



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org



London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DAN KAPLAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: MAY 17, 2024

SUBJECT: GRANT MODIFICATION: **URBAN ALCHEMY** (Non-profit) TO PROVIDE STREET SAFETY MONITORS

DS
EE

GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	05/01/23- 06/30/25	05/16/24- 06/30/25	05/01/23- 06/30/25		
GRANT AMOUNT:	\$2,150,312	\$ 1,612,629	\$3,762,941	\$376,294	\$4,139,235
ANNUAL AMOUNT:	<u>FY22-23</u>	<u>FY23-24</u>	<u>FY24-25</u>		
	\$189,996	\$1,168,955	\$2,403,990		
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$3,225,363	\$ 258,037	\$ 279,541	\$376,294	\$4,139,235
FUNDING: PERCENTAGE:	86%	7%	7%		

The Human Services Agency requests authorization to modify the grant with Urban Alchemy for the period of May 16, 2024 to June 30, 2025, in an amount of \$1,612,629 plus a 10% contingency for a total amount not to exceed \$4,139,235. The goal of the grant modification is to add the 500 block of Stevenson Street to an existing Street Safety monitoring agreement at 1235 Mission Street.



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Background

The San Francisco Human Services Agency provides multiple benefits services to San Francisco's most vulnerable city residents. In the recent past, access to our 1235 Mission Street facility experienced an uptick of disruptive activity that negatively affected our HSA staff and the clients HSA serves. Since May 2023, Urban Alchemy has been providing street monitoring services at 1235 Mission, and has been an important part of stabilizing access to that location.

On May 16, 2024, The Department of Human Services Agency (HSA), on behalf of the Department of Homelessness and Supportive Housing (HSH) and Department of Public Health (DPH), is adding Street Safety monitoring services for the 500 block of Stevenson Street, between 6th and 7th St.

Services to be Provided

1235 Mission St.

Urban Alchemy will continue to provide safety and de-escalation services, as their practitioners are trained in conflict resolution and often have lived experiences with the people they encounter. They will adhere to the City's Good Neighbor Policy and increase the sense of safety in the area surrounding 1235 Mission.

Services will be provided at the exterior of 1235 Mission, from Monday to Friday 7 am to 6 pm.

500 Stevenson St.

The purpose of the modification is to provide Street Safety monitoring services for the 500 block of Stevenson Street, between 6th and 7th Streets. This includes: providing assistance and information; maintaining order; deterring disputes, violence, theft, and vandalism; and responding to emergencies. The block of 500 Stevenson should be adequately staffed with monitors and supervisors to provide a safe environment for block residents, patients of Maria X Martinez Health Resource Center, clients and employees of SF HOT, employees of SFDPH and SFHSH, owners and patrons of businesses and the general public.

Services will be provided at the entire block of 500 of Stevenson, from 6th to 7th Street. Seven days a week, 24 hours a day.



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Selection

Grantee was selected through Request for Proposals 1081, which was competitively bid in January 2023.

Funding

Funding for this grant is provided by Federal, State, and County fund. Funding for services at 500 Stevenson will be provided through a work order from SFDPH.

ATTACHMENTS

Appendix A-1 – Services to be Provided

Appendix B-2 – Budget 500 block of Stevenson St.

Appendix A-1: Scope of Services to be Provided
Urban Alchemy
Safe Street Monitoring FY23-FY25
Services for 500 Block of Stevenson Street
May 16, 2024 to June 30, 2025

I. Purpose

The Department of Human Services Agency (HSA) on behalf of Department of Homelessness and Supportive Housing (HSH) and Department of Public Health (DPH) is adding services to provide Street Safety monitoring services for the 500 block of Stevenson Street, between 6th and 7th Streets. This includes: providing assistance and information; maintaining order; deterring disputes, violence, theft, and vandalism; and responding to emergencies. The 500 block of Stevenson Street should be adequately staffed with monitors and supervisors to provide a safe environment for block residents, patients of Maria X Martinez Health Resource Center, clients of San Francisco Homeless Outreach Team (SF HOT), DPH, and HSH, owners and patrons of businesses, and the general public.

II. Definitions

CCSF	City & County of San Francisco
CLO	Contractor Liaison Officer
Grantee	Urban Alchemy
DLO	Departmental Liaison Officer
HSA	Human Services Agency; Department
OCM	Office of Contract Management, HSA
Post Orders	Document listing detailed deployment/posting orders for each site - final version due 60 days post grant start date
DPH	San Francisco Department of Public Health
SF HOT	San Francisco Homeless Outreach Team
HSH	San Francisco Department of Homelessness and Supportive Housing

III. Target Population

Residents, patients of Maria X Martinez Health Resource Center, clients, owners and patrons of businesses and the general public on the 500 block of Stevenson Street, San Francisco.

IV. Description of Services

Grantee shall provide the following services during the term of this grant agreement:

A. Safety and De-Escalation:

1. Greeting the served population, staff, visitors on the street, including being polite, courteous, respectful and responsive to all persons within the monitored area.
2. Provide and maintain dependable form of communication (cell phones/radios) between all Street Safety Monitor on-site staff.
3. Regular Patrol of the designated area.
4. Provide protective pass-through corridors so that public safety and well-being is not compromised.
5. Provide and preserve a system with written documentation to ensure that the site area is checked on a scheduled and regular basis. Documentation to be available for review by the Department Liaison Officer (DLO) upon request.
6. Assistance with conflict de-escalation and crisis management
7. Wellness checks and connections to care for anyone demonstrating symptoms of physical or behavioral health needs.
8. Provide assistance and information.
9. Observe and report using grantee provided incident reports.

B. Staff Experience and Training

1. At least one year working with people experiencing homelessness, or similar situations.
2. Overdose prevention training in accordance with new city policy and first aid/CPR certification.
3. Crisis intervention and de-escalation training.
4. Cross-train with HSH and DPH staff for content relevant to the work needed for the 500 block of Stevenson Street.
5. Department Liaison Officer (DLO) maintain authority to remove any Grantee staff member, for any reason and at any time, from DPH/HSH site location(s).

C. Good Neighbor Policy

1. Collaboration with neighbors and business to ensure concerns are heard and addressed within the scope of this agreement.
2. Attend any appropriate neighborhood meeting.
3. Support City and Community efforts such as Drug Market Agency Coordination Center (DMACC), the Mid-Market/Tenderloin Community, and others as-needed.
4. Proactively discourage loitering in area around Maria X Martinez clinic and on the block of 500 Stevenson Street.

5. Report and document safety issues, cleanliness and/or encampment issues within site area to local law enforcement (SFPD or SFSD) or the 311 program.

D. Uniform and Equipment Requirements

1. Monitors are to be uniformed, unarmed and equipped as required herein. Grantee shall, supply all necessary uniforms and equipment including but not limited to the following:
 - a. All personnel assigned to this grant, including the supervisors, shall be uniformed and are required to wear a nametag at all times.
 - b. The Grantee is responsible for assuring that uniforms are clean and maintained in a serviceable manner.
 - c. Grantee shall provide to their staff:
 - i. Two-way radios or cell phones with earphones to each employee.
 - ii. All other equipment necessary to the successful execution of the services required under this Agreement.

E. Incident Reports

Monitors shall write and submit all critical incident reports using the Respondent-Provided form within the required timeframe. Incidents include, but are not limited to, anytime emergency services are called, individuals are injured, individuals are transported to the hospital, overdose, any incidents that result in damage to premises or Street Safety Monitor interaction(s) to address or de-escalate any situation(s).

F. Emergency and Urgent Service Requests

DPH/HSB may require additional staff for emergencies or urgent situations, e.g. threat situations, seasonal shelters based on weather conditions. The Grantee shall respond to DPH/HSB's urgent requests within two hours of notification by DPH/HSB.

G. Authorization of Overtime

All prescheduled use of overtime shall be approved in writing in advance of the overtime to be worked by the DLO. When directed by the DLO to provide additional Safety Monitors or redeploy safety staff services with less than 24-hour notice to the contractor, the contractor may charge the approved overtime rate listed in Appendix B of this Agreement. After the first 24-hour period, the Contractor shall provide the additional services at the straight time rate thus minimizing the overtime expense to DPH/HSB. Overtime may be required in special circumstances as needed and authorized verbally or through other media (text-email) from the DLO. Documentation of this overtime shall be via email the next day following such an event requiring overtime or special services.

H. Meeting

Grantee to designate Contractor Liaison Officer (CLO), including person’s name, contact phone number and email address. Respondent to meet with DPH/HSH’s Department Liaison Officer (DLO) on a regular or “as-needed” basis.

V. Service Objective

Grantee shall achieve the following service objectives:

- A. Maintain appropriate staffing level for the service described above.
- B. Track and Report incidents to DLO.
- C. Ensure compliance with Good Neighbor Polices.

VI. Objective Outcome

Not Applicable.

VII. Location and Time of Services

A. Services will be provided at the entire block of 500 Stevenson Street, from 6th to 7th Street.

- 1. Three ambassador posts will be provided, one at either end of the block and one in the middle of the block

B. Hours of Operations:

- 1. Seven days a week, 24 hours a day

C. Holidays

- 1. Regularly scheduled monitors will not generally be required to work on the City holidays listed below and staff will receive holiday pay. (with exceptions being if the clinic is open)
- 2. The City holidays are as follows:

New Year’s Day	Columbus/Indigenous Peoples Day
Martin Luther King Jr. Day	Veterans Day
Presidents Day	Thanksgiving Day
Memorial Day	Day After Thanksgiving Day
Independence Day	Christmas Day
Labor Day	Juneteenth

D. DPH/HSH Street Safety Monitors Service Needs Subject to Change

- 1. The number of hours needing coverage, and locations of service are subject to change during the Grant term. DPH/HSH agrees to provide written notice to the

Grantee for changes in the regular service schedule, including additional services needed.

VIII. Reporting Requirements

A. Copies of all reports listed below must be submitted separately to each of the following via e-mail and/or regular mail:

1. Contract Manager
Gary Hong (Gary.G.Hong@sfgov.org)
2. Principal Contract Manager
Leslie Lau (Leslie.Lau@sfgov.org)

Department Liaison Officers:

3. Andre Torrey, DEM, Street Ambassador Coordinator
Andre.Torrey@sfgov.org
415-509-8086
4. Sam Dodge, DEM, Director, Street Response Coordination Division
Sam.Dodge@sfgov.org

B. Incident Reports

1. Written incident reports are required in each instance that:

- a. Monitor makes any physical contact with a member or members of the public, City staff or other Monitors.
- b. Monitor makes a citizen's arrest.
- c. Monitor is required to intervene between any two or more persons including other Monitors.
- d. Monitor witnesses or is told about any crime or suspected crime.
- e. Monitor witnesses or is told about any incident in which there is a potential injury whether or not medical attention is immediately required.
- f. Monitor witnesses or is told about loss or damage to public or private property.
- g. Monitor discovers after hours any unlocked doors or any activated alarms, false or otherwise.
- h. Monitor discovers any evidence of an area being used and/or occupied by vagrants or loiterers.
- i. Monitor witnesses or is told about any other incident or unusual circumstance occurs that should be brought to Department's attention.
- j. Monitor is requested by DPH/HSI Investigations Director or DPH/HSI Department Liaison Officer to make any report.
- k. Monitor observes any safety or hazardous condition at any DPH/HSI site.

2. Copies of all written incident reports are to be submitted by 9:00 A.M. of the next ordinary working day to DPH/HSB Department Liaison Officer electronically or as mutually agreed to by the DLO at address above.
3. Grantee will immediately notify the Department Liaison Officer verbally or by text whenever a serious incident occurs including those involving injury to DPH/HSB employees and/or clients, and/or significant property damage.

IX. Monitor Activities

- A. 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 American Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	C	D	E
1	Appendix B-2 Page 1			
2				
3	HUMAN SERVICES AGENCY BUDGET SUMMARY			
4	BY PROGRAM			
5	Name: Urban Alchemy		Term	
6			5/16/24-6/30/25	
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>			
8	If modification, Effective Date of Mod. 5/16/2024		No. of Mod. 1	
9	Program: Street Safety Monitors 500 block Stevenson St.			
10	Budget Reference Page No.(s)			
11	Program Term	5/16/24-6/30/24	7/1/24-6/30/25	Total
12	Expenditures			
13	Salaries & Benefits	\$159,371	\$1,225,935	\$1,385,306
14	Operating Expense	\$4,800	\$12,180	\$16,980
15	Subtotal	\$164,171	\$1,238,115	\$1,402,286
16	Indirect Percentage (%)	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$24,626	\$185,717	\$210,343
18	Capital Expenditure	\$0	\$0	\$0
19	Total Expenditures	\$188,797	\$1,423,832	\$1,612,629
20	HSA Revenues			
21				
22	General Fund	\$188,797	\$1,423,832	\$1,612,629
23				
24	TOTAL HSA REVENUES	\$188,797	\$1,423,832	\$1,612,629
25	Other Revenues			
26				
27				
28	Total Revenues	\$188,797	\$1,423,832	\$1,612,629
29	Full Time Equivalent (FTE)			
31	Prepared by: Ian Clark-Johnson		Telephone No.: 415-902-9593	Date: 3/18/2024
32	HSA-CO Review Signature: _____			
33	HSA #1			2/17/2023

	A	B	C	D	F	G	H	I	J	K
1	Appendix B-2 Page 3									
2										
3										
4	Program Name:									
5	(Same as Line 9 on HSA #1)									
6										
7	Operating Expense Detail									
8										
9										
10										
11	TOTAL									
12	<u>Expenditure Category</u>			TERM		<u>5/16/24-6/30/24</u>		<u>7/1/24-6/30/25</u>		
13										
14	Uniforms (\$250/ea.)					\$0		\$4,000		\$ 4,000.00
15	Communications Technology (Radios; \$560/ea.)					\$3,200		\$1,280		\$ 4,480.00
16	Program Supplies (\$600/month)					\$1,600		\$6,900		\$ 8,500.00
17										\$ -
18										\$ -
19										\$ -
20										\$ -
21										\$ -
22										\$ -
23										\$ -
24										\$ -
25										\$ -
26										\$ -
27	OTHER									
28										
29										\$ -
30										\$ -
31										\$ -
32										\$ -
33										
34	TOTAL OPERATING EXPENSE					\$4,800		\$12,180		\$16,980
35										
36	HSA #3									2/17/2023