fiscal year. For example, for a twelve-month grant the rate of repayment of the advance will be 1/10th per month from July to April. An alternative period of repayment may be calculated in order to ensure cash flow and repayment.
2. All advance repayments must be recovered within the fiscal year for which it was made.
3. In the case where advance repayments cannot be fully recovered by deducting from the Grantee's monthly invoices, Grantee shall 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
San Francisco Mayors Office of Housing and Community Development	7/1/21 – 6/30/22	\$100,000
San Francisco Human Services Agency	7/1/19 – 6/30/22	\$268,382
San Francisco Human Services Agency	7/1/19 – 6/30/22	\$60,000
San Francisco Human Services Agency	5/1/21 – 6/30/22	\$231,000
Office of Economic and Workforce Development	7/1/21 – 6/30/23	\$200,000
Office of Economic and Workforce Development	7/1/21 – 6/30/23	\$414,412
SF Adult Probation Department	2/1/21 – 7/31/22	\$130,000
Department Homelessness and Supportive Housing (HSH) – Prop C Flex Housing Subsidy Pool	2/15/21 – 6/30/23	\$6,000,000
Department Homelessness and Supportive Housing (HSH) – Artmar Hotel	6/1/21 – 6/30/24	\$6,704,364
Department Homelessness and Supportive Housing (HSH) – Bayshore Navigation Center	1/1/21 – 6/30/23	\$9,915,220
Department Homelessness and Supportive Housing (HSH) – Embarcadero SAFE Center	9/1/20 – 6/30/22	\$6,800,499
Department Homelessness and Supportive Housing (HSH) – Next Door Site S	12/1/20 – 6/30/22	\$9,115,881
Department Homelessness and Supportive Housing (HSH) – SIP Site 10	9/1/20 – 6/30/22	\$20,209,909
Department Homelessness and Supportive Housing (HSH) – SIP Site 34	9/1/20 – 6/30/22	\$9,353,000
Department Homelessness and Supportive Housing (HSH) – SIP Site 35	9/1/20 – 6/30/22	\$8,204,728