



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

Office of Early Care  
and Education

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**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**MEMORANDUM**

**TO:** HUMAN SERVICES COMMISSION

**THROUGH:** TRENT RHORER, EXECUTIVE DIRECTOR

**FROM:** DANIEL KAPLAN, DEPUTY DIRECTOR  
ADMINISTRATION AND FINANCE  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** JUNE 18, 2021

**SUBJECT:** NEW GRANT: AMERICAN RED CROSS BAY AREA  
CHAPTER (NON-PROFIT) **TO PROVIDE FISCAL  
INTERMEDIARY SERVICES FOR HOTEL  
EXTENSION PROGRAM**

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**GRANT TERM:** 7/1/2021 – 6/30/2026

**GRANT AMOUNT:**

<u>New</u>	<u>Contingency</u>	<u>Total</u>
\$490,000	\$49,000	\$539,000

**ANNUAL AMOUNT:**

<u>FY21-22</u>	<u>FY22-23</u>	<u>FY23-24</u>	<u>FY24-25</u>	<u>FY 25-26</u>
\$98,000	\$98,000	\$98,000	\$98,000	\$98,000

**Funding Source FUNDING:**

<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
\$490,000			\$49,000	\$539,000

**PERCENTAGE:** 100%

The Human Services Agency (HSA) requests authorization to enter into a grant agreement with the American Red Cross Bay Area Chapter for the period of July 1, 2021 through June 30, 2026, in the amount of \$490,000 plus a 10% contingency for a total grant amount not to exceed \$539,000. The purpose of this grant is to provide a Hotel Extension Program on behalf of HSA to assist San Francisco residents affected by disasters and emergency situations, such as fire.

### **Background**

The American Red Cross of the Bay Area Chapter provides relief to those affected by disasters and empowers individuals in the community to prepare for, respond to, and recover from emergencies. By helping people in the Bay Area learn how to take care of their families and neighbors, they strengthen the community and make it more resilient to disasters large and small.

The American Red Cross is a nationally known humanitarian organization that provides disaster relief. This assistance is available to anyone who experiences a local disaster, regardless of their socio-economic condition. At the local level, the Red Cross is most frequently called to residential fires to assist with short term housing needs. The San Francisco Human Services Agency partners with the Red Cross to support the needs of middle and low income San Franciscans.

The San Francisco Human Services Fire Response Program consists of three components: Fire Response, Hotel Extension and Housing Subsidy. The Fire Response Program provides displaced persons with temporary shelter through its Hotel Extension Program, as they secure new longer-term housing in anticipation of the repair of their pre-fire housing unit.

### **Services to be Provided**

Grantee will identify eligible clients and provide certain services for HSA for the Hotel Extension component. Specifically, grantee will be responsible for the following:

- Screen clients who request temporary lodging assistance beyond the shelter initially provided by Grantee.
- Obtain a Release of Confidential Information from the client, and share necessary information related to the client with the designated HSA staff.
- Provide necessary information to HSA point of contact and obtain written approval for an extension from the HSA point of contact.
- Load funds onto the Client Assistance Card to cover the extension, and give the Client Assistance Card to the client.
- Keep and maintain records for extensions and provide an invoice to HSA on a monthly basis.

Services will be provided at American Red Cross, 1663 Market Street, San Francisco, CA 94103.

Services will be provided during the regular office hour from 9am to 5pm during the work week (Monday through Friday). Occasionally, Grantee may be required to perform services outside of the defined office hour.

**Selection**

The grantee has been granted a sole source waiver as being the primary agency that responds to aid and support displaced residents due to sudden disaster situations.

**Funding**

Funding for this grant is provided entirely by local General Funds.

**ATTACHMENTS**

Appendix A – Services to be Provided

Appendix B – Calculation of Charges

**Appendix A - Services to be Provided  
American Red Cross Bay Area Chapter  
Fiscal Intermediary for Emergency Hotel Services  
July 1, 2021 to June 30, 2026**

**I. Purpose of Grant**

The purpose of the grant is to provide disaster response services related to the Emergency Hotel Extension Program on behalf of the Human Services Agency (HSA) to assist San Francisco residents affected by disasters and emergencies, such as fires, with their temporary housing needs.

**II. Definitions**

AMI	Area Median Income is set each year by the U.S. Department of Housing and Urban Development and is based on household size and the income households earn in the area. AMIs are released annually and are valid until the new AMIs are issued.
DHS	San Francisco Department of Human Services, a division of Human Services Agency
Grantee	American Red Cross, acting by and through its Bay Area Chapter
HSA	Human Services Agency, City and County of San Francisco
Disaster	Defined as an impending or occurring event of such destructive magnitude and force as to dislocate people, separate family members, damage or destroy homes and injure or kill people. Natural disasters include floods, tornados, hurricanes, typhoons, winter storms, tsunamis, hailstorms, wildfires, windstorms, epidemics, and earthquakes. Human-caused disasters include residential fires, building collapses, transportation accidents, hazardous materials releases, nuclear accidents, explosions, and acts of terrorism.
Hotel Extension Program	Hotel Extension Program extends the temporary housing assistance provided to those who are displaced by a disaster by providing short-term lodging. Those who are deemed eligible receive lodging at no cost.
Client Assistant Card	Client assistant card is a debit card used to load funds to cover the lodging expenses during the lodging extension period.

### **III. Target Population**

Grantee will serve low and middle-income San Francisco residents who are displaced from their residence by a disaster. Residents with 100% AMI or below are considered eligible for the Hotel Extension Program.

### **IV. Description of Services**

Grantee will identify eligible clients and provide certain services for HSA for the Hotel Extension Program. Specifically, Grantee will be responsible for the following:

- a. Screen clients who request temporary lodging assistance beyond the shelter initially provided by Grantee.
- b. Obtain a Release of Confidential Information from the client, and share necessary information related to the client with the designated HSA staff.
- c. Provide necessary information to HSA point of contact and obtain written approval for an extension from the HSA point of contact.
- d. Load funds onto the Client Assistance Card to cover the extension, and give the Client Assistance Card directly to the client or HSA designee.
- e. Accumulate records for extensions and provide an invoice to HSA by the 15th of the following month. Grantee will mail the hard copy original of the final invoice, as well as a digital copy, to HSA.
- f. Keep and maintain records for extensions and provide an invoice to HSA on a monthly basis.

In turn, HSA will be responsible for the following:

- a. Make hotel/ lodging reservations for the clients.
- b. Notify Grantee in writing no later than noon the previous day for hotel/ lodging extensions. For each request the following information needs to be sent to Grantee:
  - o Client name
  - o Name, address and contact information of the hotel/building where the client is lodging
  - o Dates for extension
  - o Itemized cost per day
  - o Total amount to be loaded onto the Client Assistant Card

### **V. Location and Time of Services**

Services will be provided at American Red Cross, 1663 Market Street, San Francisco, CA 94103.

Services will be provided during the regular office hour from 9am to 5pm during the work week (Monday through Friday). Occasionally, Grantee may be required to perform services outside of the defined office hour.

### **VI. Service Objectives**

During each year of the grant period, Grantee will achieve the following service objectives:

- A. An estimated 10 to 15 unduplicated individuals per month who face displacement due to fire will receive services from the Grantee.

- B. Provide timely information of the housing needs of the tenants, location and contact information for tenants who have been displaced.
- C. No willing and eligible tenant should experience an episode of homelessness due to a residential fire.

## **VII. Outcome Objectives**

During each year of the granted period, Grantee will achieve the following outcome objectives:

- A. 100% of participating individuals will report that they benefit from the services and that they did not enter into the homeless services system of care.
- B. A minimum of 80% of participating individuals responding to an annual survey will rate the services as “very good” or “excellent.”
- C. Participants felt that they understood the program, were treated with respect and dignity, and felt the services were linguistically and culturally appropriate

## **VIII. Reporting Requirements**

- A. Upon request, Grantee will provide Ad Hoc reports as reasonably required by the Department.
- B. Under this grant, representatives of HSA and Grantee are encouraged to and will maintain open communication. Each party will share current data regarding disaster response services (except for client information, which may be confidential or privileged, unless otherwise authorized), disaster situational and operational reports, changes in policy or personnel relating to this contract, and any additional information pertinent to disaster preparedness and response under this contract.
- C. Grantee and HSA may jointly evaluate the services provided under this grant periodically and/or on an as-needed basis and revise and develop new plans or goals as appropriate.
- D. Grantee shall submit quarterly reports during the Grant term that will provide a summary of progress towards achieving grant activities per reporting period as well as cumulatively for the grant year to date, for each service and outcome objective listed in Sections IV, Description of Services, VI, Service Objectives, and VII, Outcome Objectives. Reports are due 30 days after the close of the reporting period. The annual report may be substituted for the final quarterly report.

*Quarterly Reports:* Quarterly reports must be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system regarding the following:

- 1. Number of outreach contacts made during the reporting period.
- 2. Other details as described in the Description of Services, and Service and Outcome Objectives.

*Annual Report:* Grantee shall submit a final report covering the period beginning July 1 and ending June 30 of each program year covered by the grant. This report shall provide cumulative results for each objective as outlined above and shall include demographic

information. The final cumulative report is due no later than 30 days from the end of the contract fiscal year.

**E. Quarterly and Annual Reports will be entered into the CARBON System. For assistance with reporting requirements or submission of reports, contact:**

**[Doris.Barone@sfgov.org](mailto:Doris.Barone@sfgov.org)**                      **[Tahir.shaikh@sfgov.org](mailto:Tahir.shaikh@sfgov.org)**  
**Disaster Preparedness Manager**    or    **HSA Contract Manager**  
**Emergency Response Unit**                      **Office of Contract Management**

**IX. Points of Contact**

The primary points of contact in each organization will be responsible for executing this grant agreement in their respective organizations, coordinating activities between organizations, and responding to questions regarding this grant. In the event that the primary point of contact is no longer able to serve, a new contact will be designated and the other organization informed of the change.

**Grant Management Contact**

<b>American Red Cross</b>		<b>Human Services Agency</b>	
<b>Contact</b>	Allison Biddinger	<b>Contact</b>	Tahir Shaikh
<b>Title</b>	Disaster Program Manager	<b>Title</b>	Contract Manager
<b>Office phone</b>		<b>Office phone</b>	415-557-6085
<b>Mobile</b>	628-228-9391	<b>Mobile</b>	
<b>e-mail</b>	<a href="mailto:allison.biddinger@redcross.org">allison.biddinger@redcross.org</a>	<b>e-mail</b>	<a href="mailto:tahir.shaikh@sfgov.org">tahir.shaikh@sfgov.org</a>

**Operational/Program Contact\*\***

<b>American Red Cross</b>		<b>Human Services Agency</b>	
<b>Contact</b>	Allison Biddinger	<b>Contact</b>	Doris Barone
<b>Title</b>	Disaster Program Manager	<b>Title</b>	Disaster Preparedness Manager
<b>Office</b>	628-228-9391	<b>Office</b>	415 -557-6444
<b>Mobile</b>	628-228-9391	<b>Mobile</b>	415-940-0874
<b>E-mail</b>	<a href="mailto:allison.biddinger@redcross.org">allison.biddinger@redcross.org</a>	<b>E-mail</b>	<a href="mailto:doris.barone@sfgov.org">doris.barone@sfgov.org</a>

\*\*The Operational/Program Contact is the person to initiate the disaster response activities as defined in the grant agreement.

**X. Miscellaneous**

A. Grantee and HSA will not use or display any trademarks of the other without first receiving the express written permission to do so for each use; however, the use of the trademarks of the other party is permitted for internal meeting notes and plans that are not publicly distributed and used during the normal course of business related to the purpose of this contract. If either party desires to use the intellectual property of the other, the “requesting party” should submit the proposed promotional/marketing materials, press releases, website displays or otherwise proposed use of the trademarks to the “owning party” for review in advance of dissemination or publication, subject to the requirements in the previous sentence.

- B. Grantee and HSA will keep the public informed of their cooperative efforts to the best of their ability.
- C. Grantee and HSA will distribute, when appropriate and authorized, the scope of services within each organization to urge full cooperation.
- D. HSA's Disaster Response team will adhere to *Attachment D - the Principles of Conduct for the International Red Cross and Red Crescent Movement and NGO's in Disaster Response Programs* as it applies to disaster-caused situations in the United States.



**Appendix B– Calculation of Charges  
American Red Cross Bay Area Chapter  
Fiscal Intermediary for Emergency Hotel Services  
July 1, 2021 to June 30, 2026**

- I. Grantee shall submit invoices on a monthly basis through USPS mail and/or email to Tahir Shaikh (Tahir.Shaikh@sfgov.org) and Doris Barone (Doris.Barone@sfgov.org), per Appendix C – Method of Payment.
- II. Grantee will identify eligible clients and provide certain services for HSA for the Hotel Extension Program. Specifically, Grantee will be responsible for the following:
- a. Screen clients who request temporary lodging assistance beyond the shelter initially provided by Grantee.
  - b. Obtain a Release of Confidential Information from the client, and share necessary information related to the client with the designated HSA staff.
  - c. Provide necessary information to HSA point of contact and obtain written approval for an extension from the HSA point of contact.
  - d. Load funds onto the Client Assistance Card to cover the extension, and give the Client Assistance Card to the client.
  - e. Accumulate records for extensions and provide an invoice to HSA by the 15th of the following month. Grantee will mail the hard copy original of the final invoice, as well as a digital copy, to HSA.
  - f. Keep and maintain records for extensions and provide an invoice to HSA on a monthly basis.
- III. Invoices from the Red Cross will show the following:
- Client names
  - Name, address and contact information of the hotel/building where the client is lodging
  - Dates for extension
  - Itemized cost per day per client
  - Dollar amount loaded onto the Client Assistant Card per client
  - Total invoiced dollar amount

There will be no other charges, fees, expenses of any kind unless a contractual change is made and mutually agreed to by both HSA and American Red Cross. Cost for each item will be verified and agreed upon by HSA and American Red Cross prior to invoicing. Payment will be made upon receipt of a complete and verified invoice.

IV. **Fee Schedule and Final Invoice**

- A. **Total grant amount for the grant agreement will be \$98,000 annually for a total of \$490,000 during the term of the grant. The total grant amount plus a 10% contingency for a total not to exceed amount of \$539,000.**

**Grant Amount \$490,000**

**Contingency \$49,000**

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**Not to Exceed Total \$539,000**

- B. Grantee understands that, of the maximum dollar obligation listed in Section 5 of this Agreement, \$49,000 is included as a contingency amount and is neither to be used in Calculation of Charges

attached to this agreement, nor available to Grantee without a modification to this Agreement executed in the same manner as this Agreement or a revision to the Calculation of Charges (Appendix B), which has been approved by Contract Administrator. Grantee further understands that no payment of any portion of this contingency amount will be made unless and until such modification or budget revision has been fully approved and executed in accordance with applicable City and Human Services Agency laws, regulations and policies/procedures and certification as to the availability of funds by Controller. Grantee agrees to fully comply with these laws, regulations, and policies/procedures.

- C. A final closing invoice, clearly marked "FINAL," shall be submitted no later than sixty (60) calendar days following the closing date of the Agreement, and shall include only those Services rendered during the referenced period of performance. If Services are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to City. City's final reimbursement to the Grantee at the close of the Agreement period shall be adjusted to conform to actual units certified multiplied by the unit rates identified in the Calculation of Charges attached hereto, and shall not exceed the total amount authorized and certified for this Agreement.