



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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



London Breed
Mayor

Trent Rhorer
Executive Director

TO:	HUMAN SERVICES COMMISSION															
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR															
FROM:	SUSIE SMITH, DEPUTY DIRECTOR FOR POLICY & PLANNING ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS															
DATE:	OCTOBER 22, 2021															
SUBJECT:	NEW GRANTS: MULTIPLE GRANTEES for COMMUNITY GROCERY ACCESS (see table on next page)															
GRANT TERM:	11/01/2021 – 6/30/2022															
GRANT AMOUNTS	See Table Below															
FUNDING SOURCE	<table border="0"> <thead> <tr> <th style="text-align: left;"><u>County</u></th> <th style="text-align: left;"><u>State</u></th> <th style="text-align: left;"><u>Federal</u></th> <th style="text-align: left;"><u>Contingency</u></th> <th style="text-align: left;"><u>Total</u></th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">GRANT AMOUNT</td> <td style="vertical-align: top;">\$6,850,000</td> <td></td> <td style="vertical-align: top;">\$685,000</td> <td style="vertical-align: top;">\$7,535,000</td> </tr> <tr> <td style="vertical-align: top;">PERCENTAGE</td> <td style="vertical-align: top;">100%</td> <td></td> <td></td> <td style="vertical-align: top;">100%</td> </tr> </tbody> </table>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>	GRANT AMOUNT	\$6,850,000		\$685,000	\$7,535,000	PERCENTAGE	100%			100%
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GRANT AMOUNT	\$6,850,000		\$685,000	\$7,535,000												
PERCENTAGE	100%			100%												

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The Human Services Agency (HSA) requests authorization to enter into new grant agreements with multiple providers to supplement the City’s food security network by improving food access and security through the Community Grocery Access program for the period of November 1, 2021 to June 30, 2022 in the combined amount of \$6,850,000 plus a 10% contingency for a total amount not to exceed \$7,535,000. The funding amounts are detailed in the table below.

Grantee	FY 21/22	10% Contingency	Total Not to Exceed
Cultura y Arte Nativa de las Americas	\$2,850,000	\$285,000	\$3,135,000
Farming Hope	\$200,000	\$20,000	\$220,000
HOMEY	\$1,500,000	\$150,000	\$1,650,000
La Raza Community Resource Center	\$500,000	\$50,00	\$550,000
Tenderloin Neighborhood Development Corporation	\$300,000	\$30,000	\$330,000
University of California, San Francisco/EatSF	\$1,500,000	\$150,000	\$1,650,000
Total	\$6,850,000	\$685,000	\$7,535,000

Background

At the start of the COVID-19 pandemic, many community groups began their own grassroots, large scale grocery distributions in order to support San Franciscans facing food insecurity and economic uncertainty. Though our local food bank increased their services during this time, the demand from community members needing food support surpassed the capacity of the food bank. Community-based organizations who had the capacity to operate large scale food distributions saw hundreds of people in their lines day after day.

In June of 2021, the Covid-19 Food Coordination Group (CFCG) held three community listening sessions to hear from service providers directly on where they needed the most support and where service gaps existed when it came to food access within our vulnerable populations. Service providers highlighted the desire of their clients to have meaningful choice in their food options. They also explained that clients cannot always access food resources between 9AM and 5PM on weekdays, and need greater flexibility in program schedules. Finally, they pointed to trusted community organizations as places where residents who might not otherwise feel comfortable accessing food support, would be more at ease to receive resources to increase their food security.

As a result of our findings during the listening sessions, Request for Proposals (RFP) #954 was released with two components—one to address the need for community-based groceries and one for grocery voucher programs.

Community-based groceries offer clients dignity, flexibility, and a high degree of choice to prepare food suited to their taste and culture. As the COVID Food Coordination Group Gaps Analysis from July 2020 indicates, groceries are also

“...economical—dollars go farther in feeding households who receive this form of food support relative to other types of assistance.”

Grocery vouchers provide participants the independence to choose the foods that are most appropriate for themselves and their households. Additionally, vouchers allow participants to shop at the location and times that are best for their schedule, which may not necessarily align with the schedule of a particular community-based organization or pantry. Finally, the distribution of vouchers into the community will serve as an economic stimulus tool for San Francisco-based businesses.

Services to be Provided

Cultura y Arte Nativa de Las Americas (CANANA), Farming Hope, HOMEY, La Raza Community Resource Center, and Tenderloin Neighborhood Development Corporation, have been selected as grantees to provide supplemental food distribution programs throughout the City. These five grantees will ensure that fresh produce and culturally appropriate food choices are available in neighborhoods that have been impacted by the pandemic.

University of California, San Francisco through their EatSF program will implement a Vouchers for Veggies program in which community members are able to redeem vouchers at over 30 participating grocery stores throughout San Francisco for fresh fruits and vegetables. This program offers San Franciscans dignity and choice over which items they would like to purchase. EatSF is an evidenced-based program that improves health outcomes, as reported through formal research and published studies.

For more detailed information about services to be provided, please refer to individual Appendix A’s, attached.

Location

All proposed programs serve clients in at least one of the zip codes with the highest pandemic unemployment claims and/or highest needs. These grants intend to reflect a fair distribution across the following nine zip codes:

94102	94110	94124
94103	94112	94130
94108	94122	94134

For more detailed information about locations where services will be provided, please refer to individual Appendix A’s, attached.

Selection

Grantees were selected through RFP #954 issued in July 2021.

Funding

Funding for these grants is provided by City and County General Funds.

ATTACHMENTS

Cultura y Arte Nativa de las Americas

Appendix A-Services to be Provided

Appendix B- Program Budget

Farming Hope

Appendix A-Services to be Provided

Appendix B- Program Budget

HOMEY

Appendix A-Services to be Provided

Appendix B- Program Budget

La Raza Community Resource Center

Appendix A-Services to be Provided

Appendix B- Program Budget

Tenderloin Neighborhood Development Corporation

Appendix A-Services to be Provided

Appendix B- Program Budget

University of California, San Francisco/EatSF

Appendix A-Services to be Provided

Appendix B- Program Budget

Appendix A – Services to be Provided

Culturas y Artes Nativas de las Americas

Community Grocery Access
November 1, 2021 – June 30, 2022

I. Purpose of Grant

The purpose of this grant is to distribute groceries at the Mission Food Hub in the Mission District and at satellite sites through partnering community-based organizations to address food insecurity stemming from COVID-19 among San Francisco’s BIPOC and immigrant communities.

II. Definitions

City	City and County of San Francisco, a municipal corporation
BIPOC	Black, Indigenous and People of Color
COVID Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
SF HSA	San Francisco Human Services Agency
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Service Unit	One food bag/box
Grantee	Culturas y Artes Nativas de las Americas (“CANANA”)
CARBON	Contracts Administration, Reporting, and Billing On-line System
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and

	social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).
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III. Target Population

Low-income BIPOC and/or immigrant and limited-English-proficient communities facing food insecurity from the COVID-19 pandemic. The majority of participants will be from the following zip codes: 94110, 94124, 94134, 94103, and 94107.

IV. Description of Services

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

Distribute groceries every Monday, Wednesday, and Friday from 8 a.m. to 3 p.m. at the Mission Food Hub, located at 701 Alabama Street in the Mission District and through satellite locations at partnering community-based organizations. Grantee may distribute groceries in prepared grocery bags or as a client-choice, farmers market-style layout.

Grantee shall purchase culturally-appropriate foods in bulk and utilize existing sourcing relationships and donations. The not-to-exceed value per service unit from this funding is \$40.00. A service unit can have a value of more than \$40.00, but the grant funding will only go toward \$40.00 per bag.

Grantee will have on file a current memorandum of understanding with all partnering community-based organizations receiving and distributing service units.

Grantee will ensure that the procurement of food and the packing and distribution of food meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

Grantee will ensure adequate and culturally competent and multi-lingual staffing (paid and/or volunteer) to administer the program and deliver quality services to meet client needs.

V. Location and Time of Services

Distribution will occur Monday, Wednesday, and Friday between 8:00 am and 3:00 pm at 701 Alabama Street in the Mission District and at satellite sites run by partnering

community based organizations. Delivery for homebound individuals may occur throughout San Francisco.

VI. Service Objectives

Between November 1, 2021 and June 30, 2022, Grantee will meet the following service objectives:

1. Grantee will provide a total of 1,726 service units on a weekly basis during the grant period; and,
2. Grantee will serve a total of 1,726 unduplicated clients on a weekly basis during the grant period.

VII. Outcome Objectives

Grantee will meet the following outcome objectives by the end of the Grant term (June 30, 2022):

1. At least 80% of clients liked the food based on client feedback and surveys; and,
2. At least 80% of clients expressed that the access to Grantee's food distribution decreased their food insecurity based on client feedback and surveys; and,
3. At least 80% of clients were satisfied with food choice and the locations of the grocery distributions based on client feedback and surveys.

VIII. Data Collection & Reporting Requirements

Grantee must work with assigned Program Manager to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days since the beginning of the grant term.
- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If Grantee and partnering community-based organizations distribute food at more than one site, Grantee must submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the

CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					

This template will be available for download from the CARBON system.

C. Quarterly Reporting: Grantee will enroll all clients into grantee database and will provide a quarterly report of client-level information. Grantee will enter the quarterly metrics in the CARBON database:

- by **February 15, 2022** for services provided between November 1, 2021 through January 31, 2022;
- by **May 15, 2022** for services provided between February 1, 2022 through April 30, 2022;
- and by **July 15, 2022** for services provided between May 1, 2022 through June 30, 2022.

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021). A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., Mission Food Hub, address of partnering community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race
9. Ethnicity
10. Primary Language
11. Gender identity
12. Sex at birth

13. Sexual orientation¹

14. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

D. Grantee will be required to conduct the 6-item food security survey with clients at the beginning of the grant term and at the end of the grant term, as well as the 1-item food program utilization assessment at two times during the grant period, as agreed upon with the City. The two surveys, as well as translations in Spanish and Chinese, will be available for download in CARBON. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit the aggregate results from these surveys to the City once they are complete.

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

G. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.

H. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

I. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

¹ Items 11 through 13 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

J. Grantee shall be compliant with laws related to confidentiality and privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules, to the extent applicable.

K. Grantee will develop a grievance policy with approval from HSA/COVID Food Coordination Group within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program clients.

For assistance with reporting requirements or submission of reports, contact:

Jennifer Grant
jennifer.grant@sfgov.org
Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain
Thomas.mcclain@sfgov.org
Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. **Program Monitoring:** Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

B. Fiscal Compliance and Contract Monitoring: Fiscal compliance and contract monitoring will include review of 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.

**HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY
BY PROGRAM**

Cultura y Arte Nativa de las Americas				Contract Term 11/1/21-6/30/22
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date of Mod. _____ No. of Mod. _____				
Program: Community Grocery Access/Bags				Total
Program Term	11/1/21-6/30/22			11/1/21-6/30/22
Expenditures				
Salaries & Benefits				
Operating Expense	\$ 2,478,261			\$ 2,478,261
Subtotal	\$ 2,478,261			\$ 2,478,261
Indirect Percentage (%)	15%			
Indirect Cost (Line 16 X Line 15)	\$ 371,739			\$ 371,739
Capital Expenditure				
Total Expenditures	\$ 2,850,000			\$ 2,850,000
HSA Revenues				
General Fund-Total allocated for GSU	\$ 2,850,000			\$ 2,850,000
TOTAL HSA REVENUES	\$ 2,850,000			\$ 2,850,000
Other Revenues				
In-Kind Value				
(215 Volunteers X 10 hrs/wk X 35 wks x \$19/hr)	\$ 1,429,750			\$ 1,429,750
Online Cash Donations				
(estimate over 8 months)	\$ 100,000			\$ 100,000
Total Other Revenues	\$ 1,529,750			\$ 1,529,750
Total Revenues	\$ 4,379,750			\$ 4,379,750
Prepared by:	R. Hernandez	Telephone No.: 4 Date: 10/15/2021		
HSA-CO Review Signature:	_____			
HSA #1				11/15/2007

Cultura y Arte Nativa de las Americas
Program: Community Grocery Access/Bags

Salaries & Benefits Detail

11/1/21-6/30/22

POSITION TITLE	Agency Totals		For HSA Program		For HSA Program	TOTAL
	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	
TOTALS						
FRINGE BENEFIT RATE						
EMPLOYEE FRINGE BENEFITS						
TOTAL SALARIES & BENEFITS						

Cultura y Arte Nativa de las Am
Program: Community Grocery Access/Bags

Operating Expense Detail

<u>Expenditure Category</u>	<u>TERM 11/1/21-6/30/22</u>	<u>TOTAL</u>	<u>11/1/21-6/30/22</u>
Rental of Property			
Utilities(Elec, Water, Gas, Phone, Scavenger)	\$ 40,000	\$	40,000
Office Supplies, Postage			
Building Maintenance Supplies and Repair	\$ 12,000	\$	12,000
Printing and Reproduction			
Insurance	\$ 5,000	\$	5,000
Staff Training			
Staff Travel-(Local & Out of Town)			
Rental of Equipment			
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE			
OTHER			
Food (\$39.67 GSU x 1,726 families x 35 wks)	\$ 2,396,465	\$	2,396,465
Covid 19 PPE Supplies	\$ 24,796	\$	24,796
TOTAL OPERATING EXPENSE	\$ 2,478,261	\$	2,478,261

Cultura y Arte Nativa de las Americas
Program: Community Grocery Access/Bags

11/1/21-6/30/22

Capital Expenditure Detail
(Equipment and Remodeling Cost)

EQUIPMENT		TERM	1/0/00	1/0/00	1/0/00	TOTAL
No.	ITEM/DESCRIPTION					
TOTAL EQUIPMENT COST						
R E M O D E L I N G						
Description:						
TOTAL REMODELING COST						
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)						
HSA #4						11/15/2007

Appendix A – Services to be Provided

Farming Hope

Community Grocery Access
Effective 11/01/21– 6/30/2022

I. Purpose

This purpose of this grant is to provide a grocery program to supplement the City’s food security network and improve food access and security for low-income residents in San Francisco.

II. Definitions

City	City and County of San Francisco, a municipal corporation
BIPOC	Black, Indigenous and People of Color
COVID Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
SF HSA	San Francisco Human Services Agency
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Service Unit	One grocery bag
Grantee	Farming Hope
CARBON	Contracts Administration, Reporting, and Billing On-line System
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Marginalized, low-income San Francisco residents who are food-insecure. Most of the Grantee's clients will be referred from partner community-based organizations serving families experiencing homelessness, in-risk youth, and immigrants. Clients will mostly be residents of 94124, 94103 and 94102.

IV. Description of Services and Program Requirements

Grantee will collaborate with approved sub-contractors to develop and administer a supplemental grocery program for the Target Population. Grantee shall, at minimum, meet the service objectives set forth in Section VI. Each grocery bag will provide, at minimum, fresh fruits and vegetables, protein, and grains at a rate of \$30/bag. Grantee will source groceries through food recovery and through Arcadio's Produce.

Grantee will screen and enroll all clients into Grantee's database and meet all data collection and reporting requirements set forth in section VIII. Each client may receive up to one free grocery bag weekly. The grocery bag will incorporate feedback and requests from recipients to ensure cultural relevancy and to reflect values of dignity and choice.

Grantee will ensure that the procurement of food and the packing and distribution of food meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

V. Location and Time of Services

Grantee will provide services at 149 Fell Street in San Francisco at times agreed upon by Grantee and CFCG. Grantee may transition to a different location with prior notice and agreement with CFCG.

VI. Service Objectives

1. Serve at minimum 140 unduplicated clients during grant term.
2. Distribute at minimum 4,400 service units over grant term.

VII. Outcome Objectives

Grantee will administer a consumer satisfaction survey using a survey tool approved by HSA. The survey results will be shared with HSA by July 15th or on a mutually agreed upon date between CFCG and the Grantee to measure these outcome objectives:

1. At least 85% expressed that they felt the program decreased their food insecurity.
2. At least 85% of clients were satisfied with food choices.

VIII. Data Collection and Reporting Requirements

Grantee must work with assigned Program Lead to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days of the beginning of the grant term.
- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If you distribute food at more than one site, please submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unduplicated Households	Unduplicated People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					

This template will be available for download from the CARBON system.

C. Quarterly Reporting: Grantee will enroll all clients into grantee database and will provide a quarterly report of client-level information. Grantee will enter the quarterly metrics in the CARBON database:

- by February 15, 2022 for services provided between November 1, 2021 through January 31, 2022;
- by May 15, 2022 for services provided between February 1, 2022 through April 30, 2022;
- and by July 15, 2022 for services provided between May 1, 2022 through June 30, 2022.

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021).

Grantee's quarterly report shall provide the following information:

- a. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
- b. Recipient First Name
- c. Recipient Last Name
- d. Recipient Date of Birth
- e. Recipient Address
- f. Recipient Zip Code
- g. Household Size
- h. Race
- i. Ethnicity
- j. Primary Language
- k. Gender identity
- l. Sex at birth
- m. Sexual orientation¹
- n. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services.)

A template including these fields will be available for download in CARBON.

D. The Grantee will be required to conduct the 6-item food security survey with all clients at the beginning of the grant term and at the end of the grant term, as well as the 1-item food program utilization assessment during the beginning and end of the contract term. The two surveys, as well as translations in Spanish and Chinese, will be available for download in CARBON. Contact the City if you need support getting the surveys translated into additional languages. The Grantee

¹ Items 11 through 13 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

will be required to submit the aggregate results from these surveys to the City once they are complete.

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

G. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.

H. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

I. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.

K. Grantee will develop a grievance policy with approval from HSA/CFCG.

For assistance with reporting requirements or submission of reports, contact:

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, San Francisco Human Services Agency

or

Cathy.Huang@sfgov.org

Program Lead, Food Coordination Group, San Francisco Human Services Agency

IX. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

B. Fiscal Compliance and Contract Monitoring: Fiscal compliance and contract monitoring will include review of 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.

HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Name	Term
Farming Hope	11/1/21-6/30/22

(Check One) New Renewal Modification

If modification, Effective Date of Mod. _____ No. of Mod. _____

Program: Community Grocery Access/Bags			11/1/21-6/30/22
Program Term:	11/1/21-6/30/22		Totals
Expenditures			
Salaries & Benefits	\$ 18,510		\$ 18,510
Operating Expense	\$ 181,490		\$ 181,490
Subtotal	\$ 200,000		\$ 200,000
Indirect Percentage (%)			
Indirect Cost (Line 16 X Line 15)			
Capital Expenditure			
Total Expenditures	\$ 200,000		\$ 200,000
HSA Revenues			
General Fund	\$ 200,000		\$ 200,000
TOTAL HSA REVENUES	\$ 200,000		\$ 200,000
Other Revenues			
Total Other Revenues			

Prepared by: Haley Nielsen Telephone No.: _____ Date: 10/18/21

HSA-CO Review Signature: _____

Farming Hope
 Program: Community Grocery Access/Bags
 Program Term:

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		11/1/21-6/30/22		11/1/21-6/30/22	
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (8 months)		TOTAL	
Operations Director	\$84,000	1.00	10%	0.10	\$ 5,600		\$ 5,600	
Assistant General Manager	\$60,000	1.00	10%	0.10	\$ 4,000		\$ 4,000	
Kitchen Manager	\$60,000	1.00	10%	0.10	\$ 4,000		\$ 4,000	
Apprentice	\$37,440	0.50	10%	0.05	\$ 1,248		\$ 1,248	
Apprentice	\$37,440	0.50	10%	0.05	\$ 1,248		\$ 1,248	
TOTALS	\$ 278,880	4.00	50%	0.40	\$ 16,096		\$ 16,096	

FRINGE BENEFIT RATE	15%				\$ 2,414		\$ 2,414
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TOTAL SALARIES & BENEFITS					\$ 18,510		\$ 18,510
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HSA #2

Farming Hope

Program: Community Grocery Access/Bags

Program Term:

Operating Expense Detail

<u>Expenditure Category</u>	<u>11/1/21-6/30/22</u>			<u>11/1/21-6/30/22</u>
Rental of Property	\$ 13,467			\$ 13,467
Utilities (Elec/Water/Gas/Phone/Garbage/WiFi)				
Office Supplies (incl. Postage)				
Maintenance Supplies/Repair				
Printing, Reproduction, Outreach				
Insurance				
Staff Training				
Staff/Volunteer Travel (Local & Out of Town)				
Rental/Lease of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
Food (approx 4400 bags @ approx \$30/bag)	\$ 168,023			\$ 168,023
TOTAL OPERATING EXPENSE	\$ 181,490			\$ 181,490

Farming Hope
Program: Community Grocery Access/Bags

Term: 11/1/21-6/30/22

Program Expenditure Detail

EQUIPMENT		TERM	11/1/21-6/30/22			TOTAL
No.	ITEM/DESCRIPTION					
TOTAL EQUIPMENT COST						
R E M O D E L I N G						
Description:						
TOTAL REMODELING COST						
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)						
HSA #4						10/15/2021

Appendix A – Services to be Provided

HOMEY

Community Grocery Access
November 1, 2021 – June 30, 2022

I. Purpose of Grant

The purpose of this grant is to provide culturally appropriate and nutritious groceries to individuals within programs coordinated by Grantee HOMEY, the Mission Meals Coalition, and the Food as Medicine Collaborative.

II. Definitions

City	City and County of San Francisco, a municipal corporation
BIPOC	Black, Indigenous and People of Color
COVID Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally appropriate meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
SF HSA	San Francisco Human Services Agency
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Service Unit	One food bag/box or meal
Grantee	Homies Organizing the Mission to Empower Youth (“HOMEY”)
CARBON	Contracts Administration, Reporting, and Billing On-line System
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data

	concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).
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III. Target Population

Marginalized, low-income, limited English proficiency, BIPOC and/or immigrant populations facing barriers to food access within San Francisco.

IV. Description of Services

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

Grantee and Arcadio's Produce will coordinate a multi-sector collaboration of service providers within San Francisco. Arcadio's Produce will source nutritious and culturally appropriate groceries to program participants being served in three sets of programs:

1. Homies Organizing the Mission to Empower Youth (HOMEY);
2. Mission Meals Coalition (MMC); and
3. Food as Medicine Collaborative (FMC).

Grantee is a San Francisco-based organization with more than twenty years of organizing in San Francisco's Mission District. Grantee distributes groceries from a Mission District pick-up location on Saturdays from 11:00 am to 2:00 pm and dispatches delivery drivers.

Mission Meals Coalition is a mutual aid collective of twenty-five BIPOC San Francisco organizers, community groups, schools, and small businesses dedicated to connecting SF Bay Area community members to food resources on a weekly basis. Mission Meals Coalition distributes groceries from a Mission District pick-up location on Sundays from 11:00 am to 5:00 pm and Monday through Sunday by referral between 9:00 am and 12:00 pm. They also dispatch delivery drivers from this location. Finally, Mission Meals runs a Baby Food Pharmacy (Mission Minis), Free Farmers Markets, a Free Community Fridge, and a Diabetes Food Pharmacy.

Food as Medicine Collaborative is a multi-sector coalition of over twenty organizations bridging healthcare and food systems to address food insecurity, inspire long-term healthy behaviors, and advance health equity. Food as Medicine Collaborative works with sixteen food pharmacy programs located at ten clinics within five health systems, serving primarily the Southeastern sector of San Francisco, SOMA, and the Tenderloin.

Grantee will ensure that the procurement of food and the packing and distribution of groceries and meals meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

HOMEY

Community Grocery Access

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Appendix A

V. Location and Time of Services

Grantee's and Mission Meals Coalition's services are primarily provided and/or received in District 9, zip code 94110. Additionally, their services reach and/or serve people in 94102, 94108, 94112, 94123, and 94124.

The Food as Medicine Collaborative programming occurs in 94103, 94110, 94112, 94115, 94124, and 94134.

Timing of services will be determined by each program.

VI. Service Objectives

Between November 1, 2021 and June 30, 2022, Grantee will meet the following service objectives:

1. Provide a total of 14,000 service units to at least 700 unduplicated Grantee households;
2. Provide 12,000 service units to at least 1,000 unduplicated Mission Meals Coalition households; and,
3. Provide 8,112 service units to at least 526 unduplicated Food as Medicine Collaborative households.

VII. Outcome Objectives

Grantee will meet the following outcome objectives, by the end of the Grant term (June 30, 2022).

Grantee Programming:

1. At least 80% of clients report satisfaction with quality of groceries provided; and,
2. At least 70% of clients felt the food they were provided was culturally appropriate for their household; and,

Mission Meals Coalition Programming:

1. At least 70% of clients report satisfaction with quality of groceries provided; and,
2. At least 70% of clients felt the food they were provided was culturally appropriate for their household; and,
3. At least 50 people registered and attended a quarterly diabetes and education workshop.

Food as Medicine Collaborative Programming:

HOMEY

Community Grocery Access

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Appendix A

1. At least 80% of clients report eating healthier;
2. At least 80% feel more integrated with the community; and,
3. At least 80% of participants report being more likely to seek care at the clinic.

VIII. Data Collection & Reporting Requirements

Grantee must work with assigned Program Manager to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days since the beginning of the grant term.
- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If Grantee distributes food at more than one site, Grantee must submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					

This template will be available for download from the CARBON system.

C. Quarterly Reporting: Grantee will enroll all clients into grantee database and will provide a quarterly report of client-level information. Grantee will enter the quarterly metrics in the CARBON database:

- Due by **February 15, 2022** for services provided between November 1, 2021 through January 31, 2022;
- Due by **May 15, 2022** for services provided between February 1, 2022 through April 30, 2022;

- and due by **July 15, 2022** for services provided between May 1, 2022 through June 30, 2022.

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021). A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race
9. Ethnicity
10. Primary Language
11. Gender identity
12. Sex at birth
13. Sexual orientation¹
14. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

D. Grantee will be required to conduct the 6-item food security survey with clients at the beginning of the grant term and at the end of the grant term, as well as the 1-item food program utilization assessment at two times during the grant period, as agreed upon with the City. The two surveys, as well as translations in Spanish and Chinese, will be available for download in CARBON. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit the aggregate results from these surveys to the City once they are complete.

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the

¹ Items 11 through 13 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

G. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.

H. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

I. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

J. Grantee shall be compliant with laws related to confidentiality and privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules, to the extent applicable.

K. Grantee will develop a grievance policy with approval from HSA/COVID Food Coordination Group within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program clients.

For assistance with reporting requirements or submission of reports, contact:

Jennifer Grant
jennifer.grant@sfgov.org
Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain
Thomas.mcclain@sfgov.org
Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. **Program Monitoring:** Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;

- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

B. Fiscal Compliance and Contract Monitoring: Fiscal compliance and contract monitoring will include review of 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

NAME: HOMIES ORGANIZING THE MISSION TO EMPOWER YOUTH	11/1/21 - 6/30/22

(Check One) New Renewal Modification
 If modification, Effective Date of Mod. No. of Mod.

Program: Community Grocery Access/Bags				
Budget Reference Page No.(s)				Total
Program Term	11/1/21 - 6/30/22			11/1/21 - 6/30/22
Expenditures				
Salaries & Benefits				
Operating Expense	\$ 1,304,348			\$ 1,304,348
Subtotal	\$ 1,304,348			\$ 1,304,348
Indirect Percentage (%)	15%			
Indirect Cost (Line 16 X Line 15)	\$ 195,652			\$ 195,652
Capital Expenditure				
Total Expenditures	\$ 1,500,000			\$ 1,500,000
HSA Revenues				
General Fund	\$ 1,500,000			\$ 1,500,000
TOTAL HSA REVENUES	\$ 1,500,000			\$ 1,500,000
Other Revenues				
Total Other Revenues				
Full Time Equivalent (FTE)				
Prepared By:	R. Alfaro	Telephone No.:	415.861.1600	Date: 10/13/2021
HSA-CO Review Signature: _____				
HSA #1				10/25/2016

NAME: HOMIES ORGANIZING THE MISSION TO EMPOWER YOUTH
Program: Community Grocery Access/Bags

Salaries & Benefits Detail

TERM: 11/1/21 - 6/30/22

POSITION TITLE	Agency Totals		HSA Program		HSA Program	TOTAL
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	
TOTALS		0.00	0%			
FRINGE BENEFIT RATE	\$0					
EMPLOYEE FRINGE BENEFITS					\$ -	\$0
TOTAL SALARIES & BENEFITS						

NAME: HOMIES ORGANIZING TI
 Program: Community Grocery Access/Bags

Operating Expense Detail

<u>EXPENDITURE CATEGORY</u>	11/1/21 - 6/30/22		TOTAL
			11/1/21 - 6/30/22
Rent/Occupancy			
Utilities(Elec, Water, Gas, Phone, Garbage)			
Office Supplies, Postage			
Building Maintenance Supplies and Repair			
Printing and Reproduction			
Insurance			
Staff Training			
Staff Travel-(Local & Out of Town)			
Rental of Equipment			
<u>CONSULTANT/SUBCONTRACTOR</u>			
<u>OTHER</u>			
Food Boxes/Bags	\$ 1,304,348		\$ 1,304,348
(avg \$38.24/box x 34,112 boxes)			
TOTAL OPERATING EXPENSE	\$ 1,304,348		\$ 1,304,348

NAME: HOMIES ORGANIZING THE MISSION TO EMPOWER YOUTH
Program: Community Grocery Access/Bags

Program Expenditure Detail

EQUIPMENT		TERM	11/1/21 - 6/30/22			TOTAL
No.	ITEM/DESCRIPTION					
TOTAL EQUIPMENT COST						
R E M O D E L I N G						
Description:						
TOTAL REMODELING COST						
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)						
HSA #4		10/25/2016				

Appendix A – Services to be Provided

La Raza Community Resource Center

Community Grocery Access
November 1, 2021 – June 30, 2022

I. Purpose of Grant

The purpose of this grant is to address food insecurity stemming from COVID-19 among San Francisco’s Latino and immigrant communities.

II. Definitions

City	City and County of San Francisco, a municipal corporation
BIPOC	Black, Indigenous and People of Color
COVID Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
SF HSA	San Francisco Human Services Agency
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Service Unit	One food bag/box or meal
Grantee	La Raza Community Resource Center
CARBON	Contracts Administration, Reporting, and Billing On-line System
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the

	sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).
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III. Target Population

Low-income BIPOC and/or immigrant communities facing food insecurity from the COVID-19 pandemic. The majority of participants targeted will be from the following zip codes: 94110, 94112, 94124, 94102, and 94103.

IV. Description of Services

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

This grant funding will support the North Mission Collaborative in expanding outreach, service connection, and food pantry service for two neighborhood food pantries. The Collaborative consists of Grantee, The Women's Building (Sub-Grantee), Mission Graduates (Sub-Grantee), Mission Hiring Hall, 18 Reasons (Sub-Grantee), and Arcadio's Produce.

Grantee will host a once-weekly food pantry on Wednesdays and a once-monthly food pantry on a Saturday. Grantee will provide a total of 12,250 service units during the grant period. November and December will use existing resources from Arcadio's and the SF Marin Food Bank. The funds from this grant will support 9,100 service units from January through June 2022. This portion will supplement \$17.40/bag.

Sub-Grantee Women's Building will host a twice-weekly food pantry. Sub-Grantee Women's Building will provide a total of 6,750 service units during the grant period. November and December will use existing resources from Arcadio's and the SF Marin Food Bank. The funds from this grant will support 4,750 service units from January through June 2022. This portion will supplement \$17.40/bag.

Sub-Grantee Mission Graduates will promote Collaborative programming and will conduct outreach at San Francisco elementary and middle schools. Sub-Grantee Mission Graduates will provide four Community Workers to provide support to clients attending the Saturday food distributions by sharing information about other community and educational resources.

Mission Hiring Hall will serve as a referral partner for the food pantries and will connect clients referred from other Collaborative partners to employment services.

Sub-Grantee 18 Reasons will host free food education programming for Collaborative clients.

Arcadio's Produce as a vendor will supply the food for the grocery bags and Grantee and Sub-Grantees will supplement each bag with in-kind contributions from the SF Marin Food Bank.

Each grocery bag distributed by Grantee and Sub-Grantee Women's Building will consist of culturally-appropriate, nutritious, and organic, locally-grown foods. The cost per bag (including food supplied by Arcadio's and in-kind contributions from the SF Marin Food Bank) associated with this grant's funding shall not exceed \$30.

Grantee will coordinate and lead monthly meetings with the Collaborative. Grantee will have on file a contract with all sub-Grantees.

Grantee will ensure that the procurement of food and the packing and distribution of food meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet client needs.

V. Location and Time of Services

Both Grantee's and Sub-Grantee- Women's Building's food pantries shall take place in the Mission neighborhood, zip code 94110. Days and timing of service shall be determined by Grantee and Sub-Grantees based on service need.

VI. Service Objectives

Between November 1, 2021 and June 30, 2022, Grantee will meet the following service objectives:

1. Grantee will provide a total of 12,250 service units during the grant period;
2. Sub-Grantee- Women's Building will provide a total of 6,750 service units during the grant period;
3. Sub-Grantee- Mission Graduates and 18 Reasons will produce at least three virtual workshops during the grant period featuring a Community Worker to share recipes and food storage recommendations; and,
4. Sub-Grantee- Mission Graduates will refer 100 families to neighborhood food pantries through in-person outreach at schools.

VII. Outcome Objectives

Grantee will meet the following outcome objectives by the end of the Grant term (June 30, 2022):

1. At least 80% of clients liked the meal/food based on client feedback;
2. At least 80% of clients expressed that the access to Collaborative food distribution and service connection service decreased their food insecurity; and,
3. At least 80% of clients were satisfied with food choice and the locations of Collaborative grocery distributions.

VIII. Data Collection & Reporting Requirements

Grantee must work with assigned Program Manager to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days since the beginning of the grant term.
- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If Grantee and sub-Grantees distribute food at more than one site, Grantee must submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					

This template will be available for download from the CARBON system.

C. Quarterly Reporting: Grantee will enroll all clients into grantee database and will provide a quarterly report of client-level information. Grantee will enter the quarterly metrics in the CARBON database:

- by **February 15, 2022** for services provided between November 1, 2021 through January 31, 2022;
- by **May 15, 2022** for services provided between February 1, 2022 through April 30, 2022;
- and by **July 15, 2022** for services provided between May 1, 2022 through June 30, 2022.

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021). A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race
9. Ethnicity
10. Primary Language
11. Gender identity
12. Sex at birth
13. Sexual orientation¹
14. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

D. Grantee will be required to conduct the 6-item food security survey with clients at the beginning of the grant term and at the end of the grant term, as well as the 1-item food program utilization assessment at two times during the grant period, as agreed upon with the City. The two surveys, as well as translations in Spanish and Chinese, will be available for download in CARBON. Contact the

¹ Items 11 through 13 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit the aggregate results from these surveys to the City once they are complete.

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

G. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.

H. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

I. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

J. Grantee shall be compliant with laws related to confidentiality and privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules, to the extent applicable.

K. Grantee will develop a grievance policy with approval from HSA/COVID Food Coordination Group within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program clients.

For assistance with reporting requirements or submission of reports, contact:

Jennifer Grant
jennifer.grant@sfgov.org
Contract Manager, Office of Contract Management, San Francisco Human Services Agency

or

Tommy McClain
Thomas.mcclain@sfgov.org
Program Manager, Food Coordination Group, San Francisco Human Services Agency

IX. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

B. Fiscal Compliance and Contract Monitoring: Fiscal compliance and contract monitoring will include review of 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.

	A	B	C	D	E
1	Appendix B, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	La Raza Community Resource Center - North Mission Collaborative			Term	
6				11/1/21-6/30/22	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod. No. of Mod.				
9	Program: Community Grocery Access/Bags				
10					Total
11	Program Term	11/1/21-6/30/22			11/1/21-6/30/22
12	Expenditures				
13	Salaries & Benefits	\$	37,333		\$ 37,333
14	Operating Expense	\$	390,928		\$ 390,928
15	Subtotal	\$	428,261		\$ 428,261
16	Indirect Percentage (%)		15%		
17	Indirect Cost (Line 16 X Line 15)	\$	64,238		\$ 64,238
18	Capital Expenditure	\$	7,500		\$ 7,500
19	Total Expenditures	\$	500,000		\$ 500,000
20	HSA Revenues				
21	General Fund	\$	500,000		\$ 500,000
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$	500,000		\$ 500,000
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Other Revenues				
37					
39	Prepared by: Gabriel Medina Telephone No.: 415-690-6992 Date 10/20/2021				
40	HSA-CO Review Signature: _____				
41	HSA #1				10/25/2016

	A	B	C	D	E	G	H	I
1	Appendix B, Page 2							
2								
3								
4	La Raza Community Resource Center - North Mission Collaborative							
5	Program: Community Grocery Access/Bags							
6								
7	Salaries & Benefits Detail							
8								
9								
10		11/1/21-6/30/22				11/1/21-6/30/22		
		Agency Totals		HSA Program				TOTAL
11	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (pro-rated 8 mos)		
12	LRCRC Employee	\$56,000	100%	80%	80%	\$ 29,867		\$ 29,867
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29	TOTALS		1.00	80%	0.80	\$ 29,867		\$ 29,867
30								
31	FRINGE BENEFIT RATE	25%						
32	EMPLOYEE FRINGE BENEFITS					\$ 7,467		\$ 7,467
33								
34								
35	TOTAL SALARIES & BENEFITS					\$ 37,333		\$ 37,333
36	HSA #2	10/25/2016						

	A	B	C	D	E	F	G	H	I	J	K	
1	Appendix B, Page 3											
2												
3												
4	La Raza Community Resource Center - North Mission Collaborative											
5	Program: Community Grocery Access/Bags											
6												
7	Operating Expense Detail											
8												
9												
10												
11												
12	<u>Expenditure Category</u>	TERM 11/1/21-6/30/22									TOTAL	
13	Rental of Property	_____									_____	
14	Utilities(Elec, Water, Gas, Phone, Garbage)	_____									_____	
15	Office Supplies, Postage	_____									_____	
16	Building Maintenance Supplies and Repair	_____									_____	
17	Printing and Reproduction	\$	1,000	_____							\$	1,000
18	Stipends	\$	7,500	_____							\$	7,500
19	Volunteer Appreciation	\$	1,000	_____							\$	1,000
20	Staff Travel-(Local & Out of Town)	_____									_____	
21	Rental of Equipment	_____									_____	
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE											
23	Mission Graduates	\$	7,500	_____							\$	7,500
24	18 reasons (Cooking & nutrition workshops)	\$	12,300	_____							\$	12,300
25	The Women's Building	\$	102,000	_____							\$	102,000
26	_____											
27	_____											
28	OTHER											
29	_____											
30	Culturally Relevant Grocery Items	\$	244,128	_____							\$	244,128
31	Grocery Distribution Supplies	\$	15,500	_____							\$	15,500
32	_____											
33	_____											
34	_____											
35	_____											
36	TOTAL OPERATING EXPENSE	\$	390,928	_____							\$	390,928
37												
38	HSA #3										10/25/2016	

	A	B	C	D	E	F
1	Appendix B, Page 4					
2						
3						
4	La Raza Community Resource Center - North Mission Collaborative					
5	Program: Community Grocery Access/Bags					
6	11/1/21-6/30/22					
7	Program Expenditure Detail					
8						
9						TOTAL
10	EQUIPMENT	TERM	11/1/21-6/30/22			11/1/21-6/30/22
11	No.	ITEM/DESCRIPTION				
12	1	LRCRC Refrigerator	\$ 7,500			\$ 7,500
13						
14						
15						
16						
17						
18						
19						
20	TOTAL EQUIPMENT COST		\$ 7,500			\$ 7,500
21						
22	REMODELING					
23	Description:					
24						
25						
26						
27						
28						
29	TOTAL REMODELING COST					
30						
31	TOTAL CAPITAL EXPENDITURE		\$ 7,500			\$ 7,500
32	(Equipment and Remodeling Cost)					
33	HSA #4					10/25/2016

Appendix A – Services to be Provided

Tenderloin Neighborhood Development Corporation

Community Grocery Access
Effective 11/01/21– 6/30/2022

I. Purpose

This grant will provide a grocery program to supplement the City’s food security network and improve food access and security for low-income residents in San Francisco.

II. Definitions

City	City and County of San Francisco, a municipal corporation
BIPOC	Black, Indigenous and People of Color
COVID Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
SF HSA	San Francisco Human Services Agency
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Service Unit	One grocery bag
Grantee	Tenderloin Neighborhood Development Corporation (TNDC)
TASP	Tenderloin After-School Program
CARBON	Contracts Administration, Reporting, and Billing On-line System
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Low-income and food insecure San Franciscans in the following zip codes: 94102, 94103, 94115 and 94158.

IV. Description of Services and Program Requirements

Grantee will administer and maintain a supplemental grocery program for the Target Population. Grantee will distribute grocery bags through their Tenderloin After-School Program (TASP), their three existing community pantries, and five of their family buildings. Grantee shall, at minimum, meet the service objectives set forth in Section VI. Each grocery bag will provide, at minimum, fresh fruits and vegetables, protein, and grains at a rate of approximately \$32/bag.

Grantee will screen and enroll all clients into Grantee's database and meet all data collection and reporting requirements set forth in section VIII. Each client may receive up to one free grocery bag weekly, though frequency may differ among the various distribution sites based on client feedback and preference.

Grantee will ensure that the procurement of food and the packing and distribution of food meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

V. Location and Time of Services

Grantee will provide services in the Tenderloin, Western Addition, Mission Bay, and SOMA neighborhoods in San Francisco at times agreed upon by Grantee and CFCG.

- TASP is in the Tenderloin (zip code 94102).
- The Central Tenderloin Neighborhood Pantry and Supportive Housing Pantry both operate out of the Tenderloin (zip code 94102).
- The Willie B. Kennedy pantry operates out of Western Addition (zip code 94115).
- Five low-income buildings for families:
 - 222 Taylor is in the Tenderloin (zip code 94102)
 - 1036 Mission Bay, SOMA Studios, and SOMA Family Apartments are in South of Market (zip code 94103)

- 626 Mission Bay Boulevard North is in Mission Bay (zip code 94158)

VI. Service Objectives

1. Serve at minimum 285 unduplicated clients during grant term.
2. Distribute at minimum 5,280 service units over grant term.

VII. Outcome Objectives

Grantee will administer a consumer satisfaction survey using a survey tool approved by HSA. The survey results will be shared with HSA by July 15th or on a mutually agreed upon date between CFCG and the Grantee to measure these outcome objectives:

1. At least 85% expressed that they felt the program decreased their food insecurity.
2. At least 85% of clients were satisfied with food choices.
3. At least 85% of clients were satisfied with the quality of food items provided.

VIII. Data Collection and Reporting Requirements

Grantee must work with assigned Program Lead to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days since the beginning of the grant term.
- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If you distribute food at more than one site, please submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unduplicated Individuals	Unduplicated Households	Year to Date Individuals	Year to Date Households
November					
December					
January					
February					
March					
April					
May					
June					

This template will be available for download from the CARBON system. Grantee shall also submit a monthly breakdown of voucher redemption by restaurant.

- C. Quarterly Reporting: Grantee will enroll all clients into grantee database and will provide a quarterly report of client-level information. Grantee will enter the quarterly metrics in the CARBON database:
- by **February 15, 2022** for services provided between November 1, 2021 through January 31, 2022;
 - by **May 15, 2022** for services provided between February 1, 2022 through April 30, 2022;
 - and by **July 15, 2022** for services provided between May 1, 2022 through June 30, 2022.

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021). A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's quarterly report shall provide the following information:

1. Recipient First Name
2. Recipient Last Name
3. Recipient Date of Birth
4. Recipient Address
5. Recipient Zip Code
6. Household Size
7. Race
8. Ethnicity
9. Primary Language
10. Gender identity
11. Sex at birth

12. Sexual orientation¹

13. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services.)

A template including these fields will be available for download in CARBON.

- D. The Grantee will be required to conduct the 6-item food security survey with all clients at the beginning of the grant term and at the end of the grant term, as well as the 1-item food program utilization assessment during the beginning and end of the contract term. The two surveys, as well as translations in Spanish and Chinese, will be available for download in CARBON. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit the aggregate results from these surveys to the City once they are complete.
- E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.
- H. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.
- I. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.

¹ Items 11 through 13 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

K. Grantee will develop a grievance policy with approval from HSA/CFCG.

For assistance with reporting requirements or submission of reports, contact:

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management

or

Cathy.Huang@sfgov.org

Program Manager, Food Coordination Group

IX. Monitoring Activities

A. **Program Monitoring**: Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

B. **Fiscal Compliance and Contract Monitoring**: Fiscal compliance and contract monitoring will include review of 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.

	A	B	C	D	E
1	Appendix B, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name			Term	
6	Tenderloin Neighborhood Development Corporation (TNDC)			11/01/21-06/30/22	
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: Community Grocery Access/Bags				
10					11/01/21-06/30/22
11	Program Term	11/01/21-06/30/22			Total
12	Expenditures				
13	Salaries & Benefits				
14	Operating Expense	\$ 260,870			\$ 260,870
15	Subtotal	\$ 260,870			\$ 260,870
16	Indirect Percentage (%)	15%			
17	Indirect Cost (Line 16 X Line 15)	\$ 39,130			\$ 39,130
18	Capital Expenditure				
19	Total Expenditures	\$ 300,000			\$ 300,000
20	HSA Revenues				
21	General Fund	\$ 300,000			\$ 300,000
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$ 300,000			\$ 300,000
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Other Revenues				
37	Full Time Equivalent (FTE)				
39	Prepared by: Kate Peltier		Telephone No.: (415) 358-3937		Date 10/15/2021
40	HSA-CO Review Signature: _____				
41	HSA #1				10/25/2016

	A	B	C	D	E	F	H	I
1	Appendix B, Page 2							
2								
3								
4	Tenderloin Neighborhood Development Corporation (TNDC)							
5	Program: Community Grocery Access/Bags							
6								
7	Salaries & Benefits Detail							
8								
9	11/01/21-06/30/22							
10		Agency Totals		HSA Program		HSA Program		TOTAL
11	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary		
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29	TOTALS							
30								
31	FRINGE BENEFIT RATE							
32	EMPLOYEE FRINGE BENEFITS							
33								
34								
35	TOTAL SALARIES & BENEFITS							
36	HSA #2							10/25/2016

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3											
4	Tenderloin Neighborhood I										
5	Program: Community Grocery Access/Bags										
6											
7	Operating Expense Detail										
8											
9											
10											
11											
12	<u>Expenditure Category</u>	TERM 11/01/21-06/30/22									TOTAL 11/01/21-06/30/22
13	Rental of Property										
14	Utilities(Elec, Water, Gas, Phone, Garbage)										
15	Office Supplies, Postage										
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction										
18	Insurance										
19	Staff Training										
20	Staff Travel-(Local & Out of Town)										
21	Rental of Equipment										
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											
24											
25											
26											
27	OTHER										
28											
29	Reusable Grocery Bags				\$	3,030					\$ 3,030
30	Refillable Water Bottles				\$	2,000					\$ 2,000
31	Food: Grocery boxes (TASP)				\$	40,960					\$ 40,960
32	Food: Grocery boxes (buildings/pantries)				\$	110,080					\$ 110,080
33	Food: Grocery box supplements (TASP)				\$	9,600					\$ 9,600
34	Food: Additional Proteins (TASP)				\$	11,200					\$ 11,200
35	Food: Additional Proteins (pantries)				\$	84,000					\$ 84,000
36	TOTAL OPERATING EXPENSE				\$	260,870					\$ 260,870
37											
38	HSA #3										10/25/2016

	A	B	C	D	E	F
1	Appendix B, Page 4					
2						
3						
4	Tenderloin Neighborhood Development Corporation (TNDC)					
5	Program: Community Grocery Access/Bags					
6						
7	Program Expenditure Detail					
8						
9						TOTAL
10	EQUIPMENT	TERM	11/01/21-06/30/22			
11	No.	ITEM/DESCRIPTION				
12						
13						
14						
15						
16						
17						
18						
19						
20	TOTAL EQUIPMENT COST					
21						
22	R E M O D E L I N G					
23	Description:					
24						
25						
26						
27						
28						
29	TOTAL REMODELING COST					
30						
31	TOTAL CAPITAL EXPENDITURE					
32	(Equipment and Remodeling Cost)					
33	HSA #4					10/25/2016

Appendix A – Services to be Provided

The Regents of the University of California, San Francisco (UCSF)

Community Grocery Access
Effective 11/01/21– 6/30/2022

I. Purpose

This grant will provide a grocery voucher program to supplement the City’s food security network and improve food access and security for low-income residents in San Francisco.

II. Definitions

City	City and County of San Francisco, a municipal corporation
BIPOC	Black, Indigenous and People of Color
COVID Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
SF HSA	San Francisco Human Services Agency
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Service Unit	One distributed grocery voucher
Grantee	The Regents of the University of California, San Francisco (UCSF)
CARBON	Contracts Administration, Reporting, and Billing On-line System
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Low-income San Francisco residents in the following neighborhoods/zip codes based on the five zip codes with the highest pandemic unemployment claims:

Neighborhood	Zip Code
Ingleside/Excelsior/OMI	94112
Bayview/Hunters Point	94124
Visitacion Valley/Portola	94134
Mission/Bernal Heights	94110
Sunset	94122

As well as low-income San Francisco residents in the following neighborhoods/zip codes based on the three zip codes with the highest percent of total residents below 200% Federal Poverty Line:

Neighborhood	Zip Code
Treasure Island	94130
Hayes Valley/Civic Center/Tenderloin	94102
South of Market	94103

IV. Description of Services and Program Requirements

Grantee will administer a grocery voucher program in San Francisco for the Target Population. Voucher recipients may redeem vouchers at Grantee's network of 30+ grocery vendors for any food item excluding alcohol and sugar-sweetened beverages as defined in Chapter 101 of the City's Administrative Code. Grocery vendors will offer a variety of culturally-appropriate foods. Grantee shall, at minimum, meet the service objectives set forth in Section VI.

Grantee will develop and maintain partnerships with 15+ community sites (including but not limited to community-based organizations, hospitals, and clinics) to distribute grocery vouchers. Grantee shall work with distributors to ensure individual recipients sign a confirmation of receipt of vouchers. Grantee will supply community sites with pre-printed vouchers and program materials, offer technical assistance and support, and analyze collected data. The Grantee will also ask open-ended questions to partner distributors such as "What was liked and what could be improved about the program?" and incorporate feedback where feasible.

Grantee or Grantee's partner distributors will screen and enroll all clients into Grantee's database and meet all data collection and reporting requirements set forth in section VIII. Each voucher will have a \$10 value. Clients enrolled in the program will receive 24-56 vouchers (for a total of \$240-560 during the grant period) depending on household size and need. Grantee will maintain a record of enrolled clients and voucher distribution.

Grantee may be asked by the CFCG to expand their grocery vendor network once during the grant term. Grantee will ensure that all grocery vendors are in good standing with the California Department of Public Health.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

HSA acknowledges the extended amount of time necessary to collect voucher data from partner distributors and grocery vendors, and the deadlines in this grant reflect a mutually-agreed upon timeline between the CFCG and the Grantee.

V. Location and Time of Services

Vouchers will be distributed at partner community sites in San Francisco that are easily accessible to program participants.

Vouchers can be redeemed at the discretion of program participants any day of the week at participating grocery vendors during their normal operating hours.

VI. Service Objectives

During the grant term, Grantee will meet the following service objectives:

1. Serve at minimum 22,000 unduplicated clients during grant term.
2. Distribute at minimum 132,500 vouchers over grant term.
3. Offer at least 30 participating grocery vendors at which program participants can redeem vouchers.
4. Partner with at least 15 community sites to distribute vouchers.

VII. Outcome Objectives

Grantee will administer a survey with partner distributors to assess program impact. The survey results will be shared with HSA by July 15th, 2022 or on a mutually agreed upon date between CFCG and the Grantee to measure these outcome objectives:

1. At least 85% of surveyed partner distributors indicated the service was helpful or very helpful to their clients.

2. At least 85% of surveyed partner distributors indicated the service was easy to use for their clients.
3. At least 85% of surveyed partner distributors indicated the service met the cultural needs of their clients.

In addition, Grantee will submit final redemption data to HSA by October 22, 2022 to measure the following outcome objectives:

1. At least 85% of distributed grocery vouchers were redeemed
2. At least 10% of vouchers were redeemed at small BIPOC-owned/operated vendors.

VIII. Data Collection and Reporting Requirements

Grantee must work with assigned Program Manager to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days of the beginning of the grant term.
- B. Aggregate Reporting: Grantee will provide a twice yearly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served (all by month), as well as unique clients and households served year-to-date, and any redemption estimates that are available. If Grantee distributes vouchers at more than one site, Grantee must submit the report by site, and in aggregate. Grantee shall use the following template for reporting:

Month	Units of Service	Unduplicated Individuals	Unduplicated Households	Year to Date Individuals	Year to Date Households
November					
December					
January					
February					
March					
April					
May					
June					

This template will be available for download from the CARBON system. Grantee will enter the metrics in the CARBON database:

- by **April 30, 2022** for services provided between November 1, 2022 through March 31, 2022;
- and by **July 22, 2022** for services provided between April 1, 2022 through June 30, 2022.

Finally, the Grantee shall submit a list of proposed distribution sites for the City to review by **Dec 1, 2021**. Information for each distribution site should include the target population/demographics and geography of the recipients.

C. Client-Level Reporting: Grantee will collect client-level information of voucher recipients from partner providers. A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's client-level report shall provide the following information:

1. Voucher Distribution Site
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Zip Code
6. Household Size
7. Race & Ethnicity
8. Gender Identity, Sex at Birth, & Sexual Orientation¹

A template including these fields will be available for download in CARBON.

Grantee will enter the report in the CARBON database:

- by **April 30, 2022** for services provided between November 1, 2022 through March 31, 2022;
- and by **July 22, 2022** for services provided between April 1, 2022 through June 30, 2022.

D. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 22nd of the month following the end of the program year. Grantee shall also submit a summary of total redemption and a breakdown of voucher redemption by grocery vendor by **October 22, 2022**, or sooner if available.

¹ Items 11 through 13 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

E. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

F. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG, not to extend beyond basic reporting within the scope of work with adequate time to prepare, and that does not require additional data collection. If available, Grantee can submit estimates of voucher distribution and households served data in between formal reporting deadlines in April, July, and October 2022.

G. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

H. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

I. Grantee shall be compliant with laws related to confidentiality and privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules, to the extent applicable.

J. Grantee will develop a grievance policy with approval from HSA/CFCG.

For assistance with reporting requirements or submission of reports, contact:

Jennifer.Grant@sfgov.org
Contract Manager, Office of Contract Management

or

Cathy.Huang@sfgov.org
Program Manager, Food Coordination Group

IX. Monitoring Activities

A. Program Monitoring: Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);

- Food procurement policies and planning, if applicable;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys), if applicable;
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material), if applicable; and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

B. **Fiscal Compliance and Contract Monitoring:** Fiscal monitoring will include review of the Grantee's organizational budget, 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 the Personnel Manual, Emergency Operations Plan, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E	F
1	Appendix B, Page					
2	Document Date: 10/19/2021					
3	HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY					
4	BY PROGRAM					
5	Contractor's Name			Contract Term		
6	UCSF (EatSF)			11/1/21 - 6/30/22		
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>					
8	If modification, Effective Date of Mod. No. of Mod.					
9	Program: Prepared Meal Support Services/Vouchers					
10						Total
11	Program Term:	11/1/21-6/30/22			11/1/21 - 6/30/22	
12	Expenditures					
13	Salaries & Benefits	\$ 129,083			\$ 129,083	
14	Operating Expense	\$ 23,091			\$ 23,091	
15	Subtotal	\$ 152,174			\$ 152,174	
16	Indirect Percentage (%)	15%				
17	Indirect Cost (Line 16 X Line 15)	\$ 22,826.09			\$ 22,826	
18	Food Vouchers	\$ 1,325,000			\$ 1,325,000	
19	Capital Expenditure					
20	Total Expenditures	\$ 1,500,000			\$ 1,500,000	
21	HSA Revenues					
22	General Fund	\$ 1,500,000			\$ 1,500,000	
23						
24						
25						
26						
27						
28						
29						
30	TOTAL HSA REVENUES	\$ 1,500,000			\$ 1,500,000	
31	Other Revenues					
32						
33						
34						
35						
36	Total Other Revenues					
37						
39	Prepared by: Lea Troeh	Telephone No.:		Date: 10/19/21		
40	HSA-CO Review Signature:	_____				
41	HSA #1					11/15/2007

	A	B	C	D	E	F	H	I	J
1									
2									
3									
4	UCSF (EatSF)								
5	Program: Prepared Meal Support Services/Vouchers								
6									
7	Salaries & Benefits Detail								
8									
9									
10									
11		Agency Totals		For HSA Program		For HSA Program		TOTAL	
12	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary 11/1/21-6/30/22		11/1/21 to 6/30/22	
13	Principal Investigator	\$289,576	100%	1%	0.01	\$ 1,931		\$ 1,931	
14	Executive Director	\$144,528	100%	20%	0.20	\$ 19,270		\$ 19,270	
15	Project-Policy Analyst	\$79,323	100%	25%	0.25	\$ 13,221		\$ 13,221	
16	Program Associate	\$73,122	100%	60%	0.60	\$ 29,249		\$ 29,249	
17	Program Assistant	\$51,511	100%	80%	0.80	\$ 27,473		\$ 27,473	
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29		\$638,060	5.00	1.86	1.86	\$ 91,143		\$ 91,143	
30	TOTALS								
31		42% (24.4% for Principal Investigator)							
32	FRINGE BENEFIT RATE					\$ 37,940		\$ 37,940	
33	EMPLOYEE FRINGE BENEFITS								
34									
35	TOTAL SALARIES & BENEFITS					\$ 129,083		\$ 129,083	
36	HSA #2							11/15/2007	
37									
38									
39									
40									
41									
42									
43									
44									
45									
46									
47									
48									

	A	B	C	D	E	F	G	H	I	J	K
1											Appendix B, Page 3
2											Document Date: 10/19/2021
3											
4	UCSF (EatSF)										
5	Program: Prepared Meal Support Services/Vouchers										
6											
7	Operating Expense Detail										
8											
9											
10											
11											TOTAL
12	<u>Expenditure Category</u>										11/1/21 - 6/30/22
13	Rental of Property										
14	Utilities(Elec, Water, Gas, Phone, Scavenger)										
15	Office Supplies, Postage										\$ 7,350
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction										\$ 12,780
18	Insurance										\$ 744
19	Staff Training										
20	Staff Travel-(Local & Out of Town)										\$ 650
21	Rental of Equipment										
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											
24											
25	OTHER										
26	IT Field Support										\$ 892
27	Data Network Recharge										\$ 675
28											
29	TOTAL DIRECT OPERATING EXPENSE										\$ 23,091
30											
31											
32	NON-DIRECT EXPENSES										
33	Vendor Payment/Financial Services										\$ 1,325,000
34	(\$10 x 132,500 vouchers)										
35											
36	TOTAL NON-DIRECT OPERATING EXPENSE										\$ 1,325,000
37											
38	HSA #3										11/15/2007
39											
40											
41											

	A	B	C	D	E	F
1						Appendix B, Page 4
2						Document Date: 10/19/2021
3						
4	UCSF (EatSF)					
5	Program: Prepared Meal Support Services/Vouchers					
6						
7	Capital Expenditure Detail					
8	(Equipment and Remodeling Cost)					
9						TOTAL
10	EQUIPMENT		TERM			
11	No.	ITEM/DESCRIPTION				
12						
13						
14						
15						
16						
17						
18						
19						
20	TOTAL EQUIPMENT COST					
21						
22	R E M O D E L I N G					
23	Description:					
24						
25						
26						
27						
28						
29	TOTAL REMODELING COST					
30						
31	TOTAL CAPITAL EXPENDITURE					
32	(Equipment and Remodeling Cost)					
33	HSA #4					11/15/2007