



**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](http://www.SFHSA.org)



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

<b>TO:</b>	HUMAN SERVICES COMMISSION				
<b>THROUGH:</b>	TRENT RHORER, EXECUTIVE DIRECTOR				
<b>FROM:</b>	SUSIE SMITH, DEPUTY DIRECTOR FOR POLICY & PLANNING ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS				
<b>DATE:</b>	OCTOBER 22, 2021				
<b>SUBJECT:</b>	NEW GRANTS: MULTIPLE GRANTEES for INNOVATIVE NEIGHBORHOOD FOOD SUPPORT (see table on next page)				
<b>GRANT TERM:</b>	11/01/2021 – 6/30/2022				
<b>GRANT AMOUNTS</b>	See Table Below				
<b>FUNDING SOURCE</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>GRANT AMOUNT</b>	\$3,000,000			\$300,000	\$3,300,000
<b>PERCENTAGE</b>	100%				100%

DS  
*EB*

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 creatively improving food access and security through the Innovative Neighborhood Food Support program for the period of November 1, 2021 to June 30, 2022 in the combined amount of \$3,000,000 plus a 10% contingency for a total amount not to exceed \$3,300,000. The funding amounts are detailed in the table below.

<b>Grantee</b>	<b>FY 21/22</b>	<b>10% Contingency</b>	<b>Total Not to Exceed</b>
Bayanihan Equity Center	\$250,000	\$25,000	\$275,000
Bayview Hunters Point Community Advocates	\$275,000	\$27,500	\$302,500
Bayview Hunters Point Foundation (for United Council of Human Services)	\$200,000	\$20,000	\$220,000
Booker T. Washington Community Service	\$300,000	\$30,000	\$330,000
Chinese Progressive Association (for Excelsior Works!)	\$250,000	\$25,000	\$275,000
Curry Senior Center	\$175,000	\$17,500	\$192,500
Dolores Street Community Services	\$250,000	\$25,000	\$275,000
Fresh Approach	\$300,000	\$30,000	\$330,000
Glide Foundation	\$275,000	\$27,500	\$302,500
HOMEY	\$375,000	\$37,500	\$412,500
SF New Deal	\$350,000	\$35,000	\$385,000
<b>Total</b>	<b>\$3,000,000</b>	<b>\$300,000</b>	<b>\$3,300,000</b>

### **Background**

The Innovative Neighborhood Support program was designed to support organizations who are contributing to the City's COVID-19 pandemic response by providing additional food support in their own neighborhoods. Prior to the pandemic, 1 in 4 San Franciscans were at risk of being food insecure. With the economic downturn caused by the pandemic, more San Franciscans were at risk of food insecurity than ever before. Many community-based organizations pivoted their services to include food support for their neighbors who lost jobs or could not acquire food in the ways that they used to due to health concerns.

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 vulnerable populations. Overwhelmingly, service providers said that they needed infrastructure support as they had traditionally not been equipped to provide food and that they needed support to continue to purchase culturally sensitive food items for their diverse neighborhoods. In addition, the cost of

food has risen over the course of the last two years which put an additional burden on service providers who continue to rise to the occasion in providing quality and culturally sensitive food items to their community members.

The grantees from this program will be able to continue food supports for their community with much needed support through their grants. Grantees will receive support to cover food costs, staffing capacity to continue food distributions, and infrastructure that is necessary for food distribution programs to operate properly in regards to food safety.

**Services to be Provided**

Ten out of the 11 grantees — Bayanihan Equity Center, Bayview Hunters Point Foundation, Booker T. Washington Community Service, Chinese Progressive Association, Curry Senior Center, Dolores Street Community Services, Fresh Approach, GLIDE Foundation, HOMEY, SF New Deal — will be providing food support to their communities in the form of groceries and/or meals. Grantees will provide tailored food items to be distributed in settings in which community members have established trusting relationships with grantees. Multilingual and multicultural service models will ensure that the diversity of San Francisco is reflected and respected in the food distribution models. There is a high level of customization in each program to reflect core clientele. For example, Curry Senior Center will be providing Safety Escorts to their elderly clients so that they can feel safe walking from their senior housing site in the Tenderloin to the local markets. Other examples include highly tailored food items that meet the cultural preferences of diverse communities.

Bayview Hunters Point Community Advocates (“BHPCA”) will continue their food distribution models as they continue to work towards bringing more fresh and healthy food options to the Bayview Hunters Point area. This neighborhood has been designated by the USDA as a food desert and BHPCA seek to strengthen relationships with BIPOC farmers and vendors in the neighborhood to increase the availability of healthy and fresh foods in the area.

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 #952 issued in July 2021.

**Funding**

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

**ATTACHMENTS**

**Bayanihan Equity Center**

Appendix A-Services to be Provided

Appendix B- Program Budget

**Bayview Hunters Point Community Advocates**

Appendix A-Services to be Provided

Appendix B- Program Budget

**Bayview Hunters Point Foundation (for United Council of Human Services)**

Appendix A-Services to be Provided

Appendix B- Program Budget

**Booker T. Washington Community Service**

Appendix A-Services to be Provided

Appendix B- Program Budget

**Chinese Progressive Association (for Excelsior Works!)**

Appendix A-Services to be Provided

Appendix B- Program Budget

**Curry Senior Center**

Appendix A-Services to be Provided

Appendix B- Program Budget

**Dolores Street Community Services**

Appendix A-Services to be Provided

Appendix B- Program Budget

**Fresh Approach**

Appendix A-Services to be Provided

Appendix B- Program Budget

**Glide Foundation**

Appendix A-Services to be Provided

Appendix B- Program Budget

**HOMEY**

Appendix A-Services to be Provided

Appendix B- Program Budget

**SF New Deal**

Appendix A-Services to be Provided

Appendix B- Program Budget

## Appendix A – Services to be Provided

### Bayanihan Equity Center

Innovative Neighborhood Food Support  
November 1, 2021-June 30, 2022

#### I. Purpose of Grant

The purpose of this grant is to provide a Supplemental Grocery Program (“SGP”) that strives to break structural barriers to food access for communities of color. To bridge the gap in food access, this grant will provide a source of culturally appropriate, pantry-safe, supplemental groceries every two weeks to food-insecure households.

#### 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.

SGP	Supplemental Grocery Program
Service Unit	One food bag/box or meal
Grantee	Bayanihan Equity 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> ).

### III. Target Population

Low-income communities of color residing in the 94102 and 94103 zip codes lacking nearby healthy food options. This grant also serves families who have suffered job loss, unemployment, or drastic decrease to income, due to the COVID-19 pandemic.

Additionally, all clients are

- Low-income;
- San Francisco residents;
- Seniors or adults with disability or an individual financially burdened by the COVID-19 pandemic; and,
- Not accessing other food pantry sites as evidenced by cross-referencing SF Marin Food Bank's registration database.

### IV. Description of Services

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

The Supplemental Grocery Program (SGP) shall consist of culturally-appropriate grocery distribution to food-insecure households. Participating households will pick up grocery bags once every two weeks from Grantee. For households unable to pick-up grocery bags directly from Grantee, volunteer drivers from Grantee's community partners will deliver the grocery bags to the households.

Grantee will provide supplemental groceries for 200 households per distribution at a rate of not to exceed \$27 per unique individual per SGP distribution, or not to exceed \$54 per month. Grantee shall receive donated groceries from the SF Marin Food Bank and purchase additional bulk groceries.

Grantee will oversee the overall management and service delivery of the SGP. Grantee will manage food purchasing and storage, schedule and supervise grocery packing and distributions, conduct outreach, intake, and assessments for eligible participants, and manage the disbursement of funds to sub-grantees. As sub-grantees, Filipino Community Center (“FCC”) and the Filipino Education Center (“FEC”) Galing Bata, will conduct program outreach, collect pertinent client information, provide staffing for grocery packing and distribution, and manage their assigned list of SGP clients.

On scheduled SGP distribution dates, Grantee and Sub-Grantee FEC Galing Bata will provide staffing for clients picking up directly from the Bayanihan Community Center, Grantee will assist participants who are seniors and/or adults with disability, and Sub-Grantee FEC Galing Bata will assist participating families. Sub-Grantee FCC will provide staffing for SGP home-delivered groceries to homebound clients.

Grantee will keep on file a contract signed by Grantee and all sub-grantees.

Grantee will ensure that the procurement of food and the packing and distribution of 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.

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**

The SGP pick-up will take place in the SOMA neighborhood, 94103. Delivery service may include San Francisco zip codes 94102, 94103, 94107, 94110, 94112, 94124, 94127, 94132, and 94134. Time of service to be determined by Grantee based on service need.

## **VI. Service Objectives**

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

1. Distribute 3,600 grocery bags (400 grocery bags per month).
2. Provide supplemental groceries to 200 households per distribution.
3. Enroll 200 unduplicated consumers (head of each household).
4. Impact 600 unique individuals through the supplemental groceries provided.
5. 70% of unduplicated consumers will be residents of District 6 and District 11.



## VII. Outcome Objectives

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

1. At least 80% report feeling less worried about getting enough food to meet their needs.
2. At least 80% report that this program is effective in addressing cultural food preferences.
3. At least 80% report being satisfied by the food provided by the program.
4. At least 80% report that the quality of services they received is good or excellent.

## 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 month following service. 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 orientation<sup>1</sup>
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.)

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<sup>1</sup> 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*).

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 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.

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/CFCG within the first 30 days of the contract 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](mailto:jennifer.grant@sfgov.org)

Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain  
[thomas.mcclain@sfgov.org](mailto: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.





**BAYANIHAN EQUITY CENTER**  
**Program: Innovative Neighborhood Food Support**

**Operating Expense Detail**

<u>Expenditure Category</u>	<u>TERM 11/01/21-06/30/22</u>			<u>TOTAL</u>
Rental of Property	\$ 3,312			\$ 3,312
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage	\$ 1,400			\$ 1,400
Building Maintenance Supplies and Repair				
Printing and Reproduction	\$ 700			\$ 700
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>				
Filipino Community Center (FCC)	\$ 22,000			\$ 22,000
Filipino Education Center-Galing Bata (GB)	\$ 15,300			\$ 15,300
<u>OTHER</u>				
Food Supply	\$ 144,735			\$ 144,735
Intern Stipends	\$ 4,860			\$ 4,860
Equipment	\$ 1,900			\$ 1,900
Volunteer Supplies	\$ 2,300			\$ 2,300
Food Packing Supplies	\$ 1,500			\$ 1,500
Materials & Supplies	\$ 1,452			\$ 1,452
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 199,459</b>			<b>\$ 199,459</b>

HSA #3

10/25/2016

**BAYANIHAN EQUITY CENTER**  
**Program: Innovative Neighborhood Food Support**

Program Expenditure Detail

EQUIPMENT		TERM	11/01/21-06/30/22			TOTAL
No.	ITEM/DESCRIPTION					
TOTAL EQUIPMENT COST						
<b>R E M O D E L I N G</b>						
Description:						
TOTAL REMODELING COST						
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)						
HSA #4						10/25/2016



## Appendix A – Services to be Provided

### Bayview Hunters Point Community Advocates

Innovative Neighborhood Food Support  
November 1, 2021 – June 30, 2022

#### I. Purpose of Grant

The purpose of this grant is to support food security and access infrastructure in the Bayview Hunters Point neighborhood, which will be used to implement data driven strategies to increase food access and to improve upon current food access programs.

The Healthy Retail Program is a City funded initiative to increase the availability of fresh fruits and produce sold at local grocery stores which also includes corner stores. This initiative is focused in neighborhoods where healthy food options are limited, which includes the Tenderloin and the Bayview. Grantee seeks to increase the number of participating corner stores in the Bayview neighborhood and to establish produce sourcing relationships with BIPOC owned farms.

The Sustainable Food Sovereignty Initiative is an effort to connect BIPOC owned farms and food producers to local food access systems so that they can be active in food systems that serve BIPOC communities. This grant will increase the participation of BIPOC owned farms and food producers in the food system of the Bayview neighborhood.

#### 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.
Grantee	Bayview Hunters Point Community Advocates (BHPCA)
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> ).

### III. Target Population

The Healthy Food Retail program is designed to increase healthy food access for low-income residents living in Bayview Hunters Point neighborhoods.

The Sustainable Food Sovereignty Initiative is designed to serve the Bayview Hunters Point neighborhood by increasing the role of BIPOC farmers and small-scale food producers in the food access system of the local community. The Sustainable Food Sovereignty Initiative will increase the availability of healthy foods and quantify a deeper understanding of how to increase food access in the Bayview Hunters Point through research.

### IV. Description of Services

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

The Grantee will expand the Healthy Retail Program in Bayview Hunters Point and implement the Sustainable Food Sovereignty Program. Both programs will increase access to healthy food for low-income residents of Bayview Hunters Point, while expanding markets for healthy food, specifically between BIPOC farmers and food vendors.

The Healthy Retail Program expansion will entail bringing on additional stores, while offering more robust supply options for healthy foods. In addition, Grantee staff will offer technical assistance to vendors to support them in making their stores CalFresh eligible. This program will increase healthy food options in Bayview Hunters Point by:

- Helping retailers to accept EBT card transactions.
- Increasing the number of stores participating in the Healthy Retailers Program.

BHPCA

Innovative Neighborhood Food Support 2 of 7

Appendix A

- Assisting the transportation of healthy food items from producer to retailer.

The development of these channels will result from the Sustainable Food Sovereignty Initiative. Grantee staff will engage with BIPOC farmers and local Bayview Hunters Point food vendors, as well as work towards securing a warehouse space in the SF Produce Market so that eventually BIPOC farmers and food vendors can directly serve the community at an established retail location. Partnerships with local community-based organizations will ensure the increased availability of healthy food in the neighborhood can be enjoyed by local low-income residents. Sustainable Food Sovereignty Infrastructure for Bayview Hunters Point will be built by:

- Connecting BIPOC farmers and food producers to opportunities where they can become part of the Bayview Hunters Point's food access system
- Qualitative research to understand the buying power and purchasing preferences of Bayview Hunters Point residents

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

This grant will focus on increasing food access and supply chain channels for BIPOC farmers in the Bayview Hunters Point neighborhood of San Francisco (94124). Participating stores, farmers, and vendors will operate during standard industry hours.

## **VI. Service Objectives**

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

Healthy Retail Program:

- 6 new stores will join the Healthy Retail program by June 30<sup>th</sup>, 2022
- 2 of the new participating stores will accept EBT in order to best serve low-income residents by June 30<sup>th</sup>, 2022

Sustainable Food Sovereignty:

- 4 new vendors in Bayview Hunters Point (food artisans, caterers, mobile vendors, etc.) reach supply agreements with BIPOC farmers by June 30<sup>th</sup>, 2022
- 6 BIPOC farmers reach supply agreements with Bayview Hunters Point food retail establishments by June 30<sup>th</sup>, 2022
- Customer food preference and shopping behavior will be measured via established surveying techniques and practices

## **VII. Outcome Objectives**

During this grant term, Grantee will meet the following outcome objectives:

BHPCA

Innovative Neighborhood Food Support 3 of 7

Appendix A

**Healthy Retail Program:**

- Participating stores report 10% increase in reported customer counts between the beginning and end of the grant term
- Participating stores report 10% increase in produce sales between the beginning and end of the grant term
- 80% of participating stores report that the program was good for their business
- 80% of participating customers report that produce available at participating stores was high quality as measured by customer survey
- 80% of participating customers report that the program increased their access to fresh, healthy food as measured by customer survey

**Sustainable Food Sovereignty:**

- 80% of participating BIPOC farmers and vendors report more stable distribution channels and income as a result of the program
- 80% of participating local food vendors (food artisans, food trucks, etc.) report increased supply of fresh local food in their retail of prepared food products
- 80% of surveyed customers report that obtaining food from participating vendors increased their access to fresh, healthy food
- Surveys conducted to understand the relationship satisfaction between BIPOC farmers and retailers or distributors will yield at least a 75% satisfaction rate
- Grantee receives at least 1,000 responses to customer surveys of shopping habits and food needs

**VIII. Data Collection & 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 status updates to the HSA on the deliverables outlined in this Appendix.

<b>Month</b>	<b>New Stores into Healthy Retailers Program</b>	<b>New Stores Accepting EBT</b>	<b>New Vendors with Supplier Agreements with BIPOC farmers</b>	<b>New Retailers with Supplier Agreements with BIPOC Farmers</b>	<b>Customer Food Preference and Access Surveys Completed</b>
November					
December					

January					
February					
March					
April					
May					
June					
Year End Totals:					

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

C. Quarterly Reporting: Grantee will share with HSA program challenges and status updates in the form of a narrative. Grantee will enter the quarterly narratives 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.

D. In addition, Grantee will share with HSA any datasets, reports and findings as a result of the customer level surveys conducted to understand the food access preferences of Bayview Hunters Point residents.

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 within the first 30 days of the contract 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@sfgov.org  
Contract Manager, Office of Contract Management, San Francisco Human Services Agency

or

Cathy.Huang@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;
  - 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	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	Name			Term	
6	Bayview Hunters Point Community Advocates			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	<b>Program: Innovative Neighborhood Food Support</b>				
10					Total
11	Program Term	11/1/21 - 6/30/22			11/1/21 - 6/30/22
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$	104,240		\$ 104,240
14	Operating Expense	\$	134,891		\$ 134,891
15	<b>Subtotal</b>	<b>\$</b>	<b>239,131</b>		<b>\$ 239,131</b>
16	Indirect Percentage (%)		15.0%		
17	Indirect Cost (Line 16 X Line 15)	\$	35,870		\$ 35,870
18	Capital Expenditure				
19	Total Expenditures	\$	275,000		\$ 274,999
20	<b>HSA Revenues</b>				
21	General Fund	\$	275,000		\$ 275,000
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$	275,000		\$ 275,000
30	<b>Other Revenues</b>				
31	<b>(secured)</b>				
32	Clarence E. Heller Foundation	\$	95,000		\$ 95,000
33	SF OEWD - Food Pharmacy/Distribution	\$	158,376		\$ 158,376
34	SDDT	\$	272,859		\$ 272,859
35					
36	Total Other Revenues	\$	526,235		\$ 526,235
37	Total Revenues	\$	801,235		\$ 801,235
39	Prepared by: Tony Kelly, Development Director		Telephone No.:	415 283 6607	Date 10/16/2021
40	HSA-CO Review Signature: _____				
41	<b>HSA #1</b>				<b>10/25/2016</b>



	A	B	C	D	E	F	H	I
1	Appendix B, Page 2							
2								
3								
4	<b>Bayview Hunters Point Community Advocates</b>							
5	<b>Program: Innovative Neighborhood Food Support</b>							
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9								
10								
		11/1/21 - 6/30/22			11/1/21 - 6/30/22			
		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		11/1/21 to 6/30/22
12	Program Manager	\$81,120	1.00	50%	0.50	\$ 27,013		\$ 27,013
13	Food Sovereignty Manager	\$81,120	1.00	50%	0.50	\$ 27,013		\$ 27,013
14	Food Assistant	\$62,400	1.00	50%	0.50	\$ 20,779		\$ 20,779
15	Food Distribution Asst	\$62,400	1.00	50%	0.50	\$ 10,421		\$ 10,421
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27	TOTALS	\$ 287,040	4	200%	2	\$ 85,226		\$ 85,226
28								
29	FRINGE BENEFIT RATE	22.31%						
30	EMPLOYEE FRINGE BENEFITS					\$ 19,014		\$ 19,014
31								
32								
33	TOTAL SALARIES & BENEFITS					\$ 104,240		\$ 104,240
34	<b>HSA #2</b>							<b>10/25/2016</b>

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3											
4	<b>Bayview Hunters Point Community Advocates</b>										
5	<b>Program: Innovative Neighborhood Food Support</b>										
6											
7	<b>Operating Expense Detail</b>										
8											
9											
10											
11	<b>TERM 11/1/21 - 6/30/22</b>								<b>11/1/21 - 6/30/22</b>		
12									<b>TOTAL</b>		
12	<u>Expenditure Category</u>										
13	Rental of Property				\$ 21,740						\$ 21,740
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	<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>										
23	Healthy Retail Development Consultant				\$ 60,000						\$ 60,000
24	Produce Supply Development Consultant				\$ 25,000						\$ 25,000
25	Market Research & Outreach Consultant				\$ 28,151						\$ 28,151
26											
27											
28	<b>OTHER</b>										
29											
30											
31											
32											
33	<b>TOTAL OPERATING EXPENSE</b>				<b>\$ 134,891</b>						<b>\$ 134,891</b>
34											
35	<b>HSA #3</b>										
	<b>10/25/2016</b>										

	A	B	C	D	E	F
1	Appendix B, Page 4					
2						
3						
4	<b>Bayview Hunters Point Community Advocates</b>					
5	<b>Program: Innovative Neighborhood Food Support</b>					
6						
7	<b>Program Expenditure Detail</b>					
8						
9						
10	EQUIPMENT		TERM	11/1/21 - 6/30/22		TOTAL
11	No.	ITEM/DESCRIPTION				
12						
13						
14						
15						
16						
17						
18	TOTAL EQUIPMENT COST					
19						
20	R E M O D E L I N G					
21	Description:					
22						
23						
24						
25						
26						
27	TOTAL REMODELING COST					
28						
29	TOTAL CAPITAL EXPENDITURE					
30	(Equipment and Remodeling Cost)					
31	<b>HSA #4</b>					<b>10/25/2016</b>

## Appendix A – Services to be Provided

### Bayview Hunters Point Foundation (United Council of Human Services)

Innovative Neighborhood Food Support  
Effective 11/01/21– 6/30/2022

#### I. Purpose

The purpose of this grant is to provide support to the hot meals program run by the United Council of Human Services (a fiscal project of Bayview Hunters Point Foundation) through Mother Brown’s Dining Room in order to address the nutritional and food security needs of low-income individuals and families in District 10.

#### 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 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 meal
Grantee	Bayview Hunters Point Foundation (fiscal sponsor for United Council of Human Services)
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> ).
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### **III. Target Population**

Low-income individuals and families in District 10 of San Francisco.

### **IV. Description of Services and Program Requirements**

Grantee will administer a Hot Meal Program that serves free meals to the Target Population. Grantee will use the funding provided through this grant to maintain adequate staffing to meet the service objectives outlined in section VI.

Grantee will ensure that the procurement of food and the packing and distribution of 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 shall meet, at minimum, the food standards as outlined below:

- Meals shall at minimum include a serving of protein, vegetables, and grains. All meals include protein which may include meats consisting of pork, beef, chicken or fish served with every meal three times a day; seven days a week. Vegetables include hot vegetables and a fresh salad with each meal served for lunch and dinner.
- Breakfast includes oatmeal, bacon, eggs, grits, grain, pork and turkey sausage or veggie sausage. Fresh fruits are included with breakfast.
- Grains include breads, oatmeal, grits, rice. Dairy includes milk.

Grantee will have quality control policy and procedures in place to ensure that meals distributed are of high quality. Meals are made fresh each day and distributed the same day. The Hot Meal Program will adhere to code extensions when shopping for fresh foods. Grantee shall leverage other funding sources to pay for meal ingredients.

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. Grantee will have on file a current agreement with partner agencies.

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

The grantee will provide services in the Bayview neighborhood in San Francisco; service times are determined by the Grantee with approval by CFCG.

### **VI. Service Objectives**

Grantee shall meet the following service objectives during this grant term:

1. Serve at minimum 500 unduplicated clients

2. Distribute at minimum 360,000 service units

**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 in order to measure the following outcome objectives:

1. At least 90% of clients enjoyed the hot meals prepared and delivered by Grantee, based on client post-survey.
2. At least 80% of meal recipients felt less worried about getting enough food to meet their needs.

**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	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).

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 orientation<sup>1</sup>
14. 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

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<sup>1</sup> 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](mailto:Jennifer.Grant@sfgov.org)

Contract Manager, Office of Contract Management, SF Human Services Agency

or

[Cathy.Huang@sfgov.org](mailto:Cathy.Huang@sfgov.org)

Program Manager, Food Coordination Group, SF 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	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	<b>Name: Bayview Hunters Point Foundation (United Council of Human Services)</b>			<b>Term</b>	
6	<b>Program: Program: Innovative Neighborhood Food Support</b>			<b>11/1/21-6/30/22</b>	
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					Totals
10	<b>Program Term:</b>	<b>11/1/21-6/30/22</b>			<b>11/1/21-6/30/22</b>
11	<b>Expenditures</b>				
12	Salaries & Benefits	\$	154,113		\$ 154,113
13	Operating Expense	\$	16,322		\$ 16,322
14	<b>Subtotal</b>	\$	170,435		\$ 170,435
15	Indirect Percentage (%)		15%		
16	Indirect Cost (Line 16 X Line 15)	\$	25,565		\$ 25,565
17	Capital Expenditure	\$	4,000		\$ 4,000
18	Total Expenditures	\$	200,000		\$ 200,000
19	<b>HSA Revenues</b>				
20	General Fund	\$	200,000		\$ 200,000
21					
22					
23					
24					
25					
26					
27					
28					
29					
30	TOTAL HSA REVENUES	\$	200,000		\$ 200,000
31	<b>Other Revenues</b>				
32					
33					
34					
35					
36					
37	Total Other Revenues				
39	Prepared by: James Bouquin		Telephone No.:		Date: 10/18/21
40	HSA-CO Review Signature:				

	A	B	C	D	E	G	H	I
1	Appendix B, Page 2							
2								
3								
4	<b>Name: Bayview Hunters Point Foundation (United Council of Human Services)</b>							
5	<b>Program: Program: Innovative Neighborhood Food Support</b>							
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9	<b>Term 11/1/21-6/30/22</b>							
10								
11		Agency Totals		HSA Program		HSA Program		TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	11/1/21-6/30/22 Budgeted Salary (8 months)		
13	Drivers/Delivery/Food Packaging	\$41,600	6.00	50%	3.00	\$ 83,200		\$ 83,200
14	Program Coordinator	\$65,000	1.00	63%	0.63	\$ 27,083		\$ 27,083
15	Executive Director	\$200,000	1.00	8%	0.08	\$ 10,000		\$ 10,000
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27	TOTALS	\$ 306,600	8.00	120%	3.70	\$ 120,283		\$ 120,283
28								
29								
30	FRINGE BENEFIT RATE	25%				\$ 33,830		\$ 33,830
31								
32								
33	TOTAL SALARIES & BENEFITS					\$ 154,113		\$ 154,113
34	HSA #2							

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3											
4	<b>Name: Bayview Hunters Pt</b>										
5	<b>Program: Program: Innovative Neighborhood Food Support</b>										
6											
7	<b>Operating Expense Detail</b>										
8											
9	<b>Term</b>	<b>11/1/21-6/30/22</b>					<b>11/1/21-6/30/22</b>				
10											
11											
12	<u>Expenditure Category</u>	<u>HSA Expense</u>					<u>TOTAL</u>				
13	Rental of Property	_____					_____				
14	Utilities (Elec/Water/Gas/Phone/Garbage/WiFi)	_____					_____				
15	Office Supplies (incl. Postage)	\$ 1,000					\$ 1,000				
16	Maintenance Supplies/Repair	\$ 6,000					\$ 6,000				
17	Printing, Reproduction, Outreach	\$ 2,500					\$ 2,500				
18	Insurance	\$ 4,000					\$ 4,000				
19	Staff Training	\$ 1,000					\$ 1,000				
20	Staff/Volunteer Travel (Local & Out of Town)	_____					_____				
21	Rental/Lease of Equipment	_____					_____				
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23	_____										
24	_____										
25	_____										
26	OTHER										
27	Kitchen Supplies	\$ 1,822					\$ 1,822				
28	_____										
29	_____										
30	_____										
31	<b>Note: All food items are in-kind or funded via other contracts</b>										
32											
33	TOTAL OPERATING EXPENSE	\$ 16,322					\$ 16,322				
34											

	A	B	C	D	E	F
1	Appendix B, Page 4					
2						
3	<b>Name: Bayview Hunters Point Foundation (United Council of Human Services)</b>					
4	<b>Program: Program: Innovative Neighborhood Food Support</b>					
5	<b>Term 11/1/21-6/30/22</b>					
6						
7	<b>Program Expenditure Detail</b>					
8						
9						
10	EQUIPMENT		TERM	11/1/21-6/30/22	11/1/21-6/30/22	
11	No.	ITEM/DESCRIPTION				TOTAL
12		Commercial freezer	\$ 4,000			\$ 4,000
13						
14						
15						
16						
17						
18	TOTAL EQUIPMENT COST		\$ 4,000			\$ 4,000
19						
20	R E M O D E L I N G					
21	Description:					
22						
23						
24						
25						
26						
27	TOTAL REMODELING COST					
28						
29	TOTAL CAPITAL EXPENDITURE					\$ 4,000
30	(Equipment and Remodeling Cost)					
31	<b>HSA #4</b>		<b>10/15/2021</b>			

## Appendix A – Services to be Provided

### Booker T. Washington Community Service Center

Innovative Neighborhood Food Support  
November 1, 2021-June 30, 2022

#### I. Purpose of Grant

The purpose of this grant is to provide the Service to Soul Program which will serve evening meals, weekend meals, and hold a monthly cultural program to fill critical gaps in the Western Addition and Bayview-Hunters Point neighborhoods. This program will target low-income Black children, youth, families, and seniors who have experienced negative economic impacts as a result of the COVID-19 pandemic.

#### 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 or meal
Grantee	Booker T. Washington Community Service 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 Black children, youth, families, and seniors in the Western Addition and Bayview-Hunters Point (BVHP) neighborhoods.

### IV. Description of Services

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

Grantee and Sub-Grantee, Calvary Hill Community Church, are partnering to create the Service to Soul Program.

The Service to Soul Program will prepare meals using fresh, high quality, local ingredients and distribute meals twice a week and once a month on Sundays. The Program will provide a minimum of 22,291 meals to food-insecure individuals during the grant period.

On Friday evenings, Grantee will work with Fillmore-based Black community chefs to prepare and serve hot community meals to families in the Western Addition and provide meal kits for weekend meal preparation. Grantee will serve 200 individuals at each event, distributing 10,946 meals throughout the eight-month grant period. In addition to these meals, Grantee will also provide emergency food support for individuals and families based on need and COVID-19 impacts, holiday food support in November and December 2021, and also fresh produce monthly from African-American female farmers.

On Wednesdays, Sub-Grantee will coordinate food pickup and delivery for food-insecure families in the BVHP with a focus on seniors, people with disabilities, and low-income families who have been negatively affected by the COVID-19 pandemic. Sub-Grantee will distribute 200 meals per week to families, serving a minimum of 10,946 meals during the eight-month grant period.

Each month, Grantee and Sub-Grantee will host a multigenerational Sunday brunch. Alternating between Grantee's and Sub-Grantee's sites, Sunday brunches will be served by professional food providers with musical artists performing at every event. These events will also offer holistic presentations of information to build community, educate participants on relevant health and social issues, and empower attendees. The Grantee will serve 50 individuals at each event, for a total of 400 meals throughout the year.

Grantee will assume responsibility for contract administration, fiscal management and compliance, coordinating data collection, reporting, and evaluation. Each organization will be responsible for hiring its own staff and volunteers and procuring food.

Grantee and Sub-Grantee will ensure that the procurement of food and the packing and distribution of meals and/or groceries meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee and Sub-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.

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

Services will take place in the Western Addition and Bayview-Hunters Point neighborhoods at times determined by Grantee and Sub-Grantee based on service need.

## **VI. Service Objectives**

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

1. Serve at least 500 unique clients with a focus on the Western Addition and BVHP communities.
2. Coordinate a total of 76 community meal events, either in-person or using a delivery or pickup model depending on the trajectory of the pandemic.
3. Distribute a minimum of 22,291 high-quality, nutritionally sound, culturally sensitive meals.

## **VII. Outcome Objectives**

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

1. At least 80% of participants will like the meals provided based on client surveys.
2. At least 80% of participants will express that the food provided relates to their cultural tastes and preferences.
3. At least 80% of participants will express that the program provided them with direct access to essential food support in their neighborhood.
4. At least 80% of participants will express that they felt welcomed and respected when accessing services.
5. At least 50% of participants will report that the program reduced social isolation and made them feel more connected to others in the community.
6. At least 50% will report that they connected to other social services (i.e., family support or other community services, COVID-19 testing, vaccinations, etc.) while accessing meals.



7. At least 80% of participants will feel a connection to their cultural identity and heritage through food and related activities.

### VIII. Data Collection and Reporting Requirements

Grantee must work with the 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	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 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 orientation<sup>1</sup>
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. 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 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.

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<sup>1</sup>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*).

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 within the first 30 days of the contract 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

Cathy Huang  
cathy.huang@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.

	A	B	C	D	E	G	H	I
1	Appendix B, Page 2							
2								
3								
4	<b>Booker T. Washington Community Service Center</b>							
5	<b>Program: Innovative Neighborhood Food Support</b>							
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9								
10							TOTAL	
		Agency Totals		HSA Program		HSA Program		<b>11/1/21 - 6/30/22</b>
11	POSITION TITLE	Annual Full Time Salary for FTE	Total PTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (prorated for 8 months)		
12	BTWCSC Program Coordinator	\$ 48,880	1.00	63%	0.63	\$ 20,367		\$ 20,367
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27	TOTALS		1.00	63%	0.63	\$ 20,367		\$ 20,367
28								
29	FRINGE BENEFIT RATE	25%						
30	EMPLOYEE FRINGE BENEFITS					\$ 5,092		\$ 5,092
31								
32								
33	TOTAL SALARIES & BENEFITS					\$ 25,458		\$ 25,458
34	<b>HSA #2</b>	<b>10/25/2016</b>						

	A	B	C	D	E
1	Appendix B, Page 1				
2					
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	Name			Term	11/1/21 - 6/30/22
6	<b>Booker T. Washington Community Service Center</b>				
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	<b>Program: Innovative Neighborhood Food Support</b>				
10					TOTAL
11	<b>Program Term:</b>	11/1/2021 - 6/30/2022			11/1/2021 - 6/30/2022
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$	25,458		\$ 25,458
14	Operating Expense	\$	236,550		\$ 236,550
15	<b>Subtotal</b>	\$	262,008		\$ 262,008
16	Indirect Percentage (%)		14.5%		
17	Indirect Cost (Line 16 X Line 15)	\$	37,991		\$ 37,991
18	Capital Expenditure				
19	Total Expenditures	\$	300,000		\$ 300,000
20	<b>HSA Revenues</b>				
21	General Fund				
22	SF HSA RFP #952	\$	300,000		\$ 300,000
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$	300,000		\$ 300,000
30	<b>Other Revenues</b>				
31					
32	Foundation Grants	\$	50,000		\$ 50,000
33	CHCC African American Faith-Based Coa	\$	10,000		\$ 10,000
34	CHCC Individual/Outreach Donations	\$	12,000		\$ 12,000
35	In-Kind Support	\$	204,911		
36	Total Other Revenues	\$	276,911		\$ 276,911
37	Total Revenues	\$	576,911		\$ 576,911
39	Prepared by: Shakirah Simley	Telephone No.:		415-928-6596	Date: 10/19/2021
40	HSA-CO Review Signature: _____				
41	<b>HSA #1</b>				<b>10/25/2016</b>

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3											
4	<b>Booker T. Washington Community Service Center</b>										
5	<b>Program: Innovative Neighborhood Food Support</b>										
6											
7	<b>Operating Expense Detail</b>										
8											
9											
10											
11											
12	<u>Expenditure Category</u>	<b>TERM: 11/1/21 - 6/30/22</b>									<b>TOTAL</b>
13	Rental of Property										
14	Utilities(Elec, Water, Gas, Phone, Garbage)				\$ 9,000						\$ 9,000
15	Office Supplies, Postage				\$ 1,800						\$ 1,800
16	Building Maintenance Supplies and Repair										
17	Printing and Reproduction				\$ 900						\$ 900
18	Insurance										
19	Staff Training				\$ 1,800						\$ 1,800
20	PPE Supplies				\$ 1,500						\$ 1,500
21	Staff Travel-(Local & Out of Town)										
22	Rental of Equipment										
23	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
24	Calvary Hill Church				\$ 113,200						\$ 113,200
25	Consultants				\$ 3,973						\$ 3,973
26											
27	OTHER										
28	Food				\$ 52,877						\$ 52,877
29	Emergency Meals				\$ 26,000						\$ 26,000
30	Food serving/ packaging				\$ 9,000						\$ 9,000
31	Produce/ Farm products				\$ 15,000						\$ 15,000
32	Dining Room supplies (chairs, tables)				\$ 1,500						\$ 1,500
33	TOTAL OPERATING EXPENSE				\$ 236,550						\$ 236,550
34											
35	<b>HSA #3</b>										<b>10/25/2016</b>

	A	B	C	D	E	F
1	Appendix B, Page 4					
2						
3						
4	<b>Booker T. Washington Community Service Center</b>					
5	<b>Program: Innovative Neighborhood Food Support</b>					
6						
7	<b>Program Expenditure Detail</b>					
8						
9						
10	EQUIPMENT		TERM:	11/1/21 - 6/30/22		TOTAL
11	No.	ITEM/DESCRIPTION				
12						
13						
14						
15						
16						
17						
18	TOTAL EQUIPMENT COST					
19						
20	R E M O D E L I N G					
21	Description:					
22						
23						
24						
25						
26						
27	TOTAL REMODELING COST					
28						
29	TOTAL CAPITAL EXPENDITURE					
30	(Equipment and Remodeling Cost)					
31	<b>HSA #4</b>					<b>10/25/2016</b>



## Appendix A – Services to be Provided

### Chinese Progressive Association (Excelsior Works!)

Innovative Neighborhood Food Support  
November 1, 2021-June 30, 2022

#### I. Purpose of Grant

The purpose of this grant is to provide critical infrastructure and staffing to continue providing food security services distribution program, which provides culturally-appropriate food and co-locates additional social services for the Latinx community and other individuals most impacted by the pandemic.

Excelsior Works! (through its fiscal sponsor, Chinese Progressive Association) (“Grantee”) is a multicultural and multilingual workforce development center whose mission is to support individuals and families in achieving financial sustainability. Located in the heart of the Excelsior neighborhood, Grantee has extensive experience providing critical services to District 11’s large Latinx population as well as other low-income and immigrant families.

#### 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	Excelsior Works! through its fiscal sponsor, the Chinese Progressive Association
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> ).

### III. Target Population

Grantee primarily serves low-income, Latinx and Chinese immigrants. Majority of clients identify as having limited English proficiency and low computer literacy which impacts their ability to connect to other social services without further assistance from Grantee.

### IV. Description of Services

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

Grantee was established as a language-accessible community resource for immigrants, but during the early days of the COVID-19 pandemic shifted significant resources away from its traditional programming into food security. Grantee's strength is that from its experience in providing other services to its clients, it can connect its food security clients with other critical social services. The purpose of this grant is to provide critical infrastructure and staffing for Grantee to continue providing its food security services. In addition to providing food, Grantee co-locates access to critical social services for vulnerable communities with its food security program, and this grant will allow Grantee to continue connecting individuals to these services.

Grantee distributes groceries on Friday and Saturday. Grantee provides families with a thirty-minute window for pick-up. Grantee provides service to approximately 300 households each week. Grantee distributes food it receives from the Mission Food Hub and other in-kind donations, and Grantee occasionally supplements the donations with food Grantee purchases through vendors.

Grantee's food security program is in collaboration with other organizations, including Coleman Advocates for Children and Youth, Instituto Familiar de La Raza, Jamestown Community Center, and Mission YMCA. These partner organizations meet bi-weekly to plan and troubleshoot issues and to adjust operations according to resident and organizational needs.

To ensure Grantee's food security program respects and implements consumer dignity and choice, Grantee utilizes a team of bicultural community workers recruited from the community and trained as outreach workers. The outreach workers engage clients one-on-one, encourage COVID-19 testing and help clients set up testing appointments, provide education on safety measures, as well as inform them of the social services available at Grantee and its network of partner agencies.

Grantee will ensure that the procurement of food and the packing and distribution of groceries meets 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.

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

Grantee distributes food in the Excelsior neighborhood of District 11. Families supported come from the following neighborhoods: Excelsior, Crocker Amazon, Outer Mission, Bayview, and Visitacion Valley.

Services to take place at times determined by Grantee based on service need.

## **VI. Service Objectives**

During the Grant term (November 1, 2021 and June 30, 2022), Grantee will meet the following service objectives:

1. Serve 300 unique, primarily re-occurring clients at food security program distribution events each week;
  - a. Complete a needs-assessment survey with at least eighty of these food security program clients to evaluate a wide range of essential needs and refer at least twenty of these participants to the appropriate service providers to meet those needs; and,
  - b. Conduct short-term case management for at least twenty of these food security program clients. Short term case management includes assistance with scheduling appointments; identify appropriate contact and connect the resident by phone; provide contact's information on a referral card; and encourage on-going commitment to receive social services.
2. Convene sixteen bi-weekly meetings with partnering community-based organizations to coordinate and develop efficiencies in food distribution.

## 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 participants express that the food provided was of high quality;
2. At least 80% of participants will express that the food provided relates to their cultural tastes and preferences; and,
3. At least 80% of clients report Grantee attempted to connect them to additional social services through its food security program.

## 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 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:

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December					
January					
February					
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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., community-based organization, or "home" for 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 orientation<sup>1</sup>
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. The 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

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<sup>1</sup> 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*).

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 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/CFCG within the first 30 days of the contract 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](mailto:jennifer.grant@sfgov.org)  
Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain  
[thomas.mcclain@sfgov.org](mailto: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		Term	
<b>Chinese Progressive Association (Excelsior Works)</b>		<b>11/1/21-6/30/22</b>	
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
If modification, Effective Date of Mod. _____ No. of Mod. _____			
<b>Program: Innovative Neighborhood Food Support</b>			TOTAL
<b>Program Term:</b>	<b>11/1/21-6/30/22</b>		<b>11/1/21-6/30/22</b>
<b>Expenditures</b>			
Salaries & Benefits	\$ 128,683		\$ 128,683
Operating Expense	\$ 88,708		\$ 88,708
<b>Subtotal</b>	\$ 217,391		\$ 217,391
Indirect Percentage (%)	15%		
Indirect Cost (Line 16 X Line 15)	\$ 32,609		\$ 32,609
Capital Expenditure	\$ -		\$ -
Total Expenditures	\$ 250,000		\$ 250,000
<b>HSA Revenues</b>			
General Fund	\$ 250,000		\$ 250,000
<b>TOTAL HSA REVENUES</b>	\$ 250,000		\$ 250,000
<b>Other Revenues</b>			
In-Kind (La Raza)	\$ 18,977		\$ 18,977
In-Kind (Acme Bread)	\$ 10,500		\$ 10,500
Miscellaneous	\$ 2,500		\$ 2,500
In-Kind (Mission Food Hub; 300 bxs/wk)	\$ 400,000		\$ 400,000
Total Other Revenues	\$ 431,977		\$ 431,977
Total Revenues	\$ 681,977		\$ 681,977
Prepared by: Marco Montenegro		Telephone No.: 415-857-9656 x202	10/15/2021
HSA-CO Review Signature: _____			
<b>HSA #1</b>			<b>10/15/2021</b>





**Chinese Progressive Association (Excelsior Works)  
Program: Innovative Neighborhood Food Support**

**Operating Expense Detail**

<b>Program Term:</b>	<b>11/1/21-6/30/22</b>			<b>11/1/21-6/30/22</b>
<u>Expenditure Category</u>	<u>HSA project</u>			<u>TOTAL</u>
Rental of Property				
Utilities (Elec/Water/Gas/Phone/Garbage/WiFi)	\$ 5,000			\$ 5,000
Office Supplies (incl. Postage)	\$ 13,000			\$ 13,000
Maintenance Supplies/Repair	\$ 2,000			\$ 2,000
Printing, Reproduction, Outreach	\$ 300			\$ 300
Insurance				
Staff Training				
Staff/Volunteer Travel (Local & Out of Town)	\$ 300			\$ 300
Rental/Lease of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Juan Gen Solutions	\$ 20,800			\$ 20,800
(weekly food delivery from vendors)				
Antonia Medrano Services	\$ 17,328			\$ 17,328
(weekly food distribution to families)				
OTHER				
Program Supplies	\$ 1,980			\$ 1,980
(bags, PPE, gloves, bins, paper goods, etc)				
Food security relief fund	\$ 28,000			\$ 28,000
<b>Note: All food items are in-kind</b>				
TOTAL OPERATING EXPENSE	\$ 88,708			\$ 88,708
<b>HSA #3</b>				<b>10/15/2021</b>

**Chinese Progressive Association (Excelsior Works)  
Program: Innovative Neighborhood Food Support**

**Program Term:**

**Program Expenditure Detail**

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

## Appendix A – Services to be Provided

### Curry Senior Center

Innovative Neighborhood Food Support  
November 1, 2021 – June 30, 2022

#### I. Purpose of Grant

The purpose of this grant is to help improve food security and access among marginalized populations in the Tenderloin neighborhood.

#### 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 service unit may be one of the following: <ul style="list-style-type: none"> <li>• One food bag/box</li> <li>• One meal</li> <li>• One farmers’ market token</li> <li>• One food pharmacy bag</li> <li>• One trip with an Escort/Navigator</li> </ul>
Grantee	Curry Senior 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

Seniors, persons with disabilities, and SRO residents who are food insecure in the Tenderloin neighborhood of San Francisco.

### IV. Description of Services

Grantee shall coordinate with approved subcontractors to provide the following services during the term of this grant:

The Grantee's Safe Escorts to Meals service will provide Safe Passage Escorts who will accompany participants to the various nutrition programs provided by the Grantee and approved subcontractors. Safe Passage escorts may bring participants to La Cocina's Municipal Marketplace and assist with the usage of meal vouchers to redeem a free meal, to City Hope dinner nights and Saturday morning community breakfasts, and to other food programs as agreed upon by the Grantee and the CFCG.

The Grantee's Community Cultural Cuisine Celebrations service will provide free monthly group meals and educational sessions that promote the recognition and appreciation of various cuisines and cultures while reducing feelings of isolation and loneliness.

The Grantee's SRO Community Inclusion service will provide SRO residents with grocery deliveries, farmers' market tokens, and onsite wellness programs. SRO residents will also have access to Navigators who can accompany SRO residents to the programs provided through this grant's collaborative partners, including but not limited to dinners and breakfasts at City Hope, food voucher opportunities at the La Cocina Marketplace, and the Heart of the City Farmers' Market.

Grantee will maintain a Food Pharmacy program that provides weekly food bags to participants.

Grantee will maintain a Farmers' Market Token program that provides participants with \$20/month of tokens, redeemable for produce at participating farmers' markets.

Grantee will ensure that the procurement of food and the packing and distribution of 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.

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 participants.

**V. Location and Time of Services**

Services will be provided in the Tenderloin neighborhood of San Francisco at times determined by the Grantee with approval by the CFCG.

**VI. Service Objectives**

Grantee will meet the following service objectives during this grant term:

- Serve at least 200 unduplicated clients
- Distribute at least 230 food pharmacy bags
- Distribute at least \$20/month of farmers' market tokens to a minimum of 75 participants during the grant term
- Provide Safe Passage Escorts or Navigators for at least 100 trips
- Host at least 8 Community Cultural Cuisine Celebrations

**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 the following outcome objectives:

- At least 80% of clients like the food offerings provided through the programs
- At least 80% of clients felt that they had the opportunity to learn something new about nutrition from participating in this program
- At least 80% of clients felt that the program provided diverse and culturally relevant meals
- At least 80% of clients felt that food vouchers increased their access to nutritious meals
- At least 80% of clients felt that farmers' market tokens increased their access to fresh fruits and vegetables
- At least 80% of clients felt they were more connected to community resources through participation in this program

### VIII. Data Collection & 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 Grantee provides service units 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 month following service. 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). 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 orientation<sup>1</sup>
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. The 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.

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<sup>1</sup> 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*).



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/CFCG within the first 30 days of the contract 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

Cathy Huang  
Cathy.Huang@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.

	A	B	C	D	E
1	Appendix B, Page 1				
2	Date: October 15, 2021				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	Name			Term	
6	<b>Curry Senior Center</b>			<b>11/1/2021 - 6/30/2022</b>	
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	<b>Program: Innovative Neighborhood Food Support</b>				
10					Total
11	<b>Program Term</b>	<b>11/1/2021 - 6/30/2022</b>			<b>11/1/2021 - 6/30/2022</b>
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$ 59,756			\$ 59,756
14	Operating Expense	\$ 99,552			\$ 99,552
15	<b>Subtotal</b>	<b>\$ 159,308</b>			<b>\$ 159,308</b>
16	Indirect Percentage (%)	9.85%			
17	Indirect Cost (Line 16 X Line 15)	\$ 15,692			\$ 15,692
18	Capital Expenditure				
19	Total Expenditures	\$ 175,000			\$ 175,000
20	<b>HSA Revenues</b>				
21	General Fund	\$ 175,000			\$ 175,000
22					
23					
24					
25					
26					
27					
28					
29	<b>TOTAL HSA REVENUES</b>	<b>\$ 175,000</b>			<b>\$ 175,000</b>
30	<b>Other Revenues</b>				
31					
32					
33					
34					
35					
36	Total Other Revenues				
37					
39	Prepared by: David Knego / Angela Di Martino		Telephone No.:		Date 10/15/2021
40	HSA-CO Review Signature: _____				
41	<b>HSA #1</b>				<b>10/25/2016</b>

	A	B	C	D	E	F	H	I
1	Appendix B, Page 2 Date: October 15, 2021							
2								
3								
4	<b>Curry Senior Center</b>							
5	<b>Program: Innovative Neighborhood Food Support</b>							
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9	<b>11/1/2021 - 6/30/2022</b>							
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		11/1/2021 - 6/30/2022
12	Program Manager- Outreach & Community	\$68,500	1.00	10%	0.10	\$ 4,567		\$ 4,567
13	Program Manager-Wellness	\$91,387	1.00	5%	0.05	\$ 4,000		\$ 4,000
14	Health Educator	\$45,338	1.00	53%	0.53	\$ 18,460		\$ 18,460
15	Health Educator	\$57,242	1.00	15%	0.15	\$ 5,724		\$ 5,724
16	Health Educator	\$55,736	1.00	10%	0.10	\$ 3,716		\$ 3,716
17	Wellness Assistant	\$46,800	1.00	23%	0.23	\$ 9,500		\$ 9,500
18								
19								
20								
21								
22								
23								
24								
25								
26								
27	TOTALS	\$ 365,003	6.00	116%	1.16	\$ 45,967		\$ 45,967
28								
29	FRINGE BENEFIT RATE	30.00%						
30	EMPLOYEE FRINGE BENEFITS					\$ 13,789		\$ 13,789
31								
32								
33	TOTAL SALARIES & BENEFITS					\$ 59,756		\$ 59,756

	A	B	C	D	E	F	G	H	I	J	K
1											Appendix B, Page 3
2											Date: October 15, 2021
3											
4	<b>Curry Senior Center</b>										
5	<b>Program: Innovative Neighborhood Food Support</b>										
6											
7	<b>Operating Expense Detail</b>										
8											
9											TOTAL
10	<u>Expenditure Category</u>										11/1/2021 - 6/30/2022
11	Rental of Property										
12	Utilities(Elec, Water, Gas, Phone, Garbage)										
13	Office Supplies, Postage										
14	Building Maintenance Supplies and Repair										
15	Printing and Reproduction										
16	Insurance										
17	Staff Training										
18	Staff Travel-(Local & Out of Town)										
19	Rental of Equipment										
20	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
21	The Healing WELL				\$	23,333					\$ 23,333
22	Tenderloin Community Benefit District				\$	9,229					\$ 9,229
23	City Hope				\$	22,000					\$ 22,000
24	OTHER										
25	Catering - Soul Food Friday and other events				\$	10,000					\$ 10,000
26	Food Pharmacy Food Bags				\$	9,360					\$ 9,360
27	Transportation Cost (bus/ uber tbd)				\$	9,760					\$ 9,760
28	Farmer's Market Token Program				\$	12,000					\$ 12,000
29	Food for Health Education Classes				\$	2,720					\$ 2,720
30	FM Tokens as incentives for Wellness program attendance				\$	800					\$ 800
31	T-shirts for Tenderloin Food Justice Collaborative				\$	350					\$ 350
32											
33	TOTAL OPERATING EXPENSE				\$	99,552					\$ 99,552
34											
35	<b>HSA #3</b>										<b>10/25/2016</b>

	A	B	C	D	E	F
1	Appendix B, Page 4					
2						
3						
4	<b>Curry Senior Center</b>					
5	<b>Program: Innovative Neighborhood Food Support</b>					
6						
7	<b>Program Expenditure Detail</b>					
8						
9						
10	EQUIPMENT		TERM	11/1/2021 - 6/30/2022	TOTAL 11/1/2021 - 6/30/2022	
11	No.	ITEM/DESCRIPTION				
12						
13						
14						
15						
16						
17						
18	TOTAL EQUIPMENT COST					
19						
20	R E M O D E L I N G					
21	Description:					
22						
23						
24						
25						
26						
27	TOTAL REMODELING COST					
28						
29	TOTAL CAPITAL EXPENDITURE					
30	(Equipment and Remodeling Cost)					

## Appendix A – Services to be Provided

### Dolores Street Community Services

Innovative Neighborhood Food Support  
November 1, 2021 – June 30, 2022

#### I. Purpose of Grant

The purpose of this grant is to provide meals and healthy food snacks through the food pantry referral and food pantry distribution services to hundreds of extremely food insecure individuals and families while following local, state, and federal COVID-19 safety protocols.

This grant will allow Grantee to address the following needs:

- Increased food purchases to meet the rising need of participants who face food insecurity;
- Increased food packaging and heating costs because of COVID-19 protocol related to individually packaged meals; and,
- Increased staff needed to individually wrap meals.

#### 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, snack, or meal
Grantee	Dolores Street Community Services
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> ).

### III. Target Population

1. Low-income individuals;
2. Undocumented individuals;
3. Unsheltered/Unhoused/Underhoused individuals;
  - a. Including individuals and families living in Mission District single-room occupancy (SRO) hotels;
4. Day laborers; and,
5. Domestic workers

### IV. Description of Services

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

Provide healthy, nutrient and vitamin-rich hot meals and cold breakfasts to:

- 45 unique individual guests of the Safe Sleeping Village;
- 30 unique individual guests of the Stay Over Program (“SOP”), a homeless shelter that operates in Buena Vista Horace Community School and serves the families of SFUSD students;
- 53 unique individual guests of Dolores Shelter Program (“DSP”), housed at Grantee’s Mission District shelters; and,
- 52 unique individual tenants of Casa Quezada (“CQ”), a 52-unit supportive housing site.

Additionally, Grantee will provide healthy snacks of fruits, vegetables, and non-sugary beverages to day laborers and domestic worker clients at in-person worker rights trainings, new-member orientations, membership meetings, and worker committee meetings. These clients will then serve as volunteers to conduct weekly outreach on street corners, in parks, bus stops, and other day laborer and domestic worker gathering places to refer their food insecure peers to food pantries.



Grantee will ensure that the procurement of food and the packing and distribution of 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.

Grantee will conduct outreach and distribute HSA-provided food vouchers to individuals and families residing in SRO hotels.

Grantee will upgrade equipment in its Richard M. Cohen Residence kitchen to make it appropriate for commercial kitchen purposes.

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 all services in zip code 94110 and will additionally distribute meals to day laborers and domestic workers in 94102, 94103, 94107, 94013, 94134, 94124, and 94130. Grantee to determine timing based on service need.

## **VI. Service Objectives**

During the term of this Grant (November 1, 2021 – June 30, 2022), Grantee will meet the following service objectives:

### Safe Sleeping Village

1. Provide 2 individually wrapped hot meals/day (lunch and dinner) to 45 unique shelter guests at the Safe Sleeping Village, 7 days a week, for a total of 21,780 individually wrapped meals over 242 days
2. Provide 1 cold meal/day (breakfast) to 45 unique shelter guests at the Safe Sleeping Village, 7 days a week, for a total of 10,890 meals over 242 days

### Dolores Shelter Program

1. Provide 1 individually wrapped hot meal/day (dinner) to 53 unique shelter guests at the existing DSP locations, 7 days a week, for a total of 12,826 wrapped meals over 242 days
2. Provide 1 cold meal/day (breakfast) to 53 unique shelter guests at DSP, 7 days a week, for a total of 12,826 meals over 242 days

### Stay Over Program

1. Provide 1 individually wrapped meals/day (dinner) to 30 unique individual guests at SOP, for a total of 3,930 meals over 131 school days

2. Provide 2 individually wrapped meals/day (lunch and dinner) to 30 unique individual guests at SOP, for a total of 6,660 meals over 111 days not in school (weekends, holidays, and school closures)
3. Provide 1 cold meal/day (breakfast) to 30 unique individual guests at SOP, for a total of 7,260 cold meals over 242 days
4. Provide 1 afternoon snack/day to 30 unique individual guests at SOP, for a total of 7,260 snacks over 242 days

#### Casa Quezada

1. Provide 1 individually wrapped meal/day (dinner) to 52 unique transitional housing tenants at CQ each month, for a total of 12,584 individually wrapped meals over 242 days
2. Provide 1 cold meal/day (breakfast) to 52 unique tenants at CQ, 7 days a week, for a total of 12,584 meals over 242 days

#### Day Laborers and Domestic Workers

1. Provide snacks of fruits, vegetables, and non-sugary beverages to 55 unique individual day laborers and domestic workers each week, for a total of 1,760 snacks over 32 weeks
2. Refer 500 unique, low-income immigrant individuals to food pantry services
3. Provide 1 individually wrapped hot meals each week to 70 unique day laborers on corners, for a total of 2,240 meals over 32 weeks

#### SRO Tenants

1. Conduct outreach and provide food vouchers to a total of 160 unique individuals/families residing in Mission District SRO hotels over 32 weeks
2. Train ten SRO building leaders in connecting building residents to community food resources with at least nine building leaders reporting increased access to services by residents in their respective buildings.

#### Richard M. Cohen Residence Kitchen

1. Upgrade the Cohen Residence stove/range and dishwasher for commercial applications

## **VII. Outcome Objectives**

Grantee will meet the following outcome objectives during the course of the Grant term (November 1, 2021 - June 30, 2022).

Grantee will survey clients and residents that receive meals on a monthly basis, to achieve:

1. 75% like the meals that are provided (shelter guests, transitional housing tenants, day laborers and domestic workers)
2. 85% of those who receive additional food will report decreased food need (shelter guests, day laborers and domestic workers)

**VIII. Data Collection & 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 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 month following service. 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., Safe Sleeping Village, Casa Quezada, SOP);
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 orientation<sup>1</sup>
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. The 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.

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<sup>1</sup> 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 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/CFCG within the first 30 days of the contract 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.

	A	B	C	D	E
1	Appendix B, Page				
2	Document Date:				8/24/2021
3	<b>HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	Contractor's Name			Contract Term	
6	<b>Dolores Street Community Services</b>			<b>11/1/21 - 6/30/22</b>	
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	<b>Program: Innovative Neighborhood Food Support</b>				
10					Total
11	<b>Program Term</b>	<b>11/1/21 - 6/30/22</b>			<b>11/1/21 - 6/30/22</b>
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$ 92,467			\$ 92,467
14	Operating Expense	\$ 96,824			\$ 96,824
15	<b>Subtotal</b>	<b>\$ 189,291</b>			<b>\$ 189,291</b>
16	Indirect Percentage (%)	15%			
17	Indirect Cost (Line 16 X Line 15)	\$ 28,394			\$ 28,394
18	Capital Expenditure	\$ 32,315			\$ 32,315
19	Total Expenditures	\$ 250,000			\$ 250,000
20	<b>HSA Revenues</b>				
21	General Fund	\$ 250,000			\$ 250,000
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$ 250,000			\$ 250,000
30	<b>Other Revenues</b>				
31					
32					
33					
34					
35					
36	Total Other Revenues				
37					
39	Prepared by: Saúl Hidalgo L.		Telephone No.: 415-857-7700	Date: 10/19/21	
40	HSA-CO Review Signature: _____				
41	<b>HSA #1</b>				<b>11/15/2007</b>

	A	B	C	D	E	G	H	I
1								
2	<b>Dolores Street Community Services</b>							
3	<b>Program: Innovative Neighborhood Food Support</b>							
4								
5	<b>Salaries &amp; Benefits Detail</b>							
6								
7	<b>11/1/21 - 6/30/22</b>							
8		Agency Totals		For HSA Program		For HSA Program		TOTAL
9	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary (prorated for 8 months)		
10	Kitchen Manager	\$52,000	100%	8%	8%	\$ 2,773		\$ 2,773
11	Operations Director	\$75,000	100%	5%	5%	\$ 2,500		\$ 2,500
12	Program Assistant	\$49,920	100%	13%	13%	\$ 4,160		\$ 4,160
13	Program Staff - DSP	\$45,760	100%	35%	35%	\$ 10,677		\$ 10,677
14	Program Staff - SOP	\$45,760	100%	50%	50%	\$ 15,253		\$ 15,253
15	Program Staff - Village	\$49,920	100%	70%	70%	\$ 23,296		\$ 23,296
16	Program Staff - CQ	\$41,600	100%	43%	43%	\$ 11,925		\$ 11,925
17								\$ -
18								\$ -
19								\$ -
20								\$ -
21								\$ -
22								\$ -
23								\$ -
24								\$ -
25								\$ -
26								
27	TOTALS		7.00	2.24	2.24	\$ 70,585		\$ 70,585
28								
29	FRINGE BENEFIT RATE	31.00%						
30	EMPLOYEE FRINGE BENEFITS					\$ 21,881		\$ 21,881
31								
32								
33	TOTAL SALARIES & BENEFITS					\$ 92,467		\$ 92,467



	A	B	C	D	E	F	G	H	I	J	K
1											Appendix B, Page
2											Document Date: 10/19/2021
3											
4	<b>Dolores Street Community Services</b>										
5	<b>Program: Innovative Neighborhood Food Support</b>										
6											
7	<b>Operating Expense Detail</b>										
8											
9											
10											
11											
12	<u>Expenditure Category</u>	<b>TERM 11/1/21 - 6/30/22</b>									<b>TOTAL</b>
13	Rental of Property	_____									_____
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	_____									_____
15	Office Supplies, Postage	_____									_____
16	Building Maintenance Supplies and Repair	_____									_____
17	Printing and Reproduction	_____									_____
18	Insurance	_____									_____
19	Staff Training	\$ 150									\$ 150
20	Staff Travel-(Local & Out of Town)	_____									_____
21	Rental of Equipment	_____									_____
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23	_____										
24	_____										
25	_____										
26	OTHER										
27	Kitchen Supplies	\$ 25,248									\$ 25,248
28	Food	\$ 55,227									\$ 55,227
29	Participant Stipends	\$ 16,200									\$ 16,200
30	_____										
31	_____										
32	_____										
33	TOTAL OPERATING EXPENSE	\$ 96,824									\$ 96,824
34											
35	<b>HSA #3</b>										<b>11/15/2007</b>

	A	B	C	D	E	F
1						Appendix B, Page
2						Document Date: 10/19/21
3						
4	<b>Dolores Street Community Services</b>					
5	<b>Program: Innovative Neighborhood Food Support</b>					
6						
7	<b>Capital Expenditure Detail</b>					
8	<b>(Equipment and Remodeling Cost)</b>					
9						
10	EQUIPMENT		TERM	11/1/21 - 6/30/22		TOTAL
11	No.	ITEM/DESCRIPTION				
12		Stove-Top Range Viking 60" free standing range plus tax	\$ 23,815			\$ 23,815
13		Dishwasher 7126 plus tax and delivery	\$ 8,500			\$ 8,500
14						
15						
16						
17						
18	TOTAL EQUIPMENT COST		\$ 32,315			\$ 32,315
19						
20	R E M O D E L I N G					
21	Description:					
22						
23						
24						
25						
26						
27	TOTAL REMODELING COST					
28						
29	TOTAL CAPITAL EXPENDITURE		\$ 32,315			\$ 32,315
30	(Equipment and Remodeling Cost)					
31	<b>HSA #4</b>					<b>11/15/2007</b>

## Appendix A – Services to be Provided

### Fresh Approach

Innovative Neighborhood Food Support  
Effective 11/01/21– 6/30/2022

#### I. Purpose

The purpose of this grant is to provide supplemental farm fresh produce, nutrition resources, and farmers’ market vouchers to San Franciscans in need in order to improve healthy food access.

#### 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 food box
Grantee	Fresh Approach
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**

Food-insecure children and adults in San Francisco from low-income neighborhoods and communities of color.

### **IV. Description of Services and Program Requirements**

Grantee shall develop and administer a farm-fresh food box program that provides fresh supplemental produce, nutrition education classes (VeggieRx class) and farmers' market vouchers (VeggieRx voucher) to the Target Population. Grantee shall provide, at minimum, the number of food boxes as outlined in Section VI. Each food box will, at minimum, include the following:

1. \$25 worth of fresh fruits and vegetables
2. One VeggieRx class invitation

Each box provided during May and June of this grant term will also include a \$10 VeggieRx voucher. Each client may be provided up to one food box per week unless otherwise agreed upon between Grantee and CFCG.

Grantee will work with approved subgrantees to coordinate the promotion, packing, and distribution of farm-fresh food boxes weekly:

- Pie Ranch will source and pack from its own farm and its network of beginning farmers and deliver boxes to HOMEY Peace Center.
- Pacific Coast Farmers' Market Association (PCFMA) will source produce from the vendors of its five farmers' markets in San Francisco, pack and deliver boxes to Booker T. Washington Community Service Center.
- Agriculture Institute of Marin (AIM) will source from the vendors at its two farmers' markets in the city to distribute boxes to the Bayview Hunters Point Community Advocates.

Grantee will have on file a current agreement with all subgrantees.

In addition, Grantee will provide 1,600 produce boxes (with no vouchers) to community based organizations in the Sunset and Richmond neighborhoods selected by the CFCG with agreement from the Grantee.

Grantee will ensure that the procurement of food and the packing and distribution of 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.

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**

The Grantee will provide supplemental groceries in the City and County of San Francisco at the nonprofits listed above in section IV; service times are determined by the Grantee with approval by CFCG.

**VI. Service Objectives**

Grantee will meet the following service objectives during this grant term:

1. Serve at minimum 200 unique clients.
2. Distribute at minimum 7,600 service units.
3. At minimum 80% of box recipients participate in at least one of the VeggieRx classes.
4. At least 80% of VeggieRx vouchers are redeemed.

**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 the following outcome objectives:

1. At least 80% of clients enjoyed the food delivery, based on client post-survey.
2. At least 80% of box recipients report that as a result of the program, they have increased their consumption of fruits and vegetables, based on client post-survey.
3. At least 80% of nutrition class participants reported that as a result of the class, they are more confident cooking with fresh fruits and vegetables, based on program participant post-survey

**VIII. 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 orientation<sup>1</sup>
- 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 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.

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<sup>1</sup>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*).

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](mailto:Jennifer.Grant@sfgov.org)

Contract Manager, Office of Contract Management, SF HSA

or

[Cathy.Huang@sfgov.org](mailto:Cathy.Huang@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**

Contractor's Name		Contract Term		
<b>Fresh Approach</b>		<b>11/01/21-06/30/22</b>		
(Check One)    New <u>XXX</u> Renewal <u>    </u> Modification <u>    </u>				
If modification, Effective Date of Mod.                      No. of Mod.				
<b>Program: Innovative Neighborhood Food Support</b>				
				<b>TOTAL</b>
Program Term	<b>11/01/21-06/30/22</b>			<b>11/01/21-06/30/22</b>
<b>Expenditures</b>				
Salaries & Benefits	\$ 26,171			\$ 26,171
Operating Expenses	\$ 267,946			\$ 267,946
<b>Subtotal</b>	<b>\$ 294,117</b>			<b>\$ 294,117</b>
Indirect Percentage (%)	2%			
Indirect Cost (Line 16 X Line 15)	\$ 5,882			\$ 5,882
Capital Expenditure				
Total Expenditures	\$ 300,000			\$ 300,000
<b>HSA Revenues</b>				
General Fund	\$ 300,000			\$ 300,000
<b>TOTAL HSA REVENUES</b>	<b>\$ 300,000</b>			<b>\$ 300,000</b>
<b>Other Revenues</b>				
<b>Total Other Revenues</b>				
Prepared by: Raffaella Cerruti		Telephone No.: 9257712990		Date 10/18/2021
HSA-CO Review Signature: _____				
<b>HSA #1</b>				<b>11/15/2007</b>



Fresh Approach  
 Program: Innovative Neighborhood Food Support

**Operating Expense Detail**

<u>Expenditure Category</u>	<u>TERM</u>	<u>11/01/21-06/30/22</u>	<u>11/01/21-06/30/22</u>	<u>TOTAL</u>
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Scavenger)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction		\$ 1,947		\$ 1,947
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>				
Pie Ranch		\$ 83,333		\$ 83,333
Pacific Coast Farmer's Market Assn.		\$ 83,333		\$ 83,333
Agricultural Institute of Marin		\$ 83,333		\$ 83,333
<u>OTHER</u>				
VeggieRx. Vouchers (\$10/box *1600 boxes)		\$16,000		\$ 16,000
TOTAL OPERATING EXPENSE		\$267,946		\$ 267,946

**HSA #3**

**11/15/2007**

Fresh Approach  
 Program: Innovative Neighborhood Food Support

**Capital Expenditure Detail  
 (Equipment and Remodeling Cost)**

EQUIPMENT		TERM	11/01/21-06/30/22			TOTAL
No.	ITEM/DESCRIPTION					
TOTAL EQUIPMENT COST						
<b>R E M O D E L I N G</b>						
Description:						
TOTAL REMODELING COST						
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)						
<b>HSA #4</b>						<b>11/15/2007</b>

## Appendix A – Services to be Provided

### Glide Foundation

Innovative Neighborhood Food Support  
Effective 11/01/21– 6/30/2022

#### I. Purpose

The purpose of this grant is to address food insecurity using innovative practices and supporting environmental justice, through the Zero-Waste Food Pantry (ZWFP) program to San Franciscans in need.

#### 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 food bag
Grantee	The Glide Foundation
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> ).
ZWFP	Zero-Waste Food Pantry

**III. Target Population**

Tenderloin neighborhood's community of children and their families who are marginalized by race, language, and immigration status. The Grantee may also expand to additional neighborhoods determined by the Grantee with approval by CFCG.

**IV. Description of Services and Program Requirements**

Grantee will administer a ZWFP to provide free supplemental grocery bags for the Target Population. Grantee will develop relationships with local vendors who include race equity as part of their mission and/or business model to source food for the ZWFP. Grantee will coordinate with their Family Resource Center (FRC) to promote the program and distribute food bags using reusable bags and containers once weekly to participants.

Grantee shall serve, at minimum, the number of bags and participants as outlined in Section VI. Each food bag shall, at minimum, provide supplemental fruits, vegetables, grains and protein. Each participant may be provided up to one food bag per week. Grantee will enroll all participants into Grantee's database and meet all data collection and reporting requirements set forth in section VIII.

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**

The ZWFP will operate from the Tenderloin Neighborhood in the City and County of San Francisco. Service times are determined by the Grantee with approval by the CFCG.

**VI. Service Objectives**

1. Serve at minimum 118 unduplicated clients during grant term.
2. Distribute at minimum 3,776 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 80% of participants will be satisfied with the ZWFP experience.
2. At least 80% of participants will be satisfied with the availability of culturally appropriate foods provided by ZWFP.
3. At least 80% of participants reported that they were able to more easily meet their food needs.
4. At least 80% of participants will report eating healthier foods (less processed foods) as a result of participating in ZWFP.

**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:

<b>Month</b>	<b>Units of Service</b>	<b>Unduplicated Households</b>	<b>Unduplicated People</b>	<b>Year to Date Households</b>	<b>Year to Date People</b>
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:

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 orientation<sup>1</sup>
14. 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

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<sup>1</sup>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*).

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.

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](mailto:Jennifer.Grant@sfgov.org)

Contract Manager, Office of Contract Management, SF HSA

or

[Cathy.Huang@sfgov.org](mailto:Cathy.Huang@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.

	A	B	C	D	E
1	Appendix B, Page 1				
2					
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	Name			Term	
6	<u>GLIDE Foundation</u>			11/1/21 - 6/30/22	
7	(Check One)    New <input checked="" type="checkbox"/> Renewal ____    Modification ____				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	<b>Program: Innovative Neighborhood Food Support</b>				
10					<b>TOTAL</b>
11	Program Term	11/1/21 - 6/30/22			11/1/21 - 6/30/22
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$	73,163		\$ 73,163
14	Operating Expense	\$	165,968		\$ 165,968
15	<b>Subtotal</b>	\$	239,130		\$ 239,130
16	Indirect Percentage (%)		15%		
17	Indirect Cost (Line 16 X Line 15)	\$	35,870		\$ 35,870
18	Capital Expenditure				
19	Total Expenditures	\$	275,000		\$ 275,000
20	<b>HSA Revenues</b>				
21	General Fund	\$	275,000		\$ 275,000
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES	\$	275,000		\$ 275,000
30	<b>Other Revenues</b>				
31	GLIDE General Fund	\$	415,000		\$ 415,000
32	City Funds	\$	25,000		\$ 25,000
33					
34					
35					
36	Total Other Revenues	\$	440,000		\$ 440,000
37	Total Revenues	\$	715,000		\$ 715,000
39	Prepared by: Charles Simms	Telephone No.:		Date: 10/19/21	
40	HSA-CO Review Signature: _____				
41	<b>HSA #1</b>				<b>10/25/2016</b>

	A	B	C	D	E	F	H	I
1	Appendix B, Page 2							
2								
3								
4	<b>GLIDE Foundation</b>							
5	<b>Program: Innovative Neighborhood Food Support</b>							
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9	<b>11/1/21 - 6/30/22</b>							
10		Agency Totals		HSA Program		DHS Program		TOTAL
11	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary		11/1/21 - 6/30/22
12	Pantry Coordinator	\$60,000	1.00	100%	67%	\$ 40,200		\$ 40,200
13	Program Manager	\$89,255	1.00	100%	19%	\$ 16,958		\$ 16,958
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27	TOTALS		2.00	200%	0.86	\$ 57,158		\$ 57,158
28								
29	FRINGE BENEFIT RATE	28%						
30	EMPLOYEE FRINGE BENEFITS					\$ 16,004		\$ 16,004
31								
32								
33	TOTAL SALARIES & BENEFITS					\$ 73,163		\$ 73,163
34	<b>HSA #2</b>							<b>10/25/2016</b>

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3											
4	<b>GLIDE Foundation</b>										
5	<b>Program: Innovative Neighborhood Food Support</b>										
6											
7	<b>Operating Expense Detail</b>										
8											
9											
10											
11											
12	<u>Expenditure Category</u>										TOTAL
		TERM <u>11/1/21 - 6/30/22</u>									<u>11/1/21 - 6/30/22</u>
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	OTHER										
27											
28	Food	\$ 151,040									\$ 151,040
29	Production Materials and Supplies	\$ 14,928									\$ 14,928
30											
31											
32											
33	TOTAL OPERATING EXPENSE	\$ 165,968									\$ 165,968
34											
35	<b>HSA #3</b>										<b>10/25/2016</b>

	A	B	C	D	E	F
1	Appendix B, Page 4					
2						
3						
4	<b>GLIDE Foundation</b>					
5	<b>0</b>					
6						
7	<b>Program Expenditure Detail</b>					
8						
9						
10	<b>EQUIPMENT</b>	<b>TERM</b>	<b>11/1/21 - 6/30/22</b>		<b>TOTAL</b>	
11	No.	ITEM/DESCRIPTION				
12						
13						
14						
15						
16						
17						
18	TOTAL EQUIPMENT COST					
19						
20	<b>R E M O D E L I N G</b>					
21	Description:					
22						
23						
24						
25						
26						
27	TOTAL REMODELING COST					
28						
29	TOTAL CAPITAL EXPENDITURE					
30	(Equipment and Remodeling Cost)					
31	<b>HSA #4</b>					<b>10/25/2016</b>

## Appendix A – Services to be Provided

### HOMEY

Innovative Neighborhood Food Support  
November 1, 2021-June 30, 2022

#### I. Purpose of Grant

The purpose of this grant is to provide low-barrier access to nutritious and culturally-appropriate food through the Food as Medicine Collaborative food security work of Grantee HOMEY and Sub-Grantee Mission Meals Coalition to enable them to have the capacity and infrastructure to fully integrate their existing partnerships and connect clients with additional services.

#### 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	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 contract:

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. This grant will support Grantee's efforts by funding the following operations infrastructure and staffing:

- One Food Pantry Coordinator (1.0 FTE);
- One Driver (0.5 FTE);
- One Warehouse Associate (0.5 FTE);
- Rent and utilities;
- Building maintenance supplies and repair;
- Volunteer stipends;
- Printing and Reproduction;
- Insurance; and,
- Cleaning supplies and PPE.

Grantee shall also partner with Chinatown community-based organizations to support an annual food drive.

Sub-Grantee 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. Sub-Grantee 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, Sub-Grantee Mission Meals runs a Baby Food Pharmacy (Mission Minis), Free Farmers Markets, a Free Community Fridge, and a Diabetes Food Pharmacy. This grant

will support Sub-Grantee MMC's efforts by funding the following operations infrastructure and staffing:

- Commercial grade refrigerator;
- Two heavy duty hand trucks;
- Community Fridge maintenance, cleaning supplies, and PPE;
- Rent and utility expenses at Mom Chair (host of community fridge and grocery programs);
- Gas reimbursements for 20 volunteer delivery drivers;
- Stipends for 3 youth and 3 elder volunteers;
- Diabetes Pharmacy Consultant once every two months;
- Baby Food Pharmacy Consultant once every two months; and,
- Three operational stipends to MMC Community Partners: MMC Elder Circle, CALMA, and SF Neighbors Solidarity Network
- Apparel/Swag for volunteers and promotional
- Engagement event
- Communications tools for infrastructure

Grantee shall sign and have on file a contract outlining terms and responsibilities with Sub-Grantee Mission Meals Coalition.

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.

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

Grantee's and Sub-Grantee 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, 94103, 94108, 94112, 94123, and 94124.

Timing of services will be determined by each program.

## **VI. Service Objectives**

During the grant term, the operations and staffing support provided by this grant will allow Grantee to meet the following service objectives:

1. Serve a minimum of 2,500 unduplicated households;
2. Distribute a minimum of 38,112 service units;
3. Provide 260 hours of translation services;

- 4. Host 2 quarterly diabetes prevention and education and 2 quarterly baby nutrition workshops; and,
- 5. Provide a minimum of 2 trilingual (English, Spanish, Cantonese) resource materials to clients per month.

**VII. Outcome Objectives**

During the grant term, the operations and staffing support provided by this grant will allow Grantee to meet the following outcome objectives:

- 1. At least 70% of the clients remained part of Grantee and MMC food pantry programs;
- 2. At least 70% of clients felt the food they were provided was culturally appropriate for their household;
- 3. At least 50% of clients were connected with a community resource they needed in addition to food assistance; and,
- 4. At least 25% people registered and attended the quarterly diabetes and education workshops.

**VIII. Data Collection & 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 Grantee and/or 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:

- 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 orientation<sup>1</sup>

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<sup>1</sup> 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*).

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.

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](mailto:jennifer.grant@sfgov.org)

Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain

[thomas.mcclain@sfgov.org](mailto: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 (HOMEY)

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

(Check One) New  Renewal  Modification 

If modification, Effective Date of Mod. \_\_\_\_\_ No. of Mod. \_\_\_\_\_

<b>Program: Innovative Neighborhood Food Support</b>				
<b>Program Term</b>	<b>11/1/21-6/30/22</b>			<b>11/1/21-6/30/22</b>
<b>Expenditures</b>				<b>Total</b>
Salaries & Benefits	\$ 149,382			\$ 149,382
Operating Expense	\$ 168,010			\$ 168,010
<b>Subtotal</b>	<b>\$ 317,392</b>			<b>\$ 317,392</b>
Indirect Percentage (%)	15%			\$ 0
Indirect Cost (Line 16 X Line 15)	\$ 47,608			\$ 47,608
Capital Expenditures	\$ 10,000			\$ 10,000
<b>Total Expenditures</b>	<b>\$ 375,000</b>			<b>\$ 375,000</b>
<b>HSA Revenues</b>				
General Fund	\$ 375,000			\$ 375,000
<b>TOTAL HSA REVENUES</b>	<b>\$ 375,000</b>			<b>\$ 375,000</b>
<b>Other Revenues</b>				
<b>Total Other Revenues</b>				
Prepared By:	R. Alfaro	Telephone No.:	415.861.1600	Date: 10/18/21

HSA-CO Review Signature: \_\_\_\_\_

HSA #1

10/25/2016





NAME: HOMIES ORGANIZING THE MISSION TO EMPOWER YOUTH (HOMEY)  
 Program: Innovative Neighborhood Food Support

**Operating Expense Detail**

<b><u>EXPENDITURE CATEGORY</u></b>	<b>TERM: 11/1/21 - 6/30/22</b>		<b>TOTAL</b>
Rent/Occupancy	\$ 10,000		\$ 10,000
Utilities(Elec, Water, Gas, Phone, Garbage)	\$ 1,800		\$ 1,800
Office Supplies, Postage			
Building Maintenance Supplies and Repair	\$ 1,300		\$ 1,300
Printing and Reproduction	\$ 2,000		\$ 2,000
Insurance	\$ 3,200		\$ 3,200
Staff Training			
Staff Travel-(Local & Out of Town)			
Rental of Equipment			
<b><u>CONSULTANT/SUBCONTRACTOR</u></b>			
Mission Meals Coalition	\$ 85,000		\$ 85,000
<b><u>OTHER</u></b>			
Pantry Supplies	\$ 21,180		\$ 21,180
Volunteer Stipends	\$ 23,000		\$ 23,000
Supplies & Materials			
Chinatown Mutual Aid	\$ 20,000		\$ 20,000
3-in-1 Hand Trucks	\$ 530		\$ 530
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 168,010</b>		<b>\$ 168,010</b>

**HSA #3**

**10/25/2016**

NAME: HOMIES ORGANIZING THE MISSION TO EMPOWER YOUTH (HOMEY)  
 Program: Innovative Neighborhood Food Support

**Program Expenditure Detail**

<b>EQUIPMENT</b>		<b>TERM: 11/1/21 - 6/30/22</b>			<b>TOTAL</b>
No.	ITEM/DESCRIPTION				
2	Empura EGM-50W Glass Merchandiser Refrigerators	\$ 5,000			\$ 5,000
	Shelves & Market Equipment	\$ 5,000			\$ 5,000
<b>TOTAL EQUIPMENT COST</b>		<b>\$ 10,000</b>			<b>\$ 10,000</b>
<b>R E M O D E L I N G</b>					
Description:					
<b>TOTAL REMODELING COST</b>					
<b>TOTAL CAPITAL EXPENDITURE</b> (Equipment and Remodeling Cost)		<b>\$ 10,000</b>			<b>\$ 10,000</b>
<b>HSA #4</b>		<b>10/25/2016</b>			

## Appendix A – Services to be Provided

### San Francisco New Deal

Innovative Neighborhood Food Support  
November 1, 2021-June 30, 2022

#### I. Purpose of Grant

The purpose of this grant is to Grantee deliver meals to families and individuals within the San Francisco New Deal (“Grantee”) and the San Francisco African American Faith-Based Coalition’s (“Sub-Grantee Coalition”) various church and neighborhood communities. The individuals served through this collaboration are historically marginalized BIPOC communities that are low-income, food insecure, and report continued isolation due to the COVID-19 pandemic.

#### 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	SF New Deal
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> ).

### **III. Target Population**

Low-income, BIPOC communities facing food insecurity and/or isolation from the COVID-19 pandemic.

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

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

Grantee shall facilitate the delivery of prepared meals sourced from local neighborhood restaurants to participating Sub-Grantee Coalition churches. Grantee will on-board and communicate regularly with participating restaurants to ensure the accuracy, nutritional content, cultural appropriateness, and overall quality of the meal experience and service.

During the restaurant and meal provider onboarding process, Grantee will collect all SF Department of Public Health (“SF DPH”) health and permitting documentation. Grantee will send participating restaurants automated emails with meal assignments, and Grantee’s Call Center will provide support and solutions to restaurants with technical issues or restaurants in need of support regarding the fulfillment of orders.

Sub-Grantee Coalition will serve as a touchpoint to current and potential meal recipients from within their church communities. Church Liaisons will distribute meals to recipients in their communities from their church locations. The twenty-two Church Liaisons in the program will represent Sub-Grantee Coalition churches in Western Addition, Fillmore, Ingleside, Excelsior, Bayview, Hunters Point, Visitacion Valley, Portola, Mission, and Bernal Heights. In addition to distributing meals to community members, Church Liaisons are also responsible for data collection including meal numbers and demographic information, as well as outreach to new members interested in participating in the meal service. Each Church Liaison also ensures that their church is compliant with all SF DPH health orders.

Each meal shall cost Grantee a total of \$12.49 (\$11.50 and sales tax of 8.625%). Grantee will ensure that the procurement of food and the packing and distribution of 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.

Grantee shall keep a memorandum of understanding on file with Sub-Grantee Coalition.

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**

The program will feature the participation of Sub-Grantee Coalition churches in Western Addition, Fillmore, Ingleside, Excelsior, Bayview, Hunters Point, Visitacion Valley, Portola, Mission, and Bernal Heights. Time of services to be determined by Grantee and Church Liaisons based on service need.

## **VI. Service Objectives**

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

1. Provide 20,416 meals to Coalition members during the duration of the grant period;
2. Serve 2254 unique individuals (reflecting 1400 households); and,
3. Partner with 16 San Francisco-based restaurants.

## **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 recipients express satisfaction with their meals and improved nutrition as measured through existing survey mechanisms
2. At least 80% of clients said the Meal portion size was adequate
2. At least 80% of participants continue with the program throughout the program term, as measured by Church Liaisons and Grantee existing survey mechanisms
3. At least 80% of clients express an increased sense of dignity as a result of participating in a food program, as measured by Church Liaisons
4. 3. At least 80% of the vendors said that participating in the program increased business

## **VIII. Data Collection & 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 S New Deal 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., name and address of church, community center, 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 orientation<sup>1</sup>
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 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. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- 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.
- 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 the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.

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<sup>1</sup>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 will develop a grievance policy with approval from HSA/CFCG within the first 30 days of the contract 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](mailto:jennifer.grant@sfgov.org)  
Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain  
[thomas.mcclain@sfgov.org](mailto: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		Term	
<b>SF New Deal</b>		<b>11/1/21-6/30/22</b>	
(Check One) New      Renewal ____      Modification ____			
If modification, Effective Date of Mod.      No. of Mod.			
<b>Program: Innovative Neighborhood Food Support</b>			
		<b>11/1/21-6/30/22</b>	
<b>Program Term</b>	<b>11/1/21-6/30/22</b>		<b>Total</b>
<b>Expenditures</b>			
Salaries & Benefits	\$ 27,720		\$ 27,720
Operating Expense	\$ 308,819		\$ 308,819
<b>Subtotal</b>	<b>\$ 336,539</b>		<b>\$ 336,539</b>
Indirect Percentage (%)	4%		
Indirect Cost (Line 16 X Line 15)	\$ 13,462		\$ 13,462
Capital Expenditure			
Total Expenditures	\$ 350,000		\$ 350,000
<b>HSA Revenues</b>			
General Fund	\$ 350,000		\$ 350,000
<b>TOTAL HSA REVENUES</b>	<b>\$ 350,000</b>		<b>\$ 350,000</b>
<b>Other Revenues</b>			
<b>Total Revenues</b>			

Prepared by: Jacob Bindman      Telephone No.:      Date: 10/20/21

HSA-CO Review Signature: \_\_\_\_\_



**SF New Deal**

**Program: Innovative Neighborhood Food Support**

**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, Garbage)	_____	_____	_____	_____
Office Supplies, Postage	_____	_____	_____	_____
Building Maintenance Supplies and Repair	_____	_____	_____	_____
Printing and Reproduction	_____	_____	_____	_____
Insurance	\$ 450	_____	_____	\$ 450
Staff Training	_____	_____	_____	_____
Staff Travel-(Local & Out of Town)	_____	_____	_____	_____
Rental of Equipment	_____	_____	_____	_____
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE	_____	_____	_____	_____
SFAAFBC Church Liaisons	\$ 53,336	_____	_____	\$ 53,336
Meal costs for 20,416 meals (@ \$11.50 + 8.625% tax per meal)	\$ 255,033	_____	_____	\$ 255,033
OTHER	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
TOTAL OPERATING EXPENSE	\$ 308,819	_____	_____	\$ 308,819

**SF New Deal**  
**Program: Innovative Neighborhood Food Support**

**Program Expenditure Detail**

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