



Shireen McSpadden, Executive Director

Daniel Lurie, Mayor

To	Homelessness Oversight Commission
Through	Shireen McSpadden, Executive Director
From	Marion Sanders, Chief Deputy Director Dylan Schneider, Interim Deputy Director for Administration and Finance Edilyn Velasquez, Director, Contracts
Date	April 2, 2026
Subject	Grant Amendment Approval: Tenderloin Housing Clinic, Inc. Abigail Housing Ladder

<i>Agreement Information</i>	
F&P Contract ID#	1000017196
Provider Name	Tenderloin Housing Clinic, Inc.
Program Name	Abigail Housing Ladder
Agreement Action	2 nd Amendment
Agreement Term	January 1, 2021 - June 30, 2029

Agreement Amount

Current Budget ¹	Amended to Add	New Budget	Contingency ²	Total Not to Exceed (NTE)
\$8,794,638	\$5,584,584	\$14,379,223	\$1,116,917	\$15,496,140

Funding Summary

Fiscal Year (FY)	Budget ¹	Actual Spent	Amended to Add	New Budget
2020-21	\$1,234,642	\$114,838	--	\$114,838
2021-22	\$1,804,068	\$1,525,071	--	\$1,525,071
2022-23	\$1,989,764	\$1,666,177	--	\$1,666,177
2023-24	\$1,983,069	\$1,873,857	--	\$1,873,857
2024-25	\$1,854,520	\$1,753,167	--	\$1,753,167
2025-26	\$1,861,528	\$1,002,313 ³	--	\$1,861,528
2026-27	--	--	\$1,861,528	\$1,861,528
2027-28	--	--	\$1,861,528	\$1,861,528
2028-29	--	--	\$1,861,528	\$1,861,528
TOTAL⁴	\$10,727,591	\$7,935,423	\$5,584,584	\$14,379,223
			<i>20% Contingency²</i>	<i>\$1,116,917</i>
			Total NTE	\$15,496,140

¹ Current budget adjusted for actuals. Current Not-to-Exceed Amount is \$9,969,196.

² A 20% contingency applied to outgoing year budget amounts. This will enable HSH to provide annual increases as needed for cost of living adjustments, master lease increases, and/or address major one-time capital needs.

³ Through January 2026, the provider has invoiced for \$1,002,312.58 of its FY 25-26 budget (54%). HSH projects the provider will spend down its full budget by the end of the fiscal year.

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

Funding Information	
Funding Sources ⁵	100% Prop C (Our City, Our Home (COH) Fund)

The Department of Homelessness and Supportive Housing (HSH) Contracts team requests authorization to amend the grant agreement with Tenderloin Housing Clinic, Inc. for the provision of the Abigail Housing Ladder program, for the period of January 1, 2021 to June 30, 2029, in an additional amount of \$5,584,584. This amendment extends the agreement term by three performance years at current ongoing funding levels. The requested new NTE amount is \$15,496,140 which includes a 20% contingency of \$1,116,917.

Background

The Abigail Hotel currently operates as a Housing Ladder program offering residents who live in an HSH permanent supportive housing (PSH) site and no longer require intensive case management support services to transition into a more independent housing setting. As a result, PSH units become available for others experiencing homelessness who need PSH with intensive case management services, while clients who have “moved on” maximize their independence through the Housing Ladder Program.

The launch of the Abigail Housing Ladder program was initially planned for 2020, but plans were delayed due to the pandemic. The site was subleased to the City’s Human Services Agency in February 2020 for use as a Shelter in Place (SIP) Hotel to support the city’s emergency shelter needs during the pandemic. The SIP program at the Abigail transitioned back to Tenderloin Housing Clinic, Inc. in March 2021, and all SIP guests were relocated by the end of FY 20-21. From July to September 2021, Tenderloin Housing Clinic, Inc., in partnership with the building owner and HSH, prepared for the building for occupancy by Housing Ladder program tenants, which required building rehabilitation, turning all units, and completion of common area work. The site passed Housing Quality Standards (HQS) inspections in September 2021. Although tenants began to move in starting early October 2021, the lease up process had to be paused in late November due to the elevator being out of operation. Tenderloin Housing Clinic, Inc. continued to receive referrals and review applications during this pause and was able to resume move-ins in early 2022 until the building was fully leased up.

Due to the significant delay in program launch and 2021 pause on the lease-up process, the provider spent less than 10% of its FY 20-21 budget. The spending rate over the next two term years was approximately 85% of budget, but increased to 95% of budget by FY 23-24. In FY 24-25, HSH approved the provider’s request to transfer \$150,000 in ongoing funding to its other Housing Ladder program with greater need at the time. The provider agreed to absorb several FY 25-26 cost increases, associated with minimum compensation ordinance (MCO) compliance, higher insurance premiums, and the annual master lease adjustment, with its current funding level. These adjustments brought the annualized funding level into line with the provider’s spending rate.

Services to be Provided

The purpose of the grant is to provide Housing Ladder services to formerly homeless adults without custody of minor children, including those who have demonstrated stability in PSH and can benefit from more independent affordable living. Housing Ladder services include support services, property management and master lease stewardship. At the Abigail Hotel, tenants receive light-touch case

⁵ The funding sources and percentages refer to the budget for the amendment period of July 1, 2026-June 30, 2029.



management services and property management services provided by dedicated on-site case manager and property manager. Staff engage with tenants through regular check-ins, community events, and annual assessments, while remaining available for as-needed assistance. Over the amendment term, Grantee shall serve tenants of up to 61 units at the Abigail Hotel with an annualized budgeted staff of 3.07 full time equivalent (FTE). This includes 1.0 FTE Case Manager, 1.0 FTE Property Manager, 0.5 FTE Maintenance Worker⁶ and 0.283 FTE Support Services management, and 0.283 FTE other facilities management staff. In FY 24-25, the program was fully occupied.

Selection

Grantee 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. Tenderloin Housing Clinic, Inc. was selected for provision of these services based on the organization's experience and ability to begin services in a timely manner. The organization has been serving Abigail Housing Ladder tenants since October 2021.

Performance History

Fiscal Monitoring: Tenderloin Housing Clinic, Inc. underwent fiscal monitoring most recently in FY 24-25 and there were no unresolved findings. Tenderloin Housing Clinic, Inc. received a "good performance" waiver for the FY 25-26 fiscal monitoring cycle but will be fiscally monitored again in FY 26-27.

Program Monitoring: Tenderloin Housing Clinic, Inc. underwent program monitoring most recently for FY 24–25, with a site visit completed on December 10, 2025. Tenderloin Housing Clinic, Inc. demonstrated strong performance across service delivery and outcome objectives. While unit turnover timelines exceeded expectations, performance improved following implementation of process improvements. The FY24-25 monitoring also identified areas for improvement related to documentation practices which Tenderloin Housing Clinic, Inc. has addressed by implementing standardized procedures and is now in compliance with all requirements. No further action is required.

Agreement Materials

- HOC Approval Package
 - Appendix A-1, Services to be Provided (*Support Services; dated July 1, 2026*)
 - Appendix A-2, Services to be Provided (*Property Management & Leasing; dated July 1, 2026*)
 - Appendix B, Budget (*dated July 1, 2026*)
- Executed Original Grant Agreement

⁶ Starting FY 24-25, Maintenance Worker FTE was reduced from 1.0 to 0.5 (-0.5 FTE) with position working other 50% time at the Bristol Housing Ladder program. Per provider, 0.5 FTE Maintenance Worker was sufficient to meet program need.



**Appendix A-1, Services to be Provided
by
Tenderloin Housing Clinic, Inc.
Abigail Housing Ladder - Support Services**

I. Purpose of Grant

The purpose of the grant is to provide support services to the served population. The goals of these services are to support the served population in retaining their housing; or moving to other appropriate housing.

II. Served Population

Grantee 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

The Department of Homelessness and Supportive Housing (HSH) shall refer tenants via established protocols and eligibility criteria. Grantee shall not accept referrals from other sources. HSH may consider the following:

- Tenants residing in permanent supportive housing (PSH) for a period of no less than the required eligibility period;
- Tenants who have proven housing stability (good standing and have no lease violations); and
- Tenants who may benefit from more independent affordable living.

IV. Description of Services

Grantee shall provide support services to tenants of the total number of units listed in Appendix B, Budget (“Number Served” tab) during the term of this grant. Support services shall include Housing-Focused Case Management and Housing Coordination, as described below.

A. Housing-Focused Case Management Services: Grantee shall provide all necessary services to ensure a seamless transition to permanent housing. Housing-Focused Case Management services shall include assisting tenants with securing needed documentation to move into housing, referrals to mainstream resources, and working closely with Housing Ladder administrator(s) to ensure that all needed services are in place prior to housing placement. Grantee shall provide wrap-around case management services within a harm reduction model to ensure tenants’ long-term housing retention and improved well-being. These services shall include, but are not limited to:

1. Grantee shall engage with tenants to provide information about available support services and invite them to participate;
2. Grantee shall contact each tenant at least three times during the first 60 days following placement and document all outreach and attempts within the Online Navigation and Entry (ONE) System;
3. Grantee will develop and document Housing Stability Plans in collaboration with tenants to secure and sustain housing. Service goals identified in the plan should be directly connected to housing stability or other challenges that might impact housing stability. These may include but are not limited to the following goals:

- a. Increase income, maintain or connect to benefits and employability;
 - b. Improve credit history and rental stability; and/or
 - c. Address behavioral health issues that negatively impact housing stability.
4. Grantee shall coordinate with Property Management during the initial intake for units and participate in orientation meetings with Property Management;
 5. Grantee shall establish rapport with tenants prior to move-in to support tenants during the application and move-in process. Grantee shall coordinate with a tenant's current support service provider(s) to ensure a successful transition into housing;
 6. Grantee intake of tenants shall include, but is not limited to, a review of the tenant's history in the ONE System, gathering updated information from the tenant, and establishing strengths, skills, needs, plans and goals that are participant-centered and supportive of housing retention. The intake shall take place at the same time as the interview with Property Management, on a separate date or time coordinated with Support Services staff during the application period, or within no more than 30 days of move-in;
 7. Grantee will support the transition into permanent housing, including unit viewings and selection, accompaniment during the move-in process, and orientation to the neighborhood and surrounding services;
 8. Grantee will facilitate onboarding and provide written documentation to inform tenants of the program components, engagement expectations, rent contribution, exit policy and process, and grievance procedure;
 9. Grantees shall provide tenants with linkage to resources for employment and training services. Grantee may offer transportation, accompaniment to appointments, home visits, and regular verification of progress toward the achievement of the short and long-term income, employment related, and housing stabilization goals outlined in the Housing Stability Plan;
 10. Grantee shall arrange for any services that are necessary after housing placement, such as In-Home Support Services (IHSS), or care by a medical or behavior health provider;
 11. Grantee shall support the provision of targeted services and/or referrals to another appropriate agency for tenants whose behavior indicates substance abuse, mental health or another issue that is jeopardizing the tenant's housing retention and/or health;
 12. If a tenant is moving out of the building, Grantee 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;
 13. Grantee 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. Grantee shall post and provide to tenants a monthly calendar of events; and
 14. Grantee 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.

- B. Housing Coordination Services: Grantee 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. Housing Coordination services shall include, but are not limited to:
1. Supporting communication and coordination with property management partners to remove any barriers to the housing referral process;
 2. Lease signing and payment or rent on behalf of tenants placed into housing and lease review to ensure compliance;
 3. Completion of initial and annual unit inspections to ensure compliance with Housing Quality Standards (HQS) and/or comparable habitability standards;
 4. Education on tenancy requirements and support to address barriers to housing retention;
 5. Coaching tenants on being a good neighbor, developing tenancy skills, lease requirements, and other topics that support stable tenancy;
 6. Assessment and completion of minor repairs necessary to improve accessibility or other functional improvements;
 7. Immediate responses to lease violations or other complaints, with the goal of finding resolutions that do not jeopardize housing stability. If lease violations cannot be resolved, Grantee shall work closely with property management and tenants to coordinate relocation prior to eviction; and
 8. Grantee shall conduct Wellness and/or Emergency Safety Checks in accordance with HSH policy to assess a tenant's safety. Whenever there is a reason to believe there is immediate and substantial risk of harm to the tenant or others due to a medical and/or psychiatric emergency, then Grantee shall contact appropriate emergency medical professionals.

V. Location and Time of Services

Grantee shall provide services at the Abigail Hotel, located at 246 McAllister Street, San Francisco, CA 94102. Grantee shall provide services at participants' houses or other field locations, as needed.

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

VI. Service Requirements

- A. Diversity, Equity, and Inclusion: The Department is committed to a culture of inclusion in which our differences are celebrated. This includes foundational perspectives that everyone should have equitable access to what they need to thrive no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin and that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. And the Department is committed to addressing the disparate impact of historical limits on

- access to governmental services and advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. Therefore, Grantee shall maintain organizational plans, strategies, and activities to address diverse, equitable, and inclusive access to services provided by Grantee under the Grant Plan, as well as internal controls to regularly review current practices through the lens of diversity, equity, and inclusion to identify areas of improvement. This includes but is not limited to: the organizational mission and/or inclusion statements; non-discrimination documents; community outreach plans; plans to increase diverse applicants for staff positions; communication strategies to address program recipients who have historically been excluded from participation; and staff training activities on diversity, equity, and inclusion.
- B. 1:61 Case Manager Ratio: Grantee shall maintain a minimum 1:61 ratio of Case Managers to HSH adult units.
- C. Income Verification: Grantee shall complete income verification for participants upon program enrollment and, thereafter, shall complete income recertification annually, at minimum, to ensure continued eligibility. During annual income recertification, Grantee shall revisit participant rent calculations and determine an appropriate rental contribution.
- D. 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>.
- E. Case Conferences: Grantee shall participate in individual case conferences and team coordination meetings with HSH-approved programs, as needed, to coordinate and collaborate regarding participants' progress.
- F. 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 identity, disability, HIV status, or immigration status unless otherwise required by law.
- G. Grievance Procedure:
1. Grantee shall establish and maintain a written Grievance Procedure for participants, that 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 participant 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 participant and obtain a signed copy of the form from the participant, which must be maintained in the participant's file. Additionally, Grantee shall post the policy at all times in a location visible to participants and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.
- H. Reasonable Accommodation Policy: Grantee shall, at program entry, review and provide a copy of a written Reasonable Accommodation policy and process to each participant and obtain a signed copy of the policy and process from the participant, which must be maintained in the participant's file.
- I. Termination Policy: Grantee shall establish due process for program termination and upload supporting documentation into the ONE System (or record in a comparable system for DV providers) at program termination.
- J. 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.
- K. City Communications and Policies
 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.

- L. Coordination with Other Service Providers: Grantee shall establish written agreements between case management, housing location, and other service providers that are part of the scattered site support team to formalize collaboration and roles and responsibilities.
- M. Critical Incident: Grantee shall report critical incidents, as defined in the Critical Incident Policy, to HSH, according to the Department policy. Critical incidents shall be reported using the Critical Incident Report form. In addition, critical incidents that involve life endangerment events or major service disruptions must be reported immediately to the HSH program manager.
- N. 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.
- O. Data Standards:
1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process¹, including but not limited to: (a) entering all client data within three business days (unless specifically requested to do so sooner); (b) ensuring accurate dates for enrollment, exit, and (if applicable) move-in; and (c) running monthly data quality reports and correcting errors.
 2. Data entered in the ONE system shall meet or exceed the ONE System CDQI Process standards.
 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 monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH shall 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.
- P. Confidentiality:
1. Grantee shall comply with applicable federal, state, and local laws that govern the confidentiality, privacy, and security of client data shared between Grantee, HSH, and other providers if those laws apply for the purposes described in the Grant Plan, including but not limited to: U.S. Department of Housing and Urban Department (2004) Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice and 24 C.F.R. Part 578, Continuum of Care.

¹ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://www.sf.gov/information--one-system>

2. Grantee shall safeguard the confidentiality of all client data by (a) ensuring the security and integrity of all client data; (b) maintaining computers and other information systems and technology infrastructure that it uses to create, receive, maintain, use, or transmit client data in a secure manner; (c) protecting against any anticipated threats or hazards to the security and integrity all client data; (d) protecting against unauthorized disclosure, access, or use of all client data; (e) ensuring the proper disposal of client data; and (f) ensuring that all of Grantee's employees, agents, and subcontractors, if any, comply with all of the foregoing.
 3. Grantee shall immediately notify HSH upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests ("Legal Requests") related to client data shared under this Grant Plan or which in any way might reasonably require access to client data, and in no event later than twenty-four (24) hours after Grantee receives the request. Grantee shall not respond to Legal Requests without first notifying City.
 4. In the event that Grantee becomes aware of a breach that results in a confirmed unauthorized disclosure that compromises the security, confidentiality, or integrity of client data, Grantee shall, as applicable: (a) notify HSH immediately following discovery, but no later than 48 hours, of such confirmation; (b) coordinate with HSH in its breach response activities; (c) perform or take any other actions required to comply with applicable law as a result of the occurrence; (d) provide to HSH a detailed plan within 10 calendar days of the occurrence describing the measures Grantee will undertake to prevent a future occurrence; and (e) assist HSH upon request and/or as directed in providing notice and/or monitoring to affected individuals in compliance with applicable law.
 5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.
- P. Overdose Prevention: Grantee shall follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on overdose recognition and response.
- Q. 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 client-centered, low-barrier access to housing and services.
- R. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood as defined in the [HSH Good Neighbor Policy](#). Grantee shall develop and maintain procedures to ensure compliance with all applicable policy components.
- S. Anti-Violence and Weapons Policy:
1. Anti-Violence Efforts. Grantee shall develop, adopt, and train employees on a Workplace Emergency Action Plan to prepare and respond to serious violent incidents, including an active shooter. Grantee shall also comply with HSH's Support Services Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that

HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.

2. Support Services. Grantee shall partner with property management to educate tenants on any Weapons Policy lease addendum.

T. Record Keeping and Files:

1. Grantee shall maintain all eligibility, inspection, and services documentation and care plans in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
2. Grantee shall document services in the ONE System as needed to meet external funding and/or billing requirements.
3. Grantee shall maintain confidential files on the served population, including developed plans, notes, and progress. Hard copy files shall be stored securely within a locked cabinet and within a locked office.

VII. Service Objectives

Grantee shall achieve the following service objectives during the term of this grant. All service objectives shall be calculated at a household level rather than per tenant. A household may include more than one tenant. All service objectives below will be monitored by sampling tenant files during annual program monitoring visits:

A. Housing Coordination Services

1. Grantee shall provide 100 percent of tenants with Housing Coordination services.
2. Grantee shall administer an annual Tenant Satisfaction survey to 100 percent of tenants that are active in the program.

B. Housing-Focused Case Management Services

1. Grantee shall offer 100 percent of tenants Housing-Focused Case Management Services.
2. Grantee shall offer 100 percent of tenants referrals to other Case Management should the tenant decline services.
3. Grantee shall contact each tenant at least three times during the first 60 days following placement and complete an assessment of housing stability barriers.
4. Grantee shall outreach to 100 percent of tenants at least once per month.
5. Grantee shall outreach to 100 percent of tenants participating in support services to create/engage in housing stability plans, as needed, on an ongoing basis.
6. Grantee shall review housing stability plans at least once every six months and update as appropriate at this time.

VIII. Outcome Objectives

Grantee shall achieve the following outcome objectives during the term of this grant. All outcome objectives shall be calculated at a household level rather than per tenant. A household may include more than one tenant. All outcome objectives will be monitored using ONE system data.

- A. The following Outcome Objectives shall apply to Housing-Focused Case Management Services and Housing Coordination Services:
 1. 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.
 2. Grantee shall offer 100 percent of households housing focus case management and document in the ONE System if the household declined.
 3. Eighty percent of individualized service plans will be reviewed at least once every six months and updated as appropriate at this time.
 4. 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).

IX. Reporting Requirements

- A. Grantee shall input data into systems required by HSH.
- B. For any quarter that maintains less than ninety 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 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 the number of evicted tenants and eviction notices issued to tenants residing in City-funded housing through the annual HSH administered Eviction Survey. Grantee shall adhere to all deadlines for submission as required by HSH.
- D. Grantee shall participate, as required by the Department, 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.
- E. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.
- 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.

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: participant 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 is not limited to, the audit of data quality reports from the ONE system, records of timeliness of data entry, and attendance records at required training 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 memoranda of understanding (MOUs), and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

Appendix A-2, Services to be Provided
by
Tenderloin Housing Clinic, Inc.
Abigail Housing Ladder - 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 adults aged 18 years or older without the custody of minors below 18 years of age.

III. Referral and Prioritization

The Department of Homelessness and Supportive Housing (HSH) shall refer tenants via established protocols and eligibility criteria. Grantee shall not accept referrals from other sources. HSH may consider the following:

- Tenants residing in permanent supportive housing (PSH) for a period of no less than the required eligibility period;
- Tenants who have proven housing stability (good standing and have no lease violations); and
- Tenants who may benefit from more independent affordable living.

IV. Description of Services

Grantee shall serve tenants of the total 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 and Emergency Safety Checks: Grantee shall conduct Wellness and/or Emergency Safety Checks in accordance with HSH policy to assess a tenant's safety. Whenever there is a reason to believe there is immediate and substantial risk due to a medical and/or psychiatric emergency, then Grantee shall contact appropriate emergency medical professionals.
10. 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 the Abigail Hotel, located at 246 McAllister 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. Diversity, Equity, and Inclusion: The Department is committed to a culture of inclusion in which our differences are celebrated. This includes foundational perspectives that everyone should have equitable access to what they need to thrive no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin and that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. And the Department is committed to addressing the disparate impact of historical limits on access to governmental services and advancing equity in all aspects of our work, ensuring access to services, and providing support to all communities to ensure their ability to succeed and thrive. Therefore, Grantee shall maintain organizational plans, strategies, and activities to address diverse, equitable, and inclusive access to services provided by Grantee under the Grant Plan, as well as internal controls to regularly review current practices through the lens of diversity, equity, and inclusion to identify areas of improvement. This includes but is not limited to: the organizational mission and/or inclusion statements; non-discrimination documents; community outreach plans; plans to increase diverse applicants for staff positions; communication strategies to address program recipients who have historically been excluded from participation; and staff training activities on diversity, equity, and inclusion.
- B. 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.
- C. 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 identity, disability, HIV status, or immigration status unless otherwise required by law.
- D. 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 client-centered, low-barrier access to housing and services.
- E. Overdose Prevention: Grantee shall follow the [HSH Overdose Prevention Policy](#). Grantee staff who work directly with tenants will participate in annual trainings on overdose recognition and response.
- F. 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>.
- G. 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.
- H. Grievance Procedure:
1. Grantee 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 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.
- I. 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.
- J. City Communications, Trainings and Meetings:
Grantee shall keep HSH informed of program operations and comply with HSH policies and 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. Grantee shall ensure all site-based or tenant-facing staff and subcontractors are onboarded and trained to perform the services in accordance with Housing First, Harm Reduction, and Trauma-Informed Principles.
- K. 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.
- L. 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 (CIR) form. In addition, critical incidents that involve life endangerment events or major service disruptions must be reported immediately to the HSH program manager. Please refer to the CIR Policy and procedures on the HSH Providers Connect website.
- M. 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).
- N. Anti-Violence and Weapons Policy:
1. Anti-Violence Efforts. Grantee shall develop, adopt, and train employees on a Workplace Emergency Action Plan to prepare and respond to serious violent incidents, including an active shooter. Grantee shall also comply with HSH's Support Services Policies and Procedures: Responses to Critical Incidents Involving Threatening & Assaultive Behavior, which describes the actions that HSH expects each PSH Housing Provider to take to warn, and protect staff, tenants, and the public who are present, when an assaultive and threatening behavior occurs.
 2. PSH Weapons Policy and Lease Addendum. Grantee shall adopt and enforce a site specific PSH Weapons Policy. Each PSH Weapons Policy must be substantially in the form as the model set out in HSH's Anti-Violence and Weapons Policy. Grantee shall incorporate the lease addendum into the tenant subleases.
- O. Good Neighbor Policies: Grantee shall maintain a good relationship with the neighborhood as defined in the [HSH Good Neighbor Policy](#). Grantee shall develop and maintain procedures to ensure compliance with all applicable policy components.

P. 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. Hard copy files shall be stored securely within a locked cabinet and within a locked office.
2. Grantee shall track receipt and completion of maintenance work orders.
3. Grantee shall maintain all eligibility, inspection, and services documentation and care plans in the ONE System and maintain hard copy files with eligibility, including homelessness verification documents.
4. Grantees shall document services in the ONE System as needed to meet external funding and/or billing requirements.

Q. Data Standards:

1. Grantee shall ensure compliance with the HMIS Participation Agreement and Continuous Data Quality Improvement (CDQI) Process¹, including but not limited to: (a) entering all client data within three business days (unless specifically requested to do so sooner); (b) ensuring accurate dates for enrollment, exit, and (if applicable) move-in; and (c) running monthly data quality reports and correcting errors.
2. Data entered in the ONE system shall meet or exceed the ONE System CDQI Process standards.
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 monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH shall 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.
4. 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.

R. Confidentiality:

1. Grantee shall comply with applicable federal, state, and local laws that govern the confidentiality, privacy, and security of client data shared between Grantee, HSH, and other providers if those laws apply for the purposes described in the Grant Plan, including but not limited to: U.S. Department of Housing and Urban Department (2004) Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice and 24 C.F.R. Part 578, Continuum of Care.

¹ HMIS Participation Agreement and Continuous Data Quality Improvement Process, available here: <https://www.sf.gov/information--one-system>

2. Grantee shall safeguard the confidentiality of all client data by (a) ensuring the security and integrity of all client data; (b) maintaining computers and other information systems and technology infrastructure that it uses to create, receive, maintain, use, or transmit client data in a secure manner; (c) protecting against any anticipated threats or hazards to the security and integrity all client data; (d) protecting against unauthorized disclosure, access, or use of all client data; (e) ensuring the proper disposal of client data; and (f) ensuring that all of Grantee's employees, agents, and subcontractors, if any, comply with all of the foregoing.
 3. Grantee shall immediately notify HSH upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests ("Legal Requests") related to client data shared under this Grant Plan or which in any way might reasonably require access to client data, and in no event later than twenty-four (24) hours after Grantee receives the request. Grantee shall not respond to Legal Requests without first notifying City.
 4. In the event that Grantee becomes aware of a breach that results in a confirmed unauthorized disclosure that compromises the security, confidentiality, or integrity of client data, Grantee shall, as applicable: (a) notify HSH immediately following discovery, but no later than 48 hours, of such confirmation; (b) coordinate with HSH in its breach response activities; (c) perform or take any other actions required to comply with applicable law as a result of the occurrence; (d) provide to HSH a detailed plan within 10 calendar days of the occurrence describing the measures Grantee will undertake to prevent a future occurrence; and (e) assist HSH upon request and/or as directed in providing notice and/or monitoring to affected individuals in compliance with applicable law.
 5. Failure to comply with data security, storage and access requirements may result in loss of access to the HMIS and other data systems.
- S. Reasonable Accommodation Process: Grantee shall establish and maintain a written Reasonable Accommodation Process for the program. Grantee shall, at program entry, review and provide a copy of a written Reasonable Accommodation process to each participant.

VII. Service Objectives

Grantee shall achieve the following Service Objectives:

- A. Grantee shall ensure that each unit, upon turnover, is clean and/or repaired within 21 days, on average.
- B. Grantee shall ensure that new tenant move-ins occur within 30 days of referral.
- C. Grantee shall collect at least 90 percent of tenant portions of monthly rent from occupied units.
- D. Grantee shall maintain an occupancy rate of at least 93 percent.

VIII. Outcome Objectives

Grantee shall achieve the following Outcome Objectives:

- 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-five percent of household lease violations will be resolved without loss of housing to tenants.
- C. At least 65 percent of households shall complete an annual Tenant Satisfaction Survey and of those, 80 percent of tenants 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. Grantee shall report vacancies to HSH in a timely fashion according to established procedures and process all tenant referrals in the pre-established timeframe. When required by HSH, Grantee shall enter tenant data in the ONE System.
- B. 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. Average number of days to turn over units; and
 - 2. The number of tenants receiving lease violations, and the number and percentage of tenant lease violations that were resolved without loss of housing to tenants.
- C. 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 maintained their housing for a minimum of 12 months, moved to other permanent housing, or were provided with more appropriate placements;
 - 2. The number of program exits;
 - 3. The number and percentage of tenants who completed a written survey to provide feedback on the type and quality of program services;
 - 4. The tenant satisfaction survey results; and
 - 5. The number of households showing housing instability that remained housed.
- D. 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.

- E. 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.
- F. 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.
- G. 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.
- H. 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 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.

**DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING
APPENDIX B, BUDGET**

Document Date	7/1/2026		
Contract Term	Begin Date	End Date	Duration (Years)
Current Term	1/1/2021	6/30/2026	6
Amended Term	1/1/2021	6/30/2029	9
Approved Subcontractors			
Janitorial vendor / VIP Cleaning Crew LLC			

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

APPENDIX B, BUDGET

Document Date	7/1/2026											
Contract Term	Begin Date	End Date	Duration (Years)	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9
Current Term	1/1/2021	6/30/2026	6									
Amended Term	1/1/2021	6/30/2029	9									
Service Component - Number Served				1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029
Support Services, Property Management & Master Leasing				61	61	61	61	61	61	61	61	61

	A	B	C	D	E	H	K	N	Q	T
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING									
2	APPENDIX B, BUDGET									
3	Document Date	7/1/2026								
4	Contract Term	Begin Date	End Date	Duration (Years)						
5	Current Term	1/1/2021	6/30/2026	6						
6	Amended Term	1/1/2021	6/30/2029	9						
7	Provider Name	Tenderloin Housing Clinic, Inc.								
8	Program	Abigail Hotel Housing Ladder								
9	FSP Contract ID#	1000017196								
10	Action (select)	Amendment								
11	Effective Date	7/1/2026								
12	Budget Names	ERAF & General Fund & Prop C - Housing Ladder; One-Time - ERAF - Start Up Costs								
13		Current	New							
14	Term Budget	\$ 8,794,638	\$ 14,379,223							
15	Contingency	\$ 1,174,558	\$ 1,116,917	20%						
16	Not-To-Exceed	\$ 9,969,196	\$ 15,496,140		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
17					1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
18					Current	Current	Current	Current	Current	Current
19	Expenditures									
20	Salaries & Benefits	\$ 135,764.6	\$ 278,318	\$ 338,066	\$ 292,475	\$ 217,352	\$ 278,781			
21	Operating Expense	\$ 182,500.0	\$ 373,865	\$ 358,738	\$ 426,498	\$ 385,629	\$ 361,402			
22	Subtotal	\$ 318,264.6	\$ 652,183	\$ 696,803	\$ 718,973	\$ 602,981	\$ 640,184			
24	Indirect Cost	\$ 36,600.0	\$ 75,001	\$ 80,132	\$ 82,682	\$ 69,343	\$ 73,621			
25	Other Expenses (Not subject to indirect %)	\$ (309,277)	\$ 690,797	\$ 1,005,625	\$ 1,245,587	\$ 1,353,491	\$ 1,381,323			
26	Capital Expenditure	\$ 95,689.0	\$ 244,339	\$ 21,616	\$ 36,615	\$ (19,440)	\$ -			
28	Total Expenditures	\$ 141,276	\$ 1,662,321	\$ 1,804,177	\$ 2,083,857	\$ 2,006,375	\$ 2,095,128			
29										
30	HSH Revenues (select)*									
31	Educational Revenue Augmentation Fund (ERAF) - Ongoing	\$ 886,891	\$ 1,804,068	\$ 1,823,526	\$ 1,238,079	\$ -	\$ -			
32	ERAF - One-Time	\$ 347,750	\$ -	\$ 46,000	\$ -	\$ -	\$ -			
33	General Fund - Ongoing	\$ -	\$ -	\$ 120,238	\$ 83,967	\$ -	\$ -			
34	Prop C - Ongoing	\$ -	\$ -	\$ -	\$ 661,023	\$ 1,854,520	\$ 1,861,528			
35	Adjustment to Actuals	\$ (1,119,803)	\$ (278,997)	\$ (323,587)	\$ (109,211)	\$ (101,353)	\$ -			
40	Total HSH Revenues	\$ 114,838	\$ 1,525,071	\$ 1,666,177	\$ 1,873,857	\$ 1,753,167	\$ 1,861,528			
41	Other Revenues (to offset Total Expenditures)									
42	Rental Income	\$ 26,438	\$ 137,250	\$ 138,000	\$ 210,000	\$ 253,208	\$ 233,600			
47	Total Other Revenues	\$ 26,438	\$ 137,250	\$ 138,000	\$ 210,000	\$ 253,208	\$ 233,600			
48										
49	Total HSH + Other Revenues	\$ 141,276	\$ 1,662,321	\$ 1,804,177	\$ 2,083,857	\$ 2,006,375	\$ 2,095,128			
52	Total Adjusted Salary FTE (All Budgets)									
53										
54	Prepared by	Wynne Tang								
55	Phone	415-885-3286x1111								
56	Email	wynne@thclinic.org								

*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	Y	AB	AE	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING									
2	APPENDIX B, BUDGET									
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15	Contingency	\$ 1,174,558	\$ 1,116,917	20%						
16	Not-To-Exceed	\$ 9,969,196	\$ 15,496,140		Year 7	Year 8	Year 9	All Years		
17					7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2029	1/1/2021 - 6/30/2029
18					New	New	New	Current	Amendment	New
19	Expenditures									
20	Salaries & Benefits	\$ 298,781	\$ 298,781	\$ 298,781	\$ 1,540,757	\$ 896,344	\$ 2,437,100			
21	Operating Expense	\$ 341,402	\$ 341,402	\$ 341,402	\$ 2,088,632	\$ 1,024,207	\$ 3,112,840			
22	Subtotal	\$ 640,184	\$ 640,184	\$ 640,184	\$ 3,629,389	\$ 1,920,551	\$ 5,549,940			
24	Indirect Cost	\$ 73,621	\$ 73,621	\$ 73,621	\$ 417,379	\$ 220,863	\$ 638,243			
25	Other Expenses (Not subject to indirect %)	\$ 1,381,323	\$ 1,381,323	\$ 1,381,323	\$ 5,367,546	\$ 4,143,970	\$ 9,511,517			
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ 378,819	\$ -	\$ 378,819			
28	Total Expenditures	\$ 2,095,128	\$ 2,095,128	\$ 2,095,128	\$ 9,793,134	\$ 6,285,384	\$ 16,078,518			
29										
30	HSH Revenues (select)*									
31	Educational Revenue Augmentation Fund (ERAF) - Ongoing	\$ -	\$ -	\$ -	\$ 5,752,564	\$ -	\$ 5,752,564			
32	ERAF - One-Time	\$ -	\$ -	\$ -	\$ 393,750	\$ -	\$ 393,750			
33	General Fund - Ongoing	\$ -	\$ -	\$ -	\$ 204,205	\$ -	\$ 204,205			
34	Prop C - Ongoing	\$ 1,861,528	\$ 1,861,528	\$ 1,861,528	\$ 4,377,071	\$ 5,584,584	\$ 9,961,656			
35	Adjustment to Actuals	\$ -	\$ -	\$ -	\$ (1,932,952)	\$ -	\$ (1,932,952)			
40	Total HSH Revenues	\$ 1,861,528	\$ 1,861,528	\$ 1,861,528	\$ 8,794,638	\$ 5,584,584	\$ 14,379,223			
41	Other Revenues (to offset Total Expenditures)									
42	Rental Income	\$ 233,600	\$ 233,600	\$ 233,600	\$ 998,496	\$ 700,800	\$ 1,699,296			
47	Total Other Revenues	\$ 233,600	\$ 233,600	\$ 233,600	\$ 998,496	\$ 700,800	\$ 1,699,296			
48										
49	Total HSH + Other Revenues	\$ 2,095,128	\$ 2,095,128	\$ 2,095,128	\$ 9,793,134	\$ 6,285,384	\$ 16,078,518			
52	Total Adjusted Salary FTE (All Budgets)	3.07		3.07		3.07				
53										
54	Prepared by	Wynne Tang								
55	Phone	415-885-3286x1111								
56	Email	wynne@thclinic.org								

*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	Q	T
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING									
2	APPENDIX B, BUDGET									
3	Document Date	7/1/2026								
4	Contract Term	Begin Date	End Date	Duration (Years)						
5	Current Term	1/1/2021	6/30/2026	6						
6	Amended Term	1/1/2021	6/30/2029	9						
7	Provider Name	Tenderloin Housing Clinic, Inc.								
8	Program	Abigail Hotel Housing Ladder								
9	F\$P Contract ID#	1000017196								
10	Action (select)	Amendment								
11	Effective Date	7/1/2026								
12	Budget Name	ERAF & General Fund & Prop C - Housing Ladder								
13		Current	New							
14	Term Budget	\$ 8,768,470	\$ 14,353,054							
15	Contingency	\$ 1,174,558	\$ 1,116,917	20%						
16	Not-To-Exceed	\$ 9,969,196	\$ 15,496,140		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
17					1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
18					Current	Current	Current	Current	Current	Current
19	Expenditures									
20	Salaries & Benefits	\$ 135,765	\$ 278,318	\$ 338,066	\$ 292,475	\$ 217,352	\$ 278,781			
21	Operating Expense	\$ 182,500	\$ 373,865	\$ 358,738	\$ 426,498	\$ 385,629	\$ 361,402			
22	Subtotal	\$ 318,265	\$ 652,183	\$ 696,803	\$ 718,973	\$ 602,981	\$ 640,184			
23	Indirect Percentage	11.50%	11.50%	11.50%	11.50%	11.50%	11.50%			
24	Indirect Cost (Line 22 X Line 23)	\$ 36,600	\$ 75,001	\$ 80,132	\$ 82,682	\$ 69,343	\$ 73,621			
25	Other Expenses (Not subject to indirect %)	\$ (309,277)	\$ 690,797	\$ 979,457	\$ 1,245,587	\$ 1,353,491	\$ 1,381,323			
26	Capital Expenditure	\$ 95,688.98	\$ 244,339	\$ 21,616	\$ 36,615	\$ (19,440)	\$ -			
28	Total Expenditures	\$ 141,276	\$ 1,662,321	\$ 1,778,008	\$ 2,083,857	\$ 2,006,375	\$ 2,095,128			
29										
30	SHS Revenues (select)									
31	Educational Revenue Augmentation Fund (ERAF) - Ongoing	\$ 886,891	\$ 1,804,068	\$ 1,823,526	\$ 1,238,079					
32	ERAF - One-Time	\$ 347,750	\$ -	\$ -	\$ -					
33	General Fund - Ongoing			\$ 120,238	\$ 83,967					
34	Prop C - Ongoing	\$ -	\$ -	\$ -	\$ 661,023	\$ 1,854,520	\$ 1,861,528			
35	Adjustment to Actuals	\$ (1,119,803)	\$ (278,997)	\$ (303,756)	\$ (109,211)	\$ (101,353)				
40	Total SHS Revenues	\$ 114,838	\$ 1,525,071	\$ 1,640,008	\$ 1,873,857	\$ 1,753,167	\$ 1,861,528			
41	Other Revenues (to offset Total Expenditures)									
42	Rental Income	\$ 26,438	\$ 137,250	\$ 138,000	\$ 210,000	\$ 253,208	\$ 233,600			
47	Total Other Revenues	\$ 26,438	\$ 137,250	\$ 138,000	\$ 210,000	\$ 253,208	\$ 233,600			
48										
49	Total SHS + Other Revenues	\$ 141,276	\$ 1,662,321	\$ 1,778,008	\$ 2,083,857	\$ 2,006,375	\$ 2,095,128			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			

	A	B	C	D	Y	AB	AE	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING									
2	APPENDIX B, BUDGET									
3	Document Date	7/1/2026								
4	Contract Term	Begin Date	End Date	Duration (Years)						
5	Current Term	1/1/2021	6/30/2026	6						
6	Amended Term	1/1/2021	6/30/2029	9						
7	Provider Name	Tenderloin Housing Clinic, Inc.								
8	Program	Abigail Hotel Housing Ladder								
9	F\$P Contract ID#	1000017196								
10	Action (select)	Amendment								
11	Effective Date	7/1/2026								
12	Budget Name	ERAF & General Fund & Prop C - Housing Ladder								
13		Current	New							
14	Term Budget	\$ 8,768,470	\$ 14,353,054							
15	Contingency	\$ 1,174,558	\$ 1,116,917	20%	EXTENSION YEAR EXTENSION YEAR EXTENSION YEAR					
16	Not-To-Exceed	\$ 9,969,196	\$ 15,496,140		Year 7	Year 8	Year 9	All Years		
17		7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2029	1/1/2021 - 6/30/2029			
18		New	New	New	Current	Amendment	New			
19	Expenditures									
20	Salaries & Benefits	\$ 298,781	\$ 298,781	\$ 298,781	\$ 1,540,757	\$ 896,344	\$ 2,437,100			
21	Operating Expense	\$ 341,402	\$ 341,402	\$ 341,402	\$ 2,088,632	\$ 1,024,207	\$ 3,112,840			
22	Subtotal	\$ 640,184	\$ 640,184	\$ 640,184	\$ 3,629,389	\$ 1,920,551	\$ 5,549,940			
23	Indirect Percentage	11.50%	11.50%	11.50%						
24	Indirect Cost (Line 22 X Line 23)	\$ 73,621	\$ 73,621	\$ 73,621	\$ 417,379	\$ 220,863	\$ 638,243			
25	Other Expenses (Not subject to indirect %)	\$ 1,381,323	\$ 1,381,323	\$ 1,381,323	\$ 5,341,378	\$ 4,143,970	\$ 9,485,348			
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ 378,819	\$ -	\$ 378,819			
28	Total Expenditures	\$ 2,095,128	\$ 2,095,128	\$ 2,095,128	\$ 9,766,966	\$ 6,285,384	\$ 16,052,350			
29										
30	SHS Revenues (select)									
31	Educational Revenue Augmentation Fund (ERAF) - Ongoing	\$ -	\$ -	\$ -	\$ 5,752,564	\$ -	\$ 5,752,564			
32	ERAF - One-Time	\$ -	\$ -	\$ -	\$ 347,750	\$ -	\$ 347,750			
33	General Fund - Ongoing	\$ -	\$ -	\$ -	\$ 204,205	\$ -	\$ 204,205			
34	Prop C - Ongoing	\$ 1,861,528	\$ 1,861,528	\$ 1,861,528	\$ 4,377,071	\$ 5,584,584	\$ 9,961,656			
35	Adjustment to Actuals	\$ -	\$ -	\$ -	\$ (1,913,120)	\$ -	\$ (1,913,120)			
40	Total SHS Revenues	\$ 1,861,528	\$ 1,861,528	\$ 1,861,528	\$ 8,768,470	\$ 5,584,584	\$ 14,353,054			
41	Other Revenues (to offset Total Expenditures)									
42	Rental Income	\$ 233,600	\$ 233,600	\$ 233,600	\$ 998,496	\$ 700,800	\$ 1,699,296			
47	Total Other Revenues	\$ 233,600	\$ 233,600	\$ 233,600	\$ 998,496	\$ 700,800	\$ 1,699,296			
48										
49	Total SHS + Other Revenues	\$ 2,095,128	\$ 2,095,128	\$ 2,095,128	\$ 9,766,966	\$ 6,285,384	\$ 16,052,350			
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			

	A	F	M	T	AA	AH	AO
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING						
2	SALARY & BENEFIT DETAIL						
3	Document Date	7/1/2026					
4	Provider Name	Tenderloin Housing Clinic, Inc.					
5	Program	Abigail Hotel Housing Ladder					
6	FSP Contract ID#	1000017196					
7	Budget Name	ERAF & General Fund & Prop C - Housing Ladder					
8		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
9	POSITION TITLE	1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026
10		Current	Current	Current	Current	Current	Current
11		Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
12	Property Manager	\$ 30,900	\$ 63,345	\$ 81,903	\$ 84,889	\$ 50,108	\$ 72,801
13	Maintenance Worker	\$ 23,175	\$ 47,509	\$ 54,938	\$ 54,938	\$ 28,798	\$ 30,999
14	Director of Property Mgmt	\$ 1,530	\$ 3,136	\$ 4,374	\$ 4,700	\$ 4,686	\$ 4,801
15	Assoc Director of Property Mgmt	\$ 3,527	\$ 7,231	\$ 8,942	\$ 12,829	\$ 9,468	\$ 9,277
16	Facilities Manager	\$ 6,074	\$ 12,451	\$ 15,434	\$ 16,250	\$ 15,787	\$ 16,599
17	Case Manager	\$ 23,175	\$ 47,509	\$ 57,963	\$ 15,000	\$ 33,048	\$ 43,837
18	Support Services Manager	\$ 4,807	\$ 9,854	\$ 13,243	\$ 13,904	\$ 8,344	\$ 13,856
19	Assoc Director of Support Services	\$ 2,884	\$ 5,912	\$ 7,978	\$ 8,466	\$ 5,534	\$ 8,649
20	Director of Support Services	\$ 1,320	\$ 2,708	\$ 3,802	\$ 4,079	\$ 4,044	\$ 4,167
55		\$ 97,392	\$ 199,654	\$ 248,578	\$ 215,055	\$ 159,818	\$ 204,986
56							
57		39.40%	39.40%	36.00%	36.00%	36.00%	36.00%
58		\$ 38,373	\$ 78,664	\$ 89,488	\$ 77,420	\$ 57,534	\$ 73,795
59		\$ 135,765	\$ 278,318	\$ 338,066	\$ 292,475	\$ 217,352	\$ 278,781

	A	AR	AS	AT	AU	AX	BE	BL	BT	BU	BV
1	DEPARTMENT OF HOMELESSNESS										
2	SALARY & BENEFIT DETAIL										
3	Document Date										
4	Provider Name										
5	Program										
6	F\$P Contract ID#										
7	Budget Name										
8		EXTENSION YEAR				EXTENSION YEAR			EXTENSION YEAR		
9		Year 7				Year 8	Year 9	All Years			
10	POSITION TITLE	Agency Totals		For HSH Funded Program		7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2029	1/1/2021 - 6/30/2029
11						New	New	New	Current	Amendment	New
12		Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary
13	Property Manager	\$ 72,801	1.00	100%	1.00	\$ 72,801	\$ 72,801	\$ 72,801	\$ 383,946	\$ 218,402	\$ 602,349
14	Maintenance Worker	\$ 61,998	1.00	50%	0.50	\$ 30,999	\$ 30,999	\$ 30,999	\$ 240,356	\$ 92,997	\$ 333,353
15	Director of Property Mgmt	\$ 165,542	1.00	3%	0.03	\$ 4,801	\$ 4,801	\$ 4,801	\$ 23,226	\$ 14,402	\$ 37,628
16	Assoc Director of Property Mgmt	\$ 109,146	1.00	9%	0.09	\$ 9,277	\$ 9,277	\$ 9,277	\$ 51,275	\$ 27,832	\$ 79,107
17	Facilities Manager	\$ 98,221	1.00	17%	0.17	\$ 16,599	\$ 16,599	\$ 16,599	\$ 82,596	\$ 49,798	\$ 132,394
18	Case Manager	\$ 58,543	1.00	100%	1.00	\$ 58,543	\$ 58,543	\$ 58,543	\$ 220,532	\$ 175,629	\$ 396,161
19	Support Services Manager	\$ 81,990	1.00	17%	0.17	\$ 13,856	\$ 13,856	\$ 13,856	\$ 64,008	\$ 41,569	\$ 105,577
20	Assoc Director of Support Services	\$ 101,747	1.00	9%	0.09	\$ 8,649	\$ 8,649	\$ 8,649	\$ 39,423	\$ 25,946	\$ 65,368
21	Director of Support Services	\$ 143,693	1.00	3%	0.03	\$ 4,167	\$ 4,167	\$ 4,167	\$ 20,121	\$ 12,501	\$ 32,622
55		TOTAL SALARIES				\$ 219,692	\$ 219,692	\$ 219,692	\$ 1,125,483	\$ 659,076	\$ 1,784,559
56		TOTAL FTE		3.07							
57		FRINGE BENEFIT RATE		36.00%		36.00%		36.00%			
58		EMPLOYEE FRINGE BENEFITS		\$ 79,089		\$ 79,089		\$ 79,089	\$ 415,274	\$ 237,267	\$ 652,541
59		TOTAL SALARIES & BENEFITS		\$ 298,781		\$ 298,781		\$ 298,781	\$ 1,540,757	\$ 896,344	\$ 2,437,100

	A	B	E	H	K	N	Q	
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING						HOC Package - Page 33 of 38	
2	OPERATING DETAIL							
3	Document Date	7/1/2026						
4	Provider Name	Tenderloin Housing Clinic, Inc.						
5	Program	Abigail Hotel Housing Ladder						
6	F\$P Contract ID#	1000017196						
7	Budget Name	ERAF & General Fund & Prop C - Housing Ladder						
8								
9		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	
10		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	
11		Current	Current	Current	Current	Current	Current	
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	
13	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 72,500	\$ 145,000	\$ 190,272	\$ 135,000	\$ 109,860	\$ 159,026	
14	Office Supplies, Postage	\$ 2,500	\$ 7,500	\$ 1,950	\$ 4,500	\$ 4,751	\$ 5,209	
15	Building Maintenance Supplies and Repair	\$ 40,000	\$ 117,500	\$ 96,976	\$ 184,455	\$ 197,856	\$ 70,417	
16	Printing and Reproduction		\$ -	\$ -	\$ -	\$ -	\$ -	
17	Insurance	\$ 9,500	\$ 19,000	\$ 18,000	\$ 24,003	\$ 26,134	\$ 43,733	
18	Community Engagement		\$ -	\$ 6,540	\$ 6,540	\$ 3,300	\$ 4,575	
19	Staff Travel-(Local & Out of Town)		\$ -	\$ -	\$ -	\$ -	\$ -	
20	Rental of Equipment		\$ -	\$ -	\$ -	\$ -	\$ -	
21	Legal Costs	\$ 1,500	\$ 3,000	\$ 5,000	\$ 5,000	\$ 3,247	\$ 23,441	
22	Elevator Repairs	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 8,231	\$ 10,000	
23				\$ -	\$ -	\$ -	\$ -	
42	<u>Subcontractors/Temporary Staffing</u>			\$ -	\$ -	\$ -	\$ -	
43	Janitorial Services via VIP Cleaning Crew	\$ 41,500	\$ 66,865	\$ 25,000	\$ 25,000	\$ 19,800	\$ 25,000	
44	Temp - Case Manager				\$ 27,000	\$ 12,451	\$ 20,000	
67								
68	TOTAL OPERATING EXPENSES	\$ 182,500	\$ 373,865	\$ 358,738	\$ 426,498	\$ 385,629	\$ 361,402	
69								
70	<u>Other Expenses (not subject to indirect cost %)</u>							
71	Rental of Property	\$ 527,744	\$ 819,989	\$ 1,116,300	\$ 1,125,000	\$ 1,151,858	\$ 1,176,810	
72	Abigail's portion Modified Payment Program usage	\$ 30,720	\$ 57,922	\$ 89,500	\$ 83,444	\$ 83,444	\$ 83,444	
73	Abigail's portion Prop Mgmt Infrastructure usage		\$ 91,883	\$ 99,028	\$ 118,190	\$ 118,190	\$ 118,190	
74	Adjustment to Actuals	\$ (867,741)	\$ (278,997)	\$ (325,372)	\$ (109,211)	\$ -	\$ -	
75	Property Management Software				\$ 28,166	\$ -	\$ -	
76	Tenant Rep Stipend				\$ -	\$ -	\$ 2,880	
82								
83	TOTAL OTHER EXPENSES	\$ (309,277)	\$ 690,797	\$ 979,457	\$ 1,245,587	\$ 1,353,491	\$ 1,381,323	
84								
85	<u>Capital Expenses</u>							
86	Ramp-Up: Consultant for Lease-up	\$ 80,000	\$ 46,698					
87	Ramp-Up: Moving Service	\$ 25,000	\$ 72,232					
88	Ramp-Up: Pest inspection/ Treatment at move-in	\$ 25,000	\$ 8,738					
89	Ramp-up: Office furniture, PC, Printer	\$ 10,000	\$ 11,380					
90	Ramp-up: Community Room furniture / TV	\$ 40,000	\$ 38,990					
91	Ramp-up: Laundry Room cart & table	\$ 2,000	\$ -					
92	Ramp-up: Unit furniture	\$ 93,000	\$ 3,891					
93	Ramp-up: Refrigerators & Microwaves	\$ 22,750	\$ 21,568					
94	Ramp-up: Gate between Abigail Hotel and 250 McAllister building.	\$ 50,000	\$ 40,841					
95	Ramp-up: Adjustment to Actuals	\$ (252,061)	\$ -					
96	Approved One-Time Capital Expenses	\$ -	\$ -	\$ 21,616	\$ 36,615	\$ (19,440)	\$ -	
97								
98	TOTAL CAPITAL EXPENSES	\$ 95,689	\$ 244,339	\$ 21,616	\$ 36,615	\$ (19,440)	\$ -	

	A	V	Y	AB	AF	AG	AH
1	DEPARTMENT OF HOMELESSNESS AND SUPP				HOC Package - Page 34 of 38		
2	OPERATING DETAIL						
3	Document Date						
4	Provider Name						
5	Program						
6	F\$P Contract ID#						
7	Budget Name						
8	EXTENSION YEAR EXTENSION YEAR						
9		Year 7	Year 8	Year 9	All Years		
10		7/1/2026 - 6/30/2027	7/1/2027 - 6/30/2028	7/1/2028 - 6/30/2029	1/1/2021 - 6/30/2026	1/1/2021 - 6/30/2029	1/1/2021 - 6/30/2029
11		New	New	New	Current	Amendment	New
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Change	Budgeted Expense
13	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 159,026	\$ 159,026	\$ 159,026	\$ 811,658	\$ 477,078	\$ 1,288,736
14	Office Supplies, Postage	\$ 5,209	\$ 5,209	\$ 5,209	\$ 26,410	\$ 15,628	\$ 42,038
15	Building Maintenance Supplies and Repair	\$ 70,417	\$ 70,417	\$ 70,417	\$ 707,204	\$ 211,252	\$ 918,456
16	Printing and Reproduction	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
17	Insurance	\$ 43,733	\$ 43,733	\$ 43,733	\$ 140,370	\$ 131,200	\$ 271,570
18	Community Engagement	\$ 4,575	\$ 4,575	\$ 4,575	\$ 20,955	\$ 13,725	\$ 34,680
19	Staff Travel-(Local & Out of Town)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20	Rental of Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
21	Legal Costs	\$ 23,441	\$ 23,441	\$ 23,441	\$ 41,188	\$ 70,324	\$ 111,513
22	Elevator Repairs	\$ 10,000	\$ 10,000	\$ 10,000	\$ 78,231	\$ 30,000	\$ 108,231
23		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
42	<u>Subcontractors/Temporary Staffing</u>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
43	Janitorial Services via VIP Cleaning Crew	\$ 25,000	\$ 25,000	\$ 25,000	\$ 203,165	\$ 75,000	\$ 278,165
44	Temp - Case Manager	\$ -	\$ -	\$ -	\$ 59,451	\$ -	\$ 59,451
67							
68	TOTAL OPERATING EXPENSES	\$ 341,402	\$ 341,402	\$ 341,402	\$ 2,088,632	\$ 1,024,207	\$ 3,112,840
69							
70	<u>Other Expenses (not subject to indirect cost %)</u>						
71	Rental of Property	\$ 1,176,810	\$ 1,176,810	\$ 1,176,810	\$ 5,917,702	\$ 3,530,431	\$ 9,448,133
72	Abigail's portion Modified Payment Program usage	\$ 83,444	\$ 83,444	\$ 83,444	\$ 428,473	\$ 250,331	\$ 678,803
73	Abigail's portion Prop Mgmt Infrastructure usage	\$ 118,190	\$ 118,190	\$ 118,190	\$ 545,480	\$ 354,569	\$ 900,048
74	Adjustment to Actuals	\$ -	\$ -	\$ -	\$ (1,581,322)	\$ -	\$ (1,581,322)
75	Property Management Software	\$ -	\$ -	\$ -	\$ 28,166	\$ -	\$ 28,166
76	Tenant Rep Stipend	\$ 2,880	\$ 2,880	\$ 2,880	\$ 2,880	\$ 8,640	\$ 11,520
82							
83	TOTAL OTHER EXPENSES	\$ 1,381,323	\$ 1,381,323	\$ 1,381,323	\$ 5,341,378	\$ 4,143,970	\$ 9,485,348
84							
85	<u>Capital Expenses</u>						
86	Ramp-Up: Consultant for Lease-up	\$ -	\$ -	\$ -	\$ 126,698	\$ -	\$ 126,698
87	Ramp-Up: Moving Service	\$ -	\$ -	\$ -	\$ 97,232	\$ -	\$ 97,232
88	Ramp-Up: Pest inspection/ Treatment at move-in	\$ -	\$ -	\$ -	\$ 33,738	\$ -	\$ 33,738
89	Ramp-up: Office furniture, PC, Printer	\$ -	\$ -	\$ -	\$ 21,380	\$ -	\$ 21,380
90	Ramp-up: Community Room furniture / TV	\$ -	\$ -	\$ -	\$ 78,990	\$ -	\$ 78,990
91	Ramp-up: Laundry Room cart & table	\$ -	\$ -	\$ -	\$ 2,000	\$ -	\$ 2,000
92	Ramp-up: Unit furniture	\$ -	\$ -	\$ -	\$ 96,891	\$ -	\$ 96,891
93	Ramp-up: Refrigerators & Microwaves	\$ -	\$ -	\$ -	\$ 44,318	\$ -	\$ 44,318
94	Ramp-up: Gate between Abigail Hotel and 250 McAllister building.	\$ -	\$ -	\$ -	\$ 90,841	\$ -	\$ 90,841
95	Ramp-up: Adjustment to Actuals	\$ -	\$ -	\$ -	\$ (252,061)	\$ -	\$ (252,061)
96	Approved One-Time Capital Expenses	\$ -	\$ -	\$ -	\$ 38,791	\$ -	\$ 38,791
97							
98	TOTAL CAPITAL EXPENSES	\$ -	\$ -	\$ -	\$ 378,819	\$ -	\$ 378,819

BUDGET NARRATIVE

Fiscal Year

ERAF & General Fund & Prop C - Housing Ladder

FY26-27

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

<u>Salaries & Benefits</u>	<u>Adjusted</u>		<u>Justification</u>	<u>Calculation</u>
	<u>Budgeted</u>	<u>Budgeted</u>		
	<u>FTE</u>	<u>Salary</u>		
Property Manager	1.00	\$ 72,801	On-site management of Abigail for Step-up PSH tenants	Annualized Salary * Adj FTE
Maintenance Worker	0.50	\$ 30,999	On-site maintenance worker for Abigail repairs & proactive maintenance	Annualized Salary * Adj. FTE
Director of Property Mgmt	0.03	\$ 4,801	Oversight staffing for Abigail project	Annualized Salary * Adj. FTE
Assoc Director of Property Mgmt	0.09	\$ 9,277	Oversight staffing for Abigail project	Annualized Salary * Adj. FTE
Facilities Manager	0.17	\$ 16,599	Onsite management of facilities team for Abigail project	Annualized Salary * Adj. FTE
Case Manager	1.00	\$ 58,543	On-site case manager for Abigail's Step-up PSH tenants	Annualized Salary * Adj. FTE
Support Services Manager	0.17	\$ 13,856	Onsite management of case manager for Abigail project	Annualized Salary * Adj. FTE
Assoc Director of Support Services	0.09	\$ 8,649	Oversight staffing for Abigail project	Annualized Salary * Adj. FTE
Director of Support Services	0.03	\$ 4,167	Oversight staffing for Abigail project	Annualized Salary * Adj. FTE
TOTAL	3.07	\$ 219,692		
<u>Employee Fringe Benefits</u>			<u>Includes FICA, SSUI, Workers Compensation and Medical calculated at 36% of total salaries.</u>	
		\$ 79,089		
Salaries & Benefits Total		\$ 298,781		

<u>Operating Expenses</u>	<u>Budgeted</u>	<u>Justification</u>	<u>Calculation</u>
	<u>Expense</u>		
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 159,026	Estimated utility costs based upon prior actuals with a factor of annual increases	Estimated based on prior year and a factor of industry wide increases
Office Supplies, Postage	\$ 5,209	Estimated office supply expense	Estimated based on prior year and a factor of industry wide increases
Building Maintenance Supplies and Repair	\$ 70,417	Estimated repair & maintenance costs based upon prior actuals with a factor to account for any increase in pricing for materials or repairs by industry vendors.	Estimated based on prior year and a factor of industry wide increases
Insurance	\$ 43,733	General Liability insurance to operate at the Abigail.	From insurance quote for 10 months and estimated the remaining 2 months.
Community Engagement	\$ 4,575	Cost of activities, events to engage the tenants of the building.	Budgeted at \$75/per rentable unit. Consistent with Bristol, THC's other Housing Ladder project.
Legal Costs	\$ 23,441	Third party attorney services	Estimated based on prior year and current state of tenant behavior
Elevator Repairs	\$ 10,000	Capped elevator expense per our master lease agreement with the owner of the Abigail.	Max per our lease with the Abigail owner.
<u>Subcontractors/Temporary Staffing</u>	\$ -		.
Janitorial Services via VIP Cleaning Crew	\$ 25,000	Periodic janitorial for common areas provided by vendor	Estimated based on contract.
Temp - Case Manager	\$ -	Temporary Case Manager staffing as needed	.
TOTAL OPERATING EXPENSES	\$ 341,402		
Indirect Cost	11.5%	\$ 73,621	

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

<u>Other Expenses (not subject to indirect cost %)</u>	<u>Amount</u>	<u>Justification</u>	<u>Calculation</u>
Rental of Property	\$ 1,176,810	Master lease of Abigail rental units	FY26 estimated actual
Abigail's portion Modified Payment Program usage	\$ 83,444	allocation based on units & usage factor for services provided by THC's Property Mgmt.	allocation based on units & usage factor for services provided by THC's Property Mgmt.
Abigail's portion Prop Mgmt Infrastructure usage	\$ 118,190	allocation based on units & usage factor for services provided by THC's MPP team.	allocation based on units & usage factor for services provided by THC's MPP team.
Tenant Rep Stipend	\$ 2,880	Stipend for tenant selected to: 1) Attend and provide building's sentiment at periodic: community engagement and/or informational trainings/meetings – held at the Central City SRO Collaborative (CCSRO) at 472 Ellis, 2) Encourage participation by building tenants: community events, property management meetings and 3) Help coordinate and encourage tenant participation in the building's annual fire drill and other safety related meetings held by building mgmt. and CCSRO	Same at FY26
TOTAL OTHER EXPENSES	\$ 1,381,323		

	A	B	C	D	E	H	K	N	Q	T	AI
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING										
2	APPENDIX B, BUDGET										
3	Document Date	7/1/2026									
4	Contract Term	Begin Date	End Date	Duration (Years)							
5	Current Term	1/1/2021	6/30/2026	6							
7	Provider Name	Tenderloin Housing Clinic, Inc.									
8	Program	Abigail Hotel Housing Ladder									
9	F\$P Contract ID#	1000017196									
10	Action (select)	Amendment									
11	Effective Date	7/1/2026									
12	Budget Name	One-Time - ERAF - Start Up Costs									
13		Current	New								
14	Term Budget	\$ 26,168	\$ 26,168								
15	Contingency	\$ 1,174,558	\$ 1,116,917								
16	Not-To-Exceed	\$ 9,969,196	\$ 15,496,140	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	All Years	
17		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 6/30/2026			
18		Current	Current	Current	Current	Current	Current	Current			
19	Expenditures										
25	Other Expenses (Not subject to indirect %)	\$ -	\$ -	\$ 26,168	\$ -	\$ -	\$ -	\$ -	\$ 26,168		
26	Capital Expenditure	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
28	Total Expenditures	\$ -	\$ -	\$ 26,168	\$ -	\$ -	\$ -	\$ -	\$ 26,168		
29											
30	HSH Revenues (select)										
32	ERAF - One-Time			\$ 46,000				\$ 46,000			
35	Adjustment to Actuals			\$ (19,832)				\$ (19,832)			
40	Total HSH Revenues	\$ -	\$ -	\$ 26,168	\$ -	\$ -	\$ -	\$ -	\$ 26,168		
50	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
52											

	A	B	E	H	K	N	Q	AF
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING							
2	OPERATING DETAIL							
3	Document Date	7/1/2026						
4	Provider Name	Tenderloin Housing Clinic, Inc.						
5	Program	Abigail Hotel Housing Ladder						
6	FSP Contract ID#	1000017196						
7	Budget Name	One-Time - ERAF - Start Up Costs						
8								
9		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	All Years
10		1/1/2021 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 6/30/2023	7/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	7/1/2025 - 6/30/2026	1/1/2021 - 6/30/2026
11		Current	Current	Current	Current	Current	Current	Current
12	<u>Operating Expenses</u>	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense	Budgeted Expense
70	<u>Other Expenses (not subject to indirect cost %)</u>							
71	Ramp-Up: Consultant for Lease-up			\$ 15,000				\$ 15,000
72	Ramp-Up: Moving Service			\$ 16,000				\$ 16,000
73	Ramp-Up: Pest inspection/ Treatment at move-in			\$ 15,000				\$ 15,000
74	Adjustment to Actuals			\$ (19,832)				\$ (19,832)
84	TOTAL OTHER EXPENSES	\$ -	\$ -	\$ 26,168	\$ -	\$ -	\$ -	\$ 26,168
97	HSH #3							