

City and County of San Francisco

Human Services Agency



London Breed, Mayor


Department of Human Services
 Department of Disability and Aging Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

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

DATE: NOVEMBER 4, 2020

SUBJECT: **NEW GRANTS:** MULTIPLE GRANTEES FOR NUTRITION SERVICES FOR OLDER ADULTS AND ADULTS WITH DISABILITIES (see table below)

GRANT TERM: 11/01/2020 – 06/30/2021

GRANT AMOUNT: See table below

<u>Funding source:</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding:	\$6,256,879	\$1,102,574	\$5,479,405	\$1,283,873	\$14,122,731
Percentage:	49%	8%	43%		100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into new grant agreements with multiple providers for the provision of nutrition services to older adults and adults with disabilities in a combined amount of \$12,838,858. The term of the grants/contracts will be from November 1, 2020 to June 30, 2021. The total of the new grant amounts plus a 10% contingency will not exceed \$14,122,731. The funding amounts are detailed in the tables below (pages 3-7).

Background

Nutrition is one of the major determinants of successful aging. Food is not only critical to one's physiological well-being but also contributes to social, cultural, and psychological quality of life. Title III of the Older Americans Act authorizes the provision of Elderly Nutrition Programs (ENP). ENP assists older adults in gaining access to nutrition, and other disease prevention and health promotion services. DAS Office of Community Partnerships (OCP), through multiple community affiliations, provides Elderly Nutrition Programs throughout the City and through many of the same community partnerships offers nutrition programming to adults with

disabilities. Nutrition programming for older adults and adults with disabilities promote general health and well-being by reducing hunger, food insecurity, and malnutrition. Nutrition programs provide access to coordinated food and nutrition services that are essential in maintaining independence, functional ability, disease management, and quality of life. They also aim to foster socialization and offer participants the opportunity to create informal support networks. Nutrition services for older adults and adults with disabilities include congregate and home delivered meal programs.

Services to be provided

Grantees will provide congregate, modified congregate, and/or a home delivered meal program. Each of the programs will offer nutritious meals, nutrition education, and nutrition risk screening. The meals provided by the grantees will meet nutritional standards by incorporating the Dietary Guidelines for Americans and provide a minimum of one-third of the Dietary Reference Intakes (DRIs). The meals will be prepared in accordance with nutrition and food service standards set forth by California Retail Food Code (CRFC), Title 22 Regulations, California Department of Aging, and DAS OCP. Grantees may also provide nutrition compliance, nutrition counseling, and home delivered meal assessments.

- **Congregate Meal Program and Modified Congregate Meal Program:** Congregate and modified congregate meal programs provide meals meeting nutritional standards and may include breakfast, lunch, or dinner meals. Both types of congregate programs include nutrition education and nutrition risk screening and give participants the opportunity to contribute to the meal cost.

A congregate meal program delivers nutrition services in a group setting providing opportunities for participants to socialize with one another. A modified congregate meal program offers meals to go instead of in a group setting.

DAS OCP with guidance from federal, state, and local agencies established a modified congregate meal program due to the current Coronavirus pandemic (COVID-19). The modified congregate meal program reduces the risk of community spread of COVID-19 and minimizes older adults and adults with disabilities exposure to the virus by providing meals to go.

- **Home-Delivered Meal Program:** A nutrition program that delivers meals meeting nutritional standards to eligible individuals living in the City and County of San Francisco. The program requires an initial home delivered meal assessment, an annual comprehensive assessment, and quarterly re-assessment of the participant. The quantity of meals delivered to each individual per week depends on their unique needs as determined by the assessments. The program also includes nutrition education and nutrition risk screening and gives participants the opportunity to contribute to the meal cost.
- **Nutrition Compliance and Quality Assurance (NCQA):** NCQA is a requirement of congregate, congregate modified and home delivered meal programs. NCQA includes quarterly monitoring of a grantee's food service production and meal service to ensure state

and local food safety and sanitation requirements. NCQA also includes nutrition education, in-service training, home delivered meal assessments, and nutrition counseling.

A grantee may meet the NCQA requirements by providing them and identifying them in a NCQA budget, through an independent nutritionist contractor, and/or through another DAS OCP nutrition partner with a grant agreement to provide NCQA services.

- **Citywide Nutrition Counseling and Education:** The provision of nutrition counseling services and nutrition education by a registered dietitian (RD) to consumers enrolled in a congregate, congregate modified and/or home delivered meal program who are determined to be at nutritional risk.
- **Emergency Home-Delivered Meal Program:** A nutrition program that delivers meals to eligible consumers living in the City and County of San Francisco who have an urgent or temporary need for nutrition support in the community. The emergency home-delivered meal program provides meals meeting nutritional standards to consumers within two to five days of a request and the provision of meals does not exceed sixty days.

Grant amount

- **Congregate Meal Program and Modified Congregate Meal Program for Older Adults**

Agency	11/01/20 – 06/30/21 grant amount	10% contingency	Not-To-Exceed
Centro Latino de San Francisco Inc.	\$599,379	\$59,937	\$659,316
Episcopal Community Services of San Francisco Inc.	\$155,651	\$15,565	\$171,216
Glide Foundation	\$141,203	\$14,120	\$155,323
Kimochi Inc.	\$530,073	\$53,007	\$583,080
On Lok Day Services	\$295,590	\$29,559	\$325,149
Self Help for the Elderly	\$1,433,764	\$143,376	\$1,577,140
Self Help for the Elderly-Champs	\$181,200	\$18,120	\$199,320
Total	\$3,336,860	\$333,684	\$3,670,544

- **Nutrition Compliance and Quality Assurance (NCQA) for Congregate Meal Program and Modified Congregate Meal Program for Older Adults**

Agency	11/01/20 – 06/30/21 grant amount	10% contingency	Not-To-Exceed
Candice Tang	\$13,000	\$1,300	\$14,300
Glide Foundation	\$5,785	\$578	\$6,363
Kimochi Inc.	\$4,522	\$452	\$4,974
On Lok Day Services	\$11,873	\$1,187	\$13,060
Self Help for the Elderly	\$35,780	\$3,578	\$39,358
Total	\$70,960	\$7,095	\$78,055

- **Congregate Meal Program and Modified Congregate Meal Program for Adults with Disabilities**

Agency	11/01/20 – 06/30/21 grant amount	10% contingency	Not-To-Exceed
Centro Latino de San Francisco Inc.	\$183,352	\$18,335	\$201,687
Episcopal Community Services of San Francisco Inc.	\$22,704	\$2,270	\$24,974
Glide Foundation	\$38,670	\$3,867	\$42,537
Self Help for the Elderly	\$10,488	\$1,048	\$11,536
Total	\$255,214	\$25,520	\$280,734

- **Home-Delivered Meal Program for Older Adults**

Agency	11/01/20 – 06/30/21 grant amount	10% contingency	Not-To-Exceed
Centro Latino de San Francisco Inc.	\$200,146	\$20,014	\$220,160
Jewish Family and Children's Services	\$53,723	\$5,372	\$59,095
Kimochi Inc.	\$221,720	\$22,172	\$243,892

Meals on Wheels	\$4,681,299	\$468,129	\$5,149,428
On Lok Day Services	\$759,662	\$75,966	\$835,628
Self Help for the Elderly	\$714,400	\$71,440	\$785,840
Total	\$6,630,950	\$663,093	\$7,294,043

- **Nutrition Compliance and Quality Assurance (NCQA) for Home-Delivered Meal Program for Older Adults**

Agency	11/01/20 – 06/30/21 grant amount	10% contingency	Not-To-Exceed
Candice Tang	\$13,100	\$1,310	\$14,410
Centro Latino de San Francisco Inc.	\$19,584	\$1,958	\$21,542
Jewish Family And Children's Services	\$9,003	\$900	\$9,903
Kimochi Inc.	\$39,799	\$3,979	\$43,778
Meals on Wheels	\$628,155	\$62,815	\$690,971
On Lok Day Services	\$106,398	\$10,639	\$117,037
Self Help for the Elderly	\$104,089	\$10,408	\$114,497
Total	\$920,129	\$92,009	\$1,012,138

- **Home-Delivered Meal Program for Adults with Disabilities**

Agency	11/01/20 – 06/30/21 grant amount	10% contingency	Not-To-Exceed
Meals on Wheels	\$918,084	\$91,808	\$1,009,892
Self Help for the Elderly	\$234,670	\$23,467	\$258,137
Total	\$1,152,754	\$115,275	\$1,268,029

- **Citywide Nutrition Counseling and Education**

Agency	11/01/20 – 06/30/21 grant amount	10% contingency	Not-To-Exceed
Leah's Pantry- Congregate	\$65,414	\$6,541	\$71,955
Leah's Pantry- Home Delivered Meal	\$13,030	\$1,303	\$14,333
Total	\$78,444	\$7,844	\$86,288

- **Emergency Home-Delivered Meal Program**

Agency	11/01/20 – 06/30/21 grant amount	10% contingency	Not-To-Exceed
Meals on Wheels	\$154,379	\$15,437	\$169,816
Total	\$154,379	\$15,437	\$169,816

- **Home-Delivered Meals for Adults with Disabilities Assessment**

Agency	11/01/20 – 06/30/21 grant amount	10% contingency	Not-To-Exceed
Institute on Aging	\$239,168	\$23,916	\$263,084
Total	\$239,168	\$23,916	\$263,084

Grand Total

Program	11/01/20 – 06/30/21 grant amount	10% contingency	Not-To-Exceed
Citywide Nutrition Counseling and Education	\$78,444	\$7,844	\$86,288
Congregate Meal Program and Modified Congregate Meal Program for Adults with Disabilities	\$255,214	\$25,520	\$280,734
Congregate Meal Program and Modified Congregate Meal Program for Older Adults	\$3,336,860	\$333,684	\$3,670,544
Emergency Home-Delivered Meal Program	\$154,379	\$15,437	\$169,816
Home-Delivered Meal Program for Adults with Disabilities	\$1,152,754	\$115,275	\$1,268,029

Home-Delivered Meal Program for Older Adults	\$6,630,950	\$663,093	\$7,294,043
Home-Delivered Meals for Adults with Disabilities Assessment	\$239,168	\$23,916	\$263,084
Nutrition Compliance and Quality Assurance (NCQA) for Congregate Meal Program and Modified Congregate Meal Program for Older Adults	\$70,960	\$7,095	\$78,055
Nutrition Compliance and Quality Assurance (NCQA) for Home-Delivered Meal Program for Older Adults	\$920,129	\$92,009	\$1,012,138
Total	\$12,838,858	\$1,283,873	\$14,122,731

Selection

Grantees were selected through RFP #715 issued in January 2017.

Funding

These grants will be funded through a combination of Federal, State, and County funds.

ATTACHMENTS

- **Congregate Meal Program and Modified Congregate Meal Program**

Centro Latino de San Francisco Inc.

Appendix A – Services to be Provided

Appendix B – Budget

Episcopal Community Services of San Francisco Inc.

Appendix A – Services to be Provided

Appendix B – Budget

Glide Foundation

Appendix A – Services to be Provided

Appendix B – Budget

Kimochi Inc.

Appendix A – Services to be Provided

Appendix B – Budget

On Lok Day Services

Appendix A – Services to be Provided

Appendix B – Budget

Self Help for the Elderly

Appendix A – Services to be Provided

Appendix B – Budget

Appendix B1 – Champs Budget

- **Nutrition Compliance and Quality Assurance (NCQA) for Congregate Meal Program and Modified Congregate Meal Program for Older Adults**

Candice Tang

Appendix B – Budget

Glide Foundation

Appendix B – Budget

Kimochi Inc.

Appendix B – Budget

On Lok Day Services

Appendix B – Budget

Self Help for the Elderly

Appendix B – Budget

- **Congregate Meal Program and Modified Congregate Meal Program for Adults with Disabilities**

Centro Latino de San Francisco Inc.

Appendix A – Services to be Provided

Appendix B – Budget

Episcopal Community Services of San Francisco Inc.

Appendix A – Services to be Provided

Appendix B – Budget

Glide Foundation

Appendix A – Services to be Provided

Appendix B – Budget

Self Help for the Elderly

Appendix A – Services to be Provided

Appendix B – Budget

- **Home-Delivered Meal Program for Older Adults**

Centro Latino de San Francisco Inc.

Appendix A – Services to be Provided

Appendix B – Budget

Jewish Family and Children's Services
Appendix A – Services to be Provided
Appendix B – Budget

Kimochi Inc.
Appendix A – Services to be Provided
Appendix B – Budget

Meals on Wheels
Appendix A – Services to be Provided
Appendix B – Budget

On Lok Day Services
Appendix A – Services to be Provided
Appendix B – Budget

Self Help for the Elderly
Appendix A – Services to be Provided
Appendix B – Budget

- **Nutrition Compliance and Quality Assurance (NCQA) for Home-Delivered Meal Program for Older Adults**

Candice Tang
Appendix B – Budget

Centro Latino de San Francisco Inc.
Appendix B – Budget

Jewish Family And Children's Services
Appendix B – Budget

Kimochi Inc.
Appendix B – Budget

Meals on Wheels
Appendix B – Budget

On Lok Day Services
Appendix B – Budget

Self Help for the Elderly
Appendix B – Budget

- **Home-Delivered Meal Program for Adults with Disabilities**

Meals on Wheels
Appendix A – Services to be Provided
Appendix B – Budget

Self Help for the Elderly
Appendix A – Services to be Provided
Appendix B – Budget

- **Citywide Nutrition Counseling and Education**

- Leah's Pantry

- Appendix A – Services to be Provided

- Appendix B – Budget, Congregate

- Appendix B1 – Budget, Home Delivered Meal

- **Emergency Home-Delivered Meal Program**

- Meals on Wheels

- Appendix A – Services to be Provided

- Appendix B – Budget

- **Home-Delivered Meal for Older Adults Assessment**

- Institute on Aging

- Appendix A – Services to be Provided

- Appendix B – Budget

Appendix A – Services to be Provided
Meals on Wheels of San Francisco
Emergency Home-Delivered Meal Program
Effective November 1, 2020-June 30, 2021

I. Purpose

The purpose of this grant is to provide an emergency home-delivered meal program for older adults and adults with disabilities living in the City and County of San Francisco who have an urgent or temporary need for nutrition support in the community. The emergency home-delivered meal program provides meals meeting nutritional standards to consumers within two to five days of a request and the provision of meals does not exceed sixty days. The program also serves as an access point for other home and community-based services and supports independent community living.

II. Definitions-

Grantee	Meals on Wheels of San Francisco
Adult with a Disability	A person 18-59 years of age living with a disability.
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.
CDA	California Department of Aging.
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.
DAS	Department of Disability and Aging Services.
DAS Benefits and Resources Hub	Unit within DAS that is equipped to receive calls from the community and provide information, referrals, and assistance for older adults and adults with disabilities, caregivers, and community-based organizations. (https://www.sfhsa.org/services/access-empowerment/das-benefits-and-resources-hub)
Dietary Guidelines for Americans (DGA)	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 five (5) years by the U.S. Department of Health and Human Services (HHS) and the U.S. Department of Agriculture (USDA). https://health.gov/dietaryguidelines/

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. https://www.nal.usda.gov/fnic/dietary-reference-intakes
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.
Emergency Home-Delivered Meal Program	A program that provides meals to older adults and adults with disabilities living in the City and County of San Francisco who have an urgent or temporary need for nutrition support in the community. The DAS Benefits and Resources Hub screens and approves individuals for emergency home delivered meal services. Services include but are not limited to the provision of home delivered meals meeting nutritional standards to eligible individuals between two (2) and five (5) days of their approval for program enrollment and not exceeding sixty days.
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.
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.
Home-Delivered Meals (HDM)	Meals that are delivered to consumers and 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 are appealing. The procurement, preparation, service, and delivery of meals are included as part of the meal provision by the grantee.

IHSS High Risk Unit:	Social Worker Unit in In-Home Supportive Services (IHSS) that provides supportive services to stabilize IHSS cases with complex behavioral health and medical conditions.
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.
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/or participation is not means tested. Consumers self-report income 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.
Menu Analysis	An evaluation conducted by a registered dietitian (RD) that includes a nutrient analysis of the meals offered through the nutrition program. The purpose of the nutrient analysis is to determine if daily meals and weekly menus comply with the regulatory nutritional standards. At a minimum, the analysis will include calories, protein, fat, saturated fat, fiber, calcium, magnesium, sodium, vitamin A, vitamin C, vitamin D, and vitamin B12. When utilizing a computerized menu analysis, the grantee will analyze meals on a weekly basis for a minimum of two (2) weeks. Meals shall meet no less than one-third of the DRI for all calculated nutrients daily, or as specified in the DAS OCP policy memorandum.

Menu Requirements	Meals provided through emergency home delivered meal program shall comply with the current Dietary Guidelines for Americans (DGA) and provide to each participant following: (a) A minimum of one-third of the Dietary Reference Intakes (DRIs) as established by the Food and Nutrition Board, Institute of Medicine, National Academy of Sciences, if the grantee provides one meal per day; (b) At least two-thirds of the DRIs for the provision of 2 meals per day; (c) At least 100% of the DRIs if the grantee provides 3 meals per day; and (d) Fractions of meals or snacks may not be counted even when such snacks cumulatively equal one-third of the DRIs
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.
OCP	Office of Community Partnerships.
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	Person who is 60 years or older, used interchangeably with “senior”.
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.
Senior	Person who is 60 years or older, used interchangeably with “older adult”.
SF-HSA	Human Services Agency of the City and County of San Francisco.
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>).

Title 22 Regulations	Refers to Barclay’s official California Code of Regulations. Title 22 Social Security, Division 1.8. California Department of Aging. Chapter 4 (1) Title III Programs – program and service provider requirements. Article 5. Title III C- Elderly Nutrition Program.
Unduplicated Consumer (UDC)	An individual who receives home-delivered meals provided by the grantee, and the grantee reflects their participation in CA.GetCare through program enrollment.

III. Target Population

The target population is older adults and adults with disabilities living in the City and County of San Francisco who have an urgent or temporary need for nutrition support, are frail and homebound due to illness or disability, or are otherwise isolated, lack a support network, and have no safe, healthy alternative for food.

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. Eligibility for Services

To participate in the emergency home delivered meal program, an individual must meet the following criteria:

1. A resident of San Francisco, and
2. An older adult or adult with a disability who is homebound due to illness or disability, or are otherwise isolated, lack a support network, have no safe, healthy alternative for food, and
3. An older adult or adult with a disability who is determined to have an urgent or temporary need for nutrition support and approved for program enrollment by the DAS Benefits and Resources Hub.

V. Location and Time of Services

The grantee will provide an emergency home-delivered nutrition program in the City and County of San Francisco. The grantee determines the citywide service and delivery times for the emergency home-delivered meal program with prior approval from DAS OCP.

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), Title 22 Regulations, CDA, and DAS OCP.
2. Grantee will provide an emergency home-delivered meal program for older adults and adults with disabilities who are determined eligible for program enrollment. The provision of an emergency home delivered meal program will include the following:
 - a. Enrollment of the number of consumers and delivery of the number of meals as indicated in Table A below.
 - b. Provision of home-delivered meals within two (2) to five (5) days of receiving a referral from the DAS Benefits and Resources Hub. The DAS Benefits and Resources Hub will screen individuals referred to the emergency home delivered meal program to confirm eligibility. Grantee will start services for eligible consumers referred through the IHSS High Risk Unit within forty-eight (48) hours. The grantee must start the meal service for all other eligible consumers within five (5) days. The provision of emergency home delivered meals will not exceed sixty (60) days.
 - c. Provision of home-delivered meals that comply with current Dietary Guidelines for Americans (DGA), offer 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.
3. Grantee will develop and provide each consumer with a welcome packet that includes 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.
4. Grantee will ensure that the procurement, preparation, service, and delivery of meals at the central kitchen and/or caterer kitchen and all HDM delivery routes meet state and local food, sanitation, health and safety requirements.
5. 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 possess a food safety manager certification and has the required qualifications as described in Title 22 Regulations and DAS OCP policy memoranda.
6. 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
7. Grantee will ensure that a registered dietitian (RD) conducts and documents 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. HACCP monitoring will include, but is not limited to the review of route monitoring documentation and end-of-route HDM temperature logs.
8. Grantee will conduct a route monitoring at least twice per year per route and/or in accordance with DAS OCP policy memorandum. A staff member trained by a food safety manager or a RD may monitor the routes.

9. Grantee will take, document, and keep on file an end-of-route meal temperature every other week for each route, or in accordance with DAS OCP policy memorandum. For end-of-route meal temperatures not meeting temperature requirements, temperatures shall be taken and documented once a week until corrected.
10. Grantee will provide quarterly in-service trainings for nutrition program staff (e.g. food service and delivery workers) as described in DAS OCP policy memoranda. The grantee will also provide additional in-service trainings as needed to address any HACCP monitoring findings and/or to reinforce best food safety and sanitation practices as needed. The grantee will 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.
11. Grantee will 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 nutrient analysis completed by their RD on staff or consultant RD. The grantee may seek approval to submit a cycle menu with fewer weeks. DAS OCP will review requests for exceptions and approve if appropriate.
12. Grantee will ensure that the RD on staff or consultant RD reviews and approves menu substitutions in advance of their use and that staff documents the substitutions made.
13. 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.
14. 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.
15. 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.
16. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers.

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:

Table A	FY 20-21
Number of Unduplicated Consumers (UDC)	350
Number of Meals	26,252

VIII. Outcome Objective

1. Consumers rate the quality of meals they received as excellent or good. Target: 85%.
2. Consumers are less worried about getting enough food to meet their needs due to participation in the emergency home-delivered meal program. Target: 85%

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

IX. Reporting 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 home-delivered meal intake form 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 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes the following information:
 - Number of unduplicated consumers served
 - Number of meals prepared and served
 - 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 connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
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 Services 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 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.

	A	E	F
1	Budget		Appendix B, Page 1
2			Document Date: November 2020
3			
4	HUMAN SERVICES AGENCY BUDGET SUMMARY		
5	BY PROGRAM		
6			
7	Name		
8	Meals on Wheels		
9	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>		
10	If modification, Effective Date of Mod. No. of Mod.		
11	Program: Emergency home delivered meals		
12	Budget Reference Page No.(s)		
13	Program Term	11/01/20 - 06/30/21	Total
15	Annual # Meals Contracted	26,252	26,252
16	DAS Expenditures		
17	Salaries & Benefits	\$55,805	\$55,805
18	Operating Expenses	\$53,404	\$53,404
19	Subtotal	\$109,209	\$109,209
20	Indirect Percentage (%)	0.00%	0.00%
21	Indirect Cost	\$0	\$0
26	Capital Expenditures	\$0	\$0
27	COVID Breakfast OTO	\$45,170	\$45,170
28	Total DAS Expenditures	\$154,379	\$154,379
29			
30	Non DAS Expenditures		
31	Salaries & Benefits	\$6,063	\$6,063
32	Operating Expenses	\$35,360	\$35,360
33	Indirect Cost	\$0	\$0
34	Capital/Subcontractor Expenditures	\$0	\$0
35	Total Non DAS Expenditures	\$41,423	\$41,423
36			
37	TOTAL DAS AND NON DAS EXPEDITURES	\$195,802	\$195,802
38			
39	DAS Revenues		
40	General Fund	\$109,209	\$109,209
41	State Fund	\$0	\$0
42	Federal Fund	\$0	\$0
43	COVID Breakfast OTO	\$45,170	\$45,170
44		\$0	\$0
45		\$0	\$0
46		\$0	\$0
47		\$0	\$0
48	Total DAS Revenue	\$154,379	\$154,379
49	<i>PER MEAL COST, DAS</i>	\$4.16	\$4.16
51	Non DAS Revenues		
52	Project Income	\$1,356	\$1,356
53	Agency Cash- Fundraising	\$39,905	\$39,905
54	Agency In-kind Volunteer	\$162	\$162
55		\$0	\$0
56		\$0	\$0
57	Total Non DAS Revenue	\$41,423	\$41,423
58	<i>PER MEAL COST, Non DAS</i>	\$1.58	\$1.58
59	TOTAL DAS AND NON DAS REVENUE	\$195,802	\$195,802
60	<i>PER MEAL COST, Total</i>	\$7.46	\$7.46
61			
62	Full Time Equivalent (FTE)		
64	Prepared by:	Date: 10/26/20	
65	HSA-CO Review Signature: _____		
66			
67	HSA #1		10/26/2020

	A	C	D	E	F	I	J	
1	Program: Emergency home delivered meals						Appendix B, Page 2	
2	(Same as Line 11 on HSA #1)						Document Date: November 2020	
3								
4								
5	Salaries & Benefits Detail							
6								
7	Agency Totals		HSA Program		11/01/20 - 06/30/21	Total		
8	DAS Salary	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE		Budget	
9	Drivers (35)	\$39,634	0.45	100.00%	0.45	\$17,708	\$17,708	
10	Driver Mgr	\$82,601	1.00	1.35%	0.01	\$1,115	\$1,115	
11	Sr. Ops Mgr	\$95,000	1.00	1.35%	0.01	\$1,283	\$1,283	
12	Wait List Mgr	\$77,134	1.00	1.35%	0.01	\$1,041	\$1,041	
13	Customer Service Lead	\$60,569	1.00	1.35%	0.01	\$818	\$818	
14	Client Starts Lead	\$77,134	1.00	1.35%	0.01	\$1,041	\$1,041	
15	Special Delivery Lead	\$51,002	1.00	1.35%	0.01	\$689	\$689	
16	Safety Board Lead	\$50,000	1.00	1.35%	0.01	\$675	\$675	
17	Chief Prog Off	\$140,400	1.00	1.35%	0.01	\$1,895	\$1,895	
18	SalesForce Administrator	\$100,000	1.00	1.14%	0.01	\$1,140	\$1,140	
19	Chief Gov Off	\$144,427	1.00	0.88%	0.01	\$1,271	\$1,271	
20	Fleet & Facilities Dir	\$110,880	1.00	0.88%	0.01	\$976	\$976	
21	Maintenance	\$55,000	1.00	0.88%	0.01	\$484	\$484	
22	Maintenance	\$39,520	1.00	0.88%	0.01	\$348	\$348	
23	Maintenance	\$39,520	1.00	0.88%	0.01	\$348	\$348	
24	Volunteer Mgr	\$62,946	1.00	1.72%	0.02	\$1,083	\$1,083	
25	Volunteer Coordinator	\$52,749	1.00	1.72%	0.02	\$907	\$907	
26	Volunteer Coordinator	\$50,000	1.00	1.72%	0.02	\$860	\$860	
27	Volunteer Director	\$93,555	1.00	1.72%	0.02	\$1,609	\$1,609	
28	HR Manager	\$80,500	1.00	0.88%	0.01	\$708	\$708	
29	HR Manager	\$81,120	1.00	0.88%	0.01	\$714	\$714	
30	HR Director	\$108,832	1.00	0.88%	0.01	\$958	\$958	
31	Communications Director	\$105,000	1.00	0.88%	0.01	\$924	\$924	
32	Digital Marketing Manager	\$72,000	1.00	0.88%	0.01	\$634	\$634	
33	CEO	\$205,000	1.00	0.88%	0.01	\$1,804	\$1,804	
34					0.00	\$0	\$0	
35					0.00	\$0	\$0	
36					0.00	\$0	\$0	
37					0.00	\$0	\$0	
38	Totals	\$2,074,522	24.45	128.50%	0.73	\$41,033	\$41,033	
39								
40	Fringe Benefits Rate	36.00%						
41	Employee Fringe Benefits	\$746,828				\$14,772	\$14,772	
42								
43	Total DAS Salaries and Benefits	\$2,821,350				\$55,805	\$55,805	
44								
45								
46		Agency Totals	HSA Program		11/01/20 - 06/30/21	Total		
47	Non DAS Salary	Annual Full Time Salary for FTE	Total FTE	% FTE (Max 100%)	Adjusted FTE		Budget	
48	Drivers (35)	\$39,634	0.02	100.00%	0.02	\$971	\$971	
49	Driver Mgr	\$82,601	1.00		0.00	\$0	\$0	
50	Sr. Ops Mgr	\$95,000	1.00		0.00	\$0	\$0	
51	Wait List Mgr	\$77,134	1.00		0.00	\$0	\$0	
52	Customer Service Lead	\$60,569	1.00		0.00	\$0	\$0	
53	Client Starts Lead	\$77,134	1.00		0.00	\$0	\$0	
54	Special Delivery Lead	\$51,002	1.00		0.00	\$0	\$0	
55	Safety Board Lead	\$50,000	1.00		0.00	\$0	\$0	
56	Chief Prog Off	\$140,400	1.00		0.00	\$0	\$0	
57	SalesForce Administrator	\$100,000	1.00		0.00	\$0	\$0	
58	Chief Gov Off	\$144,427	1.00	0.26%	0.00	\$376	\$376	
59	Fleet & Facilities Dir	\$110,880	1.00	0.26%	0.00	\$288	\$288	
60	Maintenance	\$55,000	1.00	0.26%	0.00	\$143	\$143	
61	Maintenance	\$39,520	1.00	0.26%	0.00	\$103	\$103	
62	Maintenance	\$39,520	1.00	0.26%	0.00	\$103	\$103	
63	Volunteer Mgr	\$62,946	1.00	0.30%	0.00	\$189	\$189	
64	Volunteer Coordinator	\$52,749	1.00	0.30%	0.00	\$158	\$158	
65	Volunteer Coordinator	\$50,000	1.00	0.30%	0.00	\$150	\$150	
66	Volunteer Director	\$93,555	1.00	0.30%	0.00	\$281	\$281	
67	HR Manager	\$80,500	1.00	0.26%	0.00	\$209	\$209	
68	HR Manager	\$81,120	1.00	0.26%	0.00	\$211	\$211	
69	HR Director	\$108,832	1.00	0.26%	0.00	\$283	\$283	
70	Communications Director	\$105,000	1.00	0.26%	0.00	\$273	\$273	
71	Digital Marketing Manager	\$72,000	1.00	0.26%	0.00	\$187	\$187	
72	CEO	\$205,000	1.00	0.26%	0.00	\$533	\$533	
73	0	\$0	0.00		0.00	\$0	\$0	
74	0	\$0	0.00		0.00	\$0	\$0	
75	0	\$0	0.00		0.00	\$0	\$0	
76	0	\$0	0.00		0.00	\$0	\$0	
77	Totals	\$2,074,522	24.02	104.06%	0.07	\$4,458	\$4,458	
78								
79	Fringe Benefits Rate	36.00%						
80	Employee Fringe Benefits	\$746,828				\$1,605	\$1,605	
81								
82	Total Non DAS Salaries and Benefits	\$2,821,350				\$6,063	\$6,063	
83								
84								
85	Total DAS and Non DAS Salaries and Benefits	\$5,642,701				\$61,868	\$61,868	
86								
87	HSA #2						10/26/2020	

	A	B	C	D	I	J	K
1	Program: Emergency home delivered meals					Appendix B, Page 3	
2	(Same as Line 11 on HSA #1)					Document Date: November 2020	
3							
4							
5	Operating Expense Detail						
6							
7				11/01/20 - 06/30/21	Total		
9	Annual # Meals Contracted			26,252	26,252		
10							
11	DAS Operating Expenses						
12	<u>Expenditure Category</u>						
13	Rental of Property			\$0	\$0		
14	Utilities (Elec, Water, Gas, Phone, Garbage)			\$1,266	\$1,266		
15	Office Supplies, Postage			\$733	\$733		
16	Building Maintenance Supplies and Repair			\$463	\$463		
17	Printing and Reproduction				\$0		
18	Insurance			\$331	\$331		
19	Staff Training			\$229	\$229		
20	Staff Travel-(Local & Out of Town)			\$124	\$124		
21	Rental of Equipment				\$0		
22	Auto- Fuel & Insurance			\$1,012	\$1,012		
23	Fees, Dues, Advertising			\$101	\$101		
24	Outside Services			\$1,260	\$1,260		
25	Grant, volunteer and client costs			\$858	\$858		
26	Other operating costs			\$301	\$301		
27				\$0	\$0		
28							
29	<u>Food Cost</u>						
30	Raw Food	<i>per meal</i>	\$1.78	\$46,726	\$46,726		
31	Cong Food Svc Supplies	<i>per meal</i>	\$0.00		\$0		
32	HDM Food Svc Supplies	<i>per meal</i>	\$0.00		\$0		
33	Catered Meals	<i>per meal</i>	\$0.00		\$0		
34					\$0		
35					\$0		
36							
37	<u>Consultant</u>						
38	Consultant A				\$0		
39					\$0		
40					\$0		
41							
42	Total DAS Operating Expenses			\$53,404	\$53,404		
43							
44							
45	Non DAS Operating Expenses						
46	<u>Expenditure Category</u>						
47	Rental of Property				\$0		
48	Utilities (Elec, Water, Gas, Phone, Garbage)			\$0	\$0		
49	Office Supplies, Postage			\$0	\$0		
50	Building Maintenance Supplies and Repair			\$0	\$0		
51	Printing and Reproduction				\$0		
52	Insurance			\$0	\$0		
53	Staff Training				\$0		
54	Staff Travel-(Local & Out of Town)			\$0	\$0		
55	Rental of Equipment				\$0		
56	Auto- Fuel & Insurance			\$0	\$0		
57	Fees, Dues, Advertising			\$0	\$0		
58	Outside Services			\$0	\$0		
59	Grant, volunteer and client costs			\$0	\$0		
60	Other operating costs			\$0	\$0		
61	Fundraising			\$1,757	\$1,757		
62							
63	<u>Food Cost</u>						
64	Raw Food	<i>per meal</i>	\$1.28	\$33,603	\$33,603		
65	Cong Food Svc Supplies	<i>per meal</i>	\$0.00		\$0		
66	HDM Food Svc Supplies	<i>per meal</i>	\$0.00		\$0		
67	Catered Meals	<i>per meal</i>	\$0.00		\$0		
68					\$0		
69					\$0		
70							
71	<u>Consultant</u>						
72	Consultant A				\$0		
73					\$0		
74					\$0		
75							
76	Total Non DAS Operating Expenses			\$35,360	\$35,360		
77							
78							
79	Total DAS and Non DAS Operating Expenses			\$88,764	\$88,764		
80							
81	HSA #3					10/26/2020	

	A	D	E
1	Program: Emergency home delivered meals		Appendix B, Page 5
2	(Same as Line 11 on HSA #1)		Document Date: November 2020
3			
4			
5	COVID OTO Detail		
6			
7		11/01/20 - 06/30/21	Total
9	DAS COVID OTO Expenditure		
10	COVID breakfast (8,555 meals at \$5.28 each)	\$45,170	\$45,170
11		\$0	\$0
12		\$0	\$0
13		\$0	\$0
14		\$0	\$0
15	Total Equipment Cost	\$45,170	\$45,170
16			
17	HSA #4		10/26/2020