



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 of Administration and Finance Edilyn Velasquez, Director, Contracts
Date	April 2, 2026
Subject	Contract Agreement Approval: Five Keys Schools and Programs Ellis Semi-Congregate Shelter

<i>Contract Information</i>	
F\$P#	1000027534
Provider	Five Keys Schools and Programs
Program Name	Ellis Semi-Congregate Shelter
Contract Action	Second Amendment
Contract Term	December 15, 2022 to June 30, 2028

Contract Amount

Current Budget ¹	Amended	New	Contingency ²	Total Not to Exceed (NTE)
\$23,404,309	\$12,673,158	\$36,077,467	\$3,492,155	\$39,569,622

Funding Summary

Fiscal Year (FY)	Budget	Actual Spent ³	Amended to Add	New Budget
2022-23	\$6,896,819	\$6,387,799	--	\$6,387,799
2023-24	\$4,163,644	\$3,756,634	--	\$3,756,634
2024-25	\$6,417,370	\$6,260,305	--	\$6,260,305
2025-26	\$6,999,571	\$3,092,870	--	\$6,999,571
2026-27	--	--	\$6,336,579	\$6,336,579
2027-28	--	--	\$6,336,579	\$6,336,579
TOTAL⁴	\$24,477,404	\$19,497,608	\$12,673,158	\$36,077,467
			<i>Contingency</i>	\$3,492,155
			Total NTE⁵	\$39,569,622

¹ Current budget adjusted for actuals. Current Not-to-Exceed Amount is \$27,296,993.

² Contingency is applied to FY 26-27 - FY 27-28 budgeted amounts and includes additional contingency for an anticipated budget increase.

³ Actual spent through December of FY 25-26.

⁴ NTE is calculated using the Actual Spent for prior years.

Funding Information	
Funding Sources⁶	98% Homeless Housing, Assistance, and Prevention (HHAP) 2% General Fund

The Department of Homelessness and Supportive Housing (HSH) Contracts team requests authorization to amend the existing contract with Five Keys Schools and Programs for the provision of Ellis Semi-Congregate Shelter for the period of December 15, 2022 to June 30, 2028, in an additional amount of \$12,673,158. The addition of funds include ongoing funding for two additional performance years. The new amount is \$39,569,622 which includes a 15 percent contingency of \$1,900,974 on the amended amount and an additional \$1,591,181 contingency to account for street ambassador services that are currently funded as one-time in the agreement but may continue as ongoing starting FY26-27 if approved as part of the FY26-28 budget process.

Background

This contract funds the continued operation of the Ellis Semi-Congregate Shelter, located at 685 Ellis Street and operated by Five Keys Schools and Programs. The shelter consists of 69 double-occupancy rooms with in-room bathrooms and has the capacity to serve a total of 134 clients at any given time. Six additional rooms are dedicated to operational needs, including Five Keys staff offices, a Department of Public Health (DPH) clinic, and storage.

The facility previously operated as a Shelter-in-Place (SIP) site and transitioned to a semi-congregate shelter model in January 2023 following the City’s acquisition of the building on December 15, 2022. The site is scheduled to transition to permanent supportive housing in 2028, aligning with the City’s long-term homelessness response strategy.

With additional one-time funding allocated in Fiscal Year 2025–26, dedicated Five Keys Street Ambassadors services were approved and implemented to address street conditions on Ellis Street between Larkin and Hyde Streets. Since implementation, the street ambassador services have resulted in a significant reduction—and in many instances the elimination—of loitering, trash accumulation, public substance use, graffiti, and tenting within the service area, contributing to improved neighborhood conditions and public safety.

Services to be Provided

The purpose of the contract is to provide Shelter Operations and Support Services to single adults, without custody of minor children, who are experiencing homelessness. The contractor will provide services to 134 individuals with a budgeted staff of 63.49 full time equivalent (FTE). In FY24-25 this program served 388 unique clients with an occupancy rate of 97%.

Ellis provides shared rooms with private bathrooms, meals provided by Meals on Wheels, on-site support services offering housing focused case management, individualized service planning and service linkage, in addition to on-site shelter health services provided by DPH’s Shelter Health team.

The Amendment includes an update to the Appendix A language, but all site services will remain the same.

⁵ The funding sources listed reflect current and future years.



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.

Performance History

Fiscal Monitoring: Five Keys Schools and Programs underwent citywide nonprofit fiscal monitoring most recently in FY23-24 and there were no unresolved findings.

Program Monitoring: Ellis Semi-Congregate Shelter underwent program monitoring most recently in FY24-25. The program received findings for staff training as not all staff completed all of HSH's required annual trainings. The program did not meet several service and outcome objectives related to housing focused service plans, referrals to Coordinated Entry within one week of client placement, assisting housing referral status clients with becoming document ready within six months of intake, and satisfaction survey results. The program has submitted its corrective action plan in response to the monitoring findings. Upon review, the proposed actions were deemed satisfactory. All identified findings have been resolved.

Agreement Materials

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



**Appendix A, Services to be Provided
by
Five Keys Schools and Programs
Ellis Semi-Congregate Shelter**

I. Purpose of Grant

The purpose of the grant is to provide Shelter Operations and Support Services to the served population.

II. Served Population

Grantee shall serve single adults who are experiencing homelessness and do not have a fixed, regular, or adequate night-time residence.

III. Referral and Prioritization

Grantee shall provide services to those who meet Department of Homelessness and Supportive Housing (HSH) established eligibility requirements for the served population and utilize any referral system required by the City.

IV. Description of Services

Grantee shall operate the shelter to accommodate the number of guests listed in the Appendix B, Budget (“Number Served” tab). Grantee shall provide the following services at the shelter site, including, but not limited to:

A. Shelter Operations:

1. Access: Grantee shall provide program access without a curfew 24 hours a day, 7 days a week for guests, unless an alternate arrangement is approved by HSH.
2. Referrals: Grantee shall accept and facilitate intake of new referrals, in accordance with the shelter facility’s hours of operation.
3. Accommodations: Grantee shall provide at minimum, one clean blanket, two clean sheets, one pillowcase, and mat, cot, or bed, as appropriate for the shelter facility, configuration, capacity, and approved by the City.
4. Bed/Unit Turnover: Grantee shall turn over beds/units as soon as possible, but no later than 24 hours for congregate beds and 3 days for non-congregate units. Grantee shall report any bed/unit offline for over 5 days to the assigned HSH Program Manager and document the expected bed/unit available date in the Online Navigation and Entry (ONE) System.
5. Meals: Grantee shall provide breakfast and dinner to guests with active enrollment following the menu pattern developed by the Department of Public Health (DPH) Registered Dietitian (RD). Programs serving frozen meals shall provide meals on demand to shelter guests outside of regular mealtimes.
6. Storage: Grantee shall provide space for secure and pest-free storage of guest belongings, as appropriate for the facility.

7. Community Space: Grantee shall provide and maintain a guest community/gathering space that is available away from sleeping areas for guest use 24 hours per day, except for limited periods when closed for cleaning to comply with the requirements of this program.
 8. Entry and Exit: Grantee shall monitor guest entry and exit and keep guest records.
- B. Shelter Support Services:
1. Intake and Orientation: Grantee shall conduct an intake, and make any updates, to determine and document guest identification and stay information. The intake shall include a program orientation outlining the services available on site. The intake shall also include completing required documentation including, but not limited to, Release of Information (ROI) consent forms, participant agreement with site rules, grievance policy, and reasonable accommodation policy. Grantee shall also complete a guest profile and program enrollment in the ONE System within 24 hours of arrival to the site and adjust the bed status in the ONE System in real time.
 2. Individual Housing Support Plan: Grantee shall conduct a support services assessment to determine individualized guest needs and document this by completing an Individual Housing Support Plan in ONE system using the template provided by HSH within two weeks of guest enrollment. Individual Housing Support Plans shall include issues identified by the guest and prioritize guest goals related to housing. Grantee shall review and update the service plan with the guest every 90 days.
 3. Engagement: Grantee shall actively engage guests to support their connection to needed services, progress on their Individual Housing Support Plans, and end their homelessness. Grantee shall create a regular schedule of outreach to guests and shall provide services based on guest services plans and goals. Grantee shall provide outreach to and offer onsite services and/or referrals to all guests who display indications of placement instability. This includes, but is not limited to, discontinuance from benefits, services, rule violations or warnings, and conflicts with staff or other shelter guests. Grantee shall assist guests with shelter stability which includes, but is not limited to, understanding program rules and grievance process, and support with conflict resolution with staff or other shelter guests.
 4. Housing Focused Case Management:
 - a. Grantee shall provide ongoing, regular meetings with guests at least monthly to establish goals, support individualized action and service plans, and track progress toward meeting service plan goals with a focus on housing.
 - b. Grantee shall ensure that all guests are known to HSH Coordinated Entry by having a current housing assessment documented in the ONE System. If a guest does not have a current housing assessment, Grantee shall refer guests to

- an HSH Access Point to complete a housing assessment within 60 days of intake.
- i. Grantee shall assist Housing Referral Status guests in coordinating with Coordinated Entry Housing Navigation staff around housing opportunities. Grantee shall engage Housing Navigation staff in discussion and/or case conferencing when guests show signs of difficulty or lack of progress in acquiring necessary documentation.
 - ii. Grantee shall assist Problem Solving Status guests to identify other pathways to housing outside of the Homeless Response System (including low-income housing, shared housing, etc.) as well as connecting guests to HSH Access Points for problem solving support.
 - c. Grantee shall document all case management activities using services and comprehensive case notes in the ONE system in alignment with HSH requirements. Each guest should have a minimum of one documented service in the ONE system monthly.
5. Document Readiness: Grantee shall assist guests to become document ready, to obtain needed documentation to support housing options and placement including uploading copies of all documents to the ONE system in the appropriate document category.
 6. Appointment Support: Grantee shall assist guests with keeping appointments including for housing, medical, employment, and other benefits as needed. Grantee shall accompany guests to critical and housing-related appointments as needed.
 7. Wellness Checks: Grantee shall conduct regular wellness checks in accordance with HSH policy to assess guest safety and ensure guests are not at immediate and substantial risk due to a medical and/or psychiatric emergency. Grantee shall refer guests to shelter health or behavioral health services as needed.
 8. Emergency Response and Conflict Resolution: Grantee shall provide staff who are equipped to respond to emergency situations and are able to provide de-escalation and conflict resolution.
 9. 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.
 10. Support Groups, Social Events and Organized Activities: Grantee shall provide guests with opportunities to take part in organized gatherings for peer support, as appropriate based on operating hours. These functions may be provided by outside individuals or groups that the Grantee has approved, who understand and adhere to confidentiality and equal access for all guests. These events may be planned with or based on input from guests and shall be held onsite. Grantee shall hold monthly community meetings for guests.

11. Referrals and Coordination of Services: Grantee shall work with guests to encourage and support their application for and assessment regarding local benefits, including, but not limited to:
 - a. Benefits Advocacy and Assistance: Grantee shall assist guests to obtain and/or maintain public benefits as appropriate (e.g. County Adult Assistance Program (CAAP), CalWORKs, CalFresh, Social Security Income (SSI), Veterans Benefits). Benefit advocates and program representatives may be on site at times. In such cases, Grantee shall support guests to meet with these programs and keep scheduled appointments;
 - b. Mental health, behavioral health and treatment services;
 - c. Supportive programs to support an individual's independence (e.g. In-Home Support Services);
 - d. Employment and job-related services (e.g. Human Services Agency (HSA), Department of Public Works (DPW) and nonprofits specializing in these services);
 - e. Referrals and linkages to Access Points, and the elimination of barriers to connect guests to Access Points for a Coordinated Entry assessment; and
 - f. Participating in Multi-Disciplinary Team event (as needed).
12. Grantee shall provide reasonable accommodations, transfers, and other supports in accordance with HSH policy.
13. Exit Planning: Grantee shall provide exit planning to guests preparing to leave the shelter for any number of reasons, including but not limited to guests moving into permanent supportive housing, guests about to be issued a DOS, and guests who are talking about leaving the program.
14. ONE System Documentation: Grantee shall document all Shelter Support Services in ONE System to ensure continuity of services for guests in accordance with HSH policy and guidance. Case Management Services should be logged in ONE for any action accompanied by comprehensive case notes for each guest.

V. Location and Time of Services

Grantee shall provide Shelter services 24 hours per day, seven days per week at 685 Ellis Street, San Francisco, CA 94109.

VI. Service Requirements

- A. Accessibility Compliance: Pursuant to the Americans With Disabilities Act (ADA), Grantee shall maintain the accessibility of program resources to persons with disabilities. Grantee shall not discriminate against any person protected under the ADA in connection with all or any portion of the program and shall comply at all times with the provisions of the ADA. Grantee shall meet the following requirements:
 1. Training: Grantee shall have all staff attend required ADA training.

2. **Facility Compliance:** Grantee shall ensure that every aspect of the physical site complies with ADA requirements. Any modifications to the physical site require advance approval by HSH.
 3. **Complaint Response:** Grantee shall maintain a grievance policy and train all staff in the appropriate procedures for addressing ADA complaints, ensuring timely and effective responses.
 4. **Community Meeting Accessibility:** Grantee shall hold all community meetings in locations that are fully accessible to guests with mobility issues.
 5. **City Communications:** Grantee shall report any issues related to ADA compliance promptly and clearly to HSH and all relevant parties.
 6. **Effective Communication:** Grantee shall provide auxiliary aids and services to facilitate communication with any guest with vision, hearing, or speech disabilities (communication disabilities).
 7. **Pets:** Grantee shall provide a program that is pet-friendly to the extent possible, and accommodate companion, service and support animals.
- B. **Admission Policy:** Grantee admission policies for services shall be in writing and available to the public. Except to the extent that the services are to be rendered to a specific population as described in the programs listed herein, such policies must include a provision that the served population is accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identity, disability, HIV status, or immigration status unless otherwise required by law.
- C. **Case Management Ratio:** Grantee shall maintain a minimum 1:25 ratio of case management staff to guests.
- D. **City Communications and Policies:**
1. Grantee shall keep HSH informed and comply with applicable City policies to minimize harm and risk, including:
 - a. Compliance with all Shelter and Resource Center Standards of Care as required by Administrative Code, Sec. 20.404¹;
 - b. Regular communication to HSH about the implementation of the program;
 - c. Attendance of HSH meetings and trainings, as required;
 - d. Attendance of an annual training on the Americans with Disabilities Act (ADA);
 - e. Attendance of the Shelter Monitoring Committee Meetings;
 - f. Attendance at the Shelter Grievance Advisory Committee Meetings;
 - g. Attendance at the Homelessness Oversight Commission Meetings, as needed;

¹ https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-13200

- h. Adherence to the HSH Shelter Grievance Ordinance², Policy, and Regulations, including the processes regarding denials of service, unless City emergency requirements mandate otherwise;
- i. Adherence to HSH Shelter Operations Manual;
- j. Adherence to HSH's shelter service/companion/support animal policy;
- k. Adherence to the HSH Cold/Wet Weather Policy; and
- l. Adherence to the TB Infection Control Guidelines for Homeless, as applicable.

E. 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.
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.
6. If Grantee is a covered entity under HIPAA, Grantee shall maintain client data in a database which meets HITECH Act standards. Grantee shall ensure that only

² https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-67149

appropriate clinical staff have permission to view client data, and such data shall be maintained in a manner that complies with applicable federal and state laws concerning the confidentiality, privacy, and security of health information.

7. Grantee staff shall complete the City's compliance and privacy training upon hire. Grantee shall have a privacy compliance policy and best practices training for staff that Grantee must review and update on an annual basis or in response to a data breach. Grantee shall provide a copy of the current policy, training materials, and attendance sheets when requested by HSH Privacy Officer.
- F. Coordination with Other Service Providers: Grantee shall establish written Memoranda of Understanding (MOUs) with service provider partners to formalize collaboration and roles and responsibilities.
- G. Critical Incident: Grantee shall adhere to the HSH Critical Incident policies, including reports to HSH, within 24 hours, regarding any deaths, serious violence or emergencies involving police, fire or ambulance calls using the Critical Incident Report form. A Critical Incident is defined as when emergency responders are called to the shelter by staff or guests and when Child Protective Services removes a child.
- H. Data Standards:
1. Grantee shall ensure compliance with the Homeless Management Information System (HMIS) Participation Agreement and Continuous Data Quality Improvement (CDQI) Process³, including but not limited to:
 - a. Entering all client data within three working days (unless specifically requested to do so sooner);
 - b. Ensuring accurate dates for client enrollment, client exit, and (if appropriate) client move-in in the ONE system within the timeframe set by HSH's ONE System Inventory Data Maintenance Policy; and
 - c. Running monthly data quality reports and correcting errors.
 2. Records entered into the ONE system shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards:
<https://onesf.clarityhs.help/hc/en-us/articles/360001145547-ONE-System-Continuous-Data-Quality-Improvement-Process>.
 3. Grantee shall enter data into the ONE System but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH will provide clear instructions to all Grantees regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantees via written notice at least one month prior to expected implementation.
 4. Any information shared between Grantee, HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate

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

release of consent forms and in compliance with 24 C.F.R. Part 578, Continuum of Care; 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.

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

I. Dietary and Food Safety:

Grantee shall meet the following meal dietary requirements:

1. Provide meals for guests following the menu pattern developed in consultation with DPH. Meals shall meet the minimum portion sizes listed for each of the food groups. Menus shall be reviewed by DPH RD annually to meet the established menu pattern, portion sizes, and vegetarian and religious/diet accommodations;
2. Partner with DPH RD to conduct annual monitoring and evaluation of food service safety/sanitation, meal preparation/service, and menu documentation using Shelter Nutrition Monitoring Tool developed by DPH;
3. Ensure the annual nutrition monitoring report includes recommendations and actions that Grantee has taken to address any compliance issues noted; and
4. Grantee shall ensure that at least one staff person responsible for food service has a valid Food Safety Certification.

- J. 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).

- K. 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.

L. Facilities:

1. Grantee shall maintain facilities in full compliance with requirements of the law and local standards⁴. Grantee shall ensure that facilities are well maintained, clean, and free of pests per the City Integrated Pest Management Code and Environmentally Preferable Purchasing Ordinance. Maintenance and janitorial services shall occur regularly, on all shifts.
 - a. Grantee shall respond to all facility-related requests and complaints promptly and in a manner that ensures the safety of guests and Grantee staff. Grantee shall note in writing, and post in a common area, when a maintenance problem will be repaired and the status of repair. Grantee shall report all major system maintenance issues to the HSH Program Manager within 24 hours.
 - b. Grantee shall develop, maintain, and document maintenance schedules for the facility and its systems, as applicable per facility, including, but not limited to, maintaining light fixtures; heating and air conditioning systems (e.g. fan blades, air registers, vents, filters); plumbing (e.g. drains of showers, toilets, sinks); appliances (e.g. hand dryers, refrigerators, microwaves, fans, etc.); elevators; security systems (e.g. metal detectors, security cameras); fire extinguishers; emergency exits; electrical systems; mold, leak, and pest checks (e.g. roof, walls, bathrooms, kitchen, etc.); and supply checks (e.g. toilet paper, towels, soap, etc.).
 - c. Grantee shall develop, maintain, and document janitorial schedules per shift for the facility and its systems, as applicable, including, but not limited to cleaning floors; restrooms (e.g. floors, tile, showers, toilets, urinals, sinks); laundry machines (e.g. dryer vents); elevators (e.g. buttons, floors, walls); kitchens (e.g. floors, sinks, counters, appliances); water fountains; and heating and air conditioning systems vents.

M. 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 satisfaction. Feedback methods shall include:

1. Grantee shall establish and maintain a written Grievance Procedure for guests, 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 guest can expect a response; and

⁴ https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-13200

- d. In accordance with published HSH policies/procedures, the HSH Grievances email address (hshgrievances@sfgov.org) and mailing address for the guest to contact after the guest has exhausted Grantee's internal Grievance Procedure.
 - e. Grantee shall, at program entry, review and provide a copy of this procedure, and any amendments, to each guest and obtain a signed copy of the form from the guest, which must be maintained in the Guest's file. Additionally, Grantee shall post the policy at all times in a location visible to guests, and provide a copy of the procedure and any amendments to the assigned HSH Program Manager.
2. A written quarterly satisfaction survey that has been pre-approved by HSH, which shall be offered to the served population to gather feedback, satisfaction and assess the effectiveness of services and systems within the program. Grantee shall offer assistance to the served population regarding completion of the survey if the written format presents any problem.
- N. 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.
- O. Harm Reduction: Grantee shall integrate harm reduction principles into service delivery and agency structure as well as follow [HSH Overdose Prevention Policy](#). Grantee staff who work directly with guests will participate in annual trainings on harm reduction, overdose recognition and response.
- P. Health Screening and Certifications: Grantee shall obtain and maintain all required staff health screenings and certifications, including but not limited to, staff Tuberculosis testing; CPR/First Aide; and AED certifications.
- 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 guest-centered, low-barrier access to housing and services.
- R. Language and Interpretation Services:
1. Grantee shall ensure that translation and interpreter services are available, as needed.
 2. 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>.
 3. Grantee shall communicate with each guest in the guest's primary language or provide professional translation services, including but not limited to American Sign Language interpretation.
 4. Grantee shall provide all printed materials produced by the City and shelters in English and Spanish and other threshold languages upon request and ensure that

all written communications are provided to guests with sensory disabilities in alternate formats such as large print.

- S. Notice on Elevators: Grantee shall notify their HSH Program Manager, the HSH ADA Coordinator, and the HSH Disaster Manager (collectively “HSH staff”) whenever an elevator, platform lift, or automatic door opener goes offline, in a scheduled or unplanned manner. The notice shall include the date of outage, time of outage, and confirmation that the outage guidelines set by the San Francisco Office on Disability and Accessibility (ODA) are being followed for elevator outages⁵. Additionally, Grantee shall keep HSH staff informed of any estimated timeline for repair/remediation. Finally, Grantee shall notify HSH staff when the elevator, platform lift, or automatic door opener becomes operational.
- T. 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.
- U. Record Keeping and Files:
1. Grantee shall maintain all eligibility, inspection, and services documentation and care plans in the ONE System⁶ 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.
 4. Grantee shall also keep support services files, which contain the record of complaints, services requests, grievances, warnings and denials of service for shelter rule infractions and the outcomes and responses to guests.
- V. Safety and De-Escalation: Grantee shall ensure the general safety of the served population, staff, visitors, and property by providing staff trained in safety and de-escalation or through a security services provider during peak operational days and hours, as determined by Grantee and approved by HSH. Days and hours of coverage shall be on record with the HSH Program Manager. Safety and de-escalation shall include, but is not limited to:
1. Greeting the served population, staff, visitors, and conducting search of persons and property prior to entering sites for potentially dangerous items;
 2. Utilization of a system by which possessions may be checked and safely and securely stored, as directed;

⁵ <https://www.sf.gov/information--maintaining-access-residents-disabilities>

⁶ HSH will provide annual Housing Quality Standards (HQS) inspections, tenant eligibility determinations, and rent calculations as outlined herein and further governed by the CoC Interim Rule (24 CFR Part 578) and subsequent guidance from HUD.

3. Regular patrol of the site and surrounding program area to ensure compliance with HSH's Good Neighbor Policy as described in the Good Neighbor Policies section;
 4. Utilization of a system with written documentation to ensure that the perimeter and other areas are checked on a scheduled and regular basis; and
 5. Assistance with conflict de-escalation and crisis management.
- W. Shelter Expansion: To respond to weather or other emergencies, HSH reserves the right to negotiate shelter expansion with the addition of mats during periods of need. HSH is looking for providers at negotiated sites to be ready to provide expansion within twenty-four hours' notice; although HSH will attempt to give more advance notice whenever possible. HSH prefers that providers use their own staff during these expansions; however, if provider staffing is not available at the time of expansion, HSH reserves the right to augment coverage with City or other contracted staff in order to respond to emergencies.
- X. Staffing:
1. Grantee shall employ at least one staff member on each shift who has at least one year of experience in providing services to people experiencing homelessness, or comparable experience.
 2. Grantee shall employ at least one staff member on each shift who is identified as the American with Disabilities Act (ADA) Liaison and post the name of the staff on duty near the front desk.
 3. Grantee shall provide at least one front line staff at each site for each shift that is bilingual in English and Spanish.
- Y. Staff Training: Grantee shall promote and support at least annual staff training and development, including but not limited to training on de-escalation and safety, participant engagement, professionalism, ethics, harm-reduction, trauma-informed care, cultural competency, health, overdose prevention and response, respect for participants and fellow staff, mental health and substance abuse issues, and trainings required under the Shelter Standards of Care (Section 16.22 of the Agreement).
- Z. Supervision: Grantee shall provide all staff with supervision and case conferencing, as needed, to ensure appropriate case management, counseling and referral services are provided to guests.
- AA. Wellness and Emergency Safety Checks: Grantee shall perform wellness and or emergency safety checks on a regular basis in accordance with HSH Policy to assess a guest's safety, including immediate and substantial risk due to a medical and/or psychiatric emergency.

VII. Service Objectives

- A. Grantee shall maintain an average occupancy rate of 90 percent.

- B. Grantee shall create an Individual Housing Support Plan for 95 percent of guests within two weeks. Written service plans shall include clear goals and objectives and identified barriers. Service connections, progress, and follow-up on these service plans will be documented in the guest's record.

VIII. Outcome Objectives

- A. A minimum of 90 percent of guests will have an active primary Coordinated Entry assessment and/or Housing Referral Status 60 days after enrollment, provided they have not exited.
- B. A minimum of 40 percent of guests who exit shelter will exit to sheltered or housed destinations.
- C. A minimum of 75 percent of Housing Referral Status guests will have all required housing documents uploaded into the ONE system within six months of initial intake.
- D. At least 60 percent of guests gain or maintain total cash income.
- E. At least 80 percent of guests gain or maintain health insurance.

IX. Reporting Requirements

Grantee shall input data into by HSH, such as, but not limited to ONE system and CARBON.

- A. Grantee shall provide a quarterly report of activities, referencing the tasks as described in the Service and Outcome Objectives sections. Grantee shall enter the quarterly metrics in the CARBON database by the 15th of the following month.
- B. Grantee shall provide an annual report summarizing the contract activities, referencing the tasks as described in the Service and Outcome Objectives sections. This report shall also include accomplishments and challenges encountered by the Grantee. Grantee shall also provide a completed annual training log. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- C. Grantee shall provide Ad Hoc reports as required by the Department and respond to requests by the Department in a timely manner.
- D. Grantee shall participate, as required by 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 Contractor within thirty working days of receipt of any evaluation report and such response will become part of the official report.

- E. Grantee shall submit Project Descriptor data elements as described in 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 the U.S. Department of Housing and Urban Development 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, the following, participant files, review of the Grantee's administrative records, staff training documentation, postings, program policies and procedures, data reported on Annual Performance Reports (APR), documentation of funding match sources, Disaster and Emergency Response Plan and training, personnel and activity reports, proper accounting for funds and other operational and administrative activities, and back-up documentation for reporting progress towards meeting service and outcome objectives.

Monitoring of program participation in the ONE system may include, but not limited to, 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 policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.
- C. Food Safety: Grantee shall be responsible to utilize DPH RD support services to provide annual monitoring and evaluation of food safety/sanitation, meal preparation/service and menu documentation. Report will include recommendations and actions that shelter has taken to address any compliance issues noted.

	A	B	C	D	E	H	K	N	S	V	AI	AJ	AK
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING												
2	APPENDIX B, BUDGET												
3	Document Date	7/1/2026		Duration (Years)									
4	Contract Term	Begin Date	End Date	Duration (Years)									
5	Current Term	12/15/2022	6/30/2026	4									
6	Amended Term	12/15/2022	6/30/2028	6									
7	Provider Name	Five Keys Schools and Programs											
8	Program	Ellis Semi-Congregate Shelter											
9	FSP Contract ID#	1000027534											
10	Contract Action	Amendment											
11	Effective Date	7/1/2026											
12	Budget Name	HHAP - Shelter, General Fund - Street Ambassadors											
13	Funding:	Current	New										
14	Term Budget	\$ 23,404,309	\$ 36,077,467	27%									
17	Contingency	\$ 3,892,684	\$ 3,492,155										
18	Not-To-Exceed (NTE)	\$ 27,296,993	\$ 39,569,622										
19		EXTENSION YEAR EXTENSION YEAR											
20		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	All Years					
21		12/15/2022 - 11/30/2023	12/1/2023 - 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	12/15/2022 - 6/30/2026	12/15/2022 - 6/30/2028	12/15/2022 - 6/30/2028			
22		12 Months	7 Months	12 Months	12 Months	12 Months	12 Months						
23		Current	Current	Current	Current	New	New	Current	Amendment	New			
24	EXPENDITURES												
25	Salaries & Benefits	\$ 5,028,519	\$ 3,107,994	\$ 5,043,375	\$ 5,525,836	\$ 4,991,270	\$ 4,991,270	\$ 18,705,724	\$ 9,982,540	\$ 28,688,264			
26	Operating Expenses	\$ 942,628	\$ 504,155	\$ 536,947	\$ 557,125	\$ 518,798	\$ 518,798	\$ 2,540,855	\$ 1,037,596	\$ 3,578,451			
27	Subtotal	\$ 5,971,147	\$ 3,612,149	\$ 5,580,322	\$ 6,082,961	\$ 5,510,068	\$ 5,510,068	\$ 21,246,579	\$ 11,020,136	\$ 32,266,715			
28	Indirect Percentage	15.00%	15.00%	15.00%	15.00%	15.00%	15.00%	15.00%		15.00%			
29	Indirect Cost	\$ 895,672	\$ 541,822	\$ 837,048	\$ 912,444	\$ 826,510	\$ 826,510	\$ 3,186,986	\$ 1,653,020	\$ 4,840,006			
30	Other Expenses (Not Eligible for Indirect %)	\$ (479,020)	\$ (555,337)	\$ (157,065)	\$ 4,167	\$ -	\$ -	\$ (1,187,256)	\$ -	\$ (1,187,256)			
31	Capital Expenditures	\$ -	\$ 158,000	\$ -	\$ -	\$ -	\$ -	\$ 158,000	\$ -	\$ 158,000			
33	TOTAL EXPENDITURES	\$ 6,387,799	\$ 3,756,634	\$ 6,260,305	\$ 6,999,571	\$ 6,336,578	\$ 6,336,578	\$ 23,404,309	\$ 12,673,156	\$ 36,077,465			
34													
35	HSH REVENUES*												
38	State - Homeless Housing, Assistance, and Prevention Program (HHAP)	\$ 6,896,819	\$ 4,163,644	\$ 6,417,370	\$ 6,336,579	\$ 6,336,579	\$ 6,336,579	\$ 23,814,412	\$ 12,673,158	\$ 36,487,570			
39	Adjustment to Actuals	\$ (509,020)	\$ (407,010)	\$ (157,065)	\$ -	\$ -	\$ -	\$ (1,073,095)	\$ -	\$ (1,073,095)			
40	General Fund - Street Ambassadors	\$ -	\$ -	\$ -	\$ 662,992	\$ -	\$ -	\$ 662,992	\$ -	\$ 662,992			
55	TOTAL HSH REVENUES	\$ 6,387,799	\$ 3,756,634	\$ 6,260,305	\$ 6,999,571	\$ 6,336,579	\$ 6,336,579	\$ 23,404,309	\$ 12,673,158	\$ 36,077,467			
64	TOTAL HSH + OTHER REVENUES	\$ 6,387,799	\$ 3,756,634	\$ 6,260,305	\$ 6,999,571	\$ 6,336,579	\$ 6,336,579	\$ 23,404,309	\$ 12,673,158	\$ 36,077,467			
65	Total Adjusted Salary FTE (All Budgets)	67.86	40.35	64.83	72.39	63.49	63.49						
66	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
67													
68	Approved by:	Brandi Marshall											
69	Title:	Director of Housing											
70	Phone Number:	(415) 209-5372											
71	Email:	brandim@fivekeys.org											
72													
73													
74													
75		* 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.											

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3	Document Date	7/1/2026									
4	Contract Term	Begin Date	End Date	Duration (Years)							
5	Current Term	12/15/2022	6/30/2026	4							
6	Amended Term	12/15/2022	6/30/2028	6							
7	Provider Name	Five Keys Schools and Programs									
8	Program	Ellis Semi-Congregate Shelter									
9	FSP Contract ID#	1000027534									
10	Contract Action (Select)	Amendment									
11	Effective Date	7/1/2026									
12	Budget Name	HHAP - Shelter									
13	Funding:	Current	New								
14	Term Budget	\$ 22,741,317	\$ 35,414,475	27%							
16	Contingency	\$ 3,892,684	\$ 3,492,155								
17	Not-To-Exceed (NTE)	\$ 27,296,993	\$ 39,569,622								
18	EXTENSION YEAR EXTENSION YEAR										
19		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	All Years			
20		12/15/2022 - 11/30/2023	12/1/2023 - 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	12/15/2022 - 6/30/2028			
21		12 Months	7 Months	12 Months	12 Months	12 Months	12 Months	New			
22		Current	Current	Current	Current	New	New	New			
23	EXPENDITURES										
24	Salaries & Benefits	\$ 5,028,519	\$ 3,107,994	\$ 5,043,375	\$ 4,983,611	\$ 4,991,270	\$ 4,991,270	\$ 28,146,039			
25	Operating Expenses	\$ 942,628	\$ 504,155	\$ 536,947	\$ 526,458	\$ 518,798	\$ 518,798	\$ 3,547,784			
26	Subtotal	\$ 5,971,147	\$ 3,612,149	\$ 5,580,322	\$ 5,510,069	\$ 5,510,068	\$ 5,510,068	\$ 31,693,823			
27	Indirect Percentage	15.00%	15.00%	15.00%	15.00%	15.00%	15.00%	15.00%			
28	Indirect Cost	\$ 895,672	\$ 541,822	\$ 837,048	\$ 826,510	\$ 826,510	\$ 826,510	\$ 4,754,072			
29	Other Expenses (Not Eligible for Indirect %)	\$ (479,020)	\$ (555,337)	\$ (157,065)	\$ -	\$ -	\$ -	\$ (1,191,422)			
30	Capital Expenditures	\$ -	\$ 158,000	\$ -	\$ -	\$ -	\$ -	\$ 158,000			
32	TOTAL EXPENDITURES	\$ 6,387,799	\$ 3,756,634	\$ 6,260,305	\$ 6,336,579	\$ 6,336,578	\$ 6,336,578	\$ 35,414,473			
33											
34	HSH REVENUES* (Select)										
37	State - Homeless Housing, Assistance, and Prevention Program (HHAP)	\$ 6,896,819	\$ 4,163,644	\$ 6,417,370	\$ 6,336,579	\$ 6,336,579	\$ 6,336,579	\$ 36,487,570			
38	Adjustment to Actuals	\$ (509,020)	\$ (407,010)	\$ (157,065)	\$ -	\$ -	\$ -	\$ (1,073,095)			
54	TOTAL HSH REVENUES	\$ 6,387,799	\$ 3,756,634	\$ 6,260,305	\$ 6,336,579	\$ 6,336,579	\$ 6,336,579	\$ 35,414,475			
62											
63	TOTAL HSH + OTHER REVENUES	\$ 6,387,799	\$ 3,756,634	\$ 6,260,305	\$ 6,336,579	\$ 6,336,579	\$ 6,336,579	\$ 35,414,475			
64	Rev-Exp (Budget Match Check)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
65											
66											
67											
68	Approved by:	Brandi Marshall									
69	Title:	Director of Housing									
70	Phone Number:	(415) 209-5372									
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72											
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74	* 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 Mayor / 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.										
75											
76											

	A	B	G	N	U	X	Y	Z	AA	AB	AE	AF	AG	AK	AL	AM	AN	AR	BU	BV	BW								
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING																												
2	APPENDIX B, BUDGET																												
3	SALARY & BENEFITS DETAIL																												
4	Document Date	7/1/2026																											
5	Provider Name	Five Keys Schools and Programs																											
6	Program	Ellis Semi-Congregate Shelter																											
7	FSP Contract ID#	1000027534																											
8	Budget Name	HHAP - Shelter																											
9																													
10	EXTENSION YEAR										EXTENSION YEAR																		
11		Year 1	Year 2	Year 3	Year 4				Year 5				Year 6				All Years												
12		12/15/2022 - 11/30/2023	12/1/2023 - 6/30/2024	7/1/2024 - 6/30/2025	Agency Totals				For HSH Funded Program				7/1/2025 - 6/30/2026				Agency Totals				For HSH Funded Program				7/1/2027 - 6/30/2028				
13		12 Months	7 Months	12 Months																	12/15/2022 - 6/30/2026			12/15/2022 - 6/30/2028			12/15/2022 - 6/30/2028		
14		Current	Current	Current																	Current			Amendment			New		
15	POSITION TITLE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Budgeted Salary	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary					
16	Director of Housing	\$ 22,950	\$ 14,875	\$ 25,500	\$174,250	1.00	18%	0.18	\$ 31,365	\$174,250	1.00	18%	\$ 31,365	\$174,250	1.00	18%	\$ 31,365	\$174,250	1.00	18%	\$ 31,365	\$ 94,690	\$ 62,730	\$ 157,420					
17	Director of Operations	\$ 17,850	\$ 10,710	\$ 16,200	\$113,668	1.00	18%	0.18	\$ 20,460	\$113,668	1.00	18%	\$ 20,460	\$113,668	1.00	18%	\$ 20,460	\$113,668	1.00	18%	\$ 20,460	\$ 65,220	\$ 40,920	\$ 106,140					
18	Director of Training and Guest Services	\$ 15,934	\$ 9,619	\$ 14,700	\$104,550	1.00	18%	0.18	\$ 18,819	\$104,550	1.00	18%	\$ 18,819	\$104,550	1.00	18%	\$ 18,819	\$104,550	1.00	18%	\$ 18,819	\$ 59,072	\$ 37,638	\$ 96,710					
19	Assistant Site Director	\$ 81,000	\$ 47,250	\$ 89,000	\$86,000	1.00	100%	1.00	\$ 86,000	\$86,000	1.00	100%	\$ 86,000	\$86,000	1.00	100%	\$ 86,000	\$86,000	1.00	100%	\$ 86,000	\$ 303,250	\$ 172,000	\$ 475,250					
21	Shift Supervisors	\$ 336,398	\$ 196,232	\$ 330,000	\$73,000	4.60	100%	4.60	\$ 335,800	\$73,000	4.60	100%	\$ 335,800	\$73,000	4.60	100%	\$ 335,800	\$73,000	4.60	100%	\$ 335,800	\$ 1,198,430	\$ 671,600	\$ 1,870,030					
25	Care Coordinator	\$ 297,720	\$ 173,670	\$ 297,720	\$66,160	5.00	100%	5.00	\$ 330,800	\$66,160	5.00	100%	\$ 330,800	\$66,160	5.00	100%	\$ 330,800	\$66,160	5.00	100%	\$ 330,800	\$ 1,099,910	\$ 661,600	\$ 1,761,510					
26	Ambassadors	\$ 2,420,662	\$ 1,498,224	\$ 2,454,285	\$50,960	23.10	100%	23.10	\$ 1,177,176	\$50,960	23.10	100%	\$ 1,177,176	\$50,960	23.10	100%	\$ 1,177,176	\$50,960	23.10	100%	\$ 1,177,176	\$ 7,550,347	\$ 2,354,352	\$ 9,904,699					
27	Ambassadors	\$ -	\$ -	\$ -	\$50,960	23.10	100%	23.10	\$ 1,177,176	\$50,960	23.10	100%	\$ 1,177,176	\$50,960	23.10	100%	\$ 1,177,176	\$50,960	23.10	100%	\$ 1,177,176	\$ 1,177,176	\$ 2,354,352	\$ 3,531,528					
29	Program Data and Resource Coordinator	\$ 13,000	\$ 7,583	\$ 30,400	\$76,000	1.00	50%	0.50	\$ 38,000	\$76,000	1.00	50%	\$ 38,000	\$76,000	1.00	50%	\$ 38,000	\$76,000	1.00	50%	\$ 38,000	\$ 88,983	\$ 76,000	\$ 164,983					
30	Property Manager	\$ 74,196	\$ 43,281	\$ 74,196	\$74,196	1.00	100%	1.00	\$ 74,196	\$74,196	1.00	100%	\$ 74,196	\$74,196	1.00	100%	\$ 74,196	\$74,196	1.00	100%	\$ 74,196	\$ 265,869	\$ 148,392	\$ 414,261					
31	Maintenance Staff	\$ 65,000	\$ 37,917	\$ 68,575	\$66,630	1.00	100%	1.00	\$ 66,630	\$66,630	1.00	100%	\$ 66,630	\$66,630	1.00	100%	\$ 66,630	\$66,630	1.00	100%	\$ 66,630	\$ 238,122	\$ 133,260	\$ 371,382					
32	Housekeeping Staff	\$ 100,424	\$ 59,453	\$ 101,920	\$50,960	2.00	100%	2.00	\$ 101,920	\$50,960	2.00	100%	\$ 101,920	\$50,960	2.00	100%	\$ 101,920	\$50,960	2.00	100%	\$ 101,920	\$ 363,717	\$ 203,840	\$ 567,557					
35	Director of Care Coordinators	\$ 16,150	\$ 10,413	\$ 14,250	\$108,000	1.00	18%	0.18	\$ 19,440	\$108,000	1.00	18%	\$ 19,440	\$108,000	1.00	18%	\$ 19,440	\$108,000	1.00	18%	\$ 19,440	\$ 60,253	\$ 38,880	\$ 99,133					
36	Care Coordinator Supervisor	\$ -	\$ 44,660	\$ 27,500	\$79,000	1.00	75%	0.75	\$ 59,250	\$79,000	1.00	75%	\$ 59,250	\$79,000	1.00	75%	\$ 59,250	\$79,000	1.00	75%	\$ 59,250	\$ 131,410	\$ 118,500	\$ 249,910					
37	Deputy Director of Housing	\$ -	\$ -	\$ 20,250	\$143,500	1.00	18%	0.18	\$ 25,830	\$143,500	1.00	18%	\$ 25,830	\$143,500	1.00	18%	\$ 25,830	\$143,500	1.00	18%	\$ 25,830	\$ 46,080	\$ 51,660	\$ 97,740					
38	Restorative Justice Strategist / Training	\$ -	\$ -	\$ 19,550	\$115,000	1.00	18%	0.18	\$ 20,700	\$115,000	1.00	18%	\$ 20,700	\$115,000	1.00	18%	\$ 20,700	\$115,000	1.00	18%	\$ 20,700	\$ 40,250	\$ 41,400	\$ 81,650					
39	Director of Compliance & Quality Assurance	\$ -	\$ -	\$ -	\$100,000	1.00	18%	0.18	\$ 15,000	\$100,000	1.00	18%	\$ 18,000	\$100,000	1.00	18%	\$ 18,000	\$100,000	1.00	18%	\$ 18,000	\$ 15,000	\$ 36,000	\$ 51,000					
40	Training and Community Engagement Manager	\$ -	\$ -	\$ -	\$85,000	1.00	18%	0.18	\$ 12,750	\$85,000	1.00	18%	\$ 15,300	\$85,000	1.00	18%	\$ 15,300	\$85,000	1.00	18%	\$ 15,300	\$ 12,750	\$ 30,600	\$ 43,350					
59	TOTAL SALARIES:	\$ 3,643,854	\$ 2,252,170	\$ 3,654,620					\$ 3,611,312					\$ 3,616,862					\$ 3,616,862	\$ 13,161,956	\$ 7,233,724	\$ 20,395,680							
60	TOTAL FTE :					63.49																							
61	FRINGE BENEFIT RATE:	38.00%	38.00%	38.00%					38.00%					38.00%					38.00%										
62	EMPLOYEE FRINGE BENEFITS:	\$ 1,384,665	\$ 855,824	\$ 1,388,755					\$ 1,372,299					\$ 1,374,408					\$ 1,374,408	\$ 5,001,543	\$ 2,748,816	\$ 7,750,359							
63	TOTAL SALARIES & BENEFITS:	\$ 5,028,519	\$ 3,107,994	\$ 5,043,375					\$ 4,983,611					\$ 4,991,270					\$ 4,991,270	\$ 18,163,499	\$ 9,982,540	\$ 28,146,039							

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7	FSP Contract ID#	1000027534												
8	Budget Name	HHAP - Shelter												
9														
10														
11														
12														
13														
14	OPERATING EXPENSES													
16	Utilities (Electricity, Water, Gas, Phone, Scavenger)	\$ 185,000	\$ 107,917	\$ 200,000	\$ 213,871	\$ 213,871	\$ 213,871	\$ 213,871	\$ 213,871	\$ 213,871	\$ 213,871	\$ 706,788	\$ 427,742	\$ 1,134,530
17	Office Supplies, Postage	\$ 10,000	\$ 7,636	\$ 7,543	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 35,179	\$ 20,000	\$ 55,179
18	Building Maintenance Supplies and Repair	\$ 253,828	\$ 146,000	\$ 24,652	\$ 35,500	\$ 45,500	\$ 45,500	\$ 45,500	\$ 45,500	\$ 45,500	\$ 45,500	\$ 459,980	\$ 91,000	\$ 550,980
20	Insurance	\$ 15,000	\$ 11,000	\$ 38,257	\$ 49,344	\$ 49,344	\$ 49,344	\$ 49,344	\$ 49,344	\$ 49,344	\$ 49,344	\$ 113,601	\$ 98,688	\$ 212,289
21	Staff Training	\$ 20,000	\$ 15,000	\$ 30,000	\$ 29,000	\$ 39,000	\$ 39,000	\$ 39,000	\$ 39,000	\$ 39,000	\$ 39,000	\$ 94,000	\$ 78,000	\$ 172,000
25	Cleaning/Janitorial Supplies	\$ 38,000	\$ 22,167	\$ 10,887	\$ 12,498	\$ 17,498	\$ 17,498	\$ 17,498	\$ 17,498	\$ 17,498	\$ 17,498	\$ 83,552	\$ 34,996	\$ 118,548
26	Cable/Internet	\$ 15,000	\$ 8,750	\$ 5,145	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 34,895	\$ 12,000	\$ 46,895
27	Fire Panel /Security Monitoring Contract	\$ 16,000	\$ 9,333	\$ 9,500	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000	\$ 42,833	\$ 16,000	\$ 58,833
28	Guest Laundry	\$ 41,000	\$ 23,917	\$ 28,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 121,917	\$ 58,000	\$ 179,917
29	Guest Vouchers	\$ 1,000	\$ 583	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,583	\$ -	\$ 1,583
30	Guest Supplies (hygiene, etc)	\$ 76,000	\$ 44,333	\$ 26,500	\$ 29,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 29,000	\$ 175,833	\$ 58,000	\$ 233,833
31	Staff Supplies, First Aid Kits/Medical Supplies/Uniform	\$ 37,000	\$ 21,583	\$ 10,000	\$ 13,000	\$ 13,000	\$ 13,000	\$ 13,000	\$ 13,000	\$ 13,000	\$ 13,000	\$ 81,583	\$ 26,000	\$ 107,583
32	Guest Transportation	\$ 1,800	\$ 1,050	\$ 4,585	\$ 6,745	\$ 6,745	\$ 6,745	\$ 6,745	\$ 6,745	\$ 6,745	\$ 6,745	\$ 14,180	\$ 13,490	\$ 27,670
33	Pest Control	\$ 85,000	\$ 42,886	\$ 25,000	\$ 28,000	\$ 28,000	\$ 28,000	\$ 28,000	\$ 28,000	\$ 28,000	\$ 28,000	\$ 180,886	\$ 56,000	\$ 236,886
34	Elevator Repair / Maintenance	\$ 72,000	\$ 42,000	\$ 20,930	\$ 30,000	\$ 22,340	\$ 22,340	\$ 22,340	\$ 22,340	\$ 22,340	\$ 22,340	\$ 164,930	\$ 44,680	\$ 209,610
35	Meals	\$ 76,000		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 76,000	\$ -	\$ 76,000
36	Fire Alarm Upgrades			\$ 55,600	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 55,600	\$ -	\$ 55,600
37	HHH License Fees			\$ 5,348	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 6,848	\$ 3,000	\$ 9,848
38	Data Implementation and licenses			\$ 35,000	\$ 25,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 60,000	\$ -	\$ 60,000
62	TOTAL OPERATING EXPENSES	\$ 942,628	\$ 504,155	\$ 536,947	\$ 526,458	\$ 518,798	\$ 518,798	\$ 518,798	\$ 518,798	\$ 518,798	\$ 518,798	\$ 2,510,188	\$ 1,037,596	\$ 3,547,784
63														
64	OTHER EXPENSES (Not Eligible for Indirect Cost %)													
65	One Time Start Up Costs	\$ 30,000	\$ -	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 30,000	\$ -	\$ 30,000
66	Adj. for Actuals	\$ (509,020)	\$ (555,337)	\$ (157,065)		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,221,422)	\$ -	\$ (1,221,422)
91	TOTAL OTHER EXPENSES	\$ (479,020)	\$ (555,337)	\$ (157,065)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1,191,422)	\$ -	\$ (1,191,422)
95	CAPITAL EXPENSES													
96	Fire Alarm Upgrades		\$ 158,000			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 158,000	\$ -	\$ 158,000
104	TOTAL CAPITAL EXPENSES	\$ -	\$ 158,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 158,000	\$ -	\$ 158,000

	A	B	C	D	E	F
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING					
2	APPENDIX B, BUDGET					
3	BUDGET NARRATIVE					
		Fiscal Year				
4	HHAP - Shelter	FY26-27				
		<u>Adjusted</u>	<u>Budgeted</u>			
		<u>Budgeted</u>	<u>Salary</u>			
5	Salaries & Benefits	FTE		Justification		Calculation
6	Director of Housing	0.18	\$ 31,365	Oversees 5 Keys housing sites		0.18 FTE at \$174,250
7	Director of Operations	0.18	\$ 20,460	Assist and support Site Directors in data tracking, compliance, and reporting		0.18 FTE at \$113,668
	Director of Training and Guest Services	0.18	\$ 18,819	Ensures that all residents and treated with excellent customer services, and supervises activities coordinator, resolving resident complaints and is accountable for resident satisfaction.		0.18 FTE at \$104,550
8						
9	Assistant Site Director	1.00	\$ 86,000	Provides support in overseeing Site 34 operations		1 FTE at \$86,000
	Shift Supervisors	4.60	\$ 335,800	Oversight of shift activities and staffing, accountability, safety, emergency response, client satisfaction		4.6 FTE at \$73,000
11						
	Care Coordinator	5.00	\$ 330,800	Provides Care Coordination and exit planning, compliance, to ensure coordination and placement to housing ratio of 1:40 / 1:50		5 FTE at \$66,160
15						
	Ambassadors	23.10	\$ 1,177,176	Shelter Monitor - Ensures guest safety and comfort, de-escalates conflicts, provides access to food, hygiene, and basic needs.		23.10 at \$50,960
16						
	Ambassadors	23.10	\$ 1,177,176	Ambassadors (shelter monitors) split into two expense lines for 5k invoicing purposes.		23.10 at \$50,960
17						
	Program Data and Resource Coordinator	0.50	\$ 38,000	Tracks data and information about guests and site operations		0.5 FTE at \$76,000
19						
	Property Manager	1.00	\$ 74,196	Oversee all operational and maintenance functions at the site and serve as the primary contact for communication with County regarding all matters relating to the operation of the premises		1 FTE at \$74,196
20						
	Maintenance Staff	1.00	\$ 66,630	Provides maintenance to building fixtures and guest rooms		1 FTE at \$66,630
21						
	Housekeeping Staff	2.00	\$ 101,920	Clean facilities, empty trash, clear grounds, clean high touch areas, ensure facilities for guest and staff are clean and sanitized.		2 FTE at \$50,960
22						
	Director of Care Coordinators	0.18	\$ 19,440	Recruit, screen, interview, hire and onboard applicants for all sites and ensure contract compliance		0.18 FTE at \$108,000
25						
	Care Coordinator Supervisor	0.75	\$ 59,250	Oversight of all Care Coordination and exit planning, compliance, training		0.75 FTE at \$79,000
26						
	Deputy Director of Housing	0.18	\$ 25,830	Supports the Housing Director and ensures contract compliance and smooth operations		0.18 FTE at \$143,500
27						
	Restorative Justice Strategist / Training	0.18	\$ 20,700	Trains and supports staff and leaders in a variety of conflict resolution approaches to develop community within the site and to resolve conflicts with guests and staff in a restorative manner		0.18 FTE at \$115,000
28						
	Director of Compliance & Quality Assurance	0.18	\$ 18,000	Ensures that all housing site operations consistently adhere to HSH guidelines and intr		.18 FTE at \$100,000 annually
29						
	Training and Community Engagement Manager	0.18	\$ 15,300	Ensures all housing staff are equipped to deliver high-quality, client-centered, and tra		.18 FTE at \$85,000 annually
30						
48	TOTAL	63.49	\$ 3,616,862			
49	Employee Fringe Benefits	38%	\$ 1,374,408	Includes FICA, SSUI, Workers Compensation and Medical calculated at 38% of total salaries.		
50	TOTAL SALARIES & BENEFITS		\$ 4,991,270			
51						
			<u>Budgeted</u>			
52	OPERATING EXPENSES		<u>Expense</u>	Justification		Calculation
54	Utilities (Electricity, Water, Gas, Phone, Scavenger)		\$ 213,871	PGE/Water/Trash		\$16,666/ Per month
	Office Supplies, Postage		\$ 10,000	Supplies necessary for administrative tasks, paper, binders, labels, clipboards, pens, etc.		\$628.58/ Per Month + \$2k for street program
55						
	Building Maintenance Supplies and Repair		\$ 45,500	Building Maintenance supplies and repairs		\$3,750/ Per Month
58	Insurance		\$ 49,344	Liability operating insurance		\$38,257/ Annually + \$8,333 for street program
59	Staff Training		\$ 39,000	Providing ongoing training to staff to improve performance and knowledge		\$3,250/Per month
63	Cleaning/Janitorial Supplies		\$ 17,498	Chemicals, tools and equipment used to clean facilities		\$1,458 Per month
64	Cable/Internet		\$ 6,000	Internet service		\$428.75/ Per Month
65	Fire Panel /Security Monitoring Contract		\$ 8,000	Contract costs for fire prevention measures		\$791.66/ Per Month
66	Guest Laundry		\$ 29,000	Guest laundry materials, processing, and transportation		\$2,333.33/ Per Month
	Guest Supplies (hygiene, etc)		\$ 29,000	Clothing, medically necessary food, activities supplies, special events, trainings, pet supplies, hygiene supplies, and other basic needs for guests on an ongoing basis		\$2,208.33/ Per Month + \$10k for street program
68						
	Staff Supplies, First Aid Kits/Medical Supplies/Uniform		\$ 13,000	Uniforms, First Aid Kits, AEDs, badges and lanyards, Radios, food and coffee		\$833.33/ Per Month + \$2k for street program
70	Guest Transportation		\$ 6,745	Guests attending medical and housing appointments		\$382.08/ Per Month
71	Pest Control		\$ 28,000	Pest Control		\$2,083.33/ Per Month
72	Elevator Repair / Maintenance		\$ 22,340	Elevator Maintenance contract and repair		\$1,744.16/ Per Month
	HHH License Fees		\$ 1,500	Annual City of SF Healthy Hotel Certification Fee (Deferred payment for 3+ years)		\$1500/ Annually
75						
101	TOTAL OPERATING EXPENSES		\$ 518,798			
102	Indirect Cost		15.0% \$ 826,510			

	A	B	C	D	N	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	12/15/2022	6/30/2026	4		
6	Amended Term	12/15/2022	6/30/2028	6		
7	Provider Name	Five Keys Schools and Programs				
8	Program	Ellis Semi-Congregate Shelter				
9	FSP Contract ID#	1000027534				
10	Contract Action	Amendment				
11	Effective Date	9/1/2025				
12	Budget Name	General Fund - Street Ambassadors				
13	Funding:	Current	New			
14	Term Budget	\$ 662,992	\$ 662,992	27%		
16	Contingency	\$ 3,892,684	\$ 3,492,155			
17	Not-To-Exceed (NTE)	\$ 27,296,993	\$ 39,569,622			
18					Year 4	All Years
19					9/1/2025 - 6/30/2026	12/15/2022 - 6/30/2026
20					10 Months	
21					Current	New
22						
23	EXPENDITURES					
24	Salaries & Benefits	\$	542,225	\$	542,225	
25	Operating Expenses	\$	30,667	\$	30,667	
26	Subtotal	\$	572,892	\$	572,892	
27	Indirect Percentage	15.00%				
28	Indirect Cost	\$	85,934	\$	85,934	
29	Other Expenses (Not Eligible for Indirect %)	\$	4,167	\$	4,167	
32	TOTAL EXPENDITURES	\$	662,992	\$	662,992	
33						
34	HSH REVENUES					
39	General Fund - Street Ambassadors	\$	662,992	\$	662,992	
54	TOTAL HSH REVENUES	\$	662,992	\$	662,992	
55						
61	TOTAL OTHER REVENUES	\$	-	\$	-	
62						
63	TOTAL HSH + OTHER REVENUES	\$	662,992	\$	662,992	
64	Rev-Exp (Budget Match Check)	\$	-	\$	-	
65						
66						
67						
68	Approved by:	Brandi Marshall				
69	Title:	Director of Housing				
70	Phone Number:	(415) 209-5372				
71	Email:	brandim@fivekeys.org				

	A	B	X	Y	Z	AA	AB	BU	BV	BW
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING									
2	APPENDIX B, BUDGET									
3	SALARY & BENEFITS DETAIL									
4	Document Date	7/1/2026								
5	Provider Name	Five Keys Schools and Programs								
6	Program	Ellis Semi-Congregate Shelter								
7	F\$P Contract ID#	1000027534								
8	Budget Name	General Fund - Street Ambassadors								
9										
10										
11						Year 4			All Years	
12	Agency Totals		For HSH Funded Program		9/1/2025 - 6/30/2026	12/15/2022 - 6/30/2026	12/15/2022 - 6/30/2026	12/15/2022 - 6/30/2026		
13					10 Months					
14					Current	Current	Amendment	New		
15	POSITION TITLE	Annual Full Time Salary (for 1.00 FTE)	Position FTE	% FTE funded by this budget	Adjusted Budgeted FTE	Budgeted Salary	Budgeted Salary	Change	Budgeted Salary	
16	Good Neighbor Policy Street Ambassadors	\$ 52,000	8.40	100%	8.40	\$ 364,000	\$ 364,000	\$ -	\$ 364,000	
17	GNP - Street Ambassadors Supervisor	\$ 69,400	0.50	100%	0.50	\$ 28,917	\$ 28,917	\$ -	\$ 28,917	
59	TOTAL SALARIES:					\$ 392,917	\$ 392,917	\$ -	\$ 392,917	
60	TOTAL FTE :					8.90				
61	FRINGE BENEFIT RATE:					38.00%				
62	EMPLOYEE FRINGE BENEFITS:					\$ 149,308	\$ 149,308	\$ -	\$ 149,308	
63	TOTAL SALARIES & BENEFITS:					\$ 542,225	\$ 542,225	\$ -	\$ 542,225	

	A	B	L	AG
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING			
2	APPENDIX B, BUDGET			
3	OPERATING DETAIL			
4	Document Date	46,204		
5	Provider Name	Five Keys Schools and Programs		
6	Program	Ellis Semi-Congregate Shelter		
7	F\$P Contract ID#	1000027534		
8	Budget Name	General Fund - Street Ambassadors		
9				
10			Year 4	All Years
11			9/1/2025 - 6/30/2026	12/15/2022 - 6/30/2026
12			10 Months	
13			Current	Current
14	OPERATING EXPENSES		Budgeted Expense	Budgeted Expense
16	Utilities (Electricity, Water, Gas, Phone, Scavenger)		\$ 2,000	\$ 2,000
21	Staff Training		\$ 6,667	\$ 6,667
24	Cleaning/Janitorial Supplies		\$ 10,000	\$ 10,000
29	Guest Supplies (hygiene, etc)		\$ 10,000	\$ 10,000
30	Staff Supplies, First Aid Kits/Medical Supplies/Uniform		\$ 2,000	\$ 2,000
62	TOTAL OPERATING EXPENSES		\$ 30,667	\$ 30,667
63				
64	OTHER EXPENSES (Not Eligible for Indirect Cost %)			
65	One Time Start-Up Costs		\$ 4,167	\$ 4,167
91	TOTAL OTHER EXPENSES		\$ 4,167	\$ 4,167

	A	B	C	D	E	F
1	DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING					
2	APPENDIX B, BUDGET					
3	BUDGET NARRATIVE					
					Fiscal Year	
4	General Fund - Street Ambassadors			FY25-26		
5	SALARIES & BENEFITS		<u>Adjusted</u> <u>Budgeted</u>	<u>Budgeted</u>	<u>Justification</u>	<u>Calculation</u>
			<u>FTE</u>	<u>Salary</u>		
6	Good Neighbor Policy Street Ambassadors		8.40	\$ 364,000	Ensures perimeter cleanliness, provides light touch community engagement, and responds to community complaints.	8.4 FTE based on \$25 per hour
7	GNP - Street Ambassadors Supervisor		0.50	\$ 28,917	Oversight of GNP street ambassadors.	.5 FTE based on \$33 per hour
48	TOTAL		8.90	\$ 392,917		
49	Employee Fringe Benefits		38%	\$ 149,308	Includes FICA, SSUI, Workers Compensation and Medical calculated at XX% of total salaries.	
50	TOTAL SALARIES & BENEFITS			\$ 542,225		
51						
52	OPERATING EXPENSES			<u>Budgeted</u> <u>Expense</u>	<u>Justification</u>	<u>Calculation</u>
55	Office Supplies, Postage			\$ -	Supplies necessary for administrative tasks, paper, binders, labels, clipboards, pens, etc.	\$628.58/ Per Month + \$2k for street program
59	Staff Training			\$ 6,667	Providing ongoing training to staff to improve performance and knowledge	\$2,500/ Per Month + \$6,667 for street program
62	Cleaning/Janitorial Supplies			\$ 10,000	Chemicals, tools and equipment used to clean facilities	\$907.25/ Per Month + \$10k for street program
67	Guest Supplies (hygiene, etc)			\$ 10,000	Clothing, medically necessary food, activities supplies, special events, trainings, pet supplies, hygiene supplies, and other basic needs for guests on an ongoing basis	\$2,208.33/ Per Month + \$10k for street program
68	Staff Supplies, First Aid Kits/Medical Supplies/Uniform			\$ 2,000	Uniforms, First Aid Kits, AEDs, badges and lanyards, Radios, food and coffee	\$833.33/ Per Month + \$2k for street program
101	TOTAL OPERATING EXPENSES			\$ 30,667		
102	Indirect Cost		15.0%	\$ 85,934		

	A	B	C	D
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	12/15/2022	6/30/2026	4
6	Amended Term	12/15/2022	6/30/2028	6
7	Provider Name	Five Keys Schools and Programs		
8	Program	Ellis Semi-Congregate Shelter		
9	F\$P Contract ID#	1000027534		
10				
11	APPROVED SUBCONTRACTORS			
12	None.			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
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	12/15/2022	6/30/2026	4																		
6	Amended Term	12/15/2022	6/30/2028	6																		
7	Provider Name	Five Keys Schools and Programs																				
8	Program	Ellis Semi-Congregate Shelter																				
9	F\$P Contract ID#	1000027534																				
10																						
11																						
12	NUMBER SERVED	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6															
13	Service Component	12/15/2022 - 11/30/2023	12/1/2023 - 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															
14	Semi-Congregate Shelter	134	134	134	134	134	134															