

**Appendix A, Services to be Provided  
by  
Five Keys Schools and Programs  
COVID-19 Shelter in Place (SIP)**

**I. Purpose of Grant**

The purpose of the grant is to provide operations and services in a Shelter in Place (SIP) Site in response to the public health situation, COVID-19 on a time-limited and as-needed basis to reduce the spread of the COVID-19 virus and address the needs of vulnerable populations.

**II. Served Population**

Grantee shall serve vulnerable individuals experiencing homelessness placed in SIP site(s) to reduce the risk that they will be infected with COVID-19 (COVID). Vulnerable individuals will be identified by the process created by the City and County of San Francisco (City).

**III. Referral and Prioritization**

All participants will be referred by the City. Participation in the site(s) is voluntary.

**IV. Description of Services**

In response to the public health situation, COVID, the City has opened temporary housing sites for the served population and will provide services to individuals in 459 units. Grantee shall provide operations and services to ensure the health and safety of participants and the security, cleanliness, and maintenance of the site(s), in accordance with Department of Public Health (DPH) requirements and guidelines.

1. Participant Support: Grantee shall provide participant supports, including, but not limited to:
  - a. Participant intake, including completion of forms and acknowledgement of the Participant Agreement/Site Rules, bed assignment, and orientation to the site;
  - b. Operations, such as entry and exits, mail, phone, and technology coordination;
  - c. Wellness checks and connection to care for anyone demonstrating symptoms of physical or behavioral health needs;
  - d. Health screening, including temperature checks in accordance with DPH requirements;
  - e. Coordination of supportive service providers (e.g. In-Home Supportive Services, behavioral health, harm reduction, nursing/medical, other wellness support, Problem Solving, Coordinated Entry assessment and housing navigation and benefits linkage)
  - f. Referrals and linkages to Access Points, and eliminate barriers to connect participants to Access Points;
  - g. Care Coordination, including assisting participants who are not enrolled in public benefits to connect with the City's roving application assistance team/Assisting participants in obtaining and maintaining public benefits, including post-public benefits application support to complete the public benefits enrollment process;
  - h. Maintenance and distribution of operational and participant supplies;
  - i. Reasonable accommodations, transfers, and other supports; and

- j. Exit planning, including, but not limited to communication and coordination with outside service providers to support in a participant's transition to a more permanent setting.
2. Program Support: Grantee shall provide programmatic support, including, but not limited to:
  - a. Onboarding and orienting onsite staff (e.g. Grantee staff, subcontractors, other service providers) to program documents, policies, and procedures;
  - b. Hiring and supervision of onsite staff and any subcontractors; and
  - c. Data entry and reporting.
3. Building Operations: Grantee is in a City owned, or leased site and shall provide coordination of building operation services.
  - a. Grantee shall maintain facilities and systems in full compliance with requirements of the law, local standards, and in accordance with DPH requirements and guidelines to maintain the health and safety of participants and staff (e.g. smoke/carbon monoxide detectors, fire exits, smoking and animal relief areas, pest control, access to hygiene).
  - b. Grantee shall maintain and create site logs, records of entry and exit, and manage key access for participants, partner agencies and on-site staff.
  - c. Laundry: Grantee shall coordinate with the City to ensure laundry is available for participant use.
  - d. Janitorial/Facilities: Grantee shall provide janitorial services that meet or exceed the DPH and the City's requirements and standards.
  - e. Furnishings and Participant Supplies: Grantee shall maintain and provide furnishings (e.g. towels/linens) and supplies (e.g. menstrual and oral hygiene products; soap) for participants.
  - f. Personal Protective Equipment (PPE): Grantee shall also be responsible for monitoring PPE utilization and supply of PPE, and for placing restocking orders from the City.
  - g. Security/De-Escalation: Grantee shall provide security and de-escalation, per City instructions to ensure the safety of participants and staff and protection of property.
  - h. Biohazard Cleaning: Grantee shall coordinate through the City cleaning vendor(s) to ensure that sites receive deep cleaning when a room or unit that is housing a COVID-19 positive participant turns over; when a participant becomes symptomatic; or in the event of a death on site.
  - i. Meals: Grantee shall coordinate with the City for the provision and distribution of three meals per day to participants by providing a daily census to a City meal vendor, per City instructions.
  - j. Storage: Grantee shall provide space for secure and pest-free storage of participant belongings, as appropriate for the site(s).

**V. Location and Time of Services**

Grantee shall provide services at Hotel Whitcomb, located at 1231 Market St, San Francisco, CA 94103. Grantee shall provide services 24 hours per day, seven days per week.

**VI. Service Requirements**

**A. Health Standards and Use of PPE:**

1. To prevent the spread of COVID-19, Grantee shall ensure that all onsite site team members (e.g. staff and subcontractors) view the City-produced online safety training.
2. Grantee shall ensure that all onsite staff and participants use appropriate PPE at all times in accordance with the most up to date DPH requirements.
3. Grantee shall ensure all DPH requirements and guidelines are followed by onsite staff and participants (e.g. screening, distancing, isolation and quarantine).
4. Grantee shall turnover all vacated rooms for non-COVID-19 positive/non-COVID-19 suspected individuals within two days for new occupancy.

**B. Interpretation and Translation Services:** Grantee shall ensure that interpreter and translation services are available to address the needs of those within the served population who primarily speak language(s) other than English.

**C. Feedback, Complaint and Follow-up Policies:**

1. Grantee shall provide means for the served population to provide feedback about the program in accordance with City guidelines. Grantee shall share the methods of feedback with the served population upon intake and orientation and per City instructions.
2. Grantee shall follow City Complaint or Grievance Procedures and shall cooperate with City efforts to resolve complaints and grievances.

**D. Communications, Trainings and Meetings:** Grantee shall keep the City informed of program operations and comply with applicable City policies and requirements including, but not limited to:

1. Grantee shall report Critical Incidents in accordance with City instructions and any published policies/procedures and use the City provided forms. Examples of Critical Incidents include death, fire, acts of violence, or any other incidents which require the involvement of emergency services or Child or Adult Protective Services (APS and CPS, respectively).
2. Regular communication to the City and assigned City Program Manager about the implementation of the program;
3. Media requests;
4. Data or documentation requests;
5. Attendance of meetings, as needed; and
6. Attendance of trainings, as requested

**E. Data Standards:**

1. Any records entered into the HSH Homeless Management Information System (HMIS) Online Navigation and Entry (ONE) System shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards:  
<https://onesf.clarityhs.help/hc/en-us/articles/360001145547-ONE-System-Continuous-Data-Quality-Improvement-Process>.
  2. Grantee shall conduct daily data entry into the San Francisco COVID-19 Response Placement System, a web-based care coordination software hosted by RTZ Systems, to track information including but not limited to, referrals, intakes and discharges, transfers between sites, accessibility attributes of sites and rooms/beds, and information related to room/bed status and site status. Other data reporting may also be required by the City. Grantee shall be responsible for complying with all privacy-related trainings and ensuring the safekeeping of potentially protected information in the system.
  3. Grantee may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required, Grantee shall submit the monthly, quarterly and/or annual metrics into either the HSH CARBON database, via secure email, or through uploads to an FTP site. The City will provide clear instructions to all Grantee regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantee via written notice at least one month prior to expected implementation.
  4. Any information shared between Grantee, the City, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with applicable privacy requirements. Grantee shall take all appropriate measure to protect and maintain the confidentiality of personally identifying information about participants, as well as the site name and address, and any other confidential information about the program or the City's emergency response.
- F. Record Keeping, Documentation, and Files: Grantee shall maintain Occupancy Logs; participant files, and other documentation in accordance with City requirements and instructions.
- G. Good Neighbor Policies: Grantee shall adhere to applicable City good neighbor policies, and per City instructions.
- H. Grantee shall follow City policies and procedures established for the COVID-19 response, as instructed by the City.

## **VII. Service Objectives**

- A. Grantee shall meet or exceed 95 percent data quality in Get Care (RTZ) as measured through data input into the RTZ System.

## **VIII. Outcome Objectives**

- A. Grantee shall actively refer 100 percent of participants to Problem Solving and Coordinated Entry within 15 business days of move in.

## **IX. Reporting Requirements**

- A. Reimbursement: Grantee shall complete and submit any and all required forms related to FEMA or other reimbursement, per City agreements, training, and/or instructions.
- B. Census and Exits: Grantee shall maintain daily census information and shall notify the City of any unplanned participant exits within 24 hours in the format, method and frequency specified by the City.
- C. Evaluative Studies: Grantee shall participate, as requested by the City, in evaluative studies designed to show the effectiveness of Grantee's services. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee or within 30 working days of receipt of any evaluation report and such response will become part of the official report.
- D. Ad Hoc Reports, Data and Information: Grantee shall provide Ad Hoc reports, data and information, as required by the City in the format, method and frequency specified by the City.

## **X. Monitoring Activities**

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, such as, but not limited to, the following: participant files, review of the Grantee's administrative records, staff training documentation, postings, program policies and procedures, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.
- B. Fiscal Compliance and Contract Monitoring: Grantee is subject to fiscal monitoring, such as, but not limited to, the following: review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act (ADA), subcontracts, and Memorandums of Understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.