

Committee Item No. 17
Board Item No. 20

COMMITTEE/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

Committee: Budget and Finance

Date December 9, 2015

Board of Supervisors Meeting

Date DECEMBER 19, 2015

Cmte Board

| | | |
|-------------------------------------|-------------------------------------|----------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Motion |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Resolution |
| <input type="checkbox"/> | <input type="checkbox"/> | Ordinance |
| <input type="checkbox"/> | <input type="checkbox"/> | Legislative Digest |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Budget and Legislative Analyst Report |
| <input type="checkbox"/> | <input type="checkbox"/> | Youth Commission Report |
| <input type="checkbox"/> | <input type="checkbox"/> | Introduction Form |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Department/Agency Cover Letter and/or Report |
| <input type="checkbox"/> | <input type="checkbox"/> | MOU |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Information Form |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Budget |
| <input type="checkbox"/> | <input type="checkbox"/> | Subcontract Budget |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Contract/Agreement |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Form 126 – Ethics Commission |
| <input type="checkbox"/> | <input type="checkbox"/> | Award Letter |
| <input type="checkbox"/> | <input type="checkbox"/> | Application |
| <input type="checkbox"/> | <input type="checkbox"/> | Public Correspondence |

OTHER (Use back side if additional space is needed)

[illegible]

Completed by: Victor Young Date: December 4, 2015
Completed by: Victor Young Date: 12/10/15

1 [Contract Amendment - Larkin Street Youth Services - Behavioral Health Services - Not to
2 Exceed \$11,802,629]

3 **Resolution approving amendment number one to the Department of Public Health**
4 **contract for behavioral health services with Larkin Street Youth Services to extend the**
5 **contract by two years, from July 1, 2010, through December 31, 2015, to July 1, 2010,**
6 **through December 31, 2017, with a corresponding increase of \$1,871,834 for a total**
7 **amount not to exceed \$11,802,629.**

8
9 WHEREAS, The mission of the Department of Public Health is to protect and promote
10 the health of all San Franciscans; and

11 WHEREAS, The Department of Public Health provides health and behavioral health
12 services through a wide network of approximately 300 Community-Based Organizations and
13 service providers; and

14 WHEREAS, In 2010, the Department of Public Health selected Larkin Street Youth
15 Services through a Request For Proposals process to provide behavioral health services for
16 the period of July 1, 2010, through December 31, 2015; and

17 WHEREAS, The Department of Public Health wishes to extend the term of that
18 contract in order to allow the continuation of services while Requests For Proposals are
19 administered to take into account the changes to behavioral health services business needs
20 related to the Affordable Care Act and the State Department of Health Care Services' 1115
21 Demonstration Waiver pertaining to the delivery of substance abuse Drug Medi-Cal funded
22 services; and

23 WHEREAS, The San Francisco Charter, Section 9.118, requires that contracts entered
24 into by a department or commission having a term in excess of ten years, or requiring
25

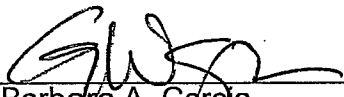
1 anticipated expenditures by the City and County of ten million dollars, to be approved by the
2 Board of Supervisors; and

3 WHEREAS, The Department of Public Health requests approval of an amendment to
4 the Department of Public Health contract for behavioral health services with Larkin Street
5 Youth Services to extend the contract by two years, from July 1, 2010, through December 31,
6 2015, to July 1, 2010, through December 31, 2017, with a corresponding increase of
7 \$1,871,834 for a total not-to-exceed amount of \$11,802,629; now, therefore, be it

8 RESOLVED, That the Board of Supervisors hereby authorizes the Director of Health
9 and the Director of the Office of Contract Administration/Purchaser, on behalf of the City and
10 County of San Francisco to amend the contract with Larkin Street Youth Services, extending
11 the term of the contract by two years, through December 31, 2017, and increasing the total,
12 not-to-exceed amount of the contract by \$1,871,834 to \$11,802,629; and, be it

13 FURTHER RESOLVED, That within thirty (30) days of the contract amendment being
14 fully executed by all parties, the Director of Health and/or the Director of the Office of Contract
15 Administration/Purchaser shall provide the final contract amendment to the Clerk of the Board
16 for inclusion into the official file (File No. 151041).

17
18
19
20 RECOMMENDED:

21 
22 Barbara A. Garcia,
23 Director of Health

APPROVED:

24 
Mark Morewitz,
Health Commission Secretary

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| Items 15, 17, 18 and 19 Files 15-1029, 15-1041, 15-1042 and 15-1045 | Department: Department of Public Health (DPH) |
| EXECUTIVE SUMMARY | |
| <p style="text-align: center;">Legislative Objectives</p> <ul style="list-style-type: none"> The proposed resolutions would amend four behavioral health services contracts between DPH and four non-profit organizations to (i) extend the contract terms for two years from December 31, 2015 to December 31, 2017, and (ii) increase the not-to-exceed amount of each contract. <p style="text-align: center;">Key Points</p> <ul style="list-style-type: none"> In June 2015, DPH informed the Board of Supervisors of their intention to request two-year contract extensions for their behavioral health services contracts in order to meet the requirements of the Affordable Care Act and the State Department of Health Care Services 1115 demonstration waiver regarding Medi-Cal organized drug delivery system. The extension period would allow DPH to have sufficient time to complete the planning process, issue new RFPs, and award new contracts for behavioral health services. <p style="text-align: center;">Fiscal Impact</p> <ul style="list-style-type: none"> The current total not-to-exceed amount of the four contracts is \$38,495,982. DPH is requesting a total increase of \$13,385,008 in these contracts for a total contract not-to-exceed amount of \$51,880,990. The contract amounts for the two-year extension from January 1, 2016 through December 31, 2017 include contingencies of 12 percent and Cost of Living Adjustments (COLA) approved by the Board of Supervisors for FY 2015-16 and FY 2016-17. The Budget and Legislative Analyst found the requested increase for each of the four contracts to be reasonable, based on actual and projected contract expenditures. <p style="text-align: center;">Policy Consideration</p> <ul style="list-style-type: none"> DPH is now in the process of determining how to best align contracted services with the requirements of the Affordable Care Act and the State Department of Health Care Services 1115 demonstration, and plans to issue Requests for Proposals (RFP) in approximately March 2016. DPH considers the two-year contract extension to be necessary in order to prepare multiple RFPs for behavioral health services, stagger the timing of the issuance of these RFPs, and award new contracts, while preventing any break in service delivery. <p style="text-align: center;">Recommendation</p> <ul style="list-style-type: none"> Approve the proposed resolutions. | |

MANDATE STATEMENT

City Charter Section 9.118(b) states that any contract entered into by a department, board or commission that (1) has a term of more than ten years, (2) requires expenditures of \$10 million or more, or (3) requires a modification of more than \$500,000 is subject to Board of Supervisors approval.

BACKGROUND

In 2010, the Department of Public Health (DPH) awarded four behavioral health services contracts to four non-profit organizations including A Better Way, Inc., Larkin Street Youth Services, Oakes Children's Center, and the Regents of the University of California at San Francisco (UCSF), after completing a competitive Request for Proposals (RFP) process. Funding for the four contracts was a combination of (i) City General Funds, (ii) State Realignment and State General Funds, (iii) Federal Medi-Cal and Short Doyle Medi-Cal funds, and (iv) work orders. All four non-profit organizations currently have a contract term of five years and six months from July 1, 2010 through December 31, 2015.¹ These contracts were not subject to Board of Supervisors approval because they were for less than \$10 million and 10 years.

In June 2015, DPH informed the Board of Supervisors of their intention to request two-year contract extensions for their behavioral health services contracts in order to meet the requirements of the Affordable Care Act. DPH has been involved in a planning process to optimize and integrate contracted community based services into DPH's San Francisco Health Network, an integrated service delivery system. The extension period would allow DPH to have sufficient time to complete the planning process, issue new RFPs, and award new contracts for behavioral health services.

DETAILS OF PROPOSED LEGISLATION

The proposed resolutions would amend four behavioral health services contracts between DPH and four non-profit organizations to (i) extend the contract terms for two years from December 31, 2015 to December 31, 2017, and (ii) increase the not-to-exceed amount of each contract as shown in Table 1 below.

The four non-profit organizations include A Better Way, Inc., Larkin Street Youth Services, Oakes Children's Center, and UCSF.

In addition to meeting new requirements for the Affordable Care Act, DPH must also comply with the State Department of Health Care Services 1115 demonstration waiver regarding Medi-Cal organized drug delivery system, which was approved by the State in August 2015. Ms. Michelle Ruggels, Director of the DPH Business Office, explained that DPH will need to make significant changes to the current substance abuse delivery system and in some cases, create new service models. DPH is now in the process of determining how to best align contracted

¹ DPH made prior amendments to the contract terms and the total not-exceed amounts for A Better Way, Inc. and Oakes Children's Center prior to the proposed resolution.

services with the requirements of the Affordable Care Act and the State Department of Health Care Services 1115 demonstration waiver.

FISCAL IMPACT

The current total not-to-exceed amount of the four contracts is \$38,495,982. DPH is requesting a total increase of \$13,385,008 in these contracts for a total contract not-to-exceed amount of \$51,880,990, as shown in the Table 1 below.

Table 1. Current and Proposed Contract Not-to-Exceed Amounts

| Contractor | Item No. | Current Not-to-Exceed Amount | Requested Increase | Revised Not-to-Exceed Amount |
|--------------------------------------------------------------------------------------|----------|------------------------------|---------------------|------------------------------|
| A Better Way, Inc. | 15-1029 | \$9,982,914 | \$4,132,394 | \$14,115,308 |
| Larkin Street Youth Services | 15-1041 | 9,930,795 | 1,871,834 | 11,802,629 |
| Oakes Children's Center | 15-1042 | 9,276,533 | 4,370,003 | 13,646,536 |
| The Regents of the University of California at San Francisco (Infant Parent Program) | 15-1045 | 9,305,740 | 3,010,777 | 12,316,517 |
| Total | | \$38,495,982 | \$13,385,008 | \$51,880,990 |

Source: Department of Public Health staff.

The Budget and Legislative Analyst found the requested increase for each of the four contracts to be reasonable, based on actual and projected contract expenditures.

According to Ms. Ruggels, the contract amounts for the two-year extension from January 1, 2016 through December 31, 2017 include contingencies of 12 percent and Cost of Living Adjustments (COLA) approved by the Board of Supervisors for FY 2015-16 and FY 2016-17. Additionally, Oakes Children's Center, which provides therapy on-site to children in San Francisco's public schools, has had its contract increased to meet the increasing number of referrals by the school district. Finally, Larkin Street Youth Services received State Mental Health Services Funding to expand housing services to its clients.

POLICY CONSIDERATION

Ms. Ruggels advised that the purpose of extending the current contract period by two years until December 31, 2017 is to allow the Department to:

- (a) Complete its planning process to identify any service model changes necessary to better meet the needs of the Department's integrated service delivery system, the San Francisco Health Network, in response to the implementation of the Affordable Care Act;

- (b) Finalize its plan for addressing the new requirements of the State Department of Health Care Services 1115 demonstration waiver (Drug Medi-Cal Organized Delivery System) approved by the State in August 2015, which will require significant changes to the current substance abuse delivery system, including entirely new service models; and
- (c) Prepare multiple RFPs for behavioral health services, stagger the timing of the issuance of these RFPs, and award new contracts, while preventing any break in service delivery.

DPH will finalize its RFP schedule, which is estimated to be completed by March 2016, pending the completion of an evaluation of community-based services that meet the requirements of the Affordable Care Act and the State's 1115 demonstration waiver.

According to Ms. Ruggels, DPH will prepare a schedule for the issuance of the multiple RFPs for behavioral health services that includes the timeline of the issuance of the RFPs, as well as the effective date of the new services. DPH will submit the new contracts to the Board of Supervisors for approval in accordance with Charter Section 9.118(b).

RECOMMENDATION

Approve the proposed resolutions.



City and County of San Francisco

San Francisco Department of Public Health

Barbara A. Garcia, MPA
Director of Health

October 5, 2015

Angela Calvillo, Clerk of the Board
Board of Supervisors
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102-4689

Dear Ms. Calvillo:

Attached please find a proposed resolution for Board of Supervisors approval for the extension of 22 behavioral health services contracts for two years, with corresponding increases in each contract amount, as shown in the resolution.

These contract amendments require Board of Supervisors approval under San Francisco Charter Section 9.118, as they have either already been approved by the Board and the proposed amendment exceeds \$500,000, or they have not previously been approved by the Board and the total contract amount exceeds \$10 million.

The following is a list of accompanying documents:

- o Resolution
- o Proposed amendments
- o Original agreements and any previous amendment
- o Forms SFEC-126 for the Board of Supervisors and Mayor

The following person may be contacted regarding this matter: Jacquie Hale, Director, Office of Contracts Management and Compliance, Department of Public Health, (415) 554-2609 (Jacquie.Hale@SFDPH.org).

Thank you for your time and consideration.

Sincerely,

Jacquie Hale
Director

DPH Office of Contracts Management and Compliance

RECEIVED
OFFICE OF SUPERVISOR
SANTOS
2015 OCT -5 AM 11:17

The mission of the San Francisco Department of Public Health is to protect and promote the health of all San Franciscans.

We shall ~ Assess and research the health of the community ~ Develop and enforce health policy ~ Prevent disease and injury ~

~ Educate the public and train health care providers ~ Provide quality, comprehensive, culturally-proficient health services ~ Ensure equal access to all ~

Jacquie.hale@sfdph.org – office 415-554-2509 fax 415 554-2555

101 Grove Street, Room 307, San Francisco, CA 94102

**City and County of San Francisco
Office of Contract Administration
Purchasing Division**

First Amendment

THIS AMENDMENT (this "Amendment") is made as of July 1, 2015 in San Francisco, California, by and between **Larkin Street Youth Services** ("Contractor"), and the City and County of San Francisco, a municipal corporation ("City"), acting by and through its Director of the Office of Contract Administration.

RECITALS

WHEREAS, City and Contractor have entered into the Agreement (as defined below); and

WHEREAS, City and Contractor desire to amend the Agreement on the terms and conditions set forth herein to extend the performance period, increase the contract amount, and update standard contractual clauses;

NOW, THEREFORE, Contractor and the City agree as follows:

1. Definitions. The following definitions shall apply to this Amendment:

1a. Agreement. The term "Agreement" shall mean the Agreement dated July 1, 2010 from RFP 23-2009, dated July 31, 2009, Contract Numbers BPHM11000096, between Contractor and City, as amended to a Sole Source by this First amendment.

1b. Contract Monitoring Division. Effective July 28, 2012, with the exception of Sections 14B.9(D) and 14B.17(F), all of the duties and functions of the Human Rights Commission under Chapter 14B of the Administrative Code (LBE Ordinance) were transferred to the City Administrator, Contract Monitoring Division ("CMD"). Wherever "Human Rights Commission" or "HRC" appears in the Agreement in reference to Chapter 14B of the Administrative Code or its implementing Rules and Regulations, it shall be construed to mean "Contract Monitoring Division" or "CMD" respectively.

1c. Other Terms. Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Agreement.

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

2a. Section 2 of the Agreement currently reads as follows:

2. Term of the Agreement

Subject to Section 2, the term of this Agreement shall be from July 1, 2010 through December 31, 2015.

Such Section is hereby amended in its entirety to read as follows:

2. Term of the Agreement

Subject to Section 2, the term of this Agreement shall be from July 1, 2010 through December 31, 2017.

2b. Section 5 of the Agreement currently reads as follows:

5. Compensation

Compensation shall be made in monthly payments on or before the 30th day of each month for work, as set forth in Section 4 of this Agreement, that the Director of the Public Health Department, in his or her sole discretion, concludes has been performed as of the 30th day of the immediately preceding month. In no event shall the amount of this Agreement exceed **Nine Million Nine Hundred Thirty Thousand Seven Hundred Ninety Five Dollars (\$9,930,795)**. The breakdown of costs associated with this Agreement appears in Appendix B, "Calculation of Charges," attached hereto and incorporated by reference as though fully set forth herein.

No charges shall be incurred under this Agreement nor shall any payments become due to Contractor until reports, services, or both, required under this Agreement are received from Contractor and approved by The Department of Public Health as being in accordance with this Agreement. City may withhold payment to Contractor in any instance in which Contractor has failed or refused to satisfy any material obligation provided for under this Agreement.

In no event shall City be liable for interest or late charges for any late payments.

Such section is hereby amended in its entirety to read as follows:

5. Compensation

Compensation shall be made in monthly payments on or before the 30th day of each month for work, as set forth in Section 4 of this Agreement, that the Director of the Public Health Department, in his or her sole discretion, concludes has been performed as of the 30th day of the immediately preceding month. In no event shall the amount of this Agreement exceed **Eleven Million Eight Hundred Two Thousand Six Hundred Twenty-Nine Dollars (\$11,802,629)**. The breakdown of costs associated with this Agreement appears in Appendix B, "Calculation of Charges," attached hereto and incorporated by reference as though fully set forth herein.

No charges shall be incurred under this Agreement nor shall any payments become due to Contractor until reports, services, or both, required under this Agreement are received from Contractor and approved by The Department of Public Health as being in accordance with this Agreement. City may withhold payment to Contractor in any instance in which Contractor has failed or refused to satisfy any material obligation provided for under this Agreement.

In no event shall City be liable for interest or late charges for any late payments.

2c. Insurance. Section 15 is hereby replaced in its entirety to read as follows:

15. Insurance

a. Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

1) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness; and

2) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence and \$2,000,000 general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; and

3) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence, "Combined Single Limit" for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

4) Professional liability insurance, applicable to Contractor's profession, with limits not less than \$1,000,000 each claim with respect to negligent acts, errors or omissions in connection with the Services.

5) Blanket Fidelity Bond (Commercial Blanket Bond): Limits in the amount of the Initial Payment provided for in the Agreement

b. Commercial General Liability and Commercial Automobile Liability Insurance policies must be endorsed to provide:

1) Name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.

2) That such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought.

c. All policies shall be endorsed to provide thirty (30) days' advance written notice to the City of cancellation for any reason, intended non-renewal, or reduction in coverages. Notices shall be sent to the City address set forth in the Section entitled "Notices to the Parties."

d. Should any of the required insurance be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three years beyond the expiration of this Agreement, to the effect that, should occurrences during the contract term give rise to claims made after expiration of the Agreement, such claims shall be covered by such claims-made policies.

e. Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

f. Before commencing any Services, Contractor shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Approval of the insurance by City shall not relieve or decrease Contractor's liability hereunder.

g. The Workers' Compensation policy(ies) shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.

h. If Contractor will use any subcontractor(s) to provide Services, Contractor shall require the subcontractor(s) to provide all necessary insurance and to name the City and County of San Francisco, its officers, agents and employees and the Contractor as additional insureds.

Notwithstanding the foregoing, the following insurance requirements are waived or modified in accordance with the terms and conditions stated in Appendix C Insurance.

2d. Replacing “Earned Income Credit (EIC) Forms” Section with “Consideration of Criminal History in Hiring and Employment Decisions” Section. Section 32 “Earned Income Credit (EIC) Forms” is hereby replaced in its entirety to read as follows:

32. Consideration of Criminal History in Hiring and Employment Decisions.

a. Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12T “City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions,” of the San Francisco Administrative Code (Chapter 12T), including the remedies provided, and implementing regulations, as may be amended from time to time. The provisions of Chapter 12T are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the Chapter 12T is available on the web at www.sfgov.org/olse/fco. A partial listing of some of Contractor’s obligations under Chapter 12T is set forth in this Section. Contractor is required to comply with all of the applicable provisions of 12T, irrespective of the listing of obligations in this Section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12T.

b. The requirements of Chapter 12T shall only apply to a Contractor’s or Subcontractor’s operations to the extent those operations are in furtherance of the performance of this Agreement, shall apply only to applicants and employees who would be or are performing work in furtherance of this Agreement, shall apply only when the physical location of the employment or prospective employment of an individual is wholly or substantially within the City of San Francisco, and shall not apply when the application in a particular context would conflict with federal or state law or with a requirement of a government agency implementing federal or state law.

c. Contractor shall incorporate by reference in all subcontracts the provisions of Chapter 12T, and shall require all subcontractors to comply with such provisions. Contractor’s failure to comply with the obligations in this subsection shall constitute a material breach of this Agreement.

d. Contractor or Subcontractor shall not inquire about, require disclosure of, or if such information is received, base an Adverse Action on an applicant’s or potential applicant for employment’s, or employee’s: (1) Arrest not leading to a Conviction, unless the Arrest is undergoing an active pending criminal investigation or trial that has not yet been resolved; (2) participation in or completion of a diversion or a deferral of judgment program; (3) a Conviction that has been judicially dismissed, expunged, voided, invalidated, or otherwise rendered inoperative; (4) a Conviction or any other adjudication in the juvenile justice system; (5) a

Conviction that is more than seven years old, from the date of sentencing; or (6) information pertaining to an offense other than a felony or misdemeanor, such as an infraction.

e. Contractor or Subcontractor shall not inquire about or require applicants, potential applicants for employment, or employees to disclose on any employment application the facts or details of any conviction history, unresolved arrest, or any matter identified in subsection 32 above. Contractor or Subcontractor shall not require such disclosure or make such inquiry until either after the first live interview with the person, or after a conditional offer of employment.

f. Contractor or Subcontractor shall state in all solicitations or advertisements for employees that are reasonably likely to reach persons who are reasonably likely to seek employment to be performed under this Agreement, that the Contractor or Subcontractor will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of Chapter 12T.

g. Contractor and Subcontractors shall post the notice prepared by the Office of Labor Standards Enforcement (OLSE), available on OLSE's website, in a conspicuous place at every workplace, job site, or other location under the Contractor or Subcontractor's control at which work is being done or will be done in furtherance of the performance of this Agreement. The notice shall be posted in English, Spanish, Chinese, and any language spoken by at least 5% of the employees at the workplace, job site, or other location at which it is posted.

h. Contractor understands and agrees that if it fails to comply with the requirements of Chapter 12T, the City shall have the right to pursue any rights or remedies available under Chapter 12T, including but not limited to, a penalty of \$50 for a second violation and \$100 for a subsequent violation for each employee, applicant or other person as to whom a violation occurred or continued, termination or suspension in whole or in part of this Agreement.

2e. Protection of Private Information. Section 64 is hereby added to the Agreement, as follows:

64. Protection of Private Information. Contractor has read and agrees to the terms set forth in San Francisco Administrative Code Sections 12M.2, "Nondisclosure of Private Information," and 12M.3, "Enforcement" of Administrative Code Chapter 12M, "Protection of Private Information," which are incorporated herein as if fully set forth. Contractor agrees that any failure of Contractor to comply with the requirements of Section 12M.2 of this Chapter shall be a material breach of the Contract. In such an event, in addition to any other remedies available to it under equity or law, the City may terminate the Contract, bring a false claim action against the Contractor pursuant to Chapter 6 or Chapter 21 of the Administrative Code, or debar the Contractor.

2f. Health Care Accountability Ordinance. Section 44 is hereby replaced in its entirety to read as follows:

44. Health Care Accountability Ordinance.

Contractor agrees to comply fully with and be bound by all of the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in San Francisco Administrative Code Chapter 12Q, including the remedies provided, and implementing regulations, as the same may be amended from time to time. The provisions of section 12Q.5.1 of Chapter 12Q are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the HCAO is available on the web at www.sfgov.org/olse. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12Q.

a. For each Covered Employee, Contractor shall provide the appropriate health benefit set forth in Section 12Q.3 of the HCAO. If Contractor chooses to offer the health plan option, such health plan shall meet the minimum standards set forth by the San Francisco Health Commission.

b. Notwithstanding the above, if the Contractor is a small business as defined in Section 12Q.3(e) of the HCAO, it shall have no obligation to comply with part (a) above.

c. Contractor's failure to comply with the HCAO shall constitute a material breach of this agreement. City shall notify Contractor if such a breach has occurred. If, within 30 days after receiving City's written notice of a breach of this Agreement for violating the HCAO, Contractor fails to cure such breach or, if such breach cannot reasonably be cured within such period of 30 days, Contractor fails to commence efforts to cure within such period, or thereafter fails diligently to pursue such cure to completion, City shall have the right to pursue the remedies set forth in 12Q.5.1 and 12Q.5(f)(1-6). Each of these remedies shall be exercisable individually or in combination with any other rights or remedies available to City.

d. Any Subcontract entered into by Contractor shall require the Subcontractor to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this Section. Contractor shall notify City's Office of Contract Administration when it enters into such a Subcontract and shall certify to the Office of Contract Administration that it has notified the Subcontractor of the obligations under the HCAO and has imposed the requirements of the HCAO on Subcontractor through the Subcontract. Each Contractor shall be responsible for its Subcontractors' compliance with this Chapter. If a Subcontractor fails to comply, the City may pursue the remedies set forth in this Section against Contractor based on the Subcontractor's failure to comply, provided that City has first provided Contractor with notice and an opportunity to obtain a cure of the violation.

e. Contractor shall not discharge, reduce in compensation, or otherwise discriminate against any employee for notifying City with regard to Contractor's noncompliance or anticipated noncompliance with the requirements of the HCAO, for opposing any practice proscribed by the HCAO, for participating in proceedings related to the HCAO, or for seeking to assert or enforce any rights under the HCAO by any lawful means.

f. Contractor represents and warrants that it is not an entity that was set up, or is being used, for the purpose of evading the intent of the HCAO.

g. Contractor shall maintain employee and payroll records in compliance with the California Labor Code and Industrial Welfare Commission orders, including the number of hours each employee has worked on the City Contract.

h. Contractor shall keep itself informed of the current requirements of the HCAO.

i. Contractor shall provide reports to the City in accordance with any reporting standards promulgated by the City under the HCAO, including reports on Subcontractors and Subtenants, as applicable.

j. Contractor shall provide City with access to records pertaining to compliance with HCAO after receiving a written request from City to do so and being provided at least ten business days to respond.

k. Contractor shall allow City to inspect Contractor's job sites and have access to Contractor's employees in order to monitor and determine compliance with HCAO.

l. City may conduct random audits of Contractor to ascertain its compliance with HCAO. Contractor agrees to cooperate with City when it conducts such audits.

m. If Contractor is exempt from the HCAO when this Agreement is executed because its amount is less than \$25,000 (\$50,000 for nonprofits), but Contractor later enters into an agreement or agreements that cause Contractor's aggregate amount of all agreements with City to reach \$75,000, all the agreements shall be thereafter subject to the HCAO. This obligation arises on the effective date of the agreement that causes the cumulative amount of agreements between Contractor and the City to be equal to or greater than \$75,000 in the fiscal year.

2g. Add Appendices A-1a, A-1b and A-2 dated 7/1/2015 to Agreement as amended.

2h. Delete Appendix B-Calculation of Charges and replace in its entirety with Appendix B-Calculation of Charges dated 7/1/2015 to Agreement as amended.

2i. Add CBHS Budget Documents/Appendices B-1a, B-1b and B-2 dated 7/1/2015 to Agreement as amended.

2j. Delete Appendix D-Additional Terms and replace in its entirety with Appendix D- Additional Terms dated 7/1/2015 to Agreement as amended.

2k. Delete Appendix E-HIPAA Business Associate Agreement and replace in its entirety with Appendix E- HIPAA Business Associate Agreement dated 5/19/2015 to Agreement as amended.

3. Effective Date. Each of the modifications set forth in Section 2 shall be effective on and after July 1, 2015.

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

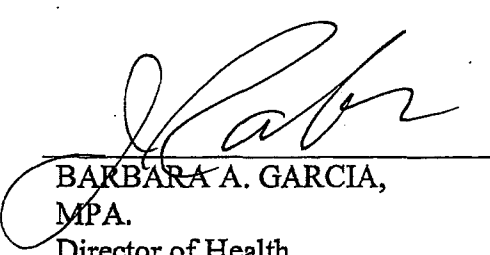
IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day first mentioned above.

CITY

CONTRACTOR

Recommended by:

„ Larkin Street Youth Services


BARBARA A. GARCIA,
MPA.
Director of Health

5/21/15
/ Date

Approved as to Form:

DENNIS J. HERRERA
City Attorney

By
:


KATHY MURPHY

6/8/15
/ Date

Deputy City Attorney

Approved:



Sherilyn Adams
Executive Director
701 Sutter Street, 2nd Floor
San Francisco, CA 94109

15/20/15
/ Date

City vendor number: 10991

JACI FONG
Director of the Office of
Contract Administration, and
Purchaser

/ Date

1. **Program Name:** Routz TAY Housing & Supportive Services
501 Ellis Street
San Francisco, CA 94109
(415) 673-0911
(415) 749-3838 FAX

Program Code: 38IXHS

Mode/SFC: 60/78

2. **Nature of Document (check one)**
☐ New ☐ Renewal ☒ Modification

3. **Goal Statement**

The goal of the Routz TAY Housing and Supportive Services Program is to provide 50 total units of housing at scattered and single sites as well as an array of supportive services for transitional age youth (TAY) who have serious mental illness and are homeless, marginally housed or at risk of homelessness.

4. **Target Population**

The Larkin Routz TAY Housing and Supportive Services Program target population is TAY (ages 18 – 25) in San Francisco who have serious mental illness and are homeless, marginally housed, or at imminent risk of homelessness. These TAY represent diverse genders, races, ethnicities and sexual orientations. Most services will be provided at the Aarti Hotel at the corner of Ellis and Leavenworth in zip code 94102.

5. **Modality(ies)/Interventions**

Over the course of each contract year, the Routz TAY Housing and Supportive Services program will provide approximately 60 TAY with serious mental illness with housing and an accompanying array of supportive services, including wraparound case management, mental health intervention and counseling, peer-based counseling, life skills including money management, vocational training and employment counseling, and emergency financial assistance.

Mode 60, Housing (Housing Nights): One Unit of Service is equal to one night of housing.

| | | |
|--------------------|--------------------------------------|------------------------------------|
| Scattered Site: | 10 units X 85% occupancy X 365 days= | 3,103 housing nights |
| Aarti: | 40 units X 85% occupancy X 365 days= | <u>12,410 Aarti housing nights</u> |
| TOTAL CONTRACTED = | | 15,513 housing nights |

6. **Methodology**

The Larkin Routz TAY Housing and Supportive Services Program provide two major services to the target population: safe stable housing, and an array of accompanying supportive services for all residents. The program is designed to serve both youth in the Full Service Partnerships (FSPs) at Family Service Agency (FSA) and the CBHS TAY Program and youth who are not engaged in FSPs but share the eligibility requirements of having serious mental illness and being homeless, marginally housed or at imminent risk of homelessness. Youth engaged in FSPs are known for the purposes of this contract as HSP (Housing Services Partnership) youth; those not engaged in FSPs are referred to as TRH (Transitional Residential Housing) youth. The provision of some supportive services differs according to a youth's engagement with FSPs, but the target population of homeless TAY with serious mental health issues is understood to be the same regardless of this distinction.

Housing for Youth with Mental Health Issues: The program provides a total of 50 housing slots. Forty of the housing slots are at the Aarti Hotel at the corner of Ellis and Leavenworth in zip code 94102 and 10 additional slots at the scattered housing sites, currently located on Naples and Sadowa Streets.

While some TAY have the motivation and ability to live independently in a scattered-site unit, others require a sense of community at a single site in order to feel secure and connected to services. A partnership with Tenderloin Neighborhood Development Corporation to provide 40 units at the Aarti Hotel ensures that this

housing model is available for the majority of youth in the program. This co-location of units will provide centralized access to supportive services, and help to address youth issues such as depression or isolation and the need to build a community of support. TAY in all housing, be it the Aarti or scattered-site, will receive supportive services (including clinical services) delivered from a strengths-based, trauma-informed, harm reduction perspective.

All housing units are clean, safe and healthy living environments. It is important that clients who have been marginalized, homeless and underserved have access to housing units that are pleasant, have reasonable natural light, are in good repair, and are located near important community amenities for additional supports. In addition to meeting all health and building codes, units will be maintained of desirable quality.

The Aarti Hotel is a 4 story, 40 unit building with a community space on the bottom floor. It is located at the corner of Ellis and Leavenworth in San Francisco. It has offices available for Larkin Street staff and also for at the FSA and CBHS staff to see their TAY clients on site. The building is owned by Tenderloin Neighborhood Development Corporation (TNDC) with whom Larkin Street has a Master Lease.

- The Master lease provides for the following TNDC staffing (known as the property management team):
 - 0.5 FTE General Manager
 - 0.5 FTE Maintenance Supervisor
 - 1.5 FTE Maintenance II
 - 3 FTE Desk Clerk
- Maintenance of the building/units will be provided by TNDC
- TNDC-provided Front Desk staff will be on duty 24 hours a day, 7 days per week. 40 hours per week during the daytime hours will be covered by a Larkin staff and the remaining 3 FTE is TNDC's responsibility. The Desk Clerk is responsible for screening all visitors to confirm that they are authorized guests of building subtenants and to ensure visitors are escorted by tenants at all times, maintaining complete and accurate confidential Building Logs and completing incident reports as necessary, providing general administrative assistance to the General Manager, answering the phone and providing customer service to the general public and subtenants of the building.

Housing Support Services: The Housing Support Services are an array of supportive services for program residents including 1) supportive counseling and clinical case management services; 2) special funds and money management; 3) maintenance of the housing units; 4) behavior management of the TAY youth to maintain housing stability; 5) staff coverage and supervision.

- 1) **Housing Support Services: Supportive Counseling/Clinical Case Management Services**
Supportive Services including clinical case management (based on stages of change and motivational interviewing), harm reduction and peer-based counseling, assessments, vocational/employment services, and life skills training (see below for details) are available to all TAY residing in the 50 housing units.

Theoretical Model: All services are based on a youth-focused theoretical model of wellness and recovery and delivered from a *Stages of Change* model. The Recovery Model is widely recognized as an effective, client-centered philosophy and approach to the treatment of mental illness. It suggests that individuals can gain valuable tools and strategies to cope with mental illness.

The Stages of Change model is founded on the idea that behavior change does not happen in one step, but rather that people tend to progress through different stages on their way to successful change. These stages include pre-contemplation, in which the client is not yet considering change or is unwilling or unable to change; contemplation, in which the client acknowledges concerns and is considering the possibility of change but is ambivalent and uncertain; preparation, in which the client is committed to and planning to make a change in the near future but is still considering what to do; action, in which the client is actively taking steps to change but has not yet reached a stable state; maintenance, in which the client has achieved initial goals and is now working to maintain goals; and recurrence, in which the client has experienced a recurrence of symptoms and must now cope with consequences and decide what to do next. Integrated services move youth through stages of change using evidence based best practices (including stage-wise CM, motivational interviewing and harm reduction counseling) for working with people with persistent mental illness and co-

occurring disorders. By correctly assessing a client's stage of readiness program counselors and case managers welcome them into a hopeful partnership and set realistic goals and expectations for change.

Assessment and Individual Service Planning: The case management process begins with a psychosocial assessment to determine mental health needs, stages of change/readiness, strengths on which to build, short- and long-term goals, etc. This informs the development of the client's individual needs and services plan.

In addition to long-term planning toward youth's stated goals and connections to the other program supportive services (such as education/employment, housing support, etc.; see below), each client's plan includes weekly clinical goals which are reviewed during each meeting between the youth and case manager (case management occurs at least weekly, for at least an hour per session). The establishment of incremental short term goals gives the youth an opportunity to experience frequent positive reinforcement, and to celebrate successes at many points throughout their journey toward medium- and long-term goals.

The frequency and content of case management is a program expectation, and youth who miss sessions are contacted by program staff and assisted in creating an immediate remediation plan, which is strengths-based and individualized, to ensure that they remain on track going forward.

The individual needs and services plan includes mental health needs and requirements as well, with linkages to additional clinical services (such as therapy, peer counseling, support groups, psychiatric care, etc.) either within Larkin's wider continuum of services or through outside providers with whom we maintain robust referral partnerships.

Case Manager Role for HSP Clients: *The role of the Larkin Case Manager is different for the HSP client than it is for the TRH client.* The HSP client is enrolled in a FSP program and already has an Intensive Clinical Case Manager at FSA or CBHS who is responsible for the mental health treatment and clinical case management of the case. Larkin staff will coordinate with the FSP staff to ensure that each TAY's treatment plan is non-duplicative of mental health services which are to be provided by the FSP staff and also to offer other relevant housing support services. The Larkin Street Case Manager and the FSP Case Manager should work in close collaboration with each other on each HSP case. The collaboration and specification of roles should be noted in the treatment plan and chart notes and should also be clearly explained to the client. The FSP clinicians from FSA and CBHS should be actively working with the client including visiting them at the Aarti. FSA and CBHS Case Managers have office space on-site at the Aarti.

Case Manager Role for TRH Clients: The role of the Larkin Case Manager for the TRH client differs in that it may include some mental health case management and intervention when necessary in addition to the full array of housing support services that Larkin provides. Some of the TRH clients may already be in mental health treatment. Those who are not will be linked to treatment by the Larkin Street Routz Case Manager. Once youth are linked to treatment, coordination with the mental health provider should take place so that treatment is not duplicated by Larkin and should be noted in the chart notes and treatment plan.

Use of Motivational Interviewing in Clinical Case Management: Clinical Case Management and Counseling are based on motivational interviewing methodologies, which are broken into 5 steps. Each of the 5 steps includes specific services (including case management, harm reduction counseling, assessments, vocational/employment services, and life skills training) and all steps are integrated and can overlap depending on client needs and progress toward goals.

The Motivational Interviewing steps are:

1. Expressing empathy: This step builds trust through case management sessions and peer-based counseling sessions which use active listening and youth-centered harm reduction philosophy based methods of "meeting clients where they're at" and establishing the rapport will help move them through the remaining MI steps and integrated services.
2. Establishing personal goals: Goals are established by each client with the support of his or her case manager in the context of an individualized service plan. The process includes assessments of the youth's strengths, social supports, vocational/educational needs, and coping strategies; case management

connecting youth to necessary supports within the program and in the wider community; and planning for service provision.

3. Developing discrepancy: This is a process which takes place through case management and individual counseling through which youth identify their core values and goals for recovery and wellness and compare their behaviors to these values in order to identify and address discrepancies. It involves the development of greater awareness of consequences, and includes the clients as full partners in setting goals and examining their ideal pathways toward greater self-efficacy and wellness.
4. Rolling with resistance: During case management and individual counseling provided through the MI methodology, staff explores youth's resistance to change rather than forcing against it. Peer counseling and case management in the program use this method for creating an egalitarian counseling style, recognizing the past and current efficacy of clients' defenses and survival skills, and adjust case planning and strategy as necessary. This MI step helps to repair clients' negative past experiences with the mental health system and ensures that case planning and goal setting are client-led.
5. Supporting self-efficacy: The program supports clients' developing self efficacy by using strengths-based assessments (as opposed to inventories of symptoms), identifying and reframing youth's strengths and past experiences; identifying coping strategies; and not fostering dependence on the system. In order to encourage personal and financial independence, the program also provides Pre-Vocational/Employment Training and a Life Skills Curriculum:
 - a. Pre-vocational and employment training includes a functional assessment to identify clients' strengths and needs in this area, followed by connection to Larkin Street's HIRE Up job readiness continuum. The existing HIRE Up employment and educational services has been fine tuned to meet the specific needs of youth with mental-health related challenges. Pre-Vocational/Employment Training is integrated into clients' case plans and supported through individual counseling. Case managers and peer counselors also advocate and collaborate with HIRE Up staff to encourage client success and to help youth build trust in their own abilities to earn income and establish a meaningful societal role.
 - b. The life skills training curriculum first matches clients with the living situation best suited to capacity and goals (i.e., congregate living at the Aarti or scattered site housing). This is followed by a functional skills assessment which addresses critical life skills such as cooking, budgeting, self-care, hygiene, socialization, etc.

Then, peer counselors and case managers, with youth input, design opportunities within the community to build skills as needed. For example, youth who can benefit from a greater engagement in services and a more meaningful role in the community in the absence of specific job skills may be recruited to serve as Peer Liaisons. There is one Peer Liaison per floor at the Aarti whose role it is to help peer counselors with food shopping, assist with the coordination of community meetings, take out garbage or perform other building tasks on the weekends when the custodian is not available, and communicate with other youth on the floor on behalf of counseling staff.

Finally, regular Life skills groups are offered through program supportive services based on need. The life skills groups are community based interventions offered in the context of the housing program (rather than taking place off site or in staff offices) through which youth can witness life skills in action (e.g., shopping for food or cooking nutritious meals together). Groups also have a socialization component, creating opportunities for youth to work together in ways that reduce isolation, teach stress tolerance, and create interpersonal effectiveness. Groups are conducted at least weekly by peer counseling staff, and case managers also participate on a regular basis.

Collaboration with other service providers: In addition to the above described program methodologies and activities, Larkin staff will work in collaboration with other service providers whenever there are

other service providers involved on the case. Larkin Street staff and the TAY FSP providers will work in close collaboration with each other. Interagency meetings are held at least monthly with Larkin, FSA and CBHS staff in attendance to discuss cases, to develop individualized client treatment plans, to address client and or provider concerns, to problem solve, to coordinate their work together with clients, to clarify provider roles; to develop protocols, and to support each other. Communication between providers should happen on a frequent and consistent basis both on the phone and in person. The program managers from each program should also guide staff in coordination and supervision of the work and also should coordinate with each other.

Client Charts: Larkin Street will keep a chart for each client who receives housing support services whether case management or special needs funds. The chart shall include a face sheet with identifying information such as client name, address and phone number (if available), contact information, date of birth, social security number, emergency numbers (if available), as well as referral source information and any linkage the client has to community agencies of any type. The chart must also include progress notes completed by program staff documenting the support services provided (with date and duration of service per client noted) and other information that will document the decisions and actions made by program staff, as well as any correspondence provided or received on behalf of the client. For case management services, a brief service plan must be included in the chart within the first month with specific objectives. Documentation is subject to review by CBHS staff.

Larkin Street will submit a monthly encounter log to the CBHS Program Manager with a list of unduplicated clients, bednights, the number of case management sessions per client, and aggregated hours of service for all clients.

All client charts and program service delivery documentation (or copy of documentation) will remain on-site for regular review by CBHS program managers and SFDPH Placement Office, Utilization Management, and Business Office of Contract Compliance.

2) *Housing Support Services: Funds and Money Management*

In order to ensure the smooth transition of each youth into housing, Larkin Street allots move-in costs for each youth. These funds are provided to youth in the form of gift certificates to local retailers that provide basic furniture, bedding, cleaning supplies, etc., so that youth who have been unstably housed or homeless and living on the streets have the required amenities to furnish, maintain, and feel comfortable in their new homes.

Each young person is required to pay up to 30% of their monthly income toward "rent" (income will include SSI and General Assistance). Their monthly contributions will be deposited into an interest-bearing savings account and returned to them when they leave housing. This strategy encourages money management and helps to prepare youth for independent living when they exit services. It also provides a source of funds for security deposits and other move-in costs when they transition out of the program. The Housing Specialist will establish a monthly rental payment schedule and collect rent on the 1st and 15th of each month. The Housing Specialist will work closely with each young person to establish a written rental payment plan to address any issues around late payment or non-payment of rent and reinforce the program's expectations around timely payment.

This rent payment model is an effective means of imitating real life situations and helps to prepare youth for greater self-sufficiency. It provides an opportunity to build life skills while also having access to support and strengths-based remediation planning provided from a harm reduction perspective when necessary.

3) *Housing Support Services: Maintenance of Units*

Prior to leasing a scattered site unit, a Larkin Street staff member conducts a thorough inspection of each unit, its amenities, and its location to ensure that it meets health and building codes, that it is safe and secure, and that it is conveniently located with respect to public transportation and essential neighborhood resources.

Peer counselors or case managers make regular (at least twice monthly; usually weekly) home visits to all residents (scattered site and Aarti) to ensure the unit is maintained properly by the occupant and the property owner (if applicable). Larkin Street will rely on the property manager to complete all needed maintenance and repairs on the units, and we will advocate on behalf of the youth if the property owner is slow to respond to reasonable requests. Larkin Street will be liable for property damage that tenants cannot resolve themselves, and employs a full-time facilities manager to address such issues as they arise.

4) *Housing Support Services: Behavior Management of TAY to maintain housing stability*

Once housed, program staff will work closely with the youth and their service providers to address behavior issues that would jeopardize the youth's housing, including failure to abide by the program agreements or disruptive behavior. Efforts to avoid the loss of housing will include interfacing with the property owner and the youth around repeat incidents, implementing correction plans, and coordinating with the FSP (if applicable) to address factors that may be contributing to a resident's behavior.

All TAY are expected to abide by the rules of the house, to be respectful of their peers and of Larkin staff and to work closely with Larkin's case managers and peer counselors. The program keeps official and updated resident rules and consequences, grievance procedures, and other required policies in accessible locations, and reviews them with residents at entry into the program and periodically thereafter to ensure that all clients are aware of their rights and responsibilities.

Correction plans that result from rule violations consist of a 30-day contract with specific, strengths-based goals designed with the youth's input to remedy the situation. Case managers meet frequently with youth on 30-day corrective plans in order to give them the intensive support they need to stabilize and regain compliance with program expectations.

Should Larkin Street's interventions fail to resolve the issue, however, Larkin Street will first encourage a young person to relinquish their unit. Youth will be given a 30-day notice and Larkin Street will attempt to secure alternative housing to prevent the young person from becoming homeless. Alternative housing may include inpatient substance abuse or mental health programs or supported living.

Weekly inter-departmental meetings and case conferences ensure continuity of care across programs and enable staff to leverage existing resources and identify new opportunities for each youth. Case management supervision is housed under the Clinical Services division of the agency, headed by the Clinical Director, in order to ensure consistency with organization wide clinical practices.

Larkin continually assesses the youth enrolled in the program in order to ensure that they are placed in the housing that best meets each client's individual needs. Other housing across our continuum of care will be made available as needed.

5) *Housing Support Services: Staff Coverage and Emergency Response*

Case Managers and other program staff will be on-site at the Aarti Hotel during regular business hours and during planned activities or appointments outside of business hours. They will also travel to the scattered sites to visit and work with the TAY there. They will visit with clients regularly as needed to address housing and behavioral issues, to check-in on their status and progress, and to work on the goals of their treatment plan.

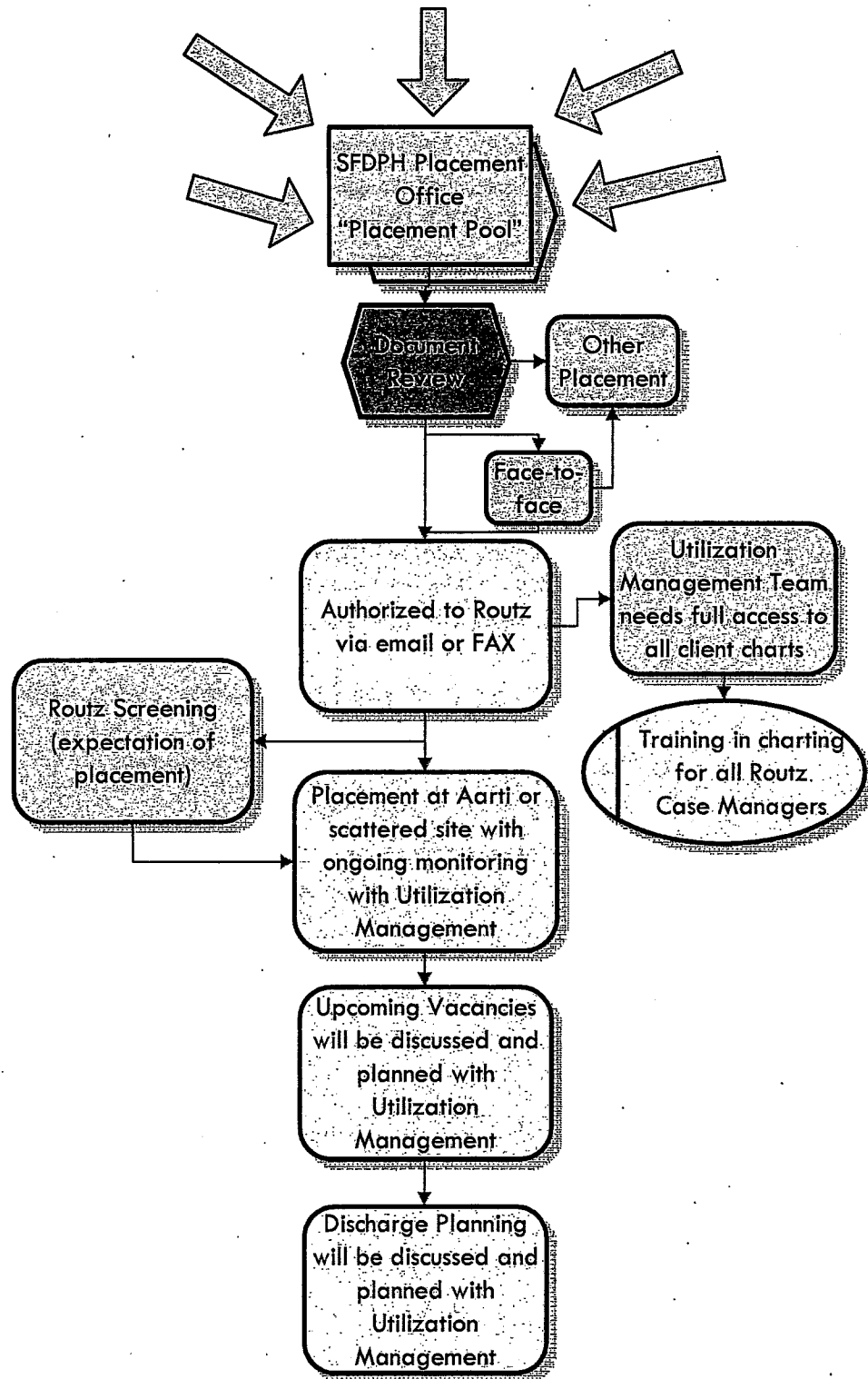
Larkin Street has an established response protocol to ensure that we are immediately available for emergencies, 24 hours a day 7 days a week. A manager- or director-level staff person is designated as the on-call contact for each program during evening and weekend hours when the Housing Specialist is unavailable to respond to issues that arise. The protocol ensures that a decision-maker is available 24 hours a day, seven days a week to address such emergency calls from building owners and tenants. Front desk staff is on site 24 hours a day 7 days a week to monitor who goes in and out of the facility and to provide security and emergency response as needed.

A. **Program outreach, recruitment, promotion, and advertisement.**

Referral and Placement for all clients of this program, including all available housing slots at the Aarti and scattered sites, will observe the following process:

1. The SFDPH Placement Office is the sole referral source for placement of clients in the Routz TAY Housing and Supportive Services Program.
 - a. SFDPH Placement maintains a referral pool of clients awaiting referral
 - b. Larkin Street may request their clients be placed into the referral pool following the process established by the SFDPH Placement Office for acceptance in the referral pool.
2. SFDPH Placement performs a document review for eligibility as a means to pre-screen all clients awaiting referral for placement. Upon review, SFDPH Placement will either:
 - a. Notify Routz Program staff, through email and/or FAX, that the applicant is authorized for placement in the Routz program; or,
 - b. Arrange a face-to-face interview with the applicant to determine appropriate placement, and refer applicant to the Routz program; or,
 - c. Refer applicant to another housing program.
3. Upon receipt of authorization of SFDPH Placement Office for placement in the Routz TAY Housing and Supportive Services Program, Larkin Street program staff will:
 - a. Screen the applicant onsite with expectation of placement in the program,
 - b. Communicate immediately with SFDPH Placement if any circumstance arises that inhibits placement
 - i. Larkin Street will provide full access to client charts and service utilization at Utilization Management meetings.
 - ii. Larkin Street will ensure that Routz Case Managers are fully trained in DPH charting standards.
4. Ongoing monitoring of placement at the Aarti and scattered sites will take place at regularly scheduled Utilization Management meetings.
 - a. The following Larkin Street staff participate in the meetings:
 - i. Routz Assistant Program Manager
 - ii. Routz Associate Director
 - iii. Routz Case Managers (as needed)
 - b. Upcoming vacancies will be discussed and planned
 - c. Discharge from the program will be discussed and planned

5. The following diagram briefly illustrates the Routz TAY Housing and Supportive Services placement process as outlined above, and as discussed with Larkin Street program staff and SFDPH Placement in the Fall of 2013:



Although all clients of the Routz TAY Housing and Supportive Services Program are homeless or at-risk youth who have mental health challenges, some processes and services differ for the two categories of youth the program serves:

- 1) The Housing Service Partnership (HSP) designation describes TAY (ages 18-25) in the Full Service Partnerships (FSPs) at Family Service Agency (FSA) and the CBHS TAY Program who have serious mental illness and are homeless, marginally housed or at imminent risk of homelessness. Referrals to the Housing Service Partnership (HSP) are made directly from FSP program staff to the SFDPH Placement Office. Larkin Street works collaboratively and closely with the designated Full-Service Partnership providers, Family Service Agency and CBHS TAY Services, on an ongoing basis. For HSP referrals, Larkin Street involves the appropriate members of the FSP treatment team in the assessment and interview process. HSP housing is authorized for up to 2 years. Special approval of HSP housing for more than 2 years will be granted as needed, as determined on a case-by-case basis with the Utilization Management team.
- 2) The Transitional Residential Housing (TRH) designation refers to TAY (ages 18-25) who have serious mental illness and are homeless, marginally housed or at imminent risk of homelessness. Referrals to the Transitional Residential Housing (TRH) come from the SFDPH Placement Office. Transitional Residential Housing is authorized for up to 2 years.

Once a youth is referred for housing, he or she meets with the Routz Program Manager to conduct an initial interview and assessment to discuss program expectations. The youth identify components of their current support systems, make commitments to continue their engagement in the services they are receiving, identify the situations that serve as triggers for them, and create safety plans to ensure a successful transition into the program. Then the youth meets with an Education and Employment Specialist for an educational and vocational assessment. Next, the young person sees a Case Manager to discuss goals and prepare a consumer-driven preliminary case plan. After this, the Program Manager, Case Manager, and Education Specialist Liaison will present the client to the Program Director.

Regardless of the referral source, placement decisions are based on the young person's demonstrated motivation to meet the program's expectations for accessing supportive services and establishing and working toward reasonable goals around treatment, recovery, education, and employment. Factors that would indicate that a client is not an appropriate fit for housing would include a lack of motivation to work toward goals, or if the extent of their treatment needs suggests that supportive housing would not be a safe option. Youth who are not eligible for the Routz TAY Housing and Supportive Services program are guided toward other more appropriate services to meet their needs.

The Routz Program Manager and Program Director are primarily responsible for coordinating this process with the SFDPH Placement Office. They are supported by the Program Manager for Client Care whenever possible to ensure consistency and compliance throughout the Authorization Process and accompanying documentation requirements.

Once a young person is accepted into the program the Manager establishes a move-in date. If no units are available the young person is placed on a waiting list with access to Larkin Street's youth shelter programs to ensure that they are safely housed in the interim. Once a move-in date is established, the Manager schedules the youth to meet with the property manager to view the unit, review all applicable house rules, sign the program agreement, and receive their keys.

- B. Consumer participation/engagement in the development, implementation and evaluation of programs**
- Larkin Street places a high value on client participation in our mission. Our Youth Advisory Council provides a formal forum for reviewing and resolving community concerns, evaluating programmatic issues, and creating positive change at Larkin Street. Members receive leadership training and serve as mentors and role models to their peers. Youth speakers participate in graduation ceremonies and other celebrations to further support positive role modeling and acknowledge their achievements.

Youth are extensively involved in the design, development and implementation of Larkin Street program initiatives and help to conduct assessment of community need, to review trends, and to design and plan for new Larkin Street programs and facilities. Youth are equal partners in the process of program evaluation and in assuring that Larkin Street's high standard of relevant and effective services is maintained. They participate in formal external evaluations and provide continuous input to the agency through weekly community meetings, quarterly consumer satisfaction surveys, and occasional targeted focus groups.

C. Staff attitudes, knowledge and skills to understand, communicate with, and effectively serve people across cultures.

Larkin Street maintains a broad emphasis on cultural competency throughout the organization. The staff is racially and culturally diverse, represents various sexual orientations, and receives ongoing training in issues related diversity and cultural competency to ensure effective and responsive service delivery. Positive, youth-focused messages are reinforced continuously through the physical environment, the composition of the staff, services (e.g., we strive to have at least one Spanish-speaking staff member at every program site) and referrals to culturally appropriate services off-site in order to strengthen self-esteem and identity.

Cultural competency is bolstered through our extensive staff training program. We provide extensive opportunities for our staff to access high-quality, relevant trainings internally as well as providing each staff member with training allowance to access external training resources. The internal staff training program is overseen by the Human Resources Department, as well as the Clinical Services Division. All direct service staff are required to take Larkin Street's Core Curriculum, which includes trainings on Creating a Welcoming Environment, Cultural Humility, and other clinical topics with cultural components. Supplemental trainings are also available to all staff, including sessions on Racism, Gangs, Relationship and Rapport Building, and other topics which include cultural components.

Our cultural competency is enhanced by our use of peer staff. Larkin Street has a long history of recruiting, training, and supporting peer staff in our programs. Peer staff act as advocates and counselors, as well as providing valuable guidance from the consumer point of view for other program staff. They may share life experiences similar to our client population in terms of experiences of homelessness, being in the TAY age range, being behavioral health consumers, and/or experiencing recovery from substance abuse. Peer staff receives extensive training on topics addressing service provision, professionalism, boundaries, and self care. All staff at Larkin Street receives at least an hour weekly of individual and group supervision and peers receive daily support from their supervisors. Larkin Street considers the expertise that peers bring to our work as critical to optimally serving our client population.

D. Cross-program collaboration to increase participants' opportunities for jobs, education, housing, etc.

All Larkin Street clients are a part of the organization's integrated continuum of care, which includes linkages to employment and education services, housing, etc. Larkin Street's HIRE Up Education and Employment programming provides youth, including those engaged in Routz, with a range of opportunities including job readiness classes, paid internships, subsidized employment through YouthForce, GED and high school completion courses and tutoring, post-secondary counseling, linkages to services for learning disabled or other special needs clients, technology and other vocational training, and other individualized services.

E. Program's exit criteria and process

TAY can remain in housing up to 2 years, or until they age-out at age 25, whichever comes first. All clients have a 2-year limit; however, HSP clients will be granted extensions as needed. Move-out determinations and transition planning is done in close coordination between Larkin Street and the FSPs/CBHS program staff and must align with the clients' clinical needs, case plan and housing goals. Transition planning will occur when the TAY exhibits readiness to transition into a more independent housing situation or when his/her needs are not being met by the program. Transitional planning occurs well in advance of their 25th birthday.

Staff provides aftercare services for up to a year after youth leave services. Aftercare may include follow-up calls and visits from staff as appropriate in order to ensure a successful alternative living placement. The

youth's case is closed only if the youth has stabilized off the streets, as determined by 30-day, 90-day, 6-month, and 1-year follow-ups.

Vacancy Alerts: When a TAY exits, a vacancy alert is reported to SFDPH Placement within 48 hours. The average turnaround time for a new client to move-in is one week, and the maximum turnaround time is no more than 2 weeks.

Temporary Vacancies: As outlined in official CBHS policy, temporary vacancies are allowed in appropriate circumstances in 30, 60, or 90 day increments with approval of the System of Care Program Manager or designee. If a unit remains vacant on the 91st day, it must be vacated for a new referral. Clients are not charged fees during approved temporary vacancies.

Clients may receive permission to vacate their unit for a maximum of 90 days for the following reasons:

- Residential treatment for substance abuse and/or mental health issues, or
- Incarceration, or
- Hospitalization, or
- Family emergency.

A temporary vacancy cannot exceed 90 days, with the exception of extenuating circumstances and Utilization Management Team. Since the housing slots are paid for by DPH-CBHS, clients will not be charged for holding slots during the temporary vacancy.

F. Program staffing

Director of Specialty Residential Services: This position provides senior leadership of the day-to-day operations of the entire program (both modalities), including direct supervision of the MHSA Manager, contract oversight and reporting, and coordination with CBHS.

Manager of Specialty Community Based Housing: The primary role of the program manager is to provide oversight of community-based housing and supportive peer-based and wellness services targeting transitional aged homeless youth. This oversight includes all program activities, under both modalities. The Manager of Mental Health and Substance Abuse Services establishes and maintains relationships with property management and community behavioral healthcare providers and coordinates with CBHS' TAY Access Team. The Manager provides clinical leadership agency-wide and supervision to direct service staff. The Manager also provides on-site assessment and therapy to clients in LSYS's drop-in centers. This position is a member of the agency Management Team.

Case Manager: The case managers' responsibilities will include identifying TAY in need of peer-based support, including TAY who are on the streets, transitioning from emergency shelter programs, from CBHS system of care, and aging out of the children's system-of-care. Additional job requirements will include intake and assessment; case planning and contracting; individual and group counseling; resource brokerage and referral, case coordination and advocacy; financial assistance services; follow-up and aftercare; and record keeping. The case managers under the Housing and Supportive Services modality are based at the Aarti in order to be closer to the majority of the youth housed through the program.

Director of Specialty Residential Housing: This position provides senior leadership of the day-to-day operations of the entire program (both modalities), including direct supervision of the program manager, contract oversight, and coordination with CBHS.

Director of Facilities and Housing: The primary responsibility of the Director of Facilities is to oversee facility maintenance for sites across the Larkin Street continuum, including the Aarti and other locations where services are provided under this contract. He also has a direct service role, participating in the agency's Restorative Justice planning and implementation team, and involving clients in rectifying property damage and developing life skills related to apartment maintenance and upkeep. The Facilities Director also participates in meetings and coordination efforts with the Aarti property management company (TNDC) and/or landlords of other Routz scattered sites, assisting with mediation efforts when necessary.

Receptionist: Under the supervision of the Program Manager the Receptionist is responsible for screening visitors, and minor activities at the front desk of the Aarti building/Routz Program; Maintaining the safety of

the site as well as providing ongoing administrative support and communication to the program manager and building manager; Monitoring the entrance of clients and staff, answering the facility telephone, maintaining administration/reception desk and files, and performing data entry.

Education Specialist Liaison: The primary role of the Education Liaison Specialist is to provide educational instruction, career development, counseling and planning to youth living in the Routz program. The Education Liaison Specialist provides youth with daily group and individual instruction in GED preparation, literacy and numeracy. The Education Liaison Specialist will coordinate with Larkin Street's HIRE Up Education and Employment staff to facilitate youth's transition from GED or High School Diploma services to postsecondary education.

Program Manager of Client Services: The role of the Manager of Client Services is to ensure consistent quality care across all Larkin Street programs, assist program staff and other managers in establishing program guidelines in accordance with best practices and in compliance with licensing/funding regulations, ensuring consistency and completeness of client case files, and consult on programmatic issues, concerns, and changes. For Routz TAY Housing and Supportive Services, the Manager of Client Services will help coordinate compliance with TAY Placement Team requirements, such as eligibility documentation, case file maintenance and review, and Utilization team meetings.

G. Systems Transformation Methodology

MHSA Vision Component: The concepts of recovery and resilience are widely understood and evident in programs and service delivery.

Larkin Street's Response: In all of our programs, including MHSA-funded activities, Larkin Street Youth Services uses a Positive Youth Development framework that builds on the strengths and resiliencies of youth to assist them in working toward recovery and ultimate independence. Staff is trained in wellness and recovery principles, and our program tools (e.g. assessments and service-planning documents) were designed based on research-based recovery-centered best practices.

MHSA Vision Component: Consumers are supported to determine and achieve their own goals and lead fulfilling and productive lives.

Larkin Street's Response: The youth consumers in our MHSA-funded programming are included in every part of their case planning and treatment process, so that they are able to determine their own goals and achieve incremental steps toward ultimate productivity and success. Youth work in our program based on their own specific strengths and interests.

MHSA Vision Component: Efforts to improve service coordination result in a seamless experience for clients.

Larkin Street's Response: Larkin Street's MHSA-funded programming is provided as part of a larger coordinated continuum of care including housing, supportive services, peer-based services, counseling and case management, mental health consultation, medical care, vocational and educational services, and enrichment activities. The intended result is a seamless experience for our youth clients, in which they can access all needed services from multiple points of entry according to their own individual capacities, situations, and needs.

7. Objectives and Measurements

A. BHS Standard Objectives

The BHS Performance Objectives are not applicable to this program.

B. Individualized Program Objectives

MHSA GOAL: Increased access to and utilization of behavioral health services (clinical, cultural-based healing, peer-led and other recovery oriented services).

- 1) **Individualized Performance PROCESS Objective 1:** By the end of the contract year, each youth in housing will receive an average of 3 case management sessions per month
Evaluation: ...as measured by individual service records entered directly into Larkin Street's ETO (Efforts To Outcomes) cloud-based client management system by staff providing the service.

- 2) Individualized Performance PROCESS Objective 2: 100% of youth in housing will receive individual or group mental health services.

Evaluation: as measured by individual service records and group service records entered directly into Larkin Street's ETO (Efforts to Outcomes) cloud-based client management system by staff providing the service.

MHSA GOAL: Increased success in accessing and/or maintaining stable housing.

- 3) Individualized Performance OUTCOME Objective 1: By the end of the contract year, 75% of youth will be retained in housing or exit to other stable housing. Stable housing refers to either independent housing, permanent supportive housing or other subsidized situations, or transfer to another appropriate transitional living program or facility according to client's service needs/plan.

Evaluation: ...as documented by program enrollment status in ETO, as well as in client case files and biopsychosocial assessments entered directly into ETO by the staff member administering the assessment at time of client exit.

- 4) Individualized Performance PROCESS Objective 3: 100% of clients in the Routz TAY Housing & Supportive Services Program will be approved for placement by the SFDPH Placement Office prior to residing in any units funded under this contract.

Evaluation: Proof of approval by SFDPH will be maintained in clients' paper and/or electronic file.

- 5) Individualized Performance PROCESS Objective 4: Routz TAY Housing & Supportive Services staff will participate in 100% of Utilization Management meetings scheduled with the SFDPH Placement Office (weekly, bi-weekly, monthly, as agreed) to discuss applicants for vacancies, current placement, planned and unplanned exits, discharge planning, and/or any other issues regarding client entry, continuance, or exit from the housing program.

Evaluation: Attendance sheets/rosters created and maintained by Larkin Street staff of each Utilization Management meeting.

- 6) Individualized Performance PROCESS Objective 5: 100% of clients in the Routz TAY Housing & Supportive Services Program will have an exit plan. The Exit Plan should be developed with the client within 30 days in residence and updated every six months and as needed.

Evaluation: The Exit Plan will be maintained in client's physical case file.

- 7) Individualized Performance PROCESS Objective 6: Larkin Street will maintain case files on 100% of youth receiving services, in compliance with agency policy and with requirements set by the SFDPH Utilization Management Team, and standard DPH charting requirements.

Evaluation: Individual Service Records, including utilization, referrals, individual service plans, assessments and reassessments, accomplishment of short, medium, and long-term goals, program enrollment status, etc. are mainly tracked through Larkin Street's ETO (Efforts to Outcomes) client management database. ETO is a cloud-based system which functions as a sort of electronic service record, providing real-time tracking of each client's activities and outcomes. Physical case files are also kept for case managed clients.

MHSA GOAL: Increased ability to manage symptoms and/or achieve desired quality-of-life goals as set by program participants.

- 8) Individualized Performance OUTCOME Objective 2: By the end of the contract year, 75% of youth in housing for at least one year will show an improvement in their ability to manage mental health issues.

Evaluation: ...as measured by the bio-psychosocial assessment completed by service staff directly in ETO within 30 days of client entry into program and one year later (and/or at client exit).

Client Satisfaction

- 9) Individualized Performance OUTCOME Objective 3: By the end of the contract year, a minimum of 75% of youth of the Routz TAY Housing & Supportive Services program responding to client satisfaction surveys offered at least semi-annually will rate their overall satisfaction as a 1 or a 2 (with 1

being "completely satisfied") on a 4-point scale.

Evaluation: Surveys are available to all program participants at least quarterly, and submitted with an indication of which program participant is engaged in. Starting in 2013-14, program staff will make surveys available at more Routz gatherings and special events, hand distributing them when possible and encouraging young people to complete them. Surveys are submitted by staff to the Research and Evaluation Department for analysis and reporting.

8. Continuous Quality Assurance and Improvement

By monitoring and evaluating the comprehensive services Larkin Street provides to homeless and runaway youth, the agency ensures high quality service delivery that is innovative, responsive, and cost-effective. Larkin Street maintains case files on each youth receiving services. Records are kept on the number of times each youth visits each Larkin Street site and the services received. All data is entered into a computerized database and outcomes of all clients and their demographic representation are calculated. The Data Reporting Manager compiles program statistics including number of youth served, fulfilling treatment plans, and leaving street life. Larkin Street engages in ongoing qualitative and quantitative program evaluations. Staff from each program attends a weekly Team Meeting to discuss client cases and determine how the program is meeting clients' needs. Annually, there is a quantitative evaluation of services through a review of units of service provided. All evaluations are used in assessing progress towards goals, developing new services, planning programs, determining staffing patterns, and creating staff trainings.

Specific contract performance objectives are tracked monthly on a grants dashboard produced by the R&E Department and distributed to each program manager, the Division Directors, and the Director of Public Funding. Any shortfalls or repeated deviations from the expected objectives and outcomes are discussed by all relevant staff in order to identify and address challenges, or make changes to service delivery to improve performance. Program managers also provide a monthly narrative report on the trends, successes, and challenges in their programs. These monthly reports are used by senior staff to stay apprised of program developments and needs, and the Director of Public Funding draws from this information in order to report on performance and provide context on each program's progress toward its contracted goals.

Larkin Street agrees to abide by the most current policies and requirements established by the Health Commission, CBHS, and the funding source for this contract regarding Client Satisfaction and Cultural Competency:

Cultural Competency: Larkin Street complies with all DPH cultural competency requirements, including the submission of staff demographic information and the annual cultural competency report as required. We maintain a broad emphasis on cultural competency throughout the organization. The staff is racially and culturally diverse, represents various sexual orientations, and receives ongoing training in issues related diversity and cultural competency to ensure effective and responsive service delivery. Positive, youth-focused messages are reinforced continuously through the physical environment, the composition of the staff, services (e.g., we strive to have at least one Spanish-speaking staff member at every program site) and referrals to culturally appropriate services off-site in order to strengthen self-esteem and identity.

Client Satisfaction: Larkin Street is committed to involving youth in program evaluation and incorporating their feedback into future program design. Youth are asked on a regular basis to comment on the effectiveness of individual and group interventions and make suggestions for improvement. Additionally, all youth are given the opportunity to complete an anonymous client satisfaction survey. Survey data is reviewed by each program and agency wide on a regular basis to inform the planning and implantation of services.

1. **Program Name:** Routz TAY Wellness Services
501 Ellis Street
San Francisco, CA 94109
(415) 673-0911
(415) 749-3838 FAX

Program Code: 38IXIN

Mode/SFC: 45/20-29

2. **Nature of Document**

☐ New ☐ Renewal ☒ Modification

3. **Goal Statement**

The goal of Routz TAY Wellness Services is to provide homeless, marginally-housed and at-risk transitional age youth (ages 16 – 24) who have serious emotional disorders or serious mental illness with drop-in programming that promotes peer support, youth empowerment, and youth engagement. Activities will promote pro-social peer interaction, youth development (including educational, training and job options), resiliency and recovery. The vision is to tap into the innate resilience of youth and use the power of community connection to build the support homeless young people need to transform their lives for the better.

4. **Target Population**

Routz TAY Wellness Services targets transition aged youth (ages 16 through 24) in San Francisco who have serious emotional disorders or serious mental illness and are in need of daily, structured, drop-in activities. Services are provided primarily in the 94109 zip code, with some activities to take place in the 94117 zip code. The primary, secondary, and tertiary target populations for this project are:

- Age: Transition Aged Youth ages 16 through 24
- Homeless Status: homeless, living on the streets or in shelters, marginally housed, or at imminent risk of homelessness
- Other target factors: youth who are currently not served or underserved, youth leaving foster care, youth exposed to violence, immigrants, youth who are aging out of the child and youth mental health, child welfare and/or juvenile justice systems, youth at risk of involuntary hospitalization or institutionalization, youth who are African American, Latino/a, Asian/Pacific Islander, and youth who identify as LGBT, youth with co-occurring substance abuse disorder.

5. **Modality(ies)/Interventions**

The primary modality will be Mode 45, Service Function Code 20-29 (recovery supports and drop-in peer-based services with a mental health focus). Routz TAY Wellness Services will provide 300 unduplicated youth with Serious Emotional Disorders (SED) and Serious Mental Illness (SMI) with daily milieu activities that promote peer support, youth empowerment, and youth engagement. Milieu activities will include group and individual counseling in mental health and substance abuse issues and wellness promotion activities. Services will also include, or provide linkages to, activities to promote life skills, vocational and educational skills, and artistic enrichment. One Unit of Service (UOS) is equal to one hour of Larkin Street staff time.

| Units of Service (UOS) Description | Units of Service (hours) | Unduplicated Clients (UDC) |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------|
| MHSA Modality: Group Therapeutic Services MHSA Modality: Wellness Promotion MHSA Modality: Individual Therapeutic Services Peer Counselors lead therapeutic groups (approx. 7 hours per week) and wellness promotion activities (approx. 5 hours per wk) for youth in Routz TAY Wellness Services. They also provide individual counseling (approx. 20 hrs per wk per counselor) to youth in Routz TAY Wellness Services. | | |
| Peer Counselor 2.00 FTE x 40 hrs/wk x 48 wks x 80% level of effort = 3072 hours | 3072 | 300 |
| MHSA Modality: Individual Therapeutic Services (Clinical Case Management) Case Manager 0.90 FTE x 40 hrs/wk x 48 wks x 80% level of effort = 1382 hours | 1382 | 100 |
| MHSA Modality: Workforce Development Workforce Development Services are provided to Routz TAY Wellness Services youth by a Peer Vocational Specialist and/or the YouthForce Counselor (YouthForce is a low-threshold subsidized transitional employment program for youth) | | |
| Education Specialist Liaison .34 FTE x 40 hrs/wk x 48 wks x 80% level of effort = 522 hours | 522 | 150 |
| Peer Vocational Specialist .94 FTE x 40 hrs/wk x 48 wks x 80% level of effort = 1444 hours | 1444 | |
| YouthForce Counselor .26 FTE x 40 hrs/wk x 48 wks x 80% level of effort = 399 hours | 399 | |
| Total UOS Delivered | 6819 | |
| Total UDC Served | | 300 |

6. Methodology

Larkin Street will submit a monthly encounter log to the CBHS Program Manager with the number of unduplicated clients, number of group hours offered each week, wellness activities, individual counseling, and Units of Service (UOS) broken out for groups, wellness activities, individual counseling, and case management.

A. Program outreach, recruitment, promotion, and advertisement.

Larkin Street will coordinate with Community Behavioral Health Services to identify eligible TAY for services. Homeless youth will be recruited through a variety of strategies in accordance with the “any door is the right door” approach to accessing services. The program manager outreaches to community agencies, including agencies within the CBHS system of care, through meetings with program managers, presentations to staff and distribution of flyers and other promotional materials to educate and inform providers about services available.

Daily peer-based services are provided at the Aarti Hotel and at three point-of-entry sites (our Larkin Street Drop-In Center; Haight Street Referral Center; Lark Inn emergency shelter for TAY) through 0.90 FTE case manager, 2.0 FTE peer counselors, 0.94 FTE Peer Vocational Specialist, and 0.26 FTE YouthForce Counselor. Also included are 1 to 5 hours each week of clinical mental health services to TAY through our consulting psychiatrist. The Peer Counselors have office space at the Aarti, and the Case Manager splits her time between the Aarti and the Lark Inn Shelter for youth.

The use of peer counselors at Larkin Street's three point-of-entry drop-in sites is critical to the engagement process with this extremely hard-to-reach and isolated population of homeless TAY. The Drop-In Center, Lark-Inn and Haight Street Referral Center are, for many youth, their first introduction to Larkin Street.

Peer-based services at the point of entry are critical to establishing relationships with youth based on trust and safety. Because of past and ongoing trauma in their lives, and the common histories of abuse and neglect, these youth are typically extremely distrustful of adults. Peer counselors create a welcoming, youth-friendly atmosphere that facilitates initial engagement into services and, over time, access to deeper levels of care. Peer-based support is a proven method of reaching isolated populations, promoting pro-social behaviors, and creating positive role models for the youth we serve.

Peer Staff also model the transformational power of engagement in Larkin services, and of building community in which Larkin clients support each other in their efforts to grow and improve their lives.

B. Participant engagement in the development, implementation and evaluation of programs.

Youth are equal partners in our work. They engage with Larkin Street's staff and leadership to help identify service gaps, develop programs, and ensure that we are always responsive to their evolving needs. We make sure that youth find valuable, meaningful opportunities within our continuum to make a difference. Key youth-led programs at Larkin Street include:

- **Youth Advisory Board:** The Youth Advisory Board is a group of youth leaders appointed by their peers to "better the lives of their fellow clients, the wellbeing of homeless youth throughout San Francisco, and to challenge the current social views on homeless youth." According to their mission statement, the Youth Advisory Board's goal is to provide transparency and youth involvement in Larkin Street's administrative policies, to help overcome common myths surrounding marginally housed and homeless youth, and to assist other youth in identifying and overcoming barriers to exit street life.
- **Fruity Wednesdays:** This weekly community-building night for homeless LGBTQ youth at Larkin Street's Drop-In Center was entirely conceived, planned, and launched by youth. Each Wednesday evening, the Drop-In Center offers a safe, affirming and 100% youth-led opportunity for LGBTQ youth to support each other, access basic needs including food and showers, and participate in programming including HIV prevention, art therapy, and counseling. Fruity Wednesdays is included in the Routz TAY Wellness Services offerings as a Wellness Promotion activity.

C. Staff attitudes, knowledge and skills to understand, communicate with, and effectively serve people across cultures.

Larkin Street maintains a broad emphasis on cultural competency throughout the organization. The staff is racially and culturally diverse, represents various sexual orientations, and receives ongoing training in issues related diversity and cultural competency to ensure effective and responsive service delivery. Positive, youth-focused messages are reinforced continuously through the physical environment, the composition of the staff, services (e.g., we strive to have at least one Spanish-speaking staff member at every program site) and referrals to culturally appropriate services off-site in order to strengthen self-esteem and identity.

Cultural competency is bolstered through our extensive staff training program. We provide extensive opportunities for our staff to access high-quality, relevant trainings internally as well as providing each staff member with training allowance to access external training resources. The internal staff training program is overseen by the Human Resources Department, as well as the Clinical Services Division. All direct service staff are required to take Larkin Street's Core Curriculum, which includes trainings on *Creating a Welcoming Environment*, *Cultural Humility*, and other clinical topics with cultural components. Supplemental trainings are also available to all staff, including sessions on Racism, Gangs, Relationship and Rapport Building, and other topics which include cultural components.

Our cultural competency is enhanced by our use of peer staff. Larkin Street has a long history of recruiting, training, and supporting peer staff in our programs. Peer staff is an especially crucial element of Routz TAY Wellness Services, which was previously known as "Peer Based Services." Peer staff act as advocates and counselors, as well as providing valuable guidance from the consumer point of view for

other program staff. They may share life experiences similar to our client population in terms of experiences of homelessness, being in the TAY age range, being behavioral health consumers, and/or experiencing recovery from substance abuse. Peer staff receives extensive training on topics addressing service provision, professionalism, boundaries, and self care. All staff at Larkin Street receives at least an hour weekly of individual and group supervision and peers receive daily support from their supervisors. Larkin Street considers the expertise that peers bring to our work as critical to optimally serving our client population.

D. Program collaboration with different programs and/or systems to increase participants' opportunities for jobs, education, housing, etc.

All Larkin Street clients are a part of the organization's integrated continuum of care, which includes linkages to employment and education services, housing, etc. Routz TAY Wellness Services overlaps with the MHSA-funded Routz TAY Housing and Supportive Services Program, which provides transitional housing and supportive services to the same population of TAY with mental health challenges. Routz TAY Wellness Services clients also have access to our other transitional housing programs, shelters, and drop in centers. Larkin Street's HIRE Up Education and Employment programming provides youth, including those engaged in Routz, with a range of opportunities including job readiness classes, paid internships, subsidized employment through YouthForce, GED and high school completion courses and tutoring, post-secondary counseling, linkages to services for learning disabled or other special needs clients, technology and other vocational training, and other individualized services.

E. Describe the program's exit criteria and process, e.g. successful completion.

Staff provides aftercare services for up to a year after youth leave services. Aftercare may include follow-up calls and visits from staff as appropriate in order to ensure a successful family reunification, foster home, or alternative living placement. The youth's case is closed only if the youth has stabilized off the streets, as determined by 30-day, 90-day, 6-month, and 1-year follow-ups.

F. Program staff

Associate Director: This position provides senior leadership of the day-to-day operations of the entire program (both modalities), including direct supervision of the Assistant Program Manager, contract oversight and reporting, and coordination with CBHS.

Assistant Program Manager: The primary role of the program manager is to provide oversight of community-based housing and supportive peer-based and wellness services targeting transitional aged homeless youth. This oversight includes all program activities, under both modalities.

Case Manager: The case managers' responsibilities will include identifying TAY in need of peer-based support, including TAY who are on the streets, transitioning from emergency shelter programs, from CBHS system of care, and aging out of the children's system-of-care. Additional job requirements will include intake and assessment; case planning and contracting; individual and group counseling; resource brokerage and referral, case coordination and advocacy; financial assistance services; follow-up and aftercare; and record keeping. The case manager for the Routz Wellness Services modality splits their time between the Aarti and other peer based service sites such as the Lark Inn in order to serve eligible youth throughout the program, whether they are housed through the program or not.

Peer Vocational Specialist: The primary role of the peer vocational specialist is to assist in creating a positive hands-on work environment for transitional-aged youth within the mission and goals of Larkin Street Youth Services. The peer vocational specialist's chief responsibility is to model ideals of professionalism while providing positive reinforcement as well as constructive criticism to the program trainees.

YouthForce Counselor: The YouthForce Counselor will develop employment opportunities for youth, provide on-the-job training and supervision, and work closely with the Peer Vocational Specialist in a collaborative effort to help 16-24 year olds prepare for the pursuit of employment. YouthForce is a low-threshold subsidized employment program in which youth can gain immediate income and build job readiness skills through participation in neighborhood beautification and clean-up projects.

Peer Counselors: These positions will provide individual peer counseling on issues of drug and alcohol use/abuse; attend Substance Abuse Specialists and ACT (Assertive Community Treatment) team meetings; provide information and referrals to participants, including information regarding Larkin Street's continuum of services, such as shelter, drop-in, education, counseling, HIV and medical care; develop and evaluate groups as needed; be present at program service sites; perform program service related duties; record keeping and weekly statistical reporting on groups.

Education Specialist Liaison: The primary role of the Education Liaison Specialist is to provide educational instruction, career development, counseling and planning to youth living in the Routz program. The Education Liaison Specialist provides youth with daily group and individual instruction in GED preparation, literacy and numeracy. The Education Liaison Specialist will coordinate with Larkin Street's HIRE Up Education and Employment staff to facilitate youth's transition from GED or High School Diploma services to postsecondary education.

Program Manager of Client Services: The role of the Manager of Client Services is to ensure consistent quality care and CQI across all Larkin Street programs, assist program staff and other managers in establishing program guidelines in accordance with best practices and in compliance with licensing/funding regulations, ensuring consistency and completeness of client case files, and consult on programmatic issues, concerns, and changes.

G. Systems Transformation Methodology

MHSA Vision Component: The concepts of recovery and resilience are widely understood and evident in programs and service delivery.

Larkin Street's Response: In all of our programs, including MHSA-funded activities, Larkin Street Youth Services uses a Positive Youth Development framework that builds on the strengths and resiliencies of youth to assist them in working toward recovery and ultimate independence. Staff is trained in wellness and recovery principles, and our program tools (e.g. assessments and service-planning documents) were designed based on research-based recovery-centered best practices.

MHSA Vision Component: Consumers are supported to determine and achieve their own goals and lead fulfilling and productive lives.

Larkin Street's Response: The youth consumers in our MHSA-funded programming are included in every part of their case planning and treatment process, so that they are able to determine their own goals and achieve incremental steps toward ultimate productivity and success. Youth work in our program based on their own specific strengths and interests.

MHSA Vision Component: Efforts to improve service coordination result in a seamless experience for clients.

Larkin Street's Response: Larkin Street's MHSA-funded programming is provided as part of a larger coordinated continuum of care including housing, supportive services, peer-based services, counseling and case management, mental health consultation, medical care, vocational and educational services, and enrichment activities. The intended result is a seamless experience for our youth clients, in which they can access all needed services from multiple points of entry according to their own individual capacities, situations, and needs.

7. Objectives and Measurements

All objectives, and descriptions of how objectives will be measured, are contained in the MHSA document entitled *MHSA POP Focused Performance Objectives FY15-16*.

8. Continuous Quality Assurance and Improvement

By monitoring and evaluating the comprehensive services Larkin Street provides to homeless and runaway youth, the agency ensures high quality service delivery that is innovative, responsive, and cost-effective. Larkin Street maintains case files on each youth receiving services. Records are kept on the number of times each youth visits each Larkin Street site and the services received. All data is entered into a computerized database and outcomes of all clients and their demographic representation are calculated. The Data Reporting Manager compiles program statistics including number of youth served, fulfilling treatment plans, and leaving street life.

Larkin Street engages in ongoing qualitative and quantitative program evaluations. Staff from each program attends a weekly Team Meeting to discuss client cases and determine how the program is meeting clients' needs. Annually, there is a quantitative evaluation of services through a review of units of service provided. All evaluations are used in assessing progress towards goals, developing new services, planning programs, determining staffing patterns, and creating staff trainings.

Specific contract performance objectives are tracked monthly on a grants dashboard produced by the R&E Department and distributed to each program manager, the Division Directors, and the Director of Public Funding. Any shortfalls or repeated deviations from the expected objectives and outcomes are discussed by all relevant staff in order to identify and address challenges, or make changes to service delivery to improve performance. Program managers also provide a monthly narrative report on the trends, successes, and challenges in their programs. These monthly reports are used by senior staff to stay apprised of program developments and needs, and the Director of Public Funding draws from this information in order to report on performance and provide context on each program's progress toward its contracted goals.

Larkin Street agrees to abide by the most current policies and requirements established by the Health Commission, CBHS, and the funding source for this contract regarding Client Satisfaction and Cultural Competency:

Cultural Competency: Larkin Street complies with all DPH cultural competency requirements, including the submission of staff demographic information and the annual cultural competency report as required. We maintain a broad emphasis on cultural competency throughout the organization. The staff is racially and culturally diverse, represents various sexual orientations, and receives ongoing training in issues related diversity and cultural competency to ensure effective and responsive service delivery. Positive, youth-focused messages are reinforced continuously through the physical environment, the composition of the staff, services (e.g., we strive to have at least one Spanish-speaking staff member at every program site) and referrals to culturally appropriate services off-site in order to strengthen self-esteem and identity.

Client Satisfaction: Larkin Street is committed to involving youth in program evaluation and incorporating their feedback into future program design. Youth are asked on a regular basis to comment on the effectiveness of individual and group interventions and make suggestions for improvement. Additionally, all youth are given the opportunity to complete an anonymous client satisfaction survey. Survey data is reviewed by each program and agency wide on a regular basis to inform the planning and implantation of services.

CBHS BUDGET DOCUMENTS

DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)

| | | | |
|-----------------------------------------------------------------------------|----------------------------------------------------------|----------------------------------------------|----------------|
| Contractor Name: Larkin Street Youth Services | | Appendix/Page #: B-1a & B-1b | |
| Provider Name: Larkin Street Youth Services | | Document Date: 7/1/15 | |
| Provider Number: 38IX | | Fiscal Year: 2015-16 | |
| Program Name: | B-1a Routz TAY Housing & Supportive Services | B-1b Routz TAY Wellness Services | |
| Program Code: | 38IXHS | 38IXIN | |
| Mode/SFC (MH) or Modality (SA): | 60/78 | 45/20-29 | |
| Service Description: | Other Non-MediCal Client Support Exp | Commty Client Svcs | TOTAL |
| FUNDING TERM: | 7/1/15-6/30/16 | 7/1/15-6/30/16 | |
| FUNDING USES | | | |
| Salaries & Employee Benefits: | 241,964 | 230,286 | 472,250 |
| Operating Expenses: | 719,608 | 63,371 | 782,979 |
| Capital Expenses: | | | - |
| Subtotal Direct Expenses: | 961,572 | 293,657 | 1,255,229 |
| Indirect Expenses: | 144,235 | 44,048 | 188,283 |
| TOTAL FUNDING USES: | 1,105,807 | 337,705 | 1,443,512 |
| BHS MENTAL HEALTH FUNDING SOURCES | | | |
| | Index Code | | |
| MH STATE - MHSA (CSS) | HMHMPROP63 PMHS63-1504 | 1,105,807 | 1,105,807 |
| MH STATE - MHSA (PEI) | HMHMPROP63 PMHS63-1510 | 337,705 | 337,705 |
| TOTAL BHS MENTAL HEALTH FUNDING SOURCES | | 1,105,807 | 1,443,512 |
| BHS SUBSTANCE ABUSE FUNDING SOURCES | | | |
| | | | - |
| | | | - |
| | | | - |
| TOTAL BHS SUBSTANCE ABUSE FUNDING SOURCES | | - | - |
| OTHER DPH FUNDING SOURCES | | | |
| | | | - |
| | | | - |
| TOTAL OTHER DPH FUNDING SOURCES | | - | - |
| TOTAL DPH FUNDING SOURCES | | 1,105,807 | 1,443,512 |
| NON-DPH FUNDING SOURCES | | | |
| | | | - |
| | | | - |
| TOTAL NON-DPH FUNDING SOURCES | | - | - |
| TOTAL FUNDING SOURCES (DPH AND NON-DPH) | | 1,105,807 | 1,443,512 |
| BHS UNITS OF SERVICE AND UNIT COST | | | |
| Number of Beds Purchased (if applicable): | | | |
| SA Only - Non-Res 33 - ODF # of Group Sessions (classes): | | | |
| SA Only - Licensed Capacity for Medi-Cal Provider with Narcotic Tx Program: | | | |
| Cost Reimbursement (CR) or Fee-For-Service (FFS): | CR | CR | |
| DPH Units of Service: | 15,513 | 6,819 | |
| Unit Type: | Client Day | Staff Hour | |
| Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only): | 71.28 | 49.53 | |
| Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES): | 71.28 | 49.53 | |
| Published Rate (Medi-Cal Providers Only): | | | |
| Unduplicated Clients (UDC): | 60 | 300 | Total UDC: 360 |

CBHS BUDGET DOCUMENTS

DPH 3: Salaries & Benefits Detail

Contractor Name: Larkin Street Youth ServicesProgram Name: Routz TAY Housing and Supportive Services & Routz TAY Wellness ServicesAppendix/Page #: B-1a & B-1bDocument Date: 7/1/15

| | TOTAL | | B-1a Routz TAY Housing & Supportive Services MHSA (CSS) HMHMPROP63 PMHS63-1504 | | B-1b Routz TAY Wellness Services MHSA (PEI) HMHMPROP63 PMHS63-1510 | | | | | | | |
|------------------------------------|----------------------|----------|--------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------|----------|-------|----------|-------|----------|-------|----------|
| | Term: 7/1/15-6/30/16 | | Term: 7/1/15-6/30/16 | | Term: 7/1/15-6/30/16 | | Term: | | Term: | | Term: | |
| Position Title | FTE | Salaries | FTE | Salaries | FTE | Salaries | FTE | Salaries | FTE | Salaries | FTE | Salaries |
| Associate Director | 0.46 | 31,280 | 0.29 | 19,720 | 0.17 | 11,560 | | | | | | |
| Case Manager | 1.00 | 42,212 | 1.00 | 42,212 | | | | | | | | |
| Case Manager | 1.00 | 42,212 | 1.00 | 42,212 | | | | | | | | |
| Case Manager | 0.50 | 21,106 | 0.50 | 21,106 | | | | | | | | |
| Case Manager | 0.90 | 36,000 | | | 0.90 | 36,000 | | | | | | |
| Peer Vocational Specialist | 0.94 | 31,960 | | | 0.94 | 31,960 | | | | | | |
| Youth Force Counselor | 0.26 | 9,556 | | | 0.26 | 9,556 | | | | | | |
| Peer Counselor | 1.00 | 32,318 | | | 1.00 | 32,318 | | | | | | |
| Peer Counselor | 1.00 | 32,317 | | | 1.00 | 32,317 | | | | | | |
| Director of Facilities & Housing | 0.09 | 6,120 | 0.09 | 6,120 | | | | | | | | |
| Front Desk Clerk | 1.00 | 27,000 | 1.00 | 27,000 | | | | | | | | |
| Education Specialist Liaison (GED) | 0.46 | 16,100 | 0.12 | 4,200 | 0.34 | 11,900 | | | | | | |
| Program Manager of Client Services | 0.25 | 13,862 | 0.07 | 3,962 | 0.18 | 9,900 | | | | | | |
| Assistant Program Manager | 1.00 | 33,000 | 0.87 | 28,600 | 0.13 | 4,400 | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |

| | | | | | | | | | | | | |
|---------------------------|--------|--------|--------|--------|--------|--------|--|--|--|--|--|--|
| Employee Fringe Benefits: | 25.92% | 97,207 | 24.00% | 46,832 | 28.00% | 50,375 | | | | | | |
|---------------------------|--------|--------|--------|--------|--------|--------|--|--|--|--|--|--|

TOTAL SALARIES & BENEFITS

472,250

241,964

230,286

-

-

-

CBHS BUDGET DOCUMENTS

DPH 4: Operating Expenses Detail

Contractor Name: Larkin Street Youth ServicesProgram Name: Routz TAY Housing and Supportive Services & Routz TAY Wellness ServicesAppendix/Page #: B-1a & B-1bDocument Date: 7/1/15

| Expenditure Category | TOTAL | B-1a Routz TAY Housing & Supportive Services MHSA (CSS) HMHMPROP63 PMHS63-1504 | B-1b Routz TAY Wellness Services MHSA (PEI) HMHMPROP63 PMHS63-1510 | | | |
|------------------------------------------------|----------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-------------|-------------|-------------|
| | Term: 7/1/15-6/30/16 | Term: 7/1/15-6/30/16 | Term: 7/1/15-6/30/16 | Term: _____ | Term: _____ | Term: _____ |
| Occupancy: | | | | | | |
| Rent | - | | | | | |
| Utilities (telephone, electricity, water, gas) | 12,413 | 10,340 | 2,073 | | | |
| Building Repair/Maintenance | - | | | | | |
| Materials & Supplies: | | | | | | |
| Office Supplies | 1,650 | 1,300 | 350 | | | |
| Photocopying | - | | | | | |
| Printing | - | | | | | |
| Program Supplies | 4,050 | 3,800 | 250 | | | |
| Computer hardware/software | - | | | | | |
| General Operating: | | | | | | |
| Training/Staff Development | 2,350 | 1,670 | 680 | | | |
| Insurance | 1,806 | 848 | 958 | | | |
| Professional License | - | | | | | |
| Permits | - | | | | | |
| Equipment Lease & Maintenance | 3,600 | 3,600 | | | | |
| Staff Travel: | | | | | | |
| Local & Out-of-Town Travel | 1,518 | 1,005 | 513 | | | |
| Field Expenses | - | | | | | |
| Consultant/Subcontractor: | | | | | | |
| 345 hrs | 34,500 | | 34,500 | | | |
| | - | | | | | |
| Other: | | | | | | |
| Rental Subsidies | 595,464 | 595,464 | | | | |
| Utilities Subsidies | 44,520 | 44,520 | | | | |
| Repair & Maintenance Subsidies | 10,000 | 10,000 | | | | |
| Food & Food Vouchers | 21,000 | 21,000 | | | | |
| Client Travel | 28,190 | 24,060 | 4,130 | | | |
| Client Activities | 15,718 | 2,001 | 13,717 | | | |
| Youth Intern Stipends | 4,800 | | 4,800 | | | |
| Awards & Incentives | 1,400 | | 1,400 | | | |
| | - | | | | | |

TOTAL OPERATING EXPENSE

782,979

719,608

63,371

-

-

-

DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)

| Contractor Name: Larkin Street Youth Services | | | | Appendix/Page #: B-2, Page 1 | | | |
|-----------------------------------------------------------------------------|-----------------------------------------|----------|----------|------------------------------|----------|----------|--------------------------|
| Provider Name: Larkin Street Youth Services | | | | Document Date: 7/1/15 | | | |
| Provider Number: 383821 | | | | Fiscal Year: 2015-16 | | | |
| Program Name: | Homeless Youth Outreach Project | | | | | | |
| Program Code: | N/A | | | | | | |
| Mode/SFC (MH) or Modality (SA): | SecPrev-21 | | | | | | |
| Service Description: | SA-Sec Prev Referrals/Screening/ Intake | | | | | | TOTAL |
| FUNDING TERM: | 7/1/15-6/30/16 | | | | | | |
| FUNDING USES | | | | | | | |
| Salaries & Employee Benefits: | 56,668 | | | | | | 56,668 |
| Operating Expenses: | 27,004 | | | | | | 27,004 |
| Capital Expenses: | | | | | | | - |
| Subtotal Direct Expenses: | 83,672 | - | - | - | - | - | 83,672 |
| Indirect Expenses: | 12,132 | | | | | | 12,132 |
| TOTAL FUNDING USES: | 95,804 | - | - | - | - | - | 95,804 |
| BHS MENTAL HEALTH FUNDING SOURCES | | | | | | | |
| | | | | | | | - |
| | | | | | | | - |
| | | | | | | | - |
| TOTAL BHS MENTAL HEALTH FUNDING SOURCES | - | - | - | - | - | - | - |
| BHS SUBSTANCE ABUSE FUNDING SOURCES | | | | | | | |
| SA COUNTY - General Fund | HMHSCCRES227 | 95,804 | | | | | 95,804 |
| | | | | | | | - |
| | | | | | | | - |
| TOTAL BHS SUBSTANCE ABUSE FUNDING SOURCES | 95,804 | - | - | - | - | - | 95,804 |
| OTHER DPH FUNDING SOURCES | | | | | | | |
| | | | | | | | - |
| | | | | | | | - |
| TOTAL OTHER DPH FUNDING SOURCES | - | - | - | - | - | - | - |
| TOTAL DPH FUNDING SOURCES | 95,804 | - | - | - | - | - | 95,804 |
| NON-DPH FUNDING SOURCES | | | | | | | |
| | | | | | | | - |
| | | | | | | | - |
| TOTAL NON-DPH FUNDING SOURCES | - | - | - | - | - | - | - |
| TOTAL FUNDING SOURCES (DPH AND NON-DPH) | 95,804 | - | - | - | - | - | 95,804 |
| BHS UNITS OF SERVICE AND UNIT COST | | | | | | | |
| Number of Beds Purchased (if applicable): | | | | | | | |
| SA Only - Non-Res 33 - ODF # of Group Sessions (classes): | | | | | | | |
| SA Only - Licensed Capacity for Medi-Cal Provider with Narcotic Tx Program: | | | | | | | |
| Cost Reimbursement (CR) or Fee-For-Service (FFS): | FFS | | | | | | |
| DPH Units of Service: | 1,536 | | | | | | |
| Unit Type: | Staff Hour | | | | | | |
| Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only): | 62.38 | | | | | | |
| Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES): | 62.38 | | | | | | |
| Published Rate (Medi-Cal Providers Only): | | | | | | | |
| Unduplicated Clients (UDC): | 750 | | | | | | Total UDC: 750 |

- 1. Program Name:** Homeless Youth Outreach Project
 Haight Street Referral Center
 1317 Haight Street
 San Francisco, CA 94117
 (415) 673-0911
 (415) 749-3838 FAX

Program Code: 383821

Modality: SecPrev-21

- 2. Nature of Document (check one)**

☐ New ☐ Renewal ☒ Modification

- 3. Goal Statement**

The goal of the Homeless Youth Outreach Project is to reach homeless and runaway youth by conducting comprehensive community and street outreach, as well as providing harm reduction focused, trauma informed group counseling and assessment services to encourage homeless young people to engage more deeply in Larkin Street's continuum of services when they are ready to move beyond the street.

- 4. Target Population**

The Homeless Youth Substance Abuse Project targets runaway and homeless youth ages 12 through 24.

- 5. Modality(ies)/Interventions**

Two modalities are included: Street outreach and services based at our Haight Street Referral Center. The HSRC-based services include assessments, peer-based support groups, opportunities for socializing and community-building, and referrals/linkages to other programming within the Larkin Street continuum of care.

Units of Service (UOS) are defined as:

- One UOS for Street Based Outreach is equal to one (1) hour Larkin Street staff time to obtain brief street outreach assessment and/or distribute survival supplies with an outreach contact, as recorded in the Larkin Street database (approx. 5.2 contacts/hour);
- One UOS for HSRC Service Hour is equal to one (1) hour Larkin Street staff time performing general intake/assessment at the Haight Street Referral Center

| Units of Service (UOS) Description | Units of Service | Number of Contacts | Unduplicated Clients (UDC) |
|---------------------------------------------------------------------------------------------------------------|------------------|--------------------|----------------------------|
| Street Based Outreach Hour (Outreach Counselor) 1.00 FTE x 40 hrs/wk x 48 wks x 40% level of effort | 768 | 4,000* | |
| HSRC Service Hour (Outreach Counselor) 1.00 FTE x 40 hrs/wk x 48 wks x 40% level of effort | 768 | | 525 |
| Total UOS Delivered | 1536 | | |
| Total UDC Served | | | 750 |

*Street Outreach contacts are NOT unduplicated, and may include multiple contacts with the same youth. The target number is based on historical data and internally set program goals.

6. Methodology

A. Program outreach, recruitment, promotion, and advertisement.

Street outreach workers make individual contacts with youth and will conduct informal street-based intervention. Street outreach efforts are currently focused upon the Polk Gulch, Tenderloin, Civic Center, Mission, Castro, and Haight Ashbury neighborhoods, and other neighborhoods are added to this list as need arises. Outreach staff and volunteers provide information, referral, and crisis counseling; distribute HIV prevention supplies, personal hygiene necessities, food vouchers and other incentives to encourage youth to seek services; develop street referral networks; and work with area police, merchants and members of the community to refer youth to services. The Street Outreach staff also participates in outreach events such as Project Homeless Connect, and outreach at other events or gatherings that tend to include homeless youth. Also, Larkin Street's Outreach Program makes approximately 30 presentations or visits to community groups and other social service agencies to promote services and to solicit referrals.

Street Outreach encourages youth to access the Haight Street Referral Center for the site based services; other youth drop into the center on their own based on word of mouth from other youth or community members.

B. Program admission, enrollment and intake criteria

Street outreach workers provide brief assessments and encourage youth to access early intervention services, medical care, shelter, and other programs at local service sites. When a young person accesses Haight Street Referral Center, staff conducts a general intake, either upon their arrival or in the course of an individual counseling session or other service. The intake process records client demographic data and assesses a young person's basic family history, current living situation, service needs, mental health and substance abuse issues, and risk for HIV. Appropriate services and referrals are then provided based upon this and future assessments.

C. Program service delivery model

Street Outreach service delivery is described above in the section on outreach and recruitment. Street-based outreach activities include HIV prevention and education, and health education groups in both English and Spanish. Printed information is available in English and Spanish. Outreach workers distribute HIV prevention supplies and personal hygiene necessities, street "survival kits," and referral cards to link them with onsite services. They inform youth about services available at other agencies as well as within Larkin Street's continuum, such as services at our Medical Clinic, including free TB screenings and comprehensive gynecological care.

Services that are based within our Haight Street Referral Center include support groups, assessments (more detailed than the basic outreach encounter form and obtains each youth's demographic information, name, place of origin, family history, substance abuse history, educational level, the client's short- and long-term goals, and current needs), crisis intervention, referrals and linkages to additional support services (including shelter, housing, case management, mental health care, medical care, and employment and educational services), and community building activities such as outings or social events. The program sponsors formal peer support sessions that has a pre-arranged meeting time and focus which meet weekly to discuss such issues as health, safety, harm reduction,

abuse, violence and sexual assault. As the direct link to youth on the streets for Larkin Street's support services, outreach provides follow-up to locate particular youth and to remind them of appointments.

The Haight Street Referral Center is open during the afternoons and evenings Monday through Saturdays (specific hours are posted on a weekly basis). The Street Outreach is conducted Monday through Sunday during varying shifts depending on seasonal changes among the homeless youth population.

Individual Service Records, including utilization, referrals, individual service plans, assessments and reassessments, accomplishment of short, medium, and long-term goals, program enrollment status, etc. are mainly tracked through Larkin Street's ETO (Efforts to Outcomes) client management database. ETO is a cloud-based system which functions as a sort of electronic service record, providing real-time tracking of each client's activities and outcomes.

D. Program exit criteria and discharge planning

For youth who have engaged in services beyond street outreach and therefore have general intakes on file and individual case files, staff provide aftercare services for up to a year after youth leave services. Aftercare may include follow-up calls and visits from staff as appropriate in order to ensure a successful family reunification, foster home, or alternative living placement. The youth's case is closed only if the youth has stabilized off the streets, as determined by 30-day, 90-day, 6-month, and 1-year follow-ups.

7. Objectives and Measurements

All objectives, and descriptions of how objectives will be measured, are contained in the BHS document entitled *BHS Adult & Older Adult Performance Objectives FY15-16*

8. Continuous Quality Improvement

By monitoring and evaluating the comprehensive services Larkin Street provides to homeless and runaway youth, the agency ensures high quality service delivery that is innovative, responsive, and cost-effective. Larkin Street maintains case files on each youth receiving services. Records are kept on the number of times each youth visits each Larkin Street site and the services received. All data is entered into a computerized database and outcomes of all clients and their demographic representation are calculated. The Data Reporting Manager compiles program statistics including number of youth served, fulfilling treatment plans, and leaving street life. Larkin Street engages in ongoing qualitative and quantitative program evaluations. Staff from each program attends a weekly Team Meeting to discuss client cases and determine how the program is meeting clients' needs. Annually, there is a quantitative evaluation of services through a review of units of service provided. All evaluations are used in assessing progress towards goals, developing new services, planning programs, determining staffing patterns, and creating staff trainings.

Specific contract performance objectives are tracked monthly on a grants dashboard produced by the R&E Department and distributed to each program manager, the Division Directors, and the Director of Public Funding. Any shortfalls or repeated deviations from the expected objectives and outcomes are discussed by all relevant staff in order to identify and address challenges, or make changes to service delivery to improve performance. Program managers also provide a monthly narrative report on the trends, successes, and challenges in their programs. These monthly reports are used by senior staff to stay apprised of program

developments and needs, and the Director of Public Funding draws from this information in order to report on performance and provide context on each program's progress toward its contracted goals.

Larkin Street agrees to abide by the most current policies and requirements established by the Health Commission, CBHS, and the funding source for this contract regarding Client Satisfaction and Cultural Competency:

Cultural Competency: Larkin Street complies with all DPH cultural competency requirements, including the submission of staff demographic information and the annual cultural competency report as required. We maintain a broad emphasis on cultural competency throughout the organization. The staff is racially and culturally diverse, represents various sexual orientations, and receives ongoing training in issues related diversity and cultural competency to ensure effective and responsive service delivery. Positive, youth-focused messages are reinforced continuously through the physical environment, the composition of the staff, services (e.g., we strive to have at least one Spanish-speaking staff member at every program site) and referrals to culturally appropriate services off-site in order to strengthen self-esteem and identity.

Client Satisfaction: Larkin Street is committed to involving youth in program evaluation and incorporating their feedback into future program design. Youth are asked on a regular basis to comment on the effectiveness of individual and group interventions and make suggestions for improvement. Additionally, all youth are given the opportunity to complete an anonymous client satisfaction survey. Survey data is reviewed by each program and agency wide on a regular basis to inform the planning and implantation of services.

Appendix B Calculation of Charges

1. Method of Payment

A. Invoices furnished by CONTRACTOR under this Agreement must be in a form acceptable to the Contract Administrator and the CONTROLLER and must include the Contract Progress Payment Authorization number or Contract Purchase Number. All amounts paid by CITY to CONTRACTOR shall be subject to audit by CITY. The CITY shall make monthly payments as described below. Such payments shall not exceed those amounts stated in and shall be in accordance with the provisions of Section 5, COMPENSATION, of this Agreement.

Compensation for all SERVICES provided by CONTRACTOR shall be paid in the following manner. For the purposes of this Section, "General Fund" shall mean all those funds which are not Work Order or Grant funds. "General Fund Appendices" shall mean all those appendices which include General Fund monies.

(1) Fee For Service (Monthly Reimbursement by Certified Units at Budgeted Unit Rates)

CONTRACTOR shall submit monthly invoices in the format attached, Appendix F, and in a form acceptable to the Contract Administrator, by the fifteenth (15th) calendar day of each month, based upon the number of units of service that were delivered in the preceding month. All deliverables associated with the SERVICES defined in Appendix A times the unit rate as shown in the appendices cited in this paragraph shall be reported on the invoice(s) each month. All charges incurred under this Agreement shall be due and payable only after SERVICES have been rendered and in no case in advance of such SERVICES.

(2) Cost Reimbursement (Monthly Reimbursement for Actual Expenditures within Budget):

CONTRACTOR shall submit monthly invoices in the format attached, Appendix F, and in a form acceptable to the Contract Administrator, by the fifteenth (15th) calendar day of each month for reimbursement of the actual costs for SERVICES of the preceding month. All costs associated with the SERVICES shall be reported on the invoice each month. All costs incurred under this Agreement shall be due and payable only after SERVICES have been rendered and in no case in advance of such SERVICES.

B. Final Closing Invoice

(1) Fee For Service Reimbursement:

A final closing invoice, clearly marked "FINAL," shall be submitted no later than forty-five (45) calendar days following the closing date of each fiscal year of the Agreement, and shall include only those SERVICES rendered during the referenced period of performance. If SERVICES are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to CITY. CITY'S final reimbursement to the CONTRACTOR at the close of the Agreement period shall be adjusted to conform to actual units certified multiplied by the unit rates identified in Appendix B attached hereto, and shall not exceed the total amount authorized and certified for this Agreement.

(2) Cost Reimbursement:

A final closing invoice, clearly marked "FINAL," shall be submitted no later than forty-five (45) calendar days following the closing date of each fiscal year of the Agreement, and shall include only those costs incurred during the referenced period of performance. If costs are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to CITY.

C. Payment shall be made by the CITY to CONTRACTOR at the address specified in the section entitled "Notices to Parties."

D. Upon the effective date of this Agreement, contingent upon prior approval by the CITY'S Department of Public Health of an invoice or claim submitted by Contractor, and of each year's revised Appendix A (Description of Services) and each year's revised Appendix B (Program Budget and Cost Reporting Data Collection Form), and within each fiscal year, the CITY agrees to make an initial payment to CONTRACTOR

not to exceed twenty-five per cent (25%) of the General Fund and MHSA Fund portion of the CONTRACTOR'S allocation for the applicable fiscal year.

CONTRACTOR agrees that within that fiscal year, this initial payment shall be recovered by the CITY through a reduction to monthly payments to CONTRACTOR during the period of October 1 through March 31 of the applicable fiscal year, unless and until CONTRACTOR chooses to return to the CITY all or part of the initial payment for that fiscal year. The amount of the initial payment recovered each month shall be calculated by dividing the total initial payment for the fiscal year by the total number of months for recovery. Any termination of this Agreement, whether for cause or for convenience, will result in the total outstanding amount of the initial payment for that fiscal year being due and payable to the CITY within thirty (30) calendar days following written notice of termination from the CITY.

2. Program Budgets and Final Invoice

A. Program Budgets are listed below and are attached hereto.

Budget Summary

CRDC B-1a, B-1b, and B-2

Appendix B-1a Routz TAY Housing Support Services

Appendix B-1b Routz TAY Wellness Services

Appendix B-2 Homeless Youth Outreach Project

B. Compensation

Compensation shall be made in monthly payments on or before the 30th day after the DIRECTOR, in his or her sole discretion, has approved the invoice submitted by CONTRACTOR. The breakdown of costs and sources of revenue associated with this Agreement appears in Appendix B, Cost Reporting/Data Collection (CR/DC) and Program Budget, attached hereto and incorporated by reference as though fully set forth herein. The maximum dollar obligation of the CITY under the terms of this Agreement shall not exceed **Eleven Million Eight Hundred Two Thousand Six Hundred Twenty-Nine Dollars (\$11,802,629)** for the period of July 1, 2010 through December 31, 2017.

CONTRACTOR understands that, of this maximum dollar obligation, \$395,708 is included as a contingency amount and is neither to be used in Appendix B, Budget, or available to CONTRACTOR without a modification to this Agreement executed in the same manner as this Agreement or a revision to Appendix B, Budget, which has been approved by the Director of Health. CONTRACTOR further understands that no payment of any portion of this contingency amount will be made unless and until such modification or budget revision has been fully approved and executed in accordance with applicable CITY and Department of Public Health laws, regulations and policies/procedures and certification as to the availability of funds by the Controller. CONTRACTOR agrees to fully comply with these laws, regulations, and policies/procedures.

(1) For each fiscal year of the term of this Agreement, CONTRACTOR shall submit for approval of the CITY's Department of Public Health a revised Appendix A, Description of Services, and a revised Appendix B, Program Budget and Cost Reporting Data Collection form, based on the CITY's allocation of funding for SERVICES for the appropriate fiscal year. CONTRACTOR shall create these Appendices in compliance with the instructions of the Department of Public Health. These Appendices shall apply only to the fiscal year for which they were created. These Appendices shall become part of this Agreement only upon approval by the CITY.

(2) CONTRACTOR understands that, of the maximum dollar obligation stated above, the total amount to be used in Appendix B, Budget and available to CONTRACTOR for the entire term of the contract is as follows, notwithstanding that for each fiscal year, the amount to be used in Appendix B, Budget and available to CONTRACTOR for that fiscal year shall conform with the Appendix A, Description of Services, and a Appendix B, Program Budget and Cost Reporting Data Collection form, as

approved by the CITY's Department of Public Health based on the CITY's allocation of funding for SERVICES for that fiscal year.

| | | |
|-----------------------------------------------------|------------------|----------------|
| July 1, 2010 through December 31, 2010 | \$700,000 | (BPHM07000077) |
| July 1, 2010 through December 31, 2010 | \$46,492 | (BPHM05000076) |
| July 1, 2010 through June 30, 2011 | \$560,118 | |
| July 1, 2011 through June 30, 2012 | \$1,484,212 | |
| July 1, 2012 through June 30, 2013 | \$1,492,993 | |
| July 1, 2013 through June 30, 2014 | \$1,516,567 | |
| July 1, 2014 through June 30, 2015 | \$1,539,316 | |
| July 1, 2015 through June 30, 2016 | \$1,539,316 | |
| July 1, 2016 through June 30, 2017 | \$1,706,766 | |
| July 1, 2017 through December 31, 2017 | <u>\$821,141</u> | |
| Sub.Total of July 1, 2010 through December 31, 2017 | \$11,406,921 | |
| Contingency Available | <u>\$395,708</u> | |
| Total of July 1, 2010 through December 31, 2017 | \$11,802,629 | |

(3) CONTRACTOR understands that the CITY may need to adjust sources of revenue and agrees that these needed adjustments will become part of this Agreement by written modification to CONTRACTOR. In event that such reimbursement is terminated or reduced, this Agreement shall be terminated or proportionately reduced accordingly. In no event will CONTRACTOR be entitled to compensation in excess of these amounts for these periods without there first being a modification of the Agreement or a revision to Appendix B, Budget, as provided for in this section of this Agreement.

(4) CONTRACTOR further understands that, \$746,492 of the period from July 1, 2010 through December 31, 2010 in the Contract Numbers BPHM07000077(\$700,000) and BPHM05000076 (\$46,492) are included with this Agreement. Upon execution of this Agreement, all the terms under this Agreement will supersede the Contract Numbers BPHM07000077 and BPHM05000076 for the Fiscal Year 2010-11.

C. CONTRACTOR agrees to comply with its Budget as shown in Appendix B in the provision of SERVICES. Changes to the budget that do not increase or reduce the maximum dollar obligation of the CITY are subject to the provisions of the Department of Public Health Policy/Procedure Regarding Contract Budget Changes. CONTRACTOR agrees to comply fully with that policy/procedure.

D. No costs or charges shall be incurred under this Agreement nor shall any payments become due to CONTRACTOR until reports, SERVICES, or both, required under this Agreement are received from CONTRACTOR and approved by the DIRECTOR as being in accordance with this Agreement. CITY may withhold payment to CONTRACTOR in any instance in which CONTRACTOR has failed or refused to satisfy any material obligation provided for under this Agreement.

E. In no event shall the CITY be liable for interest or late charges for any late payments.

F. CONTRACTOR understands and agrees that should the CITY'S maximum dollar obligation under this Agreement include State or Federal Medi-Cal revenues, CONTRACTOR shall expend such revenues in the provision of SERVICES to Medi-Cal eligible clients in accordance with CITY, State, and Federal Medi-Cal regulations. Should CONTRACTOR fail to expend budgeted Medi-Cal revenues herein, the CITY'S maximum dollar obligation to CONTRACTOR shall be proportionally reduced in the amount of such unexpended revenues. In no event shall State/Federal Medi-Cal revenues be used for clients who do not qualify for Medi-Cal reimbursement.

CBHS BUDGET DOCUMENTS

DPH 1: Department of Public Health Contract Budget Summary

| | | | | | | | |
|------------------------------------------------------|------------------|------------------------------------------------------|----------------|---|---|-----------------------------|------------------|
| DHCS Legal Entity Number: 01822 | | Prepared By/Phone #: Cassie Harris 415-673-0911 x307 | | | | Fiscal Year: | 2015-16 |
| Contractor Name: Larkin Street Youth Services | | | | | | Document Date: | 7/1/15 |
| CMS #: 6997 | | | | | | | |
| Contract Appendix Number: | B-1a | B-1b | B-2 | | | | |
| | Routz | Routz | Homeless | | | | |
| | TAY Housing | TAY | Youth | | | | |
| | & Supportive | Wellness | Outreach | | | | |
| Appendix A/Program Name: | Services | Services | Project | | | | |
| Provider Number: | 38IX | 38IX | 383821 | | | | |
| Program Code: | 38IXHS | 38IXIN | N/A | | | | |
| FUNDING TERM: | 7/1/15-6/30/16 | 7/1/15-6/30/16 | 7/1/15-6/30/16 | | | | TOTAL |
| FUNDING USES | | | | | | | |
| Salaries & Employee Benefits: | 241,964 | 230,286 | 56,668 | | | | 528,918 |
| Operating Expenses: | 719,608 | 63,371 | 27,004 | | | | 809,983 |
| Capital Expenses: | | | | | | | - |
| Subtotal Direct Expenses: | 961,572 | 293,657 | 83,672 | - | - | - | 1,338,901 |
| Indirect Expenses: | 144,235 | 44,048 | 12,132 | | | | 200,415 |
| Indirect %: | 15.00% | 15.00% | 14.50% | | | | 14.97% |
| TOTAL FUNDING USES | 1,105,807 | 337,705 | 95,804 | - | - | - | 1,539,316 |
| | | | | | | Employee Fringe Benefits %: | 25.71% |
| BHS MENTAL HEALTH FUNDING SOURCES | | | | | | | |
| MH STATE - MHSA (CSS) | 1,105,807 | | | | | | 1,105,807 |
| MH STATE - MHSA (PEI) | | 337,705 | | | | | 337,705 |
| | | | | | | | - |
| TOTAL BHS MENTAL HEALTH FUNDING SOURCES | 1,105,807 | 337,705 | - | - | - | - | 1,443,512 |
| BHS SUBSTANCE ABUSE FUNDING SOURCES | | | | | | | |
| SA COUNTY - General Fund | | | 95,804 | | | | 95,804 |
| | | | | | | | - |
| | | | | | | | - |
| TOTAL BHS SUBSTANCE ABUSE FUNDING SOURCES | - | - | 95,804 | - | - | - | 95,804 |
| OTHER DPH FUNDING SOURCES | | | | | | | |
| | | | | | | | - |
| | | | | | | | - |
| TOTAL OTHER DPH FUNDING SOURCES | - | - | - | - | - | - | - |
| TOTAL DPH FUNDING SOURCES | 1,105,807 | 337,705 | 95,804 | - | - | - | 1,539,316 |
| NON-DPH FUNDING SOURCES | | | | | | | |
| | | | | | | | - |
| | | | | | | | - |
| TOTAL NON-DPH FUNDING SOURCES | - | - | - | - | - | - | - |
| TOTAL FUNDING SOURCES (DPH AND NON-DPH) | 1,105,807 | 337,705 | 95,804 | - | - | - | 1,539,316 |

DPH 3: Salaries & Benefits Detail

Contractor Name: Larkin Street Youth Services
 Program Name: Homeless Youth Outreach Project

Appendix/Page #: B-2, Page 2
 Document Date: 7/1/15

| | TOTAL | | General Fund HMHSCCRES227 | | | | | | | | | |
|--------------------|----------------------|----------|------------------------------|----------|-------|----------|-------|----------|-------|----------|-------|----------|
| | Term: 7/1/15-6/30/16 | | Term: 7/1/15-6/30/16 | | Term: | | Term: | | Term: | | Term: | |
| Position Title | FTE | Salaries | FTE | Salaries | FTE | Salaries | FTE | Salaries | FTE | Salaries | FTE | Salaries |
| Program Manager | 0.20 | 10,500 | 0.20 | 10,500 | | | | | | | | |
| Outreach Counselor | 1.00 | 32,000 | 1.00 | 32,000 | | | | | | | | |
| Associate Director | 0.05 | 3,200 | 0.05 | 3,200 | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| | - | - | | | | | | | | | | |
| Totals: | 1.25 | 45,700 | 1.25 | 45,700 | - | - | - | - | - | - | - | - |

| | | | | | | | | | | | | |
|---------------------------|--------|--------|--------|--------|--|--|--|--|--|--|--|--|
| Employee Fringe Benefits: | 24.00% | 10,968 | 24.00% | 10,968 | | | | | | | | |
|---------------------------|--------|--------|--------|--------|--|--|--|--|--|--|--|--|

TOTAL SALARIES & BENEFITS

56,668

56,668

-

-

-

-

CBHS BUDGET DOCUMENTS

DPH 4: Operating Expenses Detail

Contractor Name: Larkin Street Youth Services
 Program Name: Homeless Youth Outreach Project

Appendix/Page #: B-2, Page 3
 Document Date: 7/1/15

| Expenditure Category | TOTAL | General Fund HMHSCCRES227 | | | | |
|------------------------------------------------|----------------------|------------------------------|-------------|-------------|-------------|-------------|
| | Term: 7/1/15-6/30/16 | Term: 7/1/15-6/30/16 | Term: _____ | Term: _____ | Term: _____ | Term: _____ |
| Occupancy: | | | | | | |
| Rent | 12,200 | 12,200 | | | | |
| Utilities (telephone, electricity, water, gas) | 4,700 | 4,700 | | | | |
| Building Repair/Maintenance | 980 | 980 | | | | |
| Materials & Supplies: | | | | | | |
| Office Supplies | 146 | 146 | | | | |
| Photocopying | - | | | | | |
| Printing | - | | | | | |
| Program/Medical Supplies | 917 | 917 | | | | |
| Computer hardware/software | - | | | | | |
| General Operating: | | | | | | |
| Training/Staff Development | 240 | 240 | | | | |
| Insurance | 486 | 486 | | | | |
| Professional License | - | | | | | |
| Permits | - | | | | | |
| Equipment Lease & Maintenance | - | | | | | |
| Staff Travel: | | | | | | |
| Local & Out-of-Town Travel | 218 | 218 | | | | |
| Field Expenses | - | | | | | |
| Consultant/Subcontractor: | | | | | | |
| | - | | | | | |
| | - | | | | | |
| | | | | | | |
| Other: | | | | | | |
| Food for Youth | 5,977 | 5,977 | | | | |
| Laundry & Linen Service | 800 | 800 | | | | |
| Custodian | 340 | 340 | | | | |
| | - | | | | | |
| TOTAL OPERATING EXPENSE | 27,004 | 27,004 | - | - | - | - |

1676

CBHS BUDGET DOCUMENTS

DPH 7: Contract-Wide Indirect Detail

Contractor Name Larkin Street Youth Services

Document Date: 7/1/15

Fiscal Year: 2015-16

1. SALARIES & BENEFITS

| Position Title | FTE | Salaries |
|--------------------------------------|-------|-------------------|
| Director of Public Contracts | 0.15 | \$ 12,000 |
| HR Director | 0.10 | \$ 8,500 |
| Chief Operating Officer | 0.10 | \$ 12,080 |
| Controller | 0.15 | \$ 12,150 |
| IT Manager | 0.10 | \$ 7,010 |
| GL Accountant | 0.12 | \$ 8,376 |
| Grants Accountant | 0.22 | \$ 9,680 |
| Accounts Payable Clerk | 0.12 | \$ 4,524 |
| Payroll Clerk | 0.12 | \$ 5,808 |
| Executive Director | 0.11 | \$ 17,644 |
| Chief of Programs | 0.04 | \$ 3,210 |
| Chief of Research & Evaluation | 0.02 | \$ 1,178 |
| EMPLOYEE FRINGE BENEFITS | 22.0% | \$ 22,601 |
| TOTAL SALARIES & BENEFITS | | \$ 124,761 |

2. OPERATING COSTS

| Expenditure Category | Amount |
|------------------------------|------------------|
| Advertising & Recruitment | \$ 3,697 |
| Audit and Finance Fees | \$ 10,889 |
| Meetings & Conferences | \$ 4,417 |
| Equipment Rental/Lease | \$ 3,272 |
| Insurance | \$ 3,178 |
| Postage/Messenger | \$ 4,969 |
| Office Supplies | \$ 1,770 |
| Rent and Utilities | \$ 19,677 |
| Telecommunications | \$ 3,773 |
| Printing & Copying | \$ 5,683 |
| Computer Hardware & Software | \$ 5,688 |
| Data Archival fees | \$ 539 |
| Staff travel | \$ 2,016 |
| Bank Fees | \$ 2,154 |
| Licenses, Permits & Fees | \$ 3,932 |
| TOTAL OPERATING COSTS | \$ 75,654 |

TOTAL INDIRECT COSTS

(Salaries & Benefits + Operating Costs)

\$ 200,415

**Appendix D
Additional Terms**

1. PROTECTED HEALTH INFORMATION AND BAA

The parties acknowledge that CITY is a Covered Entity as defined in the Healthcare Insurance Portability and Accountability Act of 1996 ("HIPAA") and is required to comply with the HIPAA Privacy Rule governing the access, transmission, and storage of health information.

The parties acknowledge that CONTRACTOR is one of the following:

- ☒ CONTRACTOR will render services under this contract that include possession or knowledge of identifiable Protected Health Information (PHI), such as health status, health care history, or payment for health care history obtained from CITY. Specifically, CONTRACTOR will:
- Create PHI
 - Receive PHI
 - Maintain PHI
 - Transmit PHI and/or
 - Access PHI

The Business Associate Agreement (BAA) in Appendix E is required. Please note that BAA requires attachments to be completed.

- ☐ CONTRACTOR will not have knowledge of, create, receive, maintain, transmit, or have access to any Protected Health Information (PHI), such as health status, health care history, or payment for health care history obtained from CITY.

The Business Associate Agreement is not required.

2. THIRD PARTY BENEFICIARIES

No third parties are intended by the parties hereto to be third party beneficiaries under this Agreement, and no action to enforce the terms of this Agreement may be brought against either party by any person who is not a party hereto.



Appendix E
San Francisco Department of Public Health
Business Associate Agreement

This Business Associate Agreement ("Agreement") supplements and is made a part of the contract or Memorandum of Understanding ("CONTRACT") by and between the City and County of San Francisco, Covered Entity ("CE") and Contractor, Business Associate ("BA"). To the extent that the terms of the Contract are inconsistent with the terms of this Agreement, the terms of this Agreement shall control.

In order to access SFDPH Systems, BA must have their employees/agents sign and retain in their files the *User Agreement for Confidentiality, Data Security and Electronic Signature* form located at <https://www.sfdph.org/dph/files/HIPAAdocs/2015Revisions/ConfSecElecSigAgr.pdf>

During the term of this contract, the BA will be required to complete the *SFDPH Privacy, Data Security and Compliance Attestations* located at <https://www.sfdph.org/dph/files/HIPAAdocs/PDSCAttestations.pdf> and the *Data Trading Partner Request [to Access SFDPH Systems]* located at <https://www.sfdph.org/dph/files/HIPAAdocs/DTPAuthorization.pdf>

RECITALS

- A. CE wishes to disclose certain information to BA pursuant to the terms of the Contract, some of which may constitute Protected Health Information ("PHI") (defined below).
- B. CE and BA intend to protect the privacy and provide for the security of PHI disclosed to BA pursuant to the CONTRACT in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("the HITECH Act"), and regulations promulgated there under by the U.S. Department of Health and Human Services (the "HIPAA Regulations") and other applicable laws, including, but not limited to, California Civil Code §§ 56, et seq., California Health and Safety Code § 1280.15, California Civil Code §§ 1798, et seq., California Welfare & Institutions Code §§5328, et seq., and the regulations promulgated there under (the "California Regulations").
- C. As part of the HIPAA Regulations, the Privacy Rule and the Security Rule (defined below) require CE to enter into a contract containing specific requirements with BA prior to the disclosure of PHI, as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(a) and (e) and 164.504(e) of the Code of Federal Regulations ("C.F.R.") and contained in this Agreement.
- D. BA enters into agreements with CE that require the CE to disclose certain identifiable health information to BA. The parties desire to enter into this Agreement to permit BA to have access to such information and comply with the BA requirements of HIPAA, the HITECH Act, and the HIPAA Regulations.

In consideration of the mutual promises below and the exchange of information pursuant to this Agreement, the parties agree as follows:

1. Definitions.

- a. **Breach** means the unauthorized acquisition, access, use, or disclosure of PHI that compromises the security or privacy of such information, except where an unauthorized person to whom such information is disclosed would not reasonably have been able to retain such information, and shall have the meaning given to such term under the HITECH Act and HIPAA Regulations [42 U.S.C. Section



Appendix E
San Francisco Department of Public Health
Business Associate Agreement

- 17921 and 45 C.F.R. Section 164.402], as well as California Civil Code Sections 1798.29 and 1798.82.
- b. **Breach Notification Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and D.
 - c. **Business Associate** is a person or entity that performs certain functions or activities that involve the use or disclosure of protected health information received from a covered entity, and shall have the meaning given to such term under the Privacy Rule, the Security Rule, and the HITECH Act, including, but not limited to, 42 U.S.C. Section 17938 and 45 C.F.R. Section 160.103.
 - d. **Covered Entity** means a health plan, a health care clearinghouse, or a health care provider who transmits any information in electronic form in connection with a transaction covered under HIPAA Regulations, and shall have the meaning given to such term under the Privacy Rule and the Security Rule, including, but not limited to, 45 C.F.R. Section 160.103.
 - e. **Data Aggregation** means the combining of Protected Information by the BA with the Protected Information received by the BA in its capacity as a BA of another CE, to permit data analyses that relate to the health care operations of the respective covered entities, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
 - f. **Designated Record Set** means a group of records maintained by or for a CE, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
 - g. **Electronic Protected Health Information** means Protected Health Information that is maintained in or transmitted by electronic media and shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to, 45 C.F.R. Section 160.103. For the purposes of this Agreement, Electronic PHI includes all computerized data, as defined in California Civil Code Sections 1798.29 and 1798.82.
 - h. **Electronic Health Record** means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff, and shall have the meaning given to such term under the HITECH Act, including, but not limited to, 42 U.S.C. Section 17921.
 - i. **Health Care Operations** means any of the following activities: i) conducting quality assessment and improvement activities; ii) reviewing the competence or qualifications of health care professionals; iii) underwriting, enrollment, premium rating, and other activities related to the creation, renewal, or replacement of a contract of health insurance or health benefits; iv) conducting or arranging for medical review, legal services, and auditing functions; v) business planning development; vi) business management and general administrative activities of the entity. This shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
 - j. **Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.
 - k. **Protected Health Information or PHI** means any information, including electronic PHI, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Sections 160.103



Appendix E
San Francisco Department of Public Health
Business Associate Agreement

and 164.501. For the purposes of this Agreement, PHI includes all medical information and health insurance information as defined in California Civil Code Sections 56.05 and 1798.82.

- l. **Protected Information** shall mean PHI provided by CE to BA or created, maintained, received or transmitted by BA on CE's behalf.
- m. **Security Incident** means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system, and shall have the meaning given to such term under the Security Rule, including, but not limited to, 45 C.F.R. Section 164.304.
- n. **Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.
- o. **Unsecured PHI** means PHI that is not secured by a technology standard that renders PHI unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute, and shall have the meaning given to such term under the HITECH Act and any guidance issued pursuant to such Act including, but not limited to, 42 U.S.C. Section 17932(h) and 45 C.F.R. Section 164.402.

2. Obligations of Business Associate.

- a. **Permitted Uses.** BA may use, access, and/or disclose PHI only for the purpose of performing BA's obligations for or on behalf of the City and as permitted or required under the Contract [MOU] and Agreement, or as required by law. Further, BA shall not use PHI in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so used by CE. However, BA may use Protected Information as necessary (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes relating to the Health Care Operations of CE [45 C.F.R. Sections 164.502, 164.504(e)(2), and 164.504(e)(4)(i)].
- b. **Permitted Disclosures.** BA shall disclose Protected Information only for the purpose of performing BA's obligations for or on behalf of the City and as permitted or required under the Contract [MOU] and Agreement, or as required by law. BA shall not disclose Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so disclosed by CE. However, BA may disclose Protected Information as necessary (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes relating to the Health Care Operations of CE. If BA discloses Protected Information to a third party, BA must obtain, prior to making any such disclosure, (i) reasonable written assurances from such third party that such Protected Information will be held confidential as provided pursuant to this Agreement and used or disclosed only as required by law or for the purposes for which it was disclosed to such third party, and (ii) a written agreement from such third party to immediately notify BA of any breaches, security incidents, or unauthorized uses or disclosures of the Protected Information in accordance with paragraph 2. k. of the Agreement, to the extent it has obtained knowledge of such occurrences [42 U.S.C. Section 17932; 45 C.F.R. Section 164.504(e)]. BA may disclose PHI to a BA that is a subcontractor and may allow the subcontractor to create, receive, maintain, or transmit Protected Information on its behalf, if the BA obtains



Appendix E
San Francisco Department of Public Health
Business Associate Agreement

satisfactory assurances, in accordance with 45 C.F.R. Section 164.504(e)(1), that the subcontractor will appropriately safeguard the information [45 C.F.R. Section 164.502(e)(1)(ii)].

- c. **Prohibited Uses and Disclosures.** BA shall not use or disclose PHI other than as permitted or required by the Contract and Agreement, or as required by law. BA shall not use or disclose Protected Information for fundraising or marketing purposes. BA shall not disclose Protected Information to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the PHI solely relates [42 U.S.C. Section 17935(a) and 45 C.F.R. Section 164.522(a)(1)(vi)]. BA shall not directly or indirectly receive remuneration in exchange for Protected Information, except with the prior written consent of CE and as permitted by the HITECH Act, 42 U.S.C. Section 17935(d)(2), and the HIPAA regulations, 45 C.F.R. Section 164.502(a)(5)(ii); however, this prohibition shall not affect payment by CE to BA for services provided pursuant to the Contract.
- d. **Appropriate Safeguards.** BA shall take the appropriate security measures to protect the confidentiality, integrity and availability of PHI that it creates, receives, maintains, or transmits on behalf of the CE, and shall prevent any use or disclosure of PHI other than as permitted by the Contract or this Agreement, including, but not limited to, administrative, physical and technical safeguards in accordance with the Security Rule, including, but not limited to, 45 C.F.R. Sections 164.306, 164.308, 164.310, 164.312, 164.314, 164.316, and 164.504(e)(2)(ii)(B). BA shall comply with the policies and procedures and documentation requirements of the Security Rule, including, but not limited to, 45 C.F.R. Section 164.316, and 42 U.S.C. Section 17931. BA is responsible for any civil penalties assessed due to an audit or investigation of BA, in accordance with 42 U.S.C. Section 17934(c).
- e. **Business Associate's Subcontractors and Agents.** BA shall ensure that any agents and subcontractors that create, receive, maintain or transmit Protected Information on behalf of BA, agree in writing to the same restrictions and conditions that apply to BA with respect to such PHI and implement the safeguards required by paragraph 2.d. above with respect to Electronic PHI [45 C.F.R. Section 164.504(e)(2) through (e)(5); 45 C.F.R. Section 164.308(b)]. BA shall mitigate the effects of any such violation.
- f. **Accounting of Disclosures.** Within ten (10) calendar days of a request by CE for an accounting of disclosures of Protected Information or upon any disclosure of Protected Information for which CE is required to account to an individual, BA and its agents and subcontractors shall make available to CE the information required to provide an accounting of disclosures to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.528, and the HITECH Act, including but not limited to 42 U.S.C. Section 17935 (c), as determined by CE. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents and subcontractors for at least six (6) years prior to the request. However, accounting of disclosures from an Electronic Health Record for treatment, payment or health care operations purposes are required to be collected and maintained for only three (3) years prior to the request, and only to the extent that BA maintains an Electronic Health Record. At a minimum, the information collected and maintained shall include: (i) the date of disclosure; (ii) the name of the entity or person who received Protected Information and, if known, the address of the entity or person; (iii) a brief description of Protected Information disclosed; and



Appendix E
San Francisco Department of Public Health
Business Associate Agreement

- (iv) a brief statement of purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure [45 C.F.R. 164.528(b)(2)]. If an individual or an individual's representative submits a request for an accounting directly to BA or its agents or subcontractors, BA shall forward the request to CE in writing within five (5) calendar days.
- g. **Access to Protected Information.** BA shall make Protected Information maintained by BA or its agents or subcontractors in Designated Record Sets available to CE for inspection and copying within (5) days of request by CE to enable CE to fulfill its obligations under state law [Health and Safety Code Section 123110] and the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.524 [45 C.F.R. Section 164.504(e)(2)(ii)(E)]. If BA maintains Protected Information in electronic format, BA shall provide such information in electronic format as necessary to enable CE to fulfill its obligations under the HITECH Act and HIPAA Regulations, including, but not limited to, 42 U.S.C. Section 17935(e) and 45 C.F.R. 164.524.
- h. **Amendment of Protected Information.** Within ten (10) days of a request by CE for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, BA and its agents and subcontractors shall make such Protected Information available to CE for amendment and incorporate any such amendment or other documentation to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.526. If an individual requests an amendment of Protected Information directly from BA or its agents or subcontractors, BA must notify CE in writing within five (5) days of the request and of any approval or denial of amendment of Protected Information maintained by BA or its agents or subcontractors [45 C.F.R. Section 164.504(e)(2)(ii)(F)].
- i. **Governmental Access to Records.** BA shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to CE and to the Secretary of the U.S. Department of Health and Human Services (the "Secretary") for purposes of determining BA's compliance with HIPAA [45 C.F.R. Section 164.504(e)(2)(ii)(I)]. BA shall provide CE a copy of any Protected Information and other documents and records that BA provides to the Secretary concurrently with providing such Protected Information to the Secretary.
- j. **Minimum Necessary.** BA, its agents and subcontractors shall request, use and disclose only the minimum amount of Protected Information necessary to accomplish the intended purpose of such use, disclosure, or request. [42 U.S.C. Section 17935(b); 45 C.F.R. Section 164.514(d)]. BA understands and agrees that the definition of "minimum necessary" is in flux and shall keep itself informed of guidance issued by the Secretary with respect to what constitutes "minimum necessary" to accomplish the intended purpose in accordance with HIPAA and HIPAA Regulations.
- k. **Data Ownership.** BA acknowledges that BA has no ownership rights with respect to the Protected Information.
- l. **Notification of Breach.** BA shall notify CE within 5 calendar days of any breach of Protected Information; any use or disclosure of Protected Information not permitted by the Agreement; any Security Incident (except as otherwise provided below) related to Protected Information, and any use or disclosure of data in violation of any applicable federal or state laws by BA or its agents or subcontractors. The notification shall include, to the extent possible, the identification of each individual whose unsecured Protected Information has been,



Appendix E
San Francisco Department of Public Health
Business Associate Agreement

or is reasonably believed by the BA to have been, accessed, acquired, used, or disclosed, as well as any other available information that CE is required to include in notification to the individual, the media, the Secretary, and any other entity under the Breach Notification Rule and any other applicable state or federal laws, including, but not limited, to 45 C.F.R. Section 164.404 through 45 C.F.R. Section 164.408, at the time of the notification required by this paragraph or promptly thereafter as information becomes available. BA shall take (i) prompt corrective action to cure any deficiencies and (ii) any action pertaining to unauthorized uses or disclosures required by applicable federal and state laws. [42 U.S.C. Section 17921; 42 U.S.C. Section 17932; 45 C.F.R. 164.410; 45 C.F.R. Section 164.504(e)(2)(ii)(C); 45 C.F.R. Section 164.308(b)]

- m. **Breach Pattern or Practice by Business Associate's Subcontractors and Agents.** Pursuant to 42 U.S.C. Section 17934(b) and 45 C.F.R. Section 164.504(e)(1)(iii), if the BA knows of a pattern of activity or practice of a subcontractor or agent that constitutes a material breach or violation of the subcontractor or agent's obligations under the Contract or this Agreement, the BA must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, the BA must terminate the contractual arrangement with its subcontractor or agent, if feasible. BA shall provide written notice to CE of any pattern of activity or practice of a subcontractor or agent that BA believes constitutes a material breach or violation of the subcontractor or agent's obligations under the Contract or this Agreement within five (5) calendar days of discovery and shall meet with CE to discuss and attempt to resolve the problem as one of the reasonable steps to cure the breach or end the violation.

3. Termination.

- a. **Material Breach.** A breach by BA of any provision of this Agreement, as determined by CE, shall constitute a material breach of the CONTRACT and this Agreement and shall provide grounds for immediate termination of the CONTRACT and this Agreement, any provision in the CONTRACT to the contrary notwithstanding. [45 C.F.R. Section 164.504(e)(2)(iii)].
- b. **Judicial or Administrative Proceedings.** CE may terminate the CONTRACT and this Agreement, effective immediately, if (i) BA is named as defendant in a criminal proceeding for a violation of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws or (ii) a finding or stipulation that the BA has violated any standard or requirement of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws is made in any administrative or civil proceeding in which the party has been joined.
- c. **Effect of Termination.** Upon termination of the CONTRACT and this Agreement for any reason, BA shall, at the option of CE, return or destroy all Protected Information that BA and its agents and subcontractors still maintain in any form, and shall retain no copies of such Protected Information. If return or destruction is not feasible, as determined by CE, BA shall continue to extend the protections and satisfy the obligations of Section 2 of this Agreement to such information, and limit further use and disclosure of such PHI to those purposes that make the return or destruction of the information infeasible [45 C.F.R. Section 164.504(e)(2)(ii)(J)]. If CE elects destruction of the PHI, BA shall certify in writing to CE that such PHI has been destroyed in accordance with the Secretary's guidance regarding proper destruction of PHI.



Appendix E
San Francisco Department of Public Health
Business Associate Agreement

- d. **Civil and Criminal Penalties.** BA understands and agrees that it is subject to civil or criminal penalties applicable to BA for unauthorized use, access or disclosure or Protected Information in accordance with the HIPAA Regulations and the HITECH Act including, but not limited to, 42 U.S.C. 17934 (c).
- e. **Disclaimer.** CE makes no warranty or representation that compliance by BA with this Agreement, HIPAA, the HITECH Act, or the HIPAA Regulations or corresponding California law provisions will be adequate or satisfactory for BA's own purposes. BA is solely responsible for all decisions made by BA regarding the safeguarding of PHI.

4. Amendment to Comply with Law.

The parties acknowledge that state and federal laws relating to data security and privacy are rapidly evolving and that amendment of the CONTRACT or this Agreement may be required to provide for procedures to ensure compliance with such developments. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations and other applicable state or federal laws relating to the security or confidentiality of PHI. The parties understand and agree that CE must receive satisfactory written assurance from BA that BA will adequately safeguard all Protected Information. Upon the request of either party, the other party agrees to promptly enter into negotiations concerning the terms of an amendment to this Agreement embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations or other applicable state or federal laws. CE may terminate the Contract upon thirty (30) days written notice in the event (i) BA does not promptly enter into negotiations to amend the CONTRACT or this Agreement when requested by CE pursuant to this section or (ii) BA does not enter into an amendment to the Contract or this Agreement providing assurances regarding the safeguarding of PHI that CE, in its sole discretion, deems sufficient to satisfy the standards and requirements of applicable laws.

5. Reimbursement for Fines or Penalties.

In the event that CE pays a fine to a state or federal regulatory agency, and/or is assessed civil penalties or damages through private rights of action, based on an impermissible use or disclosure of PHI by BA or its subcontractors or agents, then BA shall reimburse CE in the amount of such fine or penalties or damages within thirty (30) calendar days.

Attachments (links)

- ***Privacy, Data Security, and Compliance Attestations*** located at <https://www.sfdph.org/dph/files/HIPAAdocs/PDSCAttestations.pdf>
- ***Data Trading Partner Request to Access SFDPH Systems and Notice of Authorizer*** located at <https://www.sfdph.org/dph/files/HIPAAdocs/DTPAuthorization.pdf>
- ***User Agreement for Confidentiality, Data Security and Electronic Signature Form*** located at <https://www.sfdph.org/dph/files/HIPAAdocs/2015Revisions/ConfSecElecSigAgr.pdf>



Appendix E
San Francisco Department of Public Health
Business Associate Agreement

Office of Compliance and Privacy Affairs
San Francisco Department of Public Health
101 Grove Street, Room 330, San Francisco, CA 94102
Office email: compliance.privacy@sfdph.org
Office telephone: 415-554-2787
Confidential Privacy Hotline (Toll-Free): 1-855-729-6040
Confidential Compliance Hotline: 415-642-5790



LARKSTR-02

HBCT08

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

6/26/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER License # 0564249

Heffernan Insurance Brokers
1460B O'Brien Drive
Menlo Park, CA 94025

CONTACT NAME:

PHONE (A/C, No, Ext): 1 (650) 842-5200

FAX (A/C, No): 1 (650) 842-5201

E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURER A: Nonprofits Insurance Alliance of California

01184

INSURER B: Cypress Insurance Company

INSURER C:

INSURER D:

INSURER E:

INSURER F:

INSURED

Larkin Street Youth Services
701 Sutter Street, 3rd Floor
San Francisco, CA 94109

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSUR LTR | TYPE OF INSURANCE | ADOLISUBR INBD WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------|-------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR | X | 201506803NPO | 07/01/2015 | 07/01/2016 | EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 20,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 |
| | GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: | | | | | |
| A | AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS | | 201506803NPO | 07/01/2015 | 07/01/2016 | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ |
| A | <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000 | | 201506803UMB | 07/01/2015 | 07/01/2016 | EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ \$ 5,000,000 |
| B | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below | Y/N N/A | LAWC602293 | 07/01/2015 | 07/01/2016 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000 |
| A | Employee Dishonesty | | CWB000109410 | 07/01/2015 | 07/01/2016 | Limit 500,000 |
| A | Employee Dishonesty | | CWB000109410 | 07/01/2015 | 07/01/2016 | Deductible 1,000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Re: As Per Contract or Agreement on File with Insured, City and County of San Francisco, its officers, agents, employees and members of commissions are included as an additional insured on General Liability policy per the attached endorsement, if required by written contract. General Liability Insurance is primary, if required. The Primary endorsement has been requested to the insurance company for the General Liability policy and will be forwarded when received.

CERTIFICATE HOLDER

CANCELLATION

City & County of San Francisco
Community Behavior Health Services
1380 Howard Street, 4th Floor
San Francisco, CA 94103

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2014 ACORD CORPORATION. All rights reserved.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED – DESIGNATED
PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)

Any person or organization that you are required to add as an additional insured on this policy, under a written contract or agreement currently in effect, or becoming effective during the term of this policy, and for which a certificate of insurance naming such person or organization as additional insured has been issued, but only with respect to their liability arising out of their requirements for certain performance placed upon you, as a nonprofit organization, in consideration for funding or financial contributions you receive from them. The additional insured status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization.

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

- A. In the performance of your ongoing operations; or
- B. In connection with your premises owned by or rented to you.



POLICY NO. 201506803NPO

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED ENDORSEMENT

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE ONLY

In consideration of the premium charged, it is understood and agreed that the following is added as an additional insured:

City and County of SF, its officers, employees and agents

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

But only as respects a legally enforceable contractual agreement with the Named Insured and only for liability arising out of the Named Insured's negligence and only for occurrences of coverages not otherwise excluded in the policy to which this endorsement applies.

It is further understood and agreed that irrespective of the number of entities named as insureds under this policy, in no event shall the company's limits of liability exceed the occurrence or aggregate limits as applicable by policy definition or endorsement.

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT - CALIFORNIA

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

You must maintain payroll records accurately segregating the remuneration of your employees while engaged in the work described in the Schedule.

The additional premium for this endorsement shall be 5% of the applicable manual premium otherwise due on such remuneration subject to a policy maximum charge for all such waivers of 5% of total manual premium.

The minimum premium for this endorsement is \$350.

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

Schedule**Specific Waiver**

Person/Organization: City and County of SFPDPH, 25 Van Ness Ave. S.F. CA. 94102
Job Description: Larkin Street Youth Services-#LAWC602293
Waiver Premium: 350.00

| Class | State | Payroll Subject to Waiver |
|--------------|--------------|--------------------------------------|
| 8804 | CA | 1.00 |

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated.

(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Endorsement Effective: 07/01/2015

Policy No.: LAW602293

Endorsement No.:

Insured:

Premium \$

Insurance Company: Cypress Insurance Company

WC 99 04 02C

Countersigned by _____

(Ed. 9-14)

City and County of San Francisco
Office of Contract Administration
Purchasing Division
City Hall, Room 430
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94102-4685

Agreement between the City and County of San Francisco and

Larkin Street Youth Services

This Agreement is made this 1st day of July, 2010 in the City and County of San Francisco, State of California, by and between **Larkin Street Youth Services**, hereinafter referred to as "Contractor," and the City and County of San Francisco, a municipal corporation, hereinafter referred to as "City," acting by and through its Director of the Office of Contract Administration or the Director's designated agent, hereinafter referred to as "Purchasing."

Recitals

WHEREAS, the Department of Public Health, Community Behavioral Health Services, ("Department") wishes to secure community based mental health services; and,

WHEREAS, a Request for Proposal ("RFP") was issued on **July 31, 2009** and City selected Contractor as the highest qualified scorer pursuant to the RFP; and

WHEREAS, Contractor represents and warrants that it is qualified to perform the services required by City as set forth under this Contract; and,

WHEREAS, approval for this Agreement was obtained when the Civil Service Commission approved Contract number PSC 4150-09/10 on June 21, 2010;

Now, THEREFORE, the parties agree as follows:

1. Certification of Funds; Budget and Fiscal Provisions; Termination in the Event of Non-Appropriation.

This Agreement is subject to the budget and fiscal provisions of the City's Charter. Charges will accrue only after prior written authorization certified by the Controller, and the amount of City's obligation hereunder shall not at any time exceed the amount certified for the purpose and period stated in such advance authorization. This Agreement will terminate without penalty, liability or expense of any kind to City at the end of any fiscal year if funds are not appropriated for the next succeeding fiscal year. If funds are appropriated for a portion of the fiscal year, this Agreement will terminate, without penalty, liability or expense of any kind at the end of the term for which funds are appropriated. City has no obligation to make appropriations for this Agreement in lieu of appropriations for new or other agreements. City budget decisions are subject to the discretion of the Mayor and the Board of Supervisors. Contractor's assumption of risk of possible non-appropriation is part of the consideration for this Agreement.

THIS SECTION CONTROLS AGAINST ANY AND ALL OTHER PROVISIONS OF THIS AGREEMENT.

2. Term of the Agreement. Subject to Section 1, the term of this Agreement shall be from **July 1, 2010 to December 31, 2015.**

3. Effective Date of Agreement. This Agreement shall become effective when the Controller has certified to the availability of funds and Contractor has been notified in writing.

4. **Services Contractor Agrees to Perform.** The Contractor agrees to perform the services provided for in Appendix A, "Description of Services," attached hereto and incorporated by reference as though fully set forth herein.

5. **Compensation.** Compensation shall be made in monthly payments on or before the 30th day of each month for work, as set forth in Section 4 of this Agreement, that the **Director of the Department of Public Health**], in his or her sole discretion, concludes has been performed as of the 30th day of the immediately preceding month. In no event shall the amount of this Agreement exceed **Nine Million Nine Hundred Thirty Thousand Seven Hundred Ninety Five Dollars (\$9,930,795)**. The breakdown of costs associated with this Agreement appears in Appendix B, "Calculation of Charges," attached hereto and incorporated by reference as though fully set forth herein. No charges shall be incurred under this Agreement nor shall any payments become due to Contractor until reports, services, or both, required under this Agreement are received from Contractor and approved by **Department of Public Health** as being in accordance with this Agreement. City may withhold payment to Contractor in any instance in which Contractor has failed or refused to satisfy any material obligation provided for under this Agreement. In no event shall City be liable for interest or late charges for any late payments.

6. **Guaranteed Maximum Costs.** The City's obligation hereunder shall not at any time exceed the amount certified by the Controller for the purpose and period stated in such certification. Except as may be provided by laws governing emergency procedures, officers and employees of the City are not authorized to request, and the City is not required to reimburse the Contractor for, Commodities or Services beyond the agreed upon contract scope unless the changed scope is authorized by amendment and approved as required by law. Officers and employees of the City are not authorized to offer or promise, nor is the City required to honor, any offered or promised additional funding in excess of the maximum amount of funding for which the contract is certified without certification of the additional amount by the Controller. The Controller is not authorized to make payments on any contract for which funds have not been certified as available in the budget or by supplemental appropriation.

7. **Payment; Invoice Format.** Invoices furnished by Contractor under this Agreement must be in a form acceptable to the Controller, and must include a unique invoice number and must conform to Appendix F. All amounts paid by City to Contractor shall be subject to audit by City. Payment shall be made by City to Contractor at the address specified in the section entitled "Notices to the Parties."

8. **Submitting False Claims; Monetary Penalties.** Pursuant to San Francisco Administrative Code §21.35, any contractor, subcontractor or consultant who submits a false claim shall be liable to the City for the statutory penalties set forth in that section. The text of Section 21.35, along with the entire San Francisco Administrative Code is available on the web at <http://www.municode.com/Library/clientCodePage.aspx?clientID=4201>. A contractor, subcontractor or consultant will be deemed to have submitted a false claim to the City if the contractor, subcontractor or consultant: (a) knowingly presents or causes to be presented to an officer or employee of the City a false claim or request for payment or approval; (b) knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved by the City; (c) conspires to defraud the City by getting a false claim allowed or paid by the City; (d) knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.

9. **Disallowance.** If Contractor claims or receives payment from City for a service, reimbursement for which is later disallowed by the State of California or United States Government, Contractor shall promptly refund the disallowed amount to City upon City's request. At its option, City may offset the amount disallowed from any payment due or to become due to Contractor under this Agreement or any other Agreement. By executing this Agreement, Contractor certifies that Contractor is not suspended, debarred or otherwise excluded from participation in federal assistance programs. Contractor acknowledges that this certification of eligibility to receive federal funds is a material terms of the Agreement.

10. **Taxes.** Payment of any taxes, including possessory interest taxes and California sales and use taxes, levied upon or as a result of this Agreement, or the services delivered pursuant hereto, shall be the obligation of Contractor. Contractor recognizes and understands that this Agreement may create a "possessory interest" for property tax purposes. Generally, such a possessory interest is not created unless the Agreement entitles the Contractor to

possession, occupancy, or use of City property for private gain. If such a possessory interest is created, then the following shall apply:

- 1) Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that Contractor, and any permitted successors and assigns, may be subject to real property tax assessments on the possessory interest;
- 2) Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that the creation, extension, renewal, or assignment of this Agreement may result in a "change in ownership" for purposes of real property taxes, and therefore may result in a revaluation of any possessory interest created by this Agreement. Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report on behalf of the City to the County Assessor the information required by Revenue and Taxation Code section 480.5, as amended from time to time, and any successor provision.
- 3) Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that other events also may cause a change of ownership of the possessory interest and result in the revaluation of the possessory interest. (see, e.g., Rev. & Tax. Code section 64, as amended from time to time). Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report any change in ownership to the County Assessor, the State Board of Equalization or other public agency as required by law.
- 4) Contractor further agrees to provide such other information as may be requested by the City to enable the City to comply with any reporting requirements for possessory interests that are imposed by applicable law.

11. Payment Does Not Imply Acceptance of Work. The granting of any payment by City, or the receipt thereof by Contractor, shall in no way lessen the liability of Contractor to replace unsatisfactory work, equipment, or materials, although the unsatisfactory character of such work, equipment or materials may not have been apparent or detected at the time such payment was made. Materials, equipment, components, or workmanship that do not conform to the requirements of this Agreement may be rejected by City and in such case must be replaced by Contractor without delay.

12. Qualified Personnel. Work under this Agreement shall be performed only by competent personnel under the supervision of and in the employment of Contractor. Contractor will comply with City's reasonable requests regarding assignment of personnel, but all personnel, including those assigned at City's request, must be supervised by Contractor. Contractor shall commit adequate resources to complete the project within the project schedule specified in this Agreement.

13. Responsibility for Equipment. City shall not be responsible for any damage to persons or property as a result of the use, misuse or failure of any equipment used by Contractor, or by any of its employees, even though such equipment be furnished, rented or loaned to Contractor by City.

14. Independent Contractor; Payment of Taxes and Other Expenses

a. **Independent Contractor.** Contractor or any agent or employee of Contractor shall be deemed at all times to be an independent contractor and is wholly responsible for the manner in which it performs the services and work requested by City under this Agreement. Contractor or any agent or employee of Contractor shall not have employee status with City, nor be entitled to participate in any plans, arrangements, or distributions by City pertaining to or in connection with any retirement, health or other benefits that City may offer its employees. Contractor or any agent or employee of Contractor is liable for the acts and omissions of itself, its employees and its agents. Contractor shall be responsible for all obligations and payments, whether imposed by federal, state or local law, including, but not limited to, FICA, income tax withholdings, unemployment compensation, insurance, and other similar responsibilities related to Contractor's performing services and work, or any agent or employee of Contractor providing same. Nothing in this Agreement shall be construed as creating an employment or agency relationship between City and Contractor or any agent or employee of Contractor. Any terms in this Agreement referring to direction from City shall be construed as providing for direction as to policy and the result of

Contractor's work only, and not as to the means by which such a result is obtained. City does not retain the right to control the means or the method by which Contractor performs work under this Agreement.

b. **Payment of Taxes and Other Expenses.** Should City, in its discretion, or a relevant taxing authority such as the Internal Revenue Service or the State Employment Development Division, or both, determine that Contractor is an employee for purposes of collection of any employment taxes, the amounts payable under this Agreement shall be reduced by amounts equal to both the employee and employer portions of the tax due (and offsetting any credits for amounts already paid by Contractor which can be applied against this liability). City shall then forward those amounts to the relevant taxing authority. Should a relevant taxing authority determine a liability for past services performed by Contractor for City, upon notification of such fact by City, Contractor shall promptly remit such amount due or arrange with City to have the amount due withheld from future payments to Contractor under this Agreement (again, offsetting any amounts already paid by Contractor which can be applied as a credit against such liability). A determination of employment status pursuant to the preceding two paragraphs shall be solely for the purposes of the particular tax in question, and for all other purposes of this Agreement, Contractor shall not be considered an employee of City. Notwithstanding the foregoing, should any court, arbitrator, or administrative authority determine that Contractor is an employee for any other purpose, then Contractor agrees to a reduction in City's financial liability so that City's total expenses under this Agreement are not greater than they would have been had the court, arbitrator, or administrative authority determined that Contractor was not an employee.

15. Insurance

a. Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

- 1) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness; and
- 2) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; and
- 3) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.
- 4) Professional liability insurance, applicable to Contractor's profession, with limits not less than \$1,000,000 each claim with respect to negligent acts, errors or omissions in connection with professional services to be provided under this Agreement.
- 5) Blanket Fidelity Bond (Commercial Blanket Bond) : Limits in the amount of the Initial Payment provided for in the Agreement - \$ 100,000.

b. Commercial General Liability and Commercial Automobile Liability Insurance policies must be endorsed to provide:

- 1) Name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.
- 2) That such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought.

c. Regarding Workers' Compensation, Contractor hereby agrees to waive subrogation which any insurer of Contractor may acquire from Contractor by virtue of the payment of any loss. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation. The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.

d. All policies shall provide thirty days' advance written notice to the City of reduction or nonrenewal of coverages or cancellation of coverages for any reason. Notices shall be sent to the City address in the "Notices to the Parties" section:

e. Should any of the required insurance be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three years beyond the expiration of this Agreement, to the effect that, should occurrences during the contract term give rise to claims made after expiration of the Agreement, such claims shall be covered by such claims-made policies.

f. Should any of the required insurance be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.

g. Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

h. Before commencing any operations under this Agreement, Contractor shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Failure to maintain insurance shall constitute a material breach of this Agreement.

i. Approval of the insurance by City shall not relieve or decrease the liability of Contractor hereunder:

16. Indemnification

Contractor shall indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend them against any and all loss, cost, damage, injury, liability, and claims thereof for injury to or death of a person, including employees of Contractor or loss of or damage to property, arising directly or indirectly from Contractor's performance of this Agreement, including, but not limited to, Contractor's use of facilities or equipment provided by City or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law in effect on or validly retroactive to the date of this Agreement, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Contractor, its subcontractors or either's agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City's costs of investigating any claims against the City. In addition to Contractor's obligation to indemnify City, Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Contractor by City and continues at all times thereafter. Contractor shall indemnify and hold City harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons in consequence of the use by City, or any of its officers or agents, of articles or services to be supplied in the performance of this Agreement.

17: Incidental and Consequential Damages. Contractor shall be responsible for incidental and consequential damages resulting in whole or in part from Contractor's acts or omissions. Nothing in this Agreement shall constitute a waiver or limitation of any rights that City may have under applicable law.

18. Liability of City. CITY'S PAYMENT OBLIGATIONS UNDER THIS AGREEMENT SHALL BE LIMITED TO THE PAYMENT OF THE COMPENSATION PROVIDED FOR IN SECTION 5 OF THIS AGREEMENT. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, IN NO EVENT SHALL CITY BE LIABLE, REGARDLESS OF WHETHER ANY CLAIM IS BASED ON CONTRACT OR TORT, FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES PERFORMED IN CONNECTION WITH THIS AGREEMENT.

19. Left blank by agreement of the parties. (Liquidated damages)

20. Default; Remedies. Each of the following shall constitute an event of default ("Event of Default") under this Agreement:

(1) Contractor fails or refuses to perform or observe any term, covenant or condition contained in any of the following Sections of this Agreement:

8. Submitting False Claims; Monetary Penalties.
10. Taxes
15. Insurance
24. Proprietary or confidential information of City
30. Assignment

37. Drug-free workplace policy,
53. Compliance with laws
55. Supervision of minors
57. Protection of private information
58. Graffiti removal

And, item 1 of Appendix D attached to this Agreement

2) Contractor fails or refuses to perform or observe any other term, covenant or condition contained in this Agreement, and such default continues for a period of ten days after written notice thereof from City to Contractor.

3) Contractor (a) is generally not paying its debts as they become due, (b) files, or consents by answer or otherwise to the filing against it of, a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors' relief law of any jurisdiction, (c) makes an assignment for the benefit of its creditors, (d) consents to the appointment of a custodian, receiver, trustee or other officer with similar powers of Contractor or of any substantial part of Contractor's property or (e) takes action for the purpose of any of the foregoing.

4) A court or government authority enters an order (a) appointing a custodian, receiver, trustee or other officer with similar powers with respect to Contractor or with respect to any substantial part of Contractor's property, (b) constituting an order for relief or approving a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors' relief law of any jurisdiction or (c) ordering the dissolution, winding-up or liquidation of Contractor.

b. On and after any Event of Default, City shall have the right to exercise its legal and equitable remedies, including, without limitation, the right to terminate this Agreement or to seek specific performance of all or any part of this Agreement. In addition, City shall have the right (but no obligation) to cure (or cause to be cured) on behalf of Contractor any Event of Default; Contractor shall pay to City on demand all costs and expenses incurred by City in effecting such cure, with interest thereon from the date of incurrence at the maximum rate then permitted by law. City shall have the right to offset from any amounts due to Contractor under this Agreement or any other agreement between City and Contractor all damages, losses, costs or expenses incurred by City as a result of such Event of Default and any liquidated damages due from Contractor pursuant to the terms of this Agreement or any other agreement.

c. All remedies provided for in this Agreement may be exercised individually or in combination with any other remedy available hereunder or under applicable laws, rules and regulations. The exercise of any remedy shall not preclude or in any way be deemed to waive any other remedy.

21. Termination for Convenience

a. City shall have the option, in its sole discretion, to terminate this Agreement, at any time during the term hereof, for convenience and without cause. City shall exercise this option by giving Contractor written notice of termination. The notice shall specify the date on which termination shall become effective.

b. Upon receipt of the notice, Contractor shall commence and perform, with diligence, all actions necessary on the part of Contractor to effect the termination of this Agreement on the date specified by City and to minimize the liability of Contractor and City to third parties as a result of termination. All such actions shall be subject to the prior approval of City. Such actions shall include, without limitation:

1) Halting the performance of all services and other work under this Agreement on the date(s) and in the manner specified by City.

2) Not placing any further orders or subcontracts for materials, services, equipment or other items.

3) Terminating all existing orders and subcontracts.

4) At City's direction, assigning to City any or all of Contractor's right, title, and interest under the orders and subcontracts terminated. Upon such assignment, City shall have the right, in its sole discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts.

5) Subject to City's approval, settling all outstanding liabilities and all claims arising out of the termination of orders and subcontracts.

6) Completing performance of any services or work that City designates to be completed prior to the date of termination specified by City.

7) Taking such action as may be necessary, or as the City may direct, for the protection and preservation of any property related to this Agreement which is in the possession of Contractor and in which City has or may acquire an interest.

c. Within 30 days after the specified termination date, Contractor shall submit to City an invoice, which shall set forth each of the following as a separate line item:

1) The reasonable cost to Contractor, without profit, for all services and other work City directed Contractor to perform prior to the specified termination date, for which services or work City has not already tendered payment. Reasonable costs may include a reasonable allowance for actual overhead, not to exceed a total of 10% of Contractor's direct costs for services or other work. Any overhead allowance shall be separately itemized. Contractor may also recover the reasonable cost of preparing the invoice.

2) A reasonable allowance for profit on the cost of the services and other work described in the immediately preceding subsection (1), provided that Contractor can establish, to the satisfaction of City, that Contractor would have made a profit had all services and other work under this Agreement been completed, and provided further, that the profit allowed shall in no event exceed 5% of such cost.

3) The reasonable cost to Contractor of handling material or equipment returned to the vendor, delivered to the City or otherwise disposed of as directed by the City.

4) A deduction for the cost of materials to be retained by Contractor, amounts realized from the sale of materials and not otherwise recovered by or credited to City, and any other appropriate credits to City against the cost of the services or other work.

d. In no event shall City be liable for costs incurred by Contractor or any of its subcontractors after the termination date specified by City, except for those costs specifically enumerated and described in the immediately preceding subsection (c). Such non-recoverable costs include, but are not limited to, anticipated profits on this Agreement, post-termination employee salaries; post-termination administrative expenses, post-termination

overhead or unabsorbed overhead, attorneys' fees or other costs relating to the prosecution of a claim or lawsuit, prejudgment interest, or any other expense which is not reasonable or authorized under such subsection (c).

e. In arriving at the amount due to Contractor under this Section, City may deduct: (1) all payments previously made by City for work or other services covered by Contractor's final invoice; (2) any claim which City may have against Contractor in connection with this Agreement; (3) any invoiced costs or expenses excluded pursuant to the immediately preceding subsection (d); and (4) in instances in which, in the opinion of the City, the cost of any service or other work performed under this Agreement is excessively high due to costs incurred to remedy or replace defective or rejected services or other work, the difference between the invoiced amount and City's estimate of the reasonable cost of performing the invoiced services or other work in compliance with the requirements of this Agreement.

f. City's payment obligation under this Section shall survive termination of this Agreement.

22. Rights and Duties upon Termination or Expiration. This Section and the following Sections of this Agreement shall survive termination or expiration of this Agreement:

- | | |
|-----------------------------------------------------------------|---------------------------------------------------------|
| 8. Submitting false claims | 26. Ownership of Results |
| 9. Disallowance | 27. Works for Hire |
| 10. Taxes | 28. Audit and Inspection of Records |
| 11. Payment does not imply acceptance of work | 48. Modification of Agreement. |
| 13. Responsibility for equipment | 49. Administrative Remedy for Agreement Interpretation. |
| 14. Independent Contractor; Payment of Taxes and Other Expenses | 50. Agreement Made in California; Venue |
| 15. Insurance | 51. Construction |
| 16. Indemnification | 52. Entire Agreement |
| 17. Incidental and Consequential Damages | 56. Severability |
| 18. Liability of City | 57. Protection of private information |
| 24. Proprietary or confidential information of City | And, item 1 of Appendix D attached to this Agreement. |

Subject to the immediately preceding sentence, upon termination of this Agreement prior to expiration of the term specified in Section 2; this Agreement shall terminate and be of no further force or effect. Contractor shall transfer title to City, and deliver in the manner, at the times, and to the extent, if any, directed by City, any work in progress, completed work, supplies, equipment, and other materials produced as a part of, or acquired in connection with the performance of this Agreement, and any completed or partially completed work which, if this Agreement had been completed, would have been required to be furnished to City. This subsection shall survive termination of this Agreement.

23. Conflict of Interest. Through its execution of this Agreement, Contractor acknowledges that it is familiar with the provision of Section 15.103 of the City's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California, and certifies that it does not know of any facts which constitutes a violation of said provisions and agrees that it will immediately notify the City if it becomes aware of any such fact during the term of this Agreement.

24. Proprietary or Confidential Information of City

a. Contractor understands and agrees that, in the performance of the work or services under this Agreement or in contemplation thereof, Contractor may have access to private or confidential information which may be owned or controlled by City and that such information may contain proprietary or confidential details, the disclosure of which to third parties may be damaging to City. Contractor agrees that all information disclosed by City to Contractor shall be held in confidence and used only in performance of the Agreement. Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary data.

b. Contractor shall maintain the usual and customary records for persons receiving Services under this Agreement. Contractor agrees that all private or confidential information concerning persons receiving Services under this Agreement, whether disclosed by the City or by the individuals themselves, shall be held in the strictest confidence, shall be used only in performance of this Agreement, and shall be disclosed to third parties only as authorized by law. Contractor understands and agrees that this duty of care shall extend to confidential information contained or conveyed in any form, including but not limited to documents, files, patient or client records, facsimiles, recordings, telephone calls, telephone answering machines, voice mail or other telephone voice recording systems, computer files, e-mail or other computer network communications, and computer backup files, including disks and hard copies. The City reserves the right to terminate this Agreement for default if Contractor violates the terms of this section.

c. Contractor shall maintain its books and records in accordance with the generally accepted standards for such books and records for five years after the end of the fiscal year in which Services are furnished under this Agreement. Such access shall include making the books, documents and records available for inspection, examination or copying by the City, the California Department of Health Services or the U.S. Department of Health and Human Services and the Attorney General of the United States at all reasonable times at the Contractor's place of business or at such other mutually agreeable location in California. This provision shall also apply to any subcontract under this Agreement and to any contract between a subcontractor and related organizations of the subcontractor, and to their books, documents and records. The City acknowledges its duties and responsibilities regarding such records under such statutes and regulations.

d. The City owns all records of persons receiving Services and all fiscal records funded by this Agreement if Contractor goes out of business. Contractor shall immediately transfer possession of all these records if Contractor goes out of business. If this Agreement is terminated by either party, or expires, records shall be submitted to the City upon request.

e. All of the reports, information, and other materials prepared or assembled by Contractor under this Agreement shall be submitted to the Department of Public Health Contract Administrator and shall not be divulged by Contractor to any other person or entity without the prior written permission of the Contract Administrator listed in Appendix A.

25. Notices to the Parties. Unless otherwise indicated elsewhere in this Agreement, all written communications sent by the parties may be by U.S. mail, e-mail or by fax, and shall be addressed as follows:

| | | |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| To CITY: | Office of Contract Management and Compliance Department of Public Health 1380 Howard Street, Room 442 San Francisco, California 94103 | FAX: (415) 252-3088 e-mail: Ada.ling@sfdph.org |
| And: | Andrew Williams, Program Manager Department of Public Health 1380 Howard Street, 5/F San Francisco, California 94103 | FAX: (415) 255-3567 e-mail: Andrew.williams@sfdph.org |
| To CONTRACTOR: | 701 Sutter Street San Francisco, CA 94109 | FAX: (415) 749-3838 e-mail: sherilynadams@larkinstreetyouth.org |

Any notice of default must be sent by registered mail.

26. Ownership of Results. Any interest of Contractor or its Subcontractors, in drawings, plans, specifications, blueprints, studies, reports, memoranda, computation sheets, computer files and media or other documents prepared by Contractor or its subcontractors in connection with services to be performed under this Agreement, shall become the property of and will be transmitted to City. However, Contractor may retain and use copies for reference and as documentation of its experience and capabilities.

27. Works for Hire. If, in connection with services performed under this Agreement, Contractor or its subcontractors create artwork, copy, posters, billboards, photographs, videotapes, audiotapes, systems designs, software, reports, diagrams, surveys, blueprints, source codes or any other original works of authorship, such works of authorship shall be works for hire as defined under Title 17 of the United States Code, and all copyrights in such works are the property of the City. If it is ever determined that any works created by Contractor or its subcontractors under this Agreement are not works for hire under U.S. law, Contractor hereby assigns all copyrights to such works to the City, and agrees to provide any material and execute any documents necessary to effectuate such assignment. With the approval of the City, Contractor may retain and use copies of such works for reference and as documentation of its experience and capabilities.

28. Audit and Inspection of Records

a. Contractor agrees to maintain and make available to the City, during regular business hours, accurate books and accounting records relating to its work under this Agreement. Contractor will permit City to audit, examine and make excerpts and transcripts from such books and records, and to make audits of all invoices, materials, payrolls, records or personnel and other data related to all other matters covered by this Agreement, whether funded in whole or in part under this Agreement. Contractor shall maintain such data and records in an accessible location and condition for a period of not less than five years after final payment under this Agreement or until after final audit has been resolved, whichever is later. The State of California or any federal agency having an interest in the subject matter of this Agreement shall have the same rights conferred upon City by this Section.

b. Contractor shall annually have its books of accounts audited by a Certified Public Accountant and a copy of said audit report and the associated management letter(s) shall be transmitted to the Director of Public Health or his/her designee within one hundred eighty (180) calendar days following Contractor's fiscal year end date. If Contractor expends \$500,000 or more in Federal funding per year, from any and all Federal awards, said audit shall be conducted in accordance with OMB Circular A-133, Audits of States, Local Governments, and Non-Profit Organizations. Said requirements can be found at the following website address: <http://www.whitehouse.gov/omb/circulars/a133/a133.html>. If Contractor expends less than \$500,000 a year in Federal awards, Contractor is exempt from the single audit requirements for that year, but records must be available for review or audit by appropriate officials of the Federal Agency, pass-through entity and General Accounting Office. Contractor agrees to reimburse the City any cost adjustments necessitated by this audit report. Any audit report which addresses all or part of the period covered by this Agreement shall treat the service components identified in the detailed descriptions attached to Appendix A and referred to in the Program Budgets of Appendix B as discrete program entities of the Contractor.

c. The Director of Public Health or his / her designee may approve of a waiver of the aforementioned audit requirement if the contractual Services are of a consulting or personal services nature, these Services are paid for through fee for service terms which limit the City's risk with such contracts, and it is determined that the work associated with the audit would produce undue burdens or costs and would provide minimal benefits. A written request for a waiver must be submitted to the DIRECTOR ninety (90) calendar days before the end of the Agreement term or Contractor's fiscal year, whichever comes first.

d. Any financial adjustments necessitated by this audit report shall be made by Contractor to the City. If Contractor is under contract to the City, the adjustment may be made in the next subsequent billing by Contractor to the City, or may be made by another written schedule determined solely by the City. In the event Contractor is not under contract to the City, written arrangements shall be made for audit adjustments.

29. Subcontracting. Contractor is prohibited from subcontracting this Agreement or any part of it unless such subcontracting is first approved by City in writing. Neither party shall, on the basis of this Agreement, contract on behalf of or in the name of the other party. An agreement made in violation of this provision shall confer no rights on any party and shall be null and void.

30. Assignment. The services to be performed by Contractor are personal in character and neither this Agreement nor any duties or obligations hereunder may be assigned or delegated by the Contractor unless first approved by City by written instrument executed and approved in the same manner as this Agreement.

31. Non-Waiver of Rights. The omission by either party at any time to enforce any default or right reserved to it, or to require performance of any of the terms, covenants, or provisions hereof by the other party at the time

designated, shall not be a waiver of any such default or right to which the party is entitled, nor shall it in any way affect the right of the party to enforce such provisions thereafter.

32. Earned Income Credit (EIC) Forms. Administrative Code section 120 requires that employers provide their employees with IRS Form W-5 (The Earned Income Credit Advance Payment Certificate) and the IRS EIC Schedule, as set forth below. Employers can locate these forms at the IRS Office, on the Internet, or anywhere that Federal Tax Forms can be found. Contractor shall provide EIC Forms to each Eligible Employee at each of the following times: (i) within thirty days following the date on which this Agreement becomes effective (unless Contractor has already provided such EIC Forms at least once during the calendar year in which such effective date falls); (ii) promptly after any Eligible Employee is hired by Contractor; and (iii) annually between January 1 and January 31 of each calendar year during the term of this Agreement. Failure to comply with any requirement contained in subparagraph (a) of this Section shall constitute a material breach by Contractor of the terms of this Agreement. If, within thirty days after Contractor receives written notice of such a breach, Contractor fails to cure such breach or, if such breach cannot reasonably be cured within such period of thirty days, Contractor fails to commence efforts to cure within such period or thereafter fails to diligently pursue such cure to completion, the City may pursue any rights or remedies available under this Agreement or under applicable law. Any Subcontract entered into by Contractor shall require the subcontractor to comply, as to the subcontractor's Eligible Employees, with each of the terms of this section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Section 120 of the San Francisco Administrative Code.

33. Local Business Enterprise Utilization; Liquidated Damages

a. The LBE Ordinance.

Contractor shall comply with all the requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code as it now exists or as it may be amended in the future (collectively the "LBE Ordinance"), provided such amendments do not materially increase Contractor's obligations or liabilities, or materially diminish Contractor's rights, under this Agreement. Such provisions of the LBE Ordinance are incorporated by reference and made a part of this Agreement as though fully set forth in this section. Contractor's willful failure to comply with any applicable provisions of the LBE Ordinance is a material breach of Contractor's obligations under this Agreement and shall entitle City, subject to any applicable notice and cure provisions set forth in this Agreement, to exercise any of the remedies provided for under this Agreement, under the LBE Ordinance or otherwise available at law or in equity, which remedies shall be cumulative unless this Agreement expressly provides that any remedy is exclusive. In addition, Contractor shall comply fully with all other applicable local, state and federal laws prohibiting discrimination and requiring equal opportunity in contracting, including subcontracting.

b. Compliance and Enforcement

If Contractor willfully fails to comply with any of the provisions of the LBE Ordinance, the rules and regulations implementing the LBE Ordinance, or the provisions of this Agreement pertaining to LBE participation, Contractor shall be liable for liquidated damages in an amount equal to Contractor's net profit on this Agreement, or 10% of the total amount of this Agreement, or \$1,000, whichever is greatest. The Director of the City's Human Rights Commission or any other public official authorized to enforce the LBE Ordinance (separately and collectively, the "Director of HRC") may also impose other sanctions against Contractor authorized in the LBE Ordinance, including declaring the Contractor to be irresponsible and ineligible to contract with the City for a period of up to five years or revocation of the Contractor's LBE certification. The Director of HRC will determine the sanctions to be imposed, including the amount of liquidated damages, after investigation pursuant to Administrative Code §14B.17.

By entering into this Agreement, Contractor acknowledges and agrees that any liquidated damages assessed by the Director of the HRC shall be payable to City upon demand. Contractor further acknowledges and agrees that any liquidated damages assessed may be withheld from any monies due to Contractor on any contract with City.

Contractor agrees to maintain records necessary for monitoring its compliance with the LBE Ordinance for a period of three years following termination or expiration of this Agreement, and shall make such records available for audit and inspection by the Director of HRC or the Controller upon request.

34. Nondiscrimination; Penalties

a. Contractor Shall Not Discriminate. In the performance of this Agreement, Contractor agrees not to discriminate against any employee, City and County employee working with such contractor or subcontractor, applicant for employment with such contractor or subcontractor, or against any person seeking accommodations, advantages, facilities, privileges, services, or membership in all business, social, or other establishments or organizations, on the basis of the fact or perception of a person's race, color, creed, religion, national origin, ancestry, age, height, weight, sex, sexual orientation, gender identity, domestic partner status, marital status, disability or Acquired Immune Deficiency Syndrome or HIV status (AIDS/HIV status), or association with members of such protected classes, or in retaliation for opposition to discrimination against such classes.

b. Subcontracts. Contractor shall incorporate by reference in all subcontracts the provisions of §§12B.2(a), 12B.2(c)-(k), and 12C.3 of the San Francisco Administrative Code (copies of which are available from Purchasing) and shall require all subcontractors to comply with such provisions. Contractor's failure to comply with the obligations in this subsection shall constitute a material breach of this Agreement.

c. Nondiscrimination in Benefits. Contractor does not as of the date of this Agreement and will not during the term of this Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of bereavement leave, family medical leave, health benefits, membership or membership discounts, moving expenses, pension and retirement benefits or travel benefits; as well as any benefits other than the benefits specified above, between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of such employees, where the domestic partnership has been registered with a governmental entity pursuant to state or local law authorizing such registration, subject to the conditions set forth in §12B.2(b) of the San Francisco Administrative Code.

d. Condition to Contract. As a condition to this Agreement, Contractor shall execute the "Chapter 12B Declaration: Nondiscrimination in Contracts and Benefits" form (form HRC-12B-101) with supporting documentation and secure the approval of the form by the San Francisco Human Rights Commission.

e. Incorporation of Administrative Code Provisions by Reference. The provisions of Chapters 12B and 12C of the San Francisco Administrative Code are incorporated in this Section by reference and made a part of this Agreement as though fully set forth herein. Contractor shall comply fully with and be bound by all of the provisions that apply to this Agreement under such Chapters, including but not limited to the remedies provided in such Chapters. Without limiting the foregoing, Contractor understands that pursuant to §§12B.2(h) and 12C.3(g) of the San Francisco Administrative Code, a penalty of \$50 for each person for each calendar day during which such person was discriminated against in violation of the provisions of this Agreement may be assessed against Contractor and/or deducted from any payments due Contractor.

35. MacBride Principles—Northern Ireland. Pursuant to San Francisco Administrative Code §12F.5, the City and County of San Francisco urges companies doing business in Northern Ireland to move towards resolving employment inequities, and encourages such companies to abide by the MacBride Principles. The City and County of San Francisco urges San Francisco companies to do business with corporations that abide by the MacBride Principles. By signing below, the person executing this agreement on behalf of Contractor acknowledges and agrees that he or she has read and understood this section.

36. Tropical Hardwood and Virgin Redwood Ban. Pursuant to §804(b) of the San Francisco Environment Code, the City and County of San Francisco urges contractors not to import, purchase, obtain, or use for any purpose, any tropical hardwood, tropical hardwood wood product, virgin redwood or virgin redwood wood product.

37. Drug-Free Workplace Policy. Contractor acknowledges that pursuant to the Federal Drug-Free Workplace Act of 1989, the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is

prohibited on City premises. Contractor agrees that any violation of this prohibition by Contractor, its employees, agents or assigns will be deemed a material breach of this Agreement.

38. Resource Conservation. Chapter 5 of the San Francisco Environment Code ("Resource Conservation") is incorporated herein by reference. Failure by Contractor to comply with any of the applicable requirements of Chapter 5 will be deemed a material breach of contract.

39. Compliance with Americans with Disabilities Act. Contractor acknowledges that, pursuant to the Americans with Disabilities Act (ADA), programs, services and other activities provided by a public entity to the public, whether directly or through a contractor, must be accessible to the disabled public. Contractor shall provide the services specified in this Agreement in a manner that complies with the ADA and any and all other applicable federal, state and local disability rights legislation. Contractor agrees not to discriminate against disabled persons in the provision of services, benefits or activities provided under this Agreement and further agrees that any violation of this prohibition on the part of Contractor, its employees, agents or assigns will constitute a material breach of this Agreement.

40. Sunshine Ordinance. In accordance with San Francisco Administrative Code §67.24(e), contracts, contractors' bids, responses to solicitations and all other records of communications between City and persons or firms seeking contracts, shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefit until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

41. Public Access to Meetings and Records. If the Contractor receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the San Francisco Administrative Code, Contractor shall comply with and be bound by all the applicable provisions of that Chapter. By executing this Agreement, the Contractor agrees to open its meetings and records to the public in the manner set forth in §§12L.4 and 12L.5 of the Administrative Code. Contractor further agrees to make-good faith efforts to promote community membership on its Board of Directors in the manner set forth in §12L.6 of the Administrative Code. The Contractor acknowledges that its material failure to comply with any of the provisions of this paragraph shall constitute a material breach of this Agreement. The Contractor further acknowledges that such material breach of the Agreement shall be grounds for the City to terminate and/or not renew the Agreement, partially or in its entirety.

42. Limitations on Contributions. Through execution of this Agreement, Contractor acknowledges that it is familiar with section 1.126 of the City's Campaign and Governmental Conduct Code, which prohibits any person who contracts with the City for the rendition of personal services, for the furnishing of any material, supplies or equipment, for the sale or lease of any land or building, or for a grant, loan or loan guarantee, from making any campaign contribution to (1) an individual holding a City elective office if the contract must be approved by the individual, a board on which that individual serves, or the board of a state agency on which an appointee of that individual serves, (2) a candidate for the office held by such individual, or (3) a committee controlled by such individual, at any time from the commencement of negotiations for the contract until the later of either the termination of negotiations for such contract or six months after the date the contract is approved. Contractor acknowledges that the foregoing restriction applies only if the contract or a combination or series of contracts approved by the same individual or board in a fiscal year have a total anticipated or actual value of \$50,000 or more. Contractor further acknowledges that the prohibition on contributions applies to each prospective party to the contract; each member of Contractor's board of directors; Contractor's chairperson, chief executive officer, chief financial officer and chief operating officer; any person with an ownership interest of more than 20 percent in Contractor; any subcontractor listed in the bid or contract; and any committee that is sponsored or controlled by Contractor. Additionally, Contractor acknowledges that Contractor must inform each of the persons described in the preceding sentence of the prohibitions contained in Section 1.126. Contractor further agrees to provide to City the names of each person, entity or committee described above.

43. Requiring Minimum Compensation for Covered Employees

a. Contractor agrees to comply fully with and be bound by all of the provisions of the Minimum Compensation Ordinance (MCO), as set forth in San Francisco Administrative Code Chapter 12P (Chapter 12P), including the remedies provided, and implementing guidelines and rules. The provisions of Sections 12P.5 and 12P.5.1 of Chapter 12P are incorporated herein by reference and made a part of this Agreement as though fully set forth. The text of the MCO is available on the web at www.sfgov.org/olse/mco. A partial listing of some of Contractor's obligations under the MCO is set forth in this Section. Contractor is required to comply with all the provisions of the MCO, irrespective of the listing of obligations in this Section.

b. The MCO requires Contractor to pay Contractor's employees a minimum hourly gross compensation wage rate and to provide minimum compensated and uncompensated time off. The minimum wage rate may change from year to year and Contractor is obligated to keep informed of the then-current requirements. Any subcontract entered into by Contractor shall require the subcontractor to comply with the requirements of the MCO and shall contain contractual obligations substantially the same as those set forth in this Section. It is Contractor's obligation to ensure that any subcontractors of any tier under this Agreement comply with the requirements of the MCO. If any subcontractor under this Agreement fails to comply, City may pursue any of the remedies set forth in this Section against Contractor.

c. Contractor shall not take adverse action or otherwise discriminate against an employee or other person for the exercise or attempted exercise of rights under the MCO. Such actions, if taken within 90 days of the exercise or attempted exercise of such rights, will be rebuttably presumed to be retaliation prohibited by the MCO.

d. Contractor shall maintain employee and payroll records as required by the MCO. If Contractor fails to do so, it shall be presumed that the Contractor paid no more than the minimum wage required under State law.

e. The City is authorized to inspect Contractor's job sites and conduct interviews with employees and conduct audits of Contractor

f. Contractor's commitment to provide the Minimum Compensation is a material element of the City's consideration for this Agreement. The City in its sole discretion shall determine whether such a breach has occurred. The City and the public will suffer actual damage that will be impractical or extremely difficult to determine if the Contractor fails to comply with these requirements. Contractor agrees that the sums set forth in Section 12P.6.1 of the MCO as liquidated damages are not a penalty, but are reasonable estimates of the loss that the City and the public will incur for Contractor's noncompliance. The procedures governing the assessment of liquidated damages shall be those set forth in Section 12P.6.2 of Chapter 12P.

g. Contractor understands and agrees that if it fails to comply with the requirements of the MCO, the City shall have the right to pursue any rights or remedies available under Chapter 12P (including liquidated damages), under the terms of the contract, and under applicable law. If, within 30 days after receiving written notice of a breach of this Agreement for violating the MCO, Contractor fails to cure such breach or, if such breach cannot reasonably be cured within such period of 30 days, Contractor fails to commence efforts to cure within such period, or thereafter fails diligently to pursue such cure to completion, the City shall have the right to pursue any rights or remedies available under applicable law, including those set forth in Section 12P.6(c) of Chapter 12P. Each of these remedies shall be exercisable individually or in combination with any other rights or remedies available to the City.

h. Contractor represents and warrants that it is not an entity that was set up, or is being used, for the purpose of evading the intent of the MCO.

i. If Contractor is exempt from the MCO when this Agreement is executed because the cumulative amount of agreements with this department for the fiscal year is less than \$25,000, but Contractor later enters into an agreement or agreements that cause contractor to exceed that amount in a fiscal year, Contractor shall thereafter be required to comply with the MCO under this Agreement. This obligation arises on the effective date of the agreement that causes the cumulative amount of agreements between the Contractor and this department to exceed \$25,000 in the fiscal year.

44. Requiring Health Benefits for Covered Employees. Contractor agrees to comply fully with and be bound by all of the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in San Francisco

Administrative Code Chapter 12Q, including the remedies provided, and implementing regulations, as the same may be amended from time to time. The provisions of section 12Q.5.1 of Chapter 12Q are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the HCAO is available on the web at www.sfgov.org/olse. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12Q.

a. For each Covered Employee, Contractor shall provide the appropriate health benefit set forth in Section 12Q.3 of the HCAO. If Contractor chooses to offer the health plan option, such health plan shall meet the minimum standards set forth by the San Francisco Health Commission..

b. Notwithstanding the above, if the Contractor is a small business as defined in Section 12Q.3(e) of the HCAO, it shall have no obligation to comply with part (a) above.

c. Contractor's failure to comply with the HCAO shall constitute a material breach of this agreement. City shall notify Contractor if such a breach has occurred. If, within 30 days after receiving City's written notice of a breach of this Agreement for violating the HCAO, Contractor fails to cure such breach or, if such breach cannot reasonably be cured within such period of 30 days, Contractor fails to commence efforts to cure within such period, or thereafter fails diligently to pursue such cure to completion, City shall have the right to pursue the remedies set forth in 12Q.5.1 and 12Q.5(f)(1-6). Each of these remedies shall be exercisable individually or in combination with any other rights or remedies available to City.

d. Any Subcontract entered into by Contractor shall require the Subcontractor to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this Section. Contractor shall notify City's Office of Contract Administration when it enters into such a Subcontract and shall certify to the Office of Contract Administration that it has notified the Subcontractor of the obligations under the HCAO and has imposed the requirements of the HCAO on Subcontractor through the Subcontract. Each Contractor shall be responsible for its Subcontractors' compliance with this Chapter. If a Subcontractor fails to comply, the City may pursue the remedies set forth in this Section against Contractor based on the Subcontractor's failure to comply, provided that City has first provided Contractor with notice and an opportunity to obtain a cure of the violation.

e. Contractor shall not discharge, reduce in compensation, or otherwise discriminate against any employee for notifying City with regard to Contractor's noncompliance or anticipated noncompliance with the requirements of the HCAO, for opposing any practice proscribed by the HCAO, for participating in proceedings related to the HCAO, or for seeking to assert or enforce any rights under the HCAO by any lawful means.

f. Contractor represents and warrants that it is not an entity that was set up, or is being used, for the purpose of evading the intent of the HCAO.

g. Contractor shall maintain employee and payroll records in compliance with the California Labor Code and Industrial Welfare Commission orders, including the number of hours each employee has worked on the City Contract.

h. Contractor shall keep itself informed of the current requirements of the HCAO.

i. Contractor shall provide reports to the City in accordance with any reporting standards promulgated by the City under the HCAO, including reports on Subcontractors and Subtenants, as applicable.

j. Contractor shall provide City with access to records pertaining to compliance with HCAO after receiving a written request from City to do so and being provided at least ten business days to respond.

k. Contractor shall allow City to inspect Contractor's job sites and have access to Contractor's employees in order to monitor and determine compliance with HCAO.

l. City may conduct random audits of Contractor to ascertain its compliance with HCAO. Contractor agrees to cooperate with City when it conducts such audits.

m. If Contractor is exempt from the HCAO when this Agreement is executed because its amount is less than \$25,000 (\$50,000 for nonprofits), but Contractor later enters into an agreement or agreements that cause Contractor's aggregate amount of all agreements with City to reach \$75,000, all the agreements shall be thereafter subject to the HCAO. This obligation arises on the effective date of the agreement that causes the cumulative amount of agreements between Contractor and the City to be equal to or greater than \$75,000 in the fiscal year.

45. First Source Hiring Program

a. **Incorporation of Administrative Code Provisions by Reference.** The provisions of Chapter 83 of the San Francisco Administrative Code are incorporated in this Section by reference and made a part of this Agreement as though fully set forth herein. Contractor shall comply fully with, and be bound by, all of the provisions that apply to this Agreement under such Chapter, including but not limited to the remedies provided therein. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 83.

b. **First Source Hiring Agreement.** As an essential term of, and consideration for, any contract or property contract with the City, not exempted by the FSHA, the Contractor shall enter into a first source hiring agreement ("agreement") with the City, on or before the effective date of the contract or property contract. Contractors shall also enter into an agreement with the City for any other work that it performs in the City. Such agreement shall:

1) Set appropriate hiring and retention goals for entry level positions. The employer shall agree to achieve these hiring and retention goals, or, if unable to achieve these goals, to establish good faith efforts as to its attempts to do so, as set forth in the agreement. The agreement shall take into consideration the employer's participation in existing job training, referral and/or brokerage programs. Within the discretion of the FSHA, subject to appropriate modifications, participation in such programs maybe certified as meeting the requirements of this Chapter. Failure either to achieve the specified goal, or to establish good faith efforts will constitute noncompliance and will subject the employer to the provisions of Section 83.10 of this Chapter.

2) Set first source interviewing, recruitment and hiring requirements, which will provide the San Francisco Workforce Development System with the first opportunity to provide qualified economically disadvantaged individuals for consideration for employment for entry level positions. Employers shall consider all applications of qualified economically disadvantaged individuals referred by the System for employment; provided however, if the employer utilizes nondiscriminatory screening criteria, the employer shall have the sole discretion to interview and/or hire individuals referred or certified by the San Francisco Workforce Development System as being qualified economically disadvantaged individuals. The duration of the first source interviewing requirement shall be determined by the FSHA and shall be set forth in each agreement, but shall not exceed 10 days. During that period, the employer may publicize the entry level positions in accordance with the agreement. A need for urgent or temporary hires must be evaluated, and appropriate provisions for such a situation must be made in the agreement.

3) Set appropriate requirements for providing notification of available entry level positions to the San Francisco Workforce Development System so that the System may train and refer an adequate pool of qualified economically disadvantaged individuals to participating employers. Notification should include such information as employment needs by occupational title, skills, and/or experience required, the hours required, wage scale and duration of employment, identification of entry level and training positions, identification of English language proficiency requirements, or absence thereof, and the projected schedule and procedures for hiring for each occupation. Employers should provide both long-term job need projections and notice before initiating the interviewing and hiring process. These notification requirements will take into consideration any need to protect the employer's proprietary information.

4) Set appropriate record keeping and monitoring requirements. The First Source Hiring Administration shall develop easy-to-use forms and record keeping requirements for documenting compliance with the agreement. To the greatest extent possible, these requirements shall utilize the employer's existing record keeping systems, be nonduplicative, and facilitate a coordinated flow of information and referrals.

5) Establish guidelines for employer good faith efforts to comply with the first source hiring requirements of this Chapter. The FSHA will work with City departments to develop employer good faith effort requirements appropriate to the types of contracts and property contracts handled by each department. Employers shall appoint a liaison for dealing with the development and implementation of the employer's agreement. In the event that the FSHA finds that the employer under a City contract or property contract has taken actions primarily for the purpose of circumventing the requirements of this Chapter, that employer shall be subject to the sanctions set forth in Section 83.10 of this Chapter.

6) Set the term of the requirements.

7) Set appropriate enforcement and sanctioning standards consistent with this Chapter.

8) Set forth the City's obligations to develop training programs, job applicant referrals, technical assistance, and information systems that assist the employer in complying with this Chapter.

9) Require the developer to include notice of the requirements of this Chapter in leases, subleases, and other occupancy contracts.

c. **Hiring Decisions.** Contractor shall make the final determination of whether an Economically Disadvantaged Individual referred by the System is "qualified" for the position.

d. **Exceptions.** Upon application by Employer, the First Source Hiring Administration may grant an exception to any or all of the requirements of Chapter 83 in any situation where it concludes that compliance with this Chapter would cause economic hardship.

e. **Liquidated Damages.** Contractor agrees:

1) To be liable to the City for liquidated damages as provided in this section;

2) To be subject to the procedures governing enforcement of breaches of contracts based on violations of contract provisions required by this Chapter as set forth in this section;

3) That the contractor's commitment to comply with this Chapter is a material element of the City's consideration for this contract; that the failure of the contractor to comply with the contract provisions required by this Chapter will cause harm to the City and the public which is significant and substantial but extremely difficult to quantify; that the harm to the City includes not only the financial cost of funding public assistance programs but also the insidious but impossible to quantify harm that this community and its families suffer as a result of unemployment; and that the assessment of liquidated damages of up to \$5,000 for every notice of a new hire for an entry level position improperly withheld by the contractor from the first source hiring process, as determined by the FSHA during its first investigation of a contractor, does not exceed a fair estimate of the financial and other damages that the City suffers as a result of the contractor's failure to comply with its first source referral contractual obligations.

4) That the continued failure by a contractor to comply with its first source referral contractual obligations will cause further significant and substantial harm to the City and the public, and that a second assessment of liquidated damages of up to \$10,000 for each entry level position improperly withheld from the FSHA, from the time of the conclusion of the first investigation forward, does not exceed the financial and other damages that the City suffers as a result of the contractor's continued failure to comply with its first source referral contractual obligations;

5) That in addition to the cost of investigating alleged violations under this Section, the computation of liquidated damages for purposes of this section is based on the following data:

(a) The average length of stay on public assistance in San Francisco's County Adult Assistance Program is approximately 41 months at an average monthly grant of \$348 per month, totaling approximately \$14,379; and

(b) In 2004, the retention rate of adults placed in employment programs funded under the Workforce Investment Act for at least the first six months of employment was 84.4%. Since qualified individuals under the First Source program face far fewer barriers to employment than their counterparts in programs funded by the Workforce Investment Act, it is reasonable to conclude that the average length of employment for an individual whom the First Source Program refers to an employer and who is hired in an entry level position is at least one year;

Therefore, liquidated damages that total \$5,000 for first violations and \$10,000 for subsequent violations as determined by FSHA constitute a fair, reasonable, and conservative attempt to quantify the harm caused to the City by the failure of a contractor to comply with its first source referral contractual obligations.

6) That the failure of contractors to comply with this Chapter, except property contractors, may be subject to the debarment and monetary penalties set forth in Sections 6.80 et seq. of the San Francisco Administrative Code, as well as any other remedies available under the contract or at law; and

Violation of the requirements of Chapter 83 is subject to an assessment of liquidated damages in the amount of \$5,000 for every new hire for an Entry Level Position improperly withheld from the first source hiring process. The assessment of liquidated damages and the evaluation of any defenses or mitigating factors shall be made by the FSHA.

f. Subcontracts. Any subcontract entered into by Contractor shall require the subcontractor to comply with the requirements of Chapter 83 and shall contain contractual obligations substantially the same as those set forth in this Section.

46. Prohibition on Political Activity with City Funds. In accordance with San Francisco Administrative Code Chapter 12.G, Contractor may not participate in, support, or attempt to influence any political campaign for a candidate or for a ballot measure (collectively, "Political Activity") in the performance of the services provided under this Agreement. Contractor agrees to comply with San Francisco Administrative Code Chapter 12.G and any implementing rules and regulations promulgated by the City's Controller. The terms and provisions of Chapter 12.G are incorporated herein by this reference. In the event Contractor violates the provisions of this section, the City may, in addition to any other rights or remedies available hereunder, (i) terminate this Agreement, and (ii) prohibit Contractor from bidding on or receiving any new City contract for a period of two (2) years. The Controller will not consider Contractor's use of profit as a violation of this section.

47. Preservative-treated Wood Containing Arsenic. Contractor may not purchase preservative-treated wood products containing arsenic in the performance of this Agreement unless an exemption from the requirements of Chapter 13 of the San Francisco Environment Code is obtained from the Department of the Environment under Section 1304 of the Code. The term "preservative-treated wood containing arsenic" shall mean wood treated with a preservative that contains arsenic, elemental arsenic, or an arsenic copper combination, including, but not limited to, chromated copper arsenate preservative, ammoniacal copper zinc arsenate preservative, or ammoniacal copper arsenate preservative. Contractor may purchase preservative-treated wood products on the list of environmentally preferable alternatives prepared and adopted by the Department of the Environment. This provision does not preclude Contractor from purchasing preservative-treated wood containing arsenic for saltwater immersion. The term "saltwater immersion" shall mean a pressure-treated wood that is used for construction purposes or facilities that are partially or totally immersed in saltwater.

48. Modification of Agreement. This Agreement may not be modified, nor may compliance with any of its terms be waived, except by written instrument executed and approved in the same manner as this Agreement.

49. Administrative Remedy for Agreement Interpretation – DELETED by mutual agreement of the parties

50. Agreement Made in California; Venue. The formation, interpretation and performance of this Agreement shall be governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation and performance of this Agreement shall be in San Francisco.

51. Construction. All paragraph captions are for reference only and shall not be considered in construing this Agreement.

52. Entire Agreement. This contract sets forth the entire Agreement between the parties, and supersedes all other oral or written provisions. This contract may be modified only as provided in Section 48, "Modification of Agreement."

53. Compliance with Laws. Contractor shall keep itself fully informed of the City's Charter, codes, ordinances and regulations of the City and of all state, and federal laws in any manner affecting the performance of this Agreement, and must at all times comply with such local codes, ordinances, and regulations and all applicable laws as they may be amended from time to time.

54. Services Provided by Attorneys. Any services to be provided by a law firm or attorney must be reviewed and approved in writing in advance by the City Attorney. No invoices for services provided by law firms or attorneys, including, without limitation, as subcontractors of Contractor, will be paid unless the provider received advance written approval from the City Attorney.

55. Supervision of Minors. Contractor, and any subcontractors, shall comply with California Penal Code section 11105.3 and request from the Department of Justice records of all convictions or any arrest pending adjudication involving the offenses specified in Welfare and Institution Code section 15660(a) of any person who applies for employment or volunteer position with Contractor, or any subcontractor, in which he or she would have supervisory or disciplinary power over a minor under his or her care. If Contractor, or any subcontractor, is providing services at a City park, playground, recreational center or beach (separately and collectively, "Recreational Site"), Contractor shall not hire, and shall prevent its subcontractors from hiring, any person for employment or volunteer position to provide those services if that person has been convicted of any offense that was listed in former Penal Code section 11105.3 (h)(1) or 11105.3(h)(3). If Contractor, or any of its subcontractors, hires an employee or volunteer to provide services to minors at any location other than a Recreational Site, and that employee or volunteer has been convicted of an offense specified in Penal Code section 11105.3(c), then Contractor shall comply, and cause its subcontractors to comply with that section and provide written notice to the parents or guardians of any minor who will be supervised or disciplined by the employee or volunteer not less than ten (10) days prior to the day the employee or volunteer begins his or her duties or tasks. Contractor shall provide, or cause its subcontractors to provide City with a copy of any such notice at the same time that it provides notice to any parent or guardian. Contractor shall expressly require any of its subcontractors with supervisory or disciplinary power over a minor to comply with this section of the Agreement as a condition of its contract with the subcontractor. Contractor acknowledges and agrees that failure by Contractor or any of its subcontractors to comply with any provision of this section of the Agreement shall constitute an Event of Default. Contractor further acknowledges and agrees that such Event of Default shall be grounds for the City to terminate the Agreement, partially or in its entirety, to recover from Contractor any amounts paid under this Agreement, and to withhold any future payments to Contractor. The remedies provided in this Section shall not limited any other remedy available to the City hereunder, or in equity or law for an Event of Default, and each remedy may be exercised individually or in combination with any other available remedy. The exercise of any remedy shall not preclude or in any way be deemed to waive any other remedy.

56. Severability. Should the application of any provision of this Agreement to any particular facts or circumstances be found by a court of competent jurisdiction to be invalid or unenforceable, then (a) the validity of other provisions of this Agreement shall not be affected or impaired thereby, and (b) such provision shall be enforced to the maximum extent possible so as to effect the intent of the parties and shall be reformed without further action by the parties to the extent necessary to make such provision valid and enforceable.

57. Protection of Private Information. Contractor has read and agrees to the terms set forth in San Francisco Administrative Code Sections 12M.2, "Nondisclosure of Private Information," and 12M.3, "Enforcement" of Administrative Code Chapter 12M, "Protection of Private Information," which are incorporated herein as if fully set forth. Contractor agrees that any failure of Contractor to comply with the requirements of Section 12M.2 of this Chapter shall be a material breach of the Contract. In such an event, in addition to any other remedies available to it under equity or law, the City may terminate the Contract, bring a false claim action against the Contractor pursuant to Chapter 6 or Chapter 21 of the Administrative Code, or debar the Contractor.

58. Graffiti Removal. Graffiti is detrimental to the health, safety and welfare of the community in that it promotes a perception in the community that the laws protecting public and private property can be disregarded with impunity. This perception fosters a sense of disrespect of the law that results in an increase in crime; degrades the community and leads to urban blight; is detrimental to property values, business opportunities and the enjoyment of life; is inconsistent with the City's property maintenance goals and aesthetic standards; and results in additional graffiti and in other properties becoming the target of graffiti unless it is quickly removed from public and private property. Graffiti results in visual pollution and is a public nuisance. Graffiti must be abated as quickly as possible to avoid detrimental impacts on the City and County and its residents, and to prevent the further spread of graffiti. Contractor shall remove all graffiti from any real property owned or leased by Contractor in the City and County of San Francisco within forty eight (48) hours of the earlier of Contractor's (a) discovery or notification of the graffiti or (b) receipt of notification of the graffiti from the Department of Public Works. This section is not intended to require a Contractor to breach any lease or other agreement that it may have concerning its use of the real property. The term "graffiti" means any inscription, word, figure, marking or design that is affixed, marked, etched, scratched, drawn or painted on any building, structure, fixture or other improvement, whether permanent or temporary, including by way of example only and without limitation, signs, banners, billboards and fencing surrounding construction sites, whether public or private, without the consent of the owner of the property or the owner's authorized agent, and which is visible from the public right-of-way. "Graffiti" shall not include: (1) any sign or banner that is authorized by, and in compliance with, the applicable requirements of the San Francisco Public Works Code, the San Francisco Planning Code or the San Francisco Building Code; or (2) any mural or other painting or marking on the property that is protected as a work of fine art under the California Art Preservation Act (California Civil Code Sections 987 et seq.) or as a work of visual art under the Federal Visual Artists Rights Act of 1990 (17 U.S.C. §§ 101 et seq.). Any failure of Contractor to comply with this section of this Agreement shall constitute an Event of Default of this Agreement.

59. Food Service Waste Reduction Requirements. Effective June 1, 2007 Contractor agrees to comply fully with and be bound by all of the provisions of the Food Service Waste Reduction Ordinance, as set forth in San Francisco Environment Code Chapter 16, including the remedies provided, and implementing guidelines and rules. The provisions of Chapter 16 are incorporated herein by reference and made a part of this Agreement as though fully set forth. This provision is a material term of this Agreement. By entering into this Agreement, Contractor agrees that if it breaches this provision, City will suffer actual damages that will be impractical or extremely difficult to determine; further, Contractor agrees that the sum of one hundred dollars (\$100) liquidated damages for the first breach, two hundred dollars (\$200) liquidated damages for the second breach in the same year, and five hundred dollars (\$500) liquidated damages for subsequent breaches in the same year is reasonable estimate of the damage that City will incur based on the violation, established in light of the circumstances existing at the time this Agreement was made. Such amount shall not be considered a penalty, but rather agreed monetary damages sustained by City because of Contractor's failure to comply with this provision.

60. Left blank by agreement of the parties. (Slavery era disclosure)

61. Cooperative Drafting. This Agreement has been drafted through a cooperative effort of both parties, and both parties have had an opportunity to have the Agreement reviewed and revised by legal counsel. No party shall be considered the drafter of this Agreement, and no presumption or rule that an ambiguity shall be construed against the party drafting the clause shall apply to the interpretation or enforcement of this Agreement.

62. Dispute Resolution Procedure. A Dispute Resolution Procedure is attached under the Appendix G to address issues that have not been resolved administratively by other departmental remedies.

63. Additional Terms. Additional Terms are attached hereto as Appendix D and are incorporated into this Agreement by reference as though fully set forth herein.

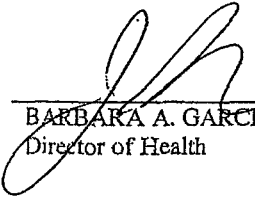
IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day first mentioned above.

CITY

CONTRACTOR

Recommended by:

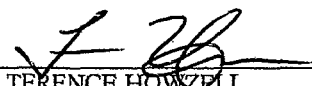
Larkin Street Youth Services


BARBARA A. GARCIA, MPA
Director of Health

2-4-11
Date

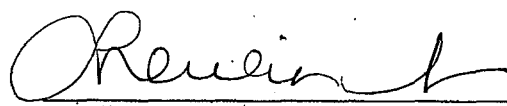
Approved as to Form:

DENNIS J. HERRERA
City Attorney

By: 
TERENCE HOWZELL
Deputy City Attorney

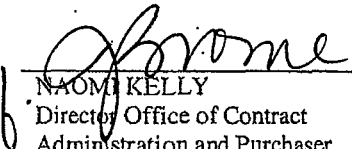
2/10/11
Date

Approved:


Sherilyn Adams
Executive Director
701 Sutter Street, 2nd Floor
San Francisco, CA 94109

2/2/11
Date

City vendor number: 10991


NAOMI KELLY
Director Office of Contract
Administration and Purchaser

2/25/11
Date

Appendices

- A: Services to be provided by Contractor
- B: Calculation of Charges
- C: N/A (Insurance Waiver) Reserved
- D: Additional Terms
- E: HIPAA Business Associate Agreement
- F: Invoice
- G: Dispute Resolution
- H: Private Policy Compliance
- I: Emergency Response

RECEIVED
PURCHASING DEPARTMENT
11 FEB 22 PM 4:26

1714

Appendix A

COMMUNITY BEHAVIORAL HEALTH SERVICES

The following requirements are incorporated into Appendix A, as provided in this Agreement under Section 4. SERVICES.

A. Contract Administrator:

In performing the SERVICES hereunder, CONTRACTOR shall report to Andrew Williams, Contract Administrator for the CITY, or her designee.

B. Reports:

Contractor shall submit written reports as requested by the City. The format for the content of such reports shall be determined by the City. The timely submission of all reports is a necessary and material term and condition of this Agreement. All reports, including any copies, shall be submitted on recycled paper and printed on double-sided pages to the maximum extent possible.

C. Evaluation:

Contractor shall participate as requested with the City, State and/or Federal government in evaluative studies designed to show the effectiveness of Contractor's Services. Contractor agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final written reports generated through the evaluation program shall be made available to Contractor within thirty (30) working days. Contractor may submit a written response within thirty working days of receipt of any evaluation report and such response will become part of the official report.

D. Possession of Licenses/Permits:

Contractor warrants the possession of all licenses and/or permits required by the laws and regulations of the United States, the State of California, and the City to provide the Services. Failure to maintain these licenses and permits shall constitute a material breach of this Agreement.

E. Adequate Resources:

Contractor agrees that it has secured or shall secure at its own expense all persons, employees and equipment required to perform the Services required under this Agreement, and that all such Services shall be performed by Contractor, or under Contractor's supervision, by persons authorized by law to perform such Services.

F. Admission Policy:

Admission policies for the Services shall be in writing and available to the public. Except to the extent that the Services are to be rendered to a specific population as described in the programs listed in Section 2 of Appendix A, such policies must include a provision that clients are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or AIDS/HIV status.

G. San Francisco Residents Only:

Only San Francisco residents shall be treated under the terms of this Agreement. Exceptions must have the written approval of the Contract Administrator.

H. Grievance Procedure:

Contractor agrees to establish and maintain a written Client Grievance Procedure which shall include the following elements as well as others that may be appropriate to the Services: (1) the name or title of the person or persons authorized to make a determination regarding the grievance; (2) the opportunity for the aggrieved party to discuss the grievance with those who will be making the determination; and (3) the right of a client dissatisfied with the decision to ask for a review and recommendation from the community advisory board or

planning council that has purview over the aggrieved service. Contractor shall provide a copy of this procedure, and any amendments thereto, to each client and to the Director of Public Health or his/her designated agent (hereinafter referred to as "DIRECTOR"). Those clients who do not receive direct Services will be provided a copy of this procedure upon request.

I. Infection Control, Health and Safety:

(1) Contractor must have a Bloodborne Pathogen (BBP) Exposure Control plan as defined in the California Code of Regulations, Title 8, Section 5193, Bloodborne Pathogens (<http://www.dir.ca.gov/title8/5193.html>), and demonstrate compliance with all requirements including, but not limited to, exposure determination, training, immunization, use of personal protective equipment and safe needle devices, maintenance of a sharps injury log, post-exposure medical evaluations, and recordkeeping.

(2) Contractor must demonstrate personnel policies/procedures for protection of staff and clients from other communicable diseases prevalent in the population served. Such policies and procedures shall include, but not be limited to, work practices, personal protective equipment, staff/client Tuberculosis (TB) surveillance, training, etc.

(3) Contractor must demonstrate personnel policies/procedures for Tuberculosis (TB) exposure control consistent with the Centers for Disease Control and Prevention (CDC) recommendations for health care facilities and based on the Francis J. Curry National Tuberculosis Center: Template for Clinic Settings, as appropriate.

(4) Contractor is responsible for site conditions, equipment, health and safety of their employees, and all other persons who work or visit the job site.

(5) Contractor shall assume liability for any and all work-related injuries/illnesses including infectious exposures such as BBP and TB and demonstrate appropriate policies and procedures for reporting such events and providing appropriate post-exposure medical management as required by State workers' compensation laws and regulations.

(6) Contractor shall comply with all applicable Cal-OSHA standards including maintenance of the OSHA 300 Log of Work-Related Injuries and Illnesses.

(7) Contractor assumes responsibility for procuring all medical equipment and supplies for use by their staff, including safe needle devices, and provides and documents all appropriate training.

(8) Contractor shall demonstrate compliance with all state and local regulations with regard to handling and disposing of medical waste.

J. Acknowledgment of Funding:

Contractor agrees to acknowledge the San Francisco Department of Public Health in any printed material or public announcement describing the San Francisco Department of Public Health-funded Services. Such documents or announcements shall contain a credit substantially as follows: "This program/service/activity/research project was funded through the Department of Public Health, City and County of San Francisco."

K. Client Fees and Third Party Revenue:

(1) Fees required by federal, state or City laws or regulations to be billed to the client, client's family, or insurance company, shall be determined in accordance with the client's ability to pay and in conformance with all applicable laws. Such fees shall approximate actual cost. No additional fees may be charged to the client or the client's family for the Services. Inability to pay shall not be the basis for denial of any Services provided under this Agreement.

(2) Contractor agrees that revenues or fees received by Contractor related to Services performed and materials developed or distributed with funding under this Agreement shall be used to increase the gross program funding such that a greater number of persons may receive Services. Accordingly, these revenues and fees shall not be deducted by Contractor from its billing to the City.

L. Billing and Information System

CONTRACTOR agrees to participate in the CITY'S Community Behavioral Health Services (CBHS) Billing and Information System (BIS) and to follow data reporting procedures set forth by the CBHS BIS and Quality Improvement Units.

M. Patients Rights:

All applicable Patients Rights laws and procedures shall be implemented.

N. Under-Utilization Reports:

For any quarter that CONTRACTOR maintains less than ninety percent (90%) of the total agreed upon units of service for any mode of service hereunder, CONTRACTOR shall immediately notify the Contract Administrator in writing and shall specify the number of underutilized units of service.

O. Quality Improvement:

CONTRACTOR agrees to develop and implement a Quality Improvement Plan based on internal standards established by CONTRACTOR applicable to the SERVICES as follows:

- (1) Staff evaluations completed on an annual basis.
- (2) Personnel policies and procedures in place, reviewed and updated annually.
- (3) Board Review of Quality Improvement Plan.

P. Working Trial Balance with Year-End Cost Report

If CONTRACTOR is a Non-Hospital Provider as defined in the State of California Department of Mental Health Cost Reporting Data Collection Manual, it agrees to submit a working trial balance with the year-end cost report.

Q. Harm Reduction

The program has a written internal Harm Reduction Policy that includes the guiding principles per Resolution # 10-00 810611 of the San Francisco Department of Public Health Commission.

R. Compliance with Community Behavioral Health Services Policies and Procedures

In the provision of SERVICES under CBHS contracts, CONTRACTOR shall follow all applicable policies and procedures established for contractors by CBHS, as applicable, and shall keep itself duly informed of such policies. Lack of knowledge of such policies and procedures shall not be an allowable reason for noncompliance.

2. **Description of Services**

Detailed description of services are listed below and are attached hereto

Appendix A-1a Housing Service Partnership for Transitional Age Youth

Appendix A-1b Supportive Services for Housing for TAY

Appendix A-1c Peer-based Services for Transitional Age Youth

Appendix A-2 Homeless Youth Substance Abuse Project

Contractor: Larkin Street Youth Services
Program: Housing Service Partnership for TAY
City Fiscal Year: 07/1/10-06/30/11

Appendix A-1a
Contract Term: 07/1/10-06/30/11

1) **Program Name:** Housing Service Partnership for Transitional Age Youth
Program Address: Larkin Street Youth Services
701 Sutter Street
City, State Zip: San Francisco, CA 94109
Telephone: (415) 673-0911
Fax: (415) 749-3838

2) **Nature of Document**

☒ New ☐ Renewal ☐ Modification

3) **Goal Statement**

The goal of the Housing Service Partnership for Transitional Age Youth is to coordinate with the City's Full Service Partnership provider, Family Service Agency and Community Behavioral Health Services, to link homeless, marginally-housed and at-risk transitional age youth (ages 16 – 24) who have serious emotional disorders or serious mental illness with safe, stable housing.

4) **Target Population**

The Housing Service Partnership targets transitional age youth (ages 16 – 24) in San Francisco who have serious emotional disorders or serious mental illness and are in need of housing. The primary, secondary, and tertiary target populations for this project are:

- Age: Transitional Age Youth (TAY) ages 16 – 24
- Homeless Status: homeless, living on the streets or in shelters, marginally housed, or at imminent risk of homelessness
- Other target factors: youth who are currently not served or underserved, youth leaving foster care, youth exposed to violence, immigrants, youth who are aging out of the child and youth mental health, child welfare and/or juvenile justice systems, youth at risk of involuntary hospitalization or institutionalization, youth who are African American, Latino/a, Asian/Pacific Islander, and youth who identify as LGBT, youth with co-occurring substance abuse disorder.

5) **Modality/Interventions**

A. Modality of service/intervention

The Housing Service Partnership for Transitional Age Youth will provide a total of up to twelve (12) units of housing to youth referred by the Full Service Partnership for Transitional Age Youth. These may be individual units for single occupancy, or multiple-bedroom units for congregate living. Larkin Street will provide intake and assessment, move-in assistance, a rent payment/savings plan, eviction prevention, coordination with property management, life skills training related to maintaining housing, and access to Larkin Street's full continuum of supportive services.

All housing units will be clean, safe and healthy living environments. It is important that clients who have been marginalized, homeless and underserved have access to housing units that are pleasant, have reasonable natural light, are in good repair, and are located near important community amenities for additional supports. In addition to meeting all health and building codes, units will be maintained of desirable quality.

B. Definition of Billable Services

One Unit of Service is equal to one day of housing (See Appendix B-1).

| Housing Site | # of Program | Type of Units | Total | Lease Rate per |
|--------------|--------------|---------------|-------|----------------|
|--------------|--------------|---------------|-------|----------------|

Contractor: Larkin Street Youth Services
Program: Housing Service Partnership for TAY
City Fiscal Year: 07/1/10-06/30/11

Appendix A-1a
Contract Term: 07/1/10-06/30/11

| | Units | | MHSA Clients per site | unit/client |
|-----------------------|-------|-----------------------------------------------------|-----------------------------|---------------------------------------|
| Entella Hotel | 15 | Studios | 5 | \$1,000 |
| 1000 Naples Street | 5 | Single Family shared housing with two Studios | 5 | \$750 per client; \$3,000/mo./unit |
| 438 California Street | 3 | Flat | 3 | ? |
| | | | | |

6) Methodology

A. Outreach, Recruitment, Promotion and Advertisement

HSP is housing specifically for TAY in the TAY Family Service Partnerships (FSPs) at Family Service Agency (FSA) and CBHS. All referrals will be approved through the CBHS TAY Authorization Unit.

B. Admission, enrollment, and intake

The application and intake process into housing will follow Larkin Street's current protocol, with the necessary flexibility to ensure a timely and smooth entry into housing for each youth. Once a youth is identified for housing by Larkin Street, CBHS or Family Service Agency, he or she will meet with the Manager of Mental Health and Substance Abuse to conduct an initial interview and assessment of the youth's strengths and challenges and to discuss program expectations. Following the initial meeting, the youth will meet with an Education and Employment Specialist for an educational and vocational assessment. Next, the young person will meet with the Housing Specialist to discuss goals and prepare a consumer-driven preliminary case plan. Larkin Street's protocol allows for flexibility and expedience in completing the intake process. Staff coordinate closely with the referring service provider and the youth to ensure that there are no barriers to completing the intake process.

Following the interview and assessment process, the Manager of Mental Health and Substance Abuse, with feedback from the Housing Specialist and Education and Employment Specialist, presents the potential client to the Program Director. The needs of each candidate are discussed further in the development of a thorough and informed case plan. Larkin Street will consult with the appropriate members of the FSP treatment team and CBHS' TAY Access Team throughout this process and in making a final decision as to the suitability of each candidate for the program. The decision will be based on the young person's demonstrated motivation to meet the program's expectations around accessing supportive services and establishing and working toward reasonable goals for treatment, recovery, education, and employment. The assessment and interview process also enables Larkin Street staff to establish the best possible fit for the young person regarding the size, location, and housing model (scattered- or single-site). Factors that would disqualify a client for housing would include a lack of motivation to establish and work toward goals, or if the severity of their treatment needs suggests that supportive housing would not be a safe option for the individual.

Prior to client placement, CBHS and Larkin Street will work together to determine what locations each of the CBHS HSP and TRH clients are placed into based upon individual client clinical information and on a case-by-case basis. Selected scattered housing sites (on Naples and California Streets) will be made available to CBHS HSP and TRH clients when clinically indicated.

C. Service Delivery

Once a young person is accepted into the program and assuming housing is immediately available, the Manager will establish a move-in date. If all units are filled and no appropriate housing is available, the young person will be placed on a waiting list and have access to Larkin Street's youth shelter programs to ensure that they are safely housed in the interim. Once a move-in date is established, the Manager will schedule the youth to meet with the property manager to view the unit, review all applicable house rules,

sign the program agreement, and receive their keys. Important components of this agreement include minimum expectations around program participation, safety issues, rent policies, and situations and conditions that would jeopardize a resident's housing. Larkin Street's Housing Specialist will work closely with each youth through twice weekly meetings (more often as needed depending on the individual) to ensure that the young person abides by the agreement and is appropriately linked with supportive services.

In order to ensure the smooth transition of each youth into housing, Larkin Street allots move-in costs for each youth. These funds are provided to youth in the form of gift certificates to local retailers that provide basic furniture, bedding, cleaning supplies, etc., so that youth who have been unstably housed or homeless and living on the streets have the required amenities to furnish, maintain, and feel comfortable in their new homes.

Each young person will be required to pay up to 30% of their monthly income toward "rent" (income will include SSI and General Assistance). Their monthly contributions will be deposited into an interest-bearing savings account and returned to them when they leave housing. This strategy encourages money management and helps to prepare youth for independent living when they exit services. It also provides a source of funds for security deposits and other move-in costs when they transition out of the program. The Housing Specialist will establish a monthly rental payment schedule and collect rent on the 1st and 15th of each month. The Housing Specialist will work closely with each young person to establish a written rental payment plan to address any issues around late payment or non-payment of rent and reinforce the program's expectations around timely payment. This rent payment model is an effective means of imitating real life situations and helps to prepare youth for greater self-sufficiency.

Larkin Street's Housing Specialist will work closely with the youth and their service providers to address behavior issues that would jeopardize the youth's housing, including failure to abide by the program agreements or disruptive behavior. Efforts to avoid the loss of housing will include interfacing with the property owner and the youth around repeat incidents, implementing correction plans, and coordinating with the FSP to address factors that may be contributing to a resident's behavior. Should Larkin Street's interventions fail to resolve the situation, however, Larkin Street will first encourage a young person to relinquish their unit. Youth will be given a 30-day notice and Larkin Street will attempt to secure alternative housing to prevent the young person from becoming homeless. Alternative housing may include inpatient substance abuse or mental health programs or supported living.

Larkin Street will rely on the property manager to complete all needed maintenance and repairs on the units, and we will advocate on behalf of the youth if the property owner is slow to respond to reasonable requests. Larkin Street will work with property managers with whom we have longstanding and positive relationships in order to avoid the challenge of working with new partners around these issues. The designated property managers have been chosen due to the high quality of the units they own, their understanding of the unique barriers homeless youth face, and their continued responsiveness to their needs. Larkin Street will be liable for property damage that tenants cannot resolve themselves, and employs a full-time facilities manager to address such issues as they arise.

Larkin Street has an established response protocol to ensure that we are immediately available for emergencies. A manager- or director-level staff person is designated as the on-call contact for each program during evening and weekend hours when the Housing Specialist is unavailable to respond to issues that arise. The protocol ensures that a decision-maker is available 24 hours a day, seven days a week to address such emergency calls from building owners and tenants.

All youth who access housing through Larkin Street have immediate access to the full array of supportive services we offer, including wraparound case management, mental health and substance abuse services through the Assertive Community Treatment and Substance Abuse teams, peer-based counseling, the HIRE UP Education and Employment Program, and art and recreational activities. We will work closely with the FSP to ensure that each young person's treatment plan is robust and non-duplicative. Also, we will continually assess the youth enrolled in the HSP program in order to ensure that they are placed in the

Contractor: Larkin-Street Youth Services
Program: Housing Service Partnership for TAY
City Fiscal Year: 07/1/10–06/30/11

Appendix A-1a
Contract Term: 07/1/10–06/30/11

housing that best meets each client's individual needs. Other housing across our continuum of care will be made available as needed.

TEMPORARY VACANCY: Larkin will implement the Temporary Vacancy notification for HSP and TRH housing programs. The HSP and TRH Housing programs require that the assigned housing site be the client's primary residence. Clients may receive permission to vacate their unit for a maximum of 90 days for the following reasons:

- Residential treatment for substance abuse and/or mental health issues, or
- Incarceration, or
- Hospitalization, or
- Family emergency.

A temporary vacancy cannot exceed 90 days, with the exception of extenuating circumstances and CBHS PURQC Authorization Team. Since the housing slots are paid for by DPH-CBHS, clients will not be charged for holding slots during the temporary vacancy.

VACANCY ALERTS: While every effort will be made to avoid unnecessary vacancies in the HSP and TRH Housing programs, the Program Director will notify the CBHS TAY Authorizer in writing by e-mail within three days of the housing slot becoming vacant. Arrangements will be made to place another TAY in the available housing slot within two weeks from the vacancy alert date.

D. Exit Process

Transition planning will occur in close coordination with CBHS and FSP to ensure a smooth and appropriate exit from the program. Transition planning will occur well in advance of a young person's 25th birthday (when s/he becomes ineligible for the program), when s/he exhibits readiness to transition into a more independent housing situation, or when his/her needs are not being met by the HSP. Staff provide aftercare services for up to a year after youth leave services. Aftercare may include follow-up calls and visits from staff as appropriate in order to ensure a successful alternative living placement. The youth's case is closed only if the youth has stabilized off the streets, as determined by 30-day, 90-day, 6-month, and 1-year follow-ups.

The decision to discharge a client must be in coordination with the FSPs and must align with the clients' clinical needs and treatment plan and housing goals.

E. Staffing

Chief of Programs (.04 FTE): The COP provides senior leadership of the program, including the direct supervision of the Director of Community Based Services. Responsibilities include long-term program planning and senior-level coordination and oversight.

Director of Community Based Services (.04 FTE): This position provides senior leadership of the day-to-day operations of the program, including direct supervision of the MHSA Manager, contract oversight and reporting, and coordination with CBHS.

MHSA Manager (.05 FTE): The primary role of the manager of mental health and substance abuse services is to provide oversight of community-based housing and supportive peer-based services targeting transitional aged homeless youth. The Manager of Mental Health and Substance Abuse Services establishes and maintains relationships with property management and community behavioral healthcare providers and coordinates with CBHS TAY Access Team. The Manager provides clinical leadership agency-wide and supervision to direct service staff. The Manager also provides on-site assessment and therapy to clients in LSYS's drop-in centers. This position is a member of the agency Management Team.

Housing Specialist (.51 FTE): The primary role of the Housing Specialist is to provide supportive outreach services to high-risk, homeless youth who are participants in our scattered-site housing program for

Contractor: Larkin Street Youth Services
Program: Housing Service Partnership for TAY
City Fiscal Year: 07/1/10-06/30/11

Appendix A-1a
Contract Term: 07/1/10-06/30/11

transitional aged youth. The Housing Specialist is responsible for managing sub-lease agreements with participants, collecting and managing rental payments, providing eviction prevention services, providing individual and group life skills coaching. Additional responsibilities include: intake and assessment, case planning and contracting, resource brokerage and referral, case coordination and advocacy; follow up and after care; and recordkeeping. The Housing Specialist assists with all aspects of participants' move-in process. The Housing Specialist is also responsible for managing relationships with building managers to insure facility maintenance and utilities are in working order.

Director of Research and Evaluation (.03 FTE): This position provides senior leadership of evaluation efforts, including developing and tracking measures to assess the success of the program. Larkin Street will participate in all MHSA required evaluation efforts under the direction and leadership of the Director of Research and Evaluation.

Data Entry Specialist (.05 FTE): The primary responsibility of this position will be to coordinate data collection and data entry and prepare reports on services provided with MHSA funds.

Executive Director (.00 FTE): This position provides executive leadership and interfaces with DPH staff regarding ongoing program development. Provides direct supervision to the Chief of Programs. This position is not funded by this contract.

Facilities Manager (.05 FTE): The primary responsibility of the facilities manager is to oversee facility maintenance for sites across the Larkin Street continuum.

7) Objectives and Measurements

A. Performance/Outcome Objectives

1. Programs will enroll a minimum number of clients: Housing Service Partnership =12 beds.

Data Source: Monthly invoices.

2. Programs will enroll clients that meet CBHS TAY criteria and that are centrally authorized by the CBHS TAY Authorization Unit.

Data Source: CBHS Chart Review Team will conduct chart audit to find 100% of all charts audited will contain authorization form.

3. Programs will participate in all trainings required by DPH and CBHS.

Data Source: Program will provide to Program Manager evidence of staff attendance at all required trainings.

4. Programs will comply with all MHSA data and process evaluation requirements.

Data Source: CBHS will review reports from State that document program's accurate and timely reporting.

5. Program staff will work together with other CBHS providers as an integral part of the client's treatment team and maintain consistent, timely communication and follow-up with fellow providers of the team.

Data Source: Program Manager will monitor.

6. Program staff will participate in required CBHS meetings, administrative and clinical.

Data Source: Program Manager will monitor.

7. Program will establish a clinical supervision structure and schedule outlining supervisorial lines of responsibility.

Data Source: Program will submit to Program Manager an Agency Organizational Chart demonstrating supervision structure.

B. Other Measurable Objectives

1. Program will provide a minimum number of bednights: 12 youth x 365 nights x 85% occupancy = 3,723 bednights.

Data Source: Program self-report.

2. 80% of housed youth will be retained in housing or transition to alternative stable housing.

Data Source: Program self-report.

8) Continuous Quality Improvement

In order to evaluate and monitor the success of the HSP, Larkin Street collects a significant amount of data on each participant. Each youth entering Larkin Street's services completes a comprehensive intake that includes general demographic information, and substance abuse, mental health, and HIV risk assessments. Once a youth has been entered into the system, it is possible to follow the services provided for each youth at each program site. All data from client intakes and assessments are entered into the agency's database. Through this system, Larkin Street can report on the number of youth served, presenting problems including substance abuse and mental health problems, units and type of service provided, number of youth fulfilling treatment plans and leaving street life. Follow-up assessments are conducted at six and twelve months by program staff.

Larkin Street's Director of Research and Evaluation will provide a statistical analysis of demographic data to describe characteristics of youths entering and staying in the program. Analysis will also be provided regarding clients' levels of substance use and behavior intention. For youth in counseling and case management, specific goals and progress toward them are part of their case management records and will be available for more detailed assessment of retention and progress. Information on youth who complete specific program components, transfer to other programs or levels of care can also be reported.

Larkin Street agrees to abide by the most current policies and requirements established by the Health Commission, CBHS, and the funding source for this contract regarding Client Satisfaction, Harm Reduction, and Cultural Competency:

Client Satisfaction: Larkin Street is committed to involving youth in program evaluation and incorporating their feedback into future program design. Youth are asked on a regular basis to comment on the effectiveness of services and make suggestions for improvement. Additionally, all youth are asked to complete an anonymous client satisfaction survey on a biannual basis. Larkin Street Youth Services analyzes the survey data at the end of the grant year to insure that the largest number of youth is included in the analysis thereby providing the most statistical power possible.

Harm Reduction: Larkin Street employs a harm reduction model and emphasizes the provision of these services within a continuum of care for homeless and high-risk youth. The HSP will work to ensure that all housing services are provided within a coordinated system of care that addresses the full spectrum of a young person's needs, including food, clothing, shelter, medical care, transitional living, education, job training, and access to drug treatment and mental health programs.

Cultural Competency: One of Larkin Street's primary strengths is our expertise with respect to cultural-, linguistic-, and age-appropriate services to the target populations. Larkin Street has 23 years of experience

Contractor: Larkin Street Youth Services
Program: Housing Service Partnership for TAY
City Fiscal Year: 07/1/10-06/30/11

Appendix A-1a
Contract Term: 07/1/10-06/30/11

reaching the at-risk populations this project serves, and our success is due largely to our core value of providing culturally competent services. To reinforce this commitment, Larkin Street has implemented an agency-wide, interdisciplinary Diversity Task Force. On an ongoing basis, this task force examines staff-to-staff, staff-to-client, client-to-client, and interagency relations to maximize efforts that are working well and to diagnose and address needs related to culture, race, ethnicity, sexual orientation, gender, and gender identity. The task force solicits staff and client input through focus groups and surveys, and ensures that a meaningful training curriculum is delivered annually to staff to promote effective services to diverse populations.

Contractor: Larkin Street Youth Services
Program: Supportive Services for Housing for TAY
City Fiscal Year: 07/1/10-06/30/11

Appendix A-1b
Contract Term: 07/1/10-06/30/11

1) **Program Name:** Supportive Services for Housing for TAY
Program Address: Larkin Street Youth Services
701 Sutter Street
City, State Zip: San Francisco, CA 94109
Telephone: (415) 673-0911
Fax: (415) 749-3838

2) **Nature of Document**

☒ **New** **Renewal** ☐ **Modification**

3) **Goal Statement**

The goal of Supportive Services for Housing for Transitional Age Youth is to link homeless, marginally-housed and at-risk transitional age youth (ages 16 – 24) who have serious emotional disorders or serious mental illness with safe, stable housing and an array of supportive services to help them maintain housing and work toward long-term self sufficiency.

4) **Target Population**

Supportive Services for Housing targets transitional age youth (ages 16 through 24) in San Francisco who have serious emotional disorders or serious mental illness and are in need of housing and supportive services to help them obtain and maintain housing. The primary, secondary, and tertiary target populations for this project are:

- **Age:** Transitional Age Youth ages 16 through 24
- **Homeless Status:** homeless, living on the streets or in shelters, marginally housed, or at imminent risk of homelessness
- **Other target factors:** youth who are currently not served or are underserved, youth leaving foster care, youth exposed to violence, immigrants, youth who are aging out of the child and youth mental health, child welfare and/or juvenile justice systems, youth at risk of involuntary hospitalization or institutionalization, youth who are African American, Latino/a, Asian/Pacific Islander, and youth who identify as LGBT, youth with co-occurring substance abuse disorder.

5) **Modality/Interventions**

A. Modality of service/intervention

Supportive Services for Housing for TAY will provide 60 youth with serious emotional disorders and serious mental illness with an array of supportive services, including wraparound case management, peer-based counseling, life skills including money management, vocational training and employment counseling, and emergency financial assistance.

B. Definition of Billable Services

One Unit of Service is equal to one hour of individual intervention with a case manager (See Appendix B-3).

6) **Methodology**

A. Outreach, Recruitment, Promotion and Advertisement

Larkin Street will coordinate with Community Behavioral Health Services to identify eligible TAY for services. Homeless youth will be recruited through a variety of strategies in accordance with the "any door is the right door" approach to accessing services. The Manager of Mental Health and Substance Abuse will outreach to community agencies, including agencies within the CBHS system of care, through meetings with program managers, presentations to staff and distribution of flyers and other promotional materials to educate and inform providers about services available.

Larkin Street will accept referrals from CBHS program managers of clients brought to the attention of CBHS who need support and engagement to maintain housing and/or due to a perceived threat of eviction by the client's case manager or another community agency (i.e. Adult Protective Services, Environmental Health, Sheriff, etc.). Larkin Street will continue to prioritize youth with the most immediate need for housing.

In addition, Larkin Street conducts street-based outreach five days each week to locate homeless youth on San Francisco's streets and encourage them to access primary medical care, drop-in services, and housing. Larkin Street conducts joint outreach shifts with partnering agencies including the California Prevention and Education Project, Homeless Youth Outreach Team, and others to leverage resources and reduce duplication.

TAY may also be recruited from within Larkin Street's existing continuum of programs, specifically the Lark-Inn for Youth Emergency Shelter and Diamond Youth Shelter, the Drop-In Center and Haight Street Referral Center, where Larkin Street currently serves the highest number of homeless and marginally housed TAY with serious emotional disorders and serious mental illness. Street- and shelter-based outreach helps link youth with housing and the full array of supportive services Larkin Street offers. We partner with permanent housing providers like the Tenderloin Neighborhood Development Corporation to provide case management and linkages to TAY, and we work closely with City of San Francisco departments including Housing and Urban Health, the Redevelopment Agency, and the Mayor's Office of Housing to advocate for housing set-asides for TAY. We are an active partner in the Mayor's Project Homeless Connect initiative and have participated in each of the citywide events to link homeless populations with housing and services since its inception in 2004. All referrals will be approved through the CBHS TAY Authorization Unit.

B. Admission, enrollment, and intake

Once a young person has been identified and authorized for program enrollment, he or she will complete Larkin Street's formal intake procedure. Initial intake and assessments are provided 24 hours a day through our Drop-In Center, Diamond Youth Shelter, Lark-Inn for Youth, and Haight Street Referral Center. The intake process records client demographic data and assesses a young person's basic family history, current living situation, service needs, mental health and substance abuse issues, and risk for HIV. Appropriate services and referrals are then provided based upon this and future assessments. A more comprehensive psychosocial assessment is done when youth enter case management services and is used to develop individual treatment plans with each youth. Case Managers are the point of contact for providing ongoing counseling and service coordination.

C. Service Delivery

The continuum of supportive services described below is designed to reduce access barriers, link homeless TAY and those at imminent risk of homelessness with stable housing, provide the wraparound support and service linkages they need to stay housed, and engage TAY as active partners in working toward long-term independence. The services are designed to be highly flexible depending on the individual needs of each youth. Larkin Street understands the developmental needs of this population and adjusts case plans depending on the many cofactors that contribute to a young person's ability to stabilize. History with the foster care or juvenile justice systems, HIV status, and sexual and racial identity shape each young person's unique experience, and Larkin Street's service model is designed to address these unique needs through youth-friendly, culturally competent services that recognize the potential of each young person we serve.

Housing Linkages: Eligible TAY will be assigned a case manager whose primary responsibility will be to link them with safe, stable housing, and provide ongoing case management and service linkages once they are safely housed. The case manager will assess each youth's housing needs, assist them in developing a housing plan, and link them with the most appropriate and least restrictive housing option available to them. Larkin Street will leverage our relationships with housing providers and the Mayor's various housing initiatives to identify new housing units that are available and independent housing when it is an appropriate option.

Service Linkages and Case Coordination: In addition to housing linkages, the case manager will provide overall case coordination to ensure each young person receives the full array of supportive services they

require to stay stably housed. Many of these services will be provided within Larkin Street's existing continuum: primary care through the Larkin Street Medical Clinic; mental health and substance abuse assessment; psychiatric evaluation and medication management; group and individual counseling; education and employment support through HIRE UP; and art and recreational activities. When the clinical needs of an individual exceed Larkin Street's capacity, the case manager will rely on the larger system of care for TAY. Larkin Street is committed to ongoing and timely communication about the progress of each youth participant through regular meetings with the TAY Access Team.

Life Skills: Stable housing is only one aspect of a young person's multiple needs to stay off the streets permanently. TAY often lack even the most basic life skills due to their disruptive family histories, multiple foster care placements, and the lack of positive adult role models in their lives. The case manager will utilize a life skills training curriculum to provide monthly group life skills trainings and weekly individual support on topics including proper nutrition (including shopping and cooking), budgeting and money management, and self care. The case manager will provide regular (multiple times each week if necessary) home visits with youth who are housed in the community to ensure that their life skills needs are addressed.

Vocational Services: Employment skills and experience are key to a young person's future success, and Larkin Street provides comprehensive and award-winning programming through our HIRE UP Education and Employment Services. All youth served through this project will be assessed for HIRE UP services and linked as necessary to pre-vocational programming and employment counseling. One of the fundamental components of HIRE UP is the HIRE Ground Program, which provides homeless and runaway youth with immediate access to paid, temporary employment. The program provides youth between the ages of 16 and 25 with temporary jobs and immediate housing while modeling a productive work ethic. HIRE Ground serves as a stepping stone to employment as youth gain experience and skills, begin to build a resume, and make contacts in the community for future references. Under the supervision of Larkin Street staff and a Peer Vocational Counselor, HIRE Ground participants help maintain Larkin Street's multiple program sites throughout San Francisco, or participate in work crews that are contracted out to local organizations and businesses to paint buildings, sweep sidewalks, maintain grounds, and remove graffiti and litter. Employment experience is complemented by weekly professional development and life skills workshops that reinforce independent living skills and encourage youth to engage in more intensive vocational programming. HIRE Ground serves as a valuable entry point for HIRE UP's more advanced employment training programs, including the Job Readiness Class, WIRE UP technology training, and career-track internships offered through HIRE UP's Institute for HIRE Learning.

Financial Assistance: To prevent a young person's return to the streets, Larkin Street will provide a Housing Fund, which can be used for first and last month's rent to help TAY access housing or as emergency rental or utilities assistance to ensure that a young person stays housed. This assistance is provided in concert with case management services to address the issues that may prevent a young person from maintaining stable housing, including the development of rent payment plans and eviction prevention support.

Peer Support: Larkin Street provides youth with a variety of opportunities to create positive peer support networks. Larkin Street employs peer counselors across the agency to provide education, advocacy, and counseling. This is an especially important aspect of early engagement as peer counselors promote safe and trusting relationships with youth, modeling positive, pro-social behaviors, and serving as relatable mentors. The Peer Vocational Counselor position (referenced above) will link TAY served through this project with pre-vocational training and more intensive services through HIRE UP. We have a long history of recruiting and training peers, including past consumers of Larkin Street's services, and providing specialized support to these staff members around boundaries, self care and professional development. Peer-based support is a proven method of reaching isolated populations, promoting pro-social behaviors, and creating positive role models for the youth we serve.

Larkin Street will keep a chart for each client who receives housing support services whether case management or special needs funds. The chart shall include a face sheet with identifying information such as client name, address and phone number (if available), contact information, date of birth, social security

number, emergency numbers (if available), as well as referral source information and any linkage the client has to community agencies of any type. The chart must also include progress notes completed by program staff documenting the support services provided (with date and duration of service per client noted) and other information that will document the decisions and actions made by program staff, as well as any correspondence provided or received on behalf of the client. For case management services, a brief service plan must be included in the chart within the first month with specific objectives. Documentation is subject to review by CBHS staff.

Larkin Street will submit with its monthly invoice an encounter log that provides an unduplicated client count and aggregated hours of service provided for all clients.

D. Exit Process

Transitional planning will occur in close coordination with CBHS to ensure a smooth and appropriate exit from the program. Transition planning will occur well in advance of a young person's 25th birthday (when s/he becomes ineligible for the program), when s/he exhibits readiness to transition into a more independent housing situation, or when his/her needs are not being met by the program. Staff provide aftercare services for up to a year after youth leave services. Aftercare may include follow-up calls and visits from staff as appropriate in order to ensure a successful alternative living placement. The youth's case is closed only if the youth has stabilized off the streets, as determined by 30-day, 90-day, 6-month, and 1-year follow-ups.

E. Staffing

This contract will fund the following positions:

Chief of Programs (.10 FTE): The COP provides senior leadership of the program, including the direct supervision of the Director of Community Based Services. Responsibilities include long-term program planning and senior-level coordination and oversight.

Director of Community Based Services (.10 FTE): This position provides senior leadership of the day-to-day operations of the program, including direct supervision of the MHSA Manager, contract oversight and reporting, and coordination with CBHS.

MHSA Manager (.28 FTE): The primary role of the manager of mental health and substance abuse services is to provide oversight of community-based housing and supportive peer-based services targeting transitional aged homeless youth. The Manager of Mental Health and Substance Abuse Services establishes and maintains relationships with property management and community behavioral healthcare providers and coordinates with CBHS' TAY Access Team. The Manager provides clinical leadership agency-wide and supervision to direct service staff. The Manager also provides on-site assessment and therapy to clients in LSYS's drop-in centers. This position is a member of the agency Management Team.

Housing Specialist (.05 FTE): The primary role of the Housing Specialist is to provide supportive outreach services to high-risk, homeless youth who are participants in our scattered-site housing program for transitional aged youth. The Housing Specialist is responsible for managing sub-lease agreements with participants, collecting and managing rental payments, providing eviction prevention services, providing individual and group life skills coaching. Additional responsibilities include: intake and assessment, case planning and contracting, resource brokerage and referral, case coordination and advocacy; follow up and after care and recordkeeping. The Housing Specialist assists with all aspects of participants' move-in process. The Housing Specialist is also responsible for managing relationships with building managers to insure facility maintenance and utilities are in working order.

Peer Vocational Counselor (1.0 FTE): The primary role of the peer vocational counselor is to assist in creating a positive hands-on work environment for transitional-aged youth within the mission and goals of Larkin Street Youth Services. The peer vocational counselor's chief responsibility is to model ideals of professionalism while providing positive reinforcement as well as constructive criticism to the program trainees. As the peer vocational counselor, the ability to work with a diverse group of young people across a variety of work settings is of key importance.

Contractor: Larkin Street Youth Services
Program: Supportive Services for Housing for TAY
City Fiscal Year: 07/1/10-06/30/11

Appendix A-1b
Contract Term: 07/1/10-06/30/11

Case Manager (1.0 FTE): The case manager's responsibilities will include identifying TAY in need of supportive services linked to housing, including TAY who are on the streets, transitioning from emergency shelter programs, and aging out of the children's system-of-care. Additional job requirements will include intake and assessment; case planning and contracting; individual and group counseling; resource brokerage and referral, case coordination and advocacy; financial assistance services; follow-up and aftercare; and record keeping.

Director of Research and Evaluation (.03 FTE): This position provides senior leadership of evaluation efforts; including developing and tracking measures to assess the success of the program. Larkin Street will participate in all MHSA required evaluation efforts under the direction and leadership of the Director of Research and Evaluation.

Data Entry Specialist (.35 FTE): The primary responsibility of this position will be to coordinate data collection and data entry and prepare reports on services provided with MHSA funds.

Executive Director (.00 FTE): This position provides executive leadership and interfaces with DPH staff regarding ongoing program development. Provides direct supervision to the Chief of Programs. This position is not funded by this contract.

HIRE Up Day Labor Supervisor (.11 FTE): The HIRE Up Day Labor Supervisor will develop employment opportunities for youth, provide on-the-job training and supervision, and work closely with the peer vocational counselor in a collaborative effort to help 16-24 year olds prepare for the pursuit of employment.

7) Objectives and Measurements

A. Performance/Outcome Objectives

1. Program will provide a minimum number of encounters: 2 FTE x 5 hours x 13.5 days x 11 months = 1,485 encounters.

Data Source: Monthly invoices.

2. 80% of youth who receive supportive services will be linked to stable housing.

Data Source: Program self-report.

3. (C.1a) During Fiscal Year 2009-10, at least 50% of unduplicated clients who receive a face-to-face service from program staff on the targeted satisfaction survey days will complete and return the Client Satisfaction Survey.

Data Source: Client Satisfaction Survey, CBHS Billing Information System, and participant sign-in sheets for programs that do not enter BIS data.

4. (C.1c) During Fiscal Year 2009-10, the programs will achieve an average satisfaction rating of "satisfied" or "very satisfied" based on clients who completed a survey during the targeted satisfaction survey days.

Data Source: Client Satisfaction Survey scores of 3.0 or greater as adjusted on 4-point monitoring scale

5. (D.8a) Program will complete a self-assessment for FY 2009-10 by the end of December 2009, using the CCISC COMPASS instrument.

Data source: Each program will complete the COMPASS self assessment process and submit a summary of the scores to their CBHS Program Manager and to the CBHS

Document Date: 1/20/11

Page 5 of 7

Administration Staff: The Program Manager for each program will review completed COMPASS during the month of January 2009 and submit a brief memorandum to the designated contact and program review staff certifying that the COMPASS was completed.

6. (D.8b) Using the results of the COMPASS, each program will identify at least one program process improvement activity to be completed by the end of June 2010 and include such activity in a January 2010 revision to the program's Continuous Quality Improvement Plan.

Data source: In January 2010, the program manager for each program will have a discussion with the provider about the program's Continuous Quality Improvement Plan to review and advise the program about the proposed process improvement activity that will be completed by the program by the end of June 2010. The program manager will document this discussion for the program and the designated contact.

7. Larkin Street will have a case management unduplicated client count of 20 clients per funded 1.0 FTE by December 31, 2009.

Data Source: Monthly invoices.

B. Other Measurable Objectives

1. Programs will enroll a minimum number of clients: Supportive Housing Services=60 Unduplicated Clients.

Data Source: Monthly invoices.

2. Programs will enroll clients that meet CBHS TAY criteria and that are centrally authorized by the CBHS TAY Authorization Unit.

Data Source: CBHS Chart Review Team will conduct chart audit to find 100% of all charts audited will contain authorization form.

3. Programs will participate in all trainings required by CBHS.

Data Source: Program will provide to Program Manager evidence of staff attendance at all required trainings.

4. Programs will comply with all MHSA data and process evaluation requirements.

Data Source: CBHS will review reports from State that document programs accurate and timely reporting.

5. Program staff will work together with other CBHS providers as an integral part of the client's treatment team and maintain consistent, timely communication and follow-up with fellow providers of the team.

Data Source: Program Manager will monitor.

6. Program staff will participate in required CBHS meetings, administrative and clinical.

Data Source: Program Manager will monitor.

7. Program will establish a clinical supervision structure and schedule outlining supervisory lines of responsibility.

Data Source: Program will submit to Program Manager an Agency Organizational Chart demonstrating supervision structure.

8) Continuous Quality Improvement

In order to evaluate and monitor the success of the HSP, Larkin Street collects a significant amount of data on each participant. Each youth entering Larkin Street's services completes a comprehensive intake that includes general demographic information, and substance abuse, mental health, and HIV risk assessments. Once a youth has been entered into the system, it is possible to follow the services provided for each youth at each program site. All data from client intakes and assessments are entered into the agency's database. Through this system, Larkin Street can report on the number of youth served, presenting problems including substance abuse and mental health problems, units and type of service provided, number of youth fulfilling treatment plans and leaving street life. Follow-up assessments are conducted at six and twelve months by program staff.

Larkin Street's Director of Research and Evaluation will provide a statistical analysis of demographic data to describe characteristics of youths entering and staying in the program. Analysis will also be provided regarding clients' levels of substance use and behavior intention. For youth in counseling and case management, specific goals and progress toward them are part of their case management records and will be available for more detailed assessment of retention and progress. Information on youth who complete specific program components, transfer to other programs or levels of care can also be reported.

Larkin Street agrees to abide by the most current policies and requirements established by the Health Commission, CBHS, and the funding source for this contract regarding Client Satisfaction, Harm Reduction, and Cultural Competency:

Client Satisfaction: Larkin Street is committed to involving youth in program evaluation and incorporating their feedback into future program design. Youth are asked on a regular basis to comment on the effectiveness of services and make suggestions for improvement. Additionally, all youth are asked to complete an anonymous client satisfaction survey on a biannual basis. Larkin Street Youth Services analyzes the survey data at the end of the grant year to insure that the largest number of youth is included in the analysis thereby providing the most statistical power possible.

Harm Reduction: Larkin Street employs a harm reduction model and emphasizes the provision of these services within a continuum of care for homeless and high-risk youth. The HSP will work to ensure that all housing services are provided within a coordinated system of care that addresses the full spectrum of a young person's needs, including food, clothing, shelter, medical care, transitional living, education, job training, and access to drug treatment and mental health programs.

Cultural Competency: One of Larkin Street's primary strengths is our expertise with respect to cultural-, linguistic-, and age-appropriate services to the target populations. Larkin Street has 23 years of experience reaching the at-risk populations this project serves, and our success is due largely to our core value of providing culturally competent services. To reinforce this commitment, Larkin Street has implemented an agency-wide, interdisciplinary Diversity Task Force. On an ongoing basis, this task force examines staff-to-staff, staff-to-client, client-to-client, and interagency relations to maximize efforts that are working well and to diagnose and address needs related to culture, race, ethnicity, sexual orientation, gender, and gender identity. The task force solicits staff and client input through focus groups and surveys, and ensures that a meaningful training curriculum is delivered annually to staff to promote effective services to diverse populations.

Contractor: Larkin Street Youth Services
Program: Peer-based Services for Transitional Age Youth
City Fiscal Year: 07/1/10-06/30/11

Appendix A-1c
Contract Term: 07/1/10-06/30/11

1) **Program Name:** Peer-based Services for Transitional Age Youth
Program Address: Larkin Street Youth Services
701 Sutter Street
City, State Zip: San Francisco, CA 94109
Telephone: (415) 673-0911
Fax: (415) 749-3838

2) **Nature of Document**

X ☐ **New** **Renewal** ☐ **Modification**

3) **Goal Statement**

The goal of Peer-based Services for Transitional Age Youth is to provide homeless, marginally-housed and at-risk transitional age youth (ages 16 – 24) who have serious emotional disorders or serious mental illness with drop-in programming that promotes peer support, youth empowerment, and youth engagement. Activities will promote pro-social peer interaction, youth development (including educational, training and job options), resiliency and recovery.

4) **Target Population**

Peer-based Services for Transitional Age Youth targets transitional age youth (ages 16 through 24) in San Francisco who have serious emotional disorders or serious mental illness and are in need of daily, structured, drop-in activities. The primary, secondary, and tertiary target populations for this project are:

- **Age:** Transitional Age Youth ages 16 through 24
- **Homeless Status:** homeless, living on the streets or in shelters, marginally housed, or at imminent risk of homelessness
- **Other target factors:** youth who are currently not served or underserved, youth leaving foster care, youth exposed to violence, immigrants, youth who are aging out of the child and youth mental health, child welfare and/or juvenile justice systems, youth at risk of involuntary hospitalization or institutionalization, youth who are African American, Latino/a, Asian/Pacific Islander, and youth who identify as LGBT, youth with co-occurring substance abuse disorder.

5) **Modality/Interventions**

A. Modality of service/intervention

Peer-based Services for TAY will provide 200 unduplicated youth (estimated 8 youth per day) with Serious Emotional Disorders (SED) and Serious Mental Illness (SMI) with daily milieu activities that promote peer support, youth empowerment, and youth engagement. Milieu activities will include group and individual counseling in mental health and substance abuse issues, life skills, vocational and educational skills, and artistic enrichment.

B. Definition of Billable Services

One Unit of Service is equal to one hour of group or individual intervention with a case manager or counselor (See Appendix B-4).

6) **Methodology**

A. Outreach, Recruitment, Promotion and Advertisement

Larkin Street will coordinate with Community Behavioral Health Services to identify eligible TAY for services. Homeless youth will be recruited through a variety of strategies in accordance with the "any door is the right door" approach to accessing services. The Manager of Mental Health and Substance Abuse will outreach to community agencies, including agencies within the CBHS system of care, through meetings with program managers, presentations to staff and distribution of flyers and other promotional materials to educate and inform providers about services available.

B. Admission, enrollment, and intake

Once a young person has been identified and authorized for program enrollment, he or she will complete Larkin Street's formal intake procedure. Initial intake and assessments are provided 24 hours a day through our Drop-In Center, Diamond Youth Shelter, Lark-Inn for Youth, and Haight Street Referral Center. The intake process records client demographic data and assesses a young person's basic family history, current living situation, service needs, mental health and substance abuse issues, and risk for HIV. Appropriate services and referrals are then provided based upon this and future assessments. A more comprehensive psychosocial assessment is done when youth enter case management services and is used to develop individual treatment plans with each youth. Case Managers are the point of contact for providing ongoing counseling and service coordination.

C. Service Delivery

The contract will increase Larkin Street's capacity to serve SED and SMI youth through daily milieu activities at three sites, with the majority of services offered at the Lark-Inn for Youth. The daily program will provide five hours of structured psychosocial milieu activities that offer both emotional and practical support, including group and individual training in life skills, recreational, educational, and vocational activities. The milieu setting also helps youth develop peer networks for support around coping with their mental health, substance abuse, and housing instability.

Haight Street Referral Center (HSRC), located at 1317 Haight Street, will provide milieu activities to SED and SMI TAY two days per week between the hours of 11am and 4pm.*

Drop-In Center, located at 1142 Sutter Street, will provide milieu activities to TAY who are 19 and under three days per week between the hours of 11am and 4pm.*

Lark-Inn for Youth, located at 869 Ellis Street, will provide milieu activities for SMI and SED TAY between the ages of 18 and 24 five days per week between the hours of 11am and 4pm.*

*The milieu hours are projected and may change based on utilization throughout the year.

Through a subcontract, Edgewood Center for Children and Families, will provide 10 – 15 hours per week of clinical mental health services (individual, group and family therapy, behavioral support services, clinical consultation and training, crisis planning and psychoeducation) between the three sites.

D. Exit Process

Transitional planning will occur in close coordination with CBHS to ensure a smooth and appropriate exit from the program. Transition planning will occur well in advance of a young person's 25th birthday (when s/he becomes ineligible for the program), when s/he exhibits readiness to transition into alternative services, or when his/her needs are not being met by the program. Staff provide aftercare services for up to a year after youth leave services. Aftercare may include follow-up calls and visits from staff as appropriate in order to ensure a successful alternative living placement. The youth's case is closed only if the youth has stabilized off the streets, as determined by 30-day, 90-day, 6-month, and 1-year follow-ups.

E. Staffing

Chief of Programs (.05 FTE): The COP provides senior leadership of the program, including the direct supervision of the Director of Community Based Services. Responsibilities include long-term program planning and senior-level coordination and oversight.

Director of Community Based Services (.05 FTE): This position provides senior leadership of the day-to-day operations of the program, including direct supervision of the MHSA Manager, contract oversight and reporting, and coordination with CBHS.

Contractor: Larkin Street Youth Services
Program: Peer-based Services for Transitional Age Youth
City Fiscal Year: 07/1/10–06/30/11

Appendix A-1c
Contract Term: 07/1/10–06/30/11

MHSA Manager (.29 FTE): The primary role of the manager of mental health and substance abuse services is to provide oversight of community-based housing and supportive peer-based services targeting transitional aged homeless youth. The Manager of Mental Health and Substance Abuse Services establishes and maintains relationships with property management and community behavioral healthcare providers and coordinates with CBHS' TAY Access Team. The Manager provides clinical leadership agency-wide and supervision to direct service staff. The Manager also provides on-site assessment and therapy to clients in LSYS's drop-in centers. This position is a member of the agency Management Team.

Housing Specialist (.05 FTE): The primary role of the Housing Specialist is to provide supportive outreach services to high-risk, homeless youth who are participants in our scattered-site housing program for transitional aged youth. The Housing Specialist is responsible for managing sub-lease agreements with participants, collecting and managing rental payments, providing eviction prevention services, providing individual and group life skills coaching. Additional responsibilities include: intake and assessment, case planning and contracting, resource brokerage and referral, case coordination and advocacy; follow up and after care and recordkeeping. The Housing Specialist assists with all aspects of participants' move-in process. The Housing Specialist is also responsible for managing relationships with building managers to insure facility maintenance and utilities are in working order.

Peer Counselors (2.0 FTE): These positions will provide individual peer counseling on issues of drug and alcohol use/abuse; attend Substance Abuse Specialists and ACT team meetings; provide information and referrals to participants, including information regarding LSYS, such as shelter, drop-in, education, counseling, HIV and medical care; develop and evaluate groups as needed; be present at program service sites; perform program service related duties; record keeping and weekly statistical reporting on groups.

Case Manager (1.0 FTE): The case manager's responsibilities will include identifying TAY in need of peer-based support, including TAY who are on the streets, transitioning from emergency shelter programs, from CBHS system of care, and aging out of the children's system-of-care. Additional job requirements will include intake and assessment; case planning and contracting; individual and group counseling; resource brokerage and referral, case coordination and advocacy; financial assistance services; follow-up and aftercare; and record keeping.

Director of Research and Evaluation (.03 FTE): This position provides senior leadership of evaluation efforts, including developing and tracking measures to assess the success of the program. Larkin Street will participate in all MHSA required evaluation efforts under the direction and leadership of the Director of Research and Evaluation.

Data Entry Specialist (.55 FTE): The primary responsibility of this position will be to coordinate data collection and data entry and prepare reports on services provided with MHSA funds.

Executive Director (.00 FTE): This position provides executive leadership and interfaces with DPH staff regarding ongoing program development. Provides direct supervision to the Chief of Programs. This position is not funded by this contract.

HIRE Up Day Labor Supervisor (.29 FTE): The HIRE Up Day Labor Supervisor will develop employment opportunities for youth, provide on-the-job training and supervision, and work closely with the peer vocational counselor in a collaborative effort to help 16-24 year olds prepare for the pursuit of employment.

Manager of Lark Inn Shelter for Youth (.10 FTE): The Lark Inn Shelter Manager will oversee the operations of the facility in which milieu activities are provided to shelter residents, and help encourage youth participation in milieu and Day Labor activities.

7) Objectives and Measurements

A. Performance/Outcome Objectives

1. Programs will enroll a minimum number of clients: Peer-based Services = 200 Unduplicated Clients.

Data Source: Monthly invoices.

2. Programs will participate in all trainings required by DMH and CBHS.

Data Source: Program will provide to Program Manager evidence of staff attendance at all required trainings.

3. Programs will comply with all MHSA data and process evaluation requirements.

Data Source: CBHS will review reports from State that document programs accurate and timely reporting.

4. Program staff will work together with other CBHS providers as an integral part of the client's treatment team and maintain consistent, timely communication and follow-up with fellow providers of the team.

Data Source: Program Manager will monitor.

5. Program staff will participate in required CBHS meetings, administrative and clinical.

Data Source: Program Manager will monitor.

6. Program will establish a clinical supervision structure and schedule outlining supervisorial lines of responsibility.

Data Source: Program will submit to Program Manager an Agency Organizational Chart demonstrating supervision structure.

B. Other Measurable Objectives

1. Program will provide a minimum number of daily sign-ins, individual and group encounters:
 - 8 sign-ins daily x 6 days x 50 weeks = 2,400 sign-ins
 - 8 counseling groups per week x 50 weeks = 400 group encounters
 - 3 FTE x 3 hours x 15 days x 11 months = 1,485 individual counseling encounters

Data Source: Program self-report

8) Continuous Quality Improvement

In order to evaluate and monitor the success of the HSP, Larkin Street collects a significant amount of data on each participant. Each youth entering Larkin Street's services completes a comprehensive intake that includes general demographic information, and substance abuse, mental health, and HIV risk assessments. Once a youth has been entered into the system, it is possible to follow the services provided for each youth at each program site. All data from client intakes and assessments are entered into the agency's database. Through this system, Larkin Street can report on the number of youth served, presenting problems including substance abuse and mental health problems, units and type of service provided, number of youth fulfilling treatment plans and leaving street life. Follow-up assessments are conducted at six and twelve months by program staff.

Contractor: Larkin Street Youth Services
Program: Peer-based Services for Transitional Age Youth
City Fiscal Year: 07/1/10–06/30/11

Appendix A-1c
Contract Term: 07/1/10–06/30/11

Larkin Street's Director of Research and Evaluation will provide a statistical analysis of demographic data to describe characteristics of youths entering and staying in the program. Analysis will also be provided regarding clients' levels of substance use and behavior intention. For youth in counseling and case management, specific goals and progress toward them are part of their case management records and will be available for more detailed assessment of retention and progress. Information on youth who complete specific program components, transfer to other programs or levels of care can also be reported.

Larkin Street agrees to abide by the most current policies and requirements established by the Health Commission, CBHS, and the funding source for this contract regarding Client Satisfaction, Harm Reduction, and Cultural Competency:

Client Satisfaction: Larkin Street is committed to involving youth in program evaluation and incorporating their feedback into future program design. Youth are asked on a regular basis to comment on the effectiveness of services and make suggestions for improvement. Additionally, all youth are asked to complete an anonymous client satisfaction survey on a biannual basis. Larkin Street Youth Services analyzes the survey data at the end of the grant year to insure that the largest number of youth is included in the analysis thereby providing the most statistical power possible.

Harm Reduction: Larkin Street employs a harm reduction model and emphasizes the provision of these services within a continuum of care for homeless and high-risk youth. The HSP will work to ensure that all housing services are provided within a coordinated system of care that addresses the full spectrum of a young person's needs, including food, clothing, shelter, medical care, transitional living, education, job training, and access to drug treatment and mental health programs.

Cultural Competency: One of Larkin Street's primary strengths is our expertise with respect to cultural-, linguistic-, and age-appropriate services to the target populations. Larkin Street has 23 years of experience reaching the at-risk populations this project serves, and our success is due largely to our core value of providing culturally competent services. To reinforce this commitment, Larkin Street has implemented an agency-wide, interdisciplinary Diversity Task Force. On an ongoing basis, this task force examines staff-to-staff, staff-to-client, client-to-client, and interagency relations to maximize efforts that are working well and to diagnose and address needs related to culture, race, ethnicity, sexual orientation, gender, and gender identity. The task force solicits staff and client input through focus groups and surveys, and ensures that a meaningful training curriculum is delivered annually to staff to promote effective services to diverse populations.

City Fiscal Year (CBHS only):

1. **Program Name:** Homeless Youth Substance Abuse Project (Substance Abuse Primary Prevention)
Program Address: 701 Sutter Street, 2nd Floor
City, State, Zip Code: San Francisco, CA 94109
Telephone: (415) 673-0911
Facsimile: (415) 749-3838

2. **Nature of Document** (check one)

☒ New ☐ Renewal ☐ Modification

3. **Goal Statement**

The goal of the project is to prevent, delay or reduce the use alcohol, tobacco and other drugs. Larkin Street Youth Services will provide primary prevention to homeless youth, with a focus on ecological/environmental prevention strategies.

4. **Target Population**

The Homeless Youth Substance Abuse Project targets San Francisco residents who are at-risk of substance use or abuse. The target populations for this project are:

- Age: youth ages 12-24
- Homeless Status: homeless, living on the streets or in shelters
- Economic Status: extremely low-income

5. **Modality(ies)/Interventions**

The Homeless Youth Substance Abuse Project provides Primary Prevention services. The service description for Larkin Street's Primary Prevention strategy is #17 [Federal definition] **Environmental Primary Prevention**. This strategy establishes or changes written and unwritten community standards, codes and attitudes, thereby influencing incidence and prevalence of the abuse of alcohol, tobacco, and other drugs used in the target population.

A Unit of Time is defined as one staff hour dedicated to the project.

6. **Methodology**

Not applicable: This is not a direct service project.

7. **Objectives and Measurements**

E.1.b: Demonstrate a reduction in one risk factor for your community population.

E.1.d: In Fiscal Year 2010-2011, the rejection rate of data entered into State CalOMS Prevention must not exceed 5% annually.

Evaluation: Larkin Street's Director of Clinical and Community Services coordinates with the agency's Research and Evaluation Department to ensure the timely and accurate submission of data into the State CalOMS system.

G.1.a: For all contractors and civil service clinics, information on self-help alcohol and drug addiction Recovery groups (such as Alcoholics, Anonymous, Alateen, Alanon, Rational Recovery, and other 12-step or self-help programs) will be kept on prominent display and distributed to clients and families at all program sites. Cultural Competency Unit

City Fiscal Year (CBHS only):

will compile the informing material on self-help Recovery groups and make it available to all contractors and civil service clinics by September 2010.

Evaluation: Larkin Street's Director of Clinical and Community Services will establish a display rack of information and brochures related to self-help alcohol and drug recovery groups for the agency's 1138 Sutter site and Drop-In Center. Larkin Street will report on the display rack in the quarterly report to CBHS.

A. Performance/Outcome Objectives

Once an environmental prevention campaign has been identified, Larkin Street's Director of Clinical and Community Services will work with Youth Leadership Institute to establish a formal and measurable performance objective to measure the impact of the campaign.

B. Other Measurable Objectives

Goal: To raise awareness and change norms and messages about alcohol and other drugs.

Objective #1: Build the capacity, skills and knowledge of young people and their adult allies that will enable them to understand and explore norms and media messaging about alcohol, tobacco, and other drugs.

Evaluation: Larkin Street's Director of Clinical and Community Services will identify and track the attendance of two Larkin Street youth to participate in the citywide alcohol and drug prevention coalition, including the types and topics for trainings exploring norms and media messaging about alcohol, tobacco and other drugs. This information will be included in quarterly narrative reports to CBHS.

Objective #2: Establish and support a coalition of prevention providers, youth leaders and others to identify and undertake at least one individual or system-wide project that targets, addresses and confronts community norms and media messages around alcohol, tobacco, and other drugs.

Evaluation: Larkin Street's Director of Clinical and Community Services will identify and track the attendance of two Larkin Street youth to participate in the citywide alcohol and drug prevention coalition, as noted above. This group will identify a prevention campaign, and information on this campaign will be reported to CBHS on a quarterly basis.

Objective #3: Implement an environmental prevention strategy that works to change the settings, conditions and messages that make alcohol, tobacco, and drug use appealing/acceptable.

Evaluation: Larkin Street's Director of Clinical and Community Services will oversee the prevention campaign and information on its focus, targets, and implementation will be reported to CBHS on a quarterly basis.

8. Continuous Quality Improvement

Client Satisfaction: Larkin Street is committed to involving youth in program evaluation and incorporating their feedback into future program design. Youth are asked on a regular basis to comment on the effectiveness of individual and group interventions and make suggestions for improvement. Additionally, all youth who receive substance abuse primary prevention are asked to complete an anonymous client satisfaction survey. The form does not include any identifying information indicating where the youth received services. Larkin Street Youth Services analyzes the survey data at the end of the grant year to insure that the largest number of youth is included in the analysis thereby providing the most statistical power possible.

Harm Reduction: Larkin employs a harm reduction model in its substance abuse interventions and emphasizes the provision of these services within a continuum of care for homeless and high-risk youth. The Homeless Youth Substance Abuse project will work to ensure that all substance abuse primary prevention services are provided within a coordinated system of care which addresses the full spectrum of a young person's needs, including food, clothing, shelter, medical care, foster care, transitional living, education, job training, and access to drug treatment programs. In

addition, since youth are at higher risk for substance abuse while living on the streets or in other unstable situations, these programs strive to assist youth in leaving these unsafe environments as quickly as possible.

Cultural Competency: Larkin Street has always placed great emphasis on cultural competency. To reinforce this commitment, Larkin Street has implemented an agency-wide, interdisciplinary Cultural Competency Task Force. On an ongoing basis, this task force examines staff-to-staff, staff-to-client, client-to-client, and interagency relations to maximize efforts that are working well and to diagnose and address needs related to culture, race, ethnicity, sexual orientation, gender, and gender identity. The task force solicits staff and client input through focus groups and surveys, and is developing a curriculum to advance Larkin Street's competency dealing with diverse populations.

HIPAA: DPH Privacy Policy is integrated in the program's governing policies and procedures regarding patient privacy and confidentiality. Furthermore, all staff that handles patient health information is oriented and trained in the program's privacy/confidentiality policies and procedures, and a Privacy Notice that meets the requirements of the Federal Privacy Rule (HIPAA) is written and provided to all patients/clients served in their threshold and other languages. If document is not available in the patient's/client's relevant language, verbal translation is provided. A Summary of this Privacy Notice is posted and visible in registration and common areas of the facility. Additionally, each disclosure of a patient's/client's health information for purposes other than treatment, payment, or operations is documented, and authorization for disclosure of a patient's/client's health information is obtained prior to release (1) to providers outside the DPH Safety Net or (2) from a substance abuse program.

Appendix B Calculation of Charges

1. Method of Payment

A. Invoices furnished by CONTRACTOR under this Agreement must be in a form acceptable to the Contract Administrator and the CONTROLLER and must include the Contract Progress Payment Authorization number or Contract Purchase Number. All amounts paid by CITY to CONTRACTOR shall be subject to audit by CITY. The CITY shall make monthly payments as described below. Such payments shall not exceed those amounts stated in and shall be in accordance with the provisions of Section 5, COMPENSATION, of this Agreement.

Compensation for all SERVICES provided by CONTRACTOR shall be paid in the following manner. For the purposes of this Section, "General Fund" shall mean all those funds which are not Work Order or Grant funds. "General Fund Appendices" shall mean all those appendices which include General Fund monies.

(1) Fee For Service (Monthly Reimbursement by Certified Units at Budgeted Unit Rates)

CONTRACTOR shall submit monthly invoices in the format attached, Appendix F, and in a form acceptable to the Contract Administrator, by the fifteenth (15th) calendar day of each month, based upon the number of units of service that were delivered in the preceding month. All deliverables associated with the SERVICES defined in Appendix A times the unit rate as shown in the appendices cited in this paragraph shall be reported on the invoice(s) each month. All charges incurred under this Agreement shall be due and payable only after SERVICES have been rendered and in no case in advance of such SERVICES.

(2) Cost Reimbursement (Monthly Reimbursement for Actual Expenditures within Budget):

CONTRACTOR shall submit monthly invoices in the format attached, Appendix F, and in a form acceptable to the Contract Administrator, by the fifteenth (15th) calendar day of each month for reimbursement of the actual costs for SERVICES of the preceding month. All costs associated with the SERVICES shall be reported on the invoice each month. All costs incurred under this Agreement shall be due and payable only after SERVICES have been rendered and in no case in advance of such SERVICES.

B. Final Closing Invoice

(1) Fee For Service Reimbursement:

A final closing invoice, clearly marked "FINAL," shall be submitted no later than forty-five (45) calendar days following the closing date of each fiscal year of the Agreement, and shall include only those SERVICES rendered during the referenced period of performance. If SERVICES are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to CITY. CITY'S final reimbursement to the CONTRACTOR at the close of the Agreement period shall be adjusted to conform to actual units certified multiplied by the unit rates identified in Appendix B attached hereto, and shall not exceed the total amount authorized and certified for this Agreement.

(2) Cost Reimbursement:

A final closing invoice, clearly marked "FINAL," shall be submitted no later than forty-five (45) calendar days following the closing date of each fiscal year of the Agreement, and shall include only those costs incurred during the referenced period of performance. If costs are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to CITY.

C. Payment shall be made by the CITY to CONTRACTOR at the address specified in the section entitled "Notices to Parties."

D. Upon the effective date of this Agreement, contingent upon prior approval by the CITY'S Department of Public Health of an invoice or claim submitted by Contractor, and of each year's revised Appendix A (Description of Services) and each year's revised Appendix B (Program Budget and Cost Reporting Data Collection Form), and within each fiscal year, the CITY agrees to make an initial payment to CONTRACTOR

not to exceed twenty-five per cent (25%) of the General Fund portion of the CONTRACTOR'S allocation for the applicable fiscal year.

CONTRACTOR agrees that within that fiscal year, this initial payment shall be recovered by the CITY through a reduction to monthly payments to CONTRACTOR during the period of October 1 through March 31 of the applicable fiscal year, unless and until CONTRACTOR chooses to return to the CITY all or part of the initial payment for that fiscal year. The amount of the initial payment recovered each month shall be calculated by dividing the total initial payment for the fiscal year by the total number of months for recovery. Any termination of this Agreement, whether for cause or for convenience, will result in the total outstanding amount of the initial payment for that fiscal year being due and payable to the CITY within thirty (30) calendar days following written notice of termination from the CITY.

2. Program Budgets and Final Invoice

A. Program Budgets are listed below and are attached hereto.

Budget Summary

CRDC B1 – B2

Appendix B-1 MHSA

Appendix B-2 CSAS

B. Compensation

Compensation shall be made in monthly payments on or before the 30th day after the DIRECTOR, in his or her sole discretion, has approved the invoice submitted by CONTRACTOR. The breakdown of costs and sources of revenue associated with this Agreement appears in Appendix B, Cost Reporting/Data Collection (CR/DC) and Program Budget, attached hereto and incorporated by reference as though fully set forth herein. The maximum dollar obligation of the CITY under the terms of this Agreement shall not exceed **Nine Million Nine Hundred Thirty Thousand Seven Hundred Ninety Five Dollars (\$9,930,795)** for the period of **July 1, 2010 through December 31, 2015**.

CONTRACTOR understands that, of this maximum dollar obligation, **\$1,064,014** is included as a contingency amount and is neither to be used in Appendix B, Budget, or available to CONTRACTOR without a modification to this Agreement executed in the same manner as this Agreement or a revision to Appendix B, Budget, which has been approved by the Director of Health. CONTRACTOR further understands that no payment of any portion of this contingency amount will be made unless and until such modification or budget revision has been fully approved and executed in accordance with applicable CITY and Department of Public Health laws, regulations and policies/procedures and certification as to the availability of funds by the Controller. CONTRACTOR agrees to fully comply with these laws, regulations, and policies/procedures.

(1) For each fiscal year of the term of this Agreement, CONTRACTOR shall submit for approval of the CITY's Department of Public Health a revised Appendix A, Description of Services, and a revised Appendix B, Program Budget and Cost Reporting Data Collection form, based on the CITY's allocation of funding for SERVICES for the appropriate fiscal year. CONTRACTOR shall create these Appendices in compliance with the instructions of the Department of Public Health. These Appendices shall apply only to the fiscal year for which they were created. These Appendices shall become part of this Agreement only upon approval by the CITY.

(2) CONTRACTOR understands that, of the maximum dollar obligation stated above, the total amount to be used in Appendix B, Budget and available to CONTRACTOR for the entire term of the contract is as follows, notwithstanding that for each fiscal year, the amount to be used in Appendix B, Budget and available to CONTRACTOR for that fiscal year shall conform with the Appendix A, Description of Services, and a Appendix B, Program Budget and Cost Reporting Data Collection form, as

approved by the CITY's Department of Public Health based on the CITY's allocation of funding for SERVICES for that fiscal year.

| | |
|--------------------------------------------------------|--------------------------|
| July 1, 2010 through December 31, 2010 | \$700,000 (BPHM07000077) |
| July 1, 2010 through December 31, 2010 | \$46,492 (BPHM05000076) |
| July 1, 2010 through June 30, 2011 | \$865,650 |
| July 1, 2011 through June 30, 2012 | \$1,612,142 |
| July 1, 2012 through June 30, 2013 | \$1,612,142 |
| July 1, 2013 through June 30, 2014 | \$1,612,142 |
| July 1, 2014 through June 30, 2015 | \$1,612,142 |
| July 1, 2015 through December 31, 2015 | <u>\$806,071</u> |
| Total of July 1, 2010 through December 31, 2015 | \$8,866,781 |

(3) CONTRACTOR understands that the CITY may need to adjust sources of revenue and agrees that these needed adjustments will become part of this Agreement by written modification to CONTRACTOR. In event that such reimbursement is terminated or reduced, this Agreement shall be terminated or proportionately reduced accordingly. In no event will CONTRACTOR be entitled to compensation in excess of these amounts for these periods without there first being a modification of the Agreement or a revision to Appendix B, Budget; as provided for in this section of this Agreement.

(4) CONTRACTOR further understands that, \$746,492 of the period from July 1, 2010 through December 31, 2010 in the Contract Numbers BPHM07000077(\$700,000) and BPHM05000076 (\$46,492) are included with this Agreement. Upon execution of this Agreement, all the terms under this Agreement will supersede the Contract Numbers BPHM07000077 and BPHM05000076 for the Fiscal Year 2010-11.

C. CONTRACTOR agrees to comply with its Budget as shown in Appendix B in the provision of SERVICES. Changes to the budget that do not increase or reduce the maximum dollar obligation of the CITY are subject to the provisions of the Department of Public Health Policy/Procedure Regarding Contract Budget Changes. CONTRACTOR agrees to comply fully with that policy/procedure.

D. No costs or charges shall be incurred under this Agreement nor shall any payments become due to CONTRACTOR until reports, SERVICES, or both, required under this Agreement are received from CONTRACTOR and approved by the DIRECTOR as being in accordance with this Agreement. CITY may withhold payment to CONTRACTOR in any instance in which CONTRACTOR has failed or refused to satisfy any material obligation provided for under this Agreement.

E. In no event shall the CITY be liable for interest or late charges for any late payments.

F. CONTRACTOR understands and agrees that should the CITY'S maximum dollar obligation under this Agreement include State or Federal Medi-Cal revenues, CONTRACTOR shall expend such revenues in the provision of SERVICES to Medi-Cal eligible clients in accordance with CITY, State, and Federal Medi-Cal regulations. Should CONTRACTOR fail to expend budgeted Medi-Cal revenues herein, the CITY'S maximum dollar obligation to CONTRACTOR shall be proportionally reduced in the amount of such unexpended revenues. In no event shall State/Federal Medi-Cal revenues be used for clients who do not qualify for Medi-Cal reimbursement.

DPI Department of Public Health Contract Budget Summary

| | | | | | | | |
|------------------------------------------------------------|-------------------|-------------------|---------|----------------------------|-----|-----------|--|
| CONTRACT TYPE - This contract is: | | New | Renewal | Modification | | | |
| If modification, Effective Date of Mod.: | | # of Mod: | | VENDOR ID: (DPH USE ONLY): | | | |
| LEGAL ENTITY NUMBER: 1175666 | | | | | | | |
| LEGAL ENTITY/CONTRACTOR NAME: Larkin Street Youth Services | | | | | | | |
| APPENDIX NUMBER | B-1 | B-2 | B-# | B-# | B-# | TOTAL | |
| PROVIDER NUMBER | | | | | | | |
| PROVIDER NAME: | | | | | | | |
| CBHS FUNDING TERM: | 07/01/10-06/30/11 | 07/01/10-06/30/11 | | | | | |
| FUNDING USES: | | | | | | | |
| SALARIES & EMPLOYEE BENEFITS | 411,998 | 74,468 | | | | 486,466 | |
| OPERATING EXPENSE | 422,071 | 8,553 | | | | 430,624 | |
| CAPITAL OUTLAY (COST \$5,000 AND OVER) | 547,320 | | | | | 547,320 | |
| SUBTOTAL DIRECT COSTS | 1,381,389 | 83,021 | 0 | 0 | 0 | 1,464,410 | |
| INDIRECT COST AMOUNT | 137,769 | 9,963 | | | | 147,732 | |
| INDIRECT % | 10% | 12% | 0% | 0% | 0% | | |
| TOTAL FUNDING USES: | 1,519,158 | 92,984 | 0 | 0 | 0 | 1,612,142 | |
| CBHS MENTAL HEALTH FUNDING SOURCES: | | | | | | | |
| FEDERAL REVENUES - click below | | | | | | | |
| STATE REVENUES - click below | | | | | | | |
| MHSA | 1,519,158 | | | | | 1,519,158 | |
| GRANTS - click below | | | | | | | |
| Please enter other funding source here if not in pull down | | | | | | | |
| PRIOR YEAR ROLL OVER - click below | | | | | | | |
| WORK ORDERS - click below | | | | | | | |
| Please enter other funding source here if not in pull down | | | | | | | |
| 3RD PARTY PAYOR REVENUES - click below | | | | | | | |
| Please enter other funding source here if not in pull down | | | | | | | |
| REALIGNMENT FUNDS | | | | | | | |
| COUNTY GENERAL FUND | | | | | | | |
| TOTAL CBHS MENTAL HEALTH FUNDING SOURCES: | 1,519,158 | | | | | 1,519,158 | |
| CBHS SUBSTANCE ABUSE FUNDING SOURCES: | | | | | | | |
| FEDERAL REVENUES - click below | | | | | | | |
| SAPT Primary Prevention | | 92,984 | | | | 92,984 | |
| STATE REVENUES - click below | | | | | | | |
| GRANTS/PROJECTS - click below | | | | | | | |
| Please enter other funding source here if not in pull down | | | | | | | |
| WORK ORDERS - click below | | | | | | | |
| Please enter other funding source here if not in pull down | | | | | | | |
| 3RD PARTY PAYOR REVENUES - click below | | | | | | | |
| Please enter other funding source here if not in pull down | | | | | | | |
| COUNTY GENERAL FUND | | | | | | | |
| TOTAL CBHS SUBSTANCE ABUSE FUNDING SOURCES: | | 92,984 | | | | 92,984 | |
| TOTAL DPH REVENUES | 1,519,158 | 92,984 | 0 | 0 | 0 | 1,612,142 | |
| NON-DPH REVENUES - click below | | | | | | | |
| TOTAL NON-DPH REVENUES | 0 | 0 | 0 | 0 | 0 | 0 | |
| TOTAL REVENUES (DPH AND NON-DPH) | 1,519,158 | 92,984 | | | | 1,612,142 | |

Prepared by/Phone #: Chelsea Ross, (415) 673-0911 x317

CR
CR

9743
CR

CR
CR

CR
CR

DPH 2: Department of Public Health Cost Reporting/Data Section (CRDC)

| | | | | | | | |
|------------------------------------------------------|----------------------------|----------------------------------|---------------------------------|--------------------------------------|-------------------------------------------------|------------------|-----------|
| YEAR: 2010-2011 | | APPEAL #: B-1 | | | | | |
| LEGAL ENTITY NAME: Larkin Street Youth Services | | PROVIDER #: | | | | | |
| PROVIDER NAME: | | | | | | | |
| REPORTING UNIT NAME: | Housing Svc Partnership | Transitional Residential Housing | Supportive Housing Services TAY | Peer Base Center | Aarti Hotel | | |
| REPORTING UNIT: | | | | | | | |
| MODE OF SVCS / SERVICE FUNCTION CODE | 60/70 | 60/70 | 60/70 | 60/78 | | | |
| SERVICE DESCRIPTION | CS-Client Hsng Support Exp | CS-Client Hsng Support Exp | CS-Client Hsng Support Exp | Other Non-Medical Client Support Exp | Aarti Hotel Master Lease & Capital Improvements | | TOTAL |
| CBHS FUNDING TERM: | 07/1/10-06/30/11 | 07/1/10-06/30/11 | 07/1/10-06/30/11 | 07/1/10-06/30/11 | 07/1/10-06/30/11 | 07/1/10-06/30/11 | |
| FUNDING USES: | | | | | | | |
| SALARIES & EMPLOYEE BENEFITS | 43,334 | 30,437 | 141,972 | 196,255 | | | 411,998 |
| OPERATING EXPENSE | 174,575 | 125,901 | 41,957 | 79,638 | | | 422,071 |
| CAPITAL OUTLAY (COST \$5,000 AND OVER) | | | | | 547,320 | | 547,320 |
| SUBTOTAL DIRECT COSTS | 217,909 | 156,338 | 183,929 | 275,893 | 547,320 | 0 | 1,381,389 |
| INDIRECT COST AMOUNT | 26,150 | 18,761 | 22,071 | 33,107 | 37,680 | 0 | 137,769 |
| TOTAL FUNDING USES: | 244,060 | 175,099 | 206,000 | 309,000 | 585,000 | 0 | 1,519,158 |
| CBHS MENTAL HEALTH FUNDING SOURCES | | | | | | | |
| FEDERAL REVENUES - click below | | | | | | | |
| | | | | | | | |
| STATE REVENUES - click below | | | | | | | |
| MHSA | 244,060 | 175,099 | 206,000 | 309,000 | 585,000 | | 1,519,158 |
| GRANTS - click below | | | | | | | |
| CFDA #: | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| PRIOR YEAR ROLL OVER - click below | | | | | | | |
| | | | | | | | |
| WORK ORDERS - click below | | | | | | | |
| | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| 3RD PARTY PAYOR REVENUES - click below | | | | | | | |
| | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| REALIGNMENT FUNDS | | | | | | | |
| COUNTY GENERAL FUND | | | | | | | |
| TOTAL CBHS MENTAL HEALTH FUNDING SOURCES | 244,060 | 175,099 | 206,000 | 309,000 | 585,000 | | 1,519,158 |
| CBHS SUBSTANCE ABUSE FUNDING SOURCES: | | | | | | | |
| FEDERAL REVENUES - click below | | | | | | | |
| | | | | | | | |
| STATE REVENUES - click below | | | | | | | |
| | | | | | | | |
| GRANTS/PROJECTS - click below | | | | | | | |
| CFDA #: | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| WORK ORDERS - click below | | | | | | | |
| | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| 3RD PARTY PAYOR REVENUES - click below | | | | | | | |
| | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| COUNTY GENERAL FUND | | | | | | | |
| TOTAL CBHS SUBSTANCE ABUSE FUNDING SOURCES | | | | | | | |
| TOTAL DPH REVENUES | 244,060 | 175,099 | 206,000 | 309,000 | 585,000 | | 1,519,158 |
| NON-DPH REVENUES - click below | | | | | | | |
| | | | | | | | |
| TOTAL NON-DPH REVENUES | 0 | 0 | 0 | 0 | 0 | | 0 |
| TOTAL REVENUES (DPH AND NON-DPH) | 244,060 | 175,099 | 206,000 | 309,000 | 585,000 | | 1,519,158 |
| CBHS UNITS OF SVCS/TIME AND UNIT COST: | | | | | | | |
| UNITS OF SERVICE ¹ | 3,723 | 3,103 | | | | | |
| UNITS OF TIME ² | | | 1,485 | 4,285 | | | |
| COST PER UNIT-CONTRACT RATE (DPH & NON-DPH REVENUES) | CR | CR | CR | CR | #DIV/0! | 0.00 | |
| COST PER UNIT-DPH RATE (DPH REVENUES ONLY) | CR | CR | CR | CR | #DIV/0! | 0.00 | |
| PUBLISHED RATE (MEDICAL PROVIDERS ONLY) | | | | | | | |
| UNDULICATED CLIENTS | 12 | 10 | 60 | 200 | | | |

¹Units of Service: Days, Client Day, Full Day/Half-Day

²Units of Time: MH Mode 15 = Minutes/MH Mode 10, SFC 20-25=Hours

DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)

| FISCAL YEAR: 2010-2011 | | APPENDIX #: B-2 | | | | | |
|------------------------------------------------------|----------------------------------------|------------------|------------------|------------------|------------------|------------------|--------|
| LEGAL ENTITY NAME: Larkin Street Youth Services | | PROVIDER #: | | | | | |
| PROVIDER NAME: | | | | | | | |
| REPORTING UNIT NAME: | Homeless Youth Substance Abuse Project | | | | | | |
| REPORTING UNIT: | | | | | | | |
| MODE OF SVCS / SERVICE FUNCTION CODE | PriPrev-17 | | | | | | |
| SERVICE DESCRIPTION | SA-PriPrevention Environmental | #N/A | #N/A | #N/A | #N/A | | TOTAL |
| CBHS FUNDING TERM: | 07/1/10-06/30/11 | 07/1/10-06/30/11 | 07/1/10-06/30/11 | 07/1/10-06/30/11 | 07/1/10-06/30/11 | 07/1/10-06/30/11 | |
| FUNDING USES: | | | | | | | |
| SALARIES & EMPLOYEE BENEFITS | 74,468 | | | | | | 74,468 |
| OPERATING EXPENSE | 8,553 | | | | | | 8,553 |
| CAPITAL OUTLAY (COST \$5,000 AND OVER) | | | | | | | 0 |
| SUBTOTAL-DIRECT COSTS | 83,021 | 0 | 0 | 0 | 0 | 0 | 83,021 |
| INDIRECT COST AMOUNT | 9,963 | 0 | 0 | 0 | 0 | 0 | 9,963 |
| TOTAL FUNDING USES: | 92,984 | 0 | 0 | 0 | 0 | 0 | 92,984 |
| CBHS-MENTAL-HEALTH-FUNDING-SOURCES | | | | | | | |
| FEDERAL REVENUES - click below | | | | | | | |
| STATE REVENUES - click below | | | | | | | |
| GRANTS - click below | | | | | | | |
| CFDA #: | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| PRIOR YEAR ROLL OVER - click below | | | | | | | |
| WORK ORDERS - click below | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| 3RD PARTY PAYOR REVENUES - click below | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| REALIGNMENT FUNDS | | | | | | | |
| COUNTY GENERAL FUND | | | | | | | |
| TOTAL CBHS-MENTAL-HEALTH-FUNDING-SOURCES | | | | | | | |
| CBHS-SUBSTANCE-ABUSE-FUNDING-SOURCES: | | | | | | | |
| FEDERAL REVENUES - click below | | | | | | | |
| SAPT Primary Prevention | 92,984 | | | | | | 92,984 |
| STATE REVENUES - click below | | | | | | | |
| GRANTS/PROJECTS - click below | | | | | | | |
| CFDA #: | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| WORK ORDERS - click below | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| 3RD PARTY PAYOR REVENUES - click below | | | | | | | |
| Please enter other here if not in pull down | | | | | | | |
| COUNTY GENERAL FUND | | | | | | | |
| TOTAL CBHS-SUBSTANCE-ABUSE FUNDING SOURCES | | | | | | | |
| TOTAL DPH REVENUES | | | | | | | |
| NON-DPH REVENUES - click below | | | | | | | |
| TOTAL NON-DPH REVENUES | | | | | | | |
| TOTAL REVENUES (DPH AND NON-DPH) | | | | | | | |
| CBHS UNITS OF SVCS/TIME AND UNIT COST: | | | | | | | |
| UNITS OF SERVICE ¹ | | | | | | | |
| UNITS OF TIME ² | | | | | | | |
| COST PER UNIT-CONTRACT RATE (DPH & NON-DPH REVENUES) | CR | CR | CR | CR | 0.00 | 0.00 | |
| COST PER UNIT-DPH RATE (DPH REVENUES ONLY) | CR | CR | CR | CR | 0.00 | 0.00 | |
| PUBLISHED RATE (MEDICAL PROVIDERS ONLY) | | | | | | | |
| UNDUPLICATED CLIENTS | 1,500 | | | | | | |

DPH 3: Salaries & Benefits Detail Appendix B-1

Provider Number (same as line 7 on DPH 1):
 Provider Name (same as line 8 on DPH 1):

APPENDIX #: B-1
 Document Date: 01/07/10

| POSITION TITLE | TOTAL | | GENERAL FUND & (Agency-generated) OTHER REVENUE | | MHSA: Housing Svc Partnership | | MHSA: Transitional Residential Housing | | MHSA: Supportive Services for Housing TAY | | MHSA: Peer Based Services for TAY | | | |
|---------------------------------|----------------------|--------------|-------------------------------------------------|----------|-------------------------------|----------|----------------------------------------|----------|-------------------------------------------|-----------|-----------------------------------|-----------|----------------------|----------|
| | Proposed Transaction | | Proposed Transaction | | Proposed Transaction | | Proposed Transaction | | Proposed Transaction | | Proposed Transaction | | Proposed Transaction | |
| | FTE | SALARIES | FTE | SALARIES | FTE | SALARIES | FTE | SALARIES | FTE | SALARIES | FTE | SALARIES | FTE | SALARIES |
| Chief of Programs | 0.18 | \$ 15,846.00 | | | 0.04 | 3,336 | | | 0.10 | 8,340 | 0.04 | 4,170 | | |
| Dir of Community Based Services | 0.20 | \$ 15,205.00 | | | 0.03 | 2,644 | 0.03 | 2,644 | 0.09 | 6,611 | 0.05 | 3,306 | | |
| MHSA Manager | 0.67 | \$ 33,500.00 | | | 0.05 | 2,500 | 0.05 | 2,500 | 0.28 | 14,000 | 0.29 | 14,500 | | |
| Housing Specialist | 1.00 | \$ 40,000.00 | | | 0.51 | 20,400 | 0.39 | 15,600 | 0.05 | 2,000 | 0.05 | 2,000 | | |
| Peer Counselor | 2.00 | \$ 60,000.00 | | | | | | | | | 2.00 | 60,000 | | |
| Peer Vocational Counselor | 1.00 | \$ 31,000.00 | | | | | | | 1.00 | 31,000 | | | | |
| Case Manager (PS) | 1.00 | \$ 42,800.00 | | | | | | | | | 1.00 | 42,800 | | |
| Case Manager (SS) | 1.00 | \$ 38,000.00 | | | | | | | 1.00 | 38,000 | | | | |
| Chief of Research & Eval | 0.09 | \$ 7,542.00 | | | 0.03 | 2,514 | | | 0.03 | 2,514 | 0.03 | 2,514 | | |
| Data Entry Specialists | 1.00 | \$ 31,200.00 | | | 0.05 | 1,560 | 0.05 | 1,560 | 0.35 | 10,920 | 0.55 | 17,160 | | |
| Facilities Manager | 0.10 | \$ 5,660.00 | | | 0.05 | 2,830 | 0.05 | 2,830 | | | | | | |
| HIRE Up Day Labor Supervisor | 0.40 | \$ 14,000.00 | | | | | | | 0.11 | 3,850 | 0.29 | 10,150 | | |
| Manager of Lark Inn Shelter | 0.10 | \$ 5,460.00 | | | | | | | | | 0.10 | 5,460 | | |
| | 0.00 | \$ - | | | | | | | | | | | | |
| | 0.00 | \$ - | | | | | | | | | | | | |
| | 0.00 | \$ - | | | | | | | | | | | | |
| | 0.00 | \$ - | | | | | | | | | | | | |
| | 0.00 | \$ - | | | | | | | | | | | | |
| | 0.00 | \$ - | | | | | | | | | | | | |
| TOTALS | 8.73 | \$340,213 | 0.00 | \$0 | 0.76 | \$35,784 | 0.57 | \$25,134 | 3.01 | \$117,235 | 4.40 | \$162,060 | 0.00 | \$0 |

EMPLOYEE FRINGE BENEFITS 21% \$71,785 #DIV/0! 21% \$7,550 21% \$5,303 21% \$24,737 21% \$34,195 21% \$0

TOTAL SALARIES & BENEFITS \$411,998 \$0 \$43,334 \$30,437 \$141,972 \$196,255 \$0

DPH 3: Salaries & Benefits Detail Appendix B-2

Provider Number (same as line 7 on DPH 1):**Provider Name** (same as line 8 on DPH 1):

APPENDIX #: B-2
Document Date: 01/07/10

[illegible]

EMPLOYEE FRINGE BENEFITS

| | | | | | | | | | | | | |
|-----|----------|---------|-----|---------|-----|---------|-----|-----|-----|-----|-----|-----|
| 21% | \$12,975 | #DIV/0! | 21% | \$6,488 | 21% | \$6,488 | 21% | \$0 | 21% | \$0 | 21% | \$0 |
|-----|----------|---------|-----|---------|-----|---------|-----|-----|-----|-----|-----|-----|

TOTAL SALARIES & BENEFITS

| | | | | | | |
|----------|-----|----------|----------|-----|-----|-----|
| \$74,468 | \$0 | \$37,234 | \$37,234 | \$0 | \$0 | \$0 |
|----------|-----|----------|----------|-----|-----|-----|

DPH 4: Operating Expenses Detail Appendix B-1

APPENDIX #: B-1
Document Date: 1/7/2010

Provider Number (same as line 7 on DPH 1): _____
Provider Name (same as line 8 on DPH 1): _____

Expenditure Category

Rental of Property
Utilities(Elec, Water, Gas, Phone, Scavenger)
Office Supplies, Postage
Building Maintenance Supplies and Repair
Printing and Reproduction

Insurance
Staff Training
Staff Travel-(Local & Out of Town)

Rental of Equipment
CONSULTANT/SUBCONTRACTOR (Provide Names,
Dates, Hours & Amounts)
Psychiatrist, Saul Zelan 7/1/10-6/30/10

OTHER

Client Travel
Client Activity
Rental Subsidies
Rental Subsidies Repair & Maint
Utility Subsidies
Client Move-In Costs
Custodian
Computer Supplies
Awards & Incentives
Stipends

| TOTAL | GENERAL FUND & (Agency- generated) OTHER REVENUE | MHSA: Housing Svc Partnership | MHSA: Transitional Residential Housing | MHSA: Supportive Services for Housing TAY | MHSA: Peer Based Services for TAY | |
|--------------------------------|--------------------------------------------------------------|----------------------------------|-------------------------------------------------|----------------------------------------------------|-----------------------------------------|-------------------------|
| PROPOSED TRANSACTION | PROPOSED TRANSACTION | PROPOSED TRANSACTION | PROPOSED TRANSACTION | PROPOSED TRANSACTION | PROPOSED TRANSACTION | PROPOSED TRANSACTION |
| Term: _____ | Term: _____ | Term: _____ | Term: _____ | Term: _____ | Term: _____ | Term: _____ |
| \$ 29,584.00 | | 1,031 | 1,242 | 7,425 | 19,886 | |
| \$ 8,449.00 | | 822 | 489 | 3,013 | 4,125 | |
| \$ 550.00 | | | | 350 | 200 | |
| \$ 3,352.00 | | 65 | | 1,363 | 1,924 | |
| \$ - | | | | | | |
| \$ 2,549.00 | | 225 | 170 | 870 | 1,284 | |
| \$ - | | | | | | |
| \$ 1,283.00 | | | | 350 | 933 | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ 49,344.00 | | | | 26,012 | 23,332 | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ 9,750.00 | | 450 | 1,500 | | 7,800 | |
| \$ 7,800.00 | | | | | 7,800 | |
| \$ 248,400.00 | | 146,400 | 102,000 | | | |
| \$ 15,000.00 | | 10,000 | 5,000 | | | |
| \$ 24,000.00 | | 12,000 | 12,000 | | | |
| \$ 7,082.00 | | 3,582 | 3,500 | | | |
| \$ 1,288.00 | | | | 534 | 754 | |
| \$ 2,400.00 | | | | 1,200 | 1,200 | |
| \$ 840.00 | | | | 840 | | |
| \$ 10,400.00 | | | | | 10,400 | |
| TOTAL OPERATING EXPENSE | \$422,071 | \$0 | \$174,575 | \$125,901 | \$41,957 | \$79,638 |
| | | | | | | \$0 |

DPH 4: Operating Expenses Detail Appendix B-2

APPENDIX #: B-2
Document Date: 1/7/2010

Provider Number (same as line 7 on DPH 1): _____

Provider Name (same as line 8 on DPH 1):

Expenditure Category

Rental of Property

Utilities(Elec, Water, Gas, Phone, Scavenger)

Office Supplies, Postage

Building Maintenance Supplies and Repair

Printing and Reproduction

Insurance

Staff Training

• Staff Travel-(Local & Out of Town)

Rental of Equipment

CONSULTANT/SUBCONTRACTOR (Provide Names,
Dates, Hours & Amounts)

Psychiatrist, Saul Zelan 7/1/10-6/30/10

OTHER

Client Travel

Client Activity

Rental Subsidies

Rental Subsidies, Repair & Maint

Utility Subsidies

Client Move-In Costs

Custodian

Computer Supplies

Awards & Incentives

Stipends

TOTAL OPERATING EXPENSE

| TOTAL | GENERAL FUND & (Agency-generated) OTHER REVENUE | Primary Prevention Services | Primary Prevention Services | | | |
|----------------------|-------------------------------------------------------|-----------------------------|-----------------------------|----------------------|----------------------|----------------------|
| PROPOSED TRANSACTION | PROPOSED TRANSACTION | PROPOSED TRANSACTION | PROPOSED TRANSACTION | PROPOSED TRANSACTION | PROPOSED TRANSACTION | PROPOSED TRANSACTION |
| Term: | Term: | 7/1/10-12/31/10 | 1/1/11-6/30/11 | Term: | Term: | Term: |
| \$ 5,553.00 | | 2,777 | 2,777 | | | |
| \$ 2,000.00 | | 1,000 | 1,000 | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ 500.00 | | 250 | 250 | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ 500.00 | | 250 | 250 | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$ - | | | | | | |
| \$8,553 | \$0 | \$4,277 | \$4,277 | \$0 | \$0 | \$0 |

DPH 5: Capital Expenditures Detail

APPENDIX #: B-1

Document Date: 01/07/11

Provider Number (same as line 7 on DPH 1): _____

Provider Name (same as line 8 on DPH 1): _____

1. Equipment

| No. | ITEM/DESCRIPTION | MHSA: Aarti Capital Project | PURCHASE COST EACH | TOTAL COST |
|-----|------------------|-----------------------------|-----------------------|------------|
| | Furnishings | | | 80,000 |
| | | | | 0 |
| | | | | 0 |
| | | | | 0 |
| | | | | 0 |
| | | | | 0 |
| | | | | 0 |

TOTAL EQUIPMENT COST \$80,000

2. Remodeling

| | |
|-------------------------------------------------|---------|
| Description: | |
| Structural Costs | 126,318 |
| Architectural and Engineering Fees | 169,448 |
| Construction Interest and Fees | 5,000 |
| Other Costs (including relocation, permit fees) | 139,054 |
| Developer Costs | 25,000 |
| Syndication Costs | 2,500 |

TOTAL REMODELING COST \$467,320

TOTAL CAPITAL EXPENDITURE \$547,320
(Equipment plus Remodeling Cost)

DPH 6: Contract-Wide Indirect Detail

CONTRACTOR NAME: Larkin Street Child Services

DATE: 1/7/11

FISCAL YEAR:

2010-2011

JUDICIAL ENTITY #: 1175666

1. SALARIES & BENEFITS

| Position Title | FTE | Salaries |
|--------------------------------------|------|------------------|
| Director of Development | 0.13 | \$ 6,000 |
| HR Director | 0.13 | \$ 7,855 |
| Chief Operating Officer | 0.14 | \$ 15,333 |
| Accounting Manager | 0.16 | \$ 10,240 |
| IT Manager | 0.11 | \$ 4,170 |
| GL Accountant | 0.13 | \$ 8,060 |
| Grants Accountant | 0.19 | \$ 9,880 |
| Executive Director | 0.07 | \$ 10,250 |
| Administrative Assistant | 0.08 | \$ - |
| Chief of Development | 0.03 | \$ - |
| Receptionist | 0.15 | \$ - |
| | | |
| | | |
| | | |
| | | |
| EMPLOYEE FRINGE BENEFITS | 0.21 | \$ 15,147 |
| TOTAL SALARIES & BENEFITS | | \$ 86,935 |

2. OPERATING COSTS

| Expenditure Category | Amount |
|------------------------------|------------------|
| Advertising & Recruitment | \$ 3,432 |
| Audit and Finance Fees | \$ 8,464 |
| Meetings & Conferences | \$ 4,000 |
| Equipment Rental/Lease | \$ 3,038 |
| Insurance | \$ 2,450 |
| Postage/Messenger | \$ 4,613 |
| Office Supplies | \$ 1,544 |
| Rent and Utilities | \$ 14,756 |
| Telecommunications | \$ 2,500 |
| Printing & Copying | \$ 5,000 |
| Computer Hardware & Software | \$ 5,000 |
| Data Archival fees | \$ 500 |
| Staff travel | \$ 1,500 |
| Bank Fees | \$ 2,000 |
| Licenses, Permits & Fees | \$ 2,000 |
| | |
| TOTAL OPERATING COSTS | \$ 60,797 |

TOTAL INDIRECT COSTS

\$ 147,732

Salaries & Benefits + Operating Costs)

CBHS BUDGET JUSTIFICATION

Provider Number (same as line 7 on DPH 1):

Provider Name (same as line 8 on DPH 1):

Date: 1/7/11

Fiscal Year: 7/1/10-6/30/11

| Salaries and Benefits | MHSA | | Primary Prevention | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------|--------------------|-----|
| | Salaries | FTE | Salaries | FTE |
| Chief of Programs: provides senior leadership of program, including the direct supervision of Dir Comm Based Svcs. Long term program planning & senior level coordination & oversight. Min Qualifications: MS or PhD in Social Work, Psychology or related field; 5-10 years of management and supervisory experience in youth programs; experience overseeing program design and development, implementation and operations, project integration and management across multiple agency sites; staff supervision and training; and budget management. .18 FTE x \$87,000 per year = \$15,846 | 15,846 | 0.18 | | |
| Dir of Community Based Services: provides senior leadership of day-to-day operations, including direct supervision of MHSA Mng, contract oversight & reporting, and coordination w/CBHS. Min Qualifications: MS or PhD in Social Work, Psychology or related field; 3-5 years of management and supervisory experience; clinical experience working with adolescents/young adults; experience overseeing program design and development, implementation and operations, project integration and management across multiple agency sites; staff supervision and training; and budget management. .23 FTE x \$76,000 per year = \$15,205 | 15,205 | 0.20 | | |
| MHSA Manager: provide oversight of program; establish & maintain relationships w/property managers & community behavioral healthcare providers. Coordinate w/CBHS' TAY Access team, provide clinical leadership agency-wide, supervise direct service staff. On-site assessment & therapy to clients in LSYS' drop-in centers. Min Qualifications: MSW or related field; 2 years management and supervisory experience; 3 – 5 years experience providing clinical services with high-risk youth; experience working with homeless population. .67 FTE x \$50,000 = \$33,500 | 33,500 | 0.67 | | |
| Housing Specialist: responsible for managing sub-lease agreements w/participants, collecting & managing rental payments, providing eviction prevention services, individual & group life skills coaching. Intake/assessment, case planning & contracting, resource brokerage & referral, case coordination & advocacy, follow up & aftercare, recordkeeping. Assists w/move-ins, manages relationships w/building managers. Min Qualifications: BA/BS or MA/MS in counseling, social work, or psychology; 2-3 years of experience working with high-risk youth in a shelter and/or transitional or supportive housing program(s). 1.0 FTE x \$40,000 per year = \$40,000 | 40,000 | 1.00 | | |
| Peer Counselor: provide individual peer counseling on issues of drug & alcohol use/abuse; attend substance abuse specialists and ACT team meetings; provide info and referrals to participants; develop & evaluate groups as needed; record keeping. Min Qualifications: Knowledge of and experience working with youth. Knowledge of drug and alcohol issues including: symptoms of use and abuse, recovery and treatment philosophies, issues for homeless youth who are actively using substances. Knowledge of mental health issues including: symptoms of mental health disorders. 2.0 FTE x \$30,000 per year = \$60,000 | 60,000 | 2.00 | | |
| Peer Vocational Counselor: responsible for modeling ideals of professionalism while providing positive reinforcement as well as constructive criticism to program trainees. Min Qualifications: Knowledge of and experience working with youth, especially at-risk, homeless or runaway youth. Knowledge of Harm Reduction model, including appropriate applications in an employment setting. California Driver's license with clean driving record. 1.0 FTE x \$31,000 per year = \$31,000 | 31,000 | 1.00 | | |

| | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|--|--|
| <p>Case Manager (PS): identify TAY in need of peer-based support; intake & assessment, case planning & contracting, individual & group counseling, resource brokerage & referral, case coordination & advocacy, financial assistance services, follow up & aftercare, and record keeping. Min Qualifications: MA/MS in social work, counseling or psychology or 3-4 years experience working with high-risk youth in a residential setting. Ability to identify, assess and intervene effectively with mental health symptoms and behaviors, Ability to notice symptoms of use and abuse; working knowledge of recovery and treatment philosophies. Working knowledge of issues facing homeless youth.</p> <p>1.0 FTE x \$42,800 per year = \$42,800</p> | 42,800 | 1.00 | | |
| <p>Case Manager (SS): identify TAY in need of supportive services linked to housing, intake & assessment, case planning & contracting, individual & group counseling, resource brokerage & referral, case coordination & advocacy, financial assistance services, follow up & aftercare, and record keeping. Min Qualifications: A/MS in social work, counseling or psychology or 3-4 years experience working with high-risk youth in a residential setting. Ability to identify, assess and intervene effectively with mental health symptoms and behaviors, Ability to notice symptoms of use and abuse; working knowledge of recovery and treatment philosophies. Working knowledge of issues facing homeless youth.</p> <p>1.0 FTE x \$38,000 per year = \$38,000</p> | 38,000 | 1.00 | | |
| <p>Chief of Research & Evaluation: provides senior leadership of evaluation efforts, including developing & tracking measures to assess the success of program. Min Qualifications: MA/MS or PhD with six to ten years of management and evaluation experience. Extensive experience evaluating and researching programs serving adolescent population, including homeless and runaway youth. Previous experience with staff supervision and training; and budget management. Technical expertise and knowledge of databases and computers required. Excellent written and verbal skills.</p> <p>.09 FTE x \$83,800 per year = \$7,542</p> | 7,542 | 0.09 | | |
| <p>Data Entry Specialist: coordinate data collection and data entry, prepare reports on services provided with MHSA funds. Min Qualifications: Previous data entry experience (2+ years). Proficient in Microsoft Office (Assess, Excel, Word and Outlook). High School Diploma. Ability to perform clerical tasks. Experience working in a social services setting</p> <p>1.0 FTE x \$31,200 per year = \$31,200</p> | 31,200 | 1.00 | | |
| <p>Facilities Manager: responsible for oversight of facility maintenance for sites across the Larkin Street continuum. Min Qualifications: 3 - 5 years experience overseeing physical plant operations across multiple sites, including budget management.</p> <p>.10 FTE x \$56,600 per year = \$5,660</p> | 5,660 | 0.10 | | |
| <p>Hire Up Day Labor Supervisor: develop employment opportunities for youth, provide on-the-job training and supervision, work closely w/Peer Vocational counselor. Min Qualification: BA/BS in social work, psychology or related field.</p> <p>2-4 years of management and supervisory experience. Previous experience overseeing program design and development, implementation and operations; staff supervision and training; and budget management. Experience working with homeless, out-of-school youth in a supported employment environment.</p> <p>.40 FTE x \$35,000 per year = \$14,000</p> | 14,000 | 0.40 | | |

| | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|--------------|------|
| Manager of Lark Inn Shelter: oversee the operations of the Lark Inn shelter in which milieu activities are provided to shelter residents, and help encourage youth participation in milieu and Day Labor activities. Supervise the Peer-Based Case Manager. Min Qualifications: B.A., M.A. preferred, in related field (psychology, social work, counseling, public administration). 2 - 3 years experience in a shelter or residential setting. Experience working with homeless and runaway youth. Two years' program management and supervision. Experience leading a multi-cultural staff. .10 FTE x \$54,600 per year = \$5,460 | 5,460 | 0.10 | | |
| Director of Residential Services .06 FTE x \$76,000 per year = \$4,793 | | | \$ 4,793.00 | 0.06 |
| Outreach Manager .38 FTE x \$42,000 per year = \$15,750 | | | \$ 15,750.00 | 0.38 |
| Outreach Case Manager .30 FTE x \$36,500 per year = \$10,950 | | | \$ 10,950.00 | 0.30 |
| Outreach Counselor 1.0 FTE x \$30,000 per year = \$30,000 | | | \$ 30,000.00 | 1.00 |
| TOTAL SALARIES | \$340,213 | | \$61,493 | |

| | | | | |
|-----------------------------|----------|--|----------|--|
| Workers Comp Insurance 2.0% | \$6,804 | | \$1,230 | |
| Health Insurance 10.0% | \$34,021 | | \$6,149 | |
| Payroll Taxes - FICA 7.65% | \$26,026 | | \$4,704 | |
| Payroll Taxes - SUI 1.45% | \$4,933 | | \$892 | |
| TOTAL BENEFITS | \$71,785 | | \$12,975 | |

TOTAL SALARIES & BENEFITS **\$411,998** **\$74,468**

Operating Expenses

Formulas to be expressed with FTE's, square footage, or % of program within agency - not as a Occupancy:

Rent:

Rental of staff office space at \$1.49 per sq. ft. per month x 1395 sq. ft. x 12 months = \$24,943 + Rental of space at Lark Inn shelter for milieu services at \$.75 per sq. ft. per month x 890 sq. ft. x 12 months = \$8,010 \$ 29,584.00

Rental of Drop In Center at \$27,000 annually, or \$2,250/mo.

\$ 5,553.00

Utilities:

Elec, Water, Gas, Phone, Scavenger:

Based on last year's experience of \$8,449 \$ 8,449.00

Based on last year's experience of \$2,000

\$ 2,000.00

Building Maintenance:

Building Maintenance Supplies and Repair = \$3,352 \$ 3,352.00

Custodian costs = \$1,288 \$ 1,288.00

Custodian costs = \$500

\$ 500.00

Total Occupancy: **\$42,673**

\$8,053

Materials and Supplies:

Office Supplies:

Desk supplies for program staff = \$550 \$ 550.00

Computer Supplies for program staff = \$2,400 \$ 2,400.00

Printing/Reproduction:

Program/Medical Supplies:

Client Travel: \$603 Muni passes x 12 months + 105 bus rides @ \$2 x 12 months = \$9756 \$ 9,750

Client Activity: \$150 x 52 weekly activities \$ 7,800

| | | |
|-------------------------------------------------------------------------------------------------------------|------------------|------------|
| Rental Subsidies: \$12,200 HSP x 12 months + \$8,500 TRH x 12 months | \$ 248,400 | |
| Rental Subsidies Repair & Maintenance: based on last year's experience | \$ 15,000 | |
| Utility Subsidies: based on last year's experience | \$ 24,000 | |
| Client Move-in Costs: household supplies & small furniture for clients - based on last year's experience | \$ 7,082 | |
| Awards & Incentives: \$70 x 12 months | \$ 840 | |
| Stipends: client intern \$200/week x 52 weeks | \$ 10,400 | |
| Total Materials and Supplies: | \$326,222 | \$0 |

General Operating:

Insurance:

Total annual agency cost for insurance = \$43,143, with \$292 per FTE. This project includes 8.73 FTE, or \$2,549 total.

Total annual agency cost for insurance = \$43,143, with \$292 per FTE. This project includes 1.74 FTE, or \$508 total.

Staff Training:

Rental of Equipment:

Total General Operating: \$2,549 \$500

Staff Travel (Local & Out of Town):

Local travel with Agency vans, total annual agency cost for vans = \$24,560, with \$166 per FTE. This project includes 8.73 FTE, or \$1,449 total.

\$1,283 \$0

Consultants/Subcontractors:

Psychiatrist Saul Zelan will provide support and technical expertise of a clinical nature to all direct service staff. Attends team meetings and participates in discussions regarding TAY and peer services clients.

\$ 49,344.00

Total Consultants/Subcontractors: \$49,344 \$0

TOTAL OPERATING COSTS: \$422,071 \$8,553

CAPITAL EXPENDITURES: (If needed - A unit valued at \$5,000 or more) \$547,320

TOTAL DIRECT COSTS (Salaries & Benefits plus Operating Costs): \$1,381,389 \$83,021

CONTRACT TOTAL: \$1,519,158

Appendix C
Insurance Waiver

RESERVED

Appendix D Additional Terms

1. HIPAA

The parties acknowledge that CITY is a Covered Entity as defined in the Healthcare Insurance Portability and Accountability Act of 1996 ("HIPAA") and is therefore required to abide by the Privacy Rule contained therein. The parties further agree that CONTRACTOR falls within the following definition under the HIPAA regulations:

- ☒ A Covered Entity subject to HIPAA and the Privacy Rule contained therein; or
- ☐ A Business Associate subject to the terms set forth in Appendix E;
- ☐ Not Applicable, CONTRACTOR will not have access to Protected Health Information.

2. THIRD PARTY BENEFICIARIES

No third parties are intended by the parties hereto to be third party beneficiaries under this Agreement, and no action to enforce the terms of this Agreement may be brought against either party by any person who is not a party hereto.

3. CERTIFICATION REGARDING LOBBYING

CONTRACTOR certifies to the best of its knowledge and belief that:

A. No federally appropriated funds have been paid or will be paid, by or on behalf of CONTRACTOR to any persons for influencing or attempting to influence an officer or an employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the entering into of any federal cooperative agreement, or the extension, continuation, renewal, amendment, or modification of a federal contract, grant, loan or cooperative agreement.

B. If any funds other than federally appropriated funds have been paid or will be paid to any persons for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan or cooperative agreement, CONTRACTOR shall complete and submit Standard Form -111, "Disclosure Form to Report Lobbying," in accordance with the form's instructions.

C. CONTRACTOR shall require the language of this certification be included in the award documents for all subawards at all tiers, (including subcontracts, subgrants, and contracts under grants, loans and cooperation agreements) and that all subrecipients shall certify and disclose accordingly.

D. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

4. MATERIALS REVIEW

CONTRACTOR agrees that all materials, including without limitation print, audio, video, and electronic materials, developed, produced, or distributed by personnel or with funding under this Agreement shall be subject to review and approval by the Contract Administrator prior to such production, development or distribution. CONTRACTOR agrees to provide such materials sufficiently in advance of any deadlines to allow for adequate review. CITY agrees to conduct the review in a manner which does not impose unreasonable delays.

Appendix E

BUSINESS ASSOCIATE ADDENDUM

This Business Associate Addendum is entered into to address the privacy and security protections for certain information as required by federal law. City and County of San Francisco is the Covered Entity and is referred to below as "CE". The CONTRACTOR is the Business Associate and is referred to below as "BA".

RECITALS

- A. CE wishes to disclose certain information to BA pursuant to the terms of the Contract, some of which may constitute Protected Health Information ("PHI") (defined below).
- B. CE and BA intend to protect the privacy and provide for the security of PHI disclosed to BA pursuant to the Contract in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("the HITECH Act"), and regulations promulgated thereunder by the U.S. Department of Health and Human Services (the "HIPAA Regulations") and other applicable laws.
- C. As part of the HIPAA Regulations, the Privacy Rule and the Security Rule (defined below) require CE to enter into a contract containing specific requirements with BA prior to the disclosure of PHI, as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(e) and 164.504(e) of the Code of Federal Regulations ("C.F.R.") and contained in this Addendum.

In consideration of the mutual promises below and the exchange of information pursuant to this Addendum, the parties agree as follows:

1. Definitions

- a. **Breach** shall have the meaning given to such term under the HITECH Act [42 U.S.C. Section 17921].
- b. **Business Associate** shall have the meaning given to such term under the Privacy Rule, the Security Rule, and the HITECH Act, including, but not limited to, 42 U.S.C. Section 17938 and 45 C.F.R. Section 160.103.
- c. **Covered Entity** shall have the meaning given to such term under the Privacy Rule and the Security Rule, including, but not limited to, 45 C.F.R. Section 160.103.
- d. **Data Aggregation** shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
- e. **Designated Record Set** shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
- f. **Electronic Protected Health Information** means Protected Health Information that is maintained in or transmitted by electronic media.

- g. **Electronic Health Record** shall have the meaning given to such term in the HITECH Act, including, but not limited to, 42 U.S.C. Section 17921.
- h. **Health Care Operations** shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
- i. **Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.
- j. **Protected Health Information or PHI** means any information, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; and (ii) that identifies the individual or with respect to where there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501. Protected Health Information includes Electronic Protected Health Information [45 C.F.R. Sections 160.103, 164.501].
- k. **Protected Information** shall mean PHI provided by CE to BA or created or received by BA on CE's behalf.
- l. **Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.
- m. **Unsecured PHI** shall have the meaning given to such term under the HITECH Act and any guidance issued pursuant to such Act including, but not limited to, 42 U.S.C. Section 17932(h).

2. **Obligations of Business Associate**

- a. **Permitted Uses.** BA shall not use Protected Information except for the purpose of performing BA's obligations under the Contract and as permitted under the Contract and Addendum. Further, BA shall not use Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so used by CE. However, BA may use Protected Information (i) for the proper management and administration of BA, (ii) to carry out the legal responsibilities of BA, or (iii) for Data Aggregation purposes for the Health Care Operations of CE [45 C.F.R. Sections 164.504(e)(2)(i), 164.504(e)(2)(ii)(A) and 164.504(e)(4)(i)].
- b. **Permitted Disclosures.** BA shall not disclose Protected Information except for the purpose of performing BA's obligations under the Contract and as permitted under the Contract and Addendum. BA shall not disclose Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so disclosed by CE. However, BA may disclose Protected Information (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes for the Health Care Operations of CE. If BA discloses Protected Information to a third party, BA must obtain, prior to making any such disclosure, (i) reasonable *written* assurances from such third party that such Protected Information will be held confidential as provided pursuant to this Addendum and only disclosed as required by law or for the purposes for which it was disclosed to such third party, and (ii) a *written* agreement from such third party to immediately notify BA of any breaches of confidentiality of the Protected Information, to the extent it has obtained knowledge of such breach [42 U.S.C.

Section 17932; 45 C.F.R. Sections 164.504(e)(2)(i), 164.504(e)(2)(i)(B), 164.504(e)(2)(ii)(A) and 164.504(e)(4)(ii)].

- c. **Prohibited Uses and Disclosures.** BA shall not use or disclose Protected Information for fundraising or marketing purposes. BA shall not disclose Protected Information to a health plan for payment or health-care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the PHI solely relates 42 U.S.C. Section 17935(a). BA shall not directly or indirectly receive remuneration in exchange for Protected Information, except with the prior written consent of CE and as permitted by the HITECH Act, 42 U.S.C. Section 17935(d)(2); however, this prohibition shall not affect payment by CE to BA for services provided pursuant to the Contract.
- d. **Appropriate Safeguards.** BA shall implement appropriate safeguards as are necessary to prevent the use or disclosure of Protected Information otherwise than as permitted by the Contract or Addendum, including, but not limited to, administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the Protected Information, in accordance with 45 C.F.R. Section 164.308(b)]. BA shall comply with the policies and procedures and documentation requirements of the HIPAA Security Rule, including, but not limited to, 45 C.F.R. Section 164.316 [42 U.S.C. Section 17931]
- e. **Reporting of Improper Access, Use or Disclosure.** BA shall report to CE in writing of any access, use or disclosure of Protected Information not permitted by the Contract and Addendum, and any Breach of Unsecured PHI of which it becomes aware without unreasonable delay and in no case later than 10 calendar days after discovery [42 U.S.C. Section 17921; 45 C.F.R. Section 164.504(e)(2)(ii)(C); 45 C.F.R. Section 164.308(b)].
- f. **Business Associate's Agents.** BA shall ensure that any agents, including subcontractors, to whom it provides Protected Information, agree in writing to the same restrictions and conditions that apply to BA with respect to such PHI. If BA creates, maintains, receives or transmits electronic PHI on behalf of CE, then BA shall implement the safeguards required by paragraph c above with respect to Electronic PHI [45 C.F.R. Section 164.504(e)(2)(ii)(D); 45 C.F.R. Section 164.308(b)]. BA shall implement and maintain sanctions against agents and subcontractors that violate such restrictions and conditions and shall mitigate the effects of any such violation (see 45 C.F.R. Sections 164.530(f) and 164.530(e)(1)).
- g. **Access to Protected Information.** BA shall make Protected Information maintained by BA or its agents or subcontractors available to CE for inspection and copying within ten (10) days of a request by CE to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.524 [45 C.F.R. Section 164.504(e)(2)(ii)(E)]. If BA maintains an Electronic Health Record, BA shall provide such information in electronic format to enable CE to fulfill its obligations under the HITECH Act, including, but not limited to, 42 U.S.C. Section 17935(e).
- h. **Amendment of PHI.** Within ten (10) days of receipt of a request from CE for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, BA or its agents or subcontractors shall make such Protected Information available to CE for amendment and incorporate any such amendment to enable CE to fulfill its obligation under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.526. If any individual requests an amendment of Protected

Information directly from BA or its agents or subcontractors, BA must notify CE in writing within five (5) days of the request. Any approval or denial of amendment of Protected Information maintained by BA or its agents or subcontractors shall be the responsibility of CE [45 C.F.R. Section 164.504(e)(2)(ii)(F)].

- i. **Accounting Rights.** Within ten (10) calendar days of notice by CE of a request for an accounting for disclosures of Protected Information or upon any disclosure of Protected Information for which CE is required to account to an individual, BA and its agents or subcontractors shall make available to CE the information required to provide an accounting of disclosures to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.528, and the HITECH Act, including but not limited to 42 U.S.C. Section 17935(c), as determined by CE. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents or subcontractors for at least six (6) years prior to the request. However, accounting of disclosures from an Electronic Health Record for treatment, payment or health care operations purposes are required to be collected and maintained for only three (3) years prior to the request, and only to the extent that BA maintains an electronic health record and is subject to this requirement. At a minimum, the information collected and maintained shall include: (i) the date of disclosure; (ii) the name of the entity or person who received Protected Information and, if known, the address of the entity or person; (iii) a brief description of Protected Information disclosed; and (iv) a brief statement of purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure. In the event that the request for an accounting is delivered directly to BA or its agents or subcontractors, BA shall within five (5) calendar days of a request forward it to CE in writing. It shall be CE's responsibility to prepare and deliver any such accounting requested. BA shall not disclose any Protected Information except as set forth in Sections 2.b. of this Addendum [45 C.F.R. Sections 164.504(e)(2)(ii)(G) and 165.528]. The provisions of this subparagraph h shall survive the termination of this Agreement.
- j. **Governmental Access to Records.** BA shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to CE and to the Secretary of the U.S. Department of Health and Human Services (the "Secretary") for purposes of determining BA's compliance with the Privacy Rule [45 C.F.R. Section 164.504(e)(2)(ii)(H)]. BA shall provide to CE a copy of any Protected Information that BA provides to the Secretary concurrently with providing such Protected Information to the Secretary.
- k. **Minimum Necessary.** BA (and its agents or subcontractors) shall request, use and disclose only the minimum amount of Protected Information necessary to accomplish the purpose of the request, use or disclosure. [42 U.S.C. Section 17935(b); 45 C.F.R. Section 164.514(d)(3)] BA understands and agrees that the definition of "minimum necessary" is in flux and shall keep itself informed of guidance issued by the Secretary with respect to what constitutes "minimum necessary."
- l. **Data Ownership.** BA acknowledges that BA has no ownership rights with respect to the Protected Information.
- m. **Business Associate's Insurance.** BA shall maintain a sufficient amount of insurance to adequately address risks associated with BA's use and disclosure of Protected Information under this Addendum.

- n. **Notification of Breach.** During the term of the Contract, BA shall notify CE within twenty-four (24) hours of any suspected or actual breach of security, intrusion or unauthorized use or disclosure of PHI of which BA becomes aware and/or any actual or suspected use or disclosure of data in violation of any applicable federal or state laws or regulations. BA shall take (i) prompt corrective action to cure any such deficiencies and (ii) any action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations.
- o. **Breach Pattern or Practice by Covered Entity.** Pursuant to 42 U.S.C. Section 17934(b), if the BA knows of a pattern of activity or practice of the CE that constitutes a material breach or violation of the CE's obligations under the Contract or Addendum or other arrangement, the BA must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, the BA must terminate the Contract or other arrangement if feasible, or if termination is not feasible, report the problem to the Secretary of DHHS. BA shall provide written notice to CE of any pattern of activity or practice of the CE that BA believes constitutes a material breach or violation of the CE's obligations under the Contract or Addendum or other arrangement within five (5) calendar days of discovery and shall meet with CE to discuss and attempt to resolve the problem as one of the reasonable steps to cure the breach or end the violation.
- p. **Audits, Inspection and Enforcement.** Within ten (10) calendar days of a written request by CE, BA and its agents or subcontractors shall allow CE to conduct a reasonable inspection of the facilities, systems, books, records, agreements, policies and procedures relating to the use or disclosure of Protected Information pursuant to this Addendum for the purpose of determining whether BA has complied with this Addendum; provided, however, that (i) BA and CE shall mutually agree in advance upon the scope, timing and location of such an inspection, (ii) CE shall protect the confidentiality of all confidential and proprietary information of BA to which CE has access during the course of such inspection; and (iii) CE shall execute a nondisclosure agreement, upon terms mutually agreed upon by the parties, if requested by BA. The fact that CE inspects, or fails to inspect, or has the right to inspect, BA's facilities, systems, books, records, agreements, policies and procedures does not relieve BA of its responsibility to comply with this Addendum, nor does CE's (i) failure to detect or (ii) detection, but failure to notify BA or require BA's remediation of any unsatisfactory practices, constitute acceptance of such practice or a waiver of CE's enforcement rights under the Contract or Addendum, BA shall notify CE within ten (10) calendar days of learning that BA has become the subject of an audit, compliance review, or complaint investigation by the Office for Civil Rights.

3. Termination

- a. **Material Breach.** A breach by BA of any provision of this Addendum, as determined by CE, shall constitute a material breach of the Contract and shall provide grounds for immediate termination of the Contract, any provision in the Contract to the contrary notwithstanding. [45 C.F.R. Section 164.504(e)(2)(iii)].
- b. **Judicial or Administrative Proceedings.** CE may terminate the Contract, effective immediately, if (i) BA is named as a defendant in a criminal proceeding for a violation of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws or (ii) a finding or stipulation that the BA has violated any standard or requirement of HIPAA, the HITECH Act, the HIPAA Regulations or other

security or privacy laws is made in any administrative or civil proceeding in which the party has been joined.

- c. **Effect of Termination.** Upon termination of the Contract for any reason, BA shall, at the option of CE, return or destroy all Protected Information that BA or its agents or subcontractors still maintain in any form, and shall retain no copies of such Protected Information. If return or destruction is not feasible, as determined by CE, BA shall continue to extend the protections of Section 2 of this Addendum to such information, and limit further use of such PHI to those purposes that make the return or destruction of such PHI infeasible [45 C.F.R. Section 164.504(e)(ii)(2)(I)]. If CE elects destruction of the PHI, BA shall certify in writing to CE that such PHI has been destroyed.

4. **Limitation of Liability**

Any limitations of liability as set forth in the contract shall not apply to damages related to a breach of the BA's privacy or security obligations under the Contract or Addendum.

5. **Disclaimer**

CE makes no warranty or representation that compliance by BA with this Addendum, HIPAA, the HITECH Act, or the HIPAA Regulations will be adequate or satisfactory for BA's own purposes. BA is solely responsible for all decisions made by BA regarding the safeguarding of PHI.

6. **Certification**

To the extent that CE determines that such examination is necessary to comply with CE's legal obligations pursuant to HIPAA relating to certification of its security practices, CE or its authorized agents or contractors, may, at CE's expense, examine BA's facilities, systems, procedures and records as may be necessary for such agents or contractors to certify to CE the extent to which BA's security safeguards comply with HIPAA, the HITECH Act, the HIPAA Regulations or this Addendum.

7. **Amendment**

- a. **Amendment to Comply with Law.** The parties acknowledge that state and federal laws relating to data security and privacy are rapidly evolving and that amendment of the Contract or Addendum may be required to provide for procedures to ensure compliance with such developments. The parties specifically agree to take action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule and other applicable laws relating to the security or confidentiality of PHI. The parties understand and agree that CE must receive satisfactory written assurance from BA that BA will adequately safeguard all Protected Information. Upon the request of either party, the other party agrees to promptly enter into negotiations concerning the terms of an amendment to this Addendum embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule or other applicable laws. CE may terminate the Contract upon thirty (30) calendar days written notice in the event (i) BA does not promptly enter into negotiations to amend the Contract or Addendum when requested by CE pursuant to this Section or (ii) BA does not enter into an amendment to the Contract or Addendum providing assurances regarding the safeguarding of PHI that

CE, in its sole discretion, deems sufficient to satisfy the standards and requirements of applicable laws.

8. Assistance in Litigation or Administrative Proceedings

BA shall make itself, and any subcontractors, employees or agents assisting BA in the performance of its obligations under the Contract or Addendum, available to CE, at no cost to CE, to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against CE, its directors, officers or employees based upon a claimed violation of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule, or other laws relating to security and privacy, except where BA or its subcontractor, employee or agent is a named adverse party.

9. No Third-Party Beneficiaries

Nothing express or implied in the Contract or Addendum is intended to confer, nor shall anything herein confer, upon any person other than CE, BA and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.

10. Effect on Contract

Except as specifically required to implement the purposes of this Addendum, or to the extent inconsistent with this Addendum, all other terms of the Contract shall remain in force and effect.

11. Interpretation

The provisions of this Addendum shall prevail over any provisions in the Contract that may conflict or appear inconsistent with any provision in this Addendum. This Addendum and the Contract shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule. The parties agree that any ambiguity in this Addendum shall be resolved in favor of a meaning that complies and is consistent with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule.

12. Replaces and Supersedes Previous Business Associate Addendums or Agreements

This Business Associate Addendum replaces and supersedes any previous business associate addendums or agreements between the parties hereto.

Appendix F
Invoice

**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR
COST REIMBURSEMENT INVOICE**

Appendix
PAGE A

Control Number

Contractor: Larkin Street Youth Services

Address: 701 Sutter Street, San Francisco, CA 94109

Tel. No.: (415) 923-1378

Funding Term: 07/01/2010 - 06/30/2011

PHP Division: Community Behavioral Health Services

INVOICE NUMBER: M11 JL 0

Ct. Blanket No.: BPHM TBD

User Cd

Ct. PO No.: POHM TBD

Fund Source: MHSA - Prop 63

Invoice Period: July 2010

Final Invoice: (Check if Yes)

ACE Control Number:

| Program/Exhibit | TOTAL CONTRACTED | | DELIVERED THIS PERIOD | | DELIVERED TO DATE | | % OF TOTAL | | REMAINING DELIVERABLES | | % OF TOTAL | |
|-----------------------------------|------------------|-----|-----------------------|-----|-------------------|-----|------------|-----|------------------------|-----|------------|------|
| | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC |
| B-1 Housing Service Partnership | | | | | | | | | | | | |
| 60/ 70 CS-Client Hsng Support Exp | 3,723 | 12 | | | - | - | 0% | 0% | 3,723 | 12 | 100% | 100% |

Unduplicated Counts for AIDS Use Only.

| Description | BUDGET | EXPENSES THIS PERIOD | EXPENSES TO DATE | % OF BUDGET | REMAINING BALANCE |
|------------------------------------------------|----------------------|----------------------|------------------|--------------|----------------------|
| Total Salaries | \$ 35,784.00 | \$ - | \$ - | 0.00% | \$ 35,784.00 |
| Fringe Benefits | \$ 7,550.00 | \$ - | \$ - | 0.00% | \$ 7,550.00 |
| Total Personnel Expenses | \$ 43,334.00 | \$ - | \$ - | 0.00% | \$ 43,334.00 |
| Operating Expenses: | | | | | |
| Occupancy | \$ 1,918.00 | \$ - | \$ - | 0.00% | \$ 1,918.00 |
| Materials and Supplies | \$ - | \$ - | \$ - | 0.00% | \$ - |
| General Operating | \$ 225.00 | \$ - | \$ - | 0.00% | \$ 225.00 |
| Staff Travel | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Consultant/Subcontractor | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Other: Client Travel, Rental Subsidies, Rental | \$ 172,432.00 | \$ - | \$ - | 0.00% | \$ 172,432.00 |
| Subsidies Repair & Maint, Utility Subsidies, | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Client move-in costs. | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Total Operating Expenses | \$ 174,575.00 | \$ - | \$ - | 0.00% | \$ 174,575.00 |
| Capital Expenditures | \$ - | \$ - | \$ - | 0.00% | \$ - |
| TOTAL DIRECT EXPENSES | \$ 217,909.00 | \$ - | \$ - | 0.00% | \$ 217,909.00 |
| Indirect Expenses | \$ 26,150.00 | \$ - | \$ - | 0.00% | \$ 26,150.00 |
| TOTAL EXPENSES | \$ 244,059.00 | \$ - | \$ - | 0.00% | \$ 244,059.00 |
| Less: Initial Payment Recovery | | | | | |
| Other Adjustments (DPH use only) | | | | | |
| REIMBURSEMENT | | \$ - | | | |

NOTES:

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: _____

Date: _____

Printed Name: _____

Title: _____

Phone: _____

Send to: DPH Fiscal Invoice Processing
1380 Howard St 4th Floor
San Francisco CA 94103-2614

DPH Authorization for Payment

Authorized Signatory

Date

**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR
COST REIMBURSEMENT INVOICE**

Appendix F
PAGE A

Control Number

Contractor: Larkin Street Youth Services

Address: 701 Sutter Street, San Francisco, CA 94109

Tel. No.: (415) 923-1378

Funding Term: 07/01/2010 - 06/30/2011

PHP Division: Community Behavioral Health Services

INVOICE NUMBER: M12 JL 0

Ct. Blanket No.: BPHM TBD

Ct. PO No.: POHM TBD

Fund Source: MHSA - Prop 63

Invoice Period: July 2010

Final Invoice: (Check if Yes)

ACE Control Number:

| Program/Exhibit | TOTAL CONTRACTED | | DELIVERED THIS PERIOD | | DELIVERED TO DATE | | % OF TOTAL | | REMAINING DELIVERABLES | | % OF TOTAL | |
|--------------------------------------|------------------|------|-----------------------|-----|-------------------|-----|------------|-----|------------------------|-----|------------|------|
| | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC |
| 3-1 Transitional Residential Housing | | | | | | | | | | | | |
| 10/ 70 CS-Client Hsg Support Exp | 3,103 | 10.0 | | | - | - | 0% | 0% | 3,103 | 10 | 100% | 100% |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |

Induplicated Counts for AIDS Use Only.

| Description | BUDGET | EXPENSES THIS PERIOD | EXPENSES TO DATE | % OF BUDGET | REMAINING BALANCE |
|------------------------------------------------|----------------------|----------------------|------------------|--------------|----------------------|
| Salaries | \$ 25,134.00 | \$ - | \$ - | 0.00% | \$ 25,134.00 |
| Benefits | \$ 5,303.00 | \$ - | \$ - | 0.00% | \$ 5,303.00 |
| Total Personnel Expenses | \$ 30,437.00 | \$ - | \$ - | 0.00% | \$ 30,437.00 |
| Operating Expenses: | | | | | |
| Occupancy | \$ 1,731.00 | \$ - | \$ - | 0.00% | \$ 1,731.00 |
| Materials and Supplies | \$ - | \$ - | \$ - | 0.00% | \$ - |
| General Operating | \$ 170.00 | \$ - | \$ - | 0.00% | \$ 170.00 |
| Staff Travel | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Consultant/Subcontractor | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Other: Client Travel, Rental Subsidies, Rental | \$ 124,000.00 | \$ - | \$ - | 0.00% | \$ 124,000.00 |
| Subsidies Repair & Maint, Utility Subsidies. | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Clients move-in Cost, | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Total Operating Expenses | \$ 125,901.00 | \$ - | \$ - | 0.00% | \$ 125,901.00 |
| Capital Expenditures | \$ - | \$ - | \$ - | 0.00% | \$ - |
| TOTAL DIRECT EXPENSES | \$ 156,338.00 | \$ - | \$ - | 0.00% | \$ 156,338.00 |
| Indirect Expenses | \$ 18,761.00 | \$ - | \$ - | 0.00% | \$ 18,761.00 |
| TOTAL EXPENSES | \$ 175,099.00 | \$ - | \$ - | 0.00% | \$ 175,099.00 |
| Less: Initial Payment Recovery | | | | | |
| Other Adjustments (DPH use only) | | | | | |
| REIMBURSEMENT | | \$ - | | | |

NOTES:

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: _____

Date: _____

Printed Name: _____

Title: _____

Phone: _____

Send to: DPH Fiscal Invoice Processing
1380 Howard St 4th Floor
San Francisco CA 94103-2614

DPH Authorization for Payment

Authorized Signatory

Date

**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR
COST REIMBURSEMENT INVOICE**

Appendix F
PAGE A

Control Number

Contractor: Larkin Street Youth Services

Address: 701 Sutter Street, San Francisco, CA 94109

Tel. No.: (415) 923-1378

Funding Term: 07/01/2010 - 06/30/2011

PHP Division: Community Behavioral Health Services

INVOICE NUMBER: M13 JL 0

Ct.Blanket No.: BPHM TBD

Ct. PO No.: POHM TBD

Fund Source: MHSA - Prop 63

Invoice Period: July 2010

Final Invoice: (Check if Yes)

ACE Control Number:

| Program/Exhibit | TOTAL CONTRACTED | | DELIVERED THIS PERIOD | | DELIVERED TO DATE | | % OF TOTAL | | REMAINING DELIVERABLES | | % OF TOTAL | |
|-------------------------------------|------------------|-----|-----------------------|-----|-------------------|-----|------------|-----|------------------------|-----|------------|------|
| | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC |
| B-1 Supportive Housing Svcs for TAY | | | | | | | | | | | | |
| 60/ 70 CS-Client Hsng Support Exp | 1,485 | 60 | | | - | - | 0% | 0% | 1,485 | 60 | 100% | 100% |
| | | | | | | | | | | | | |

Unduplicated Counts for AIDS Use Only.

| Description | BUDGET | EXPENSES THIS PERIOD | EXPENSES TO DATE | % OF BUDGET | REMAINING BALANCE |
|--------------------------------------|----------------------|----------------------|------------------|--------------|----------------------|
| Total Salaries | \$ 117,235.00 | \$ - | \$ - | 0.00% | \$ 117,235.00 |
| Fringe Benefits | \$ 24,737.00 | \$ - | \$ - | 0.00% | \$ 24,737.00 |
| Total Personnel Expenses | \$ 141,972.00 | \$ - | \$ - | 0.00% | \$ 141,972.00 |
| Operating Expenses: | | | | | |
| Occupancy | \$ 11,801.00 | \$ - | \$ - | 0.00% | \$ 11,801.00 |
| Materials and Supplies | \$ 350.00 | \$ - | \$ - | 0.00% | \$ 350.00 |
| General Operating | \$ 870.00 | \$ - | \$ - | 0.00% | \$ 870.00 |
| Staff Travel | \$ 350.00 | \$ - | \$ - | 0.00% | \$ 350.00 |
| Consultant/Subcontractor | \$ 26,012.00 | \$ - | \$ - | 0.00% | \$ 26,012.00 |
| Other: Custodian, Computer Supplies, | \$ 2,574.00 | \$ - | \$ - | 0.00% | \$ 2,574.00 |
| Awards & Incentives | \$ - | \$ - | \$ - | 0.00% | \$ - |
| | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Total Operating Expenses | \$ 41,957.00 | \$ - | \$ - | 0.00% | \$ 41,957.00 |
| Capital Expenditures | \$ - | \$ - | \$ - | 0.00% | \$ - |
| TOTAL DIRECT EXPENSES | \$ 183,929.00 | \$ - | \$ - | 0.00% | \$ 183,929.00 |
| Indirect Expenses | \$ 22,071.00 | \$ - | \$ - | 0.00% | \$ 22,071.00 |
| TOTAL EXPENSES | \$ 206,000.00 | \$ - | \$ - | 0.00% | \$ 206,000.00 |
| Less: Initial Payment Recovery | | | | | |
| Other Adjustments (DPH use only) | | | | | |
| REIMBURSEMENT | | \$ - | | | |

NOTES:

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: _____

Date: _____

Printed Name: _____

Title: _____

Phone: _____

Send to: DPH Fiscal Invoice Processing
1380 Howard St 4th Floor
San Francisco CA 94103-2614

DPH Authorization for Payment

Authorized Signatory

Date

Jul New Contract 02-07

1768

CMHS/CSAS/CHS 2/7/2011 INVOICE

**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR
COST REIMBURSEMENT INVOICE**

Appendix F
PAGE A

Control Number

Contractor: Larkin Street Youth Services

Address: 701 Sutter Street, San Francisco, CA 94109

Tel. No.: (415) 923-1378

Funding Term: 07/01/2010 - 06/30/2011

PHP Division: Community Behavioral Health Services

INVOICE NUMBER M14 JL 0

Ct. Blanket No.: BPHM TBD

Ct. PO No.: POHM TBD

Fund Source: MHSA Prop 63

Invoice Period: July 2010

Final Invoice: (Check if Yes)

ACE Control Number:

| Program/Exhibit | TOTAL CONTRACTED | | DELIVERED THIS PERIOD | | DELIVERED TO DATE | | % OF TOTAL | | REMAINING DELIVERABLES | | % OF TOTAL | |
|------------------------------|------------------|-----|-----------------------|-----|-------------------|-----|------------|-----|------------------------|-----|------------|------|
| | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC |
| B-1 Peer-Based Center | | | | | | | | | | | | |
| 60/ 70 Other Non-MediCal | 4,285 | 200 | | | - | - | 0% | 0% | 4,285 | 200 | 100% | 100% |
| Client Support Exp | | | | | | | | | | | | |

Unduplicated Counts for AIDS Use Only.

| Description | BUDGET | EXPENSES THIS PERIOD | EXPENSES TO DATE | % OF BUDGET | REMAINING BALANCE |
|---------------------------------------------------|---------------|----------------------|------------------|-------------|-------------------|
| Total Salaries | \$ 162,060.00 | \$ - | \$ - | 0.00% | \$ 162,060.00 |
| ie Benefits | \$ 34,195.00 | \$ - | \$ - | 0.00% | \$ 34,195.00 |
| Total Personnel Expenses | \$ 196,255.00 | \$ - | \$ - | 0.00% | \$ 196,255.00 |
| Operating Expenses: | | | | | |
| Occupancy | \$ 25,935.00 | \$ - | \$ - | 0.00% | \$ 25,935.00 |
| Materials and Supplies | \$ 200.00 | \$ - | \$ - | 0.00% | \$ 200.00 |
| General Operating | \$ 1,284.00 | \$ - | \$ - | 0.00% | \$ 1,284.00 |
| Staff Travel | \$ 933.00 | \$ - | \$ - | 0.00% | \$ 933.00 |
| Consultant/Subcontractor | \$ 23,332.00 | \$ - | \$ - | 0.00% | \$ 23,332.00 |
| Other: Client Travel, Client Activity, Custodian, | \$ 27,954.00 | \$ - | \$ - | 0.00% | \$ 27,954.00 |
| Computer Studies and Stipends | \$ - | \$ - | \$ - | 0.00% | \$ - |
| | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Total Operating Expenses | \$ 79,638.00 | \$ - | \$ - | 0.00% | \$ 79,638.00 |
| Capital Expenditures | \$ - | \$ - | \$ - | 0.00% | \$ - |
| TOTAL DIRECT EXPENSES | \$ 275,893.00 | \$ - | \$ - | 0.00% | \$ 275,893.00 |
| Indirect Expenses | \$ 33,107.00 | \$ - | \$ - | 0.00% | \$ 33,107.00 |
| TOTAL EXPENSES | \$ 309,000.00 | \$ - | \$ - | 0.00% | \$ 309,000.00 |
| Less: Initial Payment Recovery | | | | | |
| Other Adjustments (DPH use only) | | | | | |
| REIMBURSEMENT | | \$ - | | | |

NOTES:

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: _____

Date: _____

Printed Name: _____

Title: _____

Phone: _____

Send to: DPH Fiscal Invoice Processing
1380 Howard St 4th Floor
San Francisco CA 94103-2614

DPH Authorization for Payment

Authorized Signatory

Date

**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR
COST REIMBURSEMENT INVOICE**

Appendix F
PAGE A

Control Number

Contractor: Larkin Street Youth Services

Address: 701 Sutter Street, San Francisco, CA 94109

Tel. No.: (415) 923-1378

Contract Term: 07/01/2010 - 06/30/2011

PHP Division: Community Behavioral Health Services

INVOICE NUMBER: M15 JL 0

Ct. Blanket No.: BPHM TBD

Ct. PO No.: POHM TBD

Fund Source: MHSA - Prop 63

Invoice Period: July 2010

Final Invoice: (Check if Yes)

ACE Control Number:

| Program/Exhibit | TOTAL CONTRACTED | | DELIVERED THIS PERIOD | | DELIVERED TO DATE | | % OF TOTAL | | REMAINING DELIVERABLES | | % OF TOTAL | |
|-------------------------------------------------|------------------|-----|-----------------------|-----|-------------------|-----|------------|---------|------------------------|-----|------------|---------|
| | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC |
| B-1 Capital (Aarti Hotel) | | | | | | | | | | | | |
| Aarti Hotel Master Lease & Capital Improvements | 1 | | | | | | 0% | #DIV/0! | 1 | | 100% | #DIV/0! |

Unduplicated Counts for AIDS Use Only.

| Description | BUDGET | EXPENSES THIS PERIOD | EXPENSES TO DATE | % OF BUDGET | REMAINING BALANCE |
|----------------------------------|---------------|----------------------|------------------|-------------|-------------------|
| Total Salaries | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Fringe Benefits | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Total Personnel Expenses | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Operating Expenses: | | | | | |
| Occupancy | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Materials and Supplies | \$ - | \$ - | \$ - | 0.00% | \$ - |
| General Operating | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Staff Travel | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Consultant/Subcontractor | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Other: | \$ - | \$ - | \$ - | 0.00% | \$ - |
| | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Total Operating Expenses | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Capital Expenditures | \$ 547,320.00 | \$ - | \$ - | 0.00% | \$ 547,320.00 |
| TOTAL DIRECT EXPENSES | \$ 547,320.00 | \$ - | \$ - | 0.00% | \$ 547,320.00 |
| Indirect Expenses | \$ 37,680.00 | \$ - | \$ - | 0.00% | \$ 37,680.00 |
| TOTAL EXPENSES | \$ 585,000.00 | \$ - | \$ - | 0.00% | \$ 585,000.00 |
| Less: Initial Payment Recovery | | | | | |
| Other Adjustments (DPH use only) | | | | | |
| REIMBURSEMENT | | \$ - | | | |

NOTES:

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: _____

Date: _____

Printed Name: _____

Title: _____

Phone: _____

Send to: DPH Fiscal Invoice Processing
1380 Howard St 4th Floor
San Francisco CA 94103-2614

DPH Authorization for Payment

Authorized Signatory _____ Date _____

**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR
COST REIMBURSEMENT INVOICE**

Appendix F
PAGE A

Control Number

INVOICE NUMBER: S02 JL 0

Contractor: Larkin Street Youth Services

Ct. Blanket No.: BPHM TBD

Address: 701 Sutter Street, San Francisco, CA 94109

Ct. PO No.: POHM TBD

Tel. No.: (415) 923-1378

Fund Source: General Fund

Invoice Period: July 2010

Funding Term: 07/01/2010 - 06/30/2011

Final Invoice: (Check if Yes)

PHP Division: Community Behavioral Health Services

ACE Control Number:

| Program/Exhibit | TOTAL CONTRACTED | | DELIVERED THIS PERIOD | | DELIVERED TO DATE | | % OF TOTAL | | REMAINING DELIVERABLES | | % OF TOTAL | |
|--------------------------------------------|------------------|-------|-----------------------|-----|-------------------|-----|------------|-----|------------------------|-------|------------|------|
| | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC | UOS | UDC |
| 3-2 Homeless Youth Substance Abuse Project | | | | | | | | | | | | |
| PriPrev-17 SA-PriPrevention Environmental | 3,619 | 1,500 | | | | | 0% | 0% | 3,619 | 1,500 | 100% | 100% |

Induplicated Counts for AIDS Use Only.

| Description | BUDGET | EXPENSES THIS PERIOD | EXPENSES TO DATE | % OF BUDGET | REMAINING BALANCE |
|----------------------------------|--------------|----------------------|------------------|-------------|-------------------|
| Total Salaries | \$ 61,493.00 | \$ - | \$ - | 0.00% | \$ 61,493.00 |
| Benefits | \$ 12,975.00 | \$ - | \$ - | 0.00% | \$ 12,975.00 |
| Personnel Expenses | \$ 74,468.00 | \$ - | \$ - | 0.00% | \$ 74,468.00 |
| Operating Expenses: | | | | | |
| Occupancy | \$ 7,553.00 | \$ - | \$ - | 0.00% | \$ 7,553.00 |
| Materials and Supplies | \$ - | \$ - | \$ - | 0.00% | \$ - |
| General Operating | \$ 500.00 | \$ - | \$ - | 0.00% | \$ 500.00 |
| Staff Travel | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Consultant/Subcontractor | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Other: Custodian | \$ 500.00 | \$ - | \$ - | 0.00% | \$ 500.00 |
| | \$ - | \$ - | \$ - | 0.00% | \$ - |
| | \$ - | \$ - | \$ - | 0.00% | \$ - |
| Total Operating Expenses | \$ 8,553.00 | \$ - | \$ - | 0.00% | \$ 8,553.00 |
| Capital Expenditures | \$ - | \$ - | \$ - | 0.00% | \$ - |
| TOTAL DIRECT EXPENSES | \$ 83,021.00 | \$ - | \$ - | 0.00% | \$ 83,021.00 |
| Indirect Expenses | \$ 9,963.00 | \$ - | \$ - | 0.00% | \$ 9,963.00 |
| TOTAL EXPENSES | \$ 92,984.00 | \$ - | \$ - | 0.00% | \$ 92,984.00 |
| Less: Initial Payment Recovery | | | | | |
| Other Adjustments (DPH use only) | | | | | |
| REIMBURSEMENT | | \$ - | | | |

NOTES:

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: _____

Date: _____

Printed Name: _____

Title: _____

Phone: _____

Send to: DPH Fiscal Invoice Processing
1380 Howard St 4th Floor
San Francisco CA 94103-2614

DPH Authorization for Payment

Authorized Signatory

Date

Appendix G

Dispute Resolution Procedure For Health and Human Services Nonprofit Contractors 9-06

Introduction

The City Nonprofit Contracting Task Force submitted its final report to the Board of Supervisors in June 2003. The report contains thirteen recommendations to streamline the City's contracting and monitoring process with health and human services nonprofits. These recommendations include: (1) consolidate contracts, (2) streamline contract approvals, (3) make timely payment, (4) create review/appellate process, (5) eliminate unnecessary requirements, (6) develop electronic processing, (7) create standardized and simplified forms, (8) establish accounting standards, (9) coordinate joint program monitoring, (10) develop standard monitoring protocols, (11) provide training for personnel, (12) conduct tiered assessments, and (13) fund cost of living increases. The report is available on the Task Force's website at http://www.sfgov.org/site/npcontractingtf_index.asp?id=1270. The Board adopted the recommendations in February 2004. The Office of Contract Administration created a Review/Appellate Panel ("Panel") to oversee implementation of the report recommendations in January 2005.

The Board of Supervisors strongly recommends that departments establish a Dispute Resolution Procedure to address issues that have not been resolved administratively by other departmental remedies. The Panel has adopted the following procedure for City departments that have professional service grants and contracts with nonprofit health and human service providers. The Panel recommends that departments adopt this procedure as written (modified if necessary to reflect each department's structure and titles) and include it or make a reference to it in the contract. The Panel also recommends that departments distribute the finalized procedure to their nonprofit contractors. Any questions or concerns about this Dispute Resolution Procedure should be addressed to purchasing@sfgov.org.

Dispute Resolution Procedure

The following Dispute Resolution Procedure provides a process to resolve any disputes or concerns relating to the administration of an awarded professional services grant or contract between the City and County of San Francisco and nonprofit health and human services contractors.

Contractors and City staff should first attempt to come to resolution informally through discussion and negotiation with the designated contact person in the department.

If informal discussion has failed to resolve the problem, contractors and departments should employ the following steps:

- **Step 1** The contractor will submit a written statement of the concern or dispute addressed to the Contract/Program Manager who oversees the agreement in question. The writing should describe the nature of the concern or dispute, i.e., program, reporting, monitoring, budget, compliance or other concern. The

Contract/Program Manager will investigate the concern with the appropriate department staff that are involved with the nonprofit agency's program, and will either convene a meeting with the contractor or provide a written response to the contractor within 10 working days.

- Step 2. Should the dispute or concern remain unresolved after the completion of Step 1, the contractor may request review by the Division or Department Head who supervises the Contract/Program Manager. This request shall be in writing and should describe why the concern is still unresolved and propose a solution that is satisfactory to the contractor. The Division or Department Head will consult with other Department and City staff as appropriate, and will provide a written determination of the resolution to the dispute or concern within 10 working days.
- Step 3. Should Steps 1 and 2 above not result in a determination of mutual agreement, the contractor may forward the dispute to the Executive Director of the Department or their designee. This dispute shall be in writing and describe both the nature of the dispute or concern and why the steps taken to date are not satisfactory to the contractor. The Department will respond in writing within 10 working days.

In addition to the above process, contractors have an additional forum available only for disputes that concern implementation of the thirteen policies and procedures recommended by the Nonprofit Contracting Task Force and adopted by the Board of Supervisors. These recommendations are designed to improve and streamline contracting, invoicing and monitoring procedures. For more information about the Task Force's recommendations, see the June 2003 report at http://www.sfgov.org/site/npcontractingtf_index.asp?id=1270.

The Review/Appellate Panel oversees the implementation of the Task Force report. The Panel is composed of both City and nonprofit representatives. The Panel invites contractors to submit concerns about a department's implementation of the policies and procedures. Contractors can notify the Panel after Step 2. However, the Panel will not review the request until all three steps are exhausted. This review is limited to a concern regarding a department's implementation of the policies and procedures in a manner which does not improve and streamline the contracting process. This review is not intended to resolve substantive disputes under the contract such as change orders, scope, term, etc. The contractor must submit the request in writing to purchasing@sfgov.org. This request shall describe both the nature of the concern and why the process to date is not satisfactory to the contractor. Once all steps are exhausted and upon receipt of the written request, the Panel will review and make recommendations regarding any necessary changes to the policies and procedures or to a department's administration of policies and procedures.

Appendix H

San Francisco Department of Public Health Privacy Policy Compliance Standards

As part of this Agreement, Contractor acknowledges and agrees to comply with the following:

In City's Fiscal Year 2003/04, a DPH Privacy Policy was developed and contractors advised that they would need to comply with this policy as of July 1, 2005.

As of July 1, 2004, contractors were subject to audits to determine their compliance with the DPH Privacy Policy using the six compliance standards listed below. Audit findings and corrective actions identified in City's Fiscal year 2004/05 were to be considered informational, to establish a baseline for the following year.

Beginning in City's Fiscal Year 2005/06, findings of compliance or non-compliance and corrective actions were to be integrated into the contractor's monitoring report.

Item #1: DPH Privacy Policy is integrated in the program's governing policies and procedures regarding patient privacy and confidentiality.

As Measured by: Existence of adopted/approved policy and procedure that abides by the rules outlined in the DPH Privacy Policy

Item #2: All staff who handle patient health information are oriented (new hires) and trained in the program's privacy/confidentiality policies and procedures.

As Measured by: Documentation showing individual was trained exists

Item #3: A Privacy Notice that meets the requirements of the Federal Privacy Rule (HIPAA) is written and provided to all patients/clients served in their threshold and other languages. If document is not available in the patient's/client's relevant language, verbal translation is provided.

As Measured by: Evidence in patient's/client's chart or electronic file that patient was "noticed." (Examples in English, Cantonese, Vietnamese, Tagalog, Spanish, Russian will be provided.)

Item #4: A Summary of the above Privacy Notice is posted and visible in registration and common areas of treatment facility.

As Measured by: Presence and visibility of posting in said areas. (Examples in English, Cantonese, Vietnamese, Tagalog, Spanish, Russian will be provided.)

Item #5: Each disclosure of a patient's/client's health information for purposes other than treatment, payment, or operations is documented.

As Measured by: Documentation exists.

Item #6: Authorization for disclosure of a patient's/client's health information is obtained prior to release (1) to non-treatment providers or (2) from a substance abuse program.

As Measured by: An authorization form that meets the requirements of the Federal Privacy Rule (HIPAA) is available to program staff and, when randomly asked, staff are aware of circumstances when authorization form is needed.

Appendix I

Emergency Response

CONTRACTOR will develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each of its service sites. The agency-wide plan should address disaster coordination between and among service sites. CONTRACTOR will update the Agency/site(s) plan as needed and CONTRACTOR will train all employees regarding the provisions of the plan for their Agency/site(s). CONTRACTOR will attest on its annual Community Programs' Contractor Declaration of Compliance whether it has developed and maintained an Agency Disaster and Emergency Response Plan, including a site specific emergency response plan for each of its service sites. CONTRACTOR is advised that Community Programs Contract Compliance Section staff will review these plans during a compliance site review. Information should be kept in an Agency/Program Administrative Binder, along with other contractual documentation requirements for easy accessibility and inspection.

In a declared emergency, CONTRACTOR'S employees shall become emergency workers and participate in the emergency response of Community Programs, Department of Public Health. Contractors are required to identify and keep Community Programs staff informed as to which two staff members will serve as CONTRACTOR'S prime contacts with Community Programs in the event of a declared emergency.



CERTIFICATE OF LIABILITY INSURANCE

OP ID ZW
LARKI-3DATE (MM/DD/YYYY)
11/17/10

| | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| PRODUCER (PA) Heffernan Insurance Brkrs 1808A Embarcadero Road Palo Alto CA 94303 Phone: 650-842-5200 Fax: 650-842-5201 | | THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. | |
| INSURED Larkin Street Youth Services Ray Fort 701 Sutter Street, 3rd Floor San Francisco CA 94109 | | INSURERS AFFORDING COVERAGE | NAIC # |
| | | INSURER A: NON PROFITS INSURANCE ALLIANCE | |
| | | INSURER B: Pennsylvania Manufacturers' | |
| | | INSURER C: Hartford Fire Insurance Co. | |
| | | INSURER D: | |
| | | INSURER E: | |

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR ADD'L LTR | INSR | TYPE OF INSURANCE | POLICY NUMBER | POLICY EFFECTIVE DATE (MM/DD/YYYY) | POLICY EXPIRATION DATE (MM/DD/YYYY) | LIMITS | |
|----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------|------------|
| A | | GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Liquor Liab 1M/1M <input checked="" type="checkbox"/> Prof Liab 1M/3M GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC | 201006803NPO | 07/01/10 | 07/01/11 | EACH OCCURRENCE | \$ 1000000 |
| | | | | | | DAMAGE TO RENTED PREMISES (Ea occurrence) | \$ 500000 |
| | | | | | | MED EXP (Any one person) | \$ 20000 |
| | | | | | | PERSONAL & ADV INJURY | \$ 1000000 |
| | | | | | | GENERAL AGGREGATE | \$ 3000000 |
| | | | | | | PRODUCTS - COMP/OP AGG | \$ 3000000 |
| | | | | | | Emp Ben: | 1000000 |
| A | | AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS | 201006803NPO | 07/01/10 | 07/01/11 | COMBINED SINGLE LIMIT (Ea accident) | \$ 1000000 |
| | | | | | | BODILY INJURY (Per person) | \$ |
| | | | | | | BODILY INJURY (Per accident) | \$ |
| | | | | | | PROPERTY DAMAGE (Per accident) | \$ |
| | | GARAGE LIABILITY <input type="checkbox"/> ANY AUTO | | | | AUTO ONLY - EA ACCIDENT | \$ |
| | | | | | | OTHER THAN EA ACC | \$ |
| | | | | | | AUTO ONLY: AGG | \$ |
| A | | EXCESS / UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$0 | 201006803UMB | 07/01/10 | 07/01/11 | EACH OCCURRENCE | \$ 4000000 |
| | | | | | | AGGREGATE | \$ 4000000 |
| | | | | | | | \$ |
| | | | | | | | \$ |
| | | | | | | | \$ |
| B | | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below Y/N <input type="checkbox"/> | PMAIWC104039801 | 07/01/10 | 07/01/11 | <input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER | |
| | | | | | | E.L. EACH ACCIDENT | \$ 1000000 |
| | | | | | | E.L. DISEASE - EA EMPLOYEE | \$ 1000000 |
| | | | | | | E.L. DISEASE - POLICY LIMIT | \$ 1000000 |
| A | | OTHER Emp Dishonesty | CWB000109408 | 07/01/10 | 07/01/11 | Limit | 100,000 |
| C | | Emp Dishonesty | 57BDDAI3286 (EXCESS) | 07/01/10 | 07/01/11 | Limit | 150,000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

Project: As on file with the insured.

*Except 10 days notice for non-payment of premium.

CERTIFICATE HOLDER

CANCELLATION

| | |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CIT&COI City and County of San Francisco 1 Dr. Carlton B Goodlett Place San Francisco, CA 94102 | SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30* DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. |
| | AUTHORIZED REPRESENTATIVE |

ACORD 25 (2009/01)

© 1988-2009 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD.



THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED ENDORSEMENT

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE ONLY

In consideration of the premium charged, it is understood and agreed that the following is added as an additional insured:

City and County of San Francisco, Its Officers, Employees and Agents.

Project: As on file with the insured.

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

But only as respects a legally enforceable contractual agreement with the Named Insured and only for liability arising out of the Named Insured's negligence and only for occurrences of coverages not otherwise excluded in the policy to which this endorsement applies.

It is further understood and agreed that irrespective of the number of entities named as insureds under this policy, in no event shall the company's limits of liability exceed the occurrence or aggregate limits as applicable by policy definition or endorsement.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

| Name Of Additional Insured Person(s) Or Organization(s) |
|---------------------------------------------------------|
|---------------------------------------------------------|

| |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Any person or organization that you are required to add as an additional insured on this policy, under a written contract or agreement currently in effect, or becoming effective during the term of this policy, and for which a certificate of insurance naming such person or organization as additional insured has been issued, but only with respect to their liability arising out of their requirements for certain performance placed upon you, as a nonprofit organization, in consideration for funding or financial contributions you receive from them. The additional insured status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization.</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

City and County of San Francisco, Its Officers, Employees and Agents.

Project: As on file with the insured.

| |
|--------------------------------------------------------------------------------------------------------|
| Information required to complete this Schedule, if not shown above, will be shown in the Declarations. |
|--------------------------------------------------------------------------------------------------------|

Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

- A. In the performance of your ongoing operations; or
- B. In connection with your premises owned by or rented to you.

October 05, 2015

Larkin Street Youth Services
\$11,802,629

FORM SFEC-126:
NOTIFICATION OF CONTRACT APPROVAL
(S.F. Campaign and Governmental Conduct Code § 1.126)

| | |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| City Elective Officer Information <i>(Please print clearly.)</i> | |
| Name of City elective officer(s): Members, San Francisco Board of Supervisors | City elective office(s) held: Members, San Francisco Board of Supervisors |

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| Contractor Information <i>(Please print clearly.)</i> | |
| Name of contractor: Larkin Street Youth Services | |
| <i>Please list the names of (1) members of the contractor's board of directors; (2) the contractor's chief executive officer, chief financial officer and chief operating officer; (3) any person who has an ownership of 20 percent or more in the contractor; (4) any subcontractor listed in the bid or contract; and (5) any political committee sponsored or controlled by the contractor. Use additional pages as necessary.</i> | |
| 1. Please see list of members of Board of Directors attached. 2. CEO <u>Sherilyn Adams</u> , CFO <u>Karen Frost</u> , COO <u>n/a</u> 3. Persons with more than 20% ownership: <u>n/a</u> 4. Subcontractors listed in contract: <u>n/a</u> 5. Political committees sponsored or controlled by contractor: <u>n/a</u> | |
| Contractor address: 134 Golden Gate Ave San Francisco, CA 94102 | |
| Date that contract was approved: | Amount of contract: Not to exceed \$11,802,629 |
| Describe the nature of the contract that was approved: Provide housing and support services for serious mental illness and homeless. | |
| Comments: | |

This contract was approved by (check applicable):

☐ the City elective officer(s) identified on this form

☒ a board on which the City elective officer(s) serves San Francisco Board of Supervisors
Print Name of Board

☐ the board of a state agency (Health Authority, Housing Authority Commission, Industrial Development Authority Board, Parking Authority, Redevelopment Agency Commission, Relocation Appeals Board, Treasure Island Development Authority) on which an appointee of the City elective officer(s) identified on this form sits

Print Name of Board

| | |
|-----------------------------------------------------------------------------------------|---------------------------------------------|
| Filer Information <i>(Please print clearly.)</i> | |
| Name of filer: Angela Calvillo, Clerk of the Board | Contact telephone number: (415) 554-5184 |
| Address: City Hall, Room 244, 1 Dr. Carlton B. Goodlett Pl., San Francisco, CA 94102 | E-mail: Board.of.Supervisors@sfgov.org |

Signature of City Elective Officer (if submitted by City elective officer)

Date Signed

Signature of Board Secretary or Clerk (if submitted by Board Secretary or Clerk)

Date Signed



YOUTH SERVICES

Board of Directors Officers

Board Chair, Laura Powell – Vice President Executive Search, Kreuzberger Associates, San Rafael
Vice Chair, Terry Kramer – Distinguished Visitor, Global Access & Strategic Management Programs, UCLA Anderson School of Management, Los Angeles
Secretary, Nina Hatvany – Luxury Property Specialist, Pacific Union International / Christie's International Real Estate, San Francisco
Treasurer, Art Fatum – Chief Financial Officer, MidPen Housing, Foster City
At-Large, Susan K. Alexander – Partner, Robbins Geller Rudman & Dowd LLP, San Francisco
At-Large, Jeremy Avenier – CFO Solar Materials, MEMC/SunEdison, Belmont
At-Large, Charles Dicke – Managing Partner, Pacific Madrone Capital LLC, San Francisco
At-Large, Allison Wysocki – Managing Director, JPMorgan Chase & Company, San Francisco
Ex-Officio, Sherilyn Adams – Executive Director, Larkin Street Youth Services, San Francisco

Board Members

Teresa Briggs – Vice Chair & West Region Managing Partner, Deloitte LLP, San Francisco
Daniel A. Cody – Partner, Reed Smith LLP, San Francisco
Conor Famulener – Vice President, CBRE, San Francisco
Katherine Fraser, D.M.H. – Psychoanalyst, San Francisco
Jeff Garlick – General Manager San Francisco/Director of Stores, Wilkes Bashford, San Francisco
Bob Garrett – Senior Vice President & Group Head, MUFG Union Bank, N.A., San Francisco
Jim Henry – Market Managing Partner, PwC, San Francisco
John W. Hicks – Global HR Manager, Lubricants Business Unit; Chevron, San Ramon
Anne Hoecker – Partner, Bain & Company, Palo Alto
Rick Kerzic – Senior Account Executive, Principal, FusionStorm, San Francisco
Ernest Maddock – CFO & Vice President of Finance, Micron Technology, Boise, ID
Adam Moise – Benefits Consultant, Barney & Barney, San Francisco
Phillip Schlein – Community Leader, San Francisco
Aaron C. Schwartz – Co-Founder & CEO, Modify Industries, Inc., San Francisco
Sandra Stangl – President, Pottery Barn Brands; Pottery Barn, San Francisco
Christine A. Tsingos – Executive Vice President & Chief Financial Officer, Bio-Rad Laboratories, Hercules
Charles J. Wibbelsman, M.D. – Clinical Professor of Pediatrics, University of California, San Francisco
C. David Zoba – Community Leader, San Francisco

134 Golden Gate Avenue, San Francisco, CA 94102 (415) 673-0911 Fax: (415) 749-3838

