

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

**THIRD AMENDMENT
TO GRANT AGREEMENT
between
CITY AND COUNTY OF SAN FRANCISCO
and
EPISCOPAL COMMUNITY SERVICES**

THIS AMENDMENT of the **December 18, 2021** Grant Agreement (the "Agreement") is dated as of **November 1, 2023** and is made in the City and County of San Francisco, State of California, by and between **EPISCOPAL COMMUNITY SERVICES** ("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 Third Amendment to the Agreement under San Francisco Charter Section 9.118 by Resolution **<insert Resolution number> on September XX, 2023** to extend the grant term by ten months and increase the grant amount by **\$5,150,877**; 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 **December 18, 2021** between Grantee and City; and **First Amendment**, dated **April 1, 2022**, and **Second Amendment**, dated **August 1, 2023**.

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

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

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

3.2 Duration of Term.

(a) The term of this Agreement shall commence on **December 18, 2021** and expire on **October 31, 2023** unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

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

ARTICLE 3 TERM

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

3.2 Duration of Term.

(a) The term of this Agreement shall commence on **December 18, 2021** and expire on **August 31, 2024** unless earlier terminated as otherwise provided herein. Grantee shall not begin performance of its obligations under this Agreement until it receives written notice from City to proceed.

2.2 **Section 5.1 Maximum Amount of Grant Funds** of the Agreement currently reads as follows:

(a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Nine Million Nine Hundred Forty Thousand Four Hundred Seventy Six Dollars (\$9,940,476)**.

(b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Four Hundred Seventeen Thousand Three Hundred Forty Dollars (\$417,340)** is included as a contingency amount and is neither to be used in Budget(s) attached to this Agreement or available to Grantee without a modification to the Appendix B, Budget, which has been approved by the Department of Homelessness and Supportive Housing. Grantee further understands that no payment for

any portion of this contingency amount will be made unless and until a modification or revision has been fully approved and executed in accordance with applicable City and Department laws, regulations, policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

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

5.1 Maximum Amount of Grant Funds.

- (a) In no event shall the amount of Grant Funds disbursed hereunder exceed **Fifteen Million Ninety One Thousand Three Hundred Fifty Three Dollars (\$15,091,353)**.
- (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, **Seven Hundred Twenty Six Thousand Two Hundred Eighty Nine (\$726,289)** 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.

2.3 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
- Appendix B, Budget (dated November 1, 2023)
- Appendix C, Method of Payment (dated November 1, 2023)
- Appendix D, Interests in Other City Grants (dated November 1, 2023)

- 2.4 Appendix B, Budget**, of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated November 1, 2023), for the period of December 18, 2021 to August 31, 2024.
- 2.5 Appendix C, Method of Payment**, of the Agreement is hereby replaced in its entirety by the modified **Appendix C, Method of Payment** (dated November 1, 2023).
- 2.6 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 November 1, 2023).

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**

EPISCOPAL COMMUNITY SERVICES

By: _____
Shireen McSpadden
Executive Director

By: _____
Mary Elizabeth Stokes
Executive Director
City Supplier Number: 0000020568

Approved as to Form:
David Chiu
City Attorney

By: _____
Adam Radtke
Deputy City Attorney

**Appendix A, Services to be Provided
by
Episcopal Community Services
Cova Non-Congregate Shelter**

I. Purpose of Grant

The purpose of the grant is to provide operations and services in a non-congregate shelter (NCS) site on a time-limited and as-needed basis to the served population.

II. Served Population

Non-congregate Shelter Program participants (also referred to as “guests”) are adults, without custody of minor children, experiencing homelessness. NCS Program Participants have no fixed, regular, and adequate nighttime residence, are unsheltered and have a need for adequate emergency nighttime sleeping accommodations.

III. Referral and Prioritization

Grantee shall provide services to individuals who meet the Department of Homelessness and Supportive Housing (HSH) established eligibility requirements for the served population and are referred to the program by the City-approved referral systems and processes.

IV. Description of Services

Grantee shall provide operations and services to ensure the health and safety of participants and the security, cleanliness, and maintenance of the site(s), in accordance with the HSH [Temporary Shelter Operations Manual](#) ¹ which may be revised from time to time, and which is incorporated herein and made part of this Agreement by reference.

Grantee shall adhere to the Shelter Standards of Care Legislation² unless otherwise directed by the City in cases of public health emergencies or other emergency situations.

- A. Reservations: Grantee shall accept and facilitate reservations, in accordance with the City-approved policies and procedures within the noted program hours of operation.
- B. Accommodations: Grantee shall provide clean bedding according to the Shelter Standards of Care.
- C. Meals: Grantee shall coordinate and facilitate ordering, receipt, and tracking meal use by guests.
- D. Storage: Grantee shall provide space for secure and pest-free storage of guest belongings, as appropriate for the facility.

1 HSH Providers Connect: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>

2 Including, but not limited to Shelter Standards of Care, as applicable:
[http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:sanfrancisco_ca\\$anc=JD_20.404](http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter20socialservices?f=templates$fn=default.htm$3.0$vid=amlegal:sanfrancisco_ca$anc=JD_20.404).

- E. Safety and De-Escalation: Grantee shall ensure the general safety of the served population, staff, visitors, and property by providing staff trained in safety and de-escalation or through a security services provider during peak operational days and hours, as determined by Grantee and approved by HSH. Days and hours of coverage shall be on record with the HSH Program Manager. Safety and de-escalation shall include, but is not limited to:
1. Greeting the served population, staff, visitors, and conducting search of persons and property prior to entering sites for potentially dangerous items;
 2. Guests must turn in all weapons to safety and de-escalation personnel at intake. Firearms will be turned over immediately to the San Francisco Police Department. Other weapons will be stored by safety and de-escalation personnel in a safe and secure lockbox and will be returned when guests upon the end of their stay in the program;
 3. Utilization of a system by which possessions may be checked and safely and securely stored, as directed;
 4. Regular patrol of the site and surrounding program area, to ensure compliance with HSH's Good Neighbor Policy as described in the Good Neighbor Policies section;
 5. Utilization of a system with written documentation to ensure that the perimeter and other areas are checked on a scheduled and regular basis; and
 6. Assistance with conflict de-escalation and crisis management.
- F. Guest Referral and Intake Services: Grantee shall use the City approved system and methods to provide daily updates to the guest roster and number of available units. Only individuals referred via the City approved referral protocols will be placed into an available unit at the site. Grantee shall intake, register and update the City approved database or guest tracking system throughout each individual guest's stay at the program.
- G. Shelter Support Services: Grantee shall serve all shelter participants with a low barrier, harm reduction model, with limited rules, focused on specific participant actions rather than functional addictions or problems, to participants at any given time, unless the City requires Grantee to serve fewer guests in order to maintain the health and safety of guests in accordance with City requirements. Support Services shall include, but are not limited, to the following:
1. Intake: Grantee shall engage, inform, and assist guests to complete the program intake process to collect information needed to identify options and link guests to various services for which they may be eligible. The intake shall also include established consent forms that support exchange of participant information with program partners, including the data tracking partners for purposes of program analysis;
 2. Grantee shall provide exit planning to participants preparing to leave the shelter for any number of reasons, including but not limited to participants moving into

permanent supportive housing, participants about to be issued a Denial of Service (DOS), and participants who are talking about leaving the program;

3. Grantee shall provide a program that is pet-friendly, as well as accommodating to companion, service and support animals;
4. Grantee shall provide a method to control access, track participants and manage/document participation by collaborating with services partners who are at the program site;
5. Grantee shall provide written notice or warning to participants related to any issue that may affect ongoing stay, including, but not limited to, violations of program rules and actions that are in violation of the rules of agreement. All written notice or warnings shall be shared with support services staff;
6. Orientation: Grantee shall provide new guests information and program parameters, including rules, upon entry and weekly orientation group meetings;
7. Engagement: Grantee shall actively engage with participants to support their connection to needed services and end participant homelessness. Grantee shall provide outreach to and offer onsite services and/or referrals to all participants who display indications of placement instability. This includes but is not limited to discontinuance from benefits, services, rule violations or warnings, and conflicts with staff or other shelter participants;
8. Referrals and Coordination of Services: Grantee shall work with guests to encourage and support their application for and assessment regarding local benefits and services, including, but not limited to:
 - a. Coordinated Entry and Housing Navigation services: Grantee shall assist guests in obtaining Coordinated Entry problem-solving and housing assessment interventions through the Access Point locations or mobile Access Point services. Grantee shall engage the Coordinated Entry Housing Navigation staff in discussion and/or case conferencing when participants show signs of difficulty or lack of progress in acquiring necessary documentation for housing.
 - b. Benefits Advocacy and Assistance: Grantee shall assist guests to obtain and/or maintain public benefits as appropriate (e.g., County Adult Assistance Program (CAAP), CalWORKs, CalFresh, Social Security Income (SSI), Veterans Benefits). Benefit advocates and program representatives may be on site at times. In such cases, Grantee shall support guests to meet with these programs and keep scheduled appointments;
 - c. Mental health, behavioral health and treatment services;
 - d. Supportive programs to support an individual's independence (e.g., In-Home Support Services); and

- e. Employment and job-related services (e.g., Human Services Agency (HSA), Department of Public Works (DPW) and nonprofits specializing in these services).
- 9. Support Groups, Social Events and Organized Activities: Grantee shall provide guests with opportunities to take part in organized gatherings for peer support, as appropriate. These functions may be provided by outside individuals or groups that the Grantee has approved, who understand and adhere to confidentiality and equal access for all guests. These events may be planned with or based on input from guests and shall be held onsite.
- 10. Wellness Checks: Grantee shall conduct Wellness Checks in accordance to HSH policy to assess participant safety when there is reason to believe the participant is in immediate and substantial risk due to a medical and/or psychiatric emergency.
- 11. Reasonable Accommodations, transfers and other supports: Grantee shall provide guests reasonable accommodations, transfers, and other supports.
- 12. Exit planning:
 - a. Grantee shall provide exit planning including, but not limited to communication and coordination with outside service providers to support a participant's transition to a more permanent setting.
 - b. Grantee shall provide exit planning to participants preparing to leave the shelter for any number of reasons, including but not limited to participants moving into permanent supportive housing, participants about to be issued a Denial of Service (DOS), and participants who are talking about leaving the program.

V. Location of Services

Grantee shall provide services at 655 Ellis St, San Francisco, CA 94109. Additional locations may be added as mutually agreed upon by Grantee and HSH.

VI. Service Requirements

- A. Program Support: Grantee shall provide programmatic support, including, but not limited to:
 - 1. Hiring and supervision of on-site staff and any subcontractors;
 - 2. Onboarding and orienting on-site staff (e.g., Grantee staff, subcontractors, other service providers) to program documents, policies, and procedures; and
 - 3. Data entry and reporting.
- B. Staffing and Volunteers:
 - 1. Grantee shall staff the site 24 hours per day, 7 days per week.

2. Grantee shall employ at least one staff member on each shift who has at least one year of experience in providing services to people experiencing homelessness, or comparable experience.
3. Grantee shall employ at least one staff member on each shift who is identified as the American with Disabilities Act (ADA) Liaison and post the name of the staff on duty near the front desk.
4. Grantee shall ensure that any volunteers welcomed into the site follow the same guidelines as required of staff as it relates to the roles or projects being handled by the volunteers.

C. Meals and Food Safety:

Grantee shall meet the following meal-related requirements:

1. Offer guests meals and track usage by guest, as well as overall meal distribution;
2. Manage the means to heat or maintain refrigeration of food as appropriate for distribution; and
3. Grantee shall ensure that at least one staff person responsible for food handling and service has a valid Food Safety Certification.

D. Building Operations:

1. Grantee shall maintain and create site logs, records of entry and exit, and manage key access for participants, partner agencies and on-site staff.
2. Laundry: Grantee shall ensure guest laundry service is available.
3. Cleaning and Janitorial Services:
 - a. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g., floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g., dryer vents); elevators (e.g., buttons, floors, walls); kitchens (e.g., floors, sinks, counters, appliances); water fountains; and heating and air conditioning systems vents.
 - b. Biohazard Cleaning: Grantee shall coordinate with City cleaning vendor(s) to ensure that sites receive deep cleaning when a room or unit that is housing a in the event of a death on site.
 - c. Guest Room Transition Cleaning: Grantee shall provide cleaning services upon guest room transition.
 - d. Room Cleaning: Before the end of the Term, City shall, at its sole expense, clean any Guest rooms occupied by City, as deemed appropriate by the City acting in its sole discretion, but in accordance with public health requirements. City will certify to Hotel in writing or email that such cleaning has occurred.
4. Personal Protective Equipment (PPE): Grantee shall also be responsible for monitoring PPE utilization and maintaining supply of PPE.
5. Storage: Grantee shall provide space for secure and pest-free storage of participant belongings, as appropriate for the site(s).
6. Walk-through: Grantee shall conduct a Walkthrough and Confirmation of Current Baseline Conditions (Attachment 1 of this Agreement) of each room prior to participant occupancy and upon exit.

E. Guest Services:

1. Grantee shall post the shelter rules as required by S.F. Administrative Code Sec. 20.18-4(a).
2. Program Participant Agreement Enforcement, Written Notices and Exit Prevention:
 - a. Grantee shall provide written notice to participants regarding issues that may impact housing stability including, but not limited to, program violations or warnings in accordance with the Shelter Grievance Policy, S.F. Administrative Code Chapter 20, Article XVIII.
 - b. Grantee shall notify participants when the Participant Agreement ends.

F. Communications, Trainings, and Meetings:

Grantee shall keep the City informed of program operations and comply with applicable City policies and requirements including, but not limited to:

1. Grantee shall report Critical Incidents in accordance with City instructions and any published policies/procedures and use the City provided [forms](#). Examples of Critical Incidents include death, fire, acts of violence, or any other incidents which require the involvement of emergency services or Child or Adult Protective Services (APS and CPS, respectively);
2. Regular communication to the City and assigned Program Manager about the implementation of the program;
3. Media requests;
4. Data or documentation requests;
5. Attendance of meetings, as needed;
6. Attendance of trainings, as requested;
7. Grantee shall promote and support staff training and development, including but not limited to training on de-escalation and safety, participant engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for participants and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards of Care (Section 16.22 of the Agreement). Grantee shall also provide training on the Shelter Training Manual;
8. Attendance at the Shelter Monitoring Committee meetings;
9. Adherence to the Shelter Grievance Policy, including the processes regarding denials of service³ unless Grantee is otherwise dictated by City emergency requirements;
10. Adherence to the City service/companion/support animal policy;
11. When applicable, as confirmed with HSH, adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless. This includes cooperation with the San Francisco TB Prevention and Control Program of the Department of Public Health (DPH); and

³ HSH Shelter Grievance Policy: <http://hsh.sfgov.org/wp-content/uploads/2018/08/Shelter-Grievance-Policy-Final-8-25-16-4.pdf>.

12. When applicable, adherence to all State and local COVID safety mandates and guidelines.
- G. Language and Interpretation Services: Grantee shall ensure that translation and interpreter services are available, as needed. Grantee shall address the needs of and provide services to the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the HSH Providers Connect website: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>.
- H. Case Conferences: As needed and when the conference involves a current or former guest of the program, Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding participants' progress.
- I. 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.
- J. Feedback, Complaint and Follow-up Policies:
Grantee shall provide means for the served population to provide input into the program. Feedback methods shall include:
1. Shelter Community Meetings: Grantee shall conduct monthly community meetings where guests may discuss building/program concerns and program ideas. Grantee should set up the means to provide feedback at future community meetings or by other means;
 2. Complaint Process: Grantee shall provide a written and posted complaint/concern process that includes various methods for guests to submit an issue (e.g., verbal to staff, written, email) and clear protocols about when and how the guest will get a response;
 3. Grantee shall offer and promote a written quarterly survey that has been pre-approved by HSH to the served population to gather feedback, satisfaction and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population regarding completion of the survey in a confidential way if the written format presents any problem; and
 4. Grantee shall respond to complaints from other City entities, such as the Mayor's Office on Disability and the Shelter Monitoring Committee, in coordination with HSH and in accordance with the timelines required by the City entity.
- K. City Communications and Policies
Grantee shall keep HSH informed and comply with City policies to minimize harm and risk, including:
1. Regular communication to HSH about the implementation of the program;

2. Attendance of quarterly HSH meetings, as needed, such as, but not limited to: hearings on issues related to homelessness⁴; SGAC meetings; Attendance of the Shelter Monitoring Committee Meetings⁵; Local Homeless Coordinating Board⁶; Stakeholder Meeting; and Shelter Access Workshops;
 3. Attendance of trainings, as requested;
 4. Adherence to the Shelter Standards of Care requirements;
 5. Adherence to the Shelter Guest Advocate Agreement;
 6. Adherence to the HSH Shelter Grievance Policy; and
 7. Adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless.
- L. Critical Incident: Grantee shall adhere to the HSH Critical Incident policies, including reports to HSH, within 24 hours, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report (CIR) form. Grantee shall also submit CIR forms for any maintenance requests that are submitted to Property Management. Grantee shall call the HSH Program Manager within two hours of any death or serious injury. A Critical Incident is defined as when emergency responders are called to the shelter by staff or guests. The shelter must also send reports for incidents in which there were no emergency responders. An example is a domestic violence incident.
- 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 site plan as needed and Grantee shall train all employees regarding the provisions of the plan for their sites.
- N. Good Neighbor Policies:
Grantee shall maintain a good relationship with the neighborhood in which the shelter is located, including:
1. Grantee shall collaborate with HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH), other relevant City agencies, and the neighborhood to ensure that neighborhood concerns about the facility are heard and addressed;
 2. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings;
 3. Grantee shall provide a means for neighbors to raise issues and concerns. Grantee shall provide consistent and timely responses;

⁴ If the Grantee supervisor has questions about whether or not attending the meeting/hearing in question is within the scope of services, the supervisor shall contact the HSH Family Emergency Services Manager or a designee for clarification.

⁵ The Shelter Monitoring Committee has the option of inviting the Client Advocates to attend meetings. If the Client Advocate is a member of the Shelter Monitoring Committee, then that Client Advocate may attend.

⁶ The Board has the option of inviting the Client Advocates to the meeting. If the Client Advocate is a member of the Board, then that advocate may attend. If there is an agenda item that pertains to the grievance process, then the Client Advocates may attend.

4. That Grantee management staff is available to respond to neighbors within 24 hours, if reasonable;
5. Grantee shall minimize the impact of guests entering, exiting, or waiting for services on the neighborhood of . The shelter will do this by limiting referrals, not allowing walk-ins, and having 24/7 access to the site for registered guests;
6. Grantee shall actively discourage and address excessive noise from program guests and others who may be just outside the program site;
7. Grantee shall actively discourage loitering in the area immediately surrounding the program. Coordinate with other service providers and City agencies, as necessary, to address this issue;
8. Grantee shall, in conjunction with the HSH and other City agencies, inform neighborhood businesses and residents of the services available at the shelter and how individuals are referred; and
9. Summon law enforcement, San Francisco Homeless Outreach Team (SFHOT), Healthy Streets Operations Center (HSOC), and/or Department of Public Works (DPW), as needed to address safety, cleanliness, and/or encampment issues on the block.

O. Data Standards:

1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process⁷, including but not limited to:
 - a. Entering all client data within three working days (unless specifically requested to do so sooner);
 - b. Ensuring accurate dates for client enrollment, client exit, and client move in (if appropriate); and
 - c. Running monthly data quality reports and correcting errors.
2. Records entered into the ONE system shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards: <https://onesf.clarityhs.help/hc/en-us/articles/360001145547-ONE-System-Continuous-Data-Quality-Improvement-Process>.
3. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
4. 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

⁷ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

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.

5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

P. Record Keeping and Files:

1. Grantee shall maintain confidential guest files, active and previously active, and support service usage.
2. Grantee shall maintain confidential files regarding complaints, grievances, warnings and exits/denials of service for shelter rule infractions including written notices, warnings, exit paperwork and related communications with guests.
3. Grantee shall maintain appropriate documentation to validate the approval of the shelter extensions to shelter guests according to HSH policies.
4. Grantee shall upload copies of participant documents, release of information, and any records that support securing housing (e.g., birth certificate, identification, social security card) into the ONE System.
5. Grantee shall document outcomes related to every participant exit. Grantee shall collect data on the reason for exit, location upon exit, and other information related to exit tracking, and report this data to HSH upon request.

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

R. 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.

VII. **Wellness Checks**

Wellness checks shall be performed at least twice a day for every guest. Ideally, guests work with providers to set the wellness check cadence that feels right to them, within these parameters.

Wellness checks shall be conducted in a way that is sensitive to the likelihood of a guest's history of trauma and sense of violation or loss of dignity. All activities must be documented and specify a plan for following up on any identified facilities or supportive service needs.

VIII. **Room Inspections**

Room inspections involve staff entering the guest's room specifically to assess the condition of the room and its furniture and fixtures, and to identify and resolve any concerns regarding safety or habitability.

Grantee must conduct room inspections for each guest at least once weekly and include documentation and follow-up on identified needs for repairs or other interventions.

IX. Emergency safety checks

Staff may enter a guest's room when there is reason to believe a guest is at immediate and substantial risk due to a medical, psychiatric, or facilities-related emergency. Staff performing an Emergency Safety Check will announce themselves and state the purpose of their visit, wait a few minutes for a response, and unlock the door if the guest does not do so themselves.

X. Service Objectives

Grantee shall achieve the following services objectives:

- A. Grantee shall provide intake and program orientation to 100 percent of all initial guests and updates for returning guests in a new stay within 24 hours of arrival to the site.
- B. Grantee shall ensure that each unit, upon turnover, is clean within 14 days.
- C. 90 percent of participants shall be offered referral for problem-solving and/or assessment via Adult Coordinated Entry within one week of placement.
- D. Grantee shall meet or exceed 95 percent data quality in Get Care (RTZ) as measured through data input into the RTZ System.
- E. Grantee shall conduct quarterly meal satisfaction surveys with at least 70 percent of participants using this survey: <https://forms.gle/qijPd2TAP9gc9jrP6> . Grantee shall complete the first survey within six weeks of beginning operations under this Agreement.
- F. Grantee shall conduct weekly room inspections for 100 percent of rooms and maintain detailed documentation of room condition and repairs needed.

XI. Outcome Objectives

Grantee shall achieve the following outcome objectives:

- A. Grantee shall actively refer 75 percent of participants to Problem Solving and Coordinated Entry within 15 business days of move in.
- B. 100 percent of all staff will have completed the required annual trainings.
- C. 75 percent of those completing the quarterly satisfaction survey will Strongly Agree or Agree that they are satisfied with the services on site.

XII. Reporting Requirements

Grantee shall input required data, such as when applicable, but not limited to the Online Navigation and Entry (ONE) system, CHANGES, RTZ and CARBON, as directed by the City.

- A. Census and Exits: Grantee shall maintain daily census information and shall notify the City of any unplanned participant exits within 24 hours in the format, method and frequency specified by the City.
- B. Evaluative Studies: Grantee shall participate, as requested by the City, in evaluative studies designed to show the effectiveness of Grantee's services. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee or within 30 working days of receipt of any evaluation report and such response will become part of the official report.
- C. Grantee shall report to HSH Program Manager any unit that will be off-line due to turnover or damage for more than seven days.
- D. Grantee shall report vacancies to HSH in a timely fashion according to established procedures and process all participant referrals in the pre-established timeframe. When required by HSH, Grantee shall enter participant data in the ONE System.
- E. On a monthly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the month of service.
 - 1. Referencing the tasks as described in the Service and Outcome Objectives sections;
 - 2. The occupancy rate; and
 - 3. The number of new placements.
- F. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each quarter:
 - 1. Average number of days to turn over units; and
 - 2. Report of activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. This should include the Quarterly Satisfaction Survey data.
- G. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each year:

1. Summarizing the contract activities, referencing the tasks as described in the Service and Outcome Objectives sections. This report shall also include accomplishments and challenges encountered by the Grantee; and
 2. The number of program exits.
- H. Grantee shall submit Facility Inventory data to the Department of Homelessness and Supportive Housing during the last week of January. Data will include unit/bed inventory, point in time population count of residents, and general characteristic data of residents. Data is used for reporting mandated by the Federal Government under the US Department of Housing and Urban Development's Continuum of Care program.
- I. Grantee shall participate, as required by Department, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee within thirty working days of receipt of any evaluation report and any Grantee response will become part of the official report.
- J. Grantee shall adhere to the Department's Critical Incident Report Policy and report critical incidents to the Department using the Critical Incident Report. Examples of critical incidents include death, fire, acts of violence, or any other incident which requires the involvement of emergency services
- K. 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.

XIII. Monitoring Activities

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

Monitoring of program participation in the ONE system may include, but is not limited to, data quality reports from the ONE system, records of timeliness of data entry, and attendance records at required trainings and agency lead meetings.

- B. Fiscal Compliance and Contract Monitoring: Grantee is subject to fiscal monitoring, such as, but not limited to, the following: 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 (ADA), subcontracts, and Memorandums of Understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Attachment 1
HOTEL WALKTHROUGH
AND CONFIRMATION OF CURRENT BASELINE CONDITIONS

Instructions

Complete this Hotel Walkthrough and Confirmation of Current Baseline Conditions before occupying the Hotel. Do not permit guests to enter the hotel until you have completed the “Current Condition” column, documenting any observed damage. Take time-stamped pictures of all damage identified. Both the City and the Hotel must sign this form twice: This form is designed for use upon both guest arrival and upon guest departure.

1. **Current Inventory Date:** _____ **Departure Inventory Date:** _____
2. **Guest Room Number:** _____
3. **Public Space Description:** _____

Location	Current Condition Check Box if Damage Observed, Briefly Describe Damage, And Attach Photograph	Condition upon Departure Check Box if Damage Observed, Briefly Describe Damage, And Attach Photograph
a. <input type="checkbox"/> Guest Room	<input type="checkbox"/> Carpet (identify stains / damage): _____ <input type="checkbox"/> Night Stand(s): _____ <input type="checkbox"/> Dresser: _____ <input type="checkbox"/> Desk: _____ <input type="checkbox"/> Upholstered Chair(s) _____ <input type="checkbox"/> Other Chair(s) _____ <input type="checkbox"/> Television	<input type="checkbox"/> Carpet (identify stains / damage): _____ <input type="checkbox"/> Night Stand(s): _____ <input type="checkbox"/> Dresser: _____ <input type="checkbox"/> Desk: _____ <input type="checkbox"/> Upholstered Chair(s) _____ <input type="checkbox"/> Other Chair(s) _____ <input type="checkbox"/> Television

<hr/> <input type="checkbox"/> Bed(s) <hr/> <input type="checkbox"/> Bed Linen(s) <hr/> <input type="checkbox"/> Mattress / Box Spring <hr/> <input type="checkbox"/> Door(s) <hr/> <input type="checkbox"/> Wall(s)/Ceiling(s)(paint/wall paper/drywall) <hr/> <input type="checkbox"/> Lamps / Light Fixture(s) <hr/> <input type="checkbox"/> Floor Covering <hr/> <input type="checkbox"/> Windows (glass, curtains, etc.) <hr/> <input type="checkbox"/> Baseboard(s)/Molding(s) <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/>	<hr/> <input type="checkbox"/> Bed(s) <hr/> <input type="checkbox"/> Bed Linen(s) <hr/> <input type="checkbox"/> Mattress / Box Spring <hr/> <input type="checkbox"/> Door(s) <hr/> <input type="checkbox"/> Wall(s)/Ceiling(s) (paint/wall paper/drywall) <hr/> Lamps / Light Fixture(s) <hr/> <input type="checkbox"/> Floor Covering <hr/> <input type="checkbox"/> Windows (glass, curtains, etc.) <hr/> <input type="checkbox"/> Baseboard(s)/Molding(s) <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/>
---	---

b. **Bath**

Sink/faucet (damage / in working condition?)

Toilet

Tub/Shower (damage / in working condition?)

Floor

Bathroom Door

Shower Door

Shower Shelf

Walls /Ceilings (paint/drywall repair)

Countertop

Towel Rack(s)

Exhaust Fan / Light

Mirror / Cabinet

Other

Other

Sink/faucet (damage / in working condition?)

Toilet

Tub/Shower (damage / in working condition?)

Floor

Bathroom Door

Shower Door

Shower Shelf

Walls / Ceilings (paint /drywall repair)

Countertop

Towel Rack(s)

Exhaust Fan / Light

Mirror / Cabinet

Other

Other

	<input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/>	<input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/>
c. <input type="checkbox"/> Closet	<input type="checkbox"/> Door: <hr/> <input type="checkbox"/> Wall <hr/> <input type="checkbox"/> Other <hr/>	<input type="checkbox"/> Door: <hr/> <input type="checkbox"/> Wall <hr/> <input type="checkbox"/> Other <hr/>
d. <input type="checkbox"/> Public Space	<input type="checkbox"/> Seating: <hr/> <input type="checkbox"/> Floor Covering(s): <hr/> <input type="checkbox"/> Window (glass, curtains, etc.): <hr/> <input type="checkbox"/> Table(s)/Desk(s): <hr/> <input type="checkbox"/> Light Fixture(s) <hr/> <input type="checkbox"/> Counter Surface(s) <hr/> <input type="checkbox"/> Kitchen Equipment <hr/> <input type="checkbox"/> Laundry Equipment <hr/> <input type="checkbox"/> Door(s) <hr/> <input type="checkbox"/> Wall(s)/Ceiling(s) <hr/>	<input type="checkbox"/> Seating: <hr/> <input type="checkbox"/> Floor Covering(s): <hr/> <input type="checkbox"/> Window (glass, curtains, etc.): <hr/> <input type="checkbox"/> Table(s)/Desk(s): <hr/> <input type="checkbox"/> Light Fixture(s) <hr/> <input type="checkbox"/> Counter Surface(s) <hr/> <input type="checkbox"/> Kitchen Equipment <hr/> <input type="checkbox"/> Laundry Equipment <hr/> <input type="checkbox"/> Door(s) <hr/> <input type="checkbox"/> Wall(s)/Ceiling(s) <hr/>

	<input type="checkbox"/> Baseboard(s)/Molding(s) <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/>	<input type="checkbox"/> Baseboard(s)/Molding(s) <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/> <input type="checkbox"/> Other <hr/>
e. <input type="checkbox"/> All Other Identified Damage	<input type="checkbox"/> Other: <hr/>	<input type="checkbox"/> Other: <hr/>

CURRENT CONDITION DOCUMENTED

CITY

CITY AND COUNTY OF SAN FRANCISCO,
a municipal corporation

HOTEL (Name)

By: _____

By: _____

Date: _____

Date: _____

#####

#####

DEPARTURE CONDITION DOCUMENTED

CITY

CITY AND COUNTY OF SAN FRANCISCO,
a municipal corporation

HOTEL

By: _____

By: _____

Date: _____

Date: _____

	A	B	C	D
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING			
2	APPENDIX B, BUDGET			
3	Document Date	11/1/2023		
4	Contract Term	Begin Date	End Date	Duration (Years)
5	Current Term	12/18/2021	10/31/2023	2
6	Amended Term	12/18/2021	8/31/2024	3
7	Program	Cova Non-Congregate Shelter		
8	FSP Contract ID#	1000024312		
9				
10	Approved Subcontractors			
11	VIP Security Specialist, Inc.			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING															
2	APPENDIX B, BUDGET															
3	Document Date	11/1/2023														
4	Contract Term	Begin Date	End Date	Duration (Years)												
5	Current Term	12/18/2021	10/31/2023	2												
6	Amended Term	12/18/2021	8/31/2024	4												
7	Program	Cova Non-Congregate Shelter														
8	FSP Contract ID#	1000024312														
9																
10	Number Served (# of Guests)				Year 1	Year 2	Year 3	Year 4 (2 Months)								
11	Service Component:				12/18/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 10/31/2023	7/1/2024 - 8/31/2024								
12	Shelter				95	109	109	109								

	A	B	C	F	G	J	M	N	Q	T	U	V	W												
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																								
2	SALARY & BENEFIT DETAIL																								
3	Document Date	11/1/2023																							
4	Provider Name	Episcopal Community Services																							
5	Program	Cova Non-Congregate Shelter																							
6	FSP Contract ID#	1000024312																							
7	Budget Name	ERF - Shelter																							
8		EXTENSION YEAR																							
9		Year 1			Year 2			Year 3																	
10		Agency Totals	For HSH Funded Program	12/18/2021 - 6/30/2022 Current	Agency Totals	For HSH Funded Program	7/1/2022 - 6/30/2023 Current	Agency Totals	For HSH Funded Program	7/1/2023 - 10/31/2023 Current	7/1/2023 - 6/30/2024 Amendment	7/1/2023 - 6/30/2024 New													
11		Annual Full Time Salary (for 1.00 FTE)	Adjusted Budgeted FTE	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Adjusted Budgeted FTE	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary													
12	POSITION TITLE																								
13	Supervisor - Day	\$ 59,384	0.82	\$ 48,650	\$ 59,384	1.40	\$ 83,138	\$ 70,953	1.40	\$ 33,111	\$ 66,223	\$ 99,334													
14	Supervisor - Swing	\$ 63,544	0.82	\$ 52,058	\$ 63,544	1.40	\$ 88,962	\$ 66,555	1.40	\$ 31,059	\$ 62,118	\$ 93,177													
15	Supervisor - Night	\$ 67,704	0.82	\$ 55,467	\$ 67,704	1.40	\$ 94,786	\$ 66,555	1.40	\$ 31,059	\$ 62,118	\$ 93,177													
16	Counselor - Day	\$ 49,920	6.55	\$ 327,176	\$ 49,920	10.93	\$ 545,564	\$ 58,930	11.20	\$ 214,677	\$ 445,344	\$ 660,021													
17	Counselor - Swing	\$ 54,080	6.55	\$ 354,439	\$ 54,080	10.63	\$ 574,708	\$ 55,629	11.20	\$ 197,056	\$ 425,993	\$ 623,049													
18	Counselor - Night	\$ 58,240	6.55	\$ 381,705	\$ 58,240	10.58	\$ 616,103	\$ 57,269	11.20	\$ 201,944	\$ 439,472	\$ 641,416													
19	Care Coordinator - Day	\$ 76,253	0.59	\$ 44,622	\$ 76,253	0.79	\$ 59,859	\$ 89,282	0.79	\$ 29,019	\$ 41,068	\$ 70,087													
20	Lead Janitor	\$ 64,226	0.29	\$ 18,792	\$ 64,226	0.50	\$ 32,113	\$ 70,112	0.85	\$ 19,865	\$ 39,730	\$ 59,595													
21	Janitor	\$ 42,931	1.76	\$ 75,367	\$ 42,931	2.65	\$ 113,824	\$ 58,590	2.65	\$ 58,590	\$ 96,749	\$ 155,339													
22	Emergency Response Ambassador - Day	\$ 56,774	0.82	\$ 46,512	\$ 56,774	1.40	\$ 79,483	\$ 66,555	0.13	\$ 17,748	\$ (8,874)	\$ 8,874													
23	Emergency Response Ambassador - Swing	\$ 61,183	0.82	\$ 50,124	\$ 61,183	1.40	\$ 85,656	\$ 64,958	0.10	\$ 12,992	\$ (6,496)	\$ 6,496													
24	Emergency Response Ambassador - Night	\$ 65,593	0.82	\$ 53,737	\$ 65,593	1.40	\$ 91,830	\$ 65,277	0.23	\$ 30,463	\$ (15,232)	\$ 15,231													
25	Site Manager	\$ 95,272	0.59	\$ 55,751	\$ 95,272	1.00	\$ 95,272	\$ 103,701	1.00	\$ 34,567	\$ 69,134	\$ 103,701													
26	Associate Director of Interim Housing	\$ 102,013	0.12	\$ 11,939	\$ 102,013	0.20	\$ 20,403	\$ -		\$ -	\$ -	\$ -													
56		TOTAL SALARIES			\$ 1,576,340			TOTAL SALARIES			\$ 2,581,699			TOTAL SALARIES			\$ 912,150			\$ 1,717,347			\$ 2,629,497		
57		TOTAL FTE			27.91			TOTAL FTE			45.67			TOTAL FTE			43.55								
58		FRINGE BENEFIT RATE			40.00%			FRINGE BENEFIT RATE			40.00%			FRINGE BENEFIT RATE			40.00%			40.00%					
59		EMPLOYEE FRINGE BENEFITS			\$ 630,536			EMPLOYEE FRINGE BENEFITS			\$ 1,032,680			EMPLOYEE FRINGE BENEFITS			\$ 364,860			\$ 686,939			\$ 1,051,799		
60		TOTAL SALARIES & BENEFITS			\$ 2,206,876			TOTAL SALARIES & BENEFITS			\$ 3,614,379			TOTAL SALARIES & BENEFITS			\$ 1,277,010			\$ 2,404,286			\$ 3,681,296		

	A	B	X	AA	AB	AC	AD	BU	BV	BW
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING									
2	SALARY & BENEFIT DETAIL									
3	Document Date	11/1/2023								
4	Provider Name	Episcopal Community Services								
5	Program	Cova Non-Congregate Shelter								
6	FSP Contract ID#	1000024312								
7	Budget Name	ERF - Shelter								
8	EXTENSION YEAR									
9	Year 4 (2 Months)					All Years				
10	Agency Totals	For HSH Funded Program	7/1/2024 - 8/31/2024	7/1/2024 - 8/31/2024	7/1/2024 - 8/31/2024	12/18/2021 - 10/31/2023	12/18/2021 - 8/31/2024	12/18/2021 - 8/31/2024		
11			Current	Amendment	New	Current	Amendment	New		
12	POSITION TITLE	Annual Full Time Salary (for 1.00 FTE)	Adjusted Budgeted FTE	Budgeted Salary	Change	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary	
13	Supervisor - Day	\$ 70,953	0.25		\$ 17,963	\$ 17,963	\$ 164,899	\$ 84,186	\$ 249,085	
14	Supervisor - Swing	\$ 66,555	0.25		\$ 16,850	\$ 16,850	\$ 172,079	\$ 78,968	\$ 251,047	
15	Supervisor - Night	\$ 66,555	0.25		\$ 16,850	\$ 16,850	\$ 181,311	\$ 78,968	\$ 260,279	
16	Counselor - Day	\$ 58,930	2.03		\$ 119,354	\$ 119,354	\$ 1,087,417	\$ 564,698	\$ 1,652,115	
17	Counselor - Swing	\$ 55,629	2.03		\$ 112,668	\$ 112,668	\$ 1,126,203	\$ 538,661	\$ 1,664,864	
18	Counselor - Night	\$ 57,269	2.03		\$ 115,989	\$ 115,989	\$ 1,199,752	\$ 555,461	\$ 1,755,214	
19	Care Coordinator - Day	\$ 89,282	0.14		\$ 12,674	\$ 12,674	\$ 133,500	\$ 53,742	\$ 187,242	
20	Lead Janitor	\$ 70,112	0.15		\$ 10,777	\$ 10,777	\$ 70,770	\$ 50,507	\$ 121,276	
21	Janitor	\$ 58,590	0.48		\$ 28,090	\$ 28,090	\$ 247,781	\$ 124,839	\$ 372,620	
22	Emergency Response Ambassador - Day	\$ -			\$ -	\$ -	\$ 143,743	\$ (8,874)	\$ 134,869	
23	Emergency Response Ambassador - Swing	\$ -			\$ -	\$ -	\$ 148,773	\$ (6,496)	\$ 142,277	
24	Emergency Response Ambassador - Night	\$ -			\$ -	\$ -	\$ 176,030	\$ (15,232)	\$ 160,798	
25	Site Manager	\$ 103,701	0.18		\$ 18,753	\$ 18,753	\$ 185,590	\$ 87,887	\$ 273,477	
26	Associate Director of Interim Housing	\$ -			\$ -	\$ -	\$ 32,342	\$ -	\$ 32,342	
56	TOTAL SALARIES			\$ -	\$ 469,967	\$ 469,967	\$ 5,070,189	\$ 2,187,314	\$ 7,257,503	
57	TOTAL FTE			7.79						
58	FRINGE BENEFIT RATE			40.00%						
59	EMPLOYEE FRINGE BENEFITS			\$ -	\$ 187,987	\$ 187,987	\$ 2,028,076	\$ 874,926	\$ 2,903,001	
60	TOTAL SALARIES & BENEFITS			\$ -	\$ 657,954	\$ 657,954	\$ 7,098,265	\$ 3,062,240	\$ 10,160,504	

	A	B	C	F	I	J	K	L	M	N	AG	AH	AI
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING												
2	OPERATING DETAIL												
3	Document Date	11/1/2023											
4	Provider Name	Episcopal Community Services											
5	Program	Cova Non-Congregate Shelter											
6	FSP Contract ID#	1000024312											
7	Budget Name	ERF - Shelter											
8													
9	EXTENSION YEAR												
10	EXTENSION YEAR												
11		Year 1	Year 2	Year 3			Year 4 (2 Months)			All Years			
12		12/18/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 10/31/2023	7/1/2023 - 6/30/2024	7/1/2023 - 6/30/2024	7/1/2024 - 8/31/2024	7/1/2024 - 8/31/2024	7/1/2024 - 8/31/2024	12/18/2021 - 10/31/2023	12/18/2021 - 8/31/2024	12/18/2021 - 8/31/2024	
13		Actuals	Actuals	Current	Amendment	New	Current	Amendment	New	Current	Amendment	New	
14		Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	
15	Office Supplies, Postage	\$ 6,672	\$ 11,439	\$ 3,873	\$ 1,846	\$ 5,719		\$ 1,125	\$ 1,125	\$ 21,984	\$ 2,971	\$ 24,955	
16	Building Maintenance Supplies and Repair	\$ 13,313	\$ 22,822	\$ 6,550	\$ 4,861	\$ 11,411		\$ 1,902	\$ 1,902	\$ 42,685	\$ 6,763	\$ 49,448	
18	Insurance	\$ 13,727	\$ 23,532	\$ 14,675	\$ 18,526	\$ 33,201		\$ 5,533	\$ 5,533	\$ 51,934	\$ 24,059	\$ 75,993	
19	Staff Training	\$ 2,128	\$ 3,648	\$ 250	\$ 3,399	\$ 3,649		\$ 608	\$ 608	\$ 6,026	\$ 4,007	\$ 10,033	
22	Program/Client Supplies	\$ 6,563	\$ 11,251	\$ 3,200	\$ 2,800	\$ 6,000		\$ 1,000	\$ 1,000	\$ 21,014	\$ 3,800	\$ 24,814	
23	Telecommunications	\$ 4,125	\$ 7,071	\$ 500	\$ 6,571	\$ 7,071		\$ 1,179	\$ 1,179	\$ 11,696	\$ 7,750	\$ 19,446	
24	Staff Recruitment	\$ 1,875	\$ 3,214	\$ 200	\$ 800	\$ 1,000		\$ 167	\$ 167	\$ 5,289	\$ 967	\$ 6,256	
25	Linens	\$ 46,379	\$ 79,508	\$ 23,505	\$ 6,495	\$ 30,000		\$ 5,000	\$ 5,000	\$ 149,392	\$ 11,495	\$ 160,887	
26	Parking	\$ 1,740	\$ 2,983	\$ 500	\$ -	\$ 500		\$ 83	\$ 83	\$ 5,223	\$ 83	\$ 5,306	
27	Laundry Services		\$ 30,000	\$ 8,000	\$ 22,000	\$ 30,000		\$ 5,000	\$ 5,000	\$ 38,000	\$ 27,000	\$ 65,000	
54	Subcontractors (First \$25k Only)												
55	Security Services - VIP Security Specialist, Inc.		\$ 25,000	\$ 25,000	\$ -	\$ 25,000		\$ 25,000	\$ 25,000	\$ 50,000	\$ 25,000	\$ 75,000	
68	TOTAL OPERATING EXPENSES	\$ 96,523	\$ 220,468	\$ 86,253	\$ 67,298	\$ 153,551	\$ -	\$ 46,597	\$ 46,597	\$ 403,244	\$ 113,895	\$ 517,139	
69													
70	Other Expenses (Not Subject to Indirect Cost %)												
71	CHEFS Kitchens: 2 meals x \$12/meal x 109 guests x Number of days	\$ 510,120	\$ 954,840	\$ 312,440	\$ 642,400	\$ 954,840		\$ 159,140	\$ 159,140	\$ 1,777,400	\$ 801,540	\$ 2,578,940	
72	Security Services - VIP Security Specialist, Inc.		\$ 232,475	\$ 60,825	\$ 171,650	\$ 232,475		\$ 38,746	\$ 38,746	\$ 293,300	\$ 210,396	\$ 503,696	
73	CODB (to be allocated)				\$ 129,551	\$ 129,551		\$ 47,886	\$ 47,886	\$ -	\$ 177,437	\$ 177,437	
74	Adjustment to Actuals	\$ (1,078,096)	\$ (96,202)		\$ -	\$ -		\$ -	\$ -	\$ (1,174,298)	\$ -	\$ (1,174,298)	
79	TOTAL OTHER EXPENSES	\$ (567,976)	\$ 1,091,113	\$ 373,265	\$ 943,601	\$ 1,316,866	\$ -	\$ 245,772	\$ 245,772	\$ 896,402	\$ 1,189,373	\$ 2,085,775	

BUDGET NARRATIVE

Fiscal Year

ERF - Shelter

FY23-24

<u>Salaries & Benefits</u>	<u>Adjusted Budgeted FTE</u>	<u>Budgeted Salary</u>	<u>Justification</u>	<u>Calculation</u>
Supervisor - Day	1.40	\$ 99,334	Responsible for day to day site activity including guest escalation intervention and other guest needs. Maintain shift compliance, and counselor support.	\$70,953 annual x 1.4 FTE
Supervisor - Swing	1.40	\$ 93,177	Responsible for day to day site activity including guest escalation intervention and other guest needs. Maintain shift compliance, and counselor support.	\$66,555 annual x 1.4 FTE
Supervisor - Night	1.40	\$ 93,177	Responsible for day to day site activity including guest escalation intervention and other guest needs. Maintain shift compliance, and counselor support.	\$66,555 annual x 1.4 FTE
Counselor - Day	11.20	\$ 660,021	Provide guest services including meal delivery. Engage with guests to ensure needs are met. Escalate critical needs to management & Coordinator.	\$58,930 annual x 11.20 FTE
Counselor - Swing	11.20	\$ 623,049	Provide guest services including meal delivery. Engage with guests to ensure needs are met. Escalate critical needs to management & Coordinator.	\$55,629 annual x 11.20 FTE
Counselor - Night	11.20	\$ 641,416	Provide guest services including meal delivery. Engage with guests to ensure needs are met. Escalate critical needs to management & Coordinator.	\$57,269 annual x 11.20 FTE
Care Coordinator - Day	0.79	\$ 70,087	Responsible for guest services, including assessments, referrals, guest intervention, and emergency response.	\$89,282 annual x 0.79FTE
Lead Janitor	0.85	\$ 59,595	Lead and Coordinate the work of the janitorial team. ensure all rooms are up to standard and maintained daily. ensure all duties are completed on schedule.	\$70,112 annual x 0.85 FTE
Janitor	2.65	\$ 155,339	Responsible for daily upkeep of guest rooms. Trash removal, bathroom cleaning and vacuuming.	\$58,590 annual x 2.65 FTE
Emergency Response Ambassador - Day	0.13	\$ 8,874	Responsible for safety intervention Including: wellness checks, behavioral health, emergency response (911 CPR & AED), and incident report submission.	\$66,555 annual x 0.13 FTE
Emergency Response Ambassador - Swing	0.10	\$ 6,496	Responsible for safety intervention Including: wellness checks, behavioral health, emergency response (911 CPR & AED), and incident report submission.	\$64,958 annual x 0.10 FTE
Emergency Response Ambassador - Night	0.23	\$ 15,231	Responsible for safety intervention Including: wellness checks, behavioral health, emergency response (911 CPR & AED), and incident report submission.	\$65,277 annual x 0.23 FTE
Site Manager	1.00	\$ 103,701	Responsible for site operations. Including staff training, scheduling, staffing	\$103,701 annual x 1 FTE
TOTAL	43.55	\$2,629,497		
<u>Employee Fringe Benefits</u>	<u>40.0%</u>	<u>\$1,051,799</u>	<u>Includes FICA, SSUI, Workers Compensation and Medical calculated at 40% of total salaries.</u>	
Salaries & Benefits Total		\$3,681,296		

<u>Operating Expenses</u>	<u>Budgeted Expense</u>	<u>Justification</u>	<u>Calculation</u>
Office Supplies, Postage	\$ 5,719	Includes office supplies and postage expenses	\$477 x 12 months
Building Maintenance Supplies and Repair	\$ 11,411	Covers cleaning supplies, site repairs, and maintenance expenses	\$951 x 12 months
Insurance	\$ 33,201	Covers site liability insurance	\$2,767 x 12 months
Staff Training	\$ 3,649	Covers training expenses for staff	\$304 x 12 months
Program/Client Supplies	\$ 6,000	Includes program and client supplies expenses	\$500 x 12 months
Telecommunications	\$ 7,071	Covers cellphone usage expenses	\$589 x 12 months
Staff Recruitment	\$ 1,000	Includes staff recruitment expenses	\$83 x 12 months
Linens	\$ 30,000	Linens	\$2,500 x 12 months
Parking	\$ 500	Covers parking	\$42 x 12 months
Laundry Services	\$ 30,000	Covers personal laundry service in compliance with shelter standards of care	\$2,500 x 12 months
<u>Subcontractors (First \$25k Only)</u>			
Security Services - VIP Security Specialist, Inc.	\$ 25,000	First \$25k of security services eligible for indirect cost rate	\$25,000
TOTAL OPERATING EXPENSES	\$ 153,551		
Indirect Cost	15.0%	\$ 575,227	

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
CHEFS Kitchens: 2 meals x \$12/meal x 109 guests x Number of days	\$ 954,840	Covers expenses for hot meals for guests/clients	109 guests x 365 days x 2 meals x \$12
Security Services - VIP Security Specialist, Inc.	\$ 232,475	Covers security services.	\$21,456 x 12 months
CODB (to be allocated)	\$ 129,551	4.75 % Cost of Doing Business (CODB) for FY 2024 applied to GF	4.75%
TOTAL OTHER EXPENSES	\$1,316,866		

Appendix C, Method of Payment

- I. **Actual Costs:** In accordance with Article 5 Use and Disbursement of Grant Funds of the Grant Agreement, payments shall be made for actual costs incurred and reported for each month within the budget term (e.g., Fiscal Year or Project Term). Under no circumstances shall payment exceed the amount set forth in Appendix B, Budget(s) of the Agreement.

- II. **General Instructions for Invoice Submittal:** Grantee invoices shall include actual expenditures for eligible activities incurred during the month.
 - A. **Timelines:** Grantee shall submit all invoices and any related required documentation in the format specified below, after costs have been incurred, and within 15 days after the month the service has occurred. All final invoices must be submitted 15 days after the close of the fiscal year or project period. Expenditures must be paid by the Grantee prior to invoicing HSH for those expenditures.

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

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.
- B. 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/>.
- C. Reserved. (Spend Down).
- D. Documentation and Record Keeping:
1. In accordance with Article 5 Use and Disbursement of Grant Funds; Article 6 Reporting Requirements; Audits; Penalties for False Claims; and the Appendix A(s), Services to be Provided of the Agreement, Grantee shall keep electronic or hard copy records and documentation of all HSH invoiced costs, including, but not limited to, payroll records; paid invoices; receipts; and payments made for a period not fewer than five years after final payment under this Agreement, and shall provide to the City upon request.
 - a. HSH reserves the right to modify the terms of this Appendix in cases where Grantee has demonstrated issues with spend down, accuracy, and timeliness of invoices.
 - b. In addition to the instructions below, HSH will request and review supporting documentation on the following occasions without modification to this Appendix:
 - 1) Program Monitoring;
 - 2) Fiscal and Compliance Monitoring;
 - 3) Year End Invoice Review;
 - 4) Monthly Invoice Review;
 - 5) As needed per HSH request; and/or
 - 6) As needed to fulfill audit and other monitoring requirements.

2. All documentation requested by and submitted to HSH must:
 - a. Be easily searchable (e.g., PDF) or summarized;
 - b. Clearly match the Appendix B, Budget(s) line items and eligible activities;
 - c. Not include identifiable served population information (e.g., tenant, client, Protected Health Information (PHI), Personally Identifiable Information (PII)); and
 - d. Include only subcontracted costs that are reflected in the Appendix B, Budget(s). HSH will not pay for subcontractor costs that are not reflected in the Appendix B, Budget(s). All subcontractors must also be listed as Approved Subcontractors.

3. Grantee shall follow HSH instructions per funding source and ensure that all documentation clearly matches the approved Appendix B, Budget(s) line items and eligible activities.

Encampment Resolution Funding/ General Fund	
Type	Instructions and Examples of Documentation
Salaries & Benefits	<p>Grantee shall maintain and provide documentation for all approved payroll expenses paid to any personnel included in the Appendix B, Budget(s) covered by the Agreement and invoice period each time an invoice is submitted.</p> <p>Documentation shall include, but is not limited to, historical and current payroll information from a payroll service or a payroll ledger from Grantee’s accounting system and must include employee name, title, rate, and hours worked for each pay period.</p>
Operating	<p>Grantee shall maintain documentation for all approved Operating costs included in the Appendix B, Budget(s). Each time an invoice is submitted, Grantee shall upload documentation for all Subcontractor and Consultant costs, and documentation for any Operating line items that exceed \$10,000.</p> <p>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.</p>
Capital and/or One-Time Funding	<p>Grantee shall maintain and provide documentation for all approved Capital and/or One-Time Funding costs included in the Appendix B, Budget(s) each time an invoice is submitted.</p> <p>Documentation may include receipts of purchases or paid invoices of non-recurring expenditures, such as repairs or one-time purchases.</p>

Encampment Resolution Funding/ General Fund	
Type	Instructions and Examples of Documentation
Revenue	Grantee shall maintain and provide documentation for all revenues that offset the costs in the Appendix B, Budget(s) covered by the Agreement each time an invoice is submitted.

4. HSH will conduct regular monitoring of provider operating expenses under \$10,000 including, but not limited to requesting supporting documentation showing invoices were paid. Grantees shall provide requested information within specified timelines. HSH reserves the right to require full documentation of invoice submission regardless of amount to ensure the Grantee's compliance with HSH's invoicing requirements.

III. Reserved. (Advances or Prepayments).

IV. **Timely Submission of Reports and Compliance:** If a Grantee has outstanding items due to the City (e.g., Corrective Action Plans/report/document/data input), as specified in any written form from HSH (e.g., Letter of Correction, Corrective Action Plan, and/or Appendix A(s), Services to be Provided of the Agreement), Grantee shall submit and comply with such requirements prior to or in conjunction with invoices. Failure to submit required information or comply by specified deadlines may result in HSH withholding of payments.

Appendix D - Interests in Other City Grants

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

City Department or Commission	Program Name	Dates of Grant Term	Not-To-Exceed Amount
Adult Probation Department	Rental Subsidies and Flexible Spending Funds for Step Up to Freedom	May 1, 2020 - June 30, 2024	\$2,335,382
Department of Homelessness and Supportive Housing	1064-68 Mission Street Housing	May 1, 2022 - June 30, 2025	\$6,300,824
Department of Homelessness and Supportive Housing	1180 4th Street Housing	July 1, 2014 - June 30, 2024	\$4,934,700
Department of Homelessness and Supportive Housing	455 Fell Street Housing	May 15, 2019 - June 30, 2026	\$2,929,622
Department of Homelessness and Supportive Housing	Adult Access Points	July 1, 2021 - June 30, 2024	\$9,816,708
Department of Homelessness and Supportive Housing	Adult Rapid Rehousing & Mainstream Voucher	July 1, 2020 - June 30, 2024	\$8,586,482
Department of Homelessness and Supportive Housing	Adult Rapid Rehousing (Prop C)	February 15, 2021 - June 30, 2024	\$9,749,200
Department of Homelessness and Supportive Housing	Auburn Hotel	July 1, 2021 - June 30, 2026	\$7,555,534
Department of Homelessness and Supportive Housing	Bishop Swing	July 1, 2020 - March 31, 2024	\$4,384,783
Department of Homelessness and Supportive Housing	Bryant Homeless Storage	December 1, 2020 - February 29, 2024	\$2,663,002
Department of Homelessness and Supportive Housing	Canon Barcus RA & SS	July 1, 2020 - June 30, 2024	\$5,792,831
Department of Homelessness and Supportive Housing	Canon Kip Community House	December 1, 2021 - January 30, 2024	\$7,085,148
Department of Homelessness and Supportive Housing	Flexible Housing Subsidy Pool	February 15, 2021 - June 30, 2024	\$9,900,000
Department of Homelessness and Supportive Housing	Granada Hotel	November 1, 2020 - June 30, 2025	\$7,489,776
Department of Homelessness and Supportive Housing	Henry Hotel	July 1, 2019 - October 31, 2023	\$9,738,512
Department of Homelessness and Supportive Housing	Henry Hotel Rental Assistance	August 1, 2021 - July 31, 2024	\$3,649,750
Department of Homelessness and Supportive Housing	Hotel Diva Hotel	August 1, 2021 - June 30, 2024	\$3,063,465
Department of Homelessness and Supportive Housing	Housing First	January 1, 2021 - February 29, 2024	\$26,329,610

Department of Homelessness and Supportive Housing	Housing Navigation	July 1, 2021 - June 30, 2024	\$9,956,824
Department of Homelessness and Supportive Housing	Interfaith Winter Shelter	July 1, 2021 - June 30, 2024	\$2,333,326
Department of Homelessness and Supportive Housing	Minna Lee Hotel	May 1, 2018 - June 30, 2026	\$3,418,795
Department of Homelessness and Supportive Housing	Post Hotel	September 1, 2020 - June 30, 2024	\$9,996,278
Department of Homelessness and Supportive Housing	Rose Hotel & Canon Kip	July 1, 2020 - December 31, 2023	\$2,405,468
Department of Homelessness and Supportive Housing	Sanctuary Shelter	July 1, 2021 - June 30, 2026	\$25,755,271
Department of Homelessness and Supportive Housing	Tahanan Housing	August 1, 2021 - June 30, 2024	\$3,074,403
Department of Public Health	Adult MH OP -SF Start	July 3, 2018 - June 30, 2025	\$9,351,483
Human Services Agency	Congregate Meals for Adults with Disabilities	July 1, 2021 - June 30, 2025	\$471,940
Human Services Agency	Congregate Meals for Older Adults (with NCQA)	July 1, 2021 - June 30, 2025	\$2,420,484
Human Services Agency	HES FY24-27	July 1, 2023- June 30, 2027	\$2,134,557
Human Services Agency - Department of Disability and Aging Services	Senior Services - Community Services	January 1, 2021 - June 30, 2027	\$1,388,891
Human Services Agency - Department of Disability and Aging Services	Case Management	July 1, 2023 - June 30, 2027	\$1,593,557
Office of Economic and Workforce Development	Pilot Occupational Skills Training	July 1, 2021 - August 31, 2023	\$1,250,000