



Shireen McSpadden, Executive Director

London Breed, Mayor

To	Homelessness Oversight Commission
Through	Shireen McSpadden, Executive Director
From	Marion Sanders, Chief Deputy Director Gigi Whitley, Chief of Finance and Administration Edilyn Velasquez, Director, Contracts
Date	June 6, 2024
Subject	Grant Amendment Approval: Lutheran Social Services of Northern CA Kinney Hotel (Emergency Stabilization & Property Management)

<i>Agreement Information</i>	
F\$P#	1000021451
Provider	Lutheran Social Services of Northern CA
Program Name	Kinney Hotel (Emergency Stabilization & Property Management)
Agreement Action	First Amendment
Agreement Term	July 1, 2021 - June 30, 2026

Agreement Amount

Current Budget ¹	Amended	New	Contingency ²	Total Not to Exceed (NTE)
\$2,939,503	\$2,274,036	\$5,213,539	\$454,807	\$5,668,346

Funding Summary

Fiscal Year (FY)	Budget	Actual Spent	Amended to Add	New Budget
2021-22	\$1,011,757	\$814,353	--	\$814,353
2022-23	\$1,038,269	\$1,037,563	--	\$1,037,563
2023-24	\$1,087,587	\$643,576 ³		\$1,087,587
2024-25			\$1,120,215	\$1,120,215
2025-26			\$1,153,821	\$1,153,821
TOTAL⁴	\$3,137,613	\$2,495,492	\$2,274,036	\$5,213,539
			<i>Contingency</i>	<i>\$454,807</i>
			Total NTE⁵	\$5,668,346

<i>Funding Information</i>	
Funding Sources⁶	100% General Fund

¹ Current budget adjusted for actuals. Current Not-to-Exceed Amount is \$3,405,935.

² A 20 percent contingency only applied to future years FY24-25 to FY25-26 budgeted amounts.

³ Through February 2024, the provider has spent approximately 59% of its FY23-24 budget.

⁴ Due to rounding, numbers presented may not add up precisely to the totals provided.

⁵ NTE is calculated using the Actual Spent for prior years.

⁶ The funding sources listed reflect future years. The Educational Revenue Augmentation Fund (ERAF) funding source is discontinued and replaced with General Fund after FY23-24.

Grant Amendment Approval: Lutheran Social Services of Northern CA | Kinney Hotel (Emergency Stabilization & Property Management)

The Department of Homelessness and Supportive Housing (HSH) Contracts team requests authorization to amend the existing grant with Lutheran Social Services of Northern CA (LSS) for the provision of Kinney Hotel (Emergency Stabilization & Property Management) for the period of July 1, 2021, to June 30, 2026, in an additional amount of \$2,274,036. The amendment extends the agreement term by two additional performance years and incorporates Cost of Doing Business (CODB) increases for FY24-25 and FY25-26. The new NTE amount is \$5,668,346, which includes \$454,807 in contingency.²

Background

LSS has managed an Emergency Stabilization and Transitional Housing Program(s) at the Kinney Hotel since April 1, 2012 through a master lease agreement with the building owner, with primarily U.S. Department of Housing & Urban Development (HUD) Housing Opportunities for Persons with AIDS (HOPWA) funding. In 2021, HSH and LSS entered into a contract to fund the programs, which later evolved into the current Shelter and Permanent Supportive Housing programs operating at the Kinney Hotel. LSS entered into a new master lease agreement with the building owner for a five-year term ending June 30, 2026, with an option for LSS to exercise an additional five-year term lease extension.

The Emergency Stabilization program component operates out of the Kinney Hotel which is located at 410 Eddy Street. It was designed to serve 21 HIV positive individuals who are determined to be medically stable and receiving case management services. The program was originally designed to offer respite to guests for a maximum of 28 days per year, and is one of the programs that the Department of Public Health (DPH) transferred to HSH after its formation. In 2022, the Emergency Stabilization program component was placed under the adult shelter system and aligned with the shelter policies. It does not currently have a maximum length of stay. Guests who meet eligibility criteria are identified and referred to LSS through an established set of community partners who work with the served population and have access to the AIDS Regional Information/Evaluation System (ARIES system). This is the only shelter program in San Francisco designed to work exclusively with the HIV positive community.

The Property Management/Permanent Supportive Housing program component at the Kinney Hotel is a HOPWA and HSH funded program for homeless HIV positive adults who have been incarcerated at the county, state, or federal levels for at least three days within the past two years. The program provides permanent supportive housing for 30 tenants in addition to coordinated case management support to help them stabilize and thrive. The Kinney Hotel is one of only two programs in the country serving a unique and underserved population (intersection of HIV positive and justice involved). The original HSH grant agreement was executed for the period of July 1, 2021 to June 30, 2024.

Services to be Provided

The purpose of the grant is to fund two programs at The Kinney Hotel, serving HIV positive adults aged 18 years or older without the custody of minors below 18 years of age.

1. Through the Emergency Stabilization program, LSS provides 21 units of temporary shelter with on-site case coordination services to guests who are currently homeless or at-risk of becoming homeless, with a budgeted total of 1.44 full time equivalent (FTE).
2. Through the Property Management and Master Lease Stewardship program, LSS provides 30 units of Permanent Supportive Housing to formerly homeless and income-eligible adults who have been incarcerated for at least three days within the last two years. The program budget funds the rental of the property and operational expenditures. Support services are funded through the HOPWA grant.



Grant Amendment Approval: Lutheran Social Services of Northern CA | Kinney Hotel (Emergency Stabilization & Property Management)

The provider was unable to utilize its full budget during FY21-22 because Emergency Stabilization program component had a vacant Case Manager position and the Property Management/Permanent Supportive Housing program did not start billable operations until December 2021 due to a delay in LSS reaching agreement with the landlord over the master lease terms.

Selection

The Board of Supervisors originally adopted Ordinance No. 61-19 which was extended under Ordinance No. 38-24, authorizing HSH to enter into and amend contracts and grants without adhering to the Administrative Code provisions regarding requirements for construction work, procurement, and personal services related to the shelter crisis. The authorization is valid through May 5, 2029, or until the Point In Time (PIT) count is at 2,199. LSS was selected for provision of these services based on the organization's experience and ability to begin services in a timely manner. LSS has been providing program services at the Kinney Hotel since April 1, 2012.

Performance History

LSS underwent citywide nonprofit fiscal monitoring most recently in FY22-23 and there were no unresolved findings.

LSS most recently underwent and completed the annual program monitoring in FY22-23. The Emergency Stabilization Program component had no findings. The Property Management/Permanent Supportive Housing program component had a few findings that were identified, and LSS responded with a clear plan and time frame for resolutions. These include a plan to obtain a higher rate of completed tenant surveys and a plan to increase the overall housing retention rate.

During FY21-22 there was underspending in both program components. The Emergency Stabilization program had a vacant Case Manager position, and the Property Management/Permanent Supportive Housing program did not start billable operations until December 2021 due to a delay in reaching an agreement with the landlord over the master lease terms.

During FY23-24, the Kinney underwent extensive construction following a fire and flood that put many of the units offline. As a result, the program was unable to accommodate new referrals and about 13 units were offline for most of the fiscal year, decreasing the overall occupancy rate. Construction is complete as of March 2024, and new referrals will begin as soon as possible.

In December 2022, LSS was notified that a receivership company assumed ownership responsibilities for the property on behalf of a bank. In 2024, HSH notified LSS of concerns related to master lease owner responsibilities including compliance with applicable local ordinances and housing quality standards that needed to be addressed to continue funding the program at that location. The bank and receivership company have since provided a written commitment to come into compliance with these concerns. If the property is sold, the new owner will assume all responsibilities of the existing master lease agreement.

Agreement Materials

- HOC Approval Package
 - Appendix A-1, Services to be Provided (Emergency Stabilization)
 - Appendix A-2, Services to be Provided (Property Management)
 - Appendix B, Budget



**Appendix A-1, Services to be Provided
by
Lutheran Social Services of Northern California
Emergency Stabilization Program**

I. Purpose of Grant

The purpose of the grant is to provide Emergency Shelter Operations and Support Services to the served population. The goal of these services is to help stabilize guests' health and support them in transitioning to permanent housing.

II. Served Population

Grantee shall serve single adults, 18 years old and older, who are HIV-positive and experiencing homelessness and do not have a fixed, regular, or adequate nighttime residence.

III. Referral and Prioritization

Grantee shall provide services to those who meet Department of Homelessness and Supportive Housing (HSH) established eligibility requirements for the served population and utilize any referral system required by the City. Unless advised differently by HSH, Grantee shall accept guest referrals for temporary shelter and on-site support services through a network of providers serving people living with HIV/AIDS.

IV. Description of Services

Grantee shall serve the number of individuals outlined in the Appendix B, Budget ("Number Served" tab). Services shall include, but are not limited to those listed below.

- A. Reservations: Grantee shall accept and facilitate reservations, in accordance with City-approved policies and procedures, within the program hours of operation. Grantee shall ensure guest referrals are eligible for the program by verifying eligibility criteria via the AIDS Regional Information/Evaluation System (ARIES) and/or the Online Navigation and Entry (ONE) System.
- B. Guest Support: Grantee shall provide guest support, including, but not limited to:
1. Guest intake, including completion of forms and acknowledgement of the Guest Agreement/Site Rules, Release of Information (ROI) forms, bed assignment, and orientation to the site;
 2. Operations, such as entry and exits, mail, and phone;
 3. Performing routine wellness checks of each client during shelter operations. Grantee will update guest records within 24 hours;
 4. Providing wellness checks and connection to care for anyone demonstrating symptoms of physical or behavioral health needs in accordance with HSH policy;
 5. Entry and Exit: Grantee shall monitor guest entry and exit and keep guest records;
 6. Grantee shall perform weekly room inspections to ensure a clean and habitable living environment that is free of pests and rodents. Grantee shall offer janitorial support in cleaning and maintaining client rooms.
 7. Grantee shall proactively turn over newly vacant rooms within 72 hours. Rooms that require maintenance will be turned over within 7 days.

8. Storage: Grantee shall provide space for secure and pest-free storage of guest belongings, as appropriate for the facility;
9. Creating guest profiles in the ONE System;
10. Referrals and Coordination of Services: Grantee shall work with guests to encourage and support their application for and assessment regarding local benefits, including, but not limited to:
 - a. Benefits Advocacy and Assistance: Grantee shall assist guests to obtain and/or maintain public benefits as appropriate (e.g. County Adult Assistance Program (CAAP), CalWORKs, CalFresh, Social Security Income (SSI), Veterans Benefits). Benefit advocates and program representatives may be on site at times. In such cases, Grantee shall support guests to meet with these programs and keep scheduled appointments;
 - b. Mental health, behavioral health and treatment services;
 - c. Supportive programs to support an individual's independence (e.g. In-Home Support Services);
 - d. Employment and job-related services (e.g. Human Services Agency (HSA), Department of Public Works (DPW) and nonprofits specializing in these services);
 - e. Referrals and linkages to Access Points, and the elimination of barriers to connect guests to Access Points for a Coordinated Entry assessment; and
 - f. Work collaboratively with referring agencies to ensure appropriate care is provided to guests.
11. Document Readiness: Grantee shall assist guests to become document ready, to obtain needed documentation to support housing options and placement, including, but not limited to uploading/providing the appropriate system with copies of the documents to avoid documents being lost or damaged;
12. Support Groups, Social Events and Organized Activities: Grantee shall provide guests with opportunities to take part in organized gatherings for peer support, as appropriate. These functions may be provided by outside individuals or groups that the Grantee has approved, who understand and adhere to confidentiality and equal access for all guests. These events may be planned with or based on input from guests and shall be held onsite;
13. Building Maintenance and distribution of guest supplies;
14. Reasonable accommodations, transfers, and other supports in accordance with HSH policy; and
15. Exit Planning, including, but not limited to communication and coordination with outside service providers to support a guest's transition to a more permanent setting.

V. Location and Time of Services

Grantee shall provide services at 410 Eddy Street, San Francisco, CA 94102. Grantee shall provide staffing coverage Monday to Friday, from 8:00 am to 5:00 pm, unless other hours are established between City and Grantee.

VI. Service Requirements

- A. Shelter Expansion: To respond to weather or other emergencies, HSH reserves the right to negotiate shelter expansion with the addition of mats during periods of need. HSH is looking for providers at negotiated sites to be ready to provide expansion within 24 hours' notice, although HSH will attempt to give more advance notice whenever possible. Expansion may be at reduced hours or simplified services. HSH prefers that providers use their own staff during these expansions; however, if provider staffing is not available at the time of expansion, HSH reserves the right to augment coverage with City staff in order to respond to emergencies.
- B. Staffing and Volunteers:
1. Grantee shall employ at least one staff member on each shift who has at least one year of experience in providing services to people experiencing homelessness, or comparable experience.
 2. Grantee shall employ at least one staff member on each shift who is identified as the American with Disabilities Act (ADA) Liaison and post the name of the staff on duty near the front desk.
- C. Facilities:
1. Grantee, in partnership with HSH Facilities, shall maintain site and facilities in full compliance with requirements of the law and local standards¹. Grantee shall ensure that the site is well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Grantee shall ensure that janitorial services shall occur regularly, per shift.
 - a. Grantee shall respond to all site related requests and complaints promptly and in a manner that ensures the safety of guests and Grantee staff. Grantee shall note in writing and post in a common area when a maintenance problem will be repaired and the status of repair.
 - b. Grantee shall develop, maintain, and document maintenance schedules for the facility and its systems, as applicable per facility, including, but not limited to, maintaining light fixtures; heating and air conditioning systems (e.g., fan blades, air registers, vents, filters); plumbing (e.g., drains of showers, toilets, sinks); appliances (e.g., hand dryers, refrigerators, microwaves, fans, etc.); elevators; security systems (e.g., metal detectors, security cameras); fire extinguishers; emergency exits; electrical systems; mold, leak, and pest checks (e.g., roof, walls, bathrooms, kitchen, etc.); and supply checks (e.g., toilet paper, towels, soap, etc.).
 - c. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g., floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g., dryer vents); elevators (e.g., buttons, floors, walls); kitchens (e.g., floors, sinks, counters, appliances); water fountains; and heating and air conditioning systems vents.

¹ Including, but not limited to Shelter Standards of Care, as applicable:
https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-13200

- D. Safety and De-Escalation: Grantee shall ensure the safety of the served population, staff, visitors, and property by providing staff trained in safety and de-escalation or through a security services provider during peak operational days and hours, as determined by Grantee and approved by HSH. Days and hours of coverage shall be on record with the HSH Program Manager. Safety and de-escalation shall include, but is not limited to:
1. Greeting the served population, staff, and visitors, and conducting search of persons and property prior to entering sites for potentially dangerous items;
 2. Utilization of a system by which possessions may be checked and safely and securely stored, as directed;
 3. Regular patrol of the site and surrounding program area, including street frontage Gough, to ensure compliance with HSH's Good Neighbor Policy as described in the Good Neighbor Policies section;
 4. Utilization of a system with written documentation to ensure that the perimeter and other areas are checked on a scheduled and regular basis; and
 5. Assistance with conflict de-escalation and crisis management.
- E. Language and Interpretation Services: Grantee shall ensure that translation and interpreter services are available, as needed. Grantee shall address the needs of and provide services to the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the HSH Providers Connect website:
<https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>
- F. Meals and Food Safety
 Grantee shall meet the following meal-related requirements:
1. Provide breakfast and dinner to guests with active reservations following the menu pattern developed by the San Francisco Nutrition Project;
 2. Provide meals for guests following the menu pattern developed by San Francisco Shelter Nutrition Project 7/08. Meals shall follow the menu pattern established by the San Francisco Shelter Nutrition Project 7/08 and meet the minimum portion sizes listed for each of the food groups. Menus shall be reviewed by Department of Public Health (DPH) Registered Dietician (RD) annually to meet the established menu pattern, portion sizes and vegetarian and religious/diet accommodations;
 3. Acquire RD service from HSH or other organizations to conduct annual monitoring and evaluation of food service safety/sanitation, meal preparation/service, and menu documentation using Shelter Nutrition Monitoring Tool developed by San Francisco Shelter Nutrition Project;
 4. Ensure the annual nutrition monitoring report includes recommendations and actions that Grantee has taken to address any compliance issues noted; and
 5. Offer guests meals and track usage by guest, as well as overall meal distribution;
 6. Manage the means to heat or maintain refrigeration of food as appropriate for distribution; and
 7. Ensure that at least one staff person responsible for food handling and service has a valid Food Safety Certification.

G. Record Keeping and Files:

1. Grantee shall maintain all eligibility and inspection documentation in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
1. Grantee shall maintain confidential files on the served population, including developed plans, notes, guest agreement, ROI and progress notes.
2. Grantee shall maintain confidential files for active and previously active guests, and document support service usage.
3. Grantee shall maintain confidential files regarding complaints, grievances, warnings and exits/denials of service for shelter rule infractions including written notices, warnings, exit paperwork and related communications with guests.
4. Grantee shall maintain appropriate documentation to validate the approval of the shelter extensions to shelter guests according to HSH policies.

H. Health Screening and Certifications: Grantee shall obtain and maintain all required staff health screenings and certifications, including but not limited to, staff Tuberculosis (TB) testing; CPR/First Aide; and AED certifications.

I. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response. Grantee shall promote harm-reduction and community safety by addressing biohazard disposal, needle stick protocols, and facilitation of access to and administration of overdose response supplies, such as Naloxone.

J. Housing First: Grantee services and operations shall align with the Core Components of Housing First as defined in California Welfare and Institutions Code, section 8255. This includes integrating policies and procedures to provide tenant-centered, low-barrier access to housing and services.

K. Staff Training: Grantee shall promote and support staff training and development, including but not limited to training on de-escalation and safety, participant engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for participants and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards of Care.

L. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding guests' progress.

M. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must

include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.

N. Feedback, Complaint and Follow-up Policies

Grantee shall provide means for the served population to provide input into the program. Feedback methods shall include:

1. Shelter Community Meetings: Grantee shall conduct monthly community meetings where guests may discuss building/program concerns and program ideas. Grantee should set up the means to provide feedback at future community meetings or by other means.
2. Complaint Process: Grantee shall provide a written and posted complaint/concern process that includes various methods for guests to submit an issue (e.g. verbal to staff, written, email) and clear protocols about when and how the guest will get a response.
3. Grantee shall offer and promote a written quarterly survey that has been pre-approved by HSH to the served population to gather feedback, gauge satisfaction and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population regarding completion of the survey in a confidential way if the written format presents any problem.
4. Grantee shall respond to complaints from other City entities, such as the Mayor's Office on Disability and the Shelter Monitoring Committee, in coordination with HSH and in accordance with the timelines required by the City entity.

O. City Communications and Policies

Grantee shall keep HSH informed and comply with applicable City policies to minimize harm and risk. These policies and related meetings include, but are not limited to:

1. Compliance with all Shelter and Resource Center Standards of Care as requested by Administrative Code, Sec 20.404;
2. Regular communication to HSH about the implementation of the program as required and upon request;
3. Attendance at HSH meetings and trainings, as required;
4. Attendance at required ADA and access for persons with disabilities trainings;
5. Attendance at the Shelter Monitoring Committee meetings;
6. Adherence to the Shelter Grievance Policy², including the processes regarding denials of service unless Grantee is otherwise dictated by City emergency requirements;
7. Adherence to the HSH Cold/Wet Weather Policy;
8. Adherence to the City service/companion/support animal policy; and
9. When applicable, as confirmed with HSH, adherence to the Tuberculosis (TB) Infection Control Guidelines for Homeless. This includes cooperation with the San Francisco TB Prevention and Control Program of DPH.

² HSH Shelter Grievance Policy: <https://hsh.sfgov.org/wp-content/uploads/2021/10/Shelter-Grievance-Policy-Final-8-18-21-1.pdf>

- P. Critical Incident: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, within 72 hours of the incident according to Department policy. Critical incidents shall be reported using the online Critical Incident Report (CIR) form. In addition, critical incidents that involve life endangerment events or major service disruptions should be reported immediately to the HSH program manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website. Shelters must also send reports for incidents in which there were no emergency responders. An example is a domestic violence incident or destruction of property.
- Q. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the site plan as needed and Grantee shall train all employees regarding the provisions of the plan for their sites.
- R. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood, including:
1. Grantee shall work with neighbors, HSH, San Francisco Police Department (SFPD), DPW, DPH, Department of Emergency Management (DEM)/Healthy Streets Operations Center (HSOC), and other relevant city agencies to ensure that neighborhood concerns about the facility, site, and perimeter are heard and addressed.
 2. Grantee shall work with neighbors, HSH, SFPD, DPW, DPH, and other relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed.
 3. Grantee shall assign a director, manager, or representative to participate in and attend appropriate neighborhood and community meetings.
 4. Grantee shall provide a phone number to all interested neighbors that will be answered 24 hours a day by a manager or other responsible person who has the authority to respond to complaints and issues at the site as they arise.
 5. Grantee shall minimize the impact on the neighborhood of program guests entering, exiting, or waiting for services. Grantee will do this by limiting referrals to specified referral partners, not allowing walk-ins, and having 24/7 access to the site for registered guests.
 6. Grantee shall actively discourage and address excessive noise from program participants. Grantee will coordinate with other service providers and City agencies, as necessary to address this issue if just outside the program site.
 7. Grantee shall actively discourage loitering and public drug use in the area immediately surrounding the program. Grantee will coordinate with other service providers and City agencies, as necessary, to address this issue.
 8. Grantee shall implement management practices necessary to ensure that staff and participants maintain the safety and cleanliness of the area immediately

surrounding the facility and do not block driveways of neighboring residents or businesses.

9. Grantee shall take all reasonable measures to ensure the sidewalks adjacent to the facility are not blocked.
 10. Grantee will conduct at minimum 3 daily perimeter inspections, collect litter and contact the appropriate city department for assistance when needed.
 11. Grantee shall immediately report to SFHOT or HSOC if encampments emerge along the perimeter of the site or immediately across the street.
 12. Grantee will actively discourage guests from keeping tents outside of the site on the sidewalk and will follow HSH protocols on the issue.
 13. Grantee will abate any graffiti on the site within 24 hours, weather permitting.
 14. Grantee will report graffiti in the immediate area to 311.
- S. **Coordination with Other Service Providers:** Grantee shall establish written Memoranda of Understanding (MOUs) with referring providers to formalize collaboration and roles and responsibilities.
- T. **Data Standards:**
1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process³, including but not limited to:
 - a. Entering all client data within three working days (unless specifically requested to do so sooner);
 - b. Ensuring accurate dates for client enrollment, client exit, and client move in (if appropriate); and
 - c. Running monthly data quality reports and correcting errors.
 2. When applicable, records entered into the ONE System shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards⁴.
 3. When applicable, Grantee shall meet City's Coordinated Homeless Assessment of Needs and Guidance through Effective Services (CHANGES) data standards and requirements.
 4. Grantee shall enter data into the ONE System, but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
 5. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and

³ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

Accountability Act (HIPAA) and federal and state data privacy and security guidelines.

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

VII. Service Objectives

Grantee shall achieve the following service objectives:

- A. Grantee shall provide intake and program orientation to 100 percent of all new guests and updates for returning guests in a new stay within 24 hours of arrival to the site.
- B. Grantee shall achieve an average daily bed occupancy rate of 95 percent.
- C. Grantee shall conduct daily guest count and wellness checks for 100 percent of guests.
- D. Grantee shall conduct weekly room inspections for 100 percent of guests
- E. Grantee shall create a service plan for 95 percent of participants. Written service plans shall include clear goals and objectives and identified barriers. Service connections, progress, and follow-up on these service plans will be documented in the participant's record.
- F. A minimum of 50 percent of the guests onsite during the quarterly Satisfaction Survey distribution period shall complete the survey instrument approved by HSH.
- G. Grantee shall schedule and facilitate quarterly meetings with all referring agencies.
- H. Ninety percent of guests with referral needs shall be provided referrals related to benefits, employment, health, and related transportation support if needed.
- I. Ninety percent of guests shall be offered referral for housing and/or problem-solving assessment via Adult Coordinated Entry within one week of placement.

VIII. Outcome Objectives

Grantee shall achieve the following outcome objectives:

- A. A minimum of 75 percent of guests who complete the Quarterly Satisfaction Survey shall rate the treatment by staff, connection to services and safety as good or excellent.
- B. Eighty percent of Housing Referral Status guests will receive support gathering and uploading of vital documents into the ONE system and meet document readiness standards within six months of initial intake.

- C. Grantee shall ensure 100 percent of all shelter staff complete required annual trainings outlined by HSH.
- D. Ninety percent of clients will meet with Grantee at least once per week to review their housing care plan.

IX. Reporting Requirements

- A. Grantee shall input data into systems required by HSH such as the ONE system.
- B. For any quarter that maintains less than 90 percent of the total agreed upon units of service for any mode of service hereunder, Grantee shall immediately notify the Department in writing and shall specify the number of underutilized units of service.
- C. Grantee shall provide a quarterly report of activities, referencing the tasks as described in the Service Objectives and Outcome Objectives sections. Grantee will enter the quarterly metrics in the CARBON database by the 15th of the month following the end of the quarter.
- D. Grantee shall provide an annual report summarizing the contract activities, referencing the tasks as described in the Service and Outcome Objectives sections. This report shall also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- E. Grantee shall participate, as required by HSH, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee within 30 working days of receipt of any evaluation report and such response will become part of the official report.
- F. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.
- G. Grantee shall submit Project Descriptor data elements as described in U.S. Department of Housing and Urban Development (HUD)'s latest HMIS Data Standards Manual (<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>) to HSH at the following intervals: 1) at the point of project setup; 2) when project information changes; 3) at least annually or as requested by HSH. Data is used for reporting mandated by HUD and California's Interagency Council on Homelessness, and to ensure HSH's ongoing accurate representation of

program and inventory information for various reporting needs, including monitoring of occupancy and vacancy rates.

For assistance with reporting requirements or submission of reports, contact the assigned Contract and Program Managers.

X. Monitoring Activities

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

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

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include 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 and accounting policies, 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, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**Appendix A-2, Services to be Provided
by
Lutheran Social Services of Northern California
Kinney Hotel Property Management and Master Lease Stewardship**

I. Purpose of Grant

The purpose of the grant is to provide Property Management and Master Lease Stewardship to the served population. The goals of these services are to support tenants in retaining their housing; or moving to other appropriate housing.

II. Served Population

Grantee shall serve formerly homeless and income-eligible HIV positive adults aged 18 years or older without the custody of minors below 18 years of age who have been incarcerated for at least three days within the last two years.

III. Referral and Prioritization

All new tenants will be referred by the Department of Homelessness and Supportive Housing (HSH) via the Coordinated Entry System, which organizes the City's Homelessness Response System (HRS) with a common, population-specific assessment, centralized data system, and prioritization method. Applicants who are just exiting jail will be prioritized above those who were previously incarcerated for at least three days within the last two years.

Eligibility criteria for Permanent Supportive Housing (PSH) varies upon the subsidy funding source and may include meeting a definition of homelessness at the time of referral and placement, enrollment in specific benefits programs, income criteria and/or the ability to live independently within the structure of the housing program. Tenants who meet eligibility criteria for PSH are prioritized based on various criteria, such as levels of vulnerability, length and history of homelessness, and severity of housing barriers.

IV. Description of Services

Grantee shall serve tenants of the number of units listed in Appendix B, Budget ("Number Served" tab).

A. Property Management

1. Program Applicant Selection and Intake: Grantee shall align with Housing First principles and follow the processes agreed upon by Grantee, HSH, property owner, housing subsidy administrators, fair housing laws, and/or other entities involved with referrals.

Under Housing First, tenant screening and selection practices must promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services. Applicants must not be rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness."

Grantee shall adhere to all published HSH policies, including, but not limited to

those covering tenant intake, HSH housing documentation, reasonable accommodation, and transfers when accepting referrals and placing tenants into housing.

2. **Tenant Lease Set-Up:** Grantee shall draft, provide, and sign a rental agreement with each tenant at the time of move-in. The lease agreement shall include Community Rules, the Lease Addendum for City & County of San Francisco PSH, HSH Resident Emergency Safety Check Policy Notice, and other pertinent Lease Addenda. Grantee shall review its Grievance policies and procedures and HSH policies and procedures with tenants at the time of lease signing.
3. **Annual Tenant Re-certification:** As required by rental subsidy type, Grantee shall re-certify tenant income annually. This is generally done on the anniversary of a tenant's move-in date.
4. **Collection of Rents, Security Deposits, and Other Receipts:** Grantee shall collect and process rent and other housing-related payments (e.g. security deposit) made by tenants.
 - a. Grantee shall communicate and coordinate with local, state and/or federal agencies, as needed, to process rental subsidies.
 - b. Grantee shall assist with payment arrangements and comply with HSH and other applicable requirements governing the tenant portion of rent. All PSH tenants will pay no more than 30 percent of their monthly adjusted household income towards rent.
5. **Lease Enforcement, Written Notices and Eviction Prevention:**
 - a. Grantee shall take a housing retention approach to lease enforcement, including, but not limited to, proactive engagement in collaboration with Support Services, conversations and meetings with tenants, and mediation strategies. Grantee shall utilize the HSH Nonpayment of Rent Guidance, and other PSH best practices, as an ongoing resource.
 - b. Grantee shall provide written notice to tenants regarding issues that may impact housing stability including, but not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants.
 - c. Grantee shall offer tenants who become delinquent in rent the opportunity to enter into a rent payment plan or referral to third party rent payment services.
 - d. When necessary, Grantee shall provide notice to tenants of any actions related to the eviction process in accordance with all applicable laws.
 - e. Grantee shall copy Support Services staff on all communications to tenants.
6. **Building Service Payments:** Grantee shall set up and manage utility accounts and services related to the property, including but not limited to communications, alarms/security, fire alarm monitoring, garbage, water, and pest control. This may include elevator maintenance, as required.

7. **Building Maintenance:** Grantee shall maintain the facility in sanitary and operable condition, post protocol and forms for tenant requests for maintenance or repairs and respond to requests in a timely manner. Building maintenance shall include the following services:
 - a. Janitorial services in common areas, offices, and shared-use restrooms, and shower facilities;
 - b. Regular removal of garbage/trash from designated trash areas and maintenance of these areas as clean and functional;
 - c. Pest control services, as needed;
 - d. Maintenance and repair of facility systems, plumbing, electrical;
 - e. Building security; and
 - f. Preparation of apartments for tenant move-in and move-out.

8. **Coordination with Support Services:** If a tenant is facing housing instability, Grantee shall coordinate with Support Services staff to find creative ways to engage with tenants to prevent housing loss. Grantee shall work with Support Services staff in communicating with and meeting with tenant regarding behaviors and issues that put the tenant at risk for housing instability.

Grantee shall participate in regular coordination meetings with Support Services to review tenants at risk for eviction and strategize on how to support tenants in maintaining their housing.

9. **Wellness Checks and Emergency Safety Checks:** Grantee shall conduct Wellness Checks and/or Emergency Safety Checks in accordance with HSH policy, internal agency policies and tenant laws to assess a tenant's safety when there is a reason to believe the tenant is at immediate and substantial risk due to a medical and/or psychiatric emergency.

10. **Front Desk Coverage:** Grantee shall provide front desk coverage 24 hours per day, seven days per week.

11. **Exit Planning:** Grantee shall alert Support Services staff when tenants give notice to leave housing and shall keep a record of each tenant's forwarding address, whenever possible. Grantee shall provide exit information to Support Services to complete the client program exit in the Online Navigation and Entry (ONE) System.

B. Stewardship of the Master Lease:

1. Grantee shall provide HSH with a copy of the master lease agreement and any amendments. Grantee shall obtain HSH approval prior to entering into any agreement that will materially impact the HSH-funded portion of the budget.
2. Grantee shall maintain all Lessee responsibilities and coordinate with the Landlord to meet owner's obligations, including maintenance and capital needs.

3. Grantee shall promptly notify HSH of any default, failure to exercise an option to extend or other situation which could impact the term of the master lease agreement.

V. Location and Time of Services

Grantee shall provide Property Management services at 410 Eddy Street, San Francisco, CA 94102. Grantee shall provide Property Management services 24 hours a day, seven days a week, either on-site or on-call. Grantee shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

VI. Service Requirements

- A. Facilities: Grantee shall maintain clean, safe, and functional facilities in full compliance with requirements of the law and local standards.
 1. Grantee shall notify HSH immediately in the event it is given notice of violations by the Department of Building Inspection (DBI), Department of Public Health (DPH), or another City agency.
- B. Admission Policy: Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or HIV status.
- C. Housing First: Grantee services and operations shall align with the Core Components of Housing First. Housing First Principles means tenant screening and selection practices that promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services, and prohibit rejecting applicants on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness,” as further described in California Welfare and Institutions Code section 8255.
- D. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
- E. Language and Interpretation Services: Grantee shall ensure that translation and interpreter services are available, as needed. Grantee shall address the needs of and provide services to the served population who primarily speak language(s) other than English. Additional information on Language Access standards can be found on the HSH Providers Connect website: <https://sfgov1.sharepoint.com/sites/HOM-Ext-Providers>.

F. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding tenant's housing stability.

G. Grievance Procedure:

1. Grantee shall establish and maintain a written Grievance Procedure for tenants, which shall include the following elements, as well as others that may be appropriate to the services:
 - a. The name or title of the person or persons authorized to make a determination regarding the grievance;
 - b. The opportunity for the aggrieved party to discuss the grievance with those who will be making the determination;
 - c. The amount of time required for each step, including when a tenant can expect a response; and
 - d. In accordance with published HSH policies/procedures, the HSH Grievances email address (hshgrievances@sfgov.org) and mailing address for the tenant to contact after the tenant has exhausted Grantee's internal Grievance Procedure.
2. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each tenant and obtain a signed copy of the form from the tenant, which must be maintained in the tenant's file. Additionally, Grantee shall post the policy at all times in a location visible to tenants and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.

H. Feedback, Complaint and Follow-up Policies:

Grantee shall provide means for the served population to provide input into the program, including the planning, design, and level of satisfaction with services. Feedback methods shall include:

1. A complaint process, including a written complaint policy informing the served population on how to report complaints; and
2. A written annual survey to the served population to gather feedback, measure satisfaction, and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population with survey completion if the written format presents any problem.

I. City Communications, Trainings and Meetings:

Grantee shall keep HSH informed of program operations and comply with HSH policies, training requirements, and participate in meetings, including, but not limited to:

1. Regular communication to HSH about the implementation of the program;
2. Attendance at all meetings as required by HSH. This shall include quarterly HSH meetings; and
3. Attendance at trainings (e.g. overdose prevention training), when required by HSH.

- J. Coordination with Other Service Providers: Grantee shall establish written agreements with Support Services and other service providers that are part of the site team to formalize collaboration and roles and responsibilities.
- K. Critical Incidents: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, within 72 hours of the incident according to Department policy. Critical incidents shall be reported using the online [Critical Incident Report form](#). In addition, critical incidents that involve life endangerment events or major service disruptions should be reported immediately to the HSH Program Manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.
- L. Disaster and Emergency Response Plan: Grantee shall develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each service site per HSH requirements. The Agency Disaster and Emergency Response Plan shall address disaster coordination between and among service sites. Grantee shall update the Agency/site(s) plan as needed and Grantee shall train all employees regarding the provisions of the plan for their Agency/site(s).
- M. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood, including:
1. Collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
 2. Have a public phone line (and/or email) available for the community to report concerns;
 3. Grantee management staff are available to respond to neighbors within two business days;
 4. Have a representative of the Grantee attend neighborhood meetings focused on public safety, issues related to the housing program, street conditions or other topics that may be related to the impact of the project;
 5. Participating in community/neighborhood events in partnership with the local community benefit district, if applicable (not all neighborhoods have CBDs);
 6. Providing staff training in de-escalation and crisis response, including having written policies and protocols for contacting law enforcement, San Francisco Homeless Outreach Team (SFHOT), Healthy Streets Operation Center (HSOC), Department of Public Works (DPW), and/or crisis response teams as needed; and
 7. Grantee shall create and offer a “good neighbor” onboarding orientation for tenants as they move in that outlines community resources, community norms, and expectations.
- N. Record Keeping and Files: Grantee shall update applicant referral status information in the ONE System in accordance with HSH policy and instruction.
1. Grantee shall maintain confidential tenant files on the served population, including signed lease agreement and addenda, notices or lease violations issued to the tenant, copies of payment plans or other agreements to support housing stability.

2. Grantee shall track receipt and completion of maintenance work orders.
3. Grantee shall maintain all eligibility and inspection documentation in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.

O. Data Standards:

1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process¹, including but not limited to:
 - a. Entering all household data within three working days (unless specifically requested to do so sooner);
 - b. Ensuring accurate dates for household enrollment, household exit, and household move in (if appropriate); and
 - c. Running monthly data quality reports and correcting any errors.
2. Records entered into the ONE system shall meet or exceed the ONE System CDQI Process standard.
3. Grantee shall maintain updated unit vacancy information on a weekly basis in the data system designated by HSH (Offline Vacancy Tracker and/or ONE System) as required. Changes to vacancy reporting shall be communicated to Grantees in writing from HSH.
4. Grantee shall enter data into the ONE System but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into the CARBON database. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
5. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.
6. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.

VII. Service Objectives

Grantee shall achieve the following Service Objectives:

- A. Grantee shall administer an annual written anonymous survey of households to obtain feedback on the type and quality of program services. Grantee shall offer all households the opportunity to take this survey.

¹ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://hsh.sfgov.org/get-information/one-system/>

VIII. Outcome Objectives

Grantee shall achieve the following Outcome Objectives:

- A. Grantee shall maintain an occupancy rate of at least 93 percent.
- B. Ninety percent of residents will retain their housing for more than one year.
- C. Seventy-five percent of residents who exit housing will secure housing appropriate to their needs (e.g., independent housing, move-in with family or friends, transition to level of care appropriate for their needs, etc.).
- D. Eighty-five percent of resident lease violations will be resolved without loss of housing to tenants.
- E. Eighty percent of tenants completing an annual Tenant Satisfaction Survey will be satisfied or very satisfied with property management services.

IX. Reporting Requirements

Grantee shall input data into systems required by HSH, such as the ONE System and CARBON.

- A. When required by HSH, Grantee shall enter tenant data in the ONE System.
- B. On a monthly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the month of service:
 1. The occupancy rate; and
 2. The number of new placements.
- C. On a quarterly basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each quarter:
 1. The number and percentage of tenants who exited housing and secured housing appropriate to their needs; and
 2. The number and percentage of lease violations that were resolved without loss of housing to tenants.
- D. On an annual basis, Grantee shall enter the required metrics, including any required templates to be uploaded, into the CARBON database by the 15th of the month following the end of each year:
 1. The number and percentage of tenants who retained their housing for more than a year;
 2. The number and percentage of tenants who completed a Tenant Satisfaction Survey; and
 3. The number and percentage of Tenant Satisfaction Survey respondents who indicated they were satisfied or very satisfied with property management services.

- E. Grantee shall participate in annual Eviction Survey reporting, per the 2015 City and County of San Francisco Tenant Eviction Annual Reports Ordinance (<https://sfbos.org/ftp/uploadedfiles/bdsupvrs/ordinances15/o0011-15.pdf>). Grantee shall provide information on evictions and eviction notices issued to households residing in City-funded housing to Support Services to enter into the ONE System. Grantee shall verify the accuracy of eviction reporting data in the ONE System quarterly, and shall review the annual eviction report prior to submission to HSH. Grantee shall adhere to all deadlines for submission as required by HSH.
- F. Grantee shall submit Project Descriptor data elements as described in the U.S. Department of Housing and Urban Development (HUD)'s latest HMIS Data Standards Manual (<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>) to HSH at the following intervals: 1) at the point of project setup; 2) when project information changes; 3) at least annually or as requested by HSH. Data is used for reporting mandated by HUD and California's Interagency Council on Homelessness, and to ensure HSH's ongoing accurate representation of program and inventory information for various reporting needs, including monitoring of occupancy and vacancy rates.
- G. Grantee shall provide information for an annual report on client enrollment in public benefits per the Administrative Code Article VI, Section 20.54.4(c) - Permanent Supportive Housing – Enrollment in Social Services https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-11877, as instructed by HSH.
- H. Grantee shall participate, as required by HSH, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Grantee's services. Grantee agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Grantee within 30 working days of receipt of any evaluation report and any Grantee response will become part of the official report.
- I. Grantee shall provide Ad Hoc reports as required by HSH and respond to requests by HSH in a timely manner.

For assistance with reporting requirements or submission of reports, contact the assigned Contract and Program Managers.

X. Monitoring Activities

- A. Program Monitoring: Grantee is subject to program monitoring and/or audits, including, but not limited to review of the following: tenant files, administrative records, staff training documentation, postings, program policies and procedures, data submitted in program reports, Disaster and Emergency Response Plan and training,

personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

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

- B. Fiscal and Compliance Monitoring: Grantee is subject to fiscal and compliance monitoring, which may include 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 may include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act (ADA), subcontracts and Memoranda of Understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING															
2	APPENDIX B, BUDGET															
3	Document Date	7/1/2024														
4	Contract Term	Begin Date	End Date	Duration (Years)												
5	Current Term	7/1/2021	6/30/2024	3												
6	Amended Term	7/1/2021	6/30/2026	5												
7	Program	Kinney Hotel (Emergency Stabilization & Property Management)														
9					Year 1	Year 2	Year 3	Year 4								
10	Service Component				7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025								
11	Emergency Stabilization: program coordination to clients in at least (# of units listed per year)				21	21	21	21								
12	Property Management for at least (# of units listed per year)				30	30	30	30								
13																

	A	B	C	D
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING			
2	APPENDIX B, BUDGET			
3	Document Date	7/1/2024		
4	Contract Term	Begin Date	End Date	Duration (Years)
5	Current Term	7/1/2021	6/30/2024	3
6	Amended Term	7/1/2021	6/30/2026	5
7	Program	Kinney Hotel (Emergency Stabilization & Property Management)		
9	Approved Subcontractors			
10	None			
11				

	A	B	C	D	E	H	K	N	O	P	Q	R	S	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING															
2	APPENDIX B, BUDGET															
3	Document Date	7/1/2024														
4	Contract Term	Begin Date	End Date	(Years)												
5	Current Term	7/1/2021	6/30/2024	3												
6	Amended Term	7/1/2021	6/30/2026	5												
7	Provider Name	Lutheran Social Services of Northren CA														
8	Program	Kinney Hotel (Emergency Stabilization & Property Management)														
9	FSP Contract ID#	1000021451														
10	Action (select)	Amendment														
11	Effective Date	7/1/2024														
12	Budget Names	General Fund and ERAF - Shelter & Support Services, General Fund & ERAF - Property Management, One-Time Prop C Bonus Pay														
13		Current	New													
14	Term Budget	\$ 2,939,503	\$ 5,213,539													
15	Contingency	\$ 466,432	\$ 454,807	20%												
16	Not-To-Exceed	\$ 3,405,935	\$ 5,668,346		EXTENSION YEAR			EXTENSION YEAR			All Years					
17		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2024	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026			
18		Current	Current	Current	Current	Amendment	New	Current	Amendment	New	Current	Amendment	New	Current	Amendment	New
19	Expenditures															
20	Salaries & Benefits	\$ 175,347	\$ 197,407	\$ 129,348	\$ -	\$ 129,348	\$ 129,348	\$ -	\$ 129,348	\$ 129,348	\$ 502,103	\$ 258,696	\$ 760,799			
21	Operating Expense	\$ 440,458	\$ 460,661	\$ 559,977	\$ -	\$ 559,977	\$ 559,977	\$ -	\$ 559,977	\$ 559,977	\$ 1,461,096	\$ 1,119,955	\$ 2,581,051			
22	Subtotal	\$ 615,805	\$ 658,068	\$ 689,326	\$ -	\$ 689,326	\$ 689,326	\$ -	\$ 689,326	\$ 689,326	\$ 1,963,199	\$ 1,378,651	\$ 3,341,850			
24	Indirect Cost	\$ 80,055	\$ 85,549	\$ 89,612	\$ -	\$ 89,612	\$ 89,612	\$ -	\$ 89,612	\$ 89,612	\$ 255,216	\$ 179,225	\$ 434,441			
25	Other Expenses (Not subject to indirect %)	\$ 106,494	\$ 293,947	\$ 308,648	\$ -	\$ 341,276	\$ 341,276	\$ -	\$ 374,883	\$ 374,883	\$ 709,089	\$ 716,159	\$ 1,425,248			
26	Capital Expenditure	\$ 12,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 12,000	\$ -	\$ 12,000			
28	Total Expenditures	\$ 814,353	\$ 1,037,564	\$ 1,087,586	\$ -	\$ 1,120,214	\$ 1,120,214	\$ -	\$ 1,153,821	\$ 1,153,821	\$ 2,939,504	\$ 2,274,035	\$ 5,213,538			
29																
30	HSH Revenues (select)*															
31	General Fund - Ongoing	\$ 695,860	\$ 1,020,362	\$ -	\$ -	\$ 1,087,587	\$ 1,087,587	\$ -	\$ 1,120,215	\$ 1,120,215	\$ 1,716,222	\$ 2,207,802	\$ 3,924,023			
32	General Fund - CODB	\$ -	\$ -	\$ 49,318	\$ -	\$ 32,628	\$ 32,628	\$ -	\$ 33,606	\$ 33,606	\$ 49,318	\$ 66,234	\$ 115,552			
33	Prop C - One-time COVID-19 Bonus Pay Carryforward	\$ 899	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 899	\$ -	\$ 899			
35	General Fund - One-Time Carryforward	\$ 31,677	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 31,677	\$ -	\$ 31,677			
36	Educational Revenue Augmentation Fund (ERAF)	\$ 283,320	\$ 17,907	\$ 1,038,269	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,339,496	\$ -	\$ 1,339,496			
39	Adjustment to Actuals	\$ (197,403)	\$ (706)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (198,109)	\$ -	\$ (198,109)			
40	Total HSH Revenues	\$ 814,353	\$ 1,037,563	\$ 1,087,587	\$ -	\$ 1,120,215	\$ 1,120,215	\$ -	\$ 1,153,821	\$ 1,153,821	\$ 2,939,503	\$ 2,274,036	\$ 5,213,539			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
52	Total Adjusted Salary FTE (All Budgets)						1.44						1.44			
54	Prepared by	John Paul Soto														
56	Email	JPSoto@Lssnocal.org														
58	Template last modified	10/19/2023														
		*NOTE: HSH budgets typically project out revenue levels across multiple years, strictly for budget-planning purposes. All program budgets at any given year are subject to Mayoral / Board of Supervisors discretion and funding availability, and are not guaranteed. For further information, please see Article 2 of the G-100 Grant Agreement document.														

	A	B	C	D	E	H	K	N	O	P	Q	R	S	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING															
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12	Budget Name	General Fund and ERAF - Shelter & Support Services														
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14	Term Budget	\$ 2,214,509	\$ 3,843,191													
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16	Not-To-Exceed	\$ 3,405,935	\$ 5,668,346													
					EXTENSION YEAR			EXTENSION YEAR			All Years					
17		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2024	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026			
18		Current	Current	Current	Current	Amendment	New	Current	Amendment	New	Current	Amendment	New	Current	Amendment	New
19	Expenditures															
20	Salaries & Benefits	\$ 175,347	\$ 197,407	\$ 129,348	\$ -	\$ 129,348	\$ 129,348	\$ -	\$ 129,348	\$ 129,348	\$ 502,103	\$ 258,696	\$ 760,799			
21	Operating Expense	\$ 440,458	\$ 460,661	\$ 559,977	\$ -	\$ 559,977	\$ 559,977	\$ -	\$ 559,977	\$ 559,977	\$ 1,461,096	\$ 1,119,955	\$ 2,581,051			
22	Subtotal	\$ 615,805	\$ 658,068	\$ 689,326	\$ -	\$ 689,326	\$ 689,326	\$ -	\$ 689,326	\$ 689,326	\$ 1,963,199	\$ 1,378,651	\$ 3,341,850			
23	Indirect Percentage	13.00%	13.00%	13.00%	0.00%		13.00%	0.00%		13.00%						
24	Indirect Cost (Line 22 X Line 23)	\$ 80,055	\$ 85,549	\$ 89,612	\$ -	\$ 89,612	\$ 89,612	\$ -	\$ 89,612	\$ 89,612	\$ 255,216	\$ 179,225	\$ 434,441			
25	Other Expenses (Not subject to indirect %)	\$ (15,199)	\$ (706)	\$ -	\$ -	\$ 23,368	\$ 23,368	\$ -	\$ 47,437	\$ 47,437	\$ (15,904)	\$ 70,805	\$ 54,901			
26	Capital Expenditure	\$ 12,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 12,000	\$ -	\$ 12,000			
28	Total Expenditures	\$ 692,660.97	\$ 742,910	\$ 778,938.00	\$ -	\$ 802,306	\$ 802,306	\$ -	\$ 826,375	\$ 826,375	\$ 2,214,509	\$ 1,628,681	\$ 3,843,191			
29																
30	HSH Revenues (select)															
31	General Fund - Ongoing	\$ 695,859.67	\$ 743,616			\$ 778,938	\$ 778,938		\$ 802,306	\$ 802,306	\$ 1,439,476	\$ 1,581,244	\$ 3,020,720			
32	General Fund - CODB			\$ 35,322		\$ 23,368	\$ 23,368		\$ 24,069	\$ 24,069	\$ 35,322	\$ 47,437	\$ 82,759			
35	General Fund - One-Time Carryforward	\$ 31,677.43					\$ -			\$ -	\$ 31,677.4	\$ -	\$ 31,677.4			
36	Educational Revenue Augmentation Fund (ERAF)			\$ 743,616			\$ -			\$ -	\$ 743,616	\$ -	\$ 743,616			
39	Adjustment to Actuals	\$ (34,876.13)	\$ (705.61)				\$ -			\$ -	\$ (35,581.74)	\$ -	\$ (35,581.74)			
40	Total HSH Revenues	\$ 692,660.97	\$ 742,910	\$ 778,938.00	\$ -	\$ 802,306	\$ 802,306	\$ -	\$ 826,375	\$ 826,375	\$ 2,214,509	\$ 1,628,681	\$ 3,843,191			
41	Other Revenues (to offset Total Expenditures & Reduce HSH Revenues)															
47	Total Other Revenues	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
49	Total HSH + Other Revenues	\$ 692,660.97	\$ 742,910	\$ 778,938	\$ -	\$ 802,306	\$ 802,306	\$ -	\$ 826,375	\$ 826,375	\$ 2,214,509	\$ 1,628,681	\$ 3,843,191			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
53	Prepared by	John Paul Soto														
55	Email	JPSoto@Lssnocal.org														
57	Template last modified	1/22/2020														
		*NOTE: HSH budgets typically project out revenue levels across multiple years, strictly for budget-planning purposes. All program budgets at any given year are subject to Mayoral / Board of Supervisors discretion and funding availability, and are not guaranteed. For further information, please see Article 2 of the G-100 Grant Agreement document.														

	A	B	C	D	F	I	J	K	M	P	Q	R	T	W	X	Y	Z	AC	AJ	BT	BU	BV		
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																							
2	SALARY & BENEFIT DETAIL																							
3	Document Date	7/1/2024																						
4	Provider Name	Lutheran Social Services of Northren CA																						
5	Program	Kinney Hotel (Emergency Stabilization & Property Management)																						
6	F\$P Contract ID#	1000021451																						
7	Budget Name	General Fund and ERAF - Shelter & Support Services										EXTENSION YEAR					EXTENSION							
8		Year 1				Year 2				Year 3				Year 4				Year 5		All Years				
9	POSITION TITLE	Agency Totals		For HSH Funded Program	7/1/2021 - 6/30/2022	Agency Totals		For HSH Funded Program	7/1/2022 - 6/30/2023	Agency Totals		For HSH Funded Program	7/1/2023 - 6/30/2024	Agency Totals		For HSH Funded Program	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2024	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026			
10				Current				Current				Current				New	New	Current		New				
11		Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary		
12	Housing Services Program Manager	\$ 71,080	1.00	28%	\$ 19,902	\$ 79,551	0.94	28%	\$ 20,882	\$ 85,000	0.94	32%	\$ 25,313	\$ 85,000	0.94	32%	0.30	\$ 25,313	\$ 25,313	\$ 66,097	\$ 50,625	\$ 116,723		
13	Stabilization Program Coordinator	\$ 57,323	1.00	100%	\$ 57,323	\$ 70,232	0.94	100%	\$ 65,842	\$ 63,044	0.94	14%	\$ 8,104	\$ 63,044	0.94	14%	0.13	\$ 8,104	\$ 8,104	\$ 131,269	\$ 16,208	\$ 147,477		
14	Stabilization Case Coordinator	\$ 47,742	1.00	100%	\$ 47,742	\$ 58,240	0.94	100%	\$ 54,600	\$ 59,612	0.94	100%	\$ 55,886	\$ 59,612	0.94	100%	0.94	\$ 55,886	\$ 55,886	\$ 158,228	\$ 111,773	\$ 270,001		
15	Deputy Director	\$ 98,365	1.00	9%	\$ 8,376	\$ 110,169	0.94	9%	\$ 8,795	\$ 113,496	0.94	9%	\$ 9,061	\$ 113,496	0.94	9%	0.08	\$ 9,061	\$ 9,061	\$ 26,233	\$ 18,122	\$ 44,354		
16					\$ -				\$ -				\$ -					\$ -	\$ -	\$ -	\$ -	\$ -		
54																		\$ -	\$ -	\$ -	\$ -	\$ -		
55		TOTAL SALARIES			\$ 133,344	TOTAL SALARIES			\$ 150,120	TOTAL SALARIES			\$ 98,364	TOTAL SALARIES			\$ 98,364	\$ 98,364	\$ 381,827	\$ 196,727	\$ 578,554			
56		TOTAL FTE				TOTAL FTE				TOTAL FTE				TOTAL FTE			1.44							
57				31.50%				31.50%				31.50%												
58					\$ 42,003				\$ 47,288				\$ 30,985							\$ 30,985	\$ 30,985	\$ 120,276	\$ 61,969	\$ 182,245
59					\$ 175,347				\$ 197,407				\$ 129,348							\$ 129,348	\$ 129,348	\$ 502,103	\$ 258,696	\$ 760,799

	A	B	E	H	K	L	M	P	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING										
2	OPERATING DETAIL										
3	Document Date	7/1/2024									
4	Provider Name	Lutheran Social Services of Northren CA									
5	Program	Kinney Hotel (Emergency Stabilization & Property Management)									
6	F\$P Contract ID#	1000021451									
7	Budget Name	General Fund and ERAF - Shelter & Support Services									
8		EXTENSION YEAR									
9		Year 1	Year 2	Year 3	Year 4			Year 5	All Years		
10		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2024	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026
11		Current	Current	Current	Current	Amendment	New	New	Current	Modification	New
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	Rental of Property	\$ 2,500	\$ 2,500	\$ 2,500		\$ 2,500	\$ 2,500	\$ 2,500	\$ 7,500	\$ 5,000	\$ 12,500
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 5,000	\$ 6,000	\$ 6,000		\$ 6,000	\$ 6,000	\$ 6,000	\$ 17,000	\$ 12,000	\$ 29,000
15	Office Supplies, Postage	\$ 4,000	\$ 6,000	\$ 6,001		\$ 6,001	\$ 6,001	\$ 6,001	\$ 16,001	\$ 12,001	\$ 28,002
16	Building Maintenance Supplies and Repair	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
17	Printing and Reproduction	\$ 1,300	\$ 1,300	\$ 1,300		\$ 1,300	\$ 1,300	\$ 1,300	\$ 3,900	\$ 2,600	\$ 6,500
18	Insurance	\$ 2,170	\$ 2,500	\$ 2,500		\$ 2,500	\$ 2,500	\$ 2,500	\$ 7,170	\$ 5,000	\$ 12,170
19	Staff Training	\$ 1,500	\$ 1,500	\$ 1,500		\$ 1,500	\$ 1,500	\$ 1,500	\$ 4,500	\$ 3,000	\$ 7,500
20	Staff Travel-(Local & Out of Town)	\$ 700	\$ 1,000	\$ 2,000		\$ 2,000	\$ 2,000	\$ 2,000	\$ 3,700	\$ 4,000	\$ 7,700
21	Rental of Equipment	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
22	Computer Hardware/software	\$ 2,500	\$ 2,500	\$ 2,500		\$ 2,500	\$ 2,500	\$ 2,500	\$ 7,500	\$ 5,000	\$ 12,500
23	Stabilization Housing Room Rental	\$ 352,799	\$ 352,799	\$ 352,799		\$ 352,799	\$ 352,799	\$ 352,799	\$ 1,058,397	\$ 705,598	\$ 1,763,994
24	Stabilization Housing Program activities supplies	\$ 6,000	\$ 9,000	\$ 9,000		\$ 9,000	\$ 9,000	\$ 9,000	\$ 24,000	\$ 18,000	\$ 42,000
25	Stabilization Rooms Maintenance and Room Supplies	\$ 7,500	\$ 9,000	\$ 34,120		\$ 34,120	\$ 34,120	\$ 34,120	\$ 50,620	\$ 68,240	\$ 118,860
26	IT Support and Equipment (allocated share)	\$ 3,800	\$ 4,000	\$ 4,000		\$ 4,000	\$ 4,000	\$ 4,000	\$ 11,800	\$ 8,000	\$ 19,800
27	Audit (allocated share)	\$ 1,700	\$ 1,900	\$ 1,900		\$ 1,900	\$ 1,900	\$ 1,900	\$ 5,500	\$ 3,800	\$ 9,300
42	Consultants		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -
43	Security Services	\$ 43,239	\$ 54,662	\$ 127,858		\$ 127,858	\$ 127,858	\$ 127,858	\$ 225,759	\$ 255,716	\$ 481,475
44	Clinical Consultant	\$ 5,750	\$ 6,000	\$ 6,000		\$ 6,000	\$ 6,000	\$ 6,000	\$ 17,750	\$ 12,000	\$ 29,750
53	Temporary staff		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
54	Subcontractors					\$ -			\$ -	\$ -	\$ -
68	TOTAL OPERATING EXPENSES	\$ 440,458	\$ 460,661	\$ 559,977	\$ -	\$ 559,977	\$ 559,977	\$ 559,977	\$ 1,461,096	\$ 1,119,955	\$ 2,581,051
70	Other Expenses (not subject to indirect cost %)										
71	Carry Forward of One-Time FY 20-21 CODB	\$ 18,919				\$ -	\$ -	\$ -	\$ 18,919	\$ -	\$ 18,919
72	One-Time Carry Forward from FY 20-21 GF Budget	\$ 759				\$ -	\$ -	\$ -	\$ 759	\$ -	\$ 759
73	CODB Pending Distribution					\$ 23,368	\$ 23,368	\$ 47,437	\$ -	\$ 70,805	\$ 70,805
74	Adjustment to Actuals	\$ (34,876)	\$ (706)			\$ -	\$ -	\$ -	\$ (35,582)	\$ -	\$ (35,582)
84	TOTAL OTHER EXPENSES	\$ (15,199)	\$ (706)	\$ -	\$ -	\$ 23,368	\$ 23,368	\$ 47,437	\$ (15,904)	\$ 70,805	\$ 54,901
86	Capital Expenses										
87	One-Time Carryforward - Security System Upgrade	\$ 12,000				\$ -	\$ -	\$ -	\$ 12,000	\$ -	\$ 12,000
95	TOTAL CAPITAL EXPENSES	\$ 12,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 12,000	\$ -	\$ 12,000

BUDGET NARRATIVE

Fiscal Year

General Fund and ERAF - Shelter & Support Services

FY24-25

<u>Salaries & Benefits</u>	<u>Adjusted Budgeted FTE</u>	<u>Budgeted Salary</u>	<u>Justification</u>
Housing Services Program Manager	0.30	\$ 25,313	Responsible for contract compliance, monitoring, reporting, budgeting, and program operations. Assigns overall duties and coordinates staff in providing services to clients. Recruits, trains, supervises and evaluates program employees. Monitors and documents client caseloads and contract objectives. Outreaches to related service providers and support staff. Attends operations meetings.(FTE adjusted based on provider's 37.5 work week)
Stabilization Program Coordinator	0.13	\$ 8,104	Provide guidance and support to onsite staff and the Program Manager. Provide case management and case coordination services for clients. Duties include screening new clients, scheduling intakes, monitoring client program participation, collaboration with referring agencies and other supportive services, program contract reporting and overall program support.(FTE adjusted based on provider's 37.5 work week)
Stabilization Case Coordinator	0.94	\$ 55,886	Provide case management and case coordination services for clients. Provide referrals and other services requested by clients; conflict resolution and crisis intervention. (FTE adjusted based on provider's 37.5 work week)
Deputy Director	0.08	\$ 9,061	Supervises and supports Program Manager, oversees contract compliance, cultural competency, quality assurance and reporting functions. Oversees all administrative functions for contracts in San Francisco. Reviews and responds to all client grievances.(FTE adjusted based on provider's 37.5 work week)
TOTAL	1.44	\$ 98,364	
<u>Employee Fringe Benefits</u>		<u>\$ 30,985</u>	Includes FICA, SSUI, Workers Compensation and Medical calculated at 31.5% of total salaries.
Salaries & Benefits Total		\$ 129,348	

<u>Operating Expenses</u>	<u>Budgeted Expense</u>	<u>Justification</u>
Rental of Property	\$ 2,500	Rent is allocated based on space occupied by program related staff, clients, and client files on an annual basis.
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 6,000	Cable/Internet, water, phone service, etc.
Office Supplies, Postage	\$ 6,001	Office supplies and purchase expenses related to the overall support of the program
Building Maintenance Supplies and Repair	\$ -	
Printing and Reproduction	\$ 1,300	Expenses related to printing and copying program related materials, including monthly rental of equipment
Insurance	\$ 2,500	Agency program related liability insurance costs
Staff Training	\$ 1,500	Trainings, workshops, educational related expenses for all program staff on agency and program relevant topics/issues
Staff Travel-(Local & Out of Town)	\$ 2,000	Program related travel expenses
Rental of Equipment	\$ -	
Computer Hardware/software	\$ 2,500	Computer and electronic hardware/software related program costs
Stabilization Housing Room Rental	\$ 352,799	Total annual cost for the program, covering the use of all negotiated rooms, paid directly to the landlord/owner/agent, as agreed upon in the signed lease agreement
Stabilization Housing Program activities supplies	\$ 9,000	Total annual cost for the program, covering expenses related to all onsite client and program activities.
Stabilization Rooms Maintenance and Room Supplies	\$ 34,120	Total annual cost for the program, covering necessary maintenance and supplies for each stabilization room not covered by the negotiated lease agreement.
IT Support and Equipment (allocated share)	\$ 4,000	Informational Technology costs directly related to the support of the program
Audit (allocated share)	\$ 1,900	Agency audit related program expenses
<u>Consultants</u>	<u>\$ -</u>	
Security Services	\$ 127,858	Professional expenses related client, staff and property safety for the program site, specifically after program staff hours
Clinical Consultant	\$ 6,000	Professional expenses related to clinical staff support regarding issues, stressors, and topics related to working with difficult client/program situations.
<u>Subcontractors</u>	<u>\$ -</u>	
TOTAL OPERATING EXPENSES	\$ 559,977	
Indirect Cost	13.0% \$ 89,612	

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>
Carry Forward of One-Time FY 20-21 CODB	\$ -	Remaining FY 20-21 CODB carried forward from Contract ID # 1000002500
One-Time Carry Forward from FY 20-21 GF Budget	\$ -	Difference between remaining FY 20-21 CODB and total approved for carryforward from FY 20-21 Budget at time of new agreement execution
CODB Pending Distribution	\$ 23,368	CODB Funds Pending Distribution
TOTAL OTHER EXPENSES	\$ 23,368	

<u>Capital Expenses</u>	<u>Amount</u>	<u>Justification</u>
One-Time Carryforward - Security System Upgrade	\$ -	One-Time carry forward of unspent FY 20-21 funding from program budget under Contract ID# 1000002500 to upgrade the current security camera system: updating cameras, adding new cameras to a few blind spots in the building, and install a much better user friendly system for program staff to monitor building activity and look at recorded surveillance in common areas. The anticipated LSS/SHP portion of this total cost would be \$12,000
TOTAL CAPITAL EXPENSES	\$ -	

	A	B	C	D	E	H	K	O	P	R	S	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING													
2	APPENDIX B, BUDGET													
3	Document Date	7/1/2024												
4	Contract Term	Begin Date	End Date	Duration (Years)										
5	Current Term	7/1/2021	6/30/2024	3										
6	Amended Term	7/1/2021	6/30/2026	5										
7	Provider Name	Lutheran Social Services of Northren CA												
8	Program	Kinney Hotel (Emergency Stabilization & Property Management)												
9	F\$P Contract ID#	1000021451												
10	Action (select)	Amendment												
11	Effective Date	7/1/2024												
12	Budget Name	General Fund & ERAF - Property Management												
13		Current	New											
14	Term Budget	\$ 724,095	\$ 1,369,449											
15	Contingency	\$ 466,432	\$ 454,807	20%										
16	Not-To-Exceed	\$ 3,405,935	\$ 5,668,346											
					EXTENSION YEAR		EXTENSION YEAR							
					Year 1	Year 2	Year 3	Year 4		Year 5		All Years		
17		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2024	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026			
18		Current	Current	Current	Amendment	New	Amendment	New	Current	Amendment	New			
19	Expenditures													
25	Other Expenses (Not subject to indirect %)	\$ 120,793	\$ 294,653	\$ 308,648	\$ 317,907	\$ 317,907	\$ 327,446	\$ 327,446	\$ 724,094	\$ 645,353	\$ 1,369,447			
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
28	Total Expenditures	\$ 120,793	\$ 294,653	\$ 308,648	\$ 317,907	\$ 317,907	\$ 327,446	\$ 327,446	\$ 724,094	\$ 645,353	\$ 1,369,447			
29														
30	HSH Revenues (select)													
31	General Fund - Ongoing		\$ 276,746		\$ 308,649	\$ 308,649	\$ 317,908	\$ 317,908	\$ 276,746	\$ 626,557	\$ 903,303			
32	General Fund - CODB			\$ 13,996	\$ 9,259	\$ 9,259	\$ 9,537	\$ 9,537	\$ 13,996	\$ 18,797	\$ 32,793			
36	Educational Revenue Augmentation Fund (ERAF)	\$ 283,320	\$ 17,907	\$ 294,653		\$ -	\$ -	\$ -	\$ 595,880	\$ -	\$ 595,880			
39	Adjustment to Actuals	\$ (162,527)				\$ -	\$ -	\$ -	\$ (162,527)	\$ -	\$ (162,527)			
40	Total HSH Revenues	\$ 120,793	\$ 294,653	\$ 308,649	\$ 317,908	\$ 317,908	\$ 327,446	\$ 327,446	\$ 724,095	\$ 645,354	\$ 1,369,449			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -		\$ -		\$ -	\$ -		\$ -			

	A	B	E	H	K	L	M	P	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING										
2	OPERATING DETAIL										
3	Document Date	7/1/2024									
4	Provider Name	Lutheran Social Services of Northren CA									
5	Program	Kinney Hotel (Emergency Stabilization & Property Management)									
6	F\$P Contract ID#	1000021451									
7	Budget Name	General Fund & ERAF - Property Management									
8		EXTENSION YEAR									
9		Year 1	Year 2	Year 3	Year 4			Year 5	All Years		
10		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2021 - 6/30/2024	7/1/2021 - 6/30/2026	7/1/2021 - 6/30/2026
11		Current	Current	Current	Current	Amendment	New	New	Current	Modification	New
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
68	TOTAL OPERATING EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
69											
70	<u>Other Expenses (not subject to indirect cost %)</u>										
71	Rental of Property	\$ 193,320	\$ 193,320	\$ 193,320		\$ 193,320	\$ 193,320	\$ 193,320	\$ 579,960	\$ 386,640	\$ 966,600
72	Additional Property Management Costs	\$ 90,000	\$ 101,333	\$ 115,328		\$ 115,328	\$ 115,328	\$ 115,328	\$ 306,661	\$ 230,656	\$ 537,317
73	CODB Pending Distribution					\$ 9,259	\$ 9,259	\$ 18,798	\$ -	\$ 28,057	\$ 28,057
74	Adjustment to Actuals	\$ (162,527)				\$ -	\$ -	\$ -	\$ (162,527)	\$ -	\$ (162,527)
83											
84	TOTAL OTHER EXPENSES	\$ 120,793	\$ 294,653	\$ 308,648	\$ -	\$ 317,907	\$ 317,907	\$ 327,446	\$ 724,094	\$ 645,353	\$ 1,369,447
86	<u>Capital Expenses</u>										
95	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
96											
97	HSH #3								Template last modified 1/22/2020		

BUDGET NARRATIVE

Fiscal Year

General Fund & ERAF - Property Management

FY24-25

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
Rental of Property	\$ 193,320	\$537/month for 30 units total. Note: LSS receives \$863/month for 30 units from HUD. The total combined \$1,400 rent from LSS paid to the building owner covers 24/7 front desk; repair/operations of the major systems; janitorial of the common areas/facilities; turnover of rooms; monthly pest inspection and treatment; once/week linen service for the rooms; utilities (gas, electricity, water, sewage, etc.)	$(1400-863)*30*12 - \$193,320$
Additional Property Management Costs	\$ 115,328	LSS partial lease management responsibilities (administering and enforcing lease, legal fees, etc.) and maintenance (full liability of tenant damages to the property) at \$320.355 PUPM.	$\$320.355*30*12 = \$115,328$
CODB Pending Distribution	\$ 9,259	CODB Funds Pending Distribution	.
TOTAL OTHER EXPENSES	\$ 317,907		

	A	B	C	D	E	H	K	AI	
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING								
2	APPENDIX B, BUDGET								
3	Document Date	7/1/2024							
4	Contract Term	Begin Date	End Date	Duration (Years)					
5	Current Term	7/1/2021	6/30/2024	3					
7	Provider Name	Lutheran Social Services of Northren CA							
8	Program	Kinney Hotel (Emergency Stabilization & Property M							
9	F\$P Contract ID#	1000021451							
10	Action (select)	Amendment							
11	Effective Date	7/1/2024							
12	Budget Name	One-Time Prop C Bonus Pay							
13		Current	New						
14	Term Budget	\$ 899.46	\$ 899.46	20%					
15	Contingency	\$ 466,432	\$ 454,807						
16	Not-To-Exceed	\$ 3,405,935	\$ 5,668,346						
				Year 1	Year 2	Year 3	All Years		
17				7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2021 - 6/30/2024		
18				Current	Current	Current	Current		
19	Expenditures								
25	Other Expenses (Not subject to indirect %)	\$	899.46	\$	-	\$	-	\$	899.46
28	Total Expenditures	\$	899.46	\$	-	\$	-	\$	899.46
30	HSH Revenues (select)								
33	Prop C - One-time COVID-19 Bonus Pay Carryforward	\$	899.46					\$	899.46
40	Total HSH Revenues	\$	899.46	\$	-	\$	-	\$	899.46
50	Rev-Exp (Budget Match Check)	\$	-	\$	-	\$	-	\$	-

	A	B	E	H	AF
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING				
2	OPERATING DETAIL				
3	Document Date	7/1/2024			
4	Provider Name	Lutheran Social Services of Northren CA			
5	Program	Kinney Hotel (Emergency Stabilization & Property Management)			
6	FSP Contract ID#	1000021451			
7	Budget Name	One-Time Prop C Bonus Pay			
9		Year 1	Year 2	Year 3	All Years
10		7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2021 - 6/30/2024
11		Current	Current	Current	Current
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense
70	<u>Other Expenses (not subject to indirect cost %)</u>				
71	One-Time Prop C Bonus Pay (carried forward)	\$ 899	\$ -	\$ -	\$ 899
84	TOTAL OTHER EXPENSES	\$ 899	\$ -	\$ -	\$ 899
85					
97	HSH #3				

BUDGET NARRATIVE

Fiscal Year

One-Time Prop C Bonus Pay

FY24-25

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
One-Time Prop C Bonus Pay (carried forward)	\$ -	Remaining unspent One-Time Prop C Bonus Pay, carried forward from FY 20-21 Budget (Contract ID# 1000002500) to FY 21-22 Budget	\$5,000 - \$4,100.54 = \$899.46
TOTAL OTHER EXPENSES	\$ -		