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

SECOND 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 August 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, 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.
 - Agreement. The term "Agreement" shall mean the Agreement dated (a) December 18, 2021 between Grantee and City; and First Amendment, dated April 1, 2022.
- 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.

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3.2 Duration of Term.

(a) The term of this Agreement shall commence on **December 18, 2021** and expire on **July 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:

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.
- **2.2 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 Three Hundred Forty Thousand Four Hundred Seventy Six Dollars (\$9,340,476).
 - (b) Grantee understands that, of the Maximum Amount of Grant Funds listed under Article 5.1 (a) of this Agreement, Four Hundred Forty Four Thousand Seven Hundred Eighty Five Dollars (\$444,785) 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.

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- (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.
- **Section 16.24 Additional City Compliance Requirements** is hereby added to this Agreement.
 - 16.24 Additional City Compliance Requirements. Grantee represents that it is in good standing with the California Attorney General's Registry of Charitable Trusts and will remain in good standing during the term of this Agreement. Grantee shall immediately notify City of any change in its eligibility to perform under the Agreement. Upon City request, Grantee shall provide documentation demonstrating its compliance with applicable legal requirements. If Grantee will use any subgrantees to perform the Agreement, Grantee is responsible for ensuring they are also in compliance with the California Attorney General's Registry of Charitable Trusts at the time of grant execution and for the duration of the agreement. Any failure by Grantee or any subgrantees to remain in good standing with applicable requirements shall be a material breach of this Agreement.
- **2.4 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 August 1, 2023) Appendix B, Budget (dated August 1, 2023)

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- Appendix C, Method of Payment (dated August 1, 2023) Appendix D, Interests in Other City Grants (dated August 1, 2023)
- 2.5 Appendix A, Services to be Provided (dated April 1, 2022), of the Agreement is hereby replaced in its entirety by Appendix A, Services to be Provided (dated August 1, 2023), for the period of August 1, 2023 to October 31, 2023.
- **2.6 Appendix B, Budget** (dated April 1, 2022), of the Agreement is hereby replaced in its entirety by the modified **Appendix B, Budget** (dated August 1, 2023), for the period of December 18, 2021 to October 31, 2023.
- 2.7 Appendix C, Method of Payment (dated April 1, 2022), of the Agreement is hereby replaced in its entirety by the modified Appendix C, Method of Payment (dated August 1, 2023).
- 2.8 Appendix D, Interests in Other City Grants (dated April 1, 2022), of the Agreement is hereby replaced in its entirety by the modified Appendix D, Interests in Other City Grants (dated August 1, 2023)

G-150 (3-23; HSH 3-23) F\$P: 1000024312 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: Shirun McSpadden

Shireen McSpadden
Executive Director

By: Mary Elizabeth Stokes

Mary Elizabeth Stokes Executive Director

City Supplier Number: 0000020568

Approved as to Form: David Chiu City Attorney

By:

Alan Palthe

Adam Radtke

Deputy City Attorney

Appendix A, Services to be Provided **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 1which 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.

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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=defaul t.htm\$3.0\$vid=amlegal:sanfrancisco ca\$anc=JD 20.404.

- E. <u>Safety and De-Escalation</u>: 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;
 - 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 Policies 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. <u>Guest Referral and Intake Services</u>: 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. <u>Shelter Support Services</u>: 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. <u>Intake</u>: 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

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- 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. <u>Referrals and Coordination of Services:</u> 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.

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- 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.

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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 <u>forms</u>. 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

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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. <u>Language and Interpretation Services</u>: 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://sfgovl.sharepoint.com/sites/HOM-Ext-Providers.
- H. <u>Case Conferences</u>: 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. <u>Admission Policy</u>: 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;

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- 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. <u>Critical Incident</u>: 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. <u>Disaster and Emergency Response Plan</u>: 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;

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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 date 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

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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. <u>Harm Reduction</u>: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow the <u>HSH Overdose Prevention Policy</u>. Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
- R. <u>Housing First</u>: 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.

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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.

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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. <u>Census and Exits</u>: 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. <u>Evaluative Studies</u>: 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:

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- 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. <u>Program Monitoring</u>: 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.

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B. <u>Fiscal Compliance and Contract Monitoring</u>: 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.

Date: 2.	t Inventory Date: Dep: est Room Number:	oarture Inventory
Location	Current Condition	Condition upon Departure
	Check Box if Damage Observed, Briefly Describe Damage, And Attach Photograph	Check Box if Damage Observed, Briefly Describe Damage, And Attach Photograph
a. Guest Room	Carpet (identify stains / damage):	Carpet (identify stains / damage):
	Night Stand(s):	Night Stand(s):
	Dresser:	Dresser:
	Desk:	Desk:
	Upholstered Chair(s)	Upholstered Chair(s)
	Other Chair(s)	Other Chair(s)
	Television	Television

Bed(s)	Bed(s)
Bed Linen(s)	Bed Linen(s)
Mattress / Box Spring	Mattress / Box Spring
Door(s)	Door(s)
Wall(s)/Ceiling(s)(paint/wall paper/drywall)	Wall(s)/Ceiling(s) (paint/wall paper/drywall)
Lamps / Light Fixture(s)	Lamps / Light Fixture(s)
Floor Covering	Floor Covering
Windows (glass, curtains, etc.)	Windows (glass, curtains, etc.)
Baseboard(s)/Molding(s)	Baseboard(s)/Molding(s)
Other	Other

b. Bath	Sink/faucet (damage / in working condition?)	Sink/faucet (damage / in working condition?)
	Toilet	Toilet
	Tub/Shower (damage / in working condition?)	Tub/Shower (damage / in working condition?)
	Floor	Floor
	Bathroom Door	Bathroom Door
	Shower Door	Shower Door
	Shower Shelf	Shower Shelf
	Walls /Ceilings (paint/drywall repair)	Walls / Ceilings (paint /drywall repair)
	Countertop	Countertop
	Towel Rack(s)	Towel Rack(s)
	Exhaust Fan / Light	Exhaust Fan / Light
	Mirror / Cabinet	Mirror / Cabinet
	Other	Other
	Other	Other

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

	Baseboard(s)/Molding(s)	Baseboard(s)/Molding(s)
	Other	Other
e. All Other Identified Damage	Other:	Other:
CURRENT C	ONDITION DOCUMENTED	
CITY		HOTEL (Name)
CITY AND Co	OUNTY OF SAN FRANCISCO, rporation	
Ву:		By:
Date:		Date:

#######################################	#######################################
DEPARTURE CONDITION DOCUMENTED	
CITY CITY AND COUNTY OF SAN FRANCISCO, a municipal corporation	HOTEL
By:	By:
Date:	Date:

	А	В	С	D											
1	DEPARTMENT OF H	OMELESSNESS A	AND SUPPORTIVE	HOUSING											
2	APPENDIX B, BUDG	ET	-												
3	Document Date	8/1/2023													
	Duration														
4	Contract Term	Begin Date	End Date	(Years)											
5	Current Term	12/18/2021	7/31/2023	2											
6	Amended Term	12/18/2021	10/31/2023	2											
7	Program	Cova Non-Con	gregate Shelter												
8	F\$P Contract ID#	1000024312													
9															
10		Approved Sub	ocontractors												
11	VIP Security Special	ist, Inc.													

	Α	В	С	D	E F	G	Н	l ,	J	K	L	М
1	DEPARTMENT OF H	OMELESSNESS A	ND SUPPORTIVE	HOUSING								
2	APPENDIX B, BUDG	ET										
3	Document Date	8/1/2023										
4	Contract Term	Begin Date	End Date	Duration (Years)								
5	Current Term	12/18/2021	7/31/2023	2								
6	Amended Term	12/18/2021	10/31/2023	3								
Contract Term Begin Date End Date (Years)												
8	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING APPENDIX B, BUDGET Document Date 8/1/2023 Contract Term Begin Date End Date (Year: Current Term 12/18/2021 7/31/2023 2 Amended Term 12/18/2021 10/31/2023 3 Program Cova Non-Congregate Shelter F\$P Contract ID# 1000024312 Number Served (# of Guests) Service Component:											
9												
10	Number Served	(# of Guests)			Year	1	Y	ear 2			ear :	
11		Service Con	nponent:		12/18/20 6/30/20			./2022 30/2023			/202 31/2	23 - 2023
12	Shelter				95			109			109	

	Α	В	С	D	Е	Т	Н	_	K		-	М		Al	AJ	т —	AK
	DEPARTMENT OF HON		_				п		N		L	IVI		AI	AJ		AN
1		ALLESSINESS AIN	D 30PPORTIVE I	TOUSING													
2	APPENDIX B, BUDGET		1														
3	Document Date	8/1/2023			-												
				Duration													
-	Contract Term	Begin Date	End Date	(Years)													
5	Current Term	12/18/2021	7/31/2023	2													
	Amended Term	12/18/2021	10/31/2023	3													
7	Provider Name	Episcop	al Community S	ervices													
	Program	Cova N	on-Congregate S	Shelter													
9	F\$P Contract ID#		1000024312														
10	Action (select)		Amendment														
11	Effective Date		8/1/2023														
12	Budget Name		ERF - Shelter														
13		Current	New														
14	Term Budget	\$ 8,123,789	\$ 9,523,136														
15	Contingency	\$ 1,216,687	\$ 417,340	4%													
	Not-To-Exceed	\$ 9,340,476	\$ 9,940,476														
16	NOC-10-EXCEEU	7,540,475 د	5,54∪,4/0 €,		J												
17										EXTE	ENSION YEAR						
					Year 1		Year 2				Year 3				All Years		
18					Tear 1		rear Z			(4	4 months)				All feats		
					12/18/2021 -	_	//1/2022 -	7	/1/2023 -	-	7/1/2023 -	7/1/2023 -	12/1	8/2021 -	12/18/2021	12	/18/2021 -
					6/30/2021		5/30/2023		/1/2023 - /31/2023		.0/31/2023	10/31/2023	-	1/2023	10/31/2023		0/31/2023
19					0/30/2022	C	0/30/2023	//	/31/2023	1	.0/31/2023	10/31/2023	//3	1/2023	10/31/2023	10)/31/2023
					Actuals		Actuals	'	Current	Αı	mendment	New	Cı	ırrent	Amendment		New
20																	
	Expenditures										,						
	Salaries & Benefits				\$ 2,206,876		3,614,379	\$	314,274	\$	962,736	\$ 1,277,010		,135,529	\$ 962,736	_	7,098,265
	Operating Expense				\$ 96,523		220,468	\$	50,683	\$	35,569	\$ 86,252	_	367,674	\$ 35,569	_	403,243
-	Subtotal				\$ 2,303,398		3,834,847	\$	364,957	\$	998,305	\$ 1,363,262	\$ 6,	,503,203	\$ 998,305	\$	7,501,507
	Indirect Percentage				15.00%	ó	15.00%		15.00%			15.00%					
26	Indirect Cost (Line 24 X				\$ 345,510		575,227	\$	54,744	\$	149,746	\$ 204,490		975,481	\$ 149,746	_	1,125,227
27	Other Expenses (Not so	ubject to indirec	t %)		\$ (567,976)) \$	1,091,113	\$	121,969	\$	251,296	\$ 373,265	\$	645,106	\$ 251,296	\$	896,402
30	Total Expenditures				\$ 2,080,932	\$	5,501,187	\$	541,670	\$	1,399,347	\$ 1,941,017	\$ 8,	123,789	\$ 1,399,347	\$	9,523,136
														U			
_	HSH Revenues*																
	State Project Roomkey	•			\$ 3,159,028		5,597,389					\$ -		756,417	\$ -	\$	8,756,417
	Adjustment to Actuals				\$ (1,078,096)) \$	(96,202)			L_		\$ -		.174,298)	\$ -	_	(1,174,298)
	Encampment Resolution							\$	466,449	\$	1,399,347	\$ 1,865,796		466,449	\$ 1,399,347	_	1,865,796
	Encampment Resolution	on Funding (ERF) - Closeout Cost	:S				\$	75,221	L_		\$ 75,221	\$	75,221	\$.	\$	75,221
42	Total HSH Revenues				\$ 2,080,932		5,501,187	\$	541,670	\$	1,399,347	\$ 1,941,017		,123,789	\$ 1,399,347		9,523,136
49	Total Other Revenues				\$ -	\$		\$	-	\$	-	\$ -	\$	-	\$ -	\$	-
51	Total HSH + Other Rev	enues			\$ 2,080,932	\$	5,501,187	\$	541,670	\$	1,399,347	\$ 1,941,017	\$ 8,	,123,789	\$ 1,399,347	\$	9,523,136
54												-					
55	Prepared by		Tiffany Luong]												
		144	, ,	10	1												
56	Phone		5) 487-3300 x12														
57	Email	<u>t</u>	luong@ecs-sf.org														
58					4												
36	* NOTE: HSH budgets to	vnically project o	uit revenue level	s across	1												
	multiple years, strictly for																
59	budgets at any given ye																
60	discretion and funding a																
	information, please see	Article 2 of the (a-100 Grant Agre	eement													
61	document.]												

	A	В		С	F		G		J	М		N	
1	DEPARTMENT OF HOMELES	SNESS AND SUPPORTIVE HOUSING											
2	SALARY & BENEFIT DETAIL												
3	Document Date	8/1/2023											
4	Provider Name	Episcopal Community Services											
	Program	Cova Non-Congregate Shelter											
6	F\$P Contract ID#	1000024312											
7	Budget Name	ERF - Shelter	ļ										
8					Year 1					Year 2			
9					For HSH	12	/18/2021 -			For HSH	7.	/1/2022 -	
10			Дде	ncy Totals	Funded		/30/2021 -	Age	ncy Totals	Funded	•	/30/2023	
11			7.60	,	Program	Ü	Current	, .60	,	Program		Current	
				15.0					1.5.11				
				nual Full	Adjusted	E	Budgeted		nual Full	Adjusted	В	udgeted	
				ne Salary 1.00 FTE)	Budgeted FTE		Salary		ne Salary 1.00 FTE)	Budgeted FTE		Salary	
12	POSITION TITLE		`	•				`					
13	Supervisor - Day		\$	59,384	0.82		48,650	\$	59,384		\$	83,138	
14	Supervisor - Swing		\$	63,544	0.82	\$	52,058	\$	63,544	1.40	\$	88,962	
15	Supervisor - Night		\$	67,704	0.82	\$	55,467	\$	67,704	1.40	\$	94,786	
16	Counselor - Day		\$	49,920	6.55	\$	327,176	\$	49,920	10.93	\$	545,564	
17	Counselor - Swing		\$	54,080	6.55	\$	354,439	\$	54,080	10.63	\$	574,708	
18	Counselor - Night		\$	58,240	6.55	\$	381,705	\$	58,240	10.58	\$	616,103	
19	Care Coordinator - Day		\$	76,253	0.59	\$	44,622	\$	76,253	0.79	\$	59,859	
20	Lead Janitor		\$	64,226	0.29		18,792	\$	64,226	0.50	\$	32,113	
21	Janitor		\$	42,931	1.76	\$	75,367	\$	42,931	2.65	\$	113,824	
22	Emergency Response Ambas	sador - Day	\$	56,774	0.82		46,512	\$	56,774	1.40	\$	79,483	
23	Emergency Response Ambas		\$	61,183	0.82	\$	50,124	\$	61,183	1.40	\$	85,656	
24	Emergency Response Ambas	sador - Night	\$	65,593	0.82		53,737	\$	65,593	1.40	\$	91,830	
25	Site Manager		\$	95,272	0.59	\$	55,751	\$	95,272	1.00	\$	95,272	
26	Associate Director of Interim	Housing	\$	102,013	0.12	\$	11,939	\$	102,013	0.20	\$	20,403	
56				TOTA	L SALARIES	\$	1,576,340		TOTAL	SALARIES	\$	2,581,699	
57			Т	OTAL FTE	27.91			1	OTAL FTE	45.67			
58			FRINGE E	BENEFIT RATE		40.00%		FRINGE BE	40.00%				
59				RINGE BENEFITS	т.	630,536	l		NGE BENEFITS		\$ 1,032,680		
60				TOTAL SALAR	IES & BENEFITS	\$	2,206,876	TO	OTAL SALARIE	S & BENEFITS	\$:	3,614,379	

	А	В		Q	Т		U		V		W		BU		BV		BW
1	DEPARTMENT OF HOMELES	SNESS AND SUPPORTIVE HOUSING															
2	SALARY & BENEFIT DETAIL		_														
3	Document Date	8/1/2023															
4	Provider Name	Episcopal Community Services															
5	Program	Cova Non-Congregate Shelter	ļ														
	F\$P Contract ID#	1000024312															
	Budget Name	ERF - Shelter															
8							ENSION YE										
9							r 3 (4 montl		,						All Years		
					For HSH		1/2023 -		7/1/2023 -	-	/1/2023 -		[′] 18/2021 -		18/2021 -		/18/2021 -
10			Age	ncy Totals	Funded		31/2023		0/31/2023	10	/31/2023		/31/2023		/31/2023	10	/31/2023
11					Program	(Current	Ar	mendment		New		Current	Am	endment		New
			An	nual Full	Adjusted							_				_	
			Tin	ne Salary	Budgeted		udgeted		Change	В	udgeted	В	udgeted	(Change	E	Sudgeted
12	POSITION TITLE		(for	1.00 FTE)	FTE		Salary				Salary		Salary				Salary
13	Supervisor - Day		\$	70,953	0.47	\$	6,928	\$	26,183	\$	33,111	\$	138,716	\$	26,183	\$	164,899
14	Supervisor - Swing		\$	66,555	0.47	\$	7,413	\$	23,646	\$	31,059	\$	148,434	\$	23,646	\$	172,079
15	Supervisor - Night		\$	66,555	0.47	\$	7,899	\$	23,160	\$	31,059	\$	158,151	\$	23,160	\$	181,311
16	Counselor - Day		\$	58,930	3.64	\$	46,592	\$	168,085	\$	214,677	\$	919,332	\$	168,085	\$	1,087,417
17	Counselor - Swing		\$	55,629	3.54	\$	50,475	\$	146,581	\$	197,056	\$	979,622	\$	146,581	\$	1,126,203
18	Counselor - Night		\$	57,269	3.53	\$	54,357	\$	147,587	\$	201,944	\$	1,052,166	\$	147,587	\$	1,199,752
19	Care Coordinator - Day		\$	93,610	0.31	\$	6,354	\$	22,665	\$	29,019	\$	110,835	\$	22,665	\$	133,500
20	Lead Janitor		\$	70,112	0.28		2,676	\$	17,189	\$	19,865	\$	53,581	\$	17,189	\$	70,770
21	Janitor		\$	58,590	1.00		10,733	\$	47,857	\$	58,590	\$	199,924	\$	47,857	\$	247,781
22	Emergency Response Ambas		\$	66,555	0.27	\$	6,624	\$	11,124	\$	17,748	\$	132,618	\$	11,124	\$	143,743
23	Emergency Response Ambas		\$	64,958	0.20		7,138	\$	5,854	\$	12,992		142,919	\$	5,854		148,773
24	Emergency Response Ambas	sador - Night	\$	65,277	0.47		7,652	\$	22,811	\$	30,463	\$	153,219	\$	•	\$	176,030
25	Site Manager		\$	103,701	0.33		7,939	\$	26,628	\$	34,567	\$	158,962	\$	·	\$	185,590
26	Associate Director of Interim	Housing	\$	-		\$	1,700	\$	(1,700)		-	\$	34,042	\$	(1,700)		32,342
56					SALARIES	\$	224,481	\$	687,669	\$	912,150	\$ 4	4,382,520	\$	687,669	\$	5,070,189
57			TOTAL FTE 14.97														
58			FRINGE BENEFIT RATE				40.00% 40.00%										
59		E	MPLOYEE FRI	NGE BENEFITS	\$	89,793	\$ 275,067		\$ 364,860				\$	275,067		2,028,076	
60			T	OTAL SALARIE	S & BENEFITS	\$	314,274	\$	962,736	\$:	1,277,010	\$ (6,135,529	\$	962,736	\$	7,098,265

	А	В		С	F	I		J	K		AG		AH		Al
1	DEPARTMENT OF HOMELESSN	IESS AND SUPPORTIVE HOUSING													
2	OPERATING DETAIL														
3	Document Date	8/1/2023													
4	Provider Name	Episcopal Community Services													
	Program	Cova Non-Congregate Shelter													
6	F\$P Contract ID#	1000024312													
	Budget Name	ERF - Shelter													
8							EXT	Year 3							
9				Year 1	Year 2		(4	(4 months)				1	All Years		
Ť			1:	2/18/2021 -	7/1/2022 -	7/1/2023 -		7/1/2023 -	7/1/2023 -	12	/18/2021 -	12	/18/2021 -	12	2/18/2021 -
10				6/30/2022	6/30/2023	7/31/2023	1	10/31/2023	10/31/2023	7	//31/2023	1	0/31/2023	1	0/31/2023
11				Actuals	Actuals	Current	Α	Amendment	New		Current	Ar	nendment		New
				Budgeted	Budgeted	Budgeted			Budgeted	E	Budgeted			E	Budgeted
12	Operating Expenses			Expense	Expense	Expense		Change	Expense	ı	Expense		Change		Expense
15	Office Supplies, Postage		\$	6,672	\$ 11,439	\$ 1,430	\$	2,446	3,876	\$	19,541	\$	2,446	\$	21,987
16	Building Maintenance Supplies an	d Repair	\$	13,313	\$ 22,822	\$ 2,853	\$	3,697	6,550	\$	38,988	\$	3,697	\$	42,685
18	Insurance		\$	13,727	\$ 23,532	\$ 2,941	\$	11,732	14,673	\$	40,200	\$	11,732	\$	51,932
19	Staff Training		\$	2,128	\$ 3,648	\$ 456	\$	(206)	250	\$	6,232	\$	(206)	\$	6,026
22	Program/Client Supplies		\$	6,563	\$ 11,251	\$ 1,406	\$	1,794	3,200	\$	19,220	\$	1,794	\$	21,014
23	Telecommunications		\$	4,125	\$ 7,071	\$ 884	\$	(384)	500	\$	12,080	\$	(384)	\$	11,696
24	Staff Recruitment		\$	1,875	\$ 3,214	\$ 402	\$	(202)	200	\$	5,491	\$	(202)	\$	5,289
25	Linens		\$	46,379	\$ 79,508	\$ 9,938	\$	13,565	23,503	\$	135,825	\$	13,565	\$	149,390
26	Parking		\$	1,740	\$ 2,983	\$ 373	\$	127	500	\$	5,096	\$	127	\$	5,223
27	Laundry Services				\$ 30,000	\$ 5,000	\$	3,000	8,000	\$	35,000	\$	3,000	\$	38,000
54	Subcontractors (First \$25k Only)														
55	Security Services - VIP Security S	Specialist, Inc.			\$ 25,000	\$ 25,000	\$	-	\$ 25,000	\$	50,000	\$	-	\$	50,000
68	TOTAL OPERATING EXPENSES		\$	96,523	\$ 220,468	\$ 50,683	\$	35,569	\$ 86,252	\$	367,674	\$	35,569	\$	403,243
69															
-	Other Expenses (not subject to in-	direct cost %)													
		\$12 x 109 Guests x Number of Days x													
-	Occupancy Rate	· .	\$	510,120	\$ 954,840	\$ 119,355	\$	193,085	\$ 312,440	\$	1,584,315	\$	193,085	\$	1,777,400
72	Security Services - VIP Security S	pecialist, Inc.			\$ 232,475	\$ 2,614	\$	58,211	\$ 60,825	\$	235,089	\$	58,211	\$	293,300
73	Adjustment to Actuals		\$	(1,078,096)	\$ (96,202)		\$	-	\$ -	\$	(1,174,298)	\$	-	\$	(1,174,298)
79	TOTAL OTHER EXPENSES		\$	(567,976)	\$ 1,091,113	\$ 121,969	\$	251,296	\$ 373,265	\$	645,106	\$	251,296	\$	896,402

BUDGET NARRATIVE	Fiscal Year
ERF - Shelter	FY23-24

ERF - Shelter	F Y 23-	-24		
	<u>Adjusted</u>			
	Budgeted	Budgeted		
Salaries & Benefits	<u>FTE</u>	<u>Salary</u>	<u>Justification</u>	Calculation
Supervisor - Day	0.47 \$	33,111	Responsible for day to day site activity including guest escalation intervention and other guest needs. Maintain shift compliance, and counselor support.	\$70,952 annual x 1.4 FTE x 4 months
Supervisor - Swing	0.47 \$	31,059	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 x 4 months
Supervisor - Night	0.47 \$	31,059	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 x 4 months
Counselor - Day	3.64 \$	214,677	Provide guest services including meal delivery. Engage with guests to make sure needs are met. Escalate critical needs to Management & Coordinator.	\$58,930 annual x 11.2 FTE x 4 months
Counselor - Swing	3.54 \$	197,056	Provide guest services including meal delivery. Engage with guests to make sure needs are met. Escalate critical needs to management & Coordinator.	\$55,629 annual x 11.2 FTE x 4 months
Counselor - Night	3.53 \$	201,944	Provide guest services including meal delivery. Engage with guests to make sure needs are met. Escalate critical needs to management & Coordinator.	\$57,269 annual x 11.2 FTE x 4 months
Care Coordinator - Day	0.31 \$	29,019	Responsible for guest services, including assessments, referrals, guest intervention, and emergency response.	\$93,610 annual x 1 FTE x 4 months
Lead Janitor	0.28 \$	19,865	Lead and coordinate the work of the janitorial team. Make sure all rooms are up to standard and maintained daily. Make sure all duties are completed on schedule.	\$70,112 annual x 0.85 FTE x 4 months
Janitor	1.00 \$	58,590	Responsible for daily upkeep of guest rooms. Trash removal, bathroom cleaning and vacuuming.	\$58,590 annual x 3 FTE x 4 months
Emergency Response Ambassador - Day	0.27 \$	17,748	Responsible for safety intervention Including: wellness checks, behavioral health, emergency response (911 CPR & AED), and incident report submission.	\$66,555 annual x 0.80 FTE x 4 months
Emergency Response Ambassador - Swing	0.20 \$	12,992	Responsible for safety intervention Including: wellness checks, behavioral health, emergency response (911 CPR & AED), and incident report submission.	\$64,960 annual x 0.60 FTE x 4 months
Emergency Response Ambassador - Night	0.47 \$	30,463	Responsible for safety intervention Including: wellness checks, behavioral health, emergency response (911 CPR & AED), and incident report submission.	\$65,278 annual x 1.4 FTE x 4 months
Site Manager	0.33 \$	34,567	Responsible for site operations, including staff training, scheduling, staffing	\$103,701 annual x 1 FTE x 4 months
TOTAL	14.97 \$	912,150	-	
Employee Fringe Benefits	40.0% \$		Includes FICA, SSUI, Workers Compensation and Medical calculated at	40% of total salaries.
Salaries & Benefits Total \$ 1,277,010				
	ф	1,211,010	j	

BUDGET NARRATIVE	Fiscal Year
ERF - Shelter	FY23-24

	ь	udaatad		
Operating Expenses		udgeted xpense	Justification	<u>Calculation</u>
Office Supplies, Postage	\$	3,876	Includes office supplies and postage expenses	\$968 x 4 months
Building Maintenance Supplies and Repair	\$	6,550	Covers cleaning supplies, site repairs, and maintenance expenses	\$1,638 x 4 months
Insurance	\$	14,673	Covers site liability insurance	\$3,668 x 4 months
Staff Training	\$	250	Covers training expenses for staff	\$63 x 4 months
Program/Client Supplies	\$	3,200	Includes program and client supplies expenses	\$800 x 4 months
Telecommunications	\$	500	Covers cellphone usage expenses	\$125 x 4 months
Staff Recruitment	\$	200	Includes staff recruitment expenses	\$50 x 4 months
Linens	\$	23,503	Linens	\$5,876 x 4 months
Parking	\$	500	Covers parking	\$125 x 4 months
Laundry Services	\$	8,000	Covers personal laundry service in compliance with shelter standards of care	\$2,000 x 4 months
Subcontractors (First \$25k Only)				
Security Services - VIP Security Specialist, Inc.	\$	25,000	First \$25k of security services eligible for indirect cost rate	\$21,456 x 4 months
TOTAL OPERATING EXPENSES	\$	86,252		
Indirect Cost	15% \$	204,490		

Other Expenses (not subject to indirect cost %) CHEFS Kitchens: 2 Hot Meals x \$12 x 109 Guests x Number of Days x Occupancy Rate	\$ Amount 312,440	<u>Justification</u> Covers expenses for hot meals for guests/clients	Calculation 109 guests x 2 meals x \$12 x 4 months x 98% Occupancy Rate
Security Services - VIP Security Specialist, Inc.	\$ 60,825	Covers security services for 4 months	\$21,456 x 4 months
TOTAL OTHER EXPENSES	\$ 373,265		

Appendix C, Method of Payment

- I. <u>Actual Costs</u>: 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. <u>General Instructions for Invoice Submittal</u>: Grantee invoices shall include actual expenditures for eligible activities incurred during the month.
 - A. <u>Timelines</u>: 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	Service End Date	
	Begin 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. <u>Line Item Variance</u> 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. <u>Documentation and Record Keeping</u>:

- 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			
Type	Instructions and Examples of Documentation		
Salaries & Benefits	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.		
	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.		
Operating	Grantee shall maintain documentation for all approved Operating costs included in the Appendix B, Budget(s). Each time an invoice is submitted, Grantee shall upload documentation for all Subcontractor and Consultant costs, and documentation for any Operating line items that exceed \$10,000.		
	Documentation may include, but is not limited to, receipts of purchases or paid invoices of recurring expenditures, such as lease payments; copies of current leases; subcontractor payments; equipment lease invoices; and utility payments.		
Capital and/or	Grantee shall maintain and provide documentation for all		
One-Time Funding	approved Capital and/or One-Time Funding costs included in the Appendix B, Budget(s) 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.		

Encampment Resolution Funding			
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.

**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 - July 31, 2023	\$1,750,602
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 3, 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, 2023	\$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	\$1,814,852
Human Services Agency	HES FY24 -27	July 1, 2023 - June 30, 2027	\$2,134,557
Human Services Agency	Employment Services	July 1, 2021 - June 30, 2027	\$1,764,096
Human Services Agency - Department of Disability and Aging Services	Senior Services - Community Services	January 1, 2021 - June 30, 2027	\$700,759
Human Services Agency - Department of Disability and Aging Services	Case Management	July 1, 2021 - June 30, 2027	\$679,550
Human Services Agency - Department of Disability and Aging Services	Case Management	July 1, 2023 - June 30, 2027	\$1,593,557
Human Services Agency - Department of Disability and Aging Services	Case Management	July 1, 2023 - June 30, 2027	\$1,388,891
Mayor's Office of Housing and Community Development	Next Steps Center (NSC) Job Center \$80K Bruce Ito	July 1, 2021 - June 30, 2025	\$209,560
Office of Economic and Workforce Development	Pilot Occupational Skills Training	July 1, 2022 - August 31, 2023	\$1,250,000