



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	October 10, 2024
Subject	Contract Approval: The Regents of the University of California, A Constitutional Corporation, on Behalf of its San Francisco Campus Citywide Permanent Supportive Housing Support Services

<i>Agreement Information</i>	
F\$P Contract ID#	1000033801
Provider	The Regents of the University of California, A Constitutional Corporation, on Behalf of its San Francisco Campus
Program Name	Citywide Permanent Supportive Housing Support Services
Agreement Action	Original Agreement
Agreement Term	November 1, 2024 - June 30, 2026

Agreement Amount

Budget ¹	Contingency ²	Total Not to Exceed (NTE)
\$4,037,679	\$807,536	\$4,845,215

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

The Department of Homelessness and Supportive Housing (HSH) Contracts team requests authorization to enter into a new contract with The Regents of the University of California, A Constitutional Corporation, on Behalf of its San Francisco Campus (“UCSF”) for Support Services provided by Citywide Case Management (“Citywide”) at four City-leased permanent supportive housing (PSH) sites. The initial contract term will run from November 1, 2024 to June 30, 2026. This contract will enable HSH to directly fund the program services previously funded via a work order to the Department of Public Health.

Background

UCSF Citywide is an experienced provider of social services in PSH, including for formerly homeless individuals with higher needs. Through this contract, Citywide will provide on-site Support Services at four PSH sites that serve formerly homeless adults: Camelot, Empress, Le Nain and Windsor. With a minimum 1:25 staff to tenant ratio, including a roving substance abuse counselor, Citywide shall provide

¹ The FY 24-25 budget also includes \$23,000 for one-time start up costs such as computers and monitor arms. Starting FY 25-26, this will be replaced by \$5,000 per year for ongoing office supplies.

² A 20% contingency was applied to the total budget amount.

Contract Approval: UCSF | Citywide Support Services

clinical case management services to tenants with the primary goal of maintaining housing stability, including ongoing meetings and counseling to establish goals, develop services plans that are tenant-driven without predetermined goals, provide referrals and linkages to off-site support services, and track progress toward achieving those goals. Citywide will coordinate with property management around housing retention and will outreach tenants who display indications of housing instability. Citywide will provide support and activities appropriate for the needs and interests of tenants. This agreement has an effective date of November 1, 2024.

Services to be Provided

The purpose of the contract is to provide on-site Support Services to formerly homeless adults without the custody of minor children who are living in PSH, with the goal to support them in retaining their housing. The contractor will serve tenants of 320 units (Camelot - 53, Empress - 90, Le Nain - 85, Windsor - 92) across four City-leased PSH sites with a budgeted staff of 14.5 full time equivalent (FTE).

Selection

Contractor was selected pursuant to San Francisco Administrative Code Section 21B, which authorizes the Department to enter into, or amend, contracts without adhering to the Administrative Code provisions regarding competitive bidding related to Projects Addressing Homelessness. UCSF Citywide was selected for provision of these services based on the organization's experience and ability to begin services in a timely manner. Citywide has been providing services for formerly homeless PSH residents since 2004, including the Citywide Roving Team (since 2004) and on-site Support Services at The Margot (since 2022), Richardson Apartments (2011-2024) and Rene Cazenave Apartments (2013-2024). Citywide has been providing services for this program since August 2024.

Agreement Materials

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



Appendix A, Services to be Provided

by

The Regents of the University of California, San Francisco Campus (UCSF) Citywide PSH Support Services

I. Purpose of Contract

The purpose of the contract is to provide on-site behavioral health, substance use, and case management services to the served population. The goals of these services are to support tenants in retaining their housing, improving access to resources, or moving to other appropriate housing.

II. Served Population

Contractor shall serve formerly homeless and income-eligible adults aged 18 years or older without the custody of minors below 18 years of age.

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.

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

Contractor shall serve the number tenants listed in Appendix B, Budget ("Number Served" tab). Support Services are voluntary and shall be available to all tenants in the service locations. Support Services shall include, but are not limited to, the following:

- A. Outreach: Contractor shall engage with tenants to provide information about available Support Services and invite them to participate. Contractor shall contact each tenant at least six times during the first 60 days following placement. Contractor shall document all outreach and attempts.
- B. Intake and Assessment: Contractor shall coordinate with Property Management during the initial intake for units and participate in orientation meetings with Property Management. If possible, Contractor shall establish rapport with tenants prior to move-in to support tenants during the application and move-in process. Contractor shall coordinate with tenants' current support service provider(s) to ensure a successful transition into housing.

Contractor intake of tenants shall include, but is not limited to, a review of the tenant's history in the Online Navigation and Entry (ONE) System, gathering updated information from the tenant, and establishing strengths, skills, needs, plans and goals that are tenant-centered and supportive of housing retention. The intake shall take place at the same time of the interview with Property Management, on a separate date

or time coordinated with Support Services during the application period, or within no more than 30 days of move-in.

- C. Case Management: Contractor shall provide case management services to tenants with the primary goal of maintaining housing stability, including ongoing meetings and counseling to establish goals, develop services plans that are tenant-driven without predetermined goals, provide referrals and linkages to off-site support services, and track progress toward achieving those goals. Contractor shall document case management meetings, engagement, and progress.
1. Contractor shall connect each tenant with resources needed to be food secure as they live independently.
 2. Contractor shall refer tenants to and coordinate services within the community that support progress toward identified goals. This may include providing information about services, calling to make appointments, assisting with applications, providing appointment reminders, following up/checking in with households regarding the process, and, as necessary, re-referral. Contractor shall communicate and coordinate with outside service providers to support housing stability.
 3. Contractor shall assess tenant health, mental health, and substance use treatment needs and incorporate these into their case management plan. As needed, Contractor shall assist tenants to access primary care to ensure tenant primary care needs are met.
 4. Contractor shall assess tenant employment and education skills and goals at intake and incorporate those into their case management plan.
 5. Contractor shall provide benefits advocacy to assist tenants with obtaining and maintaining benefits, including, but not limited to, cash aid, food programs, medical clinics and/or in-home support.
- D. Behavioral Health Services:
1. Contractor shall identify tenants in need of behavioral health treatment. Contractor shall outreach to those tenants to provide information and engage them in appropriate services.
 2. When appropriate, Contractor shall provide comprehensive tenant psychosocial and substance abuse assessments in conjunction with medical assessments by Department of Public Health (DPH) staff.
 3. Contractor shall provide a full range of treatment intervention to individual tenants, including, but not limited to:
 - a. Intensive case management;
 - b. Supportive individual or group psychotherapy;
 - c. Substance abuse counseling;
 - d. HIV-related case management;
 - e. Conflict resolution;
 - f. On-site educational and support groups (maximum attendance as permitted per space and public health guidelines);
 - g. Daily living skills building; and
 - h. Crisis assessment and intervention.

4. Contractor shall provide transitional dual diagnosis groups aimed at introducing harm reduction principles, strategies and resources to tenants who are not yet willing or able to access substance use treatment.
- E. Housing Stability Support: Contractor shall outreach to and offer on-site services and/or referrals to all tenants who display indications of housing instability, within a reasonable timeframe. Such indications include, but are not limited to, discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants. Contractor shall work with tenants, in conjunction with Property Management, to resolve issues that put tenants at risk for eviction. Contractor shall assist with the de-escalation and resolution of conflicts, as needed. Contractor shall document Housing Stability outreach and assistance provided.
 - F. Coordination with Property Management: Contractor shall assist tenants in communicating with, responding to, and meeting with Property Management. This may include helping a tenant to understand the communications from Property Management, helping to write requests, responses, or complaints to Property Management, and attending meetings between the tenant and Property Management to facilitate communication.

If a tenant is facing housing instability, Contractor shall coordinate with Property Management to find creative ways to engage with tenants to prevent housing loss. Contractor shall utilize the HSH Nonpayment of Rent Guidance, and other PSH best practices, as an ongoing resource.

Contractor shall ensure there is a process in place for receiving timely communication from Property Management and copies of correspondence (e.g., notices, warning letters, lease violations, etc.) issued. Contractor shall have a structured written process for engaging tenants who receive such notices.

- G. Wellness and Emergency Safety Checks: Contractor shall conduct Wellness and/or Emergency Safety Checks in accordance with HSH policy to assess a tenant's safety when there is a reason to believe there is immediate and substantial risk due to a medical and/or psychiatric emergency.
- H. Support Groups, Social Events and Organized Activities:
 1. Contractor shall plan groups, events, and activities with input from tenants to build community engagement, develop peer support, share information, form social connections or to celebrate significant events. Contractor shall post and provide to tenants a monthly calendar of events.
 2. Contractor shall conduct monthly community meetings for tenants, in coordination with Property Management, during which tenants may discuss building concerns and program ideas with representatives from both Support Services and Property Management staff.

- 3. Contractor shall periodically assess the needs of tenants with Property Management and other teams at the building to develop programming that will help tenants maintain stability and enjoy their housing.

- I. Exit Planning: If a tenant is moving out of the building, Contractor shall engage tenant in exit planning to support the tenant’s successful transition out of the program. The exit plan shall depend on the tenant’s needs and preferences, and may include establishing a link to services in the community.

V. Location and Time of Services

Contractor shall provide services at the locations listed below.

Site Name	Site Location
The Camelot	124 Turk Street; San Francisco, CA 94102
The Empress	144 Eddy Street; San Francisco, CA 94102
The Le Nain	730 Eddy Street; San Francisco, CA 94109
The Windsor	238 Eddy Street; San Francisco, CA 94102

Contractor shall provide services times when necessary to best serve tenants using the staffing outlined in Appendix B, Budget.

Contractor shall implement policies and procedures pertaining to emergency backup and will train staff accordingly.

VI. Service Requirements

- A. Case Management Ratio: Contractor shall maintain a maximum 25:1 ratio of units to case management staff.
- B. Supervision: Contractor shall provide Support Services staff with supervision and case conferencing, as needed, to ensure appropriate case management, counseling and referral services are provided to tenants.
- C. Housing First: Contractor 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.
- D. Harm Reduction: Contractor shall integrate harm reduction principles into service delivery and agency structure as well as follow the [HSH Overdose Prevention Policy](#). Contractor staff who work directly with tenants will participate in annual trainings on harm reduction, overdose recognition and response.
- E. Language and Interpretation Services: Contractor shall ensure that translation and interpreter services are available, as needed. Contractor 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: Contractor shall initiate and participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding tenant's progress.
- G. Possession of Licenses/Permits: Contractor warrants the possession of all licenses and/or permits required by the laws and regulations of the United States, the State of California, and the City to provide the Services. Failure to maintain these licenses and permits shall constitute a material breach of this Agreement.
1. Team Qualifications: Contractor's Support Services team shall consist of two full-time equivalent Behavioral Health Psychiatric Supervisors, four full-time equivalent Clinical Social Workers (BBS or ASW), eight full-time equivalent Social Work Associates (BA), one 0.25 FTE Licensed Clinician (LCSW or MFT), and one 0.25 FTE Administrative Assistant.
- H. Admission Policy: Contractor 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.
- I. Grievance Procedure:
1. Contractor shall establish and maintain a written Grievance Procedure for tenants, 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 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 Contractor's internal Grievance Procedure.
 2. Contractor 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, Contractor 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.
- J. Feedback, Complaint and Follow-up Policies:

- Contractor 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. Contractor shall offer assistance to the served population with survey completion if the written format presents any problem.
- K. City Communications, Trainings and Meetings:
Contractor shall keep HSH informed of program operations and comply with HSH policies 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.
- L. Coordination with Other Service Providers: Contractor shall establish written agreements with Property Management and other service providers that are part of the site care team to formalize collaboration and roles and responsibilities.
- M. Critical Incidents: Contractor 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.
- N. Disaster and Emergency Response Plan: Contractor 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. Contractor shall update the Agency/site(s) plan as needed and Contractor shall train all employees regarding the provisions of the plan for their Agency/site(s).
- O. Record Keeping and Files: Contractor shall maintain confidential tenant files that document the services and supportive work provided for the purpose of tracking and reporting objectives and outcomes.
1. Contractor shall maintain tenant 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. Contractor shall maintain a program roster of all current tenants in the ONE System.
 3. Contractor shall maintain services information in the ONE System, including information on households receiving eviction notices, as instructed by HSH.
 4. Contractor shall maintain confidential files on the served population, including developed plans, notes, and progress as described in the Service Description and Service Requirements.
- P. Data Standards:
1. Contractor 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. Contractor 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, Contractor shall submit the monthly, quarterly and/or annual metrics into the CARBON database. Changes to data collection or reporting requirements shall be communicated to Contractors via written notice at least one month prior to expected implementation.
 4. Any information shared between Contractor, 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.
 5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.
 6. Contractor will maintain a case management database which meets HITECH (45 CFR Part 160 and Part 164, Subparts A and C) standards.
 7. Contractor will ensure only clinical staff have permission to view clinical case records, and such records will be stored in accordance with HIPAA regulations.
 8. Contractor staff shall complete HIPAA-compliant training upon hire. HIPAA compliance and best practices are reviewed on an annual basis.
- Q. Good Neighbor Policy: Contractor shall maintain a good relationship with the neighborhood, including:

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

1. In partnership with Property Management, collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
2. Have a representative of the Contractor 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;
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. Contractor shall create and offer a “good neighbor” onboarding orientation for tenants as they move in that outlines community resources, community norms, and expectations.

VII. Service Objectives

Contractor shall achieve the Service Objectives listed below.

- A. Contractor shall actively outreach to 100 percent of households at least once every month.
- B. Contractor shall offer assessment to 100 percent of households for primary medical care, mental health and substance use treatment needs within 60 days of move-in.
- C. Contractor shall offer assessment to 100 percent of households for benefits within 60 days of move-in, and shall assist tenants with applying for benefits for which they are eligible.
- D. Contractor shall offer Support Services to 100 percent of all households who showed housing instability (e.g., non-payment of rent or lease violations) at least once per incident.
- E. Contractor shall outreach to 100 percent of households with planned exits from the program to engage in comprehensive discharge planning, which includes referrals for case management, housing, food, clothing, medical treatment, detox, and/or other services as necessary and appropriate.
- F. Contractor shall outreach to 100 percent of households participating in Support Services to create/engage in Service Plans, as needed, on an ongoing basis.
- G. Contractor shall review Service Plans at least once every six months and update as appropriate at this time.
- H. Contractor shall administer an annual written anonymous survey of households to obtain feedback on the type and quality of program services. Contractor shall offer all households the opportunity to take this survey.

VIII. Outcome Objectives

Contractor shall achieve the Outcome Objectives listed below.

- A. Ninety percent of households will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.
- B. Eighty percent of households completing an annual tenant satisfaction survey will be satisfied or very satisfied with program services (based on a four-point scale: 1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, 4 = very satisfied).
- C. Fifty percent of households with active individual service plans will be linked with behavioral health, substance use and/or primary care providers as evidenced by two or more visits with that provider per year.
- D. Sixty percent of households with active individual service plans will make progress on at least two of their service plan goals.
- E. Fifty percent of households with active individual service plans will participate in at least six Support Services sponsored activities throughout the year.
- F. Of households returning from a hospital stay, 90 percent will be outreached within one week of their return for a needs assessment and connection to follow up care.

IX. Reporting Requirements

- A. When required by HSH, Contractor shall enter tenant data in the ONE system.
- B. On a monthly basis, Contractor 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 total number of unduplicated households who resided at the site during the month and the number of unduplicated households actively outreached to at least once during the month; and
 - 2. The total number of new move-ins during the month.
- C. On a quarterly basis, Contractor 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 households Contractor outreached to complete an assessment for primary medical care, mental health, and substance use treatment needs within 60 days of move-in;
 - 2. The number and percentage of households Contractor outreached to complete a benefits assessment within 60 days of move-in;

3. The number of lease/program rule violations Property Management issued and shared with Support Services for the quarter and the number of outreach attempts related to lease/program rule violations conducted by Support Services; and
 4. The number and percentage of households with planned exits from the program who were outreached 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.
- D. On an annual basis, Contractor 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 households who maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
 2. The number and percentage of households participating in Support Services to whom Contractor outreached to create Service Plans, as needed;
 3. The number of program participants who had a Service Plan during the program year; the number and percentage of Services Plans that were reviewed at least once every 6 months and updated as appropriate;
 4. The number and percentage of households who completed a written survey to provide feedback on the type and quality of program services. Please include survey results on what households reported regarding the quality and satisfaction with services;
 5. The number and percentage of households linked with behavioral health, substance use and/or primary care providers as evidenced by two or more visits with that provider per year;
 6. The number and percentage of households who exhibited progress on at least two of their service plan goals;
 7. The number and percentage of households who participated in at least six Support Services sponsored activities throughout the year; and
 8. The number and percentage of households outreached within one week of their return from a hospital stay for an assessment and connection to follow up care.
- E. Contractor 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.
- F. Contractor 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.

- G. Contractor shall participate, as required by HSH, with City, State and/or Federal government evaluative studies designed to show the effectiveness of Contractor's services. Contractor agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final reports generated through the evaluation program shall be made available to Contractor within 30 working days of receipt of any evaluation report and any Contractor response will become part of the official report.
- H. Contractor 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: Contractor is subject to program monitoring and/or audits, including, but not limited to, review of the following: tenant files, Contractor's 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 Compliance and Contract Monitoring: Contractor is subject to fiscal and compliance monitoring, which may include review of the Contractor'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
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING			
2	APPENDIX B, BUDGET			
3	Document Date	11/1/2024		
4	Contract Term	Begin Date	End Date	Duration (Years)
5	Current Term	11/1/2024	6/30/2026	2
6	Amended Term	11/1/2024	6/30/2026	2
7	Program	Citywide Support Services		
8				
9	Approved Subcontractors			
10	None.			
11				
12				
13				

	A	B	C	D	E	F	G	H	I	J
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING									
2	APPENDIX B, BUDGET									
3	Document Date	11/1/2024								
4	Contract Term	Begin Date	End Date	Duration (Years)						
5	Current Term	11/1/2024	6/30/2026	2						
6	Amended Term	11/1/2024	6/30/2026	2						
7	Program	Citywide Support Services								
8										
9										
10	Service Component				Year 1		Year 2			
					11/1/2024 - 6/30/2025		7/1/2025 - 6/30/2026			
11	Support Services - Camelot (124 Turk Street 94102)				53		53			
12	Support Services - Empress (144 Eddy Street 94102)				90		90			
13	Support Services - LeNain (730 Eddy Street 94109)				85		85			
14	Support Services - Windsor (238 Eddy Street 94102)				92		92			
15										
16										
17										
18										
19	Total				320		320			

	A	B	C	D	G	J	AK	
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING							
2	APPENDIX B, BUDGET							
3	Document Date	11/1/2024						
4	Contract Term	Begin Date	End Date	Duration (Years)				
5	Current Term	11/1/2024	6/30/2026	2				
6	Amended Term	11/1/2024	6/30/2026	2				
7	Provider Name	The Regents of the University of California / San Francisco Campus (UCSF)						
8	Program	Citywide PSH Support Services						
9	F\$P Contract ID#	1000033801						
10	Action (select)	New Agreement						
11	Effective Date	11/1/2024						
12	Budget Name	General Fund - Support Services						
13		Current	New					
14	Term Budget	\$ -	\$ 4,037,679	20%				
15	Contingency	\$ -	\$ 807,536					
16	Not-To-Exceed	\$ -	\$ 4,845,215					
17								
18					Year 1	Year 2	All Years	
19					11/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	11/1/2024 - 6/30/2026	
20					New	New	New	
21	Expenditures							
22	Salaries & Benefits	\$ 1,347,196					\$ 2,020,793	\$ 3,367,989
23	Operating Expense	\$ 67,215					\$ 75,822	\$ 143,037
24	Subtotal	\$ 1,414,410					\$ 2,096,615	\$ 3,511,026
25	Indirect Percentage	15.00%					15.00%	
26	Indirect Cost (Line 24 X Line 25)	\$ 212,162					\$ 314,492	\$ 526,654
27	Other Expenses (Not subject to indirect %)	\$ -					\$ -	\$ -
30	Total Expenditures	\$ 1,626,572					\$ 2,411,108	\$ 4,037,679
31								
32	HSH Revenues (select)							
33	General Fund - Ongoing	\$ 1,603,572					\$ 2,411,108	\$ 4,014,679
35	General Fund - One-Time	\$ 23,000					\$ -	\$ 23,000
42	Total HSH Revenues	\$ 1,626,572					\$ 2,411,108	\$ 4,037,679
52	Rev-Exp (Budget Match Check)	\$ -					\$ -	\$ -
54								
55	Approved by	Constance Revore						
56	Phone	415-948-7384						
57	Email	constance.revore@ucsf.edu						

	A	B	C	D	E	H	O	BV
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING							
2	SALARY & BENEFIT DETAIL							
3	Document Date	11/1/2024						
4	Provider Name	The Regents of the University of California / San Francisco Campus (UCSF)						
5	Program	Citywide PSH Support Services						
6	F\$P Contract ID#	1000033801						
7	Budget Name	General Fund - Support Services						
8		Year 1				Year 2	All Years	
9	POSITION TITLE	Agency Totals		For HSH Funded Program		11/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	11/1/2024 - 6/30/2026
10						New	New	New
11		Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	Behavioral Health Psychiatric Mgr 1	\$ 165,828	1.00	25%	0.25	\$ 27,638	\$ 41,457	\$ 69,095
13	Behavioral Health Psychiatric Sup 2	\$ 152,088	2.00	100%	2.00	\$ 202,784	\$ 304,176	\$ 506,961
14	Clinical Social Worker 1/2	\$ 113,595	4.00	100%	4.00	\$ 302,920	\$ 454,380	\$ 757,300
15	Social Work Associate	\$ 77,015	8.00	100%	8.00	\$ 410,747	\$ 616,120	\$ 1,026,867
16	Administrative Assistant	\$ 84,522	1.00	25%	0.25	\$ 14,087	\$ 21,131	\$ 35,218
17						\$ -	\$ -	\$ -
54						\$ -	\$ -	\$ -
55		TOTAL SALARIES				\$ 958,176	\$ 1,437,264	\$ 2,395,440
56		TOTAL FTE		14.50				
57		FRINGE BENEFIT RATE			40.60%	40.60%		
58		EMPLOYEE FRINGE BENEFITS			\$ 389,019	\$ 583,529	\$ 972,549	
59		TOTAL SALARIES & BENEFITS			\$ 1,347,196	\$ 2,020,793	\$ 3,367,989	
60								
61								
62								

	A	D	G	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING			
2	OPERATING DETAIL			
3	Document Date	11/1/2024		
4	Provider Name	The Regents of the University of California / San Francisco Campus (UCSF)		
5	Program	Citywide PSH Support Services		
6	F\$P Contract ID#	1000033801		
7	Budget Name	General Fund - Support Services		
8				
9		Year 1	Year 2	All Years
10		11/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	11/1/2024 - 6/30/2026
11		New	New	New
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 1,200	\$ 1,800	\$ 3,000
15	Office Supplies, Postage	\$ -	\$ 5,000	\$ 5,000
19	Staff Training	\$ 1,000	\$ 1,500	\$ 2,500
20	Staff Travel-(Local & Out of Town)	\$ 6,667	\$ 10,000	\$ 16,667
22	Start Up: Computers/Monitor Arms	\$ 20,000	\$ -	\$ 20,000
23	Client Expenses	\$ 6,037	\$ 9,056	\$ 15,093
24	Other University Costs - GAEL (insurance)	\$ 8,714	\$ 13,072	\$ 21,786
25	Other University Costs - Campus Data Network	\$ 4,640	\$ 6,960	\$ 11,600
26	Other University Costs - HR	\$ 11,764	\$ 17,647	\$ 29,411
27	Other University Costs - IT Field Service	\$ 7,192	\$ 10,788	\$ 17,980
28				\$ -
42	<u>Consultants</u>			\$ -
43				\$ -
54	<u>Subcontractors (First \$25k Only)</u>			\$ -
55				\$ -
67				
68	TOTAL OPERATING EXPENSES	\$ 67,215	\$ 75,822	\$ 143,037
69				
70	<u>Other Expenses (not subject to indirect cost %)</u>			
71				\$ -
83				
84	TOTAL OTHER EXPENSES	\$ -	\$ -	\$ -
85				
86	<u>Capital Expenses</u>			
87				\$ -
94				
95	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -
97	HSH #3			7/26/2022

BUDGET NARRATIVE

Fiscal Year

General Fund - Support Services

FY24-25

<- Select from the drop-down list the fiscal year in which the proposed budget changes will fi

Salaries & Benefits	Adjusted	Budgeted	Justification	Calculation
	Budgeted	Budgeted		
	FTE	Salary		
Behavioral Health Psychiatric Mgr 1	0.25	\$ 27,638	Licensed Director who oversees the development and implementation of the program. This position also supervises the Clinical Supervisors. This position will also be responsible for hiring positions and support the team as needed.	\$160,360 * 1.042 * 0.25 FTE; prorated for FY 24-25
Behavioral Health Psychiatric Sup 2	2.00	\$ 202,784	Licensed Clinician who functions as the on-site Team Lead. This person will supervise all the staff, carry a small caseload of acute residents, and oversee all crisis interventions. The Clinical Supervisor will coordinate closely with the DISH team lead on-site to promote housing retention and community-building activities.	\$145,958 * 1.042 * 2.0 FTE; prorated for FY 24-25
Clinical Social Worker 1/2	4.00	\$ 302,920	CA Board of Behavioral Services (BBS) registered Associate Social Worker (ASW) who functions as the lead case manager on the team. This person will provide individual and group case management services and mental health support to residents on-site. They will take the lead on the most clinically complex residents to support them around housing retention and other goals and coordinate closely with DISH daily.	\$107,673 * 1.055 * 4.0 FTE; prorated for FY 24-25
Social Work Associate	8.00	\$ 410,747	Case Manager with a BA in Social Work or a related field or multiple years of case management experience. The Social Work Associate will provide case management and counseling to their caseload and facilitate groups and community events for all community members. They will provide accompaniment and intensive linkage to help residents connect to off-site services. They actively coordinate with DISH to promote housing retention and build community on the sites.	\$73,000 * 1.055 * 8.0 FTE; prorated for FY 24-25
Administrative Assistant	0.25	\$ 14,087	Provide administrative services to the team essential for program services such as file creation, data entry, reporting etc.	\$84,522 * 0.25 FTE; prorated for FY 24-25
		\$ -		
TOTAL	14.50	\$ 958,176		
Employee Fringe Benefits		\$ 389,019	Includes FICA, SSUI, Workers Compensation and Medical calculated at 40.6% of total salaries.	
Salaries & Benefits Total		\$ 1,347,196		

<u>Operating Expenses</u>	<u>Budgeted Expense</u>	<u>Justification</u>	<u>Calculation</u>
Rental of Property	\$ -		
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 1,200	Cell phones for staff to communicate with clients and other service providers	2 Supervisor FTE x 75.00/mo; prorated for 8/12 month term
Office Supplies, Postage	\$ -	Paper, toner, pens and other office supplies.	Based on historical spending; \$5,000 starts in FY 25-26
Building Maintenance Supplies and Repair	\$ -		
Printing and Reproduction	\$ -		
Staff Training	\$ 1,000	Staff are authorized to spend \$100.00 per year on education/CEU materials	FTE x \$100; prorated for 8/12 month term
Staff Travel-(Local & Out of Town)	\$ 6,667	Taxi voucher to accompany clients to appointments; Lyft, Clipper cards and bus tokens	Based on historical spending; prorated for 8/12 month term
Start Up: Computers/Monitor Arms	\$ 20,000	Computers and equipment for new staff; Of total \$30k for FY 24-25, approximately \$20k allocated to this agreement	\$30,000 - \$10,000 = \$20,000
Client Expenses	\$ 6,037	food, water, emergency clothing, hygiene products etc.	Based on historical spending
Other University Costs - GAEL (insurance)	\$ 8,714	General, Auto, and Employment Liability - contribution to UCSF's self-insurance coverage. This protects our staff and faculty from professional liability issues.	Total FTE * 0.0091; prorated for 8/12 month term
Other University Costs - Campus Data Network	\$ 4,640	To utilize the UCSF data network, staff are charged a given rate on all contracts to support ongoing improvements, network stabilization, and security. All contracts require us to document client information, and the data network is the mechanism we use for this data collection.	Total FTE * \$40 * 12 months; prorated for 8/12 month term
Other University Costs - HR	\$ 11,764	University-mandated charge for staff recruitment and hiring, and other support needed to ensure the program remains sufficiently staffed.	Total FTE * \$1,217; prorated for 8/12 month term
Other University Costs - IT Field Service	\$ 7,192	Covers technical support given to staff to ensure they can log in with all devices, including printers, iPhones, and iPads. Software updates, encryption, imaging, and maintenance of technology systems essential for program services.	Total FTE * \$62 * 12 months; prorated for 8/12 month term
	\$ -		
TOTAL OPERATING EXPENSES	\$ 67,215		
Indirect Cost	15.0% \$ 212,162		