

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 TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: SUSIE SMITH, DEPUTY DIRECTOR FOR POLICY & PLANNING ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS —DS

DATE: NOVEMBER 17, 2022

SUBJECT: GRANT MODIFICATION: SF NEW DEAL FOR PREPARED MEAL

SUPPORT SERVICES TO FAMILIES

GRANT

TERM: <u>Current Modification Revised Contingency Total</u>

11/01/2021- 01/01/2023- 11/01/2021-12/31/2023 06/30/2023 06/30/2023

GRANT \$2,918,571 \$1,450,000 \$4,368,571 \$436,857 \$4,805,428

AMOUNTS:

FUNDING

SOURCE: <u>County</u> <u>State</u> <u>Federal</u> <u>Contingency</u> <u>Total</u>

FUNDING: \$4,368,571 \$436,857 \$4,805,428

PERCENTAGE: 100% 100%

Trent RhorerExecutive Director

London Breed

Mayor

The Human Services Agency (HSA) requests authorization to modify the existing grant agreement to supplement the City's food security network by improving food access and security through the Prepared Meal Support Services to Families for the period of January 1, 2023 to June 30, 2023 in the additional amount of \$1,450,000 plus a 10% contingency for a revised total amount not to exceed \$4,805,428. The purpose of this modification is to extend meal support services to families with young children.

Background

In June of 2021, the Covid-19 Food Coordination Group (CFCG) held three community listening sessions to hear from service providers directly on where they needed the most support and where service gaps existed when it came to food access within our vulnerable populations. Service providers identified families with young children as a vulnerable population that needed extra food support due to the many challenges they faced, and continue to face, as a result of the pandemic.

As a result of our findings during the listening sessions, Request for Proposals (RFP) # 953 was released and SF New Deal was selected to operate the Family Meal Pack program.

Services to be Provided

This modification will continue the services of SF New Deal which has been operating the Family Meal Pack program. This program provides bulk meal pickups for families with children under the age of 5. Families are able to pick up meals in bulk from participating childcare sites and family resource centers bi-weekly. This program will continue to serve over 875 families. Starting in winter of 2022, families will be switched to a text based ordering service where they can order meals from participating restaurants at times that are convenient to their work and childcare schedules.

For more detailed information about services to be provided, please refer to Appendix A-2 (attached).

Location

The targeted locations were areas where there were high numbers of low income families receiving childcare subsidies. This program now serves the following zip codes: 94102, 94103, 94107, 94108, 94109, 94110, 94111, 94112, 94115, 94116, 94121, 94122, 94124, 94133, 94134, and 94158.

For more detailed information about locations where services will be provided, please refer to Appendix A-2 (attached).

Selection

Grantee was selected through RFP #953 issued in July 2021.

Funding

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

ATTACHMENTS

SF New Deal (Households with Children 0-5)

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

Appendix A-2 – Services to be Provided

SF New Deal

Prepared Meal Support: Households (Meal Pick-up for Households with Children 5 Years Old and Under)

November 1, 2021 – June 30, 2023

I. Purpose of Grant

The purpose of this grant is to implement a program whereby San Francisco households with at least one child five years old or younger can pick up packs of prepared meals from participating restaurants in or within one mile of the household's zip code. The purpose of this program is to assist low-income San Francisco households with small children with the time and financial demands of purchasing and preparing food for their household. Additionally, with most children under five not enrolled in elementary school, these families may not be able to access meal programs through schools.

II. Definitions

CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Citywide Food Access Team (CFAT)	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.
Grantee	SF New Deal
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.
Participation Rate	This percentage is the number of biweekly cycles in which a participant redeems at least one meal divided by the total number of biweekly cycles (e.g., a 50% Participation Rate is redeeming at least one meal in 13 of the biweekly cycles within the 26 biweekly program cycles in a year)

Redemption Rate	This percentage is the number of meals redeemed divided by the number of meals available within each biweekly cycle (<i>e.g.</i> , a 50% Redemption Rate is redeeming 4 of 8 available meals within a biweekly program cycle)						
Service Unit	One meal						
SFHSA	San Francisco Human Services Agency						
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 (SF Admin. Code, Chapter 104, Sections 104.1 through 104.9).						

III. Target Population

This program is designed to serve all populations and ethnicities with a focus on low-income San Francisco households with a child five years old or younger. While the program may serve San Franciscans in any zip code, Grantee's program must have participating restaurants in and serve clients in the three San Francisco zip codes with the highest number of children enrolled in early care and education subsidies as of February 2020: 94124, 94134, and 94112. Areas of service beyond the three designated zip codes shall be agreed upon between Grantee and SFHSA.

IV. Description of Services

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

Grantee shall administer a program whereby low-income San Francisco households with at least one child five years old or younger can pick up a free, culturally-appropriate Prepared Meal Pack from a restaurant in or within one mile of the participating household's zip code. The purpose of this program is to support households with children by helping to alleviate some of the financial and time demands associated with grocery shopping and cooking, especially with many food resources only being accessible between 9:00 am and 5:00 pm. Prepared Meal Packs will be available for pick-up during time windows that are convenient for working families, such as after 5:00 pm and on weekends. This program shall be branded as the Family Meal Pack Program as it is intended to serve only families with children.

Through September 2022, a Prepared Meal Pack shall consist of multiple individually-packed meals, or family-style portions that equate to multiple meals. Restaurants will deliver Prepared Meal Packs to community-based organizations for distribution to families by site staff. The number of meals per Prepared Meal Pack may change as directed by SFHSA.

Starting October 2022, families can order through a text exchange with SF New Deal or with a redemption card, and can order and pick up at times and participating locations of

their choosing. The redemption card is intended for families who are not comfortable with text messaging, and serves as a verification document that shows participating restaurants that the family is enrolled in the program. The biweekly number of meals available to families may change as directed by SFHSA.

During the texting and redemption card program model, Grantee shall continuously monitor the Redemption Rates and Participation Rates of enrolled families. On a monthly basis, Grantee shall conduct outreach to enrolled program participants with low Redemption Rates and Participation Rates, and Grantee shall disenroll families with Participation Rates of zero over two consecutive biweekly program cycles.

As directed by SFHSA, Grantee may be required to institute a maximum cap of enrolled households and work with program referral partners to compile and monitor a program waitlist. Grantee shall continuously monitor the eligibility and Participation Rate of participating households and enroll waitlisted households when space becomes available.

Grantee's Call Center will provide customer support to program participants in at minimum San Francisco's Threshold Languages: Chinese, English, Spanish, and Tagalog.

During the restaurant onboarding process, Grantee will collect all applicable SF Department of Public Health documentation. 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.

With prior approval from SFHSA, Grantee should develop and utilize additional partnerships with community-based organizations, mutual-aid networks, after-school programs, and/or childcare and healthcare providers to share information about this program and reach qualifying households. Grantee should develop and support distribution of program advertising materials in San Francisco's Threshold Languages that provide information about the service and eligibility.

V. Location and Time of Services

Pick up sites outside of restaurants may be considered in order to best meet the needs of families. Grantee must request approval from SFHSA prior to allowing pick up sites outside of participating restaurants.

While the timing of services is to be determined by Grantee and participating restaurants, Prepared Meal Packs must be available for pick-up from some vendors during time windows that are convenient for working families, such as after 5:00 pm and on weekends.

VI. Service Objectives

Grantee will meet the following service objectives:

11/1/21-6/30/22	11/1/21-12/31/22	11/1/21-6/30/23
Provide approximately	Provide approximately 187,831	Provide approximately 215,000
124,565 meals to	meals to households with at least	meals to households with at least one
households with at least	one child five years old or	child five years old or younger;
one child five years old	younger;	
or younger;		
Note: Objective numbers	above are cumulative for	entire grant period.
Partner with at least 15	Partner with at least 15 San	Partner with at least 15 San Francisco-
San Francisco-based	Francisco-based restaurants;	based restaurants;
restaurants;		
Partner with at least 10	Partner with at least 10	Partner with at least 10 community
community based	community based organizations	based organizations who serve families
organizations who serve	who serve families in order to	in order to conduct outreach;
families in order to	conduct outreach; and,	
conduct outreach; and,		
Offer a minimum of 8	Offer a minimum of 8 unique	Offer a minimum of 8 unique cuisine
unique cuisine types	cuisine types among these	types among these restaurants
among these restaurants	restaurants	
		Beginning December 1, 2022, maintain
		a minimum of 850 San Francisco
		households enrolled in the program;
		Maintain an average Participation Rate
		of 80% of enrolled households.
		Partner with at least three restaurants in
		each of the following zip codes: 94124,
		94134, & 94112
		Obtain completed survey forms for at
		minimum 50% of enrolled households
		for Satisfaction Surveys and end of
		fiscal-year Food Security Surveys.

VII. Outcome Objectives

Grantee will conduct surveys approved by SF HSA at the end of each fiscal year and at the end of the grant term to measure whether they have met the following outcome objectives:

- 1. At least 80% of the client and family liked the Meal(s)
- 2. At least 80% of clients said the Meal portion size was adequate
- 3. At least 80% of clients said the program increased their family's food security
- 4. At least 80% of clients said the program decreased challenges to food access
- **5.** At least 80% of the vendors said that participating in the program increased business
- **6.** At least 80% of clients felt they had a dignified meal experience (high quality food, culturally-appropriate cuisine choices, and experienced good service)

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 two monthly reports of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives.

The first 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			
January								
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								

The second monthly report shall at minimum include participant Participation Rate and Redemption Rate. SFHSA will provide a template for Participation Rate and Redemption Rate reporting. This report will be due by the 15th of the month following service.

These templates will be available for download from the CARBON system.

On a monthly basis, Grantee will also submit client breakdown by referral site, and meal number breakdown by restaurant.

C. Quarterly Reporting

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

- by **February 15, 2022** for services provided between November 1, 2021 through January 31, 2022;
- by **May 15, 2022** for services provided between February 1, 2022 through April 30, 2022;
- by **July 15, 2022** for services provided between May 1, 2022 through June 30, 2022;
- by **November 15, 2022** for services provided between July 1, 2022 and October 31, 2022;
- by **February 15, 2023** for services provided between November 1, 2022 and January 31, 2023;
- by **April 15, 2023** for services provided between February 1, 2023 through March 31, 2023; and,
- by **July 15, 2023** for services provided between April 1, 2023 through June 30, 2023.

In addition, the Grantee shall submit an outreach plan to the City one month into the grant term (**December 1, 2021**) outlining how they intend to recruit and enroll families.

Grantee's quarterly report shall provide the following information: 1

- 1. Referral Site (e.g., name of community-based organization);
- 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/Ethnicity
- **9.** Primary Language
- **10.** Gender identity
- 11. Sexual orientation²

SF New Deal Prepared Meal Support: Households

¹ A client's refusal to answer any question does not preclude them from participating in the program.

² Items 10 and 11 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).

- 12. Whether recipient receives CalFresh (Note: Does not disqualify recipients from receiving services; client eligibility information does not need to be requested.)
- 13. Results from Enrollment Form Food Security Surveys

A template including these fields will be available for download in CARBON. In addition to the quarterly report above, Grantee will also submit quarterly meal menus and/or restaurant offerings to the assigned Program Manager through email.

- **D.** Grantee will be required to conduct a food security survey with clients upon their enrollment into the program and by the end of each fiscal year within the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages.
- **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 may be required to issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to SFHSA 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 SFHSA/CFAT (Citywide Food Access Team).
- **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 SFHSA 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 SFHSA/CFAT 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, Contract Manager, Office of Contract Management, SFHSA jennifer.grant@sfgov.org

or

Tommy McClain, Program Manager, Citywide Food Access Team, SFHSA thomas.mcclain@sfgov.org

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.

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

The Human Services Agency does not share Criminal Justice Information; Immigration Status information as governed by The San Francisco City and County of Refuge Ordinance (San Francisco Administrative Code, Chapters 12H and 12I) also known as the Sanctuary Ordinance; and Federal Tax Information under this grant.

B. Data Security and Storage

The Human Services Agency has protocols in place to protect confidential Information, as defined by:

- i. Any information that is personally identifiable information, or any information about an individual, including information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information; or
- ii. Information Data Provider(s) disclose, in writing, orally, or visually, to Data User(s), or to which Data User(s) obtain access to in connection with the negotiation and performance of the grant, and which relates to any individuals or entities that have made confidential or proprietary information available to Grantee marked or otherwise identified as proprietary and/or confidential, or that, given the nature of the information, ought reasonably to be treated as proprietary and/or confidential.

Grantee and HSA shall maintain all data furnished pursuant to this grant in a space secure from unauthorized access. Data shall be stored and processed in a way that unauthorized persons cannot retrieve nor alter the information by means of a computer, remote terminal, or other means. Both Grantee and HSA will be diligent in ensuring that the systems and technologies they use comply with government regulations and statutes, as they may be amended from time to time.

C. Use of Data

The Human Services Agency will use Grantee data to analyze program impact and ensure the funds are reaching the intended target population. In addition, the data may be used to understand client use of food resources across different programs.

Prepared by: Alison Chang

Appendix B-2, Page 1 **HUMAN SERVICES AGENCY BUDGET SUMMARY** BY PROGRAM 11/1/21-6/30/23 **Agency Name: SF New Deal Grant Term:** $\sqrt{}$ (Check One) New Renewal ☐ Modification If modification, Effective Date: 11/1/2022 Modification No.: 2 Program Name: Prepared Meal Support (Households) Revised Original Current **Modification 2** FY 22/23 Total 11/1/21-6/30/22 7/1/22-12/31/22 1/1/23-6/30/23 7/1/22-6/30/23 11/1/21-6/30/23 **Expenditures** 98,962 \$ 207,562 \$ Salaries & Benefits 76.048 \$ 108.601 | \$ \$ 283,610 1,195,681 \$ Operating Expenses 1,648,896 820,646 \$ 2,016,327 \$ 3,665,223 \$ 1,724,943 929,247 \$ 1,294,643 \$ 2,223,889 \$ Subtotal 3,948,832 Indirect Percentage (%) 12% 7% 15% 12% 12% Indirect Costs (Line 16 X Line 15) 125,057 139,324 \$ 155,357 \$ 294,681 \$ 419,738 \$ \$ Capital Expenses 1,850,000 1,068,571 1,450,000 2,518,570 \$ 4,368,571 **Total Expenses HSA Revenues** 1,850,000 1,000,000 1,450,000 2,450,000 \$ 4,300,000 General Fund \$ CODB 68,571 68,571 \$ 68,571 1,850,000 1,068,571 1,450,000 2,518,571 4,368,571 Total HSA Revenues **Other Program Revenues** Total Other Program Revenues

Telephone No.:

Date: 11/2/22

Appendix B-2, Page 2

Agency Name: SF New Deal

Program Name: Prepared Meal Support (Households)

Salaries & Benefits Detail

	Salaries & Benefits Detail											
					Original	Current	Modification 2	Revised FY 22/23	Total			
	Agency T	otals HSA Program		11/1/21-6/30/22	7/1/22-12/31/22	1/1/23-6/30/23	7/1/22-6/30/23	11/1/21-6/30/23				
POSITION TITLE	Annual Full TimeSalary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (8 months)	Budgeted Budget ary Salary Salary (6 months) (6 mont		Budgeted Salary (12 months)	TOTAL			
Program Manager	\$77,293	1.00	60%	0.60	\$20,849	\$34,782	\$ 36,521	\$ 71,303	\$ 92,152			
Client Success Associate	\$64,709	0.75	25%	0.19	\$8,008				\$ 8,008			
Client Services Manager	\$77,293	1.00	25%	0.25	\$12,753	\$9,662	\$ 10,145	\$ 19,807	\$ 32,560			
Assoc Dir of Service Ops	\$92,310	1.00	25%	0.25	\$15,231				\$ 15,231			
Dir. of Service Operations	\$100,000	1.00	25%	0.25		\$12,500	\$ 13,125	\$ 25,625	\$ 25,625			
Content Mgr/Designer	\$72,301	1.00	5%	0.05	\$2,386	\$603		\$ 603	\$ 2,989			
Designer/Marketing Mgr.	\$72,500	1.00	5%	0.05		\$1,208	\$ 1,903	\$ 3,111	\$ 3,111			
Opertions Associate	\$72,000	1.00	36%	0.36	\$2,250	\$11,738	\$ 13,608	\$ 25,346	\$ 27,596			
Systems Administrator	\$145,600	0.63	5%	0.03	\$1,896	\$20,008	\$ 7,166	\$ 27,174	\$ 29,070			
TOTALS	\$ 632,004	6.63	126%	1.24	\$ 63,373	\$ 90,501	\$ 82,468	\$ 172,969	\$ 236,342			
FRINGE BENEFIT RATE	20%											
EMPLOYEE FRINGE BEN	EFITS				\$ 12,675	\$ 18,100	\$ 16,494	\$ 34,594	\$ 47,268			
TOTAL SALARIES & BEN	EFITS				\$ 76,048	\$ 108,601	\$ 98,962	\$ 207,562	\$ 283,610			

Appendix B-2, Page 3

Agency Name: SF New Deal

Program Name: Prepared Meal Support (Households)

Operating Expenses Detail

		Original 11/1/21-6/30/22		Current 7/1/22-12/31/22		Modification 2 1/1/23-6/30/23		Revised FY 22/23 7/1/22-6/30/23		Total 11/1/21-6/30/23	
Expenditure Category TER	RM <u>11/</u>										
Rental of Property											
Utilities(Elec, Water, Gas, Phone, Garbage	e) <u>\$</u>	3,200	\$	15,000	\$	15,000	\$	30,000	\$	33,200	
Office Supplies, Postage											
Building Maintenance Supplies and Repair											
Printing and Reproduction	\$	85,000	\$	1,000	\$	1,000	\$	2,000	\$	87,000	
Insurance	\$	1,787	\$	3,000	\$	2,990	\$	5,990	\$	7,777	
Staff Training	\$	1,167			\$	391	\$	391	\$	1,558	
Staff Travel-(Local & Out of Town)	\$	679	\$	300	\$	300	\$	600	\$	1,279	
Rental of Equipment											
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE	TITLE										
Language Translation					\$	1,000	\$	1,000	\$	1,000	
OTHER											
Cost of Meals @\$12.50/meal	\$	1,557,063	\$	801,346	\$	1,175,000	\$	1,976,346	\$	3,533,409	
TOTAL OPERATING EXPENSE	\$	1,648,896	\$	820,646	\$	1,195,681	\$	2,016,327	\$	3,665,223	