



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: Compass Family Services Urgent Accommodation Vouchers Program for Families and Pregnant People

<i>Agreement Information</i>	
F\$P Contract ID#	1000028113
Provider	Compass Family Services
Program Name	Urgent Accommodation Vouchers Program for Families and Pregnant People
Agreement Action	1 st Amendment
Agreement Term	February 1, 2023 – December 31, 2024

Agreement Amount

Current Budget ¹	Amended	New Budget	Contingency ²	Total Not to Exceed (NTE)
\$2,648,495	\$4,577,395	\$7,225,890	\$915,479	\$8,141,370

Funding Summary

Fiscal Year (FY)	Budget	Actual Spent	Amended to Add	New Budget
2022-23	\$1,265,144	\$309,897	--	\$309,897
2023-24	\$2,338,598 ³	\$806,379 ⁴	--	\$2,338,598
2024-25 (6 months)	--	--	\$4,577,396	\$4,577,396
TOTAL	\$3,603,742	\$1,116,276	\$4,577,396	\$7,225,890
			<i>Contingency</i>	<i>\$915,479</i>
			Total NTE⁵	\$8,141,370

<i>Funding Information</i>	
Funding Sources⁶	68% Our City, Our Home (Prop C) 32% General Fund

¹ Current budget adjusted for actuals. Current Not-to-Exceed Amount is \$2,676,346.

² Contingency was applied to FY 24-25 budgeted amount to account for the potential addition of a \$300,000 Department of Public Health (DPH) Work Order.

³ FY23-24 budget amount includes \$1,000,000 in one-time funding effective May 1, 2024.

⁴ Through March 2024, the provider has spent \$806,379 of its FY 23-24 budget.

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

⁶ The funding sources listed reflect outgoing years. Outgoing year budgets do not include DPH Work Order; the FY23-24 allocation is anticipated to be spent down through FY24-25.

Grant Amendment Approval: Compass Family Services | Urgent Accommodation Vouchers (UAV)

The Department of Homelessness and Supportive Housing (HSH) Contracts team requests authorization to amend the existing grant with Compass Family Services for the provision of the Urgent Accommodation Vouchers (UAV) Program for Families and Pregnant People for the period of February 1, 2023 to December 31, 2024, in an additional amount of \$4,577,395, to serve 115 more households. The amendment extends the Agreement for six months while HSH prepares to bring the agreement to the Board of Supervisors to extend for additional years. The new NTE amount is \$8,141,370, which includes a contingency of \$915,479. The agreement includes funding to serve an additional 115 families next fiscal year as proposed in the Mayor's FY2024-2026 Budget to address family homelessness.

Background

The Compass UAV Program for Families and Pregnant Persons provides emergency short-term hotel stays, supportive services to families and pregnant persons experiencing homelessness and includes linkages to existing programs such as Coordinated Entry, harm reduction services, public program benefits, health services, and behavioral health. The UAV Program utilizes a low-barrier model that creates a safety net for households to quickly access an adequate and safe place to stay for a limited time. The UAV Program is not intended to be a substitute for emergency shelter placement but rather a complement to the emergency shelter system.

Services to be Provided

The purpose of the grant is to provide UAV to families, including pregnant persons with or without a partner. Compass Family Services has been providing services to 15 families at any given time with a budgeted staff of 2.8 full-time equivalent (FTE) and in April, the Mayor approved one-time funding to increase capacity from 15 to 50 in FY23-24.

The Mayor's Proposed FY24-26 Budget also proposes additional General Fund and Our City, Our Home (Prop C) revenues to increase capacity to a total of 130 families. If approved by the Board of Supervisors as part of the City's budget process, the UAV program will expand to include a budgeted staff of 14.2 annual full-time equivalent (FTE), prorated at 7.1 FTE through December 31, 2024, to implement this expansion. At least 80 voucher slots will be used to augment a lack of emergency beds in the City's family shelter system and use for 90-day stays in alignment with other family shelter time limits.

Selection

Grantee was selected pursuant to San Francisco Administrative Code Section 21B, which authorized the Department to enter into, or amend, contracts without adhering to the Administrative Code provisions regarding competitive bidding related to Projects Addressing Homelessness. Compass Family Services was selected for provision of these services based on the organization's experience and ability to begin services in a timely manner.

Performance History

Compass Family Services underwent fiscal monitoring most recently in FY22-23 and there were no unresolved findings.

UAV for Families and Pregnant Persons underwent program monitoring and a site visit in FY22-23. The site visit included a review of program policies and procedures, staff development and training activities, outreach procedures and materials, staffing pattern and job descriptions and monthly and quarterly reports. The program passed successfully.



Grant Amendment Approval: Compass Family Services | Urgent Accommodation Vouchers (UAV)

Two factors contributed to underspending in FY23-24. In late April, the Mayor authorized an additional \$1 million in General Fund support for emergency hotel vouchers, which HSH added to the Compass agreement to increase capacity from 15 to 50. The funding became available in May 2024 and unspent funds will carry forward into FY24-25 to support this effort.

The \$300,000 DPH Dream Keeper Initiative (Black Infant Health) Work Order is underspending for FY23-24 due to a lower number of referrals from DPH than anticipated. HSH is working with DPH to continue to spend down these funds next fiscal year.

Agreement Materials

- HOC Approval Package
 - Appendix A, Services to be Provided
 - Appendix B, Budget



Appendix A, Services to be Provided
by
Compass Family Services
Urgent Accommodation Vouchers Program for Families and Pregnant People

I. Purpose of Grant

The purpose of the Urgent Accommodation Vouchers (UAV) Program is to provide emergency short-term hotel stays and Support Services to the served population.

II. Served Population

Grantee shall serve formerly homeless or at-risk of homelessness and income-eligible family households with an adult and at least one natural, adoptive and/or foster child below the age of 18. This may include a pregnant person, with or without a partner.

III. Referral and Prioritization

Grantee shall provide services to the served population and utilize any referral system required by the City. HSH intends to use Coordinated Entry, Homeless Outreach Team(s), City partner agencies, HSH-approved community partners, and self-referral methods as the primary source of referrals.

IV. Description of Services

Grantee shall provide emergency hotel placement operations and Support Services, as described below.

A. Emergency Hotel Placement Operations:

1. **Hotel Site Identification:** Grantee shall seek appropriate hotel locations to temporarily shelter families and pregnant persons in an emergency. Grantee shall ensure that the hotel provides an appropriate standard of care, including but not limited to a clean, safe, and pest-free environment, per all applicable building, fire and health codes; linens and housekeeping; adequate and functioning furniture, fixtures, and equipment; and secure entry into the building.
2. **Referral and Screening:** Grantee shall operate a 24/7 referral phone line. Grantee shall screen all referrals for program eligibility.
3. **Reservations:** Grantee shall facilitate emergency hotel reservations via phone, in accordance with the hotel facility's hours of operation, for families who meet the program eligibility criteria upon phone screening.
4. **Facility Maintenance:** Grantee shall report in a timely manner to hotel management any repairs, maintenance, and/or room turnover needed in the guest hotel rooms.
5. **Meals:** Grantee shall supply vouchers for emergency meals and/or groceries to families as needed when connections to community food resources are unavailable. Grantee shall provide information about meal resources available in the surrounding community.

6. Room Inspections: Grantee shall perform weekly room inspections to ensure room habitability and safety.
 7. Entry and Exit: Grantee shall monitor guest entry and exit and keep guest records.
 8. On-call Services: Grantee shall respond to guest emergencies as needed via phone.
- B. Support Services: Grantee shall provide Support Services to the total number of households listed in Appendix B, Budget (“Number Served” tab). Support Services are voluntary. Services shall include, but are not limited to, the following:
1. Outreach: Grantee shall engage with households to provide information about available Support Services and invite them to participate.
 2. Intake and Assessment: Grantee shall conduct an intake with each household to determine and document household identification and stay information. Grantee shall upload vital documents in the Online Navigation and Entry (ONE) System, including identification for each adult member of the household, birth certificates or proof of legal relationship between each parent and child, and social security numbers for all household members (including children). If one or more family members do not have a social security card, Grantee shall note this in ONE. The intake shall also include established consent forms and participant agreement forms. Grantee shall also conduct a support services assessment to document household needs and strengths. Grantee shall create a customized Family Success Plan based on identified needs that emphasizes household stability, connections to Coordinated Entry, and linkages to shelter and housing opportunities.
 3. Problem-Solving: Grantee shall engage in problem solving conversations with participants, including exploring housing options outside of the HRS such as relocation, advocating on behalf of participants with landlords, and/or conflict mediation.
 4. Case Management: Grantee shall provide ongoing meetings and counseling services with families to establish goals, support Family Success Plans, and track progress toward meeting the goals. Case managers must inform clients of UAV Program rules and policies and enforce these policies under the guidance of HSH. For participants referred by Black Infant Health, case managers must coordinate care with the Black Infant Health clinicians linked to these participants. Grantee must document case management meetings, engagement, and status of households at least weekly to ensure the guests are doing well and are receiving the support they need to maintain their hotel stay.
 5. Benefits Advocacy and Assistance: Grantee shall assist guests with obtaining or maintaining benefits. Grantee shall provide referrals for and solve problems

preventing household enrollment in county, state and federal benefits programs. Grantee may help guests identify, apply for and establish appointments for available services such as cash aid, food programs, medical clinics and/or in-home support.

6. **Referrals and Coordination of Services:** Grantee shall help guests identify and access services available within the community that meet specific needs or support progress toward identified goals. This may include providing information about services, calling to help establish appointments, assisting with applications, providing appointment reminders, following up/checking in with households regarding the process, and, as necessary, re-referral. Grantee shall also communicate and coordinate with outside service providers and mental health clinics to support existing linkages that guests may have.
7. **Wellness and Emergency Safety Checks:** Grantee shall conduct Wellness and/or Emergency Safety Checks in accordance with HSH policy to assess a household's safety when there is a reason to believe there is immediate and substantial risk due to a medical and/or psychiatric emergency.
8. **Stability Support:** Grantee shall outreach to and offer on-site services and/or referrals to all guests who display indications of instability. Such indications include, but are not limited to, discontinuance from benefits or services, rule violations or warnings, and conflicts with staff or other guests. Grantee shall assist with the de-escalation and resolution of conflicts as needed.
9. **Exit Planning Support:** Grantee shall provide exit planning to guests preparing to leave the hotel for any number of reasons, including but not limited to guests moving into shelter or permanent supportive housing, guests who have reached the end of their time-limited hotel stay, and guests who are talking about leaving the program. Grantee shall engage guests in comprehensive discharge planning, which includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.

V. Location and Time of Services

Grantee shall provide Support Services at scattered hotel sites, at least Monday to Friday, during posted business hours. Grantee may also provide services evenings and weekends, and at other times when necessary to best serve households.

Grantee shall provide on-call services, referral screening, and initial hotel placement coordination 24 hours a day, 7 days a week through a designated phone line provided to referents and guests.

VI. Service Requirements

- A. **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>.
- 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. Case Conferences: Grantee shall initiate and participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding household's progress.
- D. Complaint and Grievance Procedure:
1. Grantee shall establish and maintain a written Grievance Procedure for households, which shall include, at minimum, the following elements:
 - 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 household 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 household to contact after the household 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 household and obtain a signed copy of the form from the household, which must be maintained in the household's file. Additionally, Grantee shall post the policy at all times in a location visible to households, and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.
- E. Good Neighbor Policies: Grantee shall maintain a good relationship with the hotel and neighborhood, including:
1. In partnership with the hotel management, collaborating with neighbors and relevant city agencies to ensure that hotel residents and neighborhood concerns are heard and addressed;
 2. Have a representative of the Grantee attend all appropriate neighborhood meetings;
 3. 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
4. Grantee shall create and offer a “good neighbor” onboarding for households as they move in that outlines community resources, community norms, and expectations.
- F. Feedback 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.
- G. City Communications and Policies
Grantee shall keep HSH informed and comply with applicable City policies to minimize harm and risk, including:
1. Regular communication to HSH about the implementation of the program;
 2. Attendance of HSH meetings and trainings, as required;
 3. Attendance of a bi-annual training on the Americans with Disabilities Act (ADA) and mental disabilities through interdepartmental work orders with the Mayor's Office on Disability and the City Attorney's Office; and
 4. Adherence to the City service or companion animals policy.
- H. 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.
- I. 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).
- J. 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 families will participate in annual trainings on harm reduction, overdose recognition, and response.
- 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. Grantee shall maintain records on staff training completed and report to HSH annually.
- L. Record Keeping and Files: Grantee shall maintain confidential household files that document the services and supportive work provided for the purpose of tracking and reporting objectives and outcomes.
1. Grantee shall maintain client program enrollment, annual status updates and program exit information in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
 2. Grantee shall maintain a program roster of all current households in the ONE System.
 3. Grantee shall maintain services information in the ONE System, including information on households receiving eviction notices, as instructed by HSH.
 4. Grantee shall maintain confidential files on the served population, including developed plans, notes, and progress as described in the Service Description and Service Requirements.
- M. 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 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.
 4. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate

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

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.

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

N. Coordination with Other Service Providers:

1. Grantee shall maintain a good working relationship with other service providers, HSH, and all other agencies involved in program operations to ensure communication and coordination that supports program goals.
2. When required by HSH, Grantee shall establish written Memoranda of Understanding (MOUs) with Property Management and Subcontractors.

- O. 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.

VII. Service Objectives

Grantee shall achieve the Service Objectives listed below.

- A. Grantee shall offer at least 90 percent of guests a Family Success Plan that includes clear goals, objectives, and identified barriers within three business days of receiving a UAV.
- B. Grantee shall ensure at least 90 percent of guests are referred to problem-solving and/or assessment via Coordinated Entry within three business days of receiving a UAV, unless there is an active assessment in the ONE System.
- C. Grantee shall assist at least 90 percent of guests with case management and referral needs to access program benefits, employment services, health services, and related transportation support, if needed.
- D. Grantee shall offer Support Services to 100 percent of all guests who showed stay instability at least once per incident.
- E. Grantee shall outreach to 100 percent of households with planned exits from the program to engage in comprehensive discharge planning, that includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.
- F. Grantee shall administer a quarterly satisfaction survey and achieve at least a 50 percent response rate for families enrolled in the program.

VIII. Outcome Objectives

Grantee shall achieve the Outcome Objectives listed below.

- A. A minimum of 75 percent of UAV participants will exit to a destination other than the street.
- B. A minimum of 75 percent of families shall have a completed shelter and/or housing CE assessment in ONE before the end of their stay.
- C. A minimum of 75 percent of guests participating in a Satisfaction Survey will rate the UAV program services as good or excellent.

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 household data in the ONE system.
- B. Grantee shall provide a monthly report of activities, referencing the tasks as described in the Service and Outcome Objectives sections. Grantee shall enter the monthly metrics in the CARBON database by the 15th of the following month.
- 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.

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, which may include review of materials including, but not limited, to the following: household files, Grantee's administrative records, staff training documentation, postings, program policies and procedures, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and backup 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 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 ADA, subcontracts and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	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	2/1/2023	6/30/2024	2
6	Amended Term	2/1/2023	12/31/2024	2
7				
8	Approved Subcontractors			
10	None			
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14				
15				
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Program Budget History

Date of Budget Change	Change Type	Ongoing / One-Time	Change Amount	Asana Approval Link	Change Description
7/1/2023	Modification	One-Time	\$ 300,000	N/A	One-time Mod to add \$300,000 DPH Work Order
7/1/2023	Modification	One-Time	\$ 1,000,000	https://app.asana.com	Adding \$1,000,000 in one-time General Funds to increase number of vouchers from 15 to 50 for FY23-24 only, effective 5/1/2024.
7/1/2024	Amendment	Ongoing	\$ 4,557,396	PENDING	Adding \$4,557,396 in additional funding to extend term by six months and increase number of vouchers to a total of 130 for FY24-25. This amount does not include contingency in the amount of \$915,479 for a total agreement NTE amount of \$8,141,370

	A	B	C	D	E	F	G	H	I	J	K	L	M
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	2/1/2023	6/30/2024	2									
6	Amended Term	2/1/2023	12/31/2024	2									
7					Year 1	Year 2	Year 3						
8	Service Component				2/1/2023 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 12/31/2024						
10	Families served at any given time				15	50	130						

	A	B	C	D	E	J	L	M	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	2/1/2023	6/30/2024	2							
6	Amended Term	2/1/2023	12/31/2024								
7	Provider Name	Compass Family Services									
8	Program	Urgent Accomodation Vouchers									
9	FSP Contract ID#	1000028113									
10	Action (select)	Amendment									
11	Effective Date	7/1/2024									
12	Budget Names	Prop C & General Fund - Support Services, Work Order - DPH - UAV									
13		Current	New								
14	Term Budget	\$ 2,648,495	\$ 7,225,890								
15	Contingency	\$ 27,851	\$ 915,479	20%							
16	Not-To-Exceed	\$2,676,346	\$ 8,141,370								
					EXTENSION YEAR						
17					Year 1	Year 2	Year 3		All Years		
					2/1/2023 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 12/31/2024	7/1/2024 - 12/31/2024	2/1/2023 - 6/30/2024	2/1/2023 - 12/31/2024	2/1/2023 - 12/31/2024
18					Current/Actuals	New	Amendment	New	Current/Actuals	Amendment	New
19	Expenditures										
20	Salaries & Benefits	\$ 130,898	\$ 654,714	\$ 691,567	\$ 691,567	\$ 785,611	\$ 691,567	\$ 1,477,178			
21	Operating Expense	\$ 201,208	\$ 87,645	\$ 224,647	\$ 224,647	\$ 288,853	\$ 224,647	\$ 513,500			
22	Subtotal	\$ 332,106	\$ 742,359	\$ 916,214	\$ 916,214	\$ 1,074,464	\$ 916,214	\$ 1,990,678			
23	Indirect Percentage		15.00%								
24	Indirect Cost (Line 22 X Line 23)	\$ 49,816	\$ 111,354	\$ 137,432	\$ 137,432	\$ 161,170	\$ 137,432	\$ 298,602			
25	Other Expenses (Not subject to indirect %)	\$ (72,024)	\$ 1,484,886	\$ 3,523,750	\$ 3,523,750	\$ 1,412,861	\$ 3,523,750	\$ 4,936,611			
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
28	Total Expenditures	\$ 309,897	\$ 2,338,598	\$ 4,577,395	\$ 4,577,396	\$ 2,648,495	\$ 4,577,395	\$ 7,225,891			
29											
30	HSH Revenues (select)*										
31	Prop C	\$ 965,144	\$ 988,598	\$ 508,378	\$ 508,378	\$ 1,953,742	\$ 508,378	\$ 2,462,120			
33	Work Order - DPH	\$ 300,000	\$ 300,000		\$ -	\$ 600,000	\$ -	\$ 600,000			
34	Prop C - One-Time Addback	\$ -	\$ 50,000	\$ -	\$ -	\$ 50,000	\$ -	\$ 50,000			
35	Adjustment to Actuals	\$ (955,247)	\$ -	\$ -	\$ -	\$ (955,247)	\$ -	\$ (955,247)			
36	General Fund - One-Time	\$ -	\$ 1,000,000	\$ 1,456,850	\$ 1,456,850	\$ 1,000,000	\$ 1,456,850	\$ 2,456,850			
37	Prop C - One-Time	\$ -	\$ -	\$ 2,612,168	\$ 2,612,168	\$ -	\$ 2,612,168	\$ 2,612,168			
40	Total HSH Revenues	\$ 309,897	\$ 2,338,598	\$ 4,577,396	\$ 4,577,396	\$ 2,648,495	\$ 4,577,396	\$ 7,225,890			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -		\$ -	\$ -		\$ -			
52	Total Adjusted Salary FTE (All Budgets)		7.65			7.10					
53											
54	Prepared by	Joua Lee-Jagoda		*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.							
55	Phone	209-628-8448									
56	Email	jlee-jagoda@compass-sf.org									

	A	B	C	D	E	H	L	M	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	2/1/2023	6/30/2024	2								
6	Amended Term	2/1/2023	12/31/2024									
7	Provider Name	Compass Family Services										
8	Program	Urgent Accomodation Voucher										
9	F\$P Contract ID#	1000028113										
10	Action (select)	Amendment										
11	Effective Date	5/1/2024										
12	Budget Name	Prop C & General Fund - Support Services										
13		Current	New									
14	Term Budget	\$ 2,118,769	\$ 6,696,164	20%	EXTENSION YEAR							
15	Contingency	\$ 27,851	\$ 915,479									
16	Not-To-Exceed	\$ 2,676,346	\$ 8,141,370									
17		Year 1	Year 2	Year 3		All Years						
18		2/1/2023 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 12/31/2024	7/1/2024 - 12/31/2024	2/1/2023 - 6/30/2024	2/1/2023 - 12/31/2024	2/1/2023 - 12/31/2024				
19	Expenditures	Current	Current	Amendmended	New	Current	Amendmended	New				
20	Salaries & Benefits	\$ 130,898	\$ 654,714	\$ 691,567	\$ 691,567	\$ 785,611	\$ 691,567	\$ 1,477,178				
21	Operating Expense	\$ 201,208	\$ 87,645	\$ 224,647	\$ 224,647	\$ 288,853	\$ 224,647	\$ 513,500				
22	Subtotal	\$ 332,106	\$ 742,359	\$ 916,214	\$ 916,214	\$ 1,074,464	\$ 916,214	\$ 1,990,678				
23	Indirect Percentage	15.00%	15.00%		15.00%							
24	Indirect Cost (Line 22 X Line 23)	\$ 49,816	\$ 111,354	\$ 137,432	\$ 137,432	\$ 161,170	\$ 137,432	\$ 298,602				
25	Other Expenses (Not subject to indirect %)	\$ (301,751)	\$ 1,184,886	\$ 3,523,750	\$ 3,523,750	\$ 883,135	\$ 3,523,750	\$ 4,406,885				
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
28	Total Expenditures	\$ 80,171	\$ 2,038,598	\$ 4,577,395	\$ 4,577,396	\$ 2,118,769	\$ 4,577,395.05	\$ 6,696,164.63				
29												
30	HSR Revenues (select)											
31	Prop C	\$ 965,144	\$ 988,598	\$ 508,378	\$ 508,378	\$ 1,953,742	\$ 508,378	\$ 2,462,120				
34	Prop C - One-Time Addback		\$ 50,000	\$ -	\$ -	\$ 50,000	\$ -	\$ 50,000				
35	Adjustment to Actuals	\$ (884,973)			\$ -	\$ (884,973)	\$ -	\$ (884,973)				
36	General Fund - One-Time		\$ 1,000,000	\$ 1,456,850	\$ 1,456,850	\$ 1,000,000	\$ 1,456,850	\$ 2,456,850				
37	Prop C - One-Time			\$ 2,612,168	\$ 2,612,168	\$ -	\$ 2,612,168	\$ 2,612,168				
49	Total HSR + Other Revenues	\$ 80,171	\$ 2,038,598	\$ 4,577,396	\$ 4,577,396	\$ 2,118,769	\$ 4,577,396	\$ 6,696,164				
50	Rev-Exp (Budget Match Check)	\$ -	\$ -		\$ -	\$ -		\$ -				
51												
52												
53	Prepared by	Joua Lee-Jagoda										
54	Phone	209-628-8448										
55	Email	jlee-jagoda@compass-sf.org										

	A	B	E	I	J	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING							
2	OPERATING DETAIL							
3	Document Date	7/1/2024						
4	Provider Name	Compass Family Services						
5	Program	Urgent Accomodation Voucher						
6	F\$P Contract ID#	1000028113						
7	Budget Name	Prop C & General Fund - Support Services						
8	EXTENSION YEAR							
9		Year 1	Year 2	Year 3		All Years		
10		2/1/2023 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 12/31/2024	7/1/2024 - 12/31/2024	2/1/2023 - 6/30/2024	2/1/2023 - 12/31/2024	2/1/2023 - 12/31/2024
11		Current	Current	Amendmended	New	Current	Modification	New
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	Rental of Property	\$ 13,275	\$ 13,140	\$ 27,500	\$27,500	\$ 26,415	\$ 27,500	\$ 53,915
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 2,991	\$ 5,678	\$ 4,054	4,054.00	\$ 8,669	\$ 4,054	\$ 12,723
15	Office Supplies, Postage	\$ 1,027	\$ 5,699	\$ 1,500	\$1,500	\$ 6,726	\$ 1,500	\$ 8,226
16	Printing and Reproduction	\$ 1,080	\$ 2,050	\$ 1,025	\$1,025	\$ 3,130	\$ 1,025	\$ 4,155
17	Insurance	\$ 1,186	\$ 2,251	\$ 4,047	\$4,047	\$ 3,437	\$ 4,047	\$ 7,484
18	Staff Training	\$ 885	\$ 1,680	\$ 1,000	\$1,000	\$ 2,565	\$ 1,000	\$ 3,565
19	Staff Travel-(Local & Out of Town)	\$ 15,340	\$ 6,346	\$ 14,560	\$14,560	\$ 21,686	\$ 14,560	\$ 36,246
20	One-time start up supplies	\$ 12,000	\$ -	\$ -		\$ 12,000	\$ -	\$ 12,000
21	Hotel Maintenance & Janitorial Supplies	\$ 151,034	\$ 36,500	\$ 100,410	\$100,410	\$ 187,534	\$ 100,410	\$ 287,944
22	Equipment/Furniture	\$ -	\$ 5,931	\$ 47,037	47,037	\$ 5,931	\$ 47,037	\$ 52,968
23	Licenses/Technology Fees	\$ -	\$ 3,089	\$ 7,299	7,299	\$ 3,089	\$ 7,299	\$ 10,388
42	<u>Consultants</u>			\$ -		\$ -	\$ -	\$ -
43	IT Services	\$ 2,390	\$ 5,280	\$ 11,680	\$ 11,680	\$ 7,670	\$ 11,680	\$ 19,350
44		\$ -	\$ -	\$ -		\$ -	\$ -	\$ -
68	TOTAL OPERATING EXPENSES	\$ 201,208	\$ 87,645	\$ 224,647	\$ 224,647	\$ 288,853	\$ 224,647	\$ 513,500
69								
70	<u>Other Expenses (not subject to indirect cost %)</u>							
71	Hotel Room Expenses	\$ 337,924	\$ 1,134,267	\$ 3,377,000	\$3,377,000	\$ 1,472,191	\$ 3,377,000	\$ 4,849,191
72	Hotel parking	\$ 80,300	\$ 3,500	\$ -		\$ 83,800	\$ -	\$ 83,800
73	Direct Client Assistance	\$ 165,000	\$ 47,119	\$ 146,750	\$146,750	\$ 212,119	\$ 146,750	\$ 358,869
74	Adjustment to actuals	\$ (884,975)		\$ -	\$ -	\$ (884,975)	\$ -	\$ (884,975)
83								
84	TOTAL OTHER EXPENSES	\$ (301,751)	\$ 1,184,886	\$ 3,523,750	\$ 3,523,750	\$ 883,135	\$ 3,523,750	\$ 4,406,885
96								
97	HS# #3					Template last modified		7/26/2022

BUDGET NARRATIVE

Fiscal Year

Prop C & General Fund - Support

FY24-25

<u>Salaries & Benefits</u>	<u>Adjusted Budgeted FTE</u>	<u>Budgeted Salary</u>	<u>Justification</u>	<u>Calculation</u>
Director of Shelter Programs	0.10	\$ 13,648	Supports program oversight to ensure that the program provides the full scope of services and meets service and outcome objective goals. Supports coordination between HSH and hotel management, and providers making or receiving referrals to the program. Support the Program Manager in hiring, training & supervision of staff	\$136,475 annual X .20 FTE X 6 mos = \$13,648
Program Director	0.50	\$ 51,105	Oversees program to ensure that the program provides the full scope of services and meets service and outcome objective goals. Hire, train & supervise staff. Acts and a liaison and coordinates between HSH and hotel management, and providers making or receiving referrals to the program. Facilitates referrals to the program, collect vital documents and other paperwork needed for eligibility, screening for eligibility, liaison with hotel to coordinate referrals and placement – triaging issues or concerns with hotel management, manage entries and exits, including issuing DOS, provide on-call support. May include on-call hours for weekend & night coverage	\$102,211 annual X 1.0 FTE X 6 mos = \$51,105
Case Manager (Bilingual)	4.00	\$ 272,844	Provides intensive wraparound case management to families including developing a housing stabilization plan and following up to support progress on achieving those goals through daily to weekly meetings, as needed, Supports connections to Access Points for Family Coordinated Entry so families can access shelter and housing problem resources. Triages issues or concerns with hotel management. May include on-call hours for weekend & night coverage	\$68,211 annual X 8.0 FTE X 6 mos = \$272,844
After Hours Coordinator (was Coordinator)	1.50	\$ 108,518	Responsible for screening phone calls, schedule & booking hotel rooms for clients after hours, triages issues or concerns with hotel management. May include on-call hours for weekend & night coverage.	\$72,385 annual X 3.0 FTE X 6 mos = \$108,518
On Call After Hours Coordinator		\$ -		
Assistant Program Director	1.00	\$ 85,860	Assistant Program Director will support the Program Director in program delivery. When on duty, they will coordinate moves between hotels and any other emergencies. They will also support the CMs from Thursday through Sunday.	\$85,860 annual X 2.0 FTE X 6 mos = \$85,860
TOTAL	7.10	\$ 531,974		
<u>Employee Fringe Benefits</u>		<u>\$ 159,592</u>	<u>Includes FICA, SSUI, Workers Compensation and Medical calculated at 30% of total salaries.</u>	
Salaries & Benefits Total		\$ 691,567		

<u>Operating Expenses</u>	<u>Budgeted Expense</u>	<u>Justification</u>	<u>Calculation</u>
Rental of Property	\$ 27,500	Office rent space \$1095 per month	\$4583/mo X 6 mos = \$27,500
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 4,054	Telephone & Internet, Gas & electric, water, garbage, security, alarm & safety approx. \$473.17 per month	\$676/mo X 6 mos = \$4,056
Office Supplies, Postage	\$ 1,500	Office supplies and postage, approx. \$474.92/mo	\$250/mo X 6 mos = \$1500
Printing and Reproduction	\$ 1,025	Printing, reproduction & copier/printer leasing. Approx. \$170.83/mo	\$170.83/mo X 6 mos = \$1025

Insurance	\$	4,047	Business & professional liability, auto, and property replacement insurance	\$675/mos X 6 mos = \$4047
Staff Training	\$	1,000	Staff training, hiring, meetings & morale	\$166.67/mo X 6 mos = \$1,000
Staff Travel-(Local & Out of Town)	\$	14,560	Staff travel (local & out of town) approx. \$64.65/FTE/mo	\$2,426.67/mo X 6 mos = \$14,560
Hotel Maintenance & Janitorial Supplies	\$	100,410	Hotel maintenance, janitorial supplies, repair, cleaning, hotel trash removal, etc)	Approx. 3% of hotel costs: \$3,347,000 X 0.03% = \$100,410
Equipment/Furniture	\$	47,037	program furniture, computer/IT equipment	\$1977/FTE X 114.2 FTE X 6 mos = \$13,4,037; Additional \$3000/new hire for computer & equipment \$3000 X 11 FTE = \$33,000
Licenses/Technology Fees	\$	7,299	computer & technology licenses	\$1028/FTE X 14.2 FTE X 6 mos = \$7,299
Consultants	\$	-		
IT Services	\$	11,680	Computer & database support. Allocation based on FTEs and actual time spent on program	\$1947/mo X 12 mos. = \$11,680
	\$	-		
TOTAL OPERATING EXPENSES	\$	224,647		
Indirect Cost	15.0%	\$ 137,432		

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
Hotel Room Expenses	\$ 3,377,000	hotel room rate: between \$90.00 - \$141.07/night for 130 rooms X 182.5 nights (6 mos). Cost of hotel rooms and other hotel expenses such as parking.	\$141.07/night X 182.5 nights X 130 rooms = \$3,347,000 + 30,000 for additional expenses
Direct Client Assistance	\$ 146,750	direct client assistance: hygiene, food, food vouchers, clipper cards, etc.	approx. \$24,458/mo X 6 mos = \$146,750
TOTAL OTHER EXPENSES	\$ 3,523,750		

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4	Contract Term	Begin Date	End Date	Duration (Years)					
5	Current Term	2/1/2023	6/30/2024	2					
6	Amended Term	2/1/2023	12/31/2024	2					
7	Provider Name	Compass Family Services							
8	Program	Urgent Accomodation Voucher							
9	F\$P Contract ID#	1000028113							
10	Action (select)	Amendment							
11	Effective Date	5/1/2024							
12	Budget Name	Work Order - DPH - UAV							
13		Current	New						
14	Term Budget	\$ 529,726	\$ 529,726	20%					
15	Contingency	\$ 27,851	\$ 915,479						
16	Not-To-Exceed	\$ 2,676,346	\$ 8,141,370						
17					Year 1	Year 2	All Years		
					2/1/2023 - 6/30/2023	7/1/2023 - 6/30/2024	2/1/2023 - 6/30/2024	2/1/2023 - 12/31/2024	2/1/2023 - 12/31/2024
18					Current/Actuals	Current/Actuals	Current/Actuals	Amendment	New
19	Expenditures								
20	Salaries & Benefits	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
21	Operating Expense	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
22	Subtotal	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
23	Indirect Percentage	0.00%							
24	Indirect Cost (Line 22 X Line 23)	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
25	Other Expenses (Not subject to indirect %)	\$ 229,726	\$ 300,000		\$ 529,726	\$ -	\$ 529,726	\$ -	\$ 529,726
26	Capital Expenditure	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
27	Admin Cost (HUD Agreements Only)	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -
28	Total Expenditures	\$ 229,726	\$ 300,000		\$ 529,726	\$ -	\$ 529,726	\$ -	\$ 529,726
29									
30	HSH Revenues (select)								
33	Work Order - DPH	\$ 300,000	\$ 300,000		\$ 600,000	\$ -	\$ 600,000	\$ -	\$ 600,000
35	Adjustment to Actuals	\$ (70,274)			\$ (70,274)	\$ -	\$ (70,274)	\$ -	\$ (70,274)
40	Total HSH Revenues	\$ 229,726	\$ 300,000		\$ 529,726	\$ -	\$ 529,726	\$ -	\$ 529,726
50	Rev-Exp (Budget Match Check)	\$ -	\$ -		\$ -		\$ -		\$ -
52									
53	Prepared by	Joua Lee-Jagoda							
54	Phone	209-628-8448							
55	Email	jlee-jagoda@compass-sf.org							

	A	B	E	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING					
2	OPERATING DETAIL					
3	Document Date	7/1/2024				
4	Provider Name	Compass Family Services				
5	Program	Urgent Accomodation Voucher				
6	F\$P Contract ID#	1000028113				
7	Budget Name	Work Order - DPH - UAV				
8						
9		Year 1	Year 2	All Years		
10		2/1/2023 - 6/30/2023	7/1/2023 - 6/30/2024	2/1/2023 - 6/30/2024	2/1/2023 - 12/31/2024	2/1/2023 - 12/31/2024
11		Current/Actuals	Current/Actuals	Current/Actuals	Modification	New
12	Operating Expenses	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
69						
70	Other Expenses (not subject to indirect cost %)					
71	Hotel Rooms	\$ 300,000	\$ 300,000	\$ 600,000	\$ -	\$ 600,000
72	Actuals Adjustment	\$ (70,274)		\$ (70,274)	\$ -	\$ (70,274)
84	TOTAL OTHER EXPENSES	\$ 229,726	\$ 300,000	\$ 529,726	\$ -	\$ 529,726