



**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: APRIL 21, 2023

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

GRANT TERM: 5/1/23 – 6/30/25

GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>	
	\$2,079,458	\$207,946	\$2,287,404	
ANNUAL AMOUNT:	<u>FY22-23</u>	<u>FY23-24</u>	<u>FY24-25</u>	
	\$189,996	\$944,731	\$944,731	
Funding Source FUNDING:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>
PERCENTAGE:	\$2,079,458			\$207,946
	100%			\$2,287,404

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The Department of Benefits and Family Support (BFS) requests authorization to enter into a new grant with Urban Alchemy for the period of May 1, 2023 to June 30, 2025, in an amount of \$2,079,458 plus a 10% contingency for a total amount not to exceed \$2,287,404. The goal of the grant is to provide Street Safety monitoring services around 1235 Mission Street, a BFS benefits hub.

Background

The San Francisco Human Services Agency provides multiple benefits services to San Francisco’s most vulnerable city residents. Access to our 1235 Mission Street facility has recently experienced an uptick of disruptive



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activity that negatively affects our HSA staff and the clients HSA serves. Urban Alchemy has been providing street safety for the multiple City Departments for the past 3 years and also provide services in Portland and Los Angeles.

Services to be Provided

Urban Alchemy will 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.

Selection

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

Funding

Funding for this grant is provided entirely by City and County General Funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Budget

Appendix A: Scope of Services to be Provided
Urban Alchemy
HSA Safe Street Monitoring 23-25
May 1, 2023 to June 30, 2025

I. Purpose

The goal of the grant is to provide Street Safety monitoring services for the facility of the Human Services Agency, (HSA). This includes: providing assistance and information; maintaining order; deterring disputes, violence, theft, and vandalism; and responding to emergencies. The Human Services Agency should be adequately staffed with monitors and supervisors to provide a safe working environment for all employees of the Department and safe areas for clients and the general public that are served.

II. Definitions

CCSF	City & County of San Francisco
CLO	Contractor Liaison Officer
Grantee	Urban Alchemy
HSA	Human Services Agency; Department
DLO	Departmental Liaison Officer
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

III. Target Population

HSA staff, guests and clients who visit 1235 Mission 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 staff and client's 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 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. HSA Director of Program Integrity/Investigations and Department Liaison Officer maintain authority to remove any Grantee staff member, for any reason and at any time, from HSA 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. Minimize the impact of the client population and staff entering and leaving the HSA building at 1235 Mission Street.
4. Proactively discourage loitering in area around 1235 Mission 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, a client/HSA staff is injured, a client/HSA staff is 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

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

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 HSA. 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 HSA'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 exterior area of 1235 Mission St., which includes:

1. The entire block of 1200 Mission between 8th and 9th Street (on the odd numbered side of Mission Street only).
2. The HSA main parking lot on the corner of Mission and 8th Streets.
3. On an ‘as needed’ basis, on 8th Street, between Mission and Market.

B. Hours of Operations:

1. Monday to Friday, from 7:00 am to 6:00 pm to provide comprehensive oversight of all “site” areas identified above.

C. Holidays

1. Regularly scheduled monitors will not generally be required to work on the City holidays listed below and will receive holiday pay.
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. HSA 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. HSA 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
Tim Vo (tim.vo@sfgov.org)
2. Senior Contracts Manager
Leslie Lau (leslie.lau1@sfgov.org)
3. Director of Program Integrity/Investigations
Vladimir Rudakov (Vladimir.Rudakov@sfgov.org)
4. HSA Department Liaison Officer (DLO)
Joseph Villatoro (Joseph.Villatoro@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 HSA Investigations Director or HSA Department Liaison Officer to make any report.
 - k. Monitor observes any safety or hazardous condition at any HSA site.
5. Copies of all written incident reports are to be submitted by 9:00 A.M. of the next ordinary working day to HSA Department Liaison Officer electronically or as mutually agreed to by the DLO at address above.
 6. Grantee will immediately notify the Department Liaison Officer verbally or by text whenever a serious incident occurs including those involving injury to HSA 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	B	C	D	E
1	Appendix B, Page 1				
2	HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM				
3					
4					
5					
6				5/1/23-6/30/25	
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: Street Safety Monitors				
10	Budget Reference Page No.(s)				
11	Program Term	5/1/23-6/30/23	7/1/23-6/30/24	7/1/24-6/30/25	Total
12	Expenditures				
13	Salaries & Benefits	\$145,797	\$796,705	\$796,705	\$1,739,208
14	Operating Expense	\$19,414	\$24,800	\$24,800	\$69,014
15	Subtotal	\$165,211	\$821,505	\$821,505	\$1,808,222
16	Indirect Percentage (%)	15%	15%	15%	15%
17	Indirect Cost (Line 16 X Line 15)	\$24,785	\$123,226	\$123,226	\$271,236
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	Total Expenditures	\$189,996	\$944,731	\$944,731	\$2,079,458
20	HSA Revenues				
21	General Fund				
22		\$189,996	\$944,731	\$944,731	\$2,079,458
23					
24	TOTAL HSA REVENUES	\$189,996	\$944,731	\$944,731	\$2,079,458
25	Other Revenues				
26					
27					
28	Total Revenues	\$189,996	\$944,731	\$944,731	\$2,079,458
29	Full Time Equivalent (FTE)				
31	Prepared by: Ian Clark-Johnson	Telephone No.: 415-902-9593		Date: 4-12-2023	
32	HSA-CO Review Signature: _____				
33	HSA #1				2/17/2023

	A	B	C	D	E	F	G	H	I
1	Appendix B, Page 2								
2									
3									
4	Program Name: Urban Alchemy Proposal								
5	(Same as Line 9 on HSA #1)								
6									
7	Salaries & Benefits Detail								
8									
9									
10									
11						5/1/23-6/30/23	7/1/23-6/30/24	7/1/24-6/30/25	
		Agency Totals		HSA Program		DHS Program	DHS Program	DHS Program	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	1/0/00 to 2/0/00
13	Bay Area Operations Manager	\$ 120,000	1.00	5%	0.05	\$1,098	\$6,000	\$6,000	\$13,098
14	Bay Area Operations Deputy Manager	\$ 74,880	1.00	10%	0.10	\$1,370	\$7,488	\$7,488	\$16,346
15	Engagement and Outreach Director	\$ 70,720	1.00	10%	0.10	\$1,294	\$7,072	\$7,072	\$15,438
16	Engagement and Outreach Deputy Director	\$ 70,720	1.00	50%	0.50	\$6,471	\$35,360	\$35,360	\$77,191
17	Training Coordinator	\$ 49,920	1.00	15%	0.15	\$1,370	\$7,488	\$7,488	\$16,346
18	Data Operator	\$ 49,920	1.00	20%	0.20	\$1,827	\$9,984	\$9,984	\$21,795
19	Engagement and Outreach Supervisor	\$ 65,000	1.50	100%	1.50	\$17,843	\$97,500	\$97,500	\$212,843
20	Engagement and Outreach Practitioner	\$ 54,080	7.00	100%	7.00	\$69,276	\$378,560	\$378,560	\$826,396
21									
22									
23									
24									
25	TOTALS		14.50		9.60	\$100,550	\$549,452	\$549,452	\$1,199,454
26									
27	FRINGE BENEFIT RATE		45%						
28	EMPLOYEE FRINGE BENEFITS					\$45,247	\$247,253	\$247,253	\$539,754
29									
30									
31	TOTAL SALARIES & BENEFITS	\$0				\$145,797	\$796,705	\$796,705	\$1,739,208
32	HSA #2								2/17/2023

	A	B	C	D	E	F	G	H	I	J	K
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>4/1/23-6/30/23</u>	<u>7/1/23-6/30/24</u>	<u>7/1/24-6/30/25</u>					
13											
14	Uniforms (\$250/ea.)			\$8,000	\$8,000	\$8,000					\$ 24,000.00
15	Communications Technology (Radios; \$560/ea.)			\$8,960	\$4,800	\$4,800					\$ 18,560.00
16	Program Supplies (\$1000/month)			\$2,454	\$12,000	\$12,000					\$ 26,454.00
17											
18											
19											
20											
21											
22											
23											
24											
25											
26											
27	OTHER										
28											
29											
30											
31											
32											
33											
34	TOTAL OPERATING EXPENSE			\$19,414	\$24,800	\$24,800					\$69,014
35											
36	HSA #3										2/17/2023