

**Appendix A – Services to be Provided  
Brilliant Corners  
Scattered Site Housing and Rental Subsidy Administration (SSHRSA)  
July 1, 2023 – June 30, 2027**

**I. Purpose of Grant**

The purpose of this grant is to administer the Scattered Site Housing and Rental Subsidy Administration (SSHRSA) program to facilitate independent community living for eligible residents within the City and County of San Francisco. Services include rental unit identification and acquisition, rental subsidy administration, tenant-landlord liaison services, housing retention services, unit habitability, and tenant well-being inspections, and management of unit modifications for reasonable accommodations. This grant is funded under the Community Living Fund administered through the Department of Disability and Aging Services (DAS).

**II. Definitions**

ADL	Activities of Daily Living are activities related to personal care. They include bathing or showering, dressing, getting in and out of bed or a chair, walking, using the toilet, and eating.
Adult with a Disability	A person 18-59 years of age living with a disability
BAA	Business Associate Agreement; establishes a legally binding relationship between HIPAA-covered entities and business associates to ensure complete protection of PHI
CARBON	Contracts Administration, Reporting, and Billing Online System
City	City and County of San Francisco
Case Management	Case management is a formal strategy that coordinates and facilitates access to a variety of services in a timely manner for people who need assistance in organizing and managing their care and/or supportive services. It includes a standardized process of client intake, assessment, care planning, care plan implementation, monitoring, reassessment and discharge/termination. This includes intensive case management services which may require frequent visits and follow up depending on care needs. Case management is an integral component of long-term care service delivery and is central to accessing additional services through the CLF Program.
Community Living Fund	The Community Living Fund (CLF), or “the Fund”, was created in the San Francisco Administrative Code Section 10.100-12 to support aging in place and community placement alternatives for individuals who may otherwise require care within an institution. DAS oversees the administration of the Fund.

Community Living Fund Program	Funded by CLF, the CLF Program provides for home- and community-based services, or a combination of equipment and services, that will help those who are currently, or at risk of being, institutionalized to continue living independently in their homes, or to return to community living. This program, using a two-pronged approach of coordinated case management and purchased services, provides the needed resources, not available through any other mechanism, to vulnerable older adults and adults with disabilities.
DAS	Department of Disability and Aging Services
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
HIPAA	Health Insurance Portability and Accountability Act. A federal law that created national standards to protect patient health information from being disclosed without a patient's consent or knowledge.
HSA	San Francisco Human Services Agency
HUD	US Department of Housing and Urban Development
IADL	Instrumental Activities of Daily Living are the skills and abilities needed to perform certain day-to-day tasks associated with an independent lifestyle. These activities are not considered to be essential for basic functioning but are regarded as important for assessing day-to-day quality of life and relative independence.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
MOU	Memorandum of Understanding: describes a bilateral or multilateral agreement between two or more parties.

Older Adult	An individual who is 60 years of age or older
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9)

**III. Target Population**

This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

**Client Eligibility**

Funded by the Community Living Fund, SSHRSA provides housing options for individuals in skilled nursing facilities in San Francisco, including Laguna Honda Hospital and Zuckerberg San Francisco General Hospital, or individuals who are at imminent risk for nursing home or institutional placement but are willing and able to live in the community with appropriate support. To be eligible for SSHRSA, individuals must meet criteria for the Community Living Fund Program:

- a. Be 18 years and older.
- b. Be a resident of San Francisco.
- c. Be willing and able to live in the community with appropriate supports.
- d. Have income up to 300% of Federal Poverty Level for a single adult: \$40,770 plus savings/assets of up to \$130,000 (excluding assets allowed under Medi-Cal).
- e. Have a demonstrated need for a service and/or resource that will serve to prevent institutionalization or will enable community living.
- f. Be institutionalized or be deemed at assessment to be at imminent risk of being institutionalized. To be considered “at imminent risk”, an individual must have at a minimum, one of the following:
  - A functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or
  - Having a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or
  - Being unable to manage one’s own affairs due to emotional and/or cognitive impairment.

In addition, individuals must meet the SSHRSA eligibility requirements, which include:

- a. Having a level of care that can be reasonably met in the community with supportive services, and
- b. Demonstrating ability to comply with SSHRSA program requirements.

CLF is a fund of last resort and eligible individuals for SSHRSA must have no other ability, resource, or alternative to acquire appropriate independent housing.

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

Grantee shall provide the following services during the term of this grant:

##### **Client Services**

###### Collaboration

Grantee will be a member of the Integrated Housing Team which primarily consists of Grantee, CLF Program, and DAS. The goal of the team is to facilitate coordination for transitions from institutional setting to community living.

###### Participant Eligibility and Referral

The CLF Program includes services that include intensive case management and purchase of goods and services. The CLF Program conducts a thorough assessment for CLF which includes eligibility determination, an evaluation of needs, and a service plan. Those individuals enrolled in the CLF Program who are found to be eligible for the SSHRSA program are referred to the Grantee. All referrals for the SSHRSA program come directly from CLF Program.

Grantee reviews the referrals from the CLF Program and determines enrollment of participants for the SSHRSA program. Grantee works in tangent with the CLF Program in assessing needs, identifying preferences, and overall appropriateness for independent community living. Grantee collaborates with the CLF Program and DAS on the referral and application process to ensure ease of program access.

Grantee will use the Integrated Housing Tool as an electronic client database to facilitate data sharing with the CLF Program and DAS.

###### Person-Centered Planning

Grantee should use a person-centered approach to an individualized housing plan based on actual needs to ensure long-term housing success in the community. Program staff participates in multi-disciplinary team meetings and communicates frequently with program participants, their case managers, and other stakeholders to ensure that the search for suitable housing reflects overall program values (e.g., meets accessibility needs, suitable neighborhoods, access to public transportation, community amenities, reception or 24-hour security, etc.) and matches participants with the most appropriate units based on assessed needs and preferences.

###### Program Eligibility Reassessment

Grantee conducts program eligibility reassessment on an annual basis or as needed to ensure participants continue to meet income eligibility and appropriateness for the SSHRSA program.

Grantee develops necessary assessment tools, guidelines, and an implementation plan for reassessment during the first year of this grant.

### Participant Access to Affordable Housing Options

Grantee provides a centralized system of managing non-SSHRSA housing applications for program participants interested in and eligible for other housing options. This can open up SSHRSA units for new referents. Services include monitoring affordable housing waitlists and vacancies.

The benefits of this centralized system for non-SSHRSA housing include:

- Program participants have direct access to a housing advocate who can assist them with applying for each affordable housing waitlist option
- Program participants work directly with a housing expert who is knowledgeable and educated in the unique requirements that each affordable application requires. This work will include reasonable accommodation requests to eligibility criteria that may be a barrier to access
- All housing options are available to program participants
- Assurance that notifications regarding the status of housing applications are received and responded to in a timely manner

### Program Participant Exit Plan

Grantee will develop a plan and implementation strategy to graduate or disenroll participants out of the program based on their eligibility, appropriateness, or need. Program participants may voluntarily or involuntarily exit the program. Prior to transitioning out of the program, Grantee will assist participants in identifying and securing appropriate housing. Grantee proactively works with participants for other housing opportunities throughout the program enrollment in order to free up housing slots and maximize the ability to serve more clients with housing needs.

## **Housing Services**

### Unit Identification

Informed by the assessed housing needs and preferences of program participants, Grantee will conduct a systematic search for suitable housing in a range of configurations, excluding single-room occupancy units. This search simultaneously targets owners/managers of large portfolios as well as smaller operators in order to maximize the range of housing options available and expedite progress toward the goal of leasing and securing units based on project goals. All units proposed for master leasing may be subject to DAS review and approval.

Grantee will also manage a housing portfolio based on demand of referral pipeline to ensure a low rate of unit vacancy. This will require regular monitoring and reporting of budget projections against referrals.

Targeted Housing Channels can include:

- Market-Rate Multi-Family Housing - Market-rate multi-family housing refers to properties that are rented to people who pay market rent to lease the property. The property has no rent restrictions. The property is conventional and not restricted by affordable housing laws.

- Affordable Multi-Family Housing - Affordable multi-family housing refers to properties that were built using a tax subsidy and are required to provide below-market rents for low-income people, persons with disabilities, and/or seniors. Examples include: low-income housing, housing for people with disabilities, and senior housing.
- Set-Aside Housing Agreements – An executed agreement with a particular housing developer of a market rate or affordable multi-family housing community to ‘set-aside’ an agreed number of units within the property for a preference population and priority access to available units. Individual eligibility/rental criteria will generally default to guidelines of the specific property.
- Master Leasing Housing Agreements - Controlling lease under which the lessee can sub-lease the property for a period not exceeding the term of the master lease.
- Shared Housing Opportunities- Shared housing is a living arrangement, in which two unrelated people live together to take advantage of the mutual benefits it offers. Examples include: comfort of not living alone, lower rent and shared utilities.
- Residential Care Facilities through the Assisted Living Waiver (ALW) Program – The use of the ALW to facilitate a safe and timely transition of Medi-Cal eligible seniors and persons with disabilities from a nursing facility to a community home-like setting in a Residential Care Facility for the Elderly (RCFE), an Adult Residential Care Facility (ARF), or public subsidized housing.

#### Secure Housing / Establish Site Control

Grantee will establish site control using the various housing channels. Site control can be established using several methods to include corporate leasing, affordable below market rate (BMR) units, U.S. Department of Housing and Urban Development (HUD) market rate set asides, shared housing, and master leasing agreements.

Grantee will negotiate master leases with landlords/property managers. All master leases are subject to final approval by DAS. Subject to the requirements of the program, Grantee will offer landlords/property managers flexibility regarding master lease terms, such as responsibility for ongoing minor maintenance, code violations, major repairs, and accessibility modifications. Grantee will seek to negotiate long-term master leases with prescribed annual rent increases or a floor/ceiling mechanism, and termination/extension clauses designed to provide maximum housing security to participants and opt-out flexibility. Grantee uses HUD Fair Market Rents (FMRs) as a benchmark, exceeded where warranted by the benefits to program participants; all contract rents are subject to prior approval by DAS. Grantee will develop, enter into and enforce the terms of a DAS-approved occupancy agreement (i.e., a sub-lease) with each program participant.

#### Rental Subsidy Administration

Grantee administers a rental subsidy program for program participants. Grantee will conduct income verifications prior to move-in and annually thereafter to ensure eligibility. This also will verify that program participant pays 50% of his or her monthly income toward rent. Grantee will have a policy defining what qualifies as income and the required supporting documentation. Grantee will be responsible for the ongoing monthly payments of rent per corporate and master leases.

Grantee collects the participant's share of the total contract rent through a third-party payee service provider. If a participant cannot enroll in a third-party payee service, Grantee will collect the share of rent directly from participant. Grantee's staff notifies DAS if a tenant experiences or may experience difficulty paying their portion of the rent, so that DAS may consider whether a larger rent subsidy is necessary to secure or retain housing. Grantee meticulously documents all communication with tenants, landlords, property managers, third party rent payment providers, and other parties regarding rent payments.

Grantee has a Third-Party Rent Payment Policy. A description of the policy is as follows:

Participant agrees that they have been informed that participation in a third-party rent payment service (with an approved provider) is a requirement to receiving housing services from Grantee. Participant understands that should the applicant receive housing services through Grantee that results in community housing placement, it is agreed and understood that it is a requirement for an active program participant to pay 50% of their income towards rent on a monthly basis through the approved third-party rent payment provider.

If a participant is not approved through a third-party payee agency, Grantee has a Rent-Payment Policy. A description of the policy is as follows:

Rent must be delivered or mailed to Grantee's main office at 854 Folsom Street, San Francisco, CA 94107. Rent will be received Monday through Friday during posted office hours. Rent may be paid in all forms of U.S. legal tender *except* cash. This includes personal check, cashier's check, or money order. Blank checks (either signed or unsigned with the payee left blank) will not be accepted. The check must be completely filled out before the resident leaves the office. Participant will be notified immediately if their check is returned by their bank due to non-sufficient funds (NSF). Participant will be charged a \$25.00 returned check fee. Participant must pay the returned check fee, as well as, all late charges. Only cashier's check or money orders will be accepted for rent payments after receipt of two (2) NSF checks. All residents will be offered an official receipt for any monies they pay Grantee. Monthly rent is due in full on the first day of the month, without demand. As a courtesy to participants, rent will be accepted, in a grace period, as late as the fifth (5<sup>th</sup>) of the month. If the fifth (5<sup>th</sup>) of the month is not a business day, rent will be accepted the next business day of the month. Reasonable accommodations can be requested, with proper documentation, if the participant unable to pay rent by the fifth (5<sup>th</sup>).

#### Owner/Participant Liaison

Grantee serves as liaison between the property owner/manager and the program participant(s) in all matters, including initial occupancy, unit modifications (accessibility, safety), routine maintenance, fair housing resident advocacy, and relations with management and neighbors. A contact person will be designated for each program participant. Prior to move-in, a housing coordinator discusses emergency protocols with each participant. This is included as part of the Move-In Orientation protocols. Grantee provides each tenant with an emergency contact information list including numbers for building management, local police, fire, and ambulance. Grantee refers any concerns jeopardizing a participant's housing stability to the participant's case

manager and/or DAS as needed; all participant, property owner/manager, and neighbor complaints or grievances will be documented.

### Unit Repairs and Modifications

Grantee designates a procedure for requesting repairs and/or modifications to a participant's unit from building management. Grantee will determine whether the property owner/manager or Grantee is responsible for the requested repairs and/or modifications. The procedure includes a formal request by the program participant to Grantee for needed repairs and/or modifications. Where appropriate, Grantee will use a reserve fund or attempt to leverage alternate resources to cover the cost of the requested repairs or modifications.

These resources can include:

- Eligible California Community Transitions (CCT) funding from CA Department of Health Care Services
- Available grant opportunities
- General public donations and fundraising

### Unit Habitability and Tenant Wellness Checks

Grantee conducts, at minimum, monthly home visits to ensure basic program oversight and unit monitoring, including unit habitability (e.g., code compliance, life safety, accessibility, cleanliness, etc.) and participant well-being. Program staff uses their knowledge of the San Francisco housing market, tenant rights, and lease agreements to educate and advocate for participants' living in the community. Program staff works closely with participants and landlords to check and immediately remedy property damage and identify opportunities to be proactive and perform preventative maintenance. Regular wellness checks by Grantee may identify needed services and/or interventions. Grantee will make appropriate referrals to services and/or contact participant's community case manager. Participants will receive prior notice of all home visits and unit inspections, and Grantee will document all such visits/inspections.

For housing units in licensed residential facilities, Grantee will, at minimum, conduct monthly updates through the property management or case managers working with participants in the facilities.

### Housing Retention Services

Grantee serves as liaison to community supports related to participants' housing and serves as a community resource with expertise on specific scattered-site communities. Program staff develops and maintains a data base of community resource data, a network of supportive housing resources available in San Francisco.

These resources can include:

- Security deposit assistance programs
- 24-hour emergency shelter services
- Emergency rental assistance agencies
- Food banks
- Transportation services

Program staff will be aware of community events that the program participants will have access to, and be able to clearly communicate with the participant the value of involvement in these events. Grantee also provides supports around the development of housing-related life skills specific to each program participant (e.g., tenant-landlord mediation, neighbor relations, travel, moving, storage, and establishing utility services). The unique combination of understanding the needs of the program participants and their lease agreements in community-based housing will allow the Grantee to effectively identify precursors to possible tenant-landlord contention.

Grantee works to maintain positive relationships with the property managers, business owners, and tenants who reside within the micro-community. This approach of also understanding the needs of key housing contacts is critical to maintaining and growing the housing portfolio. This will allow program participants unique access to pre-existing relationships in their neighborhoods with the primary goal of rapid inclusion in their communities.

### Service Provider Communication

Grantee communicates professionally and confidentially with DAS, CLF Program, each participant's case manager, and service providers of record during initial move-in and housing stabilization, as well as whenever concerns threatening the participant's well-being and/or housing tenure arise during occupancy. Grantee participates in case conferencing as scheduled by participants' primary case management providers. Additionally, Grantee prepares housing updates on participants as requested by DAS and CLF Program.

The Grantee program director and / or other designated staff attends the multi-disciplinary team meetings, as well as additional work groups and planning meetings to ensure successful program collaboration.

### Outreach to the Private Residential Real Estate Market

Grantee's marketing/outreach will highlight the benefits of corporate and master leasing with a rental subsidy to prospective key housing partners, including for-profit and non-profit landlords, property managers, real estate brokers, and trade associations. Grantee will develop marketing materials, presentations, brochures, references, and testimonials to explain the nature and benefits of the housing program. The materials may include draft master leases and preliminary engagement documents, such as Memorandum of Understanding (MOU), Letters of Collaboration (LOC), and Letters of References.

### Continuous Quality Improvement

Grantee will take the following systematic steps to ensure program quality:

- Develop program policies and procedures related to all aspects of the SSHRSA program; review annually and revise as needed;
- Utilize an incident reporting system that complies with SSHRSA program policies;
- Provide all program participants with the Grievance Policy & Procedure; participants sign a copy of the P&P which the Grantee keeps in their files;
- Develop MOU's and LOC's with key agencies and other service providers, landlords and rental agencies, as appropriate;
- Provide orientation and ongoing training to staff and supervisors;
- Provide opportunities for all staff to study models of scattered-site supportive housing and master leasing, standardize policies to create consistencies and efficiencies;

- Utilize information tracking tools to administer rent subsidies; this includes all necessary tools, policies and procedures;
- Utilize tracking systems to monitor, manage, report on, and analyze master lease, contract rent, repair/maintenance/unit modification, and related property information, including all necessary tools, policies and procedures;
- Conduct weekly team meetings to discuss weekly and monthly objectives and progress toward annual/contract term goals;
- Conduct monthly case conferences as appropriate; such as, during initial occupancy and housing stabilization, or to address housing-related issues during occupancy;
- Program Director or designated staff engages in weekly supervisory review of all program staff work and progress, identifying challenges and areas for improvement, and setting the agenda for case conferences and weekly team meetings;
- Generate monthly reports for DAS to document and track progress;
- Utilize electronic or paper charting system for the program and open a file on each new participant; system will include an ongoing supervisory review and sign-off process;
- Standardize and consistently document participant information in the Integrated Housing Tool provided by DAS, which includes progress notes, housing information, and application status.
- Monitor and make necessary corrections on information entered in the Integrated Housing Tool to ensure data reporting is accurate; this includes working with DAS and RTZ Associates Inc., the company with which DAS and program works with for data collection, improving the data reporting process and/or features of the tool.
- Participate in classes or trainings needed to meet the needs of the target population. A mandated elder/dependent adult abuse reporter training is required for all program staff annually.
- Participate in multi-disciplinary team meetings, and develop procedures and forms to ensure that the case manager and other service providers direction and input is conveyed to Housing Coordinator;
- Post relevant policy information (i.e., fair housing guidelines);
- Participate in all aspects of DAS contract compliance policies, including but not limited to annual program monitoring, year-end reporting, annual independent audit, and cultural competency reporting;
- Conduct monthly visits to ensure client well-being and unit habitability; develop forms and tracking systems to capture and analyze information regarding housing stability, unit condition, landlord-tenant relations, efficiency and responsiveness in maintenance, repairs, dispute resolution, etc.;
- Comply with Local, State, and Federal policies and requirements such as the Health Insurance Portability and Accountability Act (HIPAA) and Sexual Orientation and Gender Identity (SOGI) data collection;
- Program staff will administer and analyze data from a resident satisfaction survey annually.
- If necessary, ensure transition plan to new program provider is conducted effectively.

### **Fiscal Management**

Grantee will be responsible for negotiating and effectively managing required security deposits for all master leases, possible short-term subsidies, and rental patches based on terms pre-

approved by DAS. All communication with program participants, landlords, property managers, third-party rent payment providers, and other parties regarding security deposit payments, short-term subsidies, and patches will be documented.

Grantee will actively manage housing portfolio in a fiscally responsible manner to prevent unnecessary expenditures and to save costs to the program.

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

Brilliant Corners is located at 854 Folsom Street, San Francisco, CA 94107, and is open Monday through Friday, 9 a.m. to 5 p.m., excluding holidays. For non-business hours, residents are provided by their building management with a 24-hour emergency number.

#### **VI. Grantee Responsibilities**

- Grantee administers the Scattered Site Housing and Retention Subsidy Administration Program as described in this grant agreement.
- Grantee develops and maintains policies and procedures for all aspect of program operation, including a Quality Assurance Plan.
- Grantee provides training and ongoing supervision and oversight of all program staff.
- As Grantee is a mandated reporter for suspected elder abuse/neglect, staff will complete annual Elder and Dependent Adult Abuse Reporting Trainings.
- Grantee is compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For specific compliance requirements, please refer to the Grant Agreement Appendix E.
- Grantee resolves grievances related to program services at the program level and adheres to the DAS Grievance Policy and Procedure.
- Grantee administers a client satisfaction survey annually to gather input regarding program participant's direct experience.
- Grantee communicates and collaborates regularly with DAS to help provide support and quality services to program participants.
- Grantee participates in DAS Commission, program-related, and other meetings as needed.

#### **VII. Service Objectives**

On an annual basis, Grantee will meet the following Service Objectives:

1. Serve a minimum of 110 unduplicated program participants annually. Unduplicated program participants include new program participants served each year and program participants who were housed in previous fiscal years but continue to receive a rental subsidy in current year.
2. Provide a minimum of 1200 units of service annually. A unit of service is defined by monthly occupancy but includes services such as, person-centered planning, unit identification, master leasing, rental subsidy administration, owner/participant liaison, unit repairs and modifications, housing retention services, and/or service provider communication.
3. Identify and acquire appropriate scattered site housing units and complete placements of program participants within 60 days of participants' readiness to transition.
4. Maintain a housing portfolio with at least 90% occupancy rate annually.

5. Conduct monthly housing retention visits and unit habitability checks on 100% of participants.
6. Collect at least 90% of monthly rent for occupied units from participants or their third party rent payer.
7. Conduct annual income verification for 90% of participants.

**VIII. Outcome Objectives**

On an annual basis, Grantee will meet the following Outcome Objectives:

1. Program participants are placed in the most appropriate housing that meets their needs and preferences. A minimum of 95% of program participants will be satisfied with their housing.
2. Program participants have housing stability as evidenced by a minimum of 85% of participant lease violations being resolved without loss of housing.
3. Program participants have housing stability as evidenced by at least 90% of program participants retaining their housing for more than one year.
4. Program participants have the housing and supports they need to live independently in the community. A minimum of 95% of program participants will maintain independent community living annually.
5. Program participants who exit the program have other housing options. At least 75% of participants who exit housing will secure housing appropriate to their needs (e.g., independent/unsubsidized housing, move-in with family or friends, transition to level of care appropriate for their needs, etc.)

**IX. Reporting Requirements**

Grantee will provide various reports during the term of the grant agreement.

1. Grantee will provide the following reports on event activities. Grantee will provide a quarterly report of activities, referencing the tasks as described in Services Objectives and Outcome Objectives. Grantee will enter the quarterly metrics in CARBON database by the 30<sup>th</sup> of the month following the end of the quarter.
2. Grantee will provide Ad Hoc reports as required by the Department.
3. All programs that provide direct financial assistance to clients are required to provide the following information as part of their quarterly reports:
  - a. A complete list of all individuals who received direct assistance.
  - b. The name of the person receiving funds on behalf of the individual (i.e. the landlord, property manager, Housing Authority, etc.).
  - c. The amount of funds received by each individual source of funding (General Funds, SOS, etc.).

For assistance with reporting requirements or submission of reports, contact:

[Tara.Alvarez@sfgov.org](mailto:Tara.Alvarez@sfgov.org)

Contract Manager, Office of Contract Management  
Human Services Agency

or

[Melissa.McGee@sfgov.org](mailto:Melissa.McGee@sfgov.org)

Program Manager, Office of Community Partnerships  
Department of Disability and Aging Services

**X. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of participant eligibility, back-up documentation for reporting progress towards meeting service and outcome objectives, QA reports, satisfaction survey results, and onsite monitoring.
  
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal 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.