

**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  
TENDERLOIN HOUSING CLINIC, INC.**

THIS AMENDMENT of the **July 1, 2021** Grant Agreement (the "Agreement") is dated as of **May 1, 2023** and is made in the City and County of San Francisco, State of California, by and between **TENDERLOIN HOUSING CLINIC, INC.** ("Grantee") and the CITY AND COUNTY OF SAN FRANCISCO, a municipal corporation ("City") acting by and through The Department of Homelessness and Supportive Housing ("Department").

**RECITALS**

WHEREAS, Grantee was selected pursuant to Ordinance No. 61-19, which authorizes the Department to enter into contracts without adhering to the Administrative Code provisions regarding competitive bidding and other requirements for construction work, procurement, and personal services relating to the shelter crisis; and

WHEREAS, the City's Board of Supervisors approved this First Amendment to the Agreement under San Francisco Charter Section 9.118 by Resolution **<insert Resolution number>** on **<Month Date, Year>** to increase the Agreement amount by **up to \$24,336,248** and extend the Agreement term by **three years**; 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 **July 1, 2021**.
- (b) "Eligible Expenses" shall have the meaning set forth in Appendix A, Services to be Provided and Appendix B, Budget.
- (c) "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.**

(a) The term of this Agreement shall commence on **July 1, 2021** and expire on **June 30, 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.

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 **July 1, 2021** and expire on **June 30, 2026**, unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

(b) The City has options to renew the Agreement. 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.

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

**5.1 Maximum Amount of Grant Funds.**

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Nine Million Nine Hundred Ninety Thousand Dollars (\$9,990,000)**.
- (b) Grantee understands that, of the Maximum Amount Of Grant Funds listed under Article 5.1 (a) of this Agreement, **Four Million Six Hundred Seventeen Thousand Seven Hundred Eleven Dollars (\$4,617,711)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.
- (c) **Use of Grant Funds.** Grantee shall use the Grant Funds only for Eligible Expenses as set forth in Appendix A, Services to be Provided; Appendix A-1, Services to be Provided; and Appendix B, Budget.

**5.2 Use of Grant Funds.** Grantee shall use the Grant Funds only for Eligible Expenses as set forth in Appendix A, Services to be Provided; Appendix A-1, Services to be Provided; and Appendix B, Budget, and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.

**5.3 Disbursement Procedures.** Grant Funds shall be disbursed to Grantee as follows:

- (a) Grantee shall submit to the Department for approval, in the manner specified for notices pursuant to Article 15, a document (a “Funding Request”) substantially in the form attached as Appendix C, Method of Payment. Any unapproved Funding Requests shall be returned by the Department to Grantee with a brief explanation why the Funding Request was rejected. If any such rejection relates only to a portion of Eligible Expenses itemized in a Funding Request, the Department shall have no obligation to disburse any Grant Funds for any other Eligible Expenses

itemized in such Funding Request unless and until Grantee submits a Funding Request that is in all respects acceptable to the Department.

- (b) The Department shall make all disbursements of Grant Funds pursuant to this Section through electronic payment or by check payable to Grantee sent via U.S. mail in accordance with Article 15, unless the Department otherwise agrees in writing, in its sole discretion. For electronic payment, City vendors receiving new contracts, contract renewals, or contract extensions must sign up to receive electronic payments through the City's Automated Clearing House (ACH) payments service/provider. Electronic payments are processed every business day and are safe and secure. To sign up for electronic payments, visit [www.sfgov.org/ach](http://www.sfgov.org/ach). The Department shall make disbursements of Grant Funds as set forth in Appendix C, Method of Payment.

#### **5.4 Reserved. (State or Federal Funds).**

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

### **ARTICLE 5 USE AND DISBURSEMENT OF GRANT FUNDS**

#### **5.1 Maximum Amount of Grant Funds.**

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Thirty Four Million Three Hundred Twenty Six Thousand Two Hundred Forty Eight Dollars (\$34,326,248)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Four Million Two Hundred Eleven Thousand Two Hundred Fifty Three Dollars (\$4,211,253)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

**5.2 Use of Grant Funds.** Grantee shall use the Grant Funds only for Eligible Expenses as set forth in Appendix A, Services to be Provided and Appendix B, Budget and for no other purpose. Grantee shall expend the Grant Funds in accordance with the Budget and shall obtain the prior approval of City before transferring expenditures from one line item to another within the Budget.

**5.3 Disbursement Procedures.** Grant Funds shall be disbursed to Grantee as follows:

- (a) Grantee shall submit to the Department for approval, in the manner specified for notices pursuant to Article 15, a document (a “Funding Request”) substantially in the form attached as Appendix C, Method of Payment. Any unapproved Funding Requests shall be returned by the Department to Grantee with a brief explanation why the Funding Request was rejected. If any such rejection relates only to a portion of Eligible Expenses itemized in a Funding Request, the Department shall have no obligation to disburse any Grant Funds for any other Eligible Expenses itemized in such Funding Request unless and until Grantee submits a Funding Request that is in all respects acceptable to the Department.
- (b) The Department shall make all disbursements of Grant Funds pursuant to this Section through electronic payment or by check payable to Grantee sent via U.S. mail in accordance with Article 15, unless the Department otherwise agrees in writing, in its sole discretion. For electronic payment, City vendors receiving new contracts, contract renewals, or contract extensions must sign up to receive electronic payments through the City's Automated Clearing House (ACH) payments service/provider. Electronic payments are processed every business day and are safe and secure. To sign up for electronic payments, visit [www.sfgov.org/ach](http://www.sfgov.org/ach). The Department shall make disbursements of Grant Funds as set forth in Appendix C, Method of Payment.

**5.4 Reserved. (State or Federal Funds).**

**2.4 Section 6.7 Submitting False Claims** of the Agreement hereby deleted and replaced in its entirety with:

**6.7 Submitting False Claims.** Grantee shall at all times deal in good faith with the City, shall only submit a Funding Request to the City upon a good faith and honest determination that the funds sought are for Eligible Expenses under the Grant, and shall only use Grant Funds for payment of Eligible Expenses as set forth in Appendix A, Services to be Provided. Any Grantee who commits any of the following false acts shall be liable to the City for three times the amount of damages the City sustains because of Grantee's act. A Grantee will be deemed to have submitted a false claim to the City if Grantee: (a) knowingly presents or causes to be presented to an officer or employee of the City a false Funding Request; (b) knowingly disburses Grants Funds for expenses that are not Eligible Expenses; (c) knowingly makes, uses, or causes to be made or used a false record or statement to get a false Funding Request paid or approved by the City; (d) conspires to defraud the City by getting a false Funding Request allowed or paid by the City; or (e) is a

beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.

**2.5** **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.

**2.6** **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: Tenderloin Housing Clinic, Inc.  
126 Hyde Street  
San Francisco, CA 94102  
Attn: Randy Shaw, Executive Director  
randy@thclinic.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.

**2.7 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 May 1, 2023)  
Appendix B, Budget (dated May 1, 2023)  
Appendix C, Method of Payment (dated May 1, 2023)  
Appendix D, Interests in Other City Grants (dated May 1, 2023)

**2.8 Section 17.10 Survival of Terms** of the Agreement is hereby deleted and replaced with the following:

**17.10 Survival of Terms.** The obligations of Grantee and the terms of the following provisions of this Agreement shall survive and continue following expiration or termination of this Agreement:

Section 4.3 Ownership of Results.



Section 6.4	Financial Statements.
Section 6.5	Books and Records.
Section 6.6	Inspection and Audit.
Section 6.7	Submitting False Claims.
Article 7	Taxes.
Article 8	Representations and Warranties.
Article 9	Indemnification and General Liability.
Section 10.4	Required Post-Expiration Coverage.
Article 12	Disclosure of Information and Documents.
Section 13.4	Grantee Retains Responsibility.
Section 14.3	Consequences of Recharacterization.
This Article 17	Miscellaneous.

**2.9 Section 17.14 Services During a City-Declared Emergency** of the Agreement is hereby deleted and replaced with the following:

**17.14 Services During a City-Declared Emergency.** In case of an emergency as declared by the Mayor under Charter section 3.100, Grantee will make a good faith effort to continue to provide the services set forth in Appendix A, Services to be Provided. Any services provided beyond those listed in Appendix A, Services to be Provided must be approved by the Department.

**2.10 Appendix A, Services to be Provided**, of the Agreement is hereby replaced in its entirety by **Appendix A, Services to be Provided** (dated May 1, 2023), for the period of July 1, 2021 to June 30, 2026.

**2.11 Appendix B, Budget**, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated May 1, 2023) for the period of July 1, 2021 to June 30, 2026.

**2.12 Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated May 1, 2023).

**2.13 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 May 1, 2023).

**2.14 Appendix E, Permitted Subgrantees**, 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**

**TENDERLOIN HOUSING CLINIC,  
INC.**

By: \_\_\_\_\_  
Shireen McSpadden  
Executive Director

By: \_\_\_\_\_  
Randy Shaw  
Executive Director  
City Supplier Number: 0000009870

Approved as to Form:  
David Chiu  
City Attorney

By: \_\_\_\_\_  
Virginia Dario Elizondo  
Deputy City Attorney

**Appendix A, Services to be Provided**  
**by**  
**Tenderloin Housing Clinic, Inc.**  
**Support Services, Property Management and Master Leasing at Crown, Winton and**  
**National Hotels**

**I. Purpose of Grant**

The purpose of this grant is to provide Support Services, Property Management and Master Lease Stewardship to the served population. The goals of these services are to help tenants retain their housing or move to other appropriate housing.

**II. Served Population**

Grantee shall serve formerly homeless and income-eligible adults, including veterans. An adult is defined as an individual or couple 18 years old or older without the custody of minors below 18 years of age. The served population may include pre-existing tenants of the service locations.

**III. Referral and Prioritization**

All new tenants will be referred by the Department of Homelessness and Supportive Housing (HSH) via the Coordinated Entry System, which organizes the City's Homelessness Response System (HRS) with a common, population-specific assessment, centralized data system, and prioritization method.

Eligibility criteria for Permanent Supportive Housing (PSH) varies upon the subsidy funding source and may include meeting a definition of homelessness at the time of referral and placement, enrollment in specific benefits programs, income criteria and/or the ability to live independently within the structure of the housing program. Tenants who meet eligibility criteria for PSH are prioritized based on various criteria, such as levels of vulnerability, length and history of homelessness, and severity of housing barriers.

**IV. Description of Services**

Grantee shall provide Support Services, Property Management and Master Lease Stewardship to tenants of the number of units listed in Appendix B, Budget ("Units Served" tab).

**A. Support Services**

Grantee shall provide Support Services to tenants. Support Services are voluntary and shall be available to all tenants of the building. Support Services shall include, but are not limited to the following:

1. Outreach: Grantee shall engage with tenants to provide information about available Support Services and invite them to participate. Grantee shall contact each tenant at least three times during the first 60 days following placement. Grantee shall document all outreach and attempts.
2. Intake and Assessment: Grantee shall coordinate with Property Management during the initial intake for units and participate in orientation meetings with Property Management. If possible, Grantee shall establish rapport with tenants prior to move-in to support tenants during the application and move-in process.

Grantee shall coordinate with tenant's current support service provider(s) to ensure a successful transition into housing.

Grantee intake of tenants shall include, but is not limited to, a review of the tenant's history in the Online Navigation and Entry (ONE) System, gathering updated information from the tenant, and establishing strengths, skills, needs, plans and goals that are tenant-centered and supportive of housing retention. The intake shall take place at the same time of the interview with Property Management, on a separate date or time coordinated with Support Services during the application period, or within no more than 30 days of move-in.

3. Case Management: Grantee shall provide case management services to tenants with the primary goal of maintaining housing stability, including ongoing meetings and counseling to establish goals, develop services plans that are tenant-driven without predetermined goals, provide referrals and linkages to off-site support services, and track progress toward achieving those goals. Grantee shall document case management meetings, engagement, and progress.
  - a. Grantee shall connect each tenant with resources needed to be food secure as they live independently.
  - b. Grantee shall refer tenants to and coordinate services within the community that support progress toward identified goals. This may include providing information about services, calling to make appointments, assisting with applications, providing appointment reminders, following up/checking in with tenants regarding the process, and, as necessary, re-referral. Grantee shall communicate and coordinate with outside service providers to support housing stability.
  - c. Grantee shall provide benefits advocacy to assist tenants with obtaining and maintaining benefits, including, but not limited to, cash aid, food programs, medical clinics and/or in-home support.
4. Housing Stability Support: Grantee shall outreach to and offer on-site services and/or referrals to all tenants who display indications of housing instability, within a reasonable timeframe. Such indications include, but are not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants. Grantee shall work with tenants, in conjunction with Property Management, to resolve issues that put tenants at risk for eviction. Grantee shall assist with the de-escalation and resolution of conflicts, as needed. Grantee shall document Housing Stability outreach and assistance provided.
5. Coordination with Property Management: Grantee shall assist tenants in communicating with, responding to, and meeting with Property Management. This may include helping a tenant to understand the communications from Property Management, helping to write requests, responses, or complaints to Property Management, and attending meetings between the tenant and Property Management to facilitate communication.

- a. If a tenant is facing housing instability, Grantee shall coordinate with Property Management to find creative ways to engage with tenants to prevent housing loss.
  - b. Grantee shall ensure there is a process in place for receiving timely communication from Property Management and copies of correspondence (e.g., notices, warning letters, lease violations, etc.) issued. Grantee shall have a structured written process for engaging tenants who receive such notices.
6. Wellness and Emergency Safety Checks: Grantee shall conduct Wellness and/or Emergency Safety Checks in accordance with HSH policy to assess a tenant's safety when there is a reason to believe there is immediate and substantial risk due to a medical and/or psychiatric emergency.
7. Support Groups, Social Events and Organized Activities:
    - a. Grantee shall plan groups, events, and activities with input from tenants to build community engagement, develop peer support, share information, form social connections or to celebrate significant events. Grantee shall post and provide to tenants a monthly calendar of events.
    - b. Grantee shall conduct monthly community meetings for tenants, in coordination with Property Management, during which tenants may discuss building concerns and program ideas with representatives from both Support Services and Property Management staff.
    - c. Grantee shall periodically assess the needs of tenants with Property Management and other teams at the building to develop programming that will help tenants maintain stability and enjoy their housing.
8. Exit Planning: If a tenant is moving out of the building, Grantee shall engage tenant in exit planning to support the tenant's successful transition out of the program. The exit plan shall depend on the tenant's needs and preferences, and may include establishing a link to services in the community.

**B. Property Management**

Grantee shall provide Property Management to tenants of the service locations. Property Management services shall include, but are not limited to, the following:

1. Program Applicant Selection and Intake: Grantee shall align with Housing First principles and follow the processes agreed upon by Grantee, HSH, property owner, housing subsidy administrators, fair housing laws, and/or other entities involved with referrals.

Under Housing First, tenant screening and selection practices must promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services. Applicants must not be rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal

convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness.”

Grantee shall adhere to all published HSH policies, including, but not limited to those covering tenant intake, HSH housing documentation, reasonable accommodation, and transfers when accepting referrals and placing tenants into housing.

2. **Tenant Lease Set-Up:** Grantee shall draft, provide, and sign a rental agreement with each tenant at the time of move-in. The lease agreement shall include House Rules and other pertinent Lease Addenda. Grantee shall review its Grievance policies and procedures and HSH policies and procedures with tenants at the time of lease signing.
3. **Annual Tenant Re-certification:** As required by rental subsidy type, Grantee shall re-certify tenant income after each year of residence. This is generally done on the anniversary of a tenant’s move-in date.
4. **Collection of Rents, Security Deposits, and Other Receipts:** Grantee shall collect and process rent and other housing-related payments (e.g., security deposit) made by tenants.
  - a. Grantee shall communicate and coordinate with local, state and/or federal agencies, as needed, to process rental subsidies.
  - b. Grantee shall assist with payment arrangements and comply with HSH and other applicable requirements governing the tenant portion of rent. All PSH tenants will pay no more than 30 percent of their monthly adjusted household income towards rent.
5. **Lease Enforcement, Written Notices and Eviction Prevention:**
  - a. Grantee’s shall take a housing retention approach to lease enforcement, including, but not limited to, proactive engagement in collaboration with Support Services, conversations and meetings with tenants, and mediation strategies.
  - b. Grantee shall provide written notice to tenants regarding issues that may impact housing stability including, but not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants.
  - c. When necessary, Grantee shall provide notice to tenants of any actions related to the eviction process in accordance with all applicable laws.
  - d. Grantee shall copy Support Services staff on all communications to tenants.
6. **Building Service Payments:** Grantee shall set up and manage utility accounts and services related to the property, including but not limited to communications, alarms/security, fire alarm monitoring, garbage, water, and pest control. This may include elevator maintenance, as required.

7. **Building Maintenance:** Grantee shall maintain the facility in sanitary and operable condition, post protocol and forms for tenant requests for maintenance or repairs and respond to requests in a timely manner. Building maintenance shall include the following services:
  - a. Janitorial services in common areas, offices, and shared-use restrooms, and shower facilities;
  - b. Regular removal of garbage/trash from designated trash areas and maintenance of these areas as clean and functional;
  - c. Pest control services, as needed;
  - d. Maintenance and repair of facility systems, plumbing, electrical;
  - e. Building security; and
  - f. Preparation of apartments for tenant move-in and move-out.
8. **Coordination with Support Services:** If a tenant is facing housing instability, Grantee shall coordinate with Support Services staff to find creative ways to engage with tenants to prevent housing loss. Grantee shall work with Support Services staff in communicating with and meeting with tenant regarding behaviors and issues that put the tenant at risk for housing instability.

Grantee shall participate in regular coordination meetings with Support Services to review tenants at risk for eviction and strategize on how to support tenants in maintaining their housing.

9. **Wellness Checks and Emergency Safety Checks:** Grantee shall conduct Wellness Checks and/or Emergency Safety Checks in accordance with HSH policy, internal agency policies and tenant laws to assess a tenant's safety when there is a reason to believe the tenant is at immediate and substantial risk due to a medical and/or psychiatric emergency.
10. **Front Desk Coverage:** Grantee shall provide front desk coverage 24 hours per day, seven days per week.
11. **Exit Planning:** Grantee shall alert Support Services staff when tenants give notice to leave housing and shall keep a record of each tenant's forwarding address, whenever possible.

C. Master Lease Stewardship

1. Grantee shall provide HSH with a copy of the master lease agreement and any amendments. Grantee shall obtain HSH approval prior to entering into any agreement that will materially impact the HSH-funded portion of the budget.
2. Grantee shall maintain all Lessee responsibilities and coordinate with the Landlord to meet owner's obligations, including maintenance and capital needs.
3. Grantee shall promptly notify HSH of any default, failure to exercise an option to extend or other situation which could impact the term of the master lease agreement.

**V. Location and Time of Services**

Grantee shall provide services to the tenants of the number of units listed in Appendix B, Budget (“Units Served” tab) at the locations listed below.

<b>Site Name</b>	<b>Address</b>
Crown Hotel	528 Valencia Street, San Francisco, CA 94110
Winton Hotel	445 O’Farrell Street, San Francisco, CA 94102
National Hotel	1139 Market Street, San Francisco, CA 94103

**A. Support Services**

Grantee shall serve tenants during regular business hours, but may also provide services evenings, weekends, and at other times when necessary to best serve the needs of tenants.

Grantee’s Support Services staff shall work with Property Management staff to coordinate after-hours emergency backup, which will include the ability to reach Property Management by phone. Grantee shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

**B. Property Management**

Grantee shall provide services 24 hours a day, seven days a week, either on-site or on-call. Grantee shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

**VI. Service Requirements**

**A. Case Management Ratio:** Grantee shall maintain a 1:25 ratio of case management staff to units.

**B. Supervision:** Grantee shall provide Support Services staff with supervision and case conferencing, as needed, to ensure appropriate case management, counseling and referral services are provided to tenants.

**C. Housing First:** Grantee services and operations shall align with the Core Components of Housing First as defined in California Welfare and Institutions Code, section 8255. This includes integrating policies and procedures to provide tenant-centered, low-barrier access to housing and services.

**D. Harm Reduction:** Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow [HSH overdose prevention policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.

**E. Language and Interpretation Services:** Grantee shall ensure that translation and interpreter services are available, as needed.



- F. Case Conferences: Grantee shall initiate and participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding tenant's progress.
- G. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
- H. Grievance Procedure:
1. Grantee shall establish and maintain a written Grievance Procedure for tenants, which shall include, at minimum, the following elements:
    - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
    - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;
    - c. The amount of time required for each step, including when a tenant can expect a response; and
    - d. In accordance with published HSH policies/procedures, the HSH Grievances email address and mailing address for the tenant to contact after the tenant has exhausted Grantee's internal Grievance Procedure.
  2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each tenant and obtain a signed copy of the form from the tenant, which must be maintained in the tenant's file. Additionally, Grantee shall post the policy at all times in a location visible to tenants, and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.
- I. Feedback, Complaint and Follow-up Policies:  
Grantee shall provide means for the served population to provide input into the program, including the planning, design, and satisfaction. Feedback methods shall include:
1. A complaint process, including a written complaint policy informing the served population on how to report complaints; and
  2. A written annual survey to the served population to gather feedback, measure satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to tenants with survey completion if the written format presents any problem.
- J. City Communications, Trainings and Meetings:  
Grantee shall keep HSH informed of program operations and comply with HSH policies, training requirements, and participate in meetings, including, but not limited to:
1. Regular communication to HSH about the implementation of the program;

2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
  3. Attendance at trainings (e.g., overdose prevention training), when required by HSH.
- K. Coordination with Other Service Providers: Grantee shall establish written agreements with other service providers that are part of the site care team to formalize collaboration and roles and responsibilities.
- L. Critical Incidents: Grantee shall report critical incidents in accordance with the HSH Program Manager instructions and published HSH policies/procedures.
- M. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).
- N. Facilities: Grantee shall maintain clean, safe, and functional facilities in full compliance with requirements of the law and local standards.
1. Grantee shall notify HSH immediately in the event it is given notice of violations by the Department of Building Inspection (DBI), Department of Public Health (DPH), or another City agency.
- O. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood, including:
1. Collaboration with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
  2. That Grantee management staff is available to respond to neighbors within three business days, if reasonable; and
  3. Having a representative of Grantee attend all appropriate neighborhood meetings.
- P. Record Keeping and Files:
1. Support Services. Grantee shall maintain confidential tenant files that document the services and supportive work provided for the purpose of tracking and reporting objectives and outcomes.
    - a. Grantee shall maintain program enrollment, annual status updates and program exit information in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
    - b. Grantee shall maintain a program roster of all current tenants in the ONE System.
    - c. Grantee shall maintain confidential files on the served population, including developed plans, notes, and progress.

2. Property Management. Grantee shall update applicant referral status information in the ONE System in accordance with HSH policy and instruction.
  - a. Grantee shall maintain confidential tenant files on the served population, including signed lease agreement and addenda, notices or lease violations issued to the tenant, copies of payment plans or other agreements to support housing stability.
  - b. Grantee shall track receipt and completion of maintenance work orders.
  - c. Grantee shall maintain all eligibility and inspection documentation in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.

Q. Data Standards:

1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement, including but not limited to:
  - a. Entering all tenant data within three working days (unless specifically requested to do so sooner);
  - b. Ensuring accurate dates for tenant enrollment, tenant exit, and tenant move in (if appropriate); and
  - c. Running monthly data quality reports and correcting any errors.
2. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into the CARBON database. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
3. 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 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.

## VII. Service Objectives

A. Support Services

Grantee shall achieve the Service Objectives listed below for Support Services:

1. Grantee shall actively engage with 95 percent of tenants once every 30 days.
2. Grantee shall offer assessment to 100 percent of tenants for primary medical care, mental health and substance use treatment needs within 90 days of move-in.
3. Grantee shall offer assessment to 100 percent of tenants for benefits within 90 days of move-in.
4. Grantee shall offer Support Services to 100 percent of all tenants who showed housing instability (e.g., non-payment of rent, lease violations) at least once per incident.
5. Grantee shall outreach to 100 percent of tenants with planned exits from the

program to engage in comprehensive discharge planning, that includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.

6. Grantee shall administer a written anonymous survey of tenants at least once per year to obtain feedback on the type and quality of program services. Grantee shall offer all tenants the opportunity to take this survey.

**B. Property Management**

Grantee shall achieve the Services Objectives listed below for Property Management:

1. Grantee shall ensure that each unit, upon turnover, is clean and/or repaired within 21 days, on average.
2. Grantee shall maintain an occupancy rate of at least 97 percent.
3. Grantee shall collect at least 90 percent of tenant portions of monthly rent from occupied units.

**VIII. Outcome Objectives**

Grantee shall achieve the Outcome Objectives listed below.

- A. Ninety percent of tenants will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
- B. At least eighty-five percent of tenant lease violations will be resolved without loss of housing to tenants.
- C. At least 65 percent of tenants shall complete an annual Tenant Satisfaction Survey and of those, eighty percent of tenants will be satisfied or very satisfied with Property Management services.
- D. For U.S. Department of Housing and Urban Development (HUD) Continuum of Care (CoC) program tenants, the following Outcome Objectives apply:
  1. At least 80 percent of tenants will achieve housing stability by remaining in permanent housing or exiting to permanent housing;
  2. At least 20 percent of tenants will increase their income between program entry and follow up/exit;
  3. At least 56 percent of tenants will have obtained or maintained mainstream cash income sources at program exit or follow-up;
  4. The program maintained an average unit utilization rate of at least 90 percent; and
  5. Of the tenants who develop a rent payment plan, 80 percent will maintain their housing for at least six months.

**IX. Reporting Requirements**

Grantee shall input data into systems required by HSH, such as the ONE system and CARBON.

- A. When required by HSH, Grantee shall enter tenant data in the ONE system.

- B. On a monthly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the month of service.
  - 1. The occupancy rate;
  - 2. The number of new placements into the program made for the month by Property Management staff;
  - 3. The number of unduplicated tenants actively outreached to by Support Services staff at least once during the month; and
  - 4. The number of lease/program rule violations issued for the month and the number of lease/program rule violations for which Support Services staff outreached to tenants to offer support.
  
- C. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the end of each quarter:
  - 1. The number and percentage of tenants assessed for primary medical care needs within 90 days of move-in;
  - 2. The number and percentage of tenants assessed for mental health and substance use treatment needs within 90 days of move-in;
  - 3. The number and percentage of tenants to whom Grantee outreached to complete a benefits assessment within 90 days of move-in;
  - 4. The number and percentage of tenants with planned exits to whom Grantee outreached to design an exit plan;
  - 5. The number and percentage of tenant lease violations resolved without loss of housing to tenants; and
  - 6. The average number of days to turn over units.
  
- D. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15<sup>th</sup> of the month following the end of each year:
  - 1. The number and percentage of tenants who maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
  - 2. The number and percentage of tenants who completed a written survey to provide feedback on the type and quality of program services; and
  - 3. The number and percentage of tenants who completed a written survey to provide feedback and reported being satisfied or very satisfied with program services.
  
- E. Grantee shall submit Facility Inventory data to HSH during the last week of January. Data will include unit/bed inventory, point in time population count of tenants, and general characteristic data of tenants. Data is used for reporting mandated by the Federal Government under the HUD CoC program.
  
- F. Grantee shall provide information for an annual report on tenant enrollment in public benefits per the Administrative Code - Permanent Supportive Housing - Rent Contribution Standard

<https://sfgov.legistar.com/View.ashx?M=F&ID=9074560&GUID=FDA1BCF9-1096-42C8-AD19-9143A348AC07>), as instructed by HSH.

- G. Grantee shall participate, as required by HSH, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee within 30 working days of receipt of any evaluation report and such response will become part of the official report.
- H. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.

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

**X. Monitoring Activities**

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, which may include review of materials including, but not limited, to the following: tenant files, Grantee's administrative records, staff training documentation, postings, program policies and procedures, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and backup documentation for reporting progress towards meeting Service and Outcome Objectives.
  - 1. Monitoring of program participation in the ONE system may include, but not be limited to, data quality reports from the ONE system, records of timeliness of data entry, and attendance records at required trainings and agency lead meetings.
- B. Fiscal 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.

	A	B	C	D	E	H	I	J	M	P	S	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING													Page 1 of 14
2	APPENDIX B, BUDGET													
3	Document Date	5/1/2023												
4	Contract Term	Begin Date	End Date	Duration (Years)										
5	Current Term	7/1/2021	6/30/2023	2										
6	Amended Term	7/1/2021	6/30/2026	5										
7	Provider Name	Tenderloin Housing Clinic												
8	Program	Crown, Winton & National (SS & PM & ML)												
9	FSP Contract ID#	1000021401												
10	Action (select)	Amendment												
11	Effective Date	5/1/2023												
12	Budget Names	General Fund & Prop C - Support Services, Property Management & Master Leasing (Crown), General Fund & Prop C - Support Services, Property Management & Master Leasing (Winton), General Fund & Prop C - Support Service, Property Management & Master Leasing (National), One-Time - Prop C Bonus Pay												
13		Current	New											
14	Term Budget	\$ 9,990,000	\$ 30,114,995											
15	Contingency	\$ 0	\$ 4,211,253	20%	EXTENSION YEAR EXTENSION YEAR EXTENSION YEAR									
16	Not-To-Exceed	\$ 9,990,000	\$ 34,326,248		Year 1	Year 2		Year 3	Year 4	Year 5	All Years			
17		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2023	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026			
18		Current	Current	Amendment	New	New	New	New	Current	Amendment	New			
19	Expenditures													
20	Salaries & Benefits	\$ 1,972,299	\$ 3,260,717	\$ -	\$ 3,260,717	\$ 3,866,888	\$ 3,866,888	\$ 3,866,888	\$ 5,233,016	\$ 11,600,663	\$ 16,833,680			
21	Operating Expense	\$ 712,901	\$ 1,093,517	\$ -	\$ 1,093,517	\$ 1,213,590	\$ 1,213,590	\$ 1,213,590	\$ 1,806,418	\$ 3,640,771	\$ 5,447,188			
22	Subtotal	\$ 2,685,200	\$ 4,354,234	\$ -	\$ 4,354,234	\$ 5,080,478	\$ 5,080,478	\$ 5,080,478	\$ 7,039,434	\$ 15,241,434	\$ 22,280,868			
23	Indirect Percentage													
24	Indirect Cost	\$ 310,781	\$ 500,737	\$ -	\$ 500,737	\$ 584,255	\$ 584,255	\$ 584,255	\$ 811,518	\$ 1,752,765	\$ 2,564,283			
25	Other Expenses (Not subject to indirect %)	\$ 2,014,397	\$ 3,441,358	\$ 176,954	\$ 3,618,312	\$ 3,691,173	\$ 3,691,173	\$ 3,691,173	\$ 5,455,755	\$ 11,250,474	\$ 16,706,229			
26	Capital Expenditure	\$ 51,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 51,000	\$ -	\$ 51,000			
28	Total Expenditures	\$ 5,061,378	\$ 8,296,329	\$ 176,954	\$ 8,473,282	\$ 9,355,906	\$ 9,355,906	\$ 9,355,906	\$ 13,357,706	\$ 28,244,673	\$ 41,602,380			
29														
30	HSH Revenues (select)													
31	General Fund - Ongoing	\$ 3,399,475	\$ 5,863,727	\$ 176,954	\$ 6,040,681	\$ 6,040,681	\$ 6,040,681	\$ 6,040,681	\$ 9,263,202	\$ 18,298,997	\$ 27,562,200			
34	Prop C - One-time COVID-19 Bonus Pay	\$ 118,132	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 118,132	\$ -	\$ 118,132			
38	Prop C - Ongoing Support Services Enhancement	\$ -	\$ 608,666	\$ -	\$ 608,666	\$ 608,666	\$ 608,666	\$ 608,666	\$ 608,666	\$ 1,825,998	\$ 2,434,664			
40	Total HSH Revenues	\$ 3,517,607	\$ 6,472,393	\$ 176,954	\$ 6,649,347	\$ 6,649,347	\$ 6,649,347	\$ 6,649,347	\$ 9,990,000	\$ 20,124,995	\$ 30,114,995			
41	Other Revenues (to offset Total Expenditures)													
42	Tenant Rental Income	\$ 413,061	\$ 271,496	\$ -	\$ 271,496	\$ 398,346	\$ 398,346	\$ 398,346	\$ 684,557	\$ 1,195,037	\$ 1,879,594			
43	Veterans Affairs (VA) Grant	\$ 420,091	\$ 205,000	\$ -	\$ 205,000	\$ 205,000	\$ 205,000	\$ 205,000	\$ 625,091	\$ 615,000	\$ 1,240,091			
44	Continuum of Care (CoC) Grant (See Contract IDs# 1000016498; 1000027691)	\$ 710,619	\$ 1,347,439	\$ -	\$ 1,347,439	\$ 2,103,214	\$ 2,103,214	\$ 2,103,214	\$ 2,058,058	\$ 6,309,641	\$ 8,367,699			
47	Total Other Revenues	\$ 1,543,771	\$ 1,823,935	\$ -	\$ 1,823,935	\$ 2,706,559	\$ 2,706,559	\$ 2,706,559	\$ 3,367,706	\$ 8,119,678	\$ 11,487,384			
48														
49	Total HSH + Other Revenues	\$ 5,061,378	\$ 8,296,329	\$ 176,954	\$ 8,473,282	\$ 9,355,906	\$ 9,355,906	\$ 9,355,906	\$ 13,357,706	\$ 28,244,673	\$ 41,602,380			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
52	Total Adjusted Salary FTE (All Budgets)				39.23	46.79	46.79	46.79						





	A	F	I	J	K	L	M	V	AC	AJ	BT	BU	BV
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>												Page 3 of 14
2	<b>SALARY &amp; BENEFIT DETAIL</b>												
3	<b>Document Date</b>	5/1/2023											
4	<b>Provider Name</b>	Tenderloin Housing Clinic											
5	<b>Program</b>	Crown, Winton & National (SS & PM & ML)											
6	<b>FSP Contract ID#</b>	1000021401											
7	<b>Budget Name</b>	General Fund & Prop C - Support Services, Property Management & Master Leasing (Crown) EXTENSION YEAREXTENSION YEAREXTENSION YEAR											
8		<b>Year 1</b>	<b>Year 2</b>				<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>All Years</b>			
9	<b>POSITION TITLE</b>	7/1/2021 - 6/30/2022	Agency Totals		For HSH Funded Program		7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2023	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026
10		Current					Current	New	New	New	Current	Amendment	New
11		Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary
12	Director of Property Management	\$ 3,619	\$ 159,532	1.00	3%	0.03	\$ 5,250	\$ 5,250	\$ 5,250	\$ 5,250	\$ 8,869	\$ 15,750	\$ 24,620
13	Associate Director of Property Management	\$ 35,496	\$ 117,997	1.00	22%	0.22	\$ 25,429	\$ 25,429	\$ 25,429	\$ 25,429	\$ 60,925	\$ 76,287	\$ 137,212
14	General Manager	\$ 63,587	\$ 80,310	1.00	100%	1.00	\$ 80,310	\$ 80,310	\$ 80,310	\$ 80,310	\$ 143,897	\$ 240,931	\$ 384,828
15	Desk Clerks	\$ 268,909	\$ 50,681	6.00	89%	5.33	\$ 270,334	\$ 270,334	\$ 270,334	\$ 270,334	\$ 539,243	\$ 811,002	\$ 1,350,244
16	Janitors	\$ 39,659	\$ 52,621	1.00	56%	0.56	\$ 29,680	\$ 29,680	\$ 29,680	\$ 29,680	\$ 69,340	\$ 89,041	\$ 158,380
17	Director of Facilities	\$ 3,298	\$ 139,143	1.00	3%	0.03	\$ 4,579	\$ 4,579	\$ 4,579	\$ 4,579	\$ 7,877	\$ 13,737	\$ 21,615
18	Facilities Manager	\$ 18,393	\$ 91,437	1.00	22%	0.22	\$ 19,705	\$ 19,705	\$ 19,705	\$ 19,705	\$ 38,098	\$ 59,116	\$ 97,214
19	Maintenance Workers	\$ 79,399	\$ 55,075	1.20	100%	1.20	\$ 66,090	\$ 66,090	\$ 66,090	\$ 66,090	\$ 145,489	\$ 198,269	\$ 343,758
20	Director of Support Services	\$ -	\$ 132,657	1.00	3%	0.03	\$ 4,366	\$ 4,366	\$ 4,366	\$ 4,366	\$ 4,366	\$ 13,098	\$ 17,464
21	Associate Director of Support Services	\$ 4,285	\$ 93,933	1.00	22%	0.22	\$ 20,243	\$ 20,243	\$ 20,243	\$ 20,243	\$ 24,528	\$ 60,729	\$ 85,257
22	Support Services Manager	\$ 4,936	\$ 78,457	1.00	22%	0.22	\$ 16,908	\$ 16,908	\$ 16,908	\$ 16,908	\$ 21,843	\$ 50,724	\$ 72,567
23	Case Managers	\$ 53,375	\$ 64,559	1.00	100%	1.00	\$ 64,559	\$ 64,559	\$ 64,559	\$ 64,559	\$ 117,934	\$ 193,678	\$ 311,612
24	Clinical Case Manager	\$ -	\$ 67,355	1.00	100%	1.00	\$ 67,355	\$ 67,355	\$ 67,355	\$ 67,355	\$ 67,355	\$ 202,066	\$ 269,421
54							\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
55		\$ 574,956	<b>TOTAL SALARIES</b>				\$ 674,809	\$ 674,809	\$ 674,809	\$ 674,809	\$ 1,249,765	\$ 2,024,426	\$ 3,274,192
56			<b>TOTAL FTE</b>		<b>11.06</b>								
57		39.40%	<b>FRINGE BENEFIT RATE</b>				36.00%	36.00%	36.00%	36.00%			
58		\$ 226,532	<b>EMPLOYEE FRINGE BENEFITS</b>				\$ 242,931	\$ 242,931	\$ 242,931	\$ 242,931	\$ 469,463	\$ 728,793	\$ 1,198,256
59		\$ 801,488	<b>TOTAL SALARIES &amp; BENEFITS</b>				\$ 917,740	\$ 917,740	\$ 917,740	\$ 917,740	\$ 1,719,228	\$ 2,753,220	\$ 4,472,448
60													
61													
62													

	A	B	E	J	M	P	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING								
2	OPERATING DETAIL								
3	Document Date	5/1/2023							
4	Provider Name	Tenderloin Housing Clinic							
5	Program	Crown, Winton & National (SS & PM & ML)							
6	FSP Contract ID#	1000021401							
7	Budget Name	General Fund & Prop C - Support Services, Property Management & Master Leasing (Crown)							
8		EXTENSION YEAR EXTENSION YEAR EXTENSION YEAR							
9		Year 1	Year 2	Year 3	Year 4	Year 5	All Years		
10		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2023	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026
11		Current	Current	New	New	New	Current	Amendment	New
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 60,230	\$ 77,215	\$ 77,215	\$ 77,215	\$ 77,215	\$ 137,445	\$ 231,645	\$ 369,090
15	Office Supplies, Postage	\$ 5,269	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 12,769	\$ 22,500	\$ 35,269
16	Building Maintenance Supplies and Repair	\$ 93,673	\$ 88,000	\$ 88,000	\$ 88,000	\$ 88,000	\$ 181,673	\$ 264,000	\$ 445,673
18	Insurance	\$ 14,527	\$ 13,756	\$ 13,756	\$ 13,756	\$ 13,756	\$ 28,283	\$ 41,268	\$ 69,551
22	Community Events/ Engagement/Tenant Rep Stipends	\$ 3,263	\$ 5,820	\$ 5,820	\$ 5,820	\$ 5,820	\$ 9,083	\$ 17,460	\$ 26,543
23	Welcome Kits	\$ 500	\$ 500	\$ 500	\$ 500	\$ 500	\$ 1,000	\$ 1,500	\$ 2,500
24	Elevator	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 30,000	\$ 45,000	\$ 75,000
25	Legal costs	\$ 12,900	\$ 32,630	\$ 32,630	\$ 32,630	\$ 32,630	\$ 45,530	\$ 97,891	\$ 143,422
26									
42	Temporary Staffing Agency Expenses								
43	Temp - Prop Mgr	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
44	Temp - Desk Clerks	\$ 10,369	\$ 45,900	\$ 45,900	\$ 45,900	\$ 45,900	\$ 56,269	\$ 137,700	\$ 193,969
45	Temp - Janitors	\$ 9,488	\$ 31,200	\$ 31,200	\$ 31,200	\$ 31,200	\$ 40,688	\$ 93,600	\$ 134,288
46	Temp - Maintenance Workers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
47	Temp - Case Managers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
48									
54	Subcontractors (First \$25k Only)								
55									
67									
68	TOTAL OPERATING EXPENSES	\$ 225,219	\$ 317,522	\$ 317,522	\$ 317,522	\$ 317,522	\$ 542,741	\$ 952,565	\$ 1,495,305
69									
70	Other Expenses (not subject to indirect cost %)								
71	Master Lease (Rental of Property)	\$ 552,740	\$ 575,078	\$ 575,078	\$ 575,078	\$ 575,078	\$ 1,127,818	\$ 1,725,234	\$ 2,853,053
72	Property Management Dept Services	\$ 132,215	\$ 130,930	\$ 130,930	\$ 130,930	\$ 130,930	\$ 263,145	\$ 392,790	\$ 655,935
73	Modified Payment Program Services	\$ 58,915	\$ 79,083	\$ 79,083	\$ 79,083	\$ 79,083	\$ 137,998	\$ 237,249	\$ 375,248
74	One-Time Adjustment to Actuals	\$ (273,521)		\$ -	\$ -	\$ -	\$ (273,521)	\$ -	\$ (273,521)
83									
84	TOTAL OTHER EXPENSES	\$ 470,349	\$ 785,091	\$ 785,091	\$ 785,091	\$ 785,091	\$ 1,255,440	\$ 2,355,273	\$ 3,610,713
85									
86	Capital Expenses								
87				\$ -	\$ -		\$ -	\$ -	\$ -
94									
95	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
97	HS#3								





	A	B	E	J	M	P	AF	AG	AH
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>								
2	<b>OPERATING DETAIL</b>								
3	<b>Document Date</b>	5/1/2023							
4	<b>Provider Name</b>	Tenderloin Housing Clinic							
5	<b>Program</b>	Crown, Winton & National (SS & PM & ML)							
6	<b>F\$P Contract ID#</b>	1000021401							
7	<b>Budget Name</b>	General Fund & Prop C - Support Services, Property Management & Master Leasing (Winton)							
8		<b>EXTENSION YEAR EXTENSION YEAR EXTENSION YEAR</b>							
9		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>All Years</b>		
10		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2023	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026
11		Current	Current	New	New	New	Current	Amendment	New
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 169,685	\$ 180,000	\$ 180,000	\$ 180,000	\$ 180,000	\$ 349,685	\$ 540,000	\$ 889,685
15	Office Supplies, Postage	\$ 5,366	\$ 5,200	\$ 5,200	\$ 5,200	\$ 5,200	\$ 10,566	\$ 15,600	\$ 26,166
16	Building Maintenance Supplies and Repair	\$ 114,284	\$ 142,919	\$ 142,919	\$ 142,919	\$ 142,919	\$ 257,203	\$ 428,757	\$ 685,960
18	Insurance	\$ 29,675	\$ 101,456	\$ 101,456	\$ 101,456	\$ 101,456	\$ 131,131	\$ 304,369	\$ 435,500
22	Community Events/ Engagement/Tenant Rep Stipends	\$ 5,000	\$ 9,120	\$ 9,120	\$ 9,120	\$ 9,120	\$ 14,120	\$ 27,360	\$ 41,480
23	Welcome Kits	\$ 1,410	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 2,410	\$ 3,000	\$ 5,410
24	Elevator	\$ 11,509	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 26,509	\$ 45,000	\$ 71,509
25	Legal costs	\$ 38,000	\$ 37,353	\$ 37,353	\$ 37,353	\$ 37,353	\$ 75,353	\$ 112,058	\$ 187,411
26				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
42	<u>Temporary Staffing Agency Expenses</u>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
43	Temp - Prop Mgr	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
44	Temp - Sr. Assist Prop Mgr	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
45	Temp - Desk Clerks	\$ 33,000	\$ 32,700	\$ 32,700	\$ 32,700	\$ 32,700	\$ 65,700	\$ 98,100	\$ 163,800
46	Temp - Janitors	\$ 70,450	\$ 24,750	\$ 24,750	\$ 24,750	\$ 24,750	\$ 95,200	\$ 74,250	\$ 169,450
47	Temp - Maintenance Workers	\$ 0.45	\$ 1,100	\$ 1,100	\$ 1,100	\$ 1,100	\$ 1,100	\$ 3,300	\$ 4,400
48	Temp - Case Managers	\$ 346	\$ -	\$ -	\$ -	\$ -	\$ 346	\$ -	\$ 346
49					\$ -	\$ -	\$ -	\$ -	\$ -
54	<u>Subcontractors (First \$25k Only)</u>				\$ -	\$ -	\$ -	\$ -	\$ -
55					\$ -	\$ -	\$ -	\$ -	\$ -
67									
68	<b>TOTAL OPERATING EXPENSES</b>	\$ 478,726	\$ 550,598	\$ 550,598	\$ 550,598	\$ 550,598	\$ 1,029,324	\$ 1,651,794	\$ 2,681,118
69									
70	<u>Other Expenses (not subject to indirect cost %)</u>								
71	FY 20-21 One-Time CODB (carried forward)	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
72	Master Lease (Rental of Property)	\$ 1,560,678	\$ 1,623,750	\$ 1,623,750	\$ 1,623,750	\$ 1,623,750	\$ 3,184,428	\$ 4,871,250	\$ 8,055,678
73	Property Management Dept Services	\$ 280,620	\$ 277,740	\$ 277,740	\$ 277,740	\$ 277,740	\$ 558,359	\$ 833,219	\$ 1,391,579
74	Modified Payment Program Services	\$ 125,040	\$ 167,850	\$ 167,850	\$ 167,850	\$ 167,850	\$ 292,890	\$ 503,550	\$ 796,440
75	One-Time Adjustment to Actuals	\$ (597,868)		\$ -	\$ -	\$ -	\$ (597,868)	\$ -	\$ (597,868)
82					\$ -	\$ -	\$ -	\$ -	\$ -
83									
84	<b>TOTAL OTHER EXPENSES</b>	\$ 1,368,469	\$ 2,069,340	\$ 2,069,340	\$ 2,069,340	\$ 2,069,340	\$ 3,437,809	\$ 6,208,019	\$ 9,645,829
85									
86	<u>Capital Expenses</u>								
87	One-Time Funding for Bathroom Floor work	\$ 25,000		\$ -	\$ -	\$ -	\$ 25,000	\$ -	\$ 25,000
88	One-Time Funding for Community Floor work	\$ 26,000		\$ -	\$ -	\$ -	\$ 26,000	\$ -	\$ 26,000
90							\$ -	\$ -	\$ -
94									
95	<b>TOTAL CAPITAL EXPENSES</b>	\$ 51,000	\$ -	\$ -	\$ -	\$ -	\$ 51,000	\$ -	\$ 51,000
97	<b>HSH #3</b>							Template last modified	9/1/2021

	A	B	C	D	E	H	I	J	M	P	S	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING													Page 8 of 14
2	APPENDIX B, BUDGET													
3	Document Date	5/1/2023												
4	Contract Term	Begin Date	End Date	Duration (Years)										
5	Current Term	7/1/2021	6/30/2023	2										
6	Amended Term	7/1/2021	6/30/2026	5										
7	Provider Name	Tenderloin Housing Clinic												
8	Program	Crown, Winton & National (SS & PM & ML)												
9	FSP Contract ID#	1000021401												
10	Action (select)	Amendment												
11	Effective Date	5/1/2023												
12	Budget Name	General Fund & Prop C - Support Service, Property Management & Master Leasing (National)												
13		Current	New											
14	Term Budget	\$ 1,719,022	\$ 7,583,904											
16	Not-To-Exceed	\$ 9,990,000	\$ 34,326,248		Year 1	Year 2		Year 3	Year 4	Year 5	All Years			
17		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2023	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026			
18		Current	Current	Amendment	New	New	New	New	Current	Amendment	New			
19	<b>Expenditures</b>													
20	Salaries & Benefits	\$ 31,896	\$ 848,639	\$ -	\$ 848,639	\$ 1,454,810	\$ 1,454,810	\$ 1,454,810	\$ 880,536	\$ 4,364,431	\$ 5,244,967			
21	Operating Expense	\$ 8,956	\$ 225,397	\$ -	\$ 225,397	\$ 345,471	\$ 345,471	\$ 345,471	\$ 234,353	\$ 1,036,412	\$ 1,270,766			
22	Subtotal	\$ 40,852	\$ 1,074,037	\$ -	\$ 1,074,037	\$ 1,800,281	\$ 1,800,281	\$ 1,800,281	\$ 1,114,889	\$ 5,400,844	\$ 6,515,733			
23	Indirect Percentage	16.35%	11.50%		11.50%	11.50%	11.50%	11.50%						
24	Indirect Cost (Line 22 X Line 23)	\$ 6,680	\$ 123,514	\$ -	\$ 123,514.25	\$ 207,032	\$ 207,032	\$ 207,032	\$ 130,194	\$ 621,097	\$ 751,291			
25	Other Expenses (Not subject to indirect %)	\$ 57,447	\$ 586,927	\$ 176,954	\$ 763,881	\$ 836,742	\$ 836,742	\$ 836,742	\$ 644,374	\$ 2,687,181	\$ 3,331,555			
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
28	<b>Total Expenditures</b>	\$ 104,979	\$ 1,784,478	\$ 176,954	\$ 1,961,432	\$ 2,844,056	\$ 2,844,056	\$ 2,844,056	\$ 1,889,457	\$ 8,709,122	\$ 10,598,579			
29														
30	<b>HSH Revenues (select)</b>													
31	General Fund - Ongoing	\$ -	\$ 1,549,610	\$ 176,954	\$ 1,726,563	\$ 1,726,563	\$ 1,726,563	\$ 1,726,563	\$ 1,549,610	\$ 5,356,644	\$ 6,906,254			
38	Prop C - Ongoing Support Services Enhancement		\$ 169,413	\$ -	\$ 169,413	\$ 169,413	\$ 169,413	\$ 169,413	\$ 169,413	\$ 508,238	\$ 677,650			
40	<b>Total HSH Revenues</b>	\$ -	\$ 1,719,022	\$ 176,954	\$ 1,895,976	\$ 1,895,976	\$ 1,895,976	\$ 1,895,976	\$ 1,719,022	\$ 5,864,882	\$ 7,583,904			
41	<b>Other Revenues (to offset Total Expenditures)</b>													
42	Tenant Rental Income	\$ 6,679		\$ -		\$ 126,849	\$ 126,849	\$ 126,849	\$ 6,679	\$ 380,548	\$ 387,227			
44	Continuum of Care (CoC) Grant (See Contract IDs# 1000016498; 1000027691)	\$ 98,300	\$ 65,456	\$ -	\$ 65,456	\$ 821,231	\$ 821,231	\$ 821,231	\$ 163,756	\$ 2,463,692	\$ 2,627,448			
47	<b>Total Other Revenues</b>	\$ 104,979	\$ 65,456	\$ -	\$ 65,456	\$ 948,080	\$ 948,080	\$ 948,080	\$ 170,435	\$ 2,844,240	\$ 3,014,675			
48														
49	<b>Total HSH + Other Revenues</b>	\$ 104,979	\$ 1,784,478	\$ 176,954	\$ 1,961,432	\$ 2,844,056	\$ 2,844,056	\$ 2,844,056	\$ 1,889,457	\$ 8,709,122	\$ 10,598,579			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			

	A	F	I	J	K	L	M	R	S	V	AC	AJ	BT	BU	BV	
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING															Page 9 of 14
2	SALARY & BENEFIT DETAIL															
3	Document Date	5/1/2023														
4	Provider Name	Tenderloin Housing Clinic														
5	Program	Crown, Winton & National (SS & PM & ML)														
6	FSP Contract ID#	1000021401														
7	Budget Name	General Fund & Prop C - Support Service, Property Management & Master Leasing (National)					EXTENSION YEAR			EXTENSION YEAR			EXTENSION YEAR			
8		Year 1	Year 2				Year 3			Year 4	Year 5	All Years				
9	POSITION TITLE	7/1/2021 - 6/30/2022	Agency Totals		For HSH Funded Program		7/1/2022 - 6/30/2023	For HSH Funded Program		7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2023	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026	
10		Current					Current			New	New	New	Current	Amendment	New	
11		Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary	
12	Director of Property Management	\$ 719	\$ 159,532	1.00	3%	0.03	\$ 5,335	6%	0.06	\$ 9,145	\$ 9,145	\$ 9,145	\$ 6,054	\$ 27,436	\$ 33,490	
13	Associate Director of Property Management	\$ 3,481	\$ 117,997	1.00	23%	0.23	\$ 27,329	40%	0.40	\$ 46,849	\$ 46,849	\$ 46,849	\$ 30,810	\$ 140,548	\$ 171,357	
14	General Manager	\$ 4,518	\$ 79,518	1.00	58%	0.58	\$ 46,385	100%	1.00	\$ 79,518	\$ 79,518	\$ 79,518	\$ 50,903	\$ 238,553	\$ 289,456	
15	Assistant Manager	\$ -	\$ 68,736	1.00	58%	0.58	\$ 40,096	100%	1.00	\$ 68,736	\$ 68,736	\$ 68,736	\$ 40,096	\$ 206,207	\$ 246,303	
16	Desk Clerks	\$ 350	\$ 45,563	7.00	58%	4.08	\$ 186,049	100%	7.00	\$ 318,942	\$ 318,942	\$ 318,942	\$ 186,399	\$ 956,825	\$ 1,143,224	
17	Janitors	\$ 380	\$ 51,627	2.00	58%	1.17	\$ 60,231	100%	2.00	\$ 103,253	\$ 103,253	\$ 103,253	\$ 60,611	\$ 309,760	\$ 370,371	
18	Director of Facilities	\$ 700	\$ 139,143	1.00	3%	0.03	\$ 4,653	6%	0.06	\$ 7,977	\$ 7,977	\$ 7,977	\$ 5,353	\$ 23,930	\$ 29,283	
19	Facilities Manager	\$ 2,432	\$ 91,437	1.00	23%	0.23	\$ 21,177	40%	0.40	\$ 36,304	\$ 36,304	\$ 36,304	\$ 23,609	\$ 108,912	\$ 132,522	
20	Maintenance Workers	\$ 1,410	\$ 54,938	1.37	58%	0.80	\$ 44,032	100%	1.37	\$ 75,484	\$ 75,484	\$ 75,484	\$ 45,442	\$ 226,452	\$ 271,895	
21	Director of Support Services	\$ -	\$ 132,657	1.00	3%	0.03	\$ 4,436	6%	0.06	\$ 7,605	\$ 7,605	\$ 7,605	\$ 4,436	\$ 22,814	\$ 27,250	
22	Associate Director of Support Services	\$ 2,750	\$ 93,933	1.00	23%	0.23	\$ 21,755	40%	0.40	\$ 37,295	\$ 37,295	\$ 37,295	\$ 24,505	\$ 111,885	\$ 136,390	
23	Support Services Manager	\$ 2,922	\$ 78,457	1.00	23%	0.23	\$ 18,171	40%	0.40	\$ 31,150	\$ 31,150	\$ 31,150	\$ 21,093	\$ 93,451	\$ 114,545	
24	Case Manager	\$ 3,219	\$ 60,033	3.00	58%	1.75	\$ 105,059	100%	3.00	\$ 180,100	\$ 180,100	\$ 180,100	\$ 108,278	\$ 540,301	\$ 648,579	
25	Clinical Case Manager	\$ -	\$ 67,355	1.00	58%	0.58	\$ 39,291	100%	1.00	\$ 67,355	\$ 67,355	\$ 67,355	\$ 39,291	\$ 202,066	\$ 241,357	
26		\$ -	\$ -				\$ -			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
55		\$ 22,881	TOTAL SALARIES				\$ 624,000	TOTAL SALARIES			\$ 1,069,714	\$ 1,069,714	\$ 1,069,714	\$ 646,881	\$ 3,209,141	\$ 3,856,021
56			TOTAL FTE				10.58	TOTAL FTE			18.13					
57		39.4%	FRINGE BENEFIT RATE				36.00%	FRINGE BENEFIT RATE			36.00%	36.00%	36.00%			
58		\$ 9,015	EMPLOYEE FRINGE BENEFITS				\$ 224,640	EMPLOYEE FRINGE BENEFITS			\$ 385,097	\$ 385,097	\$ 385,097	\$ 233,655	\$ 1,155,291	\$ 1,388,946
59		\$ 31,896	TOTAL SALARIES & BENEFITS				\$ 848,639	TOTAL SALARIES & BENEFITS			\$ 1,454,810	\$ 1,454,810	\$ 1,454,810	\$ 880,536	\$ 4,364,431	\$ 5,244,967
60																
61																
62																

	A	B	E	F	G	J	M	P	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING										Page 10 of 14
2	OPERATING DETAIL										
3	Document Date	5/1/2023									
4	Provider Name	Tenderloin Housing Clinic									
5	Program	Crown, Winton & National (SS & PM & ML)									
6	FSP Contract ID#	1000021401									
7	Budget Name	General Fund & Prop C - Support Service, Property Management & Master Leasing (National)									
8		EXTENSION YEAR									EXTENSION YEAR
9		Year 1	Year 2		Year 3	Year 4	Year 5	All Years			
10		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2023	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026
11		Current	Current	Amendment	New	New	New	New	Current	Amendment	New
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ -	\$ 77,674	\$ -	\$ 77,674	\$ 133,155	\$ 133,155	\$ 133,155	\$ 77,674	\$ 399,465	\$ 477,139
15	Office Supplies, Postage	\$ -	\$ 10,000	\$ -	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 30,000	\$ 40,000
16	Building Maintenance Supplies and Repair	\$ -	\$ 57,331	\$ -	\$ 57,331	\$ 76,441	\$ 76,441	\$ 76,441	\$ 57,331	\$ 229,323	\$ 286,653
18	Insurance	\$ 1,859	\$ 23,495	\$ -	\$ 23,495	\$ 31,327	\$ 31,327	\$ 31,327	\$ 25,354	\$ 93,980	\$ 119,334
22	Community Events/ Engagement/Tenant Rep Stipends	\$ 160	\$ 6,165	\$ -	\$ 6,165	\$ 8,220	\$ 8,220	\$ 8,220	\$ 6,325	\$ 24,660	\$ 30,985
23	Welcome Kits	\$ -	\$ 900	\$ -	\$ 900	\$ 900	\$ 900	\$ 900	\$ 900	\$ 2,700	\$ 3,600
24	Legal costs	\$ 5,739	\$ 12,208	\$ -	\$ 12,208	\$ 20,928	\$ 20,928	\$ 20,928	\$ 17,947	\$ 62,784	\$ 80,731
25				\$ -					\$ -	\$ -	\$ -
42	Temporary Staffing Agency Expenses	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
43	Temp - Prop Mgr	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
44	Temp - Sr. Assist Prop Mgr	\$ 718	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 718	\$ -	\$ 718
45	Temp - Desk Clerks	\$ -	\$ 29,167	\$ -	\$ 29,167	\$ 50,000	\$ 50,000	\$ 50,000	\$ 29,167	\$ 150,000	\$ 179,167
46	Temp - Janitors	\$ 480	\$ 8,458	\$ -	\$ 8,458	\$ 14,500	\$ 14,500	\$ 14,500	\$ 8,938	\$ 43,500	\$ 52,438
47	Temp - Maintenance Workers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
48	Temp - Case Managers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
49				\$ -					\$ -	\$ -	\$ -
54	Subcontractors (First \$25k Only)			\$ -					\$ -	\$ -	\$ -
55				\$ -					\$ -	\$ -	\$ -
68	TOTAL OPERATING EXPENSES	\$ 8,956	\$ 225,397	\$ -	\$ 225,397	\$ 345,471	\$ 345,471	\$ 345,471	\$ 234,353	\$ 1,036,412	\$ 1,270,766
70	Other Expenses (not subject to indirect cost %)										
71	Master Lease (Rental of Property)	\$ 12,240	\$ 479,843	\$ -	\$ 479,843	\$ 822,588	\$ 822,588	\$ 822,588	\$ 492,083	\$ 2,467,765	\$ 2,959,848
72	Property Management Dept Services	\$ -	\$ 176,307	\$ -	\$ 176,307	\$ 237,370	\$ 237,370	\$ 237,370	\$ 176,307	\$ 712,111	\$ 888,419
73	Modified Payment Program Services	\$ -	\$ 107,731	\$ -	\$ 107,731	\$ 143,641	\$ 143,641	\$ 143,641	\$ 107,731	\$ 430,922	\$ 538,653
74	Placeholder: FY 21-22 non-HSH Revenue Offset	\$ 45,207		\$ -	\$ -	\$ -	\$ -	\$ -	\$ 45,207	\$ -	\$ 45,207
75	Above NTE, Withheld pending amendment	\$ -	\$ (176,954)	\$ 176,954	\$ -	\$ -	\$ -	\$ -	\$ (176,954)	\$ 176,954	\$ -
76	Potential expenses offset by Other Revenues following increase in CoC unit referrals			\$ -	\$ -	\$ (366,857)	\$ (366,857)	\$ (366,857)	\$ -	\$ (1,100,571)	\$ (1,100,571)
82				\$ -					\$ -	\$ -	\$ -
84	TOTAL OTHER EXPENSES	\$ 57,447	\$ 586,927	\$ 176,954	\$ 763,881	\$ 836,742	\$ 836,742	\$ 836,742	\$ 644,374	\$ 2,687,181	\$ 3,331,555
86	Capital Expenses										
87				\$ -					\$ -	\$ -	\$ -
94											
95	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
97	HSH #3									Template last modified	9/1/2021







	A	B	C	D	E
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>				Page 13 of 14
2	<b>APPENDIX B, BUDGET</b>				
3	<b>Document Date</b>	5/1/2023			
4	<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration (Years)</b>	
5	<b>Current Term</b>	7/1/2021	6/30/2023	2	
7					
8	<b>Approved Subcontractors</b>				
10	None.				
11					
12					

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	<b>DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING</b>																Page 14 of 14		
2	<b>APPENDIX B, BUDGET</b>																		
3	<b>Document Date</b>	5/1/2023																	
4	<b>Contract Term</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Duration (Years)</b>															
5	<b>Current Term</b>	7/1/2021 6/30/2023 2																	
7					<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>										
8	<b>Service Component</b>				7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026										
10	Crown Hotel - Support Services & Property Management; 528 Valencia Street, San Francisco 94110				49	49	49	49	49										
11	Winton Hotel - Support Services & Property Management; 445 O'Farrell Street, San Francisco 94102				101	101	101	101	101										
12	National Hotel - Support Services & Property Management; 1139 Market Street, San Francisco 94103				90	86	86	86	86										
13																			
18	<b>Total</b>				191	187	187	187	187										
19	<b>NOTE 1:</b> National Hotel site was temporarily offline for renovation due to fire damage during FY 21-22 and until December 2022																		
20																			
21	<b>NOTE 2:</b> Effective March 13, 2023, the number of VASH Project Based Voucher (PBV) units will decrease from 36 to 18, impacting the composition of the subsidies that offset operating costs for those units (reflected in "Other Revenues" section of these budgets). This will not impact the total number of units served with Support Services and Property Management.																		

## 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(s), Budget 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(s), Budget 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(s), Budget. HSH will not pay for subcontractor costs that are not reflected in the Appendix B(s), Budget. All subcontractors must also be listed in the Approved Subcontractors section.
3. Grantee shall follow HSH instructions per funding source and ensure that all documentation clearly matches the approved Appendix B(s), Budget line items and eligible activities.

General Fund & Prop C	
Type	Instructions and Examples of Documentation
Salaries & Benefits	<p>Grantee shall maintain and provide documentation for all approved payroll expenses paid to any personnel included in the Appendix B(s), Budget 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	<p>Grantee shall maintain documentation for all approved Operating costs included in the Appendix B(s), Budget. Grantee shall provide documentation, as requested by HSH. Each time an invoice is submitted, Grantee shall upload documentation for all Subcontractor and Consultant costs, and documentation for any Operating line items that exceed \$10,000.</p>

General Fund & Prop C	
Type	Instructions and Examples of Documentation
	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(s), Budget each 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(s), Budget 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(s), Budget 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 1/10<sup>th</sup> per month from July to April. An alternative period of repayment may be calculated in order to ensure cash flow and repayment.
2. All advance repayments must be recovered within the fiscal year for which it was made.
3. In the case where advance repayments cannot be fully recovered by deducting from the Grantee's monthly invoices, Grantee shall repay the outstanding balance via check in the amount verified by the assigned HSH Contract Manager, as listed in CARBON. Grantee shall make the repayment after the final invoice of the fiscal year has been approved to the address provided by the assigned HSH Contract Manager, as listed in CARBON.

IV. **Timely Submission of Reports and Compliance:** If a Grantee has 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

City Department or Commission	Agreement Term	Grant Amount (Not-to-Exceed)
Department of Homelessness and Supportive Housing; Supportive Services Modified Payment Program (MPP)	7/1/21 - 6/30/24	\$3,124,249
Department of Homelessness and Supportive Housing; Property Management, Support Services and Master Leasing at Garland Hotel	4/1/22 – 6/30/24	\$6,940,524
Department of Homelessness and Supportive Housing; Property Management, Support Services and Master Leasing at Master Lease Hotels	7/1/20 – 6/30/24	\$132,903,851
Department of Homelessness and Supportive Housing; Property Management, Support Services and Master Leasing at Crown, National & Winton Hotels	7/1/21 - 6/30/23	\$8,864,747
Department of Homelessness and Supportive Housing; Continuum of Care (CoC) Rental Assistance at Garland Hotel	9/1/22 - 9/30/25	\$8,894,939
Department of Homelessness and Supportive Housing; Property Management, Support Services and Master Leasing at Abigail Hotel	1/1/21 - 2/29/24	\$7,045,244
Department of Homelessness and Supportive Housing; Continuum of Care (CoC) Rental Assistance at Crown, Winton and National Hotels (pending execution)	12/1/22 - 9/30/25	\$8,864,747
Department of Building Inspection; Central City SRO Collaborative	7/1/22 - 6/30/23	\$619,680
Department of Building Inspection; Code Enforcement Outreach Program (CEOP) Outreach	7/1/22 - 6/30/23	\$526,927
Adult Probation Department; Transitional Housing program	3/1/20 – 6/30/23	\$8,706,081
Mayor’s Office of Housing and Community Development; Right to Counsel	7/1/22 - 6/30/23	\$1,589,553
Mayor’s Office of Housing and Community Development; Right to Counsel Expansion	7/1/21 - 6/30/24 (in negotiations)	\$850,000