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SAN FRANCISCO
HUMAN SERVICES AGENCY

# MEMORANDUM

**TO:** HUMAN SERVICES COMMISSION

**THROUGH:** TRENT RHORER, EXECUTIVE DIRECTOR

**FROM:** ANNA PINEDA, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS DS

**DATE:** SEPTEMBER 19, 2025

**SUBJECT:** GRANT MODIFICATION: **MISSION NEIGHBORHOOD CENTERS** (NONPROFIT) FOR PROVISION OF HOUSING ASSISTANCE FOR UKRAINIANS

| | Current | Mod | Revised | Contingency | Total |
|---|---|---|---|---|---|
| **GRANT TERM:** | 11/1/2023-9/30/2025 | 11/1/2023-6/30/2026 | | | |
| **GRANT AMOUNT:** | $1,465,000 | $307,856 | $1,772,856 | $177,286 | $1,950,142 |
| **MODIFIED ANNUAL AMOUNT:** | FY 23-24 | FY 24-25 | FY 25-26 | | |
| | $824,309 | $640,691 | $307,856 | | |
| **FUNDING SOURCE:** | County | State | Federal | Contingency | Total |
| | $0 | $0 | $1,772,856 | $177,286 | $1,950,142 |
| **PERCENTAGE:** | 0% | 0% | 100% | | 100% |

The San Francisco Human Services Agency (SFHSA) requests authorization to modify the existing grant with Mission Neighborhood Centers for the period of 9/30/2025 – 6/30/2026 in the additional amount of $307,856 plus a 10% contingency for a revised total amount not to exceed $1,950,142. The purpose of this modification is to extend the grant and increase the amount to

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provide housing and utility assistance administration services to additional currently housed eligible Ukrainian populations and other non-Ukrainian individuals displaced from Ukraine.

## Background

In February 2022, an estimated 4.6 million Ukrainians fled their country after Russia invaded Ukraine. On April 21, 2022, the Department of Homeland Security announced the Uniting for Ukraine (U4U) Program, which provides a pathway for Ukrainian citizens and immediate family members (i.e., spouses and children) to enter the United States as Humanitarian Parolees. The California Department of Social Services (CDSS) Refugee Programs Bureau (RPB) developed the Housing Assistance for Ukrainians (HAU) program to support the transition of recent Ukrainian newcomers to long-term housing in California. In September 2025, RBP released additional HAU funding to HSA. This funding will enable MNC to enroll new HAU applicants through December 2025 and issue assistance payments to participants through June 2026.

## Services to be Provided

Mission Neighborhood Centers (MNC) will recruit and screen potential participants and then conduct assessments to identify eligible HAU expenses for program participants. MNC will issue payments for approved eligible HAU expenses including rent, utilities, back rent, debt to utility companies, and other costs per HAU guidelines and approved by HSA.

## Selection

The grantee was selected through RFP # 1125 issued on AUGUST 23, 2023.

## Funding

Funding for this grant is provided through Federal Funds.

## ATTACHMENTS

Appendix A-2, Scope of Services
Appendix B-2, Budget

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**Appendix A-2**
**Housing Assistance for Ukrainians Program – Housing Assistance Administration**
**Services to be provided by**
**Mission Neighborhood Centers**
**November 1, 2023 to *June 30, 2026***
***Modified October 1, 2025***

## I. Purpose

The Grantee will provide housing and utility assistance administration services to currently housed eligible Ukrainian populations and other non-Ukrainian individuals displaced from Ukraine. The California Department of Social Services (CDSS) Refugee Programs Bureau (RPB) developed the Housing Assistance for Ukrainians (HAU) Program to support the transition of recent Ukrainian newcomers to long-term housing in California. Services will include referral, enrollment, and assessment of participants, as well as issuing payments for HAU expenses including rental and utility subsidies.

## II. Definitions

| | |
|---|---|
| Asylees | Individuals who travel to the United States as victims of persecution and then apply for asylum<br>Note: Applicants for asylum are not eligible until asylum status is actually granted |
| CAAP | County Adult Assistance Programs |
| CalFresh | Formerly known as Food Stamps. A federal public assistance program that helps children and low-income households improve their diets by providing access to a nutritious diet. |
| CalWORKs | California Work Opportunity and Responsibility to Kids welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid. |
| HAU | Housing Assistance for Ukrainians |
| Non-aided refugees | Non-aided refugees or asylees who primarily have been in the United States for 60 months or less |
| ORR | Office of Refugee Resettlement, the federal agency that provides Refugee Support Services to state agencies |
| Refugees | Individuals who are unable to return to their countries due to persecution or fear of persecution on account of race, religion, nationality, political opinion, or social group |

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| | |
|---|---|
| RPB | Refugee Programs Bureau, division of the CDSS that coordinates services to vulnerable populations including refugees |
| SFHSA | San Francisco Human Services Agency, also HSA or the Department |
| Special Immigrant Visa (SIV) | Immigration Status given to Iraqis and Afghans who were employed by or assisted the U.S. Armed Forces for translation and interpreter services. |
| Unaccompanied Minors | Unaccompanied Alien Children apprehended at the Southwest border by the Department of Homeland Security's (DHS) Customs and Border Protection (CBP). When UAC receive eligibility letters from the federal Office of Refugee Resettlement, they are eligible for federal benefits and services as human trafficking victims. |
| ZixCorp | An Email Encryption and Email Data Loss Prevention system |

## III. Target Population

The target population is Ukrainians who came to the United States independently as well as those processed under the United for Ukraine Program and referred by HSA. Categories of ORR-eligible Ukrainian populations and other non-Ukrainian individuals displaced from Ukraine include:

- Citizens or nationals of Ukraine who the Department of Homeland Security (DHS) has paroled into the United States between February 24, 2022, and ***September 30, 2024***, due to urgent humanitarian reasons or for significant public benefit, known as Ukrainian Humanitarian Parolees (UHPs).
- Non-Ukrainian individuals who last habitually resided in Ukraine, who DHS has paroled into the United States between February 24, 2022, and ***September 30, 2024***, due to urgent humanitarian reasons or for significant public benefit, known as Non-Ukrainian Humanitarian Parolees (NUHPs).
- A spouse or child of an individual described above who is paroled into the United States after ***September 30, 2024***.
- A parent, legal guardian, or primary caregiver of an unaccompanied refugee minor or an unaccompanied child described above.

## IV. Description of Services

### A. Housing and Utility Assistance Administration

1. Referral, Enrollment, and Assessments of participants
    a. Accept referrals of eligible participants by HSA.
    b. May also recruit potential participants that meet the eligibility requirements of the program and refer them to HSA.
    c. Use HSA approved screening tool to identify potential participants.

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d. Conduct assessments to identify eligible HAU expenses for program participants.

e. Provide language capacity for services mirroring the needs of the target population.

2. Work with participants to identify, gather and coordinate eligible HAU expenses for payment
3. Issue payments for approved eligible HAU expenses including back rent, debt to utility companies, current rent subsidy, and other costs per HAU guidelines and approved by HSA.
4. At least monthly check-in meetings with the households may be conducted in-office, or via phone/video, depending upon the need.
5. Maintain case notes with verification or documentation of financial need (i.e., lease agreements and utility bills, etc.) showing the amount owed or agreed to pay by the applicant or household. If the applicant is not the primary contact on the lease, they must be listed on the lease as an occupant or provide documentation that they live at the identified residence. Documentation provided must include the applicant's name and list their current residence, such as a phone or utility bill with the applicant's name listed.
6. Payments provided will be issued directly to the vendor/third-party.
7. Applicants may receive up to six months of assistance
8. Maintain regular communications with Intensive Case Management Services provider and HSA to ensure coordination of services.

**B. Location and Time of Services**

Services will be provided at 1329 Evans Ave., San Francisco, CA 94124, 3031 24th St., San Francisco, CA 94110, and 5059-A Geary Blvd., San Francisco, CA 94118.
Time of Services is Open Entry and program services are conducted Monday-Friday between the hours of 9:00AM to 5:00PM

**C. Service Objectives**

Provide housing assistance services to ***210*** households.

**D. Outcome Objectives**

1. 95% of families will remain stably housed 3 months after enrollment.
2. A minimum of 50% of households served shall complete a Client Satisfaction Survey.
3. 80% of clients participating in the Client Satisfaction Survey will rate services as "Excellent" or "Good". Grantees should include the following standardized questions: "How would you rate the Housing Assistance for Ukrainians Program overall?", "How would you rate staff responsiveness and follow-through with issues?", The options should be "Excellent", "Good", "Fair" and "Poor". This survey will be conducted by the contracted provider according to HSA guidelines.

**E. Reporting Requirements**

A. HSA will generate monthly reports from Launchpad database by the 10th day following the reporting month. Grantee must review and make Launchpad data corrections in a timely manner.

Reports shall contain the following data:

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- Number of referrals, enrollments, and exits
- Number active or currently enrolled as of the last day of the month
- Detailed housing assistance payment information

B. Supporting documentation for the numbers presented in the reports must be maintained by the Grantee for a period of three years and must be available for auditing by the Department. Participant files shall be kept in a secure and confidential location at all times.

C. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in the Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will submit the report to the Program Monitor by the 15th of the month following the end of the program year.

D. Written communication that contains client confidential information shall be transmitted through a secured method approved by HSA or by using ZixCorp.

E. Grantee will provide ad hoc reports as requested by HSA.

F. Grantee will collect SOGI information and report data results in CARBON on a semi-annual basis.

G. For assistance with reporting requirements or submission of reports, contact

Vicki Kong, Program Monitor
Welfare to Work Services
(415) 557-6258
Vicki.Kong@sfgov.org

or

Colleen Birmingham, Senior Contract Manager
Office of Contract Management
Colleen.Birmingham@sfgov.org

**F. Monitoring Activities**

A. Program Monitoring: Program monitoring will include review of documentation of client eligibility and reported client progress towards meeting service and outcome objectives, participant case files, training curricula, and program policies and procedures.

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

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## HUMAN SERVICES AGENCY BUDGET SUMMARY

| Name | | | Term |
|---|---|---|---|
| **MNC Inspiring Success** | | | 2023 - 2026 |
| (Check One) New Renewal ____ Modification __X__ | | | |
| If modification, Effective Date of Mod. 10/01/2025 No. of Mod. 2 | | | |
| Program: **Housing & Resource Center for Ukrainians** | | | |
| Budget Reference Page No.(s) | | | |
| Program Term | 11/01/2023 - 09/30/2024 | 10/01/2024 - 09/30/2025 | 10/01/2025 - 06/30/2026 | **Total** |
| **Expenditures** | | | | |
| Salaries & Benefits | 96,772 | $106,512 | $80,213 | **$283,497** |
| Operating Expense | $ 11,597 | $ 17,526 | $ 13,991 | **$43,114** |
| **Subtotal** | $108,369 | $124,038 | $94,204 | **$326,611** |
| Indirect Percentage (%) | 15% | 15% | 15% | **$0** |
| Indirect Cost (Line 16 X Line 15) | $16,310 | $20,951 | $14,131 | **$51,392** |
| Direct Client Pass-Thru | $699,630 | $495,702 | $199,521 | **$1,394,853** |
| Total Expenditures | $824,309 | $640,691 | $307,856 | **$1,772,856** |
| **HSA Revenues** | | | | |
| Federal Fund 93.566 | $824,309 | $640,691 | $307,856 | **$1,772,856** |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| TOTAL HSA REVENUES | $824,309 | $640,691 | $307,856 | **$1,772,856** |
| **Other Revenues** | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Total Revenues | $824,309 | $640,691 | $307,856 | **$1,772,856** |
| Full Time Equivalent (FTE) | | | | |
| Prepared by: **Micha Antonio** | Telephone No.: **41!** | Telephone No.: **415.206.7750** | | Date: 9**/10/2025** |
| HSA-CO Review Signature: | | | | |
| **HSA #1** | | | | |

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Program Name:
Housing & Resource Center for Ukrainians

## Salaries & Benefits Detail

| POSITION TITLE | Agency Totals: Annual Full TimeSalary for FTE | Agency Totals: Total FTE | HSA Program: % FTE funded by HSA (Max 100%) | HSA Program: Adjusted FTE | 11/01/2023 - 09/30/2024 DHS Program Budgeted Salary | 10/1/2024- 09/30/2025 DHS Program Budgeted Salary | 10/1/2025- 06/30/2026 DHS Program Budgeted Salary | TOTAL 11/01/23 to 06/30/26 |
|---|---|---|---|---|---|---|---|---|
| Housing & Resource Specialist/ Housing Case Manager | $70,720 | 1.00 | 100% | 1.00 | $60,773.30 | $53,037 | $46,872 | $160,682 |
| Homelessness Prevention Specialist/ Housing Case Manager | $74,880 | 1.00 | 30% | 0.30 | $15,640.00 | $23,767 | $9,360 | $48,767 |
| Program Director | $131,914 | 1.00 | 2% | 0.02 | $1,827.59 | $145 | | $1,973 |
| Program Manager/Associate Director | $104,998 | 0.58 | 5% | 0.03 | | $3,340 | $751 | $4,091 |
| Senior Accountant | $99,840 | 1.00 | 5% | 0.05 | | $8,573 | $3,162 | $11,735 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| | | | | - | | | | $0 |
| TOTALS | | 4.58 | 142% | 1.39 | $78,241 | 88,862 | 60,145 | $227,248 |
| FRINGE BENEFIT RATE | 31% | | | | | | | |
| EMPLOYEE FRINGE BENEFITS | | | | | $18,531 | $17,650 | $20,068 | $56,249 |
| TOTAL SALARIES & BENEFITS | $0 | | | | $96,772 | $106,512 | $80,213 | $283,497 |

**HSA #2**

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Program Name:
Housing & Resource Center for Ukrainians

## Operating Expense Detail

| Expenditure Category | TERM | 11/01/2023 - 09/30/2024 | 10/1/2024-09/30/2025 | 10/1/2025-06/30/2026 | TOTAL |
|---|---|---|---|---|---|
| Rental of Property | | $ 5,637.00 | $7,500 | $5,625 | $ 18,762.00 |
| Utilities(Elec, Water, Gas, Phone, Garbage) | | $ 646.49 | $2,811 | $2,340 | $ 5,797.49 |
| Office Supplies, Postage | | $ 1,800.00 | $1,424 | $950 | $ 4,174.00 |
| Building Maintenance Supplies and Repair | | $ 1,913.61 | $4,088 | $3,801 | $ 9,802.61 |
| Printing and Reproduction | | $ 284.65 | $52 | $0 | $ 336.65 |
| Insurance | | $ 342.04 | $1,100 | $675 | $ 2,117.04 |
| Staff Training | | $ 110.62 | $0 | $0 | $ 110.62 |
| Staff Travel-(Local & Out of Town) | | $ 460.18 | $114 | $200 | $ 774.18 |
| Food Supplies | | $ 69.46 | $437 | $400 | $ 906.46 |
| Janitorial Services & Supplies | | $ 332.86 | $0 | $0 | $ 332.86 |
| Office Equipment | | $ - | $0 | $0 | $ - |
| | | | | | |
| CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE | | | | | |
| | | | | | $ - |
| | | | | | $ - |
| | | | | | $ - |
| | | | | | $ - |
| | | | | | $ - |
| OTHER | | | | | |
| | | | | | $ - |
| | | | | | $ - |
| | | | | | $ - |
| | | | | | $ - |
| TOTAL OPERATING EXPENSE | | $ 11,597 | $ 17,526 | $ 13,991 | $43,114 |

**HSA #3**