



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

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

## MEMORANDUM

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** MARCH 2, 2022

**SUBJECT:** **GRANT MODIFICATION: MEALS ON WHEELS OF SAN FRANCISCO (NON-PROFIT) FOR PROVISION OF HOME DELIVERED MEAL (HDM) NUTRITION SERVICES FOR ADULTS WITH DISABILITY**

<b>GRANT TERM:</b>	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	07/01/2021- 06/30/2025	03/01/2022- 08/31/2022	07/01/2021- 06/30/2025		07/01/2021- 06/30/2025
<b>GRANT AMOUNT:</b>	\$4,733,010	\$750,000	\$5,483,010	\$548,301	\$6,031,311
<b>ANNUAL AMOUNT:</b>	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	
	\$1,970,036	\$1,337,658	\$1,087,658	\$1,087,658	
<b>FUNDING SOURCE:</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING</b>	\$4,605,729	\$164,490	\$712,791	\$548,301	\$6,031,311
<b>PERCENTAGE:</b>	84%	3%	13%		

DS  
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The Department of Disability and Aging Services (DAS) requests authorization to modify the existing grant agreement with Meals on Wheels of San Francisco for the period of March 1, 2022 through August 31, 2022, in the additional amount of \$750,000 plus a 10% contingency for a revised total amount not to exceed \$6,031,311. The purpose of these modifications are to maintain feeding services to San Francisco households with at least one member in isolation or quarantine due to COVID-19.

### Background

The COVID-19 Food Coordination Group within the Emergency Operations Center established the Isolation and Quarantine Free Food Delivery Helpline (“I/Q Helpline”) in Spring 2020. The purpose of the I/Q Helpline is to provide meals and/or groceries to food insecure San Francisco households so those households can maintain an isolation or quarantine period. The I/Q Helpline delivers free meals and/or groceries for the duration of the isolation or quarantine



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period to households with at least one member who tests positive for COVID-19, is awaiting COVID-19 test results/under investigation for COVID-19, or who is exposed to a known COVID-19 case. The service provided has served over 29,000 people during the course of its operations, helping thousands of San Franciscans safely isolate and quarantine at home to reduce the spread of COVID-19.

### **Services to be Provided**

Grantee provides an I/Q Helpline for food insecure San Francisco residents who require food assistance to help them remain in isolation or quarantine to slow the spread of COVID-19. Grantee receives referrals and provides case management services through the I/Q Helpline six days a week, excluding major holidays. To ensure the I/Q Helpline can meet the needs of all San Franciscans, Grantee sends referrals to City Supplier, Market on Market, for emergency same-day and weekend meals and to serve dietary or cultural needs that Grantee cannot fulfill. Grantee also sends weekly reports to the Food Coordination Group so that the isolation and quarantine data can be analyzed.

### **Modification**

This modification is needed to avoid a gap in client service and to maintain the City's commitment to the most vulnerable individuals during the pandemic. Through this amendment, services shall continue until August 31, 2022, reaching a projected 700 additional San Francisco households in isolation or quarantine, but more importantly allowing Grantee to be prepared should another COVID-19 surge occur.

### **Selection**

Meals on Wheels of San Francisco was selected through Request for Proposal (RFP) #940 issued in March 2021 to provide food services for populations outlined by Department of Disability and Aging Services (DAS).

In addition to these services, Meals on Wheels was selected to operate the IQ Helpline through Request for Qualifications (RFQ) # 885 in May 2020. This grant will end May 17th, 2022 and has no further authorization to extend. To avoid the discontinuance of the I/Q Helpline food support services, we seek authorization to temporarily add onto the existing DAS grant the work of the IQ Helpline to avoid immediate service disruptions.

### **Funding**

Funding for Meals on Wheels of San Francisco grant is provided through a combination of Federal Funds, and City and County General Funds, including Dignity Fund.



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**ATTACHMENTS**

Appendix A-1, Scope of Services, Meals  
Appendix A-2, Scope of Services, I/Q Helpline  
Appendix B-1, Budget  
Appendix B-2, Budget, I/Q Helpline

**Appendix A-1 – Services to be Provided**  
**Meals on Wheels of San Francisco**  
Home-Delivered Nutrition Services for Adults with Disabilities

July 1, 2021 - June 30, 2025

**I. Purpose**

The purpose of this grant is to provide home-delivered nutrition services for adults with disabilities living in the City and County of San Francisco. Home-delivered nutrition services include the provision of nutritious meals, nutrition education, and nutrition risk screening. Home-delivered nutrition services support individuals to live independently in their own homes and communities, help ensure health and well-being through improved nutrition and reduced isolation, and serve as an access point for other home and community-based services.

**II. Definitions**

Grantee	Meals on Wheels of San Francisco
Adult with a Disability	A person 18-59 years of age living with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or 2) or a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service units, run reports, etc.
CARBON	Contracts Administration, Reporting, and Billing On-line System.
CCR-Title 22	California Code of Regulations, Title 22, Social Security, Division 1.8. California Department of Aging
CDA	California Department of Aging.
City	City and County of San Francisco, a municipal corporation
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
CRFC	California Retail Food Code, which is a uniform statewide health and sanitation standard for food facilities. (Sec. 113700 et seq., California Health and Safety Code)

DAS	Department of Disability and Aging Services.
DETERMINE Your Nutritional Health Checklist / DETERMINE Checklist	A screening tool published by the Nutrition Screening Initiative used to identify individuals at nutritional risk. All grantees must use the DETERMINE Checklist to evaluate the nutrition risk status of congregate and home-delivered meal nutrition services participants. <a href="http://www.dhs.gov/vi/home/documents/DetermineNutritionChecklist.pdf">http://www.dhs.gov/vi/home/documents/DetermineNutritionChecklist.pdf</a>
DGA/ Dietary Guidelines for Americans	Evidence-based food and beverage recommendations for Americans ages two (2) and older that aim to promote health, prevent chronic disease, and help people reach and maintain a healthy weight. Published jointly every 5 years by the U.S. Department of Health and Human Services (HHS) and the U.S. Department of Agriculture (USDA).
DRI/ Dietary Reference Intakes	Nutrient reference values published by the Institute of Medicine (IOM) that represent the most current scientific knowledge on nutrient needs of healthy populations.
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. (CCR Title 22 Sec. 7630)
HACCP	Hazard Analysis of Critical Control Point. A systematic approach to the identification, evaluation, and control of food safety hazards. (CCR Title 22 Sec. 7630)
Home-Delivered Nutrition Services/HDM Nutrition Services	The procurement, preparation, transporting and delivery of meals that meet nutrition requirements to eligible consumers who are homebound by reason of illness, disability, or are otherwise isolated, and have no safe, healthy alternative for meals. Home-delivered nutrition services also include initial assessments, annual assessments, and reassessments of consumer edibility, nutrition education, health promotion, and nutrition risk screening.
HDM Nutrition Services Assessment (Initial and Annual)	An assessment conducted by a qualified staff member in the home of an individual before the beginning meal service and annually thereafter that documents the need for service and the type of meal appropriate for the participant in their living environment. The assessment covers physiological, socioeconomic, and psychological factors including acute or chronic disease, syndromes or conditions, family/support system and functional ability including activities of daily living (ADL) and instrumental activities of daily living (IADL) which contribute to an individual's need for meals and other related services. (CCR Title 22 Sec. 7638.3)
LGBTQ+	An acronym/term used to refer to persons who self-identify as non - heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.

Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low-Income	Having income at or below 100% of the federal poverty line as defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. Eligibility for program enrollment and participation is not means tested. Consumers self-report income status.
Menu Planning and Nutrient Analysis	The development of a menu cycle that adheres to DAS OCP and CDA menu standards and the nutrition requirements of meals. A Registered Dietitian conducts the menu analysis, and the analysis will demonstrate adherence to the menu standards and nutrition requirements of the meals. (CDA Program Memo 12-17 as amended)
Modified Diet	A menu approved by a registered dietitian (RD) that meets the current DGA and adjusts the typical home-delivered meal components to control the intake of certain foods, food textures, and/or nutrients to meet the dietary needs of individuals. Examples include, but are not limited to, low sodium diet, diabetic diet, and mechanical soft diets.
NCQA	Nutrition Compliance and Quality Assurance are components of congregate and home-delivered nutrition services that are programmatically required and include, but are not limited to, actions that ensure food safety, certify menu compliance, provide nutrition education, confirm consumer eligibility, and assess consumers' physiological, socioeconomic, and psychological well-being as well as need for nutrition and other supportive services. NCQA also includes nutrition counseling performed by a registered dietitian, when feasible and appropriate.
Nutrition Counseling	Provision of individualized advice and guidance to individuals who are at nutritional risk because of their health or nutritional history, dietary intake, medications use, or chronic illnesses about options and methods for improving their nutritional status, performed by a registered dietitian in accordance with Sections 2585 and 2586, Business and Professions Code. (CCR Title 22 Sec. 7630)
Nutrition Education	Informing recipients of congregate and home-delivered meals about current nutrition facts and information, which will promote improved food selection, eating habits, nutrition, health promotion, and disease prevention practices. (CCR Title 22 Sec. 7630 & 7638.11)
Nutrition Requirements of Meals	Each meal provided through congregate and home-delivered nutrition services shall adhere to the current Dietary Guidelines for Americans (DGA) and provide a minimum of one-third of the Dietary Reference Intakes (DRI). (CCR Title 22 Sec. 7638.5)
Nutrition Screening	Completion of a nutrition screening checklist by eligible individuals to determine if they are at nutrition risk. A nutrition screening checklist is a federal public information collection requirement in the National Aging Program Information System (NAPIS), found in the Federal Register, Volume 59, No. 188, September 29, 1994. (CCR Title 22 Sec. 7630)

Nutrition Services	The procurement, preparation, transport, and service of meals, nutrition education, nutrition screening, and nutrition counseling, to eligible individuals at congregate sites or in their homes. (CCR Title 22 Sec. 7630)
OCP	Office of Community Partnerships.
OCM	Office of Contract Management, San Francisco Human Services Agency.
Reassessment	A reassessment conducted quarterly by qualified staff that documents the need for service. Such reassessment shall be done in the home of the participant at least every six months. (CCR Title 22 Sec. 7638.3) Initial and annual assessments count towards the quarterly reassessment requirement.
Registered Dietitian (RD) Registered Dietitian Nutritionist (RDN)	Registered Dietitian or Registered Dietitian Nutritionist: An individual who shall be both: 1) Qualified as specified in Sections 2585 and 2586, Business and Professions Code, and 2) Registered by the Commission on Dietetic Registration.
SF-HSA	Human Services Agency of the City and County of San Francisco.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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> ).
Unduplicated Consumer (UDC)	An individual who participates in home-delivered nutrition services and their participation is reflected in CA-GetCare by the grantee .

### III. Target Population

The target population is older adults living in the City and County of San Francisco. Services shall be designed to engage one or more of the following target populations, which have been identified as demonstrating the greatest economic and social need:

1. Persons with low income
2. Persons who are socially isolated
3. Persons with limited English-speaking proficiency
4. Persons from communities of color
5. Persons who identify as LGBTQ+
6. Persons at risk of institutionalization

### IV. Eligibility for Services

A person 18-59 years of age living with a disability in the City and County of San Francisco and is homebound by reason of illness, disability, or isolation.

### V. Location and Time of Services

The grantee will provide home-delivered nutrition services in the City and County of San Francisco. The grantee, with approval from DAS OCP, will determine the service and delivery times for the provision of home-delivered nutrition services.

## VI. Description of Services and Program Requirements

1. Grantee will develop and maintain nutrition policies and procedures that are in compliance with and meet the nutrition and food service standards set forth by California Retail Food Code (CRFC), CCR Title 22, CDA, and DAS OCP. Policies and procedures shall also include consumer reassessment guidelines.
2. Grantee will provide home-delivered nutrition services for adults with disabilities. The provision of services will include the following:
  - i. Enrollment of consumers in home-delivered nutrition services and the delivery of meals to those consumers as indicated in Table A below and in the various neighborhoods and/or districts as indicated in the DAS OCP approved site chart.
  - ii. Provision of home-delivered meals that meet nutritional standards by adhering to the current DGA and offering a minimum of one-third of the DRIs if the grantee provides one meal per day. If the grantee provides two meals per day, the meals must contain at least two-thirds of the DRIs. If the grantee provides three meals per day, the meals must contain 100% of the DRIs. The grantee may not count fractions of meals or snacks cumulatively. Each meal must individually meet one-third of the DRIs. Meals offered may be hot, chilled, or frozen, and be regular or modified meals as approved by DAS OCP.
  - iii. Annual nutrition screenings for each consumer and documentation of individual responses in CA-GetCare within one month of obtaining them. Required screenings include a nutritional risk screening using the DETERMINE Checklist and a food security screening. The grantee will refer clients screened at high nutritional risk to the DAS funded citywide nutrition counseling and education program.
3. Grantee will conduct Nutrition Compliance-Quality Assurance (NCQA) as follows:
  - i. Submit for review and approval by DAS OCP, at least one month in advance of use, a minimum of a five-week cycle menu with the required corresponding menu analysis. The registered dietitian (RD) on staff or consultant RD must participate in menu planning and complete the corresponding nutrient analysis. The grantee may seek approval to submit a cycle menu with fewer weeks. DAS OCP will review requests for exceptions and approve if appropriate.
  - ii. Document menu substitutions. The RD on staff or consultant RD must review and approve menu substitutions in advance of their use.
  - iii. Provide nutrition education to consumers enrolled and participating in services at least quarterly. The total units of nutrition education will be, at minimum, as shown on the DAS OCP approved site chart. The grantee will report in CA-GetCare the number of nutrition education units provided in the applicable month. One unit of nutrition education is one set of nutrition education material given to each consumer.
  - iv. Conduct end-of-route home-delivered meal temperature checks every other week per route to ensure the meals maintain temperatures that meet food safety standards during the timeframe of the route. The grantee will document, and keep on file the temperatures for quarterly review by the registered dietitian.
  - v. Monitor the food safety and sanitation of the HDM routes including but not limited to the packing, transporting, and delivery of meals. A qualified staff member, trained by a food safety manager or RD, may monitor routes, and document and submit the results to the agency within two weeks of the monitoring. The grantee will monitor each HDM route, at minimum, two (2) times per year.



- vi. Conduct and document an on-site HACCP safety and sanitation monitoring of the production kitchen at least once per quarter and a minimum of four times during the fiscal year. The RD on staff or consultant RD must conduct and document the results of the HACCP safety and sanitation monitoring. HACCP monitoring must also include, but is not limited to the review of HDM route temperature checks and monitoring reports.
  - vii. Provide orientation and training to all new staff, paid and volunteers, to perform their assigned responsibilities and tasks as described in the CCR Title 22 Regulations Sec. 7636.5. Training, at a minimum, shall include:
    - (1) Food safety, prevention of foodborne illness, and HACCP principles.
    - (2) Accident prevention, instruction on fire safety, first aid, choking, earthquake preparedness, and other emergency procedures.
  - viii. Provide a minimum of four (4) hours annually of in-service trainings for nutrition program staff (e.g. food service and delivery workers) as described in the CCR-Title 22 Regulations Sec. 7636.5 and DAS OCP policy memoranda. The grantee will also document, schedule, and conduct in-service trainings in a timely manner when there are monitoring findings. A registered dietitian (RD) must review and approve an annual in-service training plan and the training curriculum for nutrition program staff.
  - ix. Conduct quarterly meetings with the agency designated by DAS OCP to conduct initial and annual assessments for consumers enrolled in home-delivered nutrition services to review services, utilization, and condition change documentation. Grantee must establish a policy and procedure to communicate with the designated assessment agency, as needed, to discuss any issues.
  - x. Conduct quarterly reassessments to determine a consumer's eligibility for continued program enrollment. The grantee shall conduct quarterly reassessments as described in DAS OCP policy memoranda. The grantee must conduct at least one quarterly assessment in the home of the consumer. A trained HDM program driver or volunteer may complete a quarterly reassessment in person or by phone.
4. Grantee will provide consumers with a welcome packet and program information as described in DAS OCP policy memoranda. The welcome packet will include at minimum, the following information: a meal delivery schedule, sample menu, written instructions for handling and reheating meals, voluntary contribution policy and collection procedures, directions on how to request a change in meal delivery, grievance policy, and information on how to request assistance, if needed. The welcome packet at minimum must be available in the language of the majority of the program participants.
  5. Grantee will ensure the suggested voluntary contribution per meal complies with DAS OCP policy memoranda including an approval by the grantee's board of directors.
  6. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15 each grant year or on a mutually agreed upon date between OCP and the grantee. At minimum, the completed number of surveys shall be a sample size of at least forty percent (40%) of the enrolled unduplicated consumer.
  7. Grantee will have a qualified manager on staff who conducts the day-to-day management and administrative functions of the nutrition program. The grantee will ensure the manager on staff possesses a food safety manager certification and has the required qualifications as described in CCR Title 22 Sec. 7636.3 and DAS OCP policy memoranda.

8. Grantee will ensure there is a sufficient number of qualified staff, paid and/or volunteer, with the appropriate education, experience, and cultural competency to carry out the requirements of the program and deliver quality services to meet the needs of the consumers.
9. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers as needed.
10. Grantee shall follow guidance or instructions from the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), and local health departments related to the provision of services in the community. If there are contradictory requirements between the most current CDC, CDPH, and local health department guidance or health orders, providers should follow the strictest requirements. The grantee shall follow the requirements with the intent to maximize the health and safety of their staff and clients receiving services

**VII. Service Objectives**

1. Grantee will enroll at minimum the number of unduplicated consumers and provide the units of service detailed in Table A below:

<b>Table A</b>	FY 21/22	FY 22/23	FY 23/24	FY 24/25
Number of Unduplicated Consumers (UDC)	570	450	450	450
Number of Meals	276,000	201,024	201,024	201,024

**VIII. Outcome Objectives**

1. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%.
2. Consumers feel less worried about getting enough food to meet their needs. Target: 85%.
3. Consumers rate the quality of meals they received as excellent or good. Target: 85%.

Based on a consumer survey and a sample size of at least forty percent (40%) of the enrolled unduplicated consumer.

**IX. Reporting and Other Requirements**

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS OCP approved HDM intake form, which includes the annual nutrition risk screening and the food security screening, into the CA-GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the CA-GetCare Service Unit section all service objectives by the 5<sup>th</sup> working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15<sup>th</sup> of the following month that includes the following information:
  - Number of unduplicated consumers served
  - Number of meals prepared and delivered
  - Number nutrition compliance units provided
4. Grantee will submit HACCP monitoring reports of the production kitchen and congregate sites to DAS OCP once per quarter. Quarterly reports due Oct. 15; Jan. 15; April 15; and June 15.

5. Grantee will enter the annual outcome objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15th of the month following the end of the program year.
6. 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. Grantee must submit the report in the CARBON system.
7. Grantee shall develop and deliver bi-annual summary reports of SOGI data collected in the year as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are July 10 and January 10.
8. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
9. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of this training.
10. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
11. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
12. Grantee will assure that services delivered are consistent with professional standards for this service.
13. Pursuant to California Department of Aging Requirement, Grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
14. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies “Focal Points” which are designed to help older adults and adults with disabilities connect to services throughout the City. These Focal Points are:

<b>Designated Community Focal Points</b>		
<b>Name</b>	<b>Address</b>	<b>Phone</b>
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O’Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave , San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAS Benefits and Resources Hub	2 Gough St, San Francisco, 94103	415-355-6700

15. For assistance with reporting and contract requirements, please contact:

Sarah Chan  
Nutritionist  
DAS OCP  
email: Sarah.Chan@sfgov.org

and

Ella Lee  
Contract Manager  
HSA OCM  
email: Ella.Lee@sfgov.org

**X. Monitoring Activities**

1. Nutrition Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff; program operation, which includes a review of a written policies and procedures manual of all DAS OCP-funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.
2. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**Appendix A-2 – Services to be Provided**  
**Meals On Wheels of San Francisco**  
**Isolation and Quarantine Free Food Delivery Helpline**  
**March 1, 2022 – August 31, 2022**

**I. Purpose of Grant**

The purpose of this amendment is to reduce the spread of COVID-19 by providing an Isolation and Quarantine Free Food Delivery Helpline (“I/Q Helpline”) for food insecure San Francisco residents who require food assistance to help them and their households remain in isolation or quarantine. The I/Q Helpline includes the provision of nutritious meals or groceries and case management services.

**II. Definitions**

CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community 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.
COVID-19	Disease caused by the coronavirus SARS-CoV-2. The symptoms of COVID-19 include cough, fever, and shortness of breath. Doctors and researchers continue to learn more about the disease, so information about symptoms, prevention, and treatment may change as more data becomes available.
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.
Dietary Guidelines for Americans (DGA)	Evidence-based food and beverage recommendations for Americans ages 2 and older that aim to promote health, prevent chronic disease, and help people reach and maintain a healthy weight. Published jointly every 5 years by the U.S. Department of Health and Human Services (HHS) and the U.S. Department of Agriculture (USDA). <a href="https://health.gov/dietaryguidelines/">https://health.gov/dietaryguidelines/</a>
Dietary Reference Intakes (DRI)	Nutrient reference values published by the Institute of Medicine (IOM) that represent the most current scientific knowledge on nutrient needs of healthy populations. They are intended to serve as a guide for good nutrition and provide the scientific basis for the development of food guidelines. <a href="https://www.nal.usda.gov/fnic/dietary-reference-intakes">https://www.nal.usda.gov/fnic/dietary-reference-intakes</a>

Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individuals or others.
Grantee	Meals On Wheels SF
HACCP	Hazard Analysis of Critical Control Points. A prevention-based food safety system focusing on time and temperature control at different crucial food service system points, monitoring and documenting practices, and taking corrective actions when failure to meet critical limits is detected.
Isolation	Keeping people with confirmed cases of a contagious disease separated from people who are not sick.
I/Q Helpline	Isolation and Quarantine Free Food Delivery Helpline
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
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.
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.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific

	including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
Quarantine	Separating and restricting the movements of people who were exposed to a contagious disease to see if they become sick.
Registered Dietitian (RD) Registered Dietitian Nutritionist (RDN)	Registered Dietitian or Registered Dietitian Nutritionist: An individual who shall be both: 1) Qualified as specified in Sections 2585 and 2586, Business and Professions Code, and 2) Registered by the Commission on Dietetic Registration. A Registered Dietitian shall be covered by professional liability insurance either individually (if a consultant) or through Grantee.
SF HSA	San Francisco Human Services Agency
CRFC	California Retail Food Code establishes uniform health and sanitation standards for retail food facilities for regulation by the State Department of Public Health, and requires local health agencies to enforce these provisions.

### III. Target Population

Households within the City and County of San Francisco with at least one member of the household testing positive for COVID-19, awaiting COVID-19 test results, or recently exposed to a known COVID-19 case. Grantee shall additionally target services to members of one or more of the following groups identified as demonstrating the greatest economic and social need:

- Low income
- Limited or no English speaking proficiency
- Minority populations
- Frail
- LGBTQ+

### IV. Description of Services and Program Requirements

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

- A. Grantee will develop and maintain policies and procedures for the program operation of the I/Q Food Helpline.
- B. Grantee will provide an I/Q Food Helpline program for individuals who are determined eligible by the grantee. The provision of the I/Q Food Helpline program will include the following:
  - 1) Provide the total number of meals annually, as indicated in Table A below. Each meal shall adhere to the current Dietary Guidelines for Americans (DGA), provide a minimum of one-third of the Dietary

Reference Intakes (DRIs), meet state and local food safety and sanitation requirements, and be appealing to participants. Meals shall be delivered to households in I/Q 3 times per week with each delivery being adequate to meet the food needs of the household until the next delivery or the end of the I/Q period.

- 2) Provide the total number of grocery bags annually, as indicated in Table A below. Grocery bags shall at minimum contain a protein, a grain product and fresh produce, and shall be 18-28 lbs. of food. Groceries shall be delivered to households up to 2 times per week with each delivery being adequate to meet the food needs of the household until the next delivery or the end of the I/Q period.
  - 3) Provide case management services:
    - a) Grantee will refer clients to additional services as needed to ensure they are able to maintain I/Q, including but not limited to providing access to diapers, formula, cleaning supplies, prescription delivery, pet food, and pet care. Grantee will document referrals in the approved Isolation Quarantine (I/Q) Food Helpline data system.
    - b) Grantee will provide follow-up calls with clients and coordination with DPH to confirm services are adequate and needs are met until the end of the I/Q period. Grantee will document referrals in the Emergency Operations Center (EOC) -SF Isolation Quarantine (I/Q) Food Helpline data system.
    - c) Manage case closures at end of I/Q period and provide referrals to non-I/Q food support when I/Q food support ends.
- C. Grantee will maintain an I/Q Food Helpline email address and phone line to receive referrals 7 days per week from 9 am to 5 pm. Food support shall be arranged within 18 hours of referral for eligible households. Grantee will provide information about the importance of following I/Q requirements to food recipients to support them in maintaining isolation or quarantine until the end of the I/Q period.
- D. Grantee will develop and provide each consumer with a welcome packet that includes at minimum, the following information: the agency's meal delivery schedule, sample menu, grievance policy, and how to request assistance, if needed.
- E. Grantee will arrange emergency food support by placing orders with partner agency Shanti if the household does not have nutritional resources to sustain the household until the next scheduled delivery.
- F. Grantee will arrange alternative food support through partner agency Shanti or make other arrangements as necessary for individuals that have nutritional needs that cannot be met by Meals on Wheels meals or SF Marin Food Bank



groceries, for reasons including, but not limited to, dietary restrictions or cultural or religious needs.

- G. Grantee will ensure central kitchen (or caterer kitchen) and the home-delivered meal routes meet the standards described in the most recent California Retail Food Code (CRFC).
- H. Grantee will ensure that the menu and a nutrient analysis is approved by a Registered Dietitian (RD). Menu substitutions must be approved by an RD prior to making the substitution and documented.
- I. Grantee will have on file a current Memorandum of Understanding with partner agencies including but not limited to Shanti and the SF-Marin Food Bank.
- J. Grantee will comply with the City's food service waste reduction ordinance (File #06094), and use reusable, biodegradable, compostable and/or recyclable food service supplies.
- K. 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.
- L. Grantee will ensure an RD or an individual with a valid food safety certification oversees the safety and sanitation components of the program. A Hazard Analysis of Critical Control Points (HACCP) safety and sanitation monitoring for the production kitchen must be conducted on site and documented by an RD.
- M. Grantee shall maintain an Isolation and Quarantine Free Food Delivery Helpline ("I/Q Helpline") to deliver free meals and/or groceries to San Francisco households with at least one member of that household in isolation or quarantine due to testing positive for COVID-19, awaiting COVID-19 test results, or being exposed to a known case of COVID-19.
- N. Grantee will maintain an intake process via (1) an electronic form or an email address, and (2) a phone line to receive referrals six days per week from 9 am to 5 pm, excluding major holidays. Food support shall be arranged within 18 hours of referral for eligible households. Grantee will provide information about the importance of following I/Q requirements to food recipients to support them in maintaining isolation or quarantine until the end of the I/Q period. Grantee will confirm client eligibility. Grantee will provide each consumer with a welcome packet that includes at minimum, the following information: the agency's meal delivery schedule, sample menu, grievance policy, and how to request assistance, if needed.

- O. The provision of the I/Q Helpline program will include the following:
- 1) Meals shall be delivered to households in I/Q 3 times per week with each delivery being adequate to meet the food needs of the household until the next delivery or the end of the I/Q period.
  - 2) Grocery bags shall at minimum contain a protein, a grain product and fresh produce, and shall be 18-28 lbs. of food. Groceries shall be delivered to households up to 2 times per week with each delivery being adequate to meet the food needs of the household until the next delivery or the end of the I/Q period.
  - 3) If requested, and per determination during eligibility assessment, a supplemental grocery bag shall be delivered with each grocery delivery at the rate of one bag per one individual, one bag per two individuals and two bags for two individuals plus one child or three individuals. Supplemental grocery bags shall contain culturally competent items to enhance the standard grocery bag to include but not limited to packaged rice, dry beans, tortillas, garlic and a jalapeño.
- P. Grantee shall provide the following case management services:
- 1) Grantee will refer clients to additional services as needed to ensure they are able to maintain I/Q, including but not limited to providing access to diapers, infant formula, and pet food. Grantee will document referrals in Grantee's program data system.
  - 2) Grantee will provide follow-up calls with clients and coordination with DPH to confirm services are adequate and needs are met until the end of the I/Q period. Grantee will document referrals in Grantee's program data system.
  - 3) Grantee will manage case closures at end of I/Q period and provide referrals to non-I/Q food support when I/Q food support ends.
- Q. Grantee will arrange emergency food support or alternative food support through As-Needed City Supplier (selected through San Francisco Office of Contract Administration Sourcing Event, ID No. 0000004353). Emergency food support will allow Grantee to place orders for immediate response or if the household does not have nutritional resources to sustain the household until the next scheduled Meals on Wheels delivery. Alternative food support shall be for individuals that have nutritional needs that cannot be met by Meals on Wheels meals or SF Marin Food Bank groceries, for reasons including, but not limited to, dietary restrictions or cultural or religious needs.

**V. Location and Time of Services**

Within the City and County of San Francisco. Time of service to be determined by Grantee.

**VI. Service Objectives**

- A. Maintain an I/Q Helpline to receive referrals and perform case management services between 9:00 am and 5:00 pm, six days a week, excluding major holidays;
- B. Confirm eligibility and arrange for food support within 18 hours of receipt of referral; and,
- C. Deliver grocery bags, meals, and supplemental grocery bags to eligible households between March 1, 2022 and August 31, 2022.

**VII. Outcome Objectives**

- A. Consumers are satisfied with meal quality. (Evidenced by remaining on program for the duration of isolation or quarantine period.) Target: 80%
- B. Grantee arranges food support for 85% of eligible households within 18 hours of receiving referral.
- C. Consumers are referred to food support alternatives when I/Q food support ends. Target: 80%
- D. Grantee provides services to 80% of households referred who meet eligibility requirements

**VIII. Reporting Requirements**

- A. On a weekly basis, provide client information to CFCG Data and Planning Analyst;
- B. Provide updated Food Orders, Enrollment Information, and Case Report every Monday, Wednesday, and Friday to CFCG Data and Planning Analyst;
- C. Provide weekly update reports to CFCG Program Analyst; and,
- D. Ad-hoc reports as requested.

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

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

or

Thomas.McClain@sfgov.org  
Program Manager, Community Food Coordination Group

**IX. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of client eligibility, and back-up documentation for reporting progress towards meeting service and outcome objectives.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting

documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with 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**

Meals on Wheel San Francisco  
(Please enter agency name here)

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

**Program: Home-delivered meals for adults with disabilities**

Budget Reference Page No.(s)														
Program Term	FY 21/22			FY 22/23			FY 23/24			FY 24/25			Total	cost/meal
	Budget	Modification	Revised	Budget	Modification	Revised	Budget	Modification	Revised	Budget	Modification	Revised		
<b>Annual # Meals Contracted</b>	276,000		276,000	201,024		201,024	201,024		201,024	201,024		201,024	879,072	
<b>DAS Expenditures</b>														
Salaries & Benefits	\$757,352		\$757,352	\$560,717		\$560,717	\$560,717		\$560,717	\$560,717		\$560,717	\$2,439,503	\$2.78
Operating Expenses	\$712,684		\$712,684	\$526,941		\$526,941	\$526,941		\$526,941	\$526,941		\$526,941	\$2,293,507	\$2.61
<b>Subtotal</b>	<b>\$1,470,036</b>		<b>\$1,470,036</b>	<b>\$1,087,658</b>		<b>\$1,087,658</b>	<b>\$1,087,658</b>		<b>\$1,087,658</b>	<b>\$1,087,658</b>		<b>\$1,087,658</b>	<b>\$4,733,010</b>	<b>\$5.38</b>
Indirect Percentage (%)														
Indirect Cost														
Capital/Subcontractor Expenditures														
NCQA Expenditures														
COVID I/Q Helpline (March - August 2022) Please see App B-2 for details		\$500,000	\$500,000		\$250,000	\$250,000							\$750,000	
<b>Total DAS Expenditures</b>	<b>\$1,470,036</b>	<b>\$500,000</b>	<b>\$1,970,036</b>	<b>\$1,087,658</b>	<b>\$250,000</b>	<b>\$1,337,658</b>	<b>\$1,087,658</b>		<b>\$1,087,658</b>	<b>\$1,087,658</b>		<b>\$1,087,658</b>	<b>\$5,483,010</b>	
<b>Non DAS Expenditures</b>														
Salaries & Benefits	\$42,095		\$42,095	\$30,657		\$30,657	\$30,657		\$30,657	\$30,657		\$30,657	\$134,066	\$0.15
Operating Expenses	\$107,593		\$107,593	\$78,366		\$78,366	\$78,366		\$78,366	\$78,366		\$78,366	\$342,691	\$0.39
Capital/Subcontractor Expenditures														
NCQA Expenditures														
<b>Total Non DAS Expenditures</b>	<b>\$149,688</b>		<b>\$149,688</b>	<b>\$109,023</b>		<b>\$109,023</b>	<b>\$109,023</b>		<b>\$109,023</b>	<b>\$109,023</b>		<b>\$109,023</b>	<b>\$476,757</b>	
<b>TOTAL DAS AND NON DAS EXPEDITURES</b>	<b>\$1,619,724</b>	<b>\$500,000</b>	<b>\$2,119,724</b>	<b>\$1,196,681</b>	<b>\$250,000</b>	<b>\$1,446,681</b>	<b>\$1,196,681</b>		<b>\$1,196,681</b>	<b>\$1,196,681</b>		<b>\$1,196,681</b>	<b>\$5,959,767</b>	
<b>DAS Revenues</b>														
Meals- General Fund	\$1,407,600		\$1,407,600	\$1,025,222		\$1,025,222	\$1,025,222		\$1,025,222	\$1,025,222		\$1,025,222	\$4,483,266	\$5.10
Meals- State Fund														
Meals- Federal Fund														
CODB	\$62,436		\$62,436	\$62,436		\$62,436	\$62,436		\$62,436	\$62,436		\$62,436	\$249,744	\$0.28
COVID IQ Line (March - June 2022)		\$500,000	\$500,000		\$250,000	\$250,000							\$750,000	
<b>Total DAS Revenue</b>	<b>\$1,470,036</b>	<b>\$500,000</b>	<b>\$1,970,036</b>	<b>\$1,087,658</b>	<b>\$250,000</b>	<b>\$1,337,658</b>	<b>\$1,087,658</b>		<b>\$1,087,658</b>	<b>\$1,087,658</b>		<b>\$1,087,658</b>	<b>\$5,483,010</b>	
PER MEAL COST, DAS	\$5.32		\$5.32	\$5.41		\$5.41	\$5.41		\$5.41	\$5.41		\$5.41	\$6.24	
PER MEAL COST (with NCQA), DAS	\$5.32		\$5.32	\$5.41		\$5.41	\$5.41		\$5.41	\$5.41		\$5.41	\$6.24	
<b>Non DAS Revenues</b>														
Project Income														
Agency Cash- Fundraising	\$149,688		\$149,688	\$109,023		\$109,023	\$109,023		\$109,023	\$109,023		\$109,023	\$476,757	\$0.54
Agency In-kind Volunteer														
<b>Total Non DAS Revenue</b>	<b>\$149,688</b>		<b>\$149,688</b>	<b>\$109,023</b>		<b>\$109,023</b>	<b>\$109,023</b>		<b>\$109,023</b>	<b>\$109,023</b>		<b>\$109,023</b>	<b>\$476,757</b>	
PER MEAL COST (with NCQA), Non DAS	\$0.54		\$0.54	\$0.54		\$0.54	\$0.54		\$0.54	\$0.54		\$0.54	\$0.54	
<b>TOTAL DAS AND NON DAS REVENUE</b>	<b>\$1,619,724</b>	<b>\$500,000</b>	<b>\$2,119,724</b>	<b>\$1,196,681</b>	<b>\$250,000</b>	<b>\$1,446,681</b>	<b>\$1,196,681</b>		<b>\$1,196,681</b>	<b>\$1,196,681</b>		<b>\$1,196,681</b>	<b>\$5,959,767</b>	
PER MEAL COST (with NCQA), Total			\$5.86			\$5.95			\$5.95			\$5.95	\$6.78	
Full Time Equivalent (FTE)			188.00			188.00			188.00			188.00	752.00	
Prepared by: Patrick Schmalz													Date: 1/28/22	
HSA-CO Review Signature:														
HSA #1													10/25/2016	

Program: Home-delivered meals for adults with disabilities  
(Same as Line 11 on HSA #1)

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Document Date: March 2022

Salaries & Benefits Detail

DAS Salaries & Benefits		Agency Totals		HSA Program		FY 21/22			FY 22/23			FY 23/24			FY 24/25			Total
Position Title	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Modification	Revised Salary	Budgeted Salary	Modification	Revised Salary	Budgeted Salary	Modification	Revised Salary	Budgeted Salary	Modification	Revised Salary		
Drivers (28)	\$46,823	28.00	12.65%	3.54	\$165,870		\$165,870	\$122,804		\$122,804	\$122,804		\$122,804	\$122,804		\$122,804	\$122,804	\$534,282
HDM Supervisor/Lead/ Driver (PM)	\$66,950	1.00	12.66%	0.13	\$8,475		\$8,475	\$6,275		\$6,275	\$6,275		\$6,275	\$6,275		\$6,275	\$6,275	\$27,300
Customer Service Lead	\$68,855	1.00	12.66%	0.13	\$8,716		\$8,716	\$6,453		\$6,453	\$6,453		\$6,453	\$6,453		\$6,453	\$6,453	\$28,075
HDM Supervisor/Driver Lead/AM	\$58,423	1.00	12.66%	0.13	\$7,395		\$7,395	\$5,475		\$5,475	\$5,475		\$5,475	\$5,475		\$5,475	\$5,475	\$23,820
Senior HDM Driver Manager	\$87,560	1.00	12.66%	0.13	\$11,083		\$11,083	\$8,205		\$8,205	\$8,205		\$8,205	\$8,205		\$8,205	\$8,205	\$35,698
Senior HDM Client Waitlist & Comm	\$84,542	1.00	12.66%	0.13	\$10,701		\$10,701	\$7,923		\$7,923	\$7,923		\$7,923	\$7,923		\$7,923	\$7,923	\$34,470
Senior HDM Operations Manager 2	\$87,560	1.00	12.66%	0.13	\$11,083		\$11,083	\$8,205		\$8,205	\$8,205		\$8,205	\$8,205		\$8,205	\$8,205	\$35,698
Client Support Specialist	\$49,276	1.00	12.66%	0.13	\$6,237		\$6,237	\$4,618		\$4,618	\$4,618		\$4,618	\$4,618		\$4,618	\$4,618	\$20,091
HDM Safety Board Lead	\$53,560	1.00	12.66%	0.13	\$6,780		\$6,780	\$5,020		\$5,020	\$5,020		\$5,020	\$5,020		\$5,020	\$5,020	\$21,840
HDM Lead Intake Coordinator	\$58,460	1.00	12.66%	0.13	\$7,400		\$7,400	\$5,479		\$5,479	\$5,479		\$5,479	\$5,479		\$5,479	\$5,479	\$23,837
Chief Prog Off	\$155,752	1.00	12.66%	0.13	\$19,715		\$19,715	\$14,596		\$14,596	\$14,596		\$14,596	\$14,596		\$14,596	\$14,596	\$63,503
SalesForce Administrator	\$110,624	1.00	11.50%	0.11	\$12,720		\$12,720	\$9,417		\$9,417	\$9,417		\$9,417	\$9,417		\$9,417	\$9,417	\$40,971
SalesForce Analyst	\$63,865	1.00	11.50%	0.11	\$7,344		\$7,344	\$5,437		\$5,437	\$5,437		\$5,437	\$5,437		\$5,437	\$5,437	\$23,655
Chief Food & Operations Officer: S	\$167,553	1.00	11.26%	0.11	\$18,864		\$18,864	\$13,966		\$13,966	\$13,966		\$13,966	\$13,966		\$13,966	\$13,966	\$60,782
Food Safety/Compliance Manager	\$87,550	1.00	11.26%	0.11	\$9,857		\$9,857	\$7,298		\$7,298	\$7,298		\$7,298	\$7,298		\$7,298	\$7,298	\$31,751
Assistant Food Service Director	\$101,700	1.00	11.26%	0.11	\$11,450		\$11,450	\$8,477		\$8,477	\$8,477		\$8,477	\$8,477		\$8,477	\$8,477	\$36,881
Chief	\$99,386	1.00	11.26%	0.11	\$11,190		\$11,190	\$8,285		\$8,285	\$8,285		\$8,285	\$8,285		\$8,285	\$8,285	\$36,045
Food Service Director	\$108,150	1.00	11.26%	0.11	\$12,176		\$12,176	\$9,015		\$9,015	\$9,015		\$9,015	\$9,015		\$9,015	\$9,015	\$39,221
Procurement/Purchasing Manager	\$108,150	1.00	11.26%	0.11	\$12,176		\$12,176	\$9,015		\$9,015	\$9,015		\$9,015	\$9,015		\$9,015	\$9,015	\$39,221
Warehouse Manager	\$56,650	1.00	9.62%	0.10	\$5,449		\$5,449	\$4,034		\$4,034	\$4,034		\$4,034	\$4,034		\$4,034	\$4,034	\$17,551
Kitchen Staff (37)	\$42,572	37.00	8.63%	3.19	\$135,988		\$135,988	\$100,681		\$100,681	\$100,681		\$100,681	\$100,681		\$100,681	\$100,681	\$438,031
Maintenance Associate	\$39,634	1.00	9.62%	0.10	\$3,812		\$3,812	\$2,822		\$2,822	\$2,822		\$2,822	\$2,822		\$2,822	\$2,822	\$12,278
Fleet & Facilities Manager	\$82,400	1.00	9.62%	0.10	\$7,926		\$7,926	\$5,868		\$5,868	\$5,868		\$5,868	\$5,868		\$5,868	\$5,868	\$25,530
Maintenance Associate	\$39,634	1.00	9.62%	0.10	\$3,812		\$3,812	\$2,822		\$2,822	\$2,822		\$2,822	\$2,822		\$2,822	\$2,822	\$12,278
Sr. Administrative Assistant	\$66,950	1.00	9.62%	0.10	\$6,440		\$6,440	\$4,768		\$4,768	\$4,768		\$4,768	\$4,768		\$4,768	\$4,768	\$20,744
Maintenance Technician Supervisor	\$72,100	1.00	9.62%	0.10	\$6,935		\$6,935	\$5,134		\$5,134	\$5,134		\$5,134	\$5,134		\$5,134	\$5,134	\$22,337
Director of Fleet & Facilities	\$118,775	1.00	9.62%	0.10	\$11,425		\$11,425	\$8,459		\$8,459	\$8,459		\$8,459	\$8,459		\$8,459	\$8,459	\$36,802
Volunteer Program Manager	\$66,886	1.00	11.49%	0.11	\$7,687		\$7,687	\$5,691		\$5,691	\$5,691		\$5,691	\$5,691		\$5,691	\$5,691	\$24,760
Volunteer Program Manager	\$63,865	1.00																
Volunteer Program Manager	\$64,890	1.00	0.26%	0.00	\$167		\$167	\$124		\$124	\$124		\$124	\$124		\$124	\$124	\$539
Director of Volunteer Programs & C	\$100,114	1.00	11.49%	0.11	\$11,506		\$11,506	\$8,519		\$8,519	\$8,519		\$8,519	\$8,519		\$8,519	\$8,519	\$37,063
Totals	\$2,479,209	94.00	328.99%	9.81	\$560,379		\$560,379	\$414,885		\$414,885	\$414,885		\$414,885	\$414,885		\$414,885	\$414,885	\$1,805,034
Fringe Benefits Rate		35%			35%			35%			35%			35%				
Employee Fringe Benefits	\$871,442				\$196,973		\$196,973	\$145,832		\$145,832	\$145,832		\$145,832	\$145,832		\$145,832	\$145,832	\$634,469
<b>Total DAS Salaries and Benefits</b>	<b>\$3,350,651</b>				<b>\$757,352</b>		<b>\$757,352</b>	<b>\$560,717</b>		<b>\$560,717</b>	<b>\$560,717</b>		<b>\$560,717</b>	<b>\$560,717</b>		<b>\$560,717</b>	<b>\$560,717</b>	<b>\$2,439,503</b>
<b>Non DAS Salaries &amp; Benefits</b>		<b>Agency Totals</b>	<b>HSA Program</b>	<b>FY 21/22</b>			<b>FY 22/23</b>			<b>FY 23/24</b>			<b>FY 24/25</b>			<b>Total</b>		
Position Title	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Modification	Revised Salary	Budgeted Salary	Modification	Revised Salary	Budgeted Salary	Modification	Revised Salary	Budgeted Salary	Modification	Revised Salary		
Drivers (28)	\$46,823	28.00																
HDM Supervisor/Lead/ Driver (PM)	\$66,950	1.00	1.46%	0.01	\$979		\$979	\$713		\$713	\$713		\$713	\$713		\$713	\$713	\$3,118
Customer Service Lead	\$68,855	1.00	1.46%	0.01	\$1,007		\$1,007	\$733		\$733	\$733		\$733	\$733		\$733	\$733	\$3,206
HDM Supervisor/Driver Lead/AM	\$58,423	1.00	1.46%	0.01	\$854		\$854	\$622		\$622	\$622		\$622	\$622		\$622	\$622	\$2,720
Senior HDM Driver Manager	\$87,560	1.00	1.46%	0.01	\$1,280		\$1,280	\$932		\$932	\$932		\$932	\$932		\$932	\$932	\$4,076
Senior HDM Client Waitlist & Comm	\$84,542	1.00	1.46%	0.01	\$1,236		\$1,236	\$900		\$900	\$900		\$900	\$900		\$900	\$900	\$3,936
Senior HDM Operations Manager 2	\$87,560	1.00	1.46%	0.01	\$1,280		\$1,280	\$932		\$932	\$932		\$932	\$932		\$932	\$932	\$4,076
Client Support Specialist	\$49,276	1.00	1.46%	0.01	\$720		\$720	\$524		\$524	\$524		\$524	\$524		\$524	\$524	\$2,292
HDM Safety Board Lead	\$53,560	1.00	1.46%	0.01	\$783		\$783	\$570		\$570	\$570		\$570	\$570		\$570	\$570	\$2,493
HDM Lead Intake Coordinator	\$58,460	1.00	1.46%	0.01	\$855		\$855	\$623		\$623	\$623		\$623	\$623		\$623	\$623	\$2,724
Chief Prog Off	\$155,752	1.00	1.46%	0.01	\$2,277		\$2,277	\$1,658		\$1,658	\$1,658		\$1,658	\$1,658		\$1,658	\$1,658	\$7,251
SalesForce Administrator	\$110,624	1.00	0.51%	0.01	\$565		\$565	\$412		\$412	\$412		\$412	\$412		\$412	\$412	\$1,801
SalesForce Analyst	\$63,865	1.00	0.51%	0.01	\$326		\$326	\$237		\$237	\$237		\$237	\$237		\$237	\$237	\$1,037
Chief Food & Operations Officer: S	\$167,553	1.00	0.52%	0.01	\$874		\$874	\$637		\$637	\$637		\$637	\$637		\$637	\$637	\$2,785
Food Safety/Compliance Manager	\$87,550	1.00	0.52%	0.01	\$456		\$456	\$332		\$332	\$332		\$332	\$332		\$332	\$332	\$1,452
Assistant Food Service Director	\$101,700	1.00	0.52%	0.01	\$530		\$530	\$386		\$386	\$386		\$386	\$386		\$386	\$386	\$1,688
Chief	\$99,386	1.00	0.52%	0.01	\$518		\$518	\$377		\$377	\$377		\$377	\$377		\$377	\$377	\$1,649
Food Service Director	\$108,150	1.00	0.52%	0.01	\$564		\$564	\$411		\$411	\$411		\$411	\$411		\$411	\$411	\$1,797
Procurement/Purchasing Manager	\$108,150	1.00	0.52%	0.01	\$564		\$564	\$411		\$411	\$411		\$411	\$411		\$411	\$411	\$1,797
Warehouse Manager	\$56,650	1.00	2.39%	0.02	\$1,355		\$1,355	\$987		\$987	\$987		\$987	\$987		\$987	\$987	\$4,316
Kitchen Staff (37)	\$42,572	37.00																
Maintenance Associate	\$39,634	1.00	2.39%	0.02	\$948		\$948	\$690		\$690	\$690		\$690	\$690		\$690	\$690	\$3,018
Fleet & Facilities Manager	\$82,400	1.00	2.39%	0.02	\$1,970		\$1,970	\$1,435		\$1,435	\$1,435		\$1,435	\$1,435		\$1,435	\$1,435	\$6,275
Maintenance Associate	\$39,634	1.00	2.39%	0.02	\$948		\$948	\$690		\$690	\$690		\$690	\$690		\$690	\$690	\$3,018
Sr. Administrative Assistant	\$66,950	1.00	2.39%	0.02	\$1,601		\$1,601	\$1,166		\$1,166	\$1,166		\$1,166	\$1,166		\$1,166	\$1,166	\$5,099
Maintenance Technician Supervisor	\$72,100	1.00	2.39%	0.02	\$1,724		\$1,724	\$1,256		\$1,256	\$1,256		\$1,256	\$1,256		\$1,256	\$1,256	\$5,492
Director of Fleet & Facilities	\$118,775	1.00	2.39%	0.02	\$2,840		\$2,840	\$2,069		\$2,069	\$2,069		\$2,069	\$2,069		\$2,069	\$2,069	\$9,047
Volunteer Program Manager	\$66,886	1.00	1.63%	0.02	\$1,091		\$1,091	\$795		\$795	\$795		\$795	\$795		\$795	\$795	\$3,476
Volunteer Program Manager	\$63,865	1.00																
Volunteer Program Manager	\$64,890	1.00	2.11%	0.02	\$1,369		\$1,369	\$997		\$997	\$997		\$997	\$997		\$997	\$997	\$4,360
Director of Volunteer Programs & C	\$100,114	1.00	1.63%	0.02	\$1,633		\$1,633	\$1,189		\$1,189	\$1,189		\$1,189	\$1,189		\$1,189	\$1,189	\$5,200
Totals	\$2,479,209	94.00	40.88%	0.41	\$31,147		\$31,147	\$22,684		\$22,684	\$22,684		\$22,684	\$22,684		\$22,684	\$22,684	\$99,199
Fringe Benefits Rate		35%			35%			35%			35%			35%				
Employee Fringe Benefits	\$871,442				\$10,948		\$10,948	\$7,973		\$7,973	\$7,973		\$7,973	\$7,973		\$7,973	\$7,973	\$34,867
<b>Total Non DAS Salaries and Benefits</b>	<b>\$3,350,651</b>				<b>\$42,095</b>		<b>\$42,095</b>	<b>\$30,657</b>		<b>\$30,657</b>	<b>\$30,657</b>		<b>\$30,657</b>	<b>\$30,657</b>		<b>\$30,657</b>	<b>\$30,657</b>	<b>\$134,066</b>
<b>Total DAS and Non DAS Salaries and Benefits</b>	<b>\$6,701,302</b>				<b>\$799,447</b>		<b>\$799,447</b>	<b>\$591,374</b>		<b>\$591,374</b>	<b>\$591,374</b>		<b>\$591,374</b>	<b>\$591,374</b>		<b>\$591,374</b>	<b>\$591,374</b>	<b>\$2,573,569</b>

HSA #2

Operating Expense Detail													
Annual # Meals Contracted	FY 21/22			FY 22/23			FY 23/24			FY 24/25			Total
	Budget	Modification	Revised	Budget	Modification	Revised	Budget	Modification	Revised	Budget	Modification	Revised	
	276,000		276,000	201,024		201,024	201,024		201,024	201,024		201,024	879,072
<b>DAS Operating Expenses</b>													
<i>Expenditure Category</i>													
Rental of Property	\$323		\$323	\$251		\$251	\$251		\$251	\$251		\$251	\$1,076
Utilities (Elec, Water, Gas, Phone, Garbage)	\$14,729		\$14,729	\$11,425		\$11,425	\$11,425		\$11,425	\$11,425		\$11,425	\$49,004
Office Supplies, Postage	\$33,375		\$33,375	\$20,373		\$20,373	\$20,373		\$20,373	\$20,373		\$20,373	\$94,494
Building Maintenance Supplies and Repair	\$20,898		\$20,898	\$16,210		\$16,210	\$16,210		\$16,210	\$16,210		\$16,210	\$69,528
Printing and Reproduction	\$1,098		\$1,098	\$852		\$852	\$852		\$852	\$852		\$852	\$3,654
Insurance	\$6,884		\$6,884	\$5,340		\$5,340	\$5,340		\$5,340	\$5,340		\$5,340	\$22,904
Staff Training	\$1,553		\$1,553	\$1,205		\$1,205	\$1,205		\$1,205	\$1,205		\$1,205	\$5,168
Staff Travel-Local & Out of Town)	\$968		\$968	\$751		\$751	\$751		\$751	\$751		\$751	\$3,221
Rental of Equipment	\$516		\$516	\$400		\$400	\$400		\$400	\$400		\$400	\$1,716
<b>Food Cost</b>													
Raw Food <i>per meal \$2.09</i>	\$576,509		\$576,509	\$426,827		\$426,827	\$426,827		\$426,827	\$426,827		\$426,827	\$426,827
HDM Food Svc Supplies <i>per meal</i>													
Catered Meals <i>per meal</i>													
<b>Consultant</b>													
Consultants-Temp Employees	\$15,812		\$15,812	\$12,265		\$12,265	\$12,265		\$12,265	\$12,265		\$12,265	\$52,607
Consultants-IT Operations	\$9,752		\$9,752	\$7,565		\$7,565	\$7,565		\$7,565	\$7,565		\$7,565	\$32,447
Consultants-Audit	\$4,588		\$4,588	\$3,559		\$3,559	\$3,559		\$3,559	\$3,559		\$3,559	\$15,265
Consultants-Payroll Service	\$2,295		\$2,295	\$1,780		\$1,780	\$1,780		\$1,780	\$1,780		\$1,780	\$7,635
Consultants-Legal	\$3,227		\$3,227	\$2,503		\$2,503	\$2,503		\$2,503	\$2,503		\$2,503	\$10,736
Consultants-Other	\$1,162		\$1,162	\$901		\$901	\$901		\$901	\$901		\$901	\$3,865
<b>Other</b>													
Delivery Costs	\$13,543		\$13,543	\$10,505		\$10,505	\$10,505		\$10,505	\$10,505		\$10,505	\$45,058
Volunteer and Client Costs	\$5,452		\$5,452	\$4,229		\$4,229	\$4,229		\$4,229	\$4,229		\$4,229	\$18,139
<b>Total DAS Operating Expenses</b>	<b>\$712,684</b>		<b>\$712,684</b>	<b>\$526,941</b>		<b>\$526,941</b>	<b>\$526,941</b>		<b>\$526,941</b>	<b>\$526,941</b>		<b>\$526,941</b>	<b>\$2,293,507</b>
<b>Non DAS Operating Expenses</b>													
<i>Expenditure Category</i>													
Rental of Property	\$63		\$63	\$46		\$46	\$46		\$46	\$46		\$46	\$201
Utilities (Elec, Water, Gas, Phone, Garbage)	\$8,899		\$8,899	\$6,482		\$6,482	\$6,482		\$6,482	\$6,482		\$6,482	\$28,345
Office Supplies, Postage	\$1,734		\$1,734	\$1,263		\$1,263	\$1,263		\$1,263	\$1,263		\$1,263	\$5,523
Building Maintenance Supplies and Repair	\$11,798		\$11,798	\$8,593		\$8,593	\$8,593		\$8,593	\$8,593		\$8,593	\$37,577
Printing and Reproduction	\$215		\$215	\$157		\$157	\$157		\$157	\$157		\$157	\$686
Insurance	\$4,957		\$4,957	\$3,610		\$3,610	\$3,610		\$3,610	\$3,610		\$3,610	\$15,787
Staff Training	\$303		\$303	\$221		\$221	\$221		\$221	\$221		\$221	\$966
Staff Travel-Local & Out of Town)	\$190		\$190	\$138		\$138	\$138		\$138	\$138		\$138	\$604
Rental of Equipment	\$101		\$101	\$74		\$74	\$74		\$74	\$74		\$74	\$323
<b>Food Cost</b>													
Raw Food <i>per meal \$0.19</i>	\$52,771		\$52,771	\$38,436		\$38,436	\$38,436		\$38,436	\$38,436		\$38,436	\$168,079
HDM Food Svc Supplies <i>per meal</i>													
Catered Meals <i>per meal</i>													
<b>Consultant</b>													
Consultants-Temp Employees	\$9,110		\$9,110	\$6,635		\$6,635	\$6,635		\$6,635	\$6,635		\$6,635	\$29,015
Consultants-IT Operations	\$4,313		\$4,313	\$3,141		\$3,141	\$3,141		\$3,141	\$3,141		\$3,141	\$13,736
Consultants-Audit	\$2,101		\$2,101	\$1,530		\$1,530	\$1,530		\$1,530	\$1,530		\$1,530	\$6,691
Consultants-Payroll Service	\$449		\$449	\$327		\$327	\$327		\$327	\$327		\$327	\$1,430
Consultants-Legal	\$631		\$631	\$460		\$460	\$460		\$460	\$460		\$460	\$2,011
Consultants-Other	\$227		\$227	\$165		\$165	\$165		\$165	\$165		\$165	\$722
<b>Other</b>													
Delivery Costs	\$6,258		\$6,258	\$4,558		\$4,558	\$4,558		\$4,558	\$4,558		\$4,558	\$19,932
Volunteer and Client Costs	\$3,473		\$3,473	\$2,530		\$2,530	\$2,530		\$2,530	\$2,530		\$2,530	\$11,063
<b>Total Non DAS Operating Expenses</b>	<b>\$107,593</b>		<b>\$107,593</b>	<b>\$78,366</b>		<b>\$78,366</b>	<b>\$78,366</b>		<b>\$78,366</b>	<b>\$78,366</b>		<b>\$78,366</b>	<b>\$342,691</b>
<b>Total DAS and Non DAS Operating Expenses</b>	<b>\$820,277</b>		<b>\$820,277</b>	<b>\$605,307</b>		<b>\$605,307</b>	<b>\$605,307</b>		<b>\$605,307</b>	<b>\$605,307</b>		<b>\$605,307</b>	<b>\$2,636,198</b>

## HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

**Agency Name: Meals On Wheels SF**

 (Check One)    New     Renewal     Modification 

If modification, Effective Date: 3/1/2022    Modification No:

**RFP/Grant Name: I/Q Helpline**
**Grant Term: 3/1/22-8/31/22**

	Year 1	Year 2	Budget
	<b>3/1/22-6/30/22</b>	<b>7/1/22-8/31/22</b>	Total
<b>Expenditures</b>			
Salaries & Benefits			
Operating Expenses	\$500,000	\$250,000	\$750,000
<b>Subtotal</b>	<b>\$500,000</b>	<b>\$250,000</b>	<b>\$750,000</b>
Indirect Percentage (%)			
Indirect Costs (Line 16 X Line 15)			
Capital Expenses			
Total Expenses	\$500,000	\$250,000	\$750,000
<b>HSA Revenues</b>			
General Fund	\$500,000	\$250,000	\$750,000
Total HSA Revenues	\$500,000	\$250,000	\$750,000
<b>Other Program Revenues</b>			
Total Other Program Revenues			

Prepared by: Patrick Schmalz

Telephone No.:

Date: 2/14/22

**HSA Budget Summary**
**1/4/2022**



RFP/Grant Name: I/Q Helpline

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**Operating Expenses Detail**

Expenditure Category	TERM	Year 1	Year 2	TOTAL
		03/1/22-6/30/22	07/1/22-08/31/22	
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction				
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>				
<b>OTHER</b>				
Helpline Operational Costs (avg. \$60,000/month)		\$240,000	\$120,000	\$360,000
Meals (\$3.20/meal x 10,000/month)		\$128,000	\$64,000	\$192,000
Supplemental bags (\$11/bag x 3000/month)		\$132,000	\$66,000	\$198,000
<b>TOTAL OPERATING EXPENSE</b>		<b>\$500,000</b>	<b>\$250,000</b>	<b>\$750,000</b>

**HSA Operating Expenses Detail**

1/4/2022