

**CITY AND COUNTY OF SAN FRANCISCO
ADULT PROBATION DEPARTMENT**

FIRST AMENDMENT TO GRANT AGREEMENT

BETWEEN

CITY AND COUNTY OF
SAN FRANCISCO

AND

TENDERLOIN HOUSING CLINIC, INC

FIRST AMENDMENT

This AMENDMENT of the, March 1, 2020 Grant Agreement (the "Agreement") is dated as of July 1, 2020 and is made in the City and County of San Francisco, State of California, by and between TENDERLOIN HOUSING CLINIC, INC ("Grantee") and **the City and County of San Francisco**, a municipal corporation ("City") acting by and through the ADULT PROBATION DEPARTMENT("Department").

RECITALS

WHEREAS, the Agreement was competitively procured as required through RFQ#APD2018-1 issued on March 7, 2018 and this modification is consistent therewith; and

WHEREAS, Grantee has submitted to the Agency the Application Documents (as hereinafter defined) seeking a grant for the purpose of funding the matters set forth in the Grant Plan (as defined in the Agreement); and

WHEREAS, the Agreement is being amended to update the not to exceed amount, terms and conditions, and revise Appendices A and B; 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.

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

(a) Section 5.1. Section 5.1 ("Maximum Amount of Grant Funds") of the Grant Agreement currently reads as follows:

5.1 **Maximum Amount of Grant Funds.** In no event shall the amount of Grant Funds disbursed hereunder exceed FIVE MILLION SEVEN HUNDRED FORTY FIVE THOUSAND TWENTY-TWO Dollars (\$5,745,022).

Such section is hereby amended to read as follows:

5.1 **Maximum Amount of Grant Funds.** In no event shall the amount of Grant Funds disbursed hereunder exceed FIVE MILLION FIVE HUNDRED FIFTEEN THOUSAND FIVE HUNDRED SEVENTY-ONE Dollars (\$5,515,571).

(b) **Appendix A. Appendix A Services to be provided by Grantee** of the Grant Agreement currently reads as follows:

Appendix A - Services to be provided by Grantee

1.0 PROGRAM DEFINITIONS

Broadway Hotel: Stabilization/Emergency and temporary housing provided to homeless or unstably housed clients of the Collaborative Courts

CASC: Community Assessment and Services Center, a Reentry Services Center of SFAPD.

Case Manager: A case manager coordinates mental health, social work, educational, health care, vocational, housing, transportation, advocacy, respite care, and recreational services, as needed. The case manager makes sure that the changing needs of the client/consumer and family are met.

City: City and County of San Francisco; for this Program, will consist of the Adult Probation Department (SFAPD).

City's Program Manager: Destiny Pletsch.

Clean and Sober Transitional Housing: Temporary housing intended to stabilize clients and facilitate the movement of homeless or unstably housed individuals to permanent housing.

Collaborative Courts: The San Francisco Collaborative Courts (SFCC) is a network of the Superior Court of California, County of San Francisco that works with individuals and families in the criminal justice, juvenile delinquency, and child welfare systems who are challenged by substance abuse, mental illness and other social welfare concerns. SFCC programs aim to improve individual and family outcomes, minimize incarceration, reduce criminal recidivism and improve public safety. Judicial leadership plays a significant role in motivating participant compliance. Collaborative Courts adhere to principles that combine the values of treatment and rehabilitation with a focus on accountability and public safety.

Collaborative Courts Stabilization Units: A housing program partnership between the San Francisco Adult Probation Department, Collaborative Courts, and Tenderloin Housing Clinic, in which emergency and temporary housing is provided to homeless or unstably housed Clients of the Collaborative Courts.
COMPAS: Correctional Offender Management Profiling for Alternative Sanctions is a validated risk and needs assessment instrument which calculates a client's criminogenic risks and needs and informs the development of a client's individualized treatment and rehabilitation plan (ITRP).
DPO: Deputy Probation Officer of the San Francisco Adult Probation Department.
Drake Hotel: Clean and Sober transitional housing program located at 235 Eddy Street, San Francisco, CA 94102
Grantee: Tenderloin Housing Clinic (THC)
Grantee's Program Manager: Tabitha Allen
Hart Hotel: Clean and Sober transitional housing program located at 93 Sixth Street, San Francisco, CA 94102
Housing Planning Specialist: THC staff assigned to work in the two different service components of the Program: Rental Subsidy and Stabilization Housing Units. The HPSs work with Participants to address immediate barriers that could potentially prevent Participants from meeting housing goals, creates an Individual Permanent Housing Plan (IPHP) for each Participant, which tracks applications submitted, and progress toward stated goals, and works in tandem with Participant's APD funded case manager ensuring case manager is informed of any incidents, challenges, and progress of each Participant.
Housing Workshops/Trainings: Presentations developed and delivered by THCs Transitional Housing Department Staff for the purpose of educating APD staff, contract staff, and clients about navigating San Francisco's public, affordable, and market rate housing options. Housing workshops may also provide a venue for assisting clients with housing applications.
IPO Program: Interrupt, Predict, Organize (IPO); a violence prevention program integrating subsidized employment, professional development, and case management. Refers to both IPO TAY and IPO Family.
IPHP: Individualized Permanent Housing Plan.
Justice Involved: San Francisco residents who are at least 18 years of age, currently under local SFAPD probation supervision, state parole, federal probation, participating in San Francisco collaborative courts, released from jail or prison (San Francisco and otherwise), or released from other county, state or federal

facilities, who have active cases in San Francisco or other counties, or San Francisco residents who have a criminal history, or involved in the IPO Program.
Program: Clean and Sober Transitional Housing, Stabilization Housing, Rental Subsidy Assistance, and Housing Workshops/Trainings described in this Appendix A.
Participant: Clients enrolled in the Clean and Sober Transitional and Stabilization Housing, Rental Subsidy Assistance, and Housing Workshops and Trainings provided under this agreement.
Rental Subsidy: Financial assistance provided to participants for the purpose of supporting them in making the transition to market rate housing.
SFAPD: Refers to the City and County of San Francisco Adult Probation Department. Also referred as APD.
SFCC: San Francisco Collaborative Courts.
Stably Housed: Clients should be counted as “stably housed” if they are in permanent, stable housing at the point of follow-up, regardless of whether or not they are residing at the same address as when the assistance was provided.
UCSF/Citywide Probation Team: Team which manages and operates the Community Assessment and Services and is the principal SFAPD funded case management provider.

2.0 INTRODUCTION

The Grantee will provide Clean and Sober Transitional Housing to APD Clients and Stabilization Housing to Clients of the SFCC. The Program also offers Rental Subsidy Assistance, and Housing Workshops/Trainings.

3.0 ROLES AND RESPONSIBILITIES

3.1 City’s Program Manager Roles and Responsibilities

The City’s Program Manager will:

- Coordinate with Grantee’s Program Manager and Grantee’s Team to monitor Grantee’s progress on all work and obligations described in this Agreement, and promptly communicate identified opportunities for improvements;
- Review and approve monthly cost reimbursement requests;
- Monitor all deliverables, milestones, processes, and documents associated with the Program to ensure they are approved by both the City and Grantee and kept under document version control, as applicable; and
- Regularly review and update Program documentation to reflect and report on the most current Program status.

The City's tasks of overseeing, coordinating and ensuring compliance are for the City's benefit alone in the role of reviewing compliance including but not limited to the City's issuance of a "Notice of Contract Operations Requirements - Review and Action" (Attachment D, and do not relieve the Grantee of its responsibility to ensure full compliance with its obligations. It remains the Grantee's sole responsibility to ensure it is in compliance with all terms of the Agreement.

3.2 Grantee's Program Manager Roles, Responsibilities, and Main Tasks

The Grantee's Program Manager will:

- a) Manage the Grantee's Team to ensure that it completes all work and obligations described in this Agreement including staffing, timeline, budget, capacity, and budget considerations;
- b) Participate and ensure Grantee's Team participation in operations and programmatic audits conducted by City's Program Manager;
- c) Track all Program deliverables and coordinate program data collection;
- d) Provide regular updated Program documentation to reflect and report on the most current Program status;
- e) Keep the City's Program Manager regularly updated through regular review and reporting of any discrepancies, to reflect the most current status of the Program;
- f) Ensure that all Program activities assigned to Grantee's resources are started and completed on schedule and any issues that may cause schedule slippage are promptly identified, the City's Program Manager notified immediately, and that the issues are quickly and properly dealt with;
- g) Provide data and information, as requested and as defined by SFAPD. Requested Program data may include Client demographic information and information that demonstrates progress towards agreed upon Program performance measures described herein in Sections 6.3;
- h) Provide APD with a phone and email list of all Program staff and updated versions on an ongoing basis.

3.3 Program Management and Communication

The Grantee's Program management and communications shall include, but are not limited to the following:

- a) Scheduling and coordination of conference calls/meetings with the City's Program Manager at a minimum of once per month, or as deemed necessary by SFAPD. As part of these communications, the Grantee's Program Manager shall report on the Program tasks and deliverables for review, input, decision-making, and approval by the City's Program Manager;
- b) Written Program progress reports and updates to the City's Program Manager upon request throughout the term of the Agreement and in accordance with this Agreement;
- c) Discussions on Client's status: Contact SFAPD prior to asking a Participant to leave the Program, unless there is an extreme circumstance in which a Participant is of immediate threat of harm to others. If an extreme circumstance occurs, the Grantee shall contact the City's Program Manager as soon as reasonably possible to discuss the circumstances;
- d) Regular phone/email/written communication with DPOs, service providers, and Client, as needed, to ensure that Clients' needs are being addressed and that Clients are following their Individualized Permanent Housing Plan;
- e) Participate in a program evaluation in partnership with SFAPD and any other SFAPD funded evaluation partners; and
- f) Responses to any written, electronic or telephonic communication from SFAPD within 2 business days.

3.4 Hiring and Staffing Changes

The Grantee shall establish and maintain the experienced staff necessary to fill the key administrative positions for this Program. Grantee shall be responsible for recruiting, training and supervising Grantee staff. The minimum age requirement for any employed staff is 18 years of age.

The composition of the Program staff should be designed to be representative of cultural backgrounds of the Clients. When regular staff members are absent, Grantee shall guarantee coverage by current personnel, capable of performing assigned tasks as evidenced by job description and on-the-job-performance.

The Grantee shall include the below language in job descriptions, and ensure it and its Subcontractors use the guidelines described below when recruiting and hiring staff who will work with justice involved individuals:

- “Qualified applicants with arrest and/or conviction records will be considered for employment in a manner consistent with Federal, state and local laws, including but not limited to the San Francisco Fair Chance Ordinance. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, protected veteran status, or disability status.”

4.0 PROGRAM APPROACH

4.1 General Service Approach

The SFAPD provides services that are evidence based, gender responsive, and trauma informed. Grantee shall deliver all services from this framework. Specifically, the Grantee shall integrate the National Institute of Corrections’ eight evidence-based principles for effective intervention within community corrections into all facets of its community corrections work and it requires Grantee to adhere to these principles in the delivery of the services described in this Agreement.

The eight principles are:

1. **Assess Actuarial Risk/Needs:** Assessing offenders' risk and needs (focusing on dynamic and static risk factors and criminogenic needs) at the individual and aggregate levels is essential for implementing the principles of best practice.
2. **Enhance Intrinsic Motivation:** Research strongly suggests that "motivational interviewing" techniques, rather than persuasion tactics, effectively enhance motivation for initiating and maintaining behavior changes.
3. **Target Interventions:**
 - a. **Risk Principle:** Prioritize supervision and treatment resources for higher risk offenders.
 - b. **Need Principle:** Target interventions to criminogenic needs.
 - c. **Responsivity Principle:** Be responsive to temperament, learning style, motivation, gender, and culture when assigning to programs.
 - d. **Dosage:** Structure 40% to 70% of high-risk offenders' time for 3 to 9 months.
 - e. **Treatment Principle:** Integrate treatment into full sentence/sanctions requirements.
4. **Skill Train with Directed Practice:** Provide evidence-based programming that emphasizes cognitive-behavior strategies and is delivered by well-trained staff.
5. **Increase Positive Reinforcement:** Apply four positive reinforcements for every one negative reinforcement for optimal behavior change results.
6. **Engage Ongoing Support in Natural Communities:** Realign and actively engage pro-social support for offenders in their communities for positive reinforcement of desired new behaviors.
7. **Measure Relevant Processes/Practices:** An accurate and detailed documentation of case information and staff performance, along with a formal and valid mechanism for measuring outcomes, is the foundation of evidence-based practice.

8. **Provide Measurement Feedback:** Providing feedback builds accountability and maintains integrity, ultimately improving outcomes.

In the delivery of the services described in this Agreement Grantee shall:

- Formally integrate Principles 3c, 4, 6, 7, and 8 into the Program;
- Ensure that all staff assigned to the Program address Clients with respect and dignity, are knowledgeable of conflict management and de-escalation techniques commonly used amongst criminal justice and human services professionals, and make reasonable attempts to mitigate any housing or personality differences that may arise; and
- Communicate to Clients information regarding grievance policies and how to formally file a grievance.

Additionally, Grantee shall ensure that every aspect of service delivery is informed and guided by the six principles for gender-responsive programming, as developed for the National Institute of Corrections by Barbara Bloom, PhD, Stephanie Covington, PhD, and Barbara Owen, PhD. These guiding principles are:

1. **Gender:** Acknowledge that gender makes a difference.
2. **Environment:** Create an environment based on safety, respect, and dignity.
3. **Relationships:** Develop policies, practices, and programs that are relational and promote healthy connections to children, family, significant others, and the community.
4. **Services and Supervision:** Address substance abuse, trauma, and mental health issues through comprehensive, integrated, culturally relevant services, and appropriate supervision.
5. **Socioeconomic Status:** Provide women with opportunities to improve their socioeconomic conditions.
6. **Community:** Establish a system of community supervision and re-entry with comprehensive, collaborative services.

5.0 GENERAL DESCRIPTION OF WORK

5.1 Overview

The City and County of San Francisco Adult Probation Department (SFAPD) supervises adult offenders on court-ordered adult probation supervision and diversion programs. SFAPD's commitment to "Protecting the Community, Serving Justice and Changing Lives" is achieved by the implementation and use of evidence-based practices supervision models in collaboration with the Courts, District Attorney, Public Defender, Community-Based Organizations, Reentry Council, Sheriff, Police, and other City Departments. The goal of SFAPD is to reduce victimization, improve outcomes and break the inter-generational cycle of incarceration.

5.2 Target Population

The Program target population for the purpose of this Agreement shall be clients of Clients of the SFAPD and SFCC, and on a case by case basis, other justice involved adults who are San Francisco residents.

5.3 Description of Program Services

The Grantee will provide:

- a) Clean and sober transitional housing services at the Drake Hotel & Hart Hotel (SFAPD Clients)
- b) Stabilization housing at the Broadway Hotel (SFCC)
- c) Rental Subsidy Program: Includes, rental subsidy, move-in costs, and on a case by case basis, emergency rental assistance
- d) Housing Application Workshops and Trainings

A) Clean and Sober Transitional Housing (Drake Hotel & Hart Hotel)

Clean and Sober Transitional Housing services is provided by the Grantee through two programs:

- a) New Horizons (Drake Hotel)
- b) New Roads (Hart Hotel)

The Grantee shall Master Lease the Drake Hotel (up to 60 rooms), 235 Eddy Street, San Francisco, CA 94102 and block rent up to 29 rooms in the Hart Hotel located at 93 Sixth Street, San Francisco, CA 94102 or other agreed upon location.

The Grantee will manage the day-to-day operations of the New Horizons (Drake Hotel) and New Roads (Hart Hotel) housing programs. In collaboration with SFAPD funded case management services, the Grantee shall address Participants' substance dependency concerns, mental health issues, employment needs and life skills through broad, collaborative, culturally competent services that work toward Participant's permanent housing attainment.

The Program Length is as follows:

- a) New Horizons Program (Drake Hotel) is 12 months
- b) New Roads (Hart Hotel) Program is up to 6 months, with the possibility of a 6 month extension
- c) An individual's participation in either program is never to exceed the period of the individual's supervision under SFAPD

The Grantee will manage and deliver Clean and Sober Transitional Housing services through the following program components:

Referral/Waitlist Management

The Grantee shall receive referrals from DPOs, CASC Case Managers and other selected SFAPD partners during determined open referral periods for New Horizons (Drake Hotel) and New Roads (Hart) programs respectively. SFAPD clients may be prioritized for program placement outside the open referral period if they meet the priority designation described below —SFAPD retains the ability to establish priority referral groups based on the needs of the Client population:

- Drake Hotel: Priority for SFAPD Clients completing 180 days of licensed residential treatment
- Hart Hotel: PRCS Clients with EOP status

Referral management includes the following:

- Continuous outreach to the top 10 clients on each waitlist;
- Participating in outreach in the Reentry Pod and Residential Treatment Programs;
- Tracking all referrals;
- The Grantee will confirm with the DPO via email that referrals for the Program are received;
- Conducting a lottery to establish a waitlist;
- Hosting program orientations and scheduling intakes/assessment; and
- Contacting clients and documenting attempts to contact in accordance with two contact policy

Intake/Assessment/Participant Agreement

The Grantee's Program Team shall complete an intake of each Participant on the first day of program enrollment. If the Client is not deemed suitable for the Program, or the Client does not agree to the terms

and conditions of the Program, the Grantee's Program Team shall notify the City's Program Manager and DPO immediately.

The intake process shall include the following:

- Complete client's IPHP within the first 10 days from intake (Attachment A);
- Ensuring the client is connect to an APD-funded case manager or an approved external case manager;
- Sign a Participant Agreement which outlines the program rules and expectations;
- Sign a Release of Information;
- Provide a copy of the grievance policy; and
- Assignment of a Housing Planning Specialist

Program Responsibilities:

- Provide each Participant a bed, clean linen, pillow, and bed bug covers;
- Conduct, at a minimum, weekly regular room inspections;
- Implement/manage a Program Savings Requirement for each Participant. Savings amount will be determined on the basis of Participant income;
- Develop an Individual Permanent Housing Plan (IPHP) with each Participant, including tracking of submitted housing applications and progress toward stated goals. IPHP shall be shared with Participant, DPO, and Case Manager;
- Ensure participants complete a minimum of 3 housing applications within the first 30 days of Program enrollment. For Participants who enter the Program with no income, the Grantee's team shall assist the client to enroll in benefits, and then complete the required housing applications within 30 days of proof of income;
- Within 24 hours of a critical incident, provide a critical incident reports/program violations (Attachment B) to:
 - City's Program Manager
 - DPO
 - Case Manager
- Ensure that Program staff coordinates with Participant's Case Manager to address risks and needs as determined by the ITRP and all initial assessments;
- Assist as necessary, with SFAPD Housing Drug Testing Protocol;
 - Ensure that Grantee's Program Manager and Program Staff participate in monthly collaborative housing meeting;
 - Submit program extensions requests on behalf of Participants at least 30 days prior to scheduled exit for City's Program Manager consideration (Attachment G);
 - Provide Exit Reports for all Participants (Attachment C); and
 - Execute Room turnover:
 - Upon Participant Program Exit, the Grantee will turn over the bedroom and fill the vacancy within 3 business days; the City's Program Manager will be contacted if additional time is necessary

Maintain the Transitional Housing Program Policy and Operational Manual

In partnership with the City's Program Manager, the Grantee shall update the Policy and Operational Manual annually and submit to the City's Program Manager.

Housing Units and Ground Requirements

In keeping and maintaining housing units under this Program, Grantee shall:

- Ensure the maintenance of the premises of 93 Sixth Street (Hart Hotel) and 235 Eddy Street (Drake Hotel), which includes all facilities maintenance;

- Provide documentation demonstrating that all congregate living spaces used to deliver the services under this Agreement are in compliance with all applicable building, sanitation, health, safety and fire codes, as well as City and County of San Francisco zoning and use ordinances;
- Ensure safety and security of facility exterior, interior, equipment, supplies, staff, Participants and all Participants' information;
- Maintain documentation of pest control services at each housing unit and make it available to the SFAPD staff upon request;
- Keep housing facility and it's respective room's equipment (sink/heat), furniture, appliances etc. clean and in good operating condition at all times and replace when necessary
- Address all repairs, including plumbing, electrical, and structural maintenances, which affect the health and safety of Participants within 48 hours of discovery and at Grantee's expense. Grantee shall notify the City's Project Manager immediately of any such discoveries;
- Participate in a quarterly site inspection with the City's Program Manager at 93 Sixth Street and 235 Eddy Street;
- Provides functional, clean bathrooms with sinks that deliver both hot and cold water, hand soap, paper towels, and paper seat covers;
- Has kitchen, dining areas, food storage area, equipment, appliances, furnishings and cabinetry that are clean and functional;
- Has proper lighting, heating, and ventilation;
- Has a secured location for storage of cleaning supplies, tools and equipment (e.g., mops, brooms, buckets);
- Has fully stocked first aid kits readily available throughout the housing units, along with telephone numbers of all local emergency service agencies; and
- Has No Smoking signs posted in full view of all Participants, staff, and visitors.

B) Stabilization Housing (Collaborative Courts - Broadway Hotel)

The Grantee shall block rent up to 15 units at the Broadway Hotel located at 2048 Polk Street or another agreed upon location.

Program Responsibilities:

- Maintain all programmatic agreements with the Collaborative Courts regarding clients and room turnover.

Housing Units and Ground Requirements

In keeping and maintaining housing units under this Program, Grantee shall:

- Ensure the maintenance of the premises of 2048 Polk Street (Broadway Hotel) which includes all facilities maintenance;
- Provide documentation demonstrating that all congregate living spaces used to deliver the services under this Agreement are in compliance with all applicable building, sanitation, health, safety and fire codes, as well as City and County of San Francisco zoning and use ordinances;
- Ensure safety and security of facility exterior, interior, equipment, supplies, staff, Participants and all Participants' information;
- Maintain documentation of pest control services at each housing unit and make it available to the SFAPD staff upon request;
- Keep housing facility and it's respective room's equipment (sink/heat), furniture, appliances etc. clean and in good operating condition at all times and replace when necessary;
- Address all repairs, including plumbing, electrical, and structural maintenances, which affect the health and safety of Participants within 48 hours of discovery and at Grantee's expense. Grantee shall notify the City's Project Manager immediately of any such discoveries;

- Participate in a quarterly site inspection with the City's Program Manager at 2048 Polk Street
- Provides functional, clean bathrooms with sinks that deliver both hot and cold water, hand soap, paper towels, and paper seat covers;
- Has kitchen, dining areas, food storage area, equipment, appliances, furnishings and cabinetry that are clean and functional;
- Has proper lighting, heating, and ventilation;
- Has a secured location for storage of cleaning supplies, tools and equipment (e.g., mops, brooms, buckets);
- Has fully stocked first aid kits readily available throughout the housing units, along with telephone numbers of all local emergency service agencies; and
- Has No Smoking signs posted in full view of all Participants, staff, and visitors.

C) Rental Subsidy Program

The Rental Subsidy Program aims to financial assist participant's transition into market rate permanent housing. The target population for the program is SFAPD referred clients as having the potential to transition successfully off the subsidy within a specified timeframe, as assessed by the Grantee. A rental subsidy is defined as a monthly housing grant not to exceed \$350 per household per month over a maximum of 6 months or a Participant's termination from SFAPD supervision, whichever happens sooner. On a case by case basis, SFAPD may extend a participants program beyond 6 months.

The Grantee will manage and deliver the services through the following program components:

Referral/Assessment

The Grantee shall receive referrals from DPOs, CASC Case Managers and other selected SFAPD partners. On a case by case basis, SFAPD may consider referring to the Program Justice Involved San Francisco residents, not under SFAPD supervision.

The Grantee shall assess referred clients to determine eligibility and whether they are appropriate for subsidy or other assistance. The assessment will include a review of the following areas:

- Client's Income Requirements
 - Income must not exceed 80% of Area Median Income (AMI).
 - A minimum of 90 days of consecutive verified employment.
 - Client's income must be a minimum of \$2,200 per month net.
 - Demonstrated ability to increase income and transition off the subsidy within the specified timeframe.
 - Rent shall not exceed 50% of total net household income.
- Participant Agreement
 - Subsidy disbursement is contingent on program engagement and demonstrated progress toward achieving the milestones to increase their income, as established in the IPHP.
 - Provide proof of tenancy (i.e., be named on the lease agreement, have a valid sublease agreement that can be verified, or submit a completed tenant contract that can be verified).

Subsidy and Tenant Contribution/Financial Assistance

- Participants will receive a flat subsidy of \$350 per month for six months.
- Participants' contribution (tenant contribution -TC) will be calculated by taking each Participant's total monthly rent (TR) and subtracting the flat subsidy of \$350 (TC=TR-\$350)
- Financial assistance to aid in the removal of housing related barriers to Participants, costs including but not limited to move-in costs; security deposits; one-time back rent assistance; clothing vouchers; and rental applications and credit report fees.

- On a case by case basis, with approval from City's Program Manager, Clients not enrolled in the Rental Subsidy program may be provided with one-time financial assistance for the purposes of eviction prevention, assistance with move-in costs, or other expenses that would allow a Client to move into or retain permanent housing.
- Clients who earn 80% AMI or more will not qualify for the subsidy program but may request a one-time move-in assistance for units wherein the rent does not exceed 50% of client's net income.
- Table 1 provides an example of the proposed tenant contribution and flat rental subsidy based on projected net income. As net incomes may vary based on the participant's earnings, this table acts as an example of projected net income, tenant contribution, flat rental subsidy, and the monthly max rent.

Table 1: Tenant contribution and flat rental subsidy based on projected net income

Hourly Income	Gross Income	Net Income Annual*	Monthly Net	50% of Net	Monthly Max Rent	Subsidy	Client Contribution
\$ 13.46	\$28,000.00	\$ 23,138.33	\$ 1,928.19	\$ 964.10	\$ 964.10	\$ 350.00	\$ 614.10
\$ 14.42	\$30,000.00	\$ 24,605.33	\$ 2,050.44	\$1,025.22	\$1,025.22	\$ 350.00	\$ 675.22
\$ 15.38	\$32,000.00	\$ 26,072.33	\$ 2,172.69	\$1,086.35	\$1,086.35	\$ 350.00	\$ 736.35
\$ 16.35	\$34,000.00	\$ 27,504.87	\$ 2,292.07	\$1,146.04	\$1,146.04	\$ 350.00	\$ 796.04
\$ 17.31	\$36,000.00	\$ 28,931.87	\$ 2,410.99	\$1,205.49	\$1,205.49	\$ 350.00	\$ 855.49
\$ 18.27	\$38,000.00	\$ 30,358.87	\$ 2,529.91	\$1,264.95	\$1,264.95	\$ 350.00	\$ 914.95
\$ 19.23	\$40,000.00	\$ 31,785.87	\$ 2,648.82	\$1,324.41	\$1,324.41	\$ 350.00	\$ 974.41
\$ 20.19	\$42,000.00	\$ 33,212.87	\$ 2,767.74	\$1,383.87	\$1,383.87	\$ 350.00	\$ 1,033.87
\$ 21.15	\$44,000.00	\$ 34,625.67	\$ 2,885.47	\$1,442.74	\$1,442.74	\$ 350.00	\$ 1,092.74
\$ 22.12	\$46,000.00	\$ 36,012.67	\$ 3,001.06	\$1,500.53	\$1,500.53	\$ 350.00	\$ 1,150.53
\$ 23.08	\$48,000.00	\$ 37,394.67	\$ 3,116.22	\$1,558.11	\$1,558.11	\$ 350.00	\$ 1,208.11
\$ 24.04	\$50,000.00	\$ 38,581.67	\$ 3,215.14	\$1,607.57	\$1,607.57	\$ 350.00	\$ 1,257.57
\$ 25.00	\$52,000.00	\$ 39,768.67	\$ 3,314.06	\$1,657.03	\$1,657.03	\$ 350.00	\$ 1,307.03
\$ 25.96	\$54,000.00	\$ 40,951.51	\$ 3,412.63	\$1,706.31	\$1,706.31	\$ 350.00	\$ 1,356.31
\$ 26.92	\$56,000.00	\$ 42,112.51	\$ 3,509.38	\$1,754.69	\$1,754.69	\$ 350.00	\$ 1,404.69
\$ 27.45	\$57,100.00	80% AMI for San Francisco					
\$ 27.88	\$58,000.00	\$ 43,273.51	\$ 3,606.13	\$1,803.06	\$1,803.06	\$ 350.00	\$ 1,453.06
\$ 28.85	\$60,000.00	\$ 44,434.51	\$ 3,702.88	\$1,851.44	\$1,851.44	\$ 350.00	\$ 1,501.44
\$ 29.81	\$62,000.00	\$ 45,595.51	\$ 3,799.63	\$1,899.81	\$1,899.81	\$ 350.00	\$ 1,549.81
\$ 30.77	\$64,000.00	\$ 46,756.51	\$ 3,896.38	\$1,948.19	\$1,948.19	\$ 350.00	\$ 1,598.19
\$ 31.73	\$66,000.00	\$ 47,917.51	\$ 3,993.13	\$1,996.56	\$1,996.56	\$ 350.00	\$ 1,646.56
\$ 32.69	\$68,000.00	\$ 49,078.51	\$ 4,089.88	\$2,044.94	\$2,044.94	\$ 350.00	\$ 1,694.94
\$ 33.65	\$70,000.00	\$ 50,239.51	\$ 4,186.63	\$2,093.31	\$2,093.31	\$ 350.00	\$ 1,743.31

The net income is based on projections from <http://www.taxformcalculator.com/> but could vary based on deductions and other life circumstances. The actual calculations will be based on the net income stated on clients pay check stubs or earning statements.

D) Housing Application Workshop and Trainings

Centered on the dissemination of information and activities related to client's permanent housing attainment, the Grantee shall provide the following on an annual basis:

- 12 Housing Application Workshops for SFAPD Clients and SFAPD Partner Staff

Housing Application Workshops shall be open for all SFAPD client participation. THC will develop topics and materials based on relevant opportunities and or initiatives, including coordinating offsite visits to San Francisco's Adult Coordinated Entry System Access Points.

Grantee shall create and maintain an updated, comprehensive user manual for attainment and housing search preparation, complete with distributable tools such as handouts, fliers or resource guides. Grantee shall also create and maintain an updated, comprehensive user manual for all housing options and waitlists in San Francisco, including but not limited to, emergency shelters, transitional housing, project-based affordable housing, housing subsidy programs, and permanent supportive housing, complete with distributable tools.

6.0 ADMINISTRATIVE REQUIREMENTS

6.1. Grantee Operation Matrix

Grantee Operations Matrix (GOM) is a tool used by SFAPD to monitor contract responsiveness and compliance (Attachment D). On a quarterly basis Grantee shall work with City's Program Manager to review and update the GOM, describe goal achievement, and provide feedback as needed, the City's Program Manager will submit the "SFAPD Notice of Grantee Operations Requirements - Review and Action" (Attachment E) form which identifies contract challenges and requires immediate action.

- Grantee shall respond to any requirements listed in the Grantee Operations Matrix or Notice of Contract Operations Requirements.

6.2 Participant File

Grantee shall develop and maintain complete, properly organized files on all Participants. The files shall be located in a locked secure file storage area in the office/site. All files, including electronic files, shall be considered confidential and protected from any unauthorized use or disclosure. Electronic files containing confidential Participant information will also be protected by unique passwords. Electronic Participant files will be held to the same security standard as hard copy files.

The Grantee shall have written procedures for the release of case file information to include:

- 1) the Participant's signed and dated Release of Information Form,
- 2) the name of the person, agency or organization to whom the information was released, and
- 3) the signature of the employee who released the information and date of release.

Grantee shall ensure confidentiality of Client records and information in accordance with all local, state and federal codes and requirements pertaining to the confidentiality of the records. Any persons not abiding by these codes and requirements may be criminally liable for unauthorized disclosure of Criminal Offender Record Information (CORI). In addition, the unauthorized disclosure of Clients' medical records, including any records regarding drug or alcohol abuse may result in additional civil and criminal penalties.

6.3. Program Reporting/Data Collection

Grantee's Program Team shall:

- Upon availability of SFAPD's Service and Program Provider Web Portal, Grantee shall be required to use this Web Portal to track SFAPD's Clients referrals, enrollment, attendance, completion, progress reports, etc. and related information. The Grantee's staff shall be required to complete the Web Portal training provided by SFAPD;
- Coordinate Program data collection and evaluation efforts. Provide data and information, as requested and as defined by SFAPD. Requested Program data may include Clients' demographic information, and services provided as defined in this agreement. Program performance measures and outcomes goals as described herein in Section 7 shall be tracked and reported as to the quarterly/annual reporting schedule listed below. Grantee shall adhere to any and all guidelines or rules governing protection of Client;
- Assist the City in collecting and supplying Program and Client data to SFAPD or SFAPD

contracted researchers or evaluators for research purposes. This research and other required data collection points are included in the SFAPD Quarterly/Annual Report template and the Grantee's intake form (Attachment F);

- Confidentially and/or anonymously participate in any survey or questionnaire that may be used by researchers or evaluators at the completion of the contract as needed for research purposes. In the process, Grantee shall adhere to any and all guidelines or rules and any state and federal laws governing protection of Client information;
- Be available for Client case conferencing meetings, service provider meetings, and ongoing trainings pursuant to SFAPD request; and
- Meet with City's Program Manager or other partners determined by SFAPD as required by SFAPD to review progress and performance. The reviews shall include, but not be limited to, program implementation, problem solving and future performance objectives.

Grantee shall submit the following reports and related documentation to City's Program Manager:

- Submission of Tracking Document which includes all program referrals, waitlist, all active Clients, and all Clients who have exited the program.
 - Tracking documents shall be submitted on the 1st and 15th of each month
- Quarterly and Annual Program Report as outlined below (Reporting Schedule)
 - SFAPD Quarterly/Annual Reporting Template provided by SFAPD (Attachment F)
 - Reporting Schedule:
 - Quarterly/Annual reports are due as follows:
 - Q1 (July-Sept) Report due: November 1st
 - Q2 (Oct-Dec) Report due: February 1st
 - Q3 (Jan-March) Report due: May 1st
 - Q4 (April-June) Report and Annual report due: August 1st

At the termination of this Agreement, Grantee shall submit a Final Program report, which will be due on the last day of the following month after the expiration of this Agreement.

7.0 PERFORMANCE MEASUREMENTS

A) Clean and Sober Transitional Housing (Drake Hotel & Hart Hotel)

1) Drake:

- **Program Occupancy:** Maintain an 80% occupancy rate (Capacity is 48 beds-Must maintain 38 beds).
- **Reduce Homelessness:** Reduce homelessness by 14,016 days annually (48 beds x 365 days x 80%).
- **Permanent Housing Placements:** 40% of participants exiting the program will exit to permanent or stable housing.

2) Hart Hotel:

- **Program Occupancy:** Maintain an 80% occupancy rate (Capacity is 27 beds-Must maintain 22 beds).
- **Reduce Homelessness:** Reduce homelessness by 7,884 days annually (27 beds x 365 days x 80%).
- **Permanent Housing Placements:** 40% of participants exiting the program will exit to permanent or stable housing.

B) Stabilization Housing (Collaborative Courts—Broadway Hotel)

- **Program Occupancy:** Maintain an 80% occupancy rate (Capacity is 15 beds-Must maintain 12 beds).

- **Reduce Homelessness:** Reduce homelessness by 4,380 days annually (15 beds x 365 days x 80%).
- **Permanent Housing Placements:** 40% of participants exiting the program will exit to permanent or stable housing.

C) Rental Subsidy Program

- **Rental Subsidy:** Provide rental subsidy to 5-10 clients annually.
- **One Time Assistance:** Provide one time move in costs and/or rental assistance to 5-10 clients annually.
- **Stable Housing:** 75% of clients receiving a rental subsidy will remain stably housed 6 months after subsidy assistance ends.
- **Stable Housing:** 70% of clients receiving a rental subsidy will remain stably housed 6 months after subsidy assistance ends.

8.0 DEPARTMENT LIAISON

In performing the services provided for in this Agreement, Department Liaison will be the City's Program Manager

List of Attachments:

Attachment A: Individual Permanent Housing Plan

Attachment B: Incident/Program Violation Report

Attachment C: Participant Exit Report

Attachment D: Grantee Operation Matrix (GOM)

Attachment E: Notice of Grantee Operations Requirements – Review and Action

Attachment F: Quarterly/Annual Report

Attachment G: Extension Request Form

Such section is hereby amended to read as follows:

Appendix A-1 Services to be provided by Grantee

1.0 PROGRAM DEFINITIONS

Broadway and Sharon Hotels: Stabilization/Emergency and temporary housing provided to homeless or unstably housed clients of the Collaborative Courts

CASC: Community Assessment and Services Center, a Reentry Services Center of SFAPD.

Case Manager: A case manager coordinates mental health, social work, educational, health care, vocational, housing, transportation, advocacy, respite care, and recreational services, as needed. The case manager makes sure that the changing needs of the client/consumer and family are met.

City: City and County of San Francisco; for this Program, will consist of the Adult Probation Department

(SFAPD).
City's Program Manager: Destiny Pletsch
Clean and Sober Transitional Housing: Temporary housing intended to stabilize clients and facilitate the movement of homeless or unstably housed individuals to permanent housing.
Collaborative Courts: The San Francisco Collaborative Courts (SFCC) is a network of the Superior Court of California, County of San Francisco that works with individuals and families in the criminal justice, juvenile delinquency, and child welfare systems who are challenged by substance abuse, mental illness and other social welfare concerns. SFCC programs aim to improve individual and family outcomes, minimize incarceration, reduce criminal recidivism and improve public safety. Judicial leadership plays a significant role in motivating participant compliance. Collaborative Courts adhere to principles that combine the values of treatment and rehabilitation with a focus on accountability and public safety.
Collaborative Courts Stabilization Units: A housing program partnership between the San Francisco Adult Probation Department, Collaborative Courts, and Tenderloin Housing Clinic, in which emergency and temporary housing is provided to homeless or unstably housed Clients of the Collaborative Courts.
COMPAS: Correctional Offender Management Profiling for Alternative Sanctions is a validated risk and needs assessment instrument which calculates a client's criminogenic risks and needs and informs the development of a client's individualized treatment and rehabilitation plan (ITRP).
DPO: Deputy Probation Officer of the San Francisco Adult Probation Department.
Drake Hotel: Clean and Sober transitional housing program located at 235 Eddy Street, San Francisco, CA 94102
Grantee: Tenderloin Housing Clinic (THC)
Grantee's Program Manager: Tabitha Allen
Hart Hotel: Clean and Sober transitional housing program located at 93 Sixth Street, San Francisco, CA 94102
Housing Planning Specialist: THC staff assigned to work in the two different service components of the Program: Rental Subsidy and Stabilization Housing Units. The HPSs work with Participants to address immediate barriers that could potentially prevent Participants from meeting housing goals, creates an Individual Permanent Housing Plan (IPHP) for each Participant, which tracks applications submitted, and progress toward stated goals, and works in tandem with Participant's APD funded case manager ensuring case manager is

informed of any incidents, challenges, and progress of each Participant.
Housing Workshops/Trainings: Presentations developed and delivered by THCs Transitional Housing Department Staff for the purpose of educating APD staff, contract staff, and clients about navigating San Francisco’s public, affordable, and market rate housing options. Housing workshops may also provide a venue for assisting clients with housing applications.
IPO Program: Interrupt, Predict, Organize (IPO); a violence prevention program integrating subsidized employment, professional development, and case management. Refers to both IPO TAY and IPO Family.
IPHP: Individualized Permanent Housing Plan.
Justice Involved: San Francisco residents who are at least 18 years of age, currently under local SFAPD probation supervision, state parole, federal probation, participating in San Francisco collaborative courts, released from jail or prison (San Francisco and otherwise), or released from other county, state or federal facilities, who have active cases in San Francisco or other counties, or San Francisco residents who have a criminal history, or involved in the IPO Program.
Program: Clean and Sober Transitional Housing, Stabilization Housing, Rental Subsidy Assistance, and Housing Workshops/Trainings described in this Appendix A.
Participant: Clients enrolled in the Clean and Sober Transitional and Stabilization Housing, Rental Subsidy Assistance, and Housing Workshops and Trainings provided under this agreement.
Rental Subsidy: Financial assistance provided to participants for the purpose of supporting them in making the transition to market rate housing.
SFAPD: Refers to the City and County of San Francisco Adult Probation Department. Also referred as APD.
SFCC: San Francisco Collaborative Courts.
Stably Housed: Clients should be counted as “stably housed” if they are in permanent, stable housing at the point of follow-up, regardless of whether or not they are residing at the same address as when the assistance was provided.
UCSF/Citywide Probation Team: Team which manages and operates the Community Assessment and Services and is the principal SFAPD funded case management provider.

2.0 INTRODUCTION

The Grantee will provide Clean and Sober Transitional Housing to APD Clients and Stabilization Housing to Clients of the SFCC. The Program also offers Rental Subsidy Assistance, and Housing Workshops/Trainings.

3.0 ROLES AND RESPONSIBILITIES

3.1 City's Program Manager Roles and Responsibilities

The City's Program Manager will:

- a) Coordinate with Grantee's Program Manager and Grantee's Team to monitor Grantee's progress on all work and obligations described in this Agreement, and promptly communicate identified opportunities for improvements;
- b) Review and approve monthly cost reimbursement requests;
- c) Monitor all deliverables, milestones, processes, and documents associated with the Program to ensure they are approved by both the City and Grantee and kept under document version control, as applicable; and
- d) Regularly review and update Program documentation to reflect and report on the most current Program status.

The City's tasks of overseeing, coordinating and ensuring compliance, including but not limited to the City's issuance of a "Notice of Contract Operations Requirements - Review and Action" (Attachment D), are for the City's benefit alone in the role of reviewing compliance, and do not relieve the Grantee of its responsibility to ensure full compliance with its obligations. It remains the Grantee's sole responsibility to ensure it is in compliance with all terms of the Agreement.

3.2 Grantee's Program Manager Roles, Responsibilities, and Main Tasks

The Grantee's Program Manager will:

- a) Manage the Grantee's Team to ensure that it completes all work and obligations described in this Agreement including staffing, timeline, budget, capacity, and budget considerations;
- b) Participate and ensure Grantee's Team participation in operations and programmatic audits conducted by City's Program Manager;
- c) Track all Program deliverables and coordinate program data collection;
- d) Provide regular updated Program documentation to reflect and report on the most current Program status;
- e) Keep the City's Program Manager regularly updated through regular review and reporting of any discrepancies, to reflect the most current status of the Program;
- f) Ensure that all Program activities assigned to Grantee's resources are started and completed on schedule and any issues that may cause schedule slippage are promptly identified, the City's Program Manager notified immediately, and that the issues are quickly and properly dealt with;
- g) Provide data and information, as requested and as defined by SFAPD. Requested Program data may include Client demographic information and information that demonstrates progress towards agreed upon Program performance measures described herein in Sections 6.3;
- h) Provide APD with a phone and email list of all Program staff and updated versions on an ongoing basis.

3.3 Program Management and Communication

The Grantee's Program management and communications shall include, but are not limited to the following:

- a) Scheduling and coordination of conference calls/meetings with the City's Program Manager at a minimum of once per month, or as deemed necessary by SFAPD. As part of these communications, the Grantee's Program Manager shall report on the Program tasks and deliverables for review, input, decision-making, and approval by the City's Program Manager;
- b) Written Program progress reports and updates to the City's Program Manager upon request throughout the term of the Agreement and in accordance with this Agreement;
- c) Discussions on Client's status: Contact SFAPD prior to asking a Participant to leave the Program, unless there is an extreme circumstance in which a Participant is of immediate threat of harm to others. If an extreme circumstance occurs, the Grantee shall contact the City's Program Manager as soon as reasonably possible to discuss the circumstances;
- d) Regular phone/email/written communication with DPOs, service providers, and Client, as needed, to ensure that Clients' needs are being addressed and that Clients are following their Individualized Permanent Housing Plan;
- e) Participate in a program evaluation in partnership with SFAPD and any other SFAPD funded evaluation partners; and
- f) Responses to any written, electronic or telephonic communication from SFAPD within 2 business days.

3.4 Hiring and Staffing Changes

The Grantee shall establish and maintain the experienced staff necessary to fill the key administrative positions for this Program. Grantee shall be responsible for recruiting, training and supervising Grantee staff. The minimum age requirement for any employed staff is 18 years of age.

The composition of the Program staff should be designed to be representative of cultural backgrounds of the Clients. When regular staff members are absent, Grantee shall guarantee coverage by current personnel, capable of performing assigned tasks as evidenced by job description and on-the-job-performance.

The Grantee shall include the below language in job descriptions, and ensure it and its Subcontractors use the guidelines described below when recruiting and hiring staff who will work with justice involved individuals:

- "Qualified applicants with arrest and/or conviction records will be considered for employment in a manner consistent with Federal, state and local laws, including but not limited to the San Francisco Fair Chance Ordinance. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, protected veteran status, or disability status."

4.0 PROGRAM APPROACH

4.1 General Service Approach

The SFAPD provides services that are evidence based, gender responsive, and trauma informed. Grantee shall deliver all services from this framework. Specifically, the Grantee shall integrate the National Institute of Corrections' eight evidence-based principles for effective intervention within community corrections into all facets of its community corrections work and it requires Grantee to adhere to these principles in the delivery of the services described in this Agreement.

The eight principles are:

1. **Assess Actuarial Risk/Needs:** Assessing offenders' risk and needs (focusing on dynamic and static risk factors and criminogenic needs) at the individual and aggregate levels is essential for implementing the principles of best practice.

2. **Enhance Intrinsic Motivation:** Research strongly suggests that "motivational interviewing" techniques, rather than persuasion tactics, effectively enhance motivation for initiating and maintaining behavior changes.
3. **Target Interventions:**
 - a. **Risk Principle:** Prioritize supervision and treatment resources for higher risk offenders.
 - b. **Need Principle:** Target interventions to criminogenic needs.
 - c. **Responsivity Principle:** Be responsive to temperament, learning style, motivation, gender, and culture when assigning to programs.
 - d. **Dosage:** Structure 40% to 70% of high-risk offenders' time for 3 to 9 months.
 - e. **Treatment Principle:** Integrate treatment into full sentence/sanctions requirements.
4. **Skill Train with Directed Practice:** Provide evidence-based programming that emphasizes cognitive-behavior strategies and is delivered by well-trained staff.
5. **Increase Positive Reinforcement:** Apply four positive reinforcements for every one negative reinforcement for optimal behavior change results.
6. **Engage Ongoing Support in Natural Communities:** Realign and actively engage pro-social support for offenders in their communities for positive reinforcement of desired new behaviors.
7. **Measure Relevant Processes/Practices:** An accurate and detailed documentation of case information and staff performance, along with a formal and valid mechanism for measuring outcomes, is the foundation of evidence-based practice.
8. **Provide Measurement Feedback:** Providing feedback builds accountability and maintains integrity, ultimately improving outcomes.

In the delivery of the services described in this Agreement Grantee shall:

- Formally integrate Principles 3c, 4, 6, 7, and 8 into the Program;
- Ensure that all staff assigned to the Program address Clients with respect and dignity, are knowledgeable of conflict management and de-escalation techniques commonly used amongst criminal justice and human services professionals, and make reasonable attempts to mitigate any housing or personality differences that may arise; and
- Communicate to Clients information regarding grievance policies and how to formally file a grievance.

Additionally, Grantee shall ensure that every aspect of service delivery is informed and guided by the six principles for gender-responsive programming, as developed for the National Institute of Corrections by Barbara Bloom, PhD, Stephanie Covington, PhD, and Barbara Owen, PhD. These guiding principles are:

1. **Gender:** Acknowledge that gender makes a difference.
2. **Environment:** Create an environment based on safety, respect, and dignity.
3. **Relationships:** Develop policies, practices, and programs that are relational and promote healthy connections to children, family, significant others, and the community.
4. **Services and Supervision:** Address substance abuse, trauma, and mental health issues through comprehensive, integrated, culturally relevant services, and appropriate supervision.
5. **Socioeconomic Status:** Provide women with opportunities to improve their socioeconomic conditions.
6. **Community:** Establish a system of community supervision and re-entry with comprehensive, collaborative services.

5.0 GENERAL DESCRIPTION OF WORK

5.1 Overview

The City and County of San Francisco Adult Probation Department (SFAPD) supervises adult offenders on court-ordered adult probation supervision and diversion programs. SFAPD's commitment to "Protecting the Community, Serving Justice and Changing Lives" is achieved by the implementation and use of evidence-based practices supervision models in collaboration with the Courts, District Attorney, Public Defender, Community-Based Organizations, Reentry Council, Sheriff, Police, and other City Departments. The goal of SFAPD is to reduce victimization, improve outcomes and break the inter-generational cycle of incarceration.

5.2 Target Population

The Program target population for the purpose of this Agreement shall be clients of Clients of the SFAPD and SFCC, and on a case by case basis, other justice involved adults who are San Francisco residents.

5.3 Description of Program Services

The Grantee will provide:

- a) Clean and sober transitional housing services at the Drake Hotel & Hart Hotel (SFAPD Clients)
- b) Stabilization housing at the Broadway and Sharon Hotels (SFCC)
- c) Rental Subsidy Program: Includes, rental subsidy, move-in costs, and on a case by case basis, emergency rental assistance
- d) Housing Application Workshops and Trainings

A) Clean and Sober Transitional Housing (Drake Hotel & Hart Hotel)

Clean and Sober Transitional Housing services is provided by the Grantee through two programs:

- a) New Horizons (Drake Hotel)
- b) New Roads (Hart Hotel)

The Grantee shall Master Lease the Drake Hotel (up to 60 rooms), 235 Eddy Street, San Francisco, CA 94102 and block rent up to 29 rooms in the Hart Hotel located at 93 Sixth Street, San Francisco, CA 94102 or other agreed upon location.

The Grantee will manage the day-to-day operations of the New Horizons (Drake Hotel) and New Roads (Hart Hotel) housing programs. In collaboration with SFAPD funded case management services, the Grantee shall address Participants' substance dependency concerns, mental health issues, employment needs and life skills through broad, collaborative, culturally competent services that work toward Participant's permanent housing attainment.

The Program Length is as follows:

- a) New Horizons Program (Drake Hotel) is 12 months
- b) New Roads (Hart Hotel) Program is up to 6 months, with the possibility of a 6 month extension
- c) An individual's participation in either program is never to exceed the period of the individual's supervision under SFAPD

The Grantee will manage and deliver Clean and Sober Transitional Housing services through the following program components:

1. Referral/Waitlist Management

The Grantee shall receive referrals from DPOs, CASC Case Managers and other selected SFAPD partners during determined open referral periods for New Horizons (Drake Hotel) and New

Roads (Hart) programs respectively. SFAPD clients may be prioritized for program placement outside the open referral period if they meet the priority designation described below —SFAPD retains the ability to establish priority referral groups based on the needs of the Client population:

- Drake Hotel: Priority for SFAPD Clients completing 180 days of licensed residential treatment
- Hart Hotel: PRCS Clients with EOP status

Referral management includes the following:

- Continuous outreach to the top 10 clients on each waitlist;
- Participating in outreach in the Reentry Pod and Residential Treatment Programs;
- Tracking all referrals;
- The Grantee will confirm with the DPO via email that referrals for the Program are received;
- Conducting a lottery to establish a waitlist;
- Hosting program orientations and scheduling intakes/assessment; and
- Contacting clients and documenting attempts to contact in accordance with two contact policy

2. Intake/Assessment/Participant Agreement

The Grantee's Program Team shall complete an intake of each Participant on the first day of program enrollment. If the Client is not deemed suitable for the Program, or the Client does not agree to the terms and conditions of the Program, the Grantee's Program Team shall notify the City's Program Manager and DPO immediately.

The intake process shall include the following:

- Complete client's IPHP within the first 10 days from intake (Attachment A);
- Ensuring the client is connect to an APD-funded case manager or an approved external case manager;
- Sign a Participant Agreement which outlines the program rules and expectations;
- Sign a Release of Information;
- Provide a copy of the grievance policy; and
- Assignment of a Housing Planning Specialist

3. Program Responsibilities:

- Provide each Participant a bed, clean linen, pillow, and bed bug covers;
- Conduct, at a minimum, weekly regular room inspections;
- Implement/manage a Program Savings Requirement for each Participant. Savings amount will be determined on the basis of Participant income;
- Develop an Individual Permanent Housing Plan (IPHP) with each Participant, including tracking of submitted housing applications and progress toward stated goals. IPHP shall be shared with Participant, DPO, and Case Manager;
- Ensure participants complete a minimum of 3 housing applications within the first 30 days of Program enrollment. For Participants who enter the Program with no income, the Grantee's team shall assist the client to enroll in benefits, and then complete the required housing applications within 30 days of proof of income;
- Within 24 hours of a critical incident, provide a critical incident reports/program violations (Attachment B) to:
 - City's Program Manager
 - DPO
 - Case Manager

- Ensure that Program staff coordinates with Participant's Case Manager to address risks and needs as determined by the ITRP and all initial assessments;
- Assist as necessary, with SFAPD Housing Drug Testing Protocol;
- Ensure that Grantee's Program Manager and Program Staff participate in monthly collaborative housing meeting;
- Submit program extensions requests on behalf of Participants at least 30 days prior to scheduled exit for City's Program Manager consideration (Attachment G);
- Provide Exit Reports for all Participants (Attachment C); and
- Execute Room turnover;
- Upon Participant Program Exit, the Grantee will turn over the bedroom and fill the vacancy within 3 business days; the City's Program Manager will be contacted if additional time is necessary

4. Maintain the Transitional Housing Program Policy and Operational Manual

In partnership with the City's Program Manager, the Grantee shall update the Policy and Operational Manual annually and submit to the City's Program Manager.

5. Housing Units and Ground Requirements

In keeping and maintaining housing units under this Program, Grantee shall:

- Ensure the maintenance of the premises of 93 Sixth Street (Hart Hotel) and 235 Eddy Street (Drake Hotel), which includes all facilities maintenance;
- Provide documentation demonstrating that all congregate living spaces used to deliver the services under this Agreement are in compliance with all applicable building, sanitation, health, safety and fire codes, as well as City and County of San Francisco zoning and use ordinances;
- Ensure safety and security of facility exterior, interior, equipment, supplies, staff, Participants and all Participants' information;
- Maintain documentation of pest control services at each housing unit and make it available to the SFAPD staff upon request;
- Keep housing facility and its respective room's equipment (sink/heat), furniture, appliances etc. clean and in good operating condition at all times and replace when necessary
- Address all repairs, including plumbing, electrical, and structural maintenances, which affect the health and safety of Participants within 48 hours of discovery and at Grantee's expense. Grantee shall notify the City's Project Manager immediately of any such discoveries;
- Participate in a quarterly site inspection with the City's Program Manager at 93 Sixth Street and 235 Eddy Street;
- Provides functional, clean bathrooms with sinks that deliver both hot and cold water, hand soap, paper towels, and paper seat covers;
- Has kitchen, dining areas, food storage area, equipment, appliances, furnishings and cabinetry that are clean and functional;
- Has proper lighting, heating, and ventilation;
- Has a secured location for storage of cleaning supplies, tools and equipment (e.g., mops, brooms, buckets);
- Has fully stocked first aid kits readily available throughout the housing units, along with telephone numbers of all local emergency service agencies; and
- Has No Smoking signs posted in full view of all Participants, staff, and visitors.

B) Stabilization Housing (Collaborative Courts—Broadway and Sharon Hotels)

The Grantee shall block rent up to 15 units at the Broadway Hotel located at 2048 Polk Street/the Sharon Hotel located at 226 Sixth Street or another agreed upon location.

1. Program Responsibilities:

- Maintain all programmatic agreements with the Collaborative Courts regarding clients and room turnover.

2. Housing Units and Ground Requirements

In keeping and maintaining housing units under this Program, Grantee shall:

- Ensure the maintenance of the premises of 2048 Polk Street (Broadway Hotel) and 226 Sixth Street (Sharon Hotel) which includes all facilities maintenance;
- Provide documentation demonstrating that all congregate living spaces used to deliver the services under this Agreement are in compliance with all applicable building, sanitation, health, safety and fire codes, as well as City and County of San Francisco zoning and use ordinances;
- Ensure safety and security of facility exterior, interior, equipment, supplies, staff, Participants and all Participants' information;
- Maintain documentation of pest control services at each housing unit and make it available to the SFAPD staff upon request;
- Keep housing facility and its respective room's equipment (sink/heat), furniture, appliances etc. clean and in good operating condition at all times and replace when necessary;
- Address all repairs, including plumbing, electrical, and structural maintenances, which affect the health and safety of Participants within 48 hours of discovery and at Grantee's expense. Grantee shall notify the City's Project Manager immediately of any such discoveries;
- Participate in a quarterly site inspection with the City's Program Manager at 2048 Polk Street
- Provides functional, clean bathrooms with sinks that deliver both hot and cold water, hand soap, paper towels, and paper seat covers;
- Has kitchen, dining areas, food storage area, equipment, appliances, furnishings and cabinetry that are clean and functional;
- Has proper lighting, heating, and ventilation;
- Has a secured location for storage of cleaning supplies, tools and equipment (e.g., mops, brooms, buckets);
- Has fully stocked first aid kits readily available throughout the housing units, along with telephone numbers of all local emergency service agencies; and
- Has No Smoking signs posted in full view of all Participants, staff, and visitors.

C) Rental Subsidy Program

The Rental Subsidy Program aims to financial assist participant's transition into market rate permanent housing. The target population for the program is SFAPD referred clients as having the potential to transition successfully off the subsidy within a specified timeframe, as assessed by the Grantee. A rental subsidy is defined as a monthly housing grant not to exceed \$350 per household per month over a maximum of 6 months or a Participant's termination from SFAPD supervision, whichever happens sooner. On a case by case basis, SFAPD may extend a participants program beyond 6 months.

The Grantee will manage and deliver the services through the following program components:

1. Referral/Assessment

The Grantee shall receive referrals from DPOs, CASC Case Managers and other selected SFAPD partners. On a case by case basis, SFAPD may consider referring to the Program Justice Involved San Francisco residents, not under SFAPD supervision.

The Grantee shall assess referred clients to determine eligibility and whether they are appropriate for subsidy or other assistance. The assessment will include a review of the following areas:

- Client's Income Requirements
 - Income must not exceed 80% of Area Median Income (AMI).
 - A minimum of 90 days of consecutive verified employment.
 - Client's income must be a minimum of \$2,200 per month net.
 - Demonstrated ability to increase income and transition off the subsidy within the specified timeframe.
 - Rent shall not exceed 50% of total net household income.
- Participant Agreement
 - Subsidy disbursement is contingent on program engagement and demonstrated progress toward achieving the milestones to increase their income, as established in the IPHP.
 - Provide proof of tenancy (i.e., be named on the lease agreement, have a valid sublease agreement that can be verified, or submit a completed tenant contract that can be verified).

2. Subsidy and Tenant Contribution/Financial Assistance

- Participants will receive a flat subsidy of \$350 per month for six months.
- Participants' contribution (tenant contribution -TC) will be calculated by taking each Participant's total monthly rent (TR) and subtracting the flat subsidy of \$350 (TC=TR-\$350)
- Financial assistance to aid in the removal of housing related barriers to Participants, costs including but not limited to move-in costs; security deposits; one-time back rent assistance; clothing vouchers; and rental applications and credit report fees.
- On a case by case basis, with approval from City's Program Manager, Clients not enrolled in the Rental Subsidy program may be provided with one-time financial assistance for the purposes of eviction prevention, assistance with move-in costs, or other expenses that would allow a Client to move into or retain permanent housing.
- Clients who earn 80% AMI or more will not qualify for the subsidy program but may request a one-time move- in assistance for units wherein the rent does not exceed 50% of client's net income.
- Table 1 provides an example of the proposed tenant contribution and flat rental subsidy based on projected net income. As net incomes may vary based on the participant's earnings, this table acts as an example of projected net income, tenant contribution, flat rental subsidy, and the monthly max rent.

Table 1: Tenant contribution and flat rental subsidy based on projected net income

Hourly Income	Gross Income	Net Income Annual*	Monthly Net	50% of Net	Monthly Max Rent	Subsidy	Client Contribution
\$ 13.46	\$28,000.00	\$ 23,138.33	\$ 1,928.19	\$ 964.10	\$ 964.10	\$ 350.00	\$ 614.10
\$ 14.42	\$30,000.00	\$ 24,605.33	\$ 2,050.44	\$1,025.22	\$1,025.22	\$ 350.00	\$ 675.22
\$ 15.38	\$32,000.00	\$ 26,072.33	\$ 2,172.69	\$1,086.35	\$1,086.35	\$ 350.00	\$ 736.35
\$ 16.35	\$34,000.00	\$ 27,504.87	\$ 2,292.07	\$1,146.04	\$1,146.04	\$ 350.00	\$ 796.04
\$ 17.31	\$36,000.00	\$ 28,931.87	\$ 2,410.99	\$1,205.49	\$1,205.49	\$ 350.00	\$ 855.49
\$ 18.27	\$38,000.00	\$ 30,358.87	\$ 2,529.91	\$1,264.95	\$1,264.95	\$ 350.00	\$ 914.95
\$ 19.23	\$40,000.00	\$ 31,785.87	\$ 2,648.82	\$1,324.41	\$1,324.41	\$ 350.00	\$ 974.41
\$ 20.19	\$42,000.00	\$ 33,212.87	\$ 2,767.74	\$1,383.87	\$1,383.87	\$ 350.00	\$ 1,033.87
\$ 21.15	\$44,000.00	\$ 34,625.67	\$ 2,885.47	\$1,442.74	\$1,442.74	\$ 350.00	\$ 1,092.74
\$ 22.12	\$46,000.00	\$ 36,012.67	\$ 3,001.06	\$1,500.53	\$1,500.53	\$ 350.00	\$ 1,150.53
\$ 23.08	\$48,000.00	\$ 37,394.67	\$ 3,116.22	\$1,558.11	\$1,558.11	\$ 350.00	\$ 1,208.11
\$ 24.04	\$50,000.00	\$ 38,581.67	\$ 3,215.14	\$1,607.57	\$1,607.57	\$ 350.00	\$ 1,257.57
\$ 25.00	\$52,000.00	\$ 39,768.67	\$ 3,314.06	\$1,657.03	\$1,657.03	\$ 350.00	\$ 1,307.03
\$ 25.96	\$54,000.00	\$ 40,951.51	\$ 3,412.63	\$1,706.31	\$1,706.31	\$ 350.00	\$ 1,356.31
\$ 26.92	\$56,000.00	\$ 42,112.51	\$ 3,509.38	\$1,754.69	\$1,754.69	\$ 350.00	\$ 1,404.69
\$ 27.45	\$57,100.00	80% AMI for San Francisco					
\$ 27.88	\$58,000.00	\$ 43,273.51	\$ 3,606.13	\$1,803.06	\$1,803.06	\$ 350.00	\$ 1,453.06
\$ 28.85	\$60,000.00	\$ 44,434.51	\$ 3,702.88	\$1,851.44	\$1,851.44	\$ 350.00	\$ 1,501.44
\$ 29.81	\$62,000.00	\$ 45,595.51	\$ 3,799.63	\$1,899.81	\$1,899.81	\$ 350.00	\$ 1,549.81
\$ 30.77	\$64,000.00	\$ 46,756.51	\$ 3,896.38	\$1,948.19	\$1,948.19	\$ 350.00	\$ 1,598.19
\$ 31.73	\$66,000.00	\$ 47,917.51	\$ 3,993.13	\$1,996.56	\$1,996.56	\$ 350.00	\$ 1,646.56
\$ 32.69	\$68,000.00	\$ 49,078.51	\$ 4,089.88	\$2,044.94	\$2,044.94	\$ 350.00	\$ 1,694.94
\$ 33.65	\$70,000.00	\$ 50,239.51	\$ 4,186.63	\$2,093.31	\$2,093.31	\$ 350.00	\$ 1,743.31

The net income is based on projections from <http://www.taxformcalculator.com/> but could vary based on deductions and other life circumstances. The actual calculations will be based on the net income stated on clients pay check stubs or earning statements.

D) Housing Application Workshop and Trainings

Centered on the dissemination of information and activities related to client's permanent housing attainment, the Grantee shall provide the following on an annual basis:

- 12 Housing Application Workshops for SFAPD Clients and SFAPD Partner Staff

Housing Application Workshops shall be open for all SFAPD client participation. THC will develop topics and materials based on relevant opportunities and or initiatives.

Grantee shall create and maintain an updated, comprehensive user manual for attainment and housing search preparation, complete with distributable tools such as handouts, fliers or resource guides. Grantee shall also create and maintain an updated, comprehensive user manual for all housing options and waitlists in San Francisco, including but not limited to, emergency shelters, transitional housing, project-based affordable housing, housing subsidy programs, and permanent supportive housing, complete with distributable tools.

6.0 ADMINISTRATIVE REQUIREMENTS

6.1. Contract Operations Requirements

The Grantee is expected to submit all reports, data tracking documents, and invoices as defined in Appendix A (Scope of Work) and Appendix B (Calculation of Charges). Additionally, the Grantee shall

adhere to the agreed upon budget, not overspend line items without prior approval from the City's Program Manager, work collaboratively to execute budget modifications and contract amendments, attend check-ins with the City's Program Manager, adhere to all communication protocols, and proactively promote the program's services.

The City's Program Manager will monitor program utility and performance, as well as the following areas:

- Submission of reports
- Submission of data tracking documents
- Submission of invoices
- Adherence to the program's budget
- Adherence to communication protocols
- Execution of contract amendments and budget modifications
- Collaborative program check-ins

If the requirements of the contract are not met, the City's Program Manager will issue a "Notice of Contract Operations Requirements - Review and Action" (Attachment D), which identifies contract challenges and requires immediate action. Grantee shall respond to any requirements listed in the "Notice of Contract Operations Requirements" by the required date.

6.2 Participant File

Grantee shall develop and maintain complete, properly organized files on all Participants. The files shall be located in a locked secure file storage area in the office/site. All files, including electronic files, shall be considered confidential and protected from any unauthorized use or disclosure. Electronic files containing confidential Participant information will also be protected by unique passwords. Electronic Participant files will be held to the same security standard as hard copy files.

The Grantee shall have written procedures for the release of case file information to include:

- a) 1) the Participant's signed and dated Release of Information Form,
- b) 2) the name of the person, agency or organization to whom the information was released, and
- c) 3) the signature of the employee who released the information and date of release.

Grantee shall ensure confidentiality of Client records and information in accordance with all local, state and federal codes and requirements pertaining to the confidentiality of the records. Any persons not abiding by these codes and requirements may be criminally liable for unauthorized disclosure of Criminal Offender Record Information (CORI). In addition, the unauthorized disclosure of Clients' medical records, including any records regarding drug or alcohol abuse may result in additional civil and criminal penalties.

6.3. Program Reporting/Data Collection

Grantee's Program Team shall:

- Upon availability of SFAPD's Service and Program Provider Web Portal, Grantee shall be required to use this Web Portal to track SFAPD's Clients referrals, enrollment, attendance, completion, progress reports, etc. and related information. The Grantee's staff shall be required to complete the Web Portal training provided by SFAPD;
- Coordinate Program data collection and evaluation efforts. Provide data and information, as requested and as defined by SFAPD. Requested Program data may include Clients' demographic information, and services provided as defined in this agreement. Program performance measures and outcomes goals as described herein in Section 7 shall be tracked and reported as to the quarterly/annual reporting schedule listed below. Grantee shall adhere to any and all guidelines or rules governing protection of Client;

- Assist the City in collecting and supplying Program and Client data to SFAPD or SFAPD contracted researchers or evaluators for research purposes. This research and other required data collection points are included in the SFAPD Quarterly/Annual Report template and the Grantee's intake form (Attachment E);
- Confidentially and/or anonymously participate in any survey or questionnaire that may be used by researchers or evaluators at the completion of the contract as needed for research purposes. In the process, Grantee shall adhere to any and all guidelines or rules and any state and federal laws governing protection of Client information;
- Be available for Client case conferencing meetings, service provider meetings, and ongoing trainings pursuant to SFAPD request; and
- Meet with City's Program Manager or other partners determined by SFAPD as required by SFAPD to review progress and performance. The reviews shall include, but not be limited to, program implementation, problem solving and future performance objectives.

Grantee shall submit the following reports and related documentation to City's Program Manager:

- Submission of Tracking Document which includes all program referrals, waitlist, all active Clients, and all Clients who have exited the program.
 - Tracking documents shall be submitted on the 1st and 15th of each month
- Quarterly and Annual Program Report as outlined below (Reporting Schedule)
 - SFAPD Quarterly/Annual Reporting Template provided by SFAPD (Attachment E)
 - Reporting Schedule:
 - Quarterly/Annual reports are due as follows:
 - Q1 (July-Sept) Report due: November 1st
 - Q2 (Oct-Dec) Report due: February 1st
 - Q3 (Jan-March) Report due: May 1st
 - Q4 (April-June) Report and Annual report due: August 1st

At the termination of this Agreement, Grantee shall submit a Final Program report, which will be due on the last day of the following month after the expiration of this Agreement.

7.0 PERFORMANCE MEASUREMENTS

A) Clean and Sober Transitional Housing (Drake Hotel & Hart Hotel)

1) Drake:

- **Program Occupancy:** Maintain an 80% occupancy rate (Capacity is 48 beds-Must maintain 38 beds).
- **Reduce Homelessness:** Reduce homelessness by 14,016 days annually (48 beds x 365 days x 80%).
- **Permanent Housing Placements:** 40% of participants exiting the program will exit to permanent or stable housing.

2) Hart Hotel:

- **Program Occupancy:** Maintain an 80% occupancy rate (Capacity is 27 beds-Must maintain 22 beds).
- **Reduce Homelessness:** Reduce homelessness by 7,884 days annually (27 beds x 365 days x 80%).
- **Permanent Housing Placements:** 40% of participants exiting the program will exit to permanent or stable housing.

B) Stabilization Housing (Collaborative Courts—Broadway/ Sharon Hotels)

- **Program Occupancy:** Maintain an 80% occupancy rate (Capacity is 15 beds-Must maintain 12

beds).

- **Reduce Homelessness:** Reduce homelessness by 4,380 days annually (15 beds x 365 days x 80%).
- **Permanent Housing Placements:** 40% of participants exiting the program will exit to permanent or stable housing.

C) Rental Subsidy Program

- **Rental Subsidy:** Provide rental subsidy to 5-10 clients annually.
- **One Time Assistance:** Provide one time move in costs and/or rental assistance to 5-10 clients annually.
- **Stable Housing:** 75% of clients receiving a rental subsidy will remain stably housed 6 months after subsidy assistance ends.

D) Participant Satisfaction Survey (Attachment F):

- Grantee will conduct a Participant Satisfaction survey 2 times per year
- Grantee will provide the City's Program manager a summary report of the data from the Participant Satisfaction Survey
- A minimum of 85% of Participants surveyed will rate the program favorably

7.0 DEPARTMENT LAISON

In performing the services provided for in this Agreement, Department Liaison will be the City's Program Manager

List of Attachments:

- Attachment A: Individual Permanent Housing Plan
- Attachment B: Incident/Program Violation Report
- Attachment C: Participant Exit Report
- Attachment D: Notice of Contract Operations Requirements – Review and Action
- Attachment E: Quarterly/Annual Report
- Attachment F: Participant Satisfaction Survey
- Attachment G: Extension Request Form

(c) Appendix B. Appendix B - Calculation of Charges of the Grant Agreement currently read as follows:

The Grantee's total compensation under this Agreement is detailed below, inclusive of all eligible costs and expenses required to complete all work specified in Appendix A. In no event shall the total costs under this Agreement exceed the amount set forth in Section 5 of this Agreement and detailed below

Definition of Eligible Expenses

The term "Eligible Expenses" shall mean expenses incurred and paid by Grantee during the term of this Agreement in implementing the terms of the Grant Plan.

All Eligible Expenses *must* be:

- (a) paid by Grantee prior to the submission of the applicable Cost reimbursement Request (no advances of Grant Funds shall be made);

- (b) direct out-of-pocket expenses incurred by Grantee or its officers, directors and employees;
- (c) operating (as opposed to capital) expenses;
- (d) within the scope of the applicable Budget line item; and
- (e) directly related to activities performed within the physical boundaries of the City and County of San Francisco.

Eligible Expenses shall *include*:

- (1) net salaries and wages
- (2) rent or related fees for equipment, performance or meeting halls or studios;
- (3) telephone charges, stationery and office supplies;
- (4) advertising and publicity costs; and
- (5) capital expenses which must follow the guidelines set forth by the office of the

Controller. More information here:

<https://sfcontroller.org/sites/default/files/Documents/Auditing/Guidelines%20for%20Cost%20Categorization%20in%20Nonprofit%20Contracts%20and%20Grants.pdf>;and

Eligible Expenses shall specifically *exclude*:

- (1) personal or business-related costs or expenses related to meals, catering, transportation, lodging, fundraising or educational activities;
- (2) any costs or expenses which are prohibited under the terms and conditions of any federal or state grant supplying all or any portion of the Grant Funds;
- (3) penalties, late charges or interest on any late payments; or
- (4) taxes or other amounts withheld from wages or salaries which have not actually been paid by Grantee during the term of this Agreement or which relate to periods before or after the term of this Agreement.

Grantee shall be responsible for submitting expense justification documentation such as payroll, payroll taxes/fringe, and benefits back up, as well as invoices and or receipts for all other approved expenses no later than the 15th of each month for services provided in the previous month. Additionally, the City's Program manager must approve all purchases for a single item that exceeds \$500.

Gift Card Tracking and Submission Requirements

A) Gift Card Tracking Requirements

Grantee is responsible to track the purchase and distribution of gift cards at all times. The City's Program Manager will provide a gift card/voucher tracking log(s), and track the following information:

- a) Date Gift Card/Voucher was issued
- b) # of Gift Cards distributed to the client on that date
- c) Type of Gift Card/Voucher
- d) \$ Amount of Gift Card/Voucher
- e) Client's SF#
- f) Client Name (printed)
- g) Client Signature
- h) Justification/Reason for providing the client with the Gift Card/Voucher
- i) Staff Signature

Once all gift cards have been distributed, Grantee shall submit a copy of their gift card/voucher tracking log(s) to the City's Program Manager. The log(s) must include the month in which the purchase of the gift cards will be invoiced to the City APD.

B) Gift Card Submission Requirements

- Each time a batch of gift cards is purchased, you're responsible to track distribution as per the above bullet point.
- Once all the cards in a batch have been distributed, you'll need to submit a copy of the gift card distribution tracking log to the City's Program Manager overseeing your contract and write on the log what month you invoiced APD for the purchase of the gift cards.

Payments will be made by City to the Grantee within 30 days of the new cost reimbursement submission date.

Budget:

SAN FRANCISCO ADULT PROBATION DEPARTMENT BUDGET SUMMARY BY PROGRAM				
Grantee: Tenderloin Housing Clinic, Inc.				
Contract Term: March 1, 2020 to February 28, 2022				
Program: Housing				Date: February 5, 2020
(Check One): <input checked="" type="checkbox"/> New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification				
If modification, Effective Date of Mod. No. of Allocation				
Program: Housing	Allocation One	Allocation Two	Allocation Three	Total
Program Term:	March 1, 2020- June 30, 2020 (4 month budget)	July 1, 2020- June 30, 2021 (12 month budget)	July 1, 2021-February 28, 2022 (8 month budget)	
Expenditures				
Salaries & Benefits	\$ 367,962	\$ 1,131,483	\$ 773,180	\$ 2,272,625
Operating Expense	\$ 81,629	\$ 252,912	\$ 171,522	\$ 506,063
Subtotal	\$ 449,591	\$ 1,384,395	\$ 944,702	\$ 2,778,688
Indirect Percentage (%)	11.5%	11.5%	11.5%	
Indirect Cost	\$ 51,703	\$ 159,205	\$ 108,641	\$ 319,549
Lease Expense	\$ 423,858	\$ 1,288,042	\$ 884,885	\$ 2,596,785
Rental Subsidies/Barrier Removal	\$ 8,333	\$ 25,000	\$ 16,667	\$ 50,000
Total Expenditures	\$ 933,484	\$ 2,856,643	\$ 1,954,895	\$ 5,745,022
Less Rental Income from Inherited tenants				
APD Contract	\$ 933,484	\$ 2,856,643	\$ 1,954,895	\$ 5,745,022
Prepared by: Tonya Jones				
Approved by APD Division Director:				

Payment Requests should be sent to the person indicated in Section 15 of this Agreement.

Payments will be made by City to the Grantee within 30 days after the City has received Grantee's cost reimbursement request, provided that:

The City has accepted as satisfactory, in the City's sole and absolute discretion, the services rendered by the Grantee to the City in accordance with this Contract;

Insurance documentation is current in accordance with Section 10 of this Agreement.

In the event the City requests corrections to the cost reimbursement invoice, or for additional information needed to accept the cost reimbursement invoice as satisfactory, the date on which the additional information is received will mark a "new cost reimbursement submission date."

Such section is hereby amended to read as follows:

Appendix B-1 Calculation of Charges

The Grantee's total compensation under this Agreement is detailed below, inclusive of all eligible costs and expenses required to complete all work specified in Appendix A. In no event shall the total costs under this Agreement exceed the amount set forth in Section 5 of this Agreement and detailed below

Definition of Eligible Expenses

The term "Eligible Expenses" shall mean expenses incurred and paid by Grantee during the term of this Agreement in implementing the terms of the Grant Plan.

All Eligible Expenses *must* be:

(a) paid by Grantee prior to the submission of the applicable Cost reimbursement Request (no advances of Grant Funds shall be made);

(b) direct out-of-pocket expenses incurred by Grantee or its officers, directors and employees;

(c) operating (as opposed to capital) expenses;

(d) within the scope of the applicable Budget line item; and

(e) directly related to activities performed within the physical boundaries of the City and County of San Francisco.

Eligible Expenses shall *include*:

(1) net salaries and wages

(2) rent or related fees for equipment, performance or meeting halls or studios;

(3) telephone charges, stationery and office supplies;

(4) advertising and publicity costs; and

(5) capital expenses which must follow the guidelines set forth by the office of the Controller. More information here:

<https://sfcontroller.org/sites/default/files/Documents/Auditing/Guidelines%20for%20Cost%20Categorization%20in%20Nonprofit%20Contracts%20and%20Grants.pdf>;and

Eligible Expenses shall specifically *exclude*:

(1) personal or business-related costs or expenses related to meals, catering, transportation, lodging, fundraising or educational activities;

(2) any costs or expenses which are prohibited under the terms and conditions of any federal or state grant supplying all or any portion of the Grant Funds;

(3) penalties, late charges or interest on any late payments; or

(4) taxes or other amounts withheld from wages or salaries which have not actually been paid by Grantee during the term of this Agreement or which relate to periods before or after the term of this Agreement.

Grantee shall be responsible for submitting expense justification documentation such as payroll, payroll taxes/fringe, and benefits back up, as well as invoices and or receipts for all other approved expenses no later than the 15th of each month for services provided in the previous month. Additionally, the City's Program manager must approve all purchases for a single item that exceeds \$500.

Gift Card Tracking and Submission Requirements

A) Gift Card Tracking Requirements

Grantee is responsible to track the purchase and distribution of gift cards at all times. The City's Program Manager will provide a gift card/voucher tracking log(s), and track the following information:

- a) Date Gift Card/Voucher was issued
- b) # of Gift Cards distributed to the client on that date
- c) Type of Gift Card/Voucher
- d) \$ Amount of Gift Card/Voucher
- e) Client's SF#
- f) Client Name (printed)
- g) Client Signature
- h) Justification/Reason for providing the client with the Gift Card/Voucher
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Once all gift cards have been distributed, Grantee shall submit a copy of their gift card/voucher tracking log(s) to the City's Program Manager. The log(s) must include the month in which the purchase of the gift cards will be invoiced to the City APD.

B) Gift Card Submission Requirements

- Each time a batch of gift cards is purchased, you're responsible to track distribution as per the above bullet point.
- Once all the cards in a batch have been distributed, you'll need to submit a copy of the gift card distribution tracking log to the City's Program Manager overseeing your contract and write on the log what month you invoiced APD for the purchase of the gift cards.

Payments will be made by City to the Grantee within 30 days of the new cost reimbursement submission date.

Budget:

Appendix B-2 (Budget) below includes a historic record of original allocations and any modifications prior to this first amendment. True actual expenditures for each year are incorporated into Appendix B-1 (Budget) below.

SAN FRANCISCO ADULT PROBATION DEPARTMENT BUDGET SUMMARY BY PROGRAM				
Grantee: Tenderloin Housing Clinic, Inc.				
Contract Term: March 1, 2020 to February 28, 2022				
Program: Housing				Date: February 5, 2020
(Check One): <input checked="" type="checkbox"/> New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification				
If modification, Effective Date of Mod. No. of Allocation				
Program: Housing	Allocation One	Allocation Two	Allocation Three	Total
Program Term:	March 1, 2020- June 30, 2020 (4 month budget)	July 1, 2020- June 30, 2021 (12 month budget)	July 1, 2021-February 28, 2022 (8 month budget)	
Expenditures				
Salaries & Benefits	\$ 367,962	\$ 1,131,483	\$ 773,180	\$ 2,272,625
Operating Expense	\$ 81,629	\$ 252,912	\$ 171,522	\$ 506,063
<i>Subtotal</i>	\$ 449,591	\$ 1,384,395	\$ 944,702	\$ 2,778,688
Indirect Percentage (%)	11.5%	11.5%	11.5%	
Indirect Cost	\$ 51,703	\$ 159,205	\$ 108,641	\$ 319,549
Lease Expense	\$ 423,858	\$ 1,288,042	\$ 884,885	\$ 2,596,785
Rental Subsidies/Barrier Removal	\$ 8,333	\$ 25,000	\$ 16,667	\$ 50,000
Total Expenditures	\$ 933,484	\$ 2,856,643	\$ 1,954,895	\$ 5,745,022
<i>Less Rental Income from Inherited tenants</i>				
APD Contract	\$ 933,484	\$ 2,856,643	\$ 1,954,895	\$ 5,745,022
Prepared by: Tonya Jones				
Approved by APD Division Director:				

Appendix B-1 (Budget):

SAN FRANCISCO ADULT PROBATION DEPARTMENT BUDGET SUMMARY BY PROGRAM			
Grantee: Tenderloin Housing Clinic, Inc.			
Contract Term: March 1, 2020 to February 28, 2022			
Program: Housing		Date: September 2, 2020	
(Check One): New Renewal Modification 1			
If modification, Effective Date of Mod.		No. of Allocation	
Program: Housing	Allocation Year Two	Allocation Year Three	Total
Program Term:	July 1, 2020- June 30, 2021 (12 month budget)	July 1, 2021-February 28, 2022 (8 month budget)	
Expenditures			
Salaries & Benefits	\$ 1,093,068	\$ 728,712	\$ 1,821,780
Operating Expense	\$ 266,777	\$ 168,360	\$ 435,137
Subtotal	\$ 1,359,845	\$ 897,072	\$ 2,256,917
Indirect Percentage (%)	11.5%	11.5%	
Indirect Cost	\$ 156,382	\$ 103,163	\$ 259,545
Lease Expense	\$ 1,269,551	\$ 863,192	\$ 2,132,743
Rental Subsidies/Barrier Removal	\$ 25,000	\$ 16,667	\$ 41,667
Subtotal Expenditures	\$ 2,810,778	\$ 1,880,094	\$ 4,690,872
Less Rental Income from Inherited tenants	\$ (34,294)	\$ (32,730)	
Total Expenditures	\$ 2,776,484	\$ 1,847,364	\$ 4,623,848
Historical Actual Program Cost from 03/01/2020-06/30/2020			
Allocation Year One 03/01/2020-06/30/2020			\$ 891,723
Total Contract			\$ 5,515,571
Prepared by: Tonya Jones			
Approved by APD Division Director:			

Payment Requests should be sent to the person indicated in Section 15 of this Agreement.

Payments will be made by City to the Grantee within 30 days after the City has received Grantee's cost reimbursement request, provided that:

The City has accepted as satisfactory, in the City's sole and absolute discretion, the services rendered by the Grantee to the City in accordance with this Contract;

Insurance documentation is current in accordance with Section 10 of this Agreement.

In the event the City requests corrections to the cost reimbursement invoice, or for additional information needed to accept the cost reimbursement invoice as satisfactory, the date on which the additional information is received will mark a "new cost reimbursement submission date," and

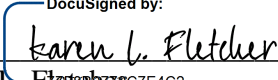
3. Effective Date. Each of the modifications set forth in Section 2 shall be effective on and after the date of this Amendment.

4. Legal Effect. Except as expressly modified by this Amendment, all of the terms and conditions of the Grant Agreement shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to the Grant Agreement to be duly executed as of the date first specified herein.

CITY
ADULT PROBATION DEPARTMENT

GRANTEE:
TENDERLOIN HOUSING CLINIC, INC.

By: 
Karen L. Fletcher
Chief Adult Probation Officer

By: 
Tabitha Allen

Approved as to Form:

Title: Deputy Director

Dennis J. Herrera
City Attorney

By: 
Jana Clark
Deputy City Attorney