



**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
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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: NOELLE SIMMONS, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS DS
EL

DATE: MARCH 19, 2021

SUBJECT: GRANT MODIFICATION: **SAN FRANCISCO MARIN FOOD BANK (NON-PROFIT)** FOR PROVISION OF CALFRESH & MEDICAL PROMOTION

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
GRANT TERM:	7/1/18- 6/30/21	7/1/21- 9/30/23	7/1/18- 9/30/23		
GRANT AMOUNT:	\$1,106,647	\$896,570	\$2,003,217	\$200,322	\$2,203,539
ANNUAL AMOUNT:	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>		
	\$398,475	\$398,475	\$99,619		
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION FUNDING:	\$179,314	\$268,971	\$448,285	\$200,322	\$2,203,539
PERCENTAGE:	20%	30%	50%		100%

The Department of Human Services (DHS) requests authorization to modify the existing grant with the San Francisco Marin Food Bank for the period of July 1, 2021 through September 30, 2023, in the additional amount of \$896,570 plus a 10% contingency for a revised total amount not to exceed \$2,203,539. The purpose of this modification is extend the grant term and add new federal funding. Under this modification, the contractor will provide services and drive initiatives for Direct Service and Indirect Service.

Background

In 2014, San Francisco Human Services Agency (SFHSA) created the San Francisco Benefits Net (SFBN) program. The SFBN service delivery model integrates CalFresh and Medi-Cal under one program with three service center locations. SFHSA itself seeks to promote dual enrollment into CalFresh and Medi-Cal at all touchpoints.

This grant is designed to increase San Francisco's CalFresh participation rate via a targeted outreach campaign conducted by the San Francisco-Marin Food Bank (SFMFB). The primary goal of the grant is to reduce hunger and food insecurity in San Francisco. SFMFB works directly with clients by providing Direct Services through CalFresh screening and application assistance, and provides Indirect Services for CalFresh outreach. In the Indirect Service model, the SFMFB trains and supports other agencies to conduct their own CalFresh outreach, including information promotion, prescreening, translation, and application assistance. This helps grow the network, breadth, and capacity of community providers doing outreach. With private funding, the SFMFB will offer performance-based mini grants to partner agencies to reward them for CalFresh approvals that they generate. This is a small way to offset the staff investment in outreach that the SFMFB will be requesting of those agencies.

Services to be Provided

Direct Services will include various activities to promote, market, and provide application assistance for CalFresh and Medi-Cal benefits. Direct Services will incorporate the promotion of online portal MyBenefits CalWin (MyBCW) and assist service participants in setting up their own MyBCW accounts. MyBCW accounts will allow CalFresh and Medi-Cal participants to complete case actions i.e. submitting required documents online.

SFMFB will continue to partner with the SFHSA on each of the Direct Service initiatives to increase public benefits uptake among vulnerable populations. Direct Service initiatives will include the following;

SFMFB will hold **Information Sessions** to provide an overview of the CalFresh and Medi-Cal programs to likely eligible households. Sessions will occur at host community-based organizations and community fairs and events.

SFMFB application assisters will hold **CalFresh Application Clinics** and meet with community members to answer questions and to submit real-time online CalFresh applications. SFMFB staff will learn about basic Medi-Cal eligibility criteria in order to provide application assistance for Medi-Cal and CalFresh benefits when necessary. SFMFB will also provide participants with information and instructions on how to set-up their own MyBCW accounts.

SFMFB staff and SFHSA eligibility workers will plan and staff **CalFresh-in-a-Day** events designed to provide clients the opportunity to complete the entire application and eligibility determination process in one appointment, which can take as little as 90 minutes.

SFMFB will drive initiatives to cross-train staff across the various SFMFB departments to **integrate CalFresh applications assistance promotion and referrals within the delivery of other SFMFB services** such as; nutrition education classes, pantry visits, or delivery of groceries to the home. In addition, **SFMFB will continue to provide volunteer and internship opportunities** assigned to CalFresh outreach efforts and leverage those volunteers to expand capacity of services integrated with CalFresh promotion.

SFMFB will also continue to develop CalFresh and Medi-Cal application assistance capabilities and MyBCW account creation assistance and promotion to individuals as part of **new direct service initiatives**.

The SFMFB will also develop **Indirect Service Initiatives** designed to increase overall community awareness of CalFresh and Medi-Cal benefits, increase application assistance points throughout the City, and incorporate MyBCW promotion and account creation assistance into their Indirect Service Initiatives. Indirect Service Initiatives will include the following;

CalFresh application assistance and MyBCW assistance hours at local community based organizations (CBOs) will be provided on either a daily or weekly basis dependent on agency capacity. Agency partners will openly promote application assistance hours on the SFMFBs online appointment site.

The SFMFB will maintain and seek to expand the **Referral network**. The Network is a group of CBOs whose staff will be trained on basic CalFresh

and Medi-Cal program requirements in order to refer likely eligible clients to application assistance services.

Same Day Service Events, modeled after CalFresh-in-a-Day, will be developed with community partners taking the lead and the SFMFB providing the structure, logistics, and business process for these events.

SFMFB will provide **application assistance training sessions that are designed to** empower representatives of faith-based and community-based organizations to perform outreach, prescreening and application assistance for CalFresh and Medi-Cal. SFMFB will also host similar trainings with a focus on Medi-Cal and dual application assistance. Application assistance training will be done in various ways including;

SFMFB's Technical Assistance meetings, developed with the intent to **strengthen and continually improve application assistance services provided by CBO partners. SFMFB will provide CBO partners with** topic based trainings. CBOs will share any barriers they are experiencing in outreach activities.

CBO Coalition meetings held regularly with SFMFB, community and government stakeholders. Co-facilitated by SFMFB and the SFHSA, this meeting will be used to share and create population-specific strategies to increase participation in CalFresh and Medi-Cal.

The SFMFB will work and establish partnerships to identify gaps in Indirect Services to specific communities and areas of the city and **expand the SFMFB application assistance network.**

In FY 21/22, Food Bank and network partners will increase participation in CalFresh via referrals to application assistance in San Francisco.

2,040 households will start receiving CalFresh benefits (assuming 80% new approval rating of 2,550 new applications submitted).

1,150 households will continue to receive CalFresh benefits as a result of Food Bank and CBO network assistance and not time out.

In FY 22/23, Food Bank and network partners will increase participation in CalFresh by identifying likely eligible individuals and referring them to application assistance in San Francisco.

2,480 households will start receiving CalFresh benefits (assuming 80% approval rating of 3,100 new applications submitted).

1,500 households will continue to receive CalFresh benefits because of Food Bank and CBO network assistance and not time out.

By September 2023, My Benefits CalWIN (MyBCW) enrollment will be increased by 2,500.

Selection

Grantee was selected through Request for Proposals #781, which was competitively bid in May 2018.

Funding

Funding for this contract is provided through a combination of Federal, State, and County General Funds.

ATTACHMENTS

Appendix A-1, Scope of Services

Appendix B-1, Budget

Appendix A-1: Services to be Provided
San Francisco-Marin Food Bank
CalFresh and Medi-Cal Promotion and Application Assistance
Effective: 7/1/2021 – 9/30/2023

I. Purpose of Grant

The purpose of this grant is to increase San Francisco’s CalFresh participation rate via a targeted promotive campaign conducted by the San Francisco Marin Food Bank. The primary goal of the grant is to reduce hunger and food insecurity in San Francisco by generating approvable CalFresh applications to be presented to HSA staff for eligibility determination.

II. Definitions

Grantee	San Francisco-Marin Food Bank (SFMFB)
HSA	Human Services Agency of the City and County of San Francisco

III. Target Population

- 18-24 year olds, including but not limited to college students
- Seniors (Age 60+)
- Pregnant Women and Infants
- Spanish-speaking and Cantonese-speaking populations

The target population for this grant is persons who are likely eligible for CalFresh, but are not currently receiving it. SFMFB acknowledges the growing needs of the food insecure population and the need for partnerships with community based organizations/entities (CBOs) to increase this population’s access to CalFresh benefits. The goal of this provision is to encourage the target population to engage established CBOs for the purposes of meeting their nutritional needs through participation in the CalFresh program, via applications assistance. In order to reach this population, the SFMFB will engage and partner with: San Francisco public and private universities including UCSF, SFSU, and CCSF campuses; CBOs that work with youth transitioning out of foster care such as - Family Services Agency, Huckleberry Youth Services, Larkin Street Youth, Glide, St. Anthony’s, Downtown Streets and others; organizations that work with pregnant women and infants such as - the Women, Infant and Children program, Head Start program, and child care organizations such as Wu Yee and the Children’s council; CBOs that specialize in working with Spanish-speaking and Cantonese-speaking populations such as - Wu Yee, Chinese Newcomers, The Women’s Building, and the Mission Economic Development Agency (MEDA) . Extensive promotions to seniors will be centered around senior centers and community housing sites, as well as active engagement of community partners who serve seniors, such as Meals on Wheels, Aging and Disability Resource Centers, Institute on Aging, and In-Home Supportive Services to take on benefits awareness, and basic application assistance for individuals who are 60 years and older.

IV. Description of Services

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

The SFMFB will provide services to community members by providing CalFresh application assistance, information workshops, and assistance to individuals possibly eligible for CalFresh. Additional key direct service initiatives that SFMFB will undertake are described in further detail in this appendix.

In addition to working directly with community members, the SFMFB will also utilize an Indirect Service model to increase the volume of CalFresh and Medi-Cal applications that are sent to HSA Eligibility Workers for eligibility determination. In this model, the SFMFB trains and supports other agencies to conduct their own CalFresh outreach to likely eligible individuals and basic application assistance. The Food Bank will thereby use this grant to help grow the network, breadth, and capacity of community providers to extend benefits awareness. With private funding, the SFMFB will offer performance-based mini grants to partner agencies to reward them for CalFresh approvals that they generate. This is a small way to offset the staff investment in outreach that the SFMFB will be requesting of those agencies.

Starting on or about April 2021 through September 2023, the SFMFB will utilize a similar Indirect Service model described above to increase the number of My Benefits CalWIN (MyBCW) client accounts. MyBCW is an online portal that allows individuals to create personal accounts that make it possible to use one's smartphone to upload benefit verification documents, sign forms electronically, receive text message reminders about recertification, etc. With funding awarded by the Food and Nutrition Services (FNS) Process and Technology Improvement Grant (PTIG), the SFMFB will offer performance-based mini grants to partner agencies to reward them for MyBCW client accounts that they generate. The intent behind this initiative is two-fold: 1.) Decrease in-person lobby transactions, which is particularly relevant during the ongoing COVID-19 pandemic, and 2.) Learn how low-income persons, namely those with limited English, experience technology so that the agency can engage them with future technology developments.

Key Initiatives for Indirect Service:

1. **CalFresh Application Assistance Partners** Recruit and train Community Based Organizations (CBOs) to promote and provide application assistance through the use of MyBenefits CalWIN or GetCalFresh. SFMFB will help Community Based Organizations (CBOS) to promote their open hours to set up appointments for themselves in their preferred language, time, and neighborhood setting by creating/maintaining an accessible and mobile friendly appointment calendar. Application assistors will also submit missing verification to HSA Eligibility Workers and regularly work with the SFMFB in case there are other issues that

need to be resolved. CBO partners will attend quarterly presentations, quarterly coalition meetings, technical assistance meetings, and report monthly activities outcomes to SFMFB staff. SFMFB will continue to grow their CBO network of application assistance partners through recruitment and training efforts throughout the year. SFMFB will target organizations that serve seniors, transition aged youth, mothers with young children and continue working within communities of eligible non-citizens and students at the undergraduate and graduate levels. For each current and new CBO participating as an Application Assistance partner, SFMFB will require and maintain Memorandums of Understandings.

2. **CalFresh My Benefits CalWIN (MyBCW) Partners** – Recruit and train Community Based Organizations (CBOs) to promote and provide assistance to its clients on how to create MyBCW personal accounts. The SFMFB will primarily target organizations that serve low-income Spanish and Chinese communities, as well as those that serve seniors and persons with disabilities.
3. **CalFresh Referral network** – In addition to their robust list of application assistance partners, SFMFB maintains a CalFresh Referral Network which are a group of CBOs whose staff have knowledge of basic CalFresh and Medi-Cal program requirements to assist community members and provide referrals to the applications assistance network partners. Referral network partners will set appointments for community members on SFMFB’s online appointment calendar. Referral partners will be encouraged to attend regular coalition meetings to share outreach strategies, barriers to CalFresh Participation, and create opportunities for collaboration with key community stakeholders. SFMFB will aim to build a robust community of referral partners that will feed into the application assistance network and generate a higher volume of CalFresh and MediCal applications to handoff to HSA Eligibility Workers for application processing and eligibility determination
4. **Same Day Service Event partners** are a network of CBOs that will host application assistance workshops at their locations. Same Day Service Event partners are required to promote the event, gather likely eligible individuals, set appointments, and provide any IT (computers, scanners, phones, Wi-Fi connections) needs, to ease the handoff process so that HSA Eligibility Workers can process applications and complete the eligibility determination process. Workshops can be open to the public or closed to agency clients. SFMFB will hold 10-12 Same Day Service events annually with local partners.
5. **Train CBOs in Application Assistance:** SFMFB’s Partner Agency Trainings seek to empower representatives of faith-based and community-based organizations to perform CalFresh outreach and awareness. The SFMFB hosts quarterly trainings focusing on creating and/or expanding skillsets around the CalFresh program tailored to the audience’s level of engagement within the network. Full-day CalFresh Application Assistance presentations incorporate how to gather individuals likely eligible for CalFresh and Medi-Cal, how to submit an

application using online portals, and how to provide reminder support for assisted community members. In addition, full-day trainings also include CalFresh history, establish the local and statewide perspective on the importance of increasing program participation, create awareness of program criteria, review of technology-focused innovations, as well as covering population specific requirements and community member rights and responsibilities. Twice a year, the Food Bank also hosts trainings with a focus on Medi-Cal and dual application assistance in partnership with SFHSA. All training materials have been vetted by staff from SFHSA prior to use.

6. **Train CBOs in My Benefits CalWIN (MyBCW) Account Creations:** The SFMFB shall provide structured training to its partner Community Based Organizations (CBOs) on how to promote MyBCW, use/ navigate MyBCW and create individual client accounts. The first training will be tentatively scheduled in mid/late Spring 2021. Trainings will be held bi-annually.
7. **Provide technical assistance/further training to application assistors:** SFMFB's Technical Assistance meetings are another opportunity provided by the Food Bank for CBO partners to refine their CalFresh and Medi-Cal promotion skillsets through topic based trainings and sharing any barriers they are experiencing in promotive activities. Meetings are held quarterly and focus on one topic. Topics are determined through group input and also by trends in quarterly reporting. SFMFB staff creates curriculum and provides training and hands on experience for these meetings. Current technical assistance trainings conducted by the SFMFB include: Reporting, Fair Hearing Process, From Outreach to Approval. SFMFB also invited outside experts to provide presentations on the following topics: Medi-Cal and CalFresh Dual Enrollment, and CalFresh and Non-Citizens. SFMFB will create curriculum tailored to Students and CalFresh, Transitional Aged Youth and CalFresh, Outreach to Seniors, and other emergent topics. All new material created for training purposes will be vetted by SFHSA prior to use.
8. **Facilitate CBO Coalition meetings:** SFMFB's will hold regular meetings of community and government stakeholders co-facilitated by the Food Bank and the Human Services Agency of San Francisco. This meeting will be used to share and create population-specific strategies to increase participation in CalFresh. Meetings will be held quarterly, for 2 hours on a pre-scheduled basis.
9. **Identify and Nurture New Network Partners.** The SFMFB will work and establish partnerships to identify gaps in services to specific communities and areas of the city and expand the SFMFB CalFresh application assistance and My Benefits CalWIN (MyBCW) initiative network accordingly. The SFMFB will assist in facilitating networking opportunities for partners by hosting regular meetings, presentations, and discussions on how CBOs can assist in helping their communities meet their nutritional and other needs through CF participation.

Key Direct Service Initiatives include:

1. **Outreach activities and marketing:** The SFMFB will continue to partner with the Human Services Agency in their initiatives to increase public benefits uptake among vulnerable populations.
2. **Information Sessions and Likely Eligible Workshops** – Workshops will provide community members with an overview of CalFresh so that they have the information on general program criteria and encouragement to begin the application process, and to answer questions. Likely eligible community members are provided with further information on how to apply for benefits with or without assistance. The events occur at host community-based organizations and community fairs and events.
3. **CalFresh Application Clinics (office hours)** are recurring events at community-based organizations (CBO) where SFMFB CalFresh application assistor staff meet with community members to answer specific questions and submit real-time online CalFresh applications via MyBCW or GetCalFresh. CBO representatives at these locations are encouraged to outreach to and gather community members that are likely eligible for CalFresh, as well as schedule them for application assistance sessions. SFMFB staffs are also cross-trained in basic Medi-Cal and will assist community members in submitting dual applications through MyBCW when they indicate that they are not currently enrolled in this benefit. SFMFB staff will discuss Medi-Cal with every community member applying for CalFresh. SFMFB staff will use MyBenefitsCalWIN or GetCalFresh to help clients submit applications online and upload verification documents. HSA Eligibility Staff will receive these applications through normal and newly developed business processes and determine eligibility for CalFresh and Medi-Cal.
4. **CalFresh-in-a-Day** CalFresh-in-a-Day provides community members with the opportunity to complete the entire application and eligibility determination process in one appointment. Food Bank staffs perform outreach, gather likely eligible community members and appointment scheduling ahead of the event. Clients show up to the appointment with all the required documentation. The Food Bank submits CalFresh applications via the MyBenefitsCalWIN website and community members are then able to conduct the required interview with Human Service Agency (HSA) Eligibility staff and if applicable, HSA Eligibility Staff will disposition applications on the day of the event. Normal eligibility rules will still apply to applications that are submitted through the CalFresh-in-a-Day event. SFMFB will schedule 10 of these events every calendar year. SFMFB will ensure that participation in these same day service events will adhere to state processing guidelines.
5. **Integration of Key Food Bank Resources and Services:** Initiatives include cross-training of all Programs department staff within SFMFB so that clients will learn about and have access to key Food Bank programs regardless of entry point,

whether it be a nutrition education class, a pantry visit, CalFresh assistance appointment, or delivery of groceries to the home.

6. **Volunteer and Internship opportunities.** The Food Bank started taking on semester long interns in 2016 to assist with capacity building projects. Previous interns have surveyed all network partners to create a comprehensive list of available services and resources as well as taken on the duty of recording and archiving coalition minutes. Currently the Food Bank has an internship agreement with San Francisco State University, wherein a graduating senior in the public health undergraduate program works 20 hours/week with the SFMFB's CalFresh Outreach team for an entire semester. Interns have completed asset mapping of key neighborhoods as well as coordinated projects to capture CalFresh client stories. Our latest intern created an asset map of the 94112 zip code area, highlighting the need for more outreach presence in that neighborhood as well as listing potential Agencies to recruit and partner with to promote CalFresh and Medi-Cal.
7. ***New Direct Service Initiative:*** In addition to continuing all of the key direct service initiatives mentioned above, a pilot initiative will be implemented to serve homebound seniors that are accessing the Food Bank's Home-Delivered Groceries (HDG) program. SFMFB will be informing HDG clients of CalFresh and Medi-Cal over the phone during a weekly grocery delivery, where likely eligible HDG clients will be scheduled for an appointment for application assistance, and subsequent application hand off to an HSA Eligibility staff for eligibility determination. Outreach staff will accompany HDG delivery volunteers to specified homes to complete the application submission process. Once applications are submitted, HSA Eligibility Staff will initiate, follow through on, and complete the eligibility determination process. Staff will bring tablets, cell phones, and portable scanners with them to make the application and document submission process as easy and seamless as possible for HDG clients. Staff will receive specialized training already available through the HDG program on best practices to make home visits. SFMFB will also be collaborating specifically with senior-serving organizations to train them to provide referrals and to complete CalFresh application assistance, casting a broader net to more effectively serve seniors in San Francisco.

V. Location and Time of Services

- Weekly office hours at Food Bank direct service sites
- Monthly CalFresh-in-a-Day (last Wednesday of the month, barring holidays)
- Daily application assistance at partner agency sites
- Ongoing application assistance workshops hosted by community partners
- Quarterly agency trainings
- Ongoing partner technical support and assistance in creating best practices
- Quarterly volunteers trainings

VI. Service Objectives

On an annual basis, Grantee will meet the following service objectives:

- Promote the benefits of CalFresh and Medi-Cal to 10,000 households
- Identify 5,000 households that are likely eligible for CalFresh and Medi-Cal
- Provide benefits application assistance to:
 - Fiscal Year 20/21 – 3,000 (2,600 new applications, 400 RRRs/SAR7s)
 - Fiscal Year 21/22 – 3,700 (2,550 new applications, 1,150 RRRs/SAR7s) (anticipate high submission numbers due to the end of SSI cash-out)
 - Fiscal Year 22/23 – 4,550 (3,100 new applications, 1,500 RRRs/SAR7s)
- Provide general assistance to 150 households (document submission, and assistance with calling county, etc.) Train, support, and provide technical assistance to a minimum of 15 partner agencies that will be incorporating CalFresh application assistance to their regular programming.
- Find 5 new application assistance partners that serve the 4 target populations of seniors, youth 18-24 years of age, women and children, and Spanish-speaking and Chinese-speaking populations.
- Organize a minimum of 4 quarterly Application Assistance Trainings per year for 6 hours each to review CalFresh programming to prepare Agency Partners for outreach and application assistance.
- Host 2 language specific Application Assistance trainings, one in Spanish and one in Cantonese.
- Organize a minimum of 4 Technical Assistance meetings per year (topics include: Immigration, SAR & RRR, Application Process and Online Tools, Appeals and Good Cause)
- Host 2 Medi-Cal/Dual Enrollment trainings per year with partners from CalFresh Network attending and input from MC assisters and training conducted by HSA Eligibility staff with expertise in Medi-Cal.
- Host and Facilitate quarterly CalFresh Outreach Coalition meetings and build coalition to 20 regularly participating member organizations.
- Conduct 20 Same Day Service Event monthly workshops, including CalFresh in a Day.
- Organize network partners to provide application assistance for San Franciscans a minimum of 5 days/week at key sites around the County.
- By September 2023, SF-HSA will increase My Benefits CalWIN (MyBCW) enrollment by CalFresh recipients by 2,500.

VII. Outcome Objectives

On an annual basis, Grantee will meet the following service objectives:

- In FY 20/21, Food Bank and network partners will increase participation in CalFresh by identifying likely eligible individuals in San Francisco and providing them with application assistance.
 - 1,950 people will start receiving CalFresh benefits (assuming 75% approval rating of 2,600 new applications submitted)
 - 400 households will continue to receive CalFresh benefits as a result of Food Bank and CBO network assistance and not churn off
- In FY 21/22, Food Bank and network partners will increase participation in CalFresh via referrals to application assistance in San Francisco
 - 2,040 people will start receiving CalFresh benefits (assuming 80% approval rating of 2,550 new applications submitted)
 - 1,150 households will continue to receive CalFresh benefits as a result of Food Bank and CBO network assistance and not churn off
- In FY 22/23, Food Bank and network partners will increase participation in CalFresh by identifying likely eligible individuals and referring them to application assistance in San Francisco
 - 2,480 people will start receiving CalFresh benefits (assuming 80% approval rating of 3,100 new applications submitted)
 - 1,450 households will continue to receive CalFresh benefits as a result of Food Bank and CBO network assistance and not churn off
- Surveys of Agency Partners for various trainings organized by the Food Bank will demonstrate that:
 - 85% agree that the topics covered are relevant to their organization's work
 - 85% agree that the content was organized and easy to follow
 - 85% agree that the practice exercises are helpful
 - 85% agree that the information learned will help them serve their clients better

VIII. Reporting Requirements

- A. Grantee will provide a **quarterly** report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.

- Report will also include total number of community events conducted with description of activities such as
 - Total number of applications and type (new, dual, SAR7, RRR)
 - Total number of applications submitted, by location, per the 4 target populations specified
 - Overall approval rate
 - Describe Successes and challenges and lessons learned during the quarter
 - Additional information/data points as requested by SFHSA
- B. Grantee will provide a **quarterly** report summarizing the contracted activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments, challenges, and lessons learned by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- C. Grantee will provide Ad Hoc reports as required by the Department.
- D. Quarterly reports will be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system.

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

Elizabeth Leone
Senior Contracts Manager, HSA Office of Contract Management
Email: Elizabeth.Leone@sfgov.org

Or

Jeimil Belamide
Program Manager, SF BenefitsNet, Human Services Agency
Email: Jeimil.belamide@sfgov.org

- E. Monitoring Activities
 1. Program Monitoring: Program monitoring will include periodic review of activities described in section IV and back-up documentation for reporting progress towards meeting service and outcome objectives describe in section VI & VII.
 2. 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.

	A	B	E	F	G	H	I	J	K	L
1	Appendix B-1, Page 1									
2										
3	HUMAN SERVICES AGENCY BUDGET SUMMARY									
4	BY PROGRAM									
5	Agency Name:					Term				
6	SF-Marin Food Bank					7/1/2018 - 9/30/2023				
7	(Check One) New <input type="checkbox"/> Revised <input type="checkbox"/> Modification <input checked="" type="checkbox"/>									
8	Mod Effective Date: 7/1/2021 No. of Mod: 1									
9	Program Name: CalFresh and MediCal Promotion									
10	Budget Reference Page No.(s)	7/1/18 - 6/30/19	7/1/19 - 6/30/20	7/1/20 - 6/30/21		7/1/21 - 6/30/22	7/1/22 - 6/30/23	7/1/23 - 9/30/23	7/1/18-9/30/23	
11	Program Term:		Revised	Original	Modification	Revised	Original	Original	Original	Total
12	Expenditures									
13	Salaries & Benefits	\$315,740	\$325,212	\$315,740	\$29,263	\$345,003	\$355,378	\$355,378	\$88,844	\$1,785,554
14	Operating Expense	\$6,510	\$6,705	\$6,510	\$363	\$6,873	\$6,873	\$6,873	\$1,718	\$35,552
15	Subtotal	\$322,250	\$331,917	\$322,250	\$29,625	\$351,875	\$362,250	\$362,250	\$90,563	\$1,821,106
16	Indirect Percentage (10%)	10%	10%	10%	10%	10%	10%	10%	10%	
17	Indirect Cost (Line 16 X Line 15)	\$32,225	\$33,192	\$32,225	\$2,963	\$35,188	\$36,225	\$36,225	\$9,056	\$182,111
18	Capital Expenditure									
19	Total Expenditures	\$354,475	\$365,109	\$354,475	\$32,588	\$387,063	\$398,475	\$398,475	\$99,619	\$2,003,217
20	HSA Revenues									
21	General Fund	\$77,985	\$80,324	\$77,985	\$4,348	\$82,332	\$82,332	\$82,332	\$20,583	\$425,888
22	State	\$95,708	\$98,579	\$95,708	\$5,336	\$101,044	\$101,044	\$101,044	\$25,261	\$522,681
23	Federal CFDA 10.561	\$180,782	\$186,206	\$180,782	\$11,905	\$192,687	\$171,099	\$171,099	\$42,775	\$944,648
24	MyBCW					\$11,000	\$44,000	\$44,000	\$11,001	\$110,001
25										
26										
27										
28										
29	TOTAL HSA REVENUES	\$354,475	\$365,109	\$354,475	\$21,588	\$387,063	\$398,475	\$398,475	\$99,619	\$2,003,217
30	Other Revenues									
31										
32										
33										
34										
35										
36	Total Other Revenues									
37	Full Time Equivalent (FTE)	6.75	6.75	6.75	6.75	6.75	6.75	6.75	6.75	6.75
39	Prepared by: Ling Liang									
40	HSA-CO Review Signature:	Telephone No.: Telephone No.: Telephone No.: 415-282-1900							5/31/2017	
41	HSA #1									

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2	
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6	
7	
8	
9	
10	
11	TOTAL
12	
13	
14	\$ 16,384
15	\$ 1,365
16	
17	\$ 9,612
18	
19	
20	\$ 8,192
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	
31	
32	
33	
34	
35	\$ 35,552
36	
37	