



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
ESPERANAZA ZAPIEN, ACTING DIRECTOR OF CONTRACTS

DATE: DECEMBER 2, 2020

SUBJECT: **NEW GRANTS: MULTIPLE GRANTEES FOR HOME DELIVERED GROCERIES PROGRAM FOR OLDER ADULTS AND ADULTS WITH DISABILITIES** (see table below)

TERM: JANUARY 1, 2021 TO JUNE 30, 2021

AMOUNTS: See table below

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8/2

<u>Funding Source:</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
TOTAL FUNDING:	\$607,363	\$0	\$0	\$60,736	\$668,099
PERCENTAGE:	100%	0%	0%		100%

The Department of Disability and Aging Services requests authorization to enter into new grant agreements with multiple providers for the provision of a home delivered groceries program for older adults and adults with disabilities in a combined amount of \$607,363. The term of the grants will be from January 1, 2021 to June 30, 2021. The total of the new grant amounts plus a 10% contingency will not exceed \$668,099 for the six-month term. The funding amounts are detailed in the table on the following page.

Background

The San Francisco Department of Disability and Aging Services (DAS) funds an array of nutrition and wellness services for older adults and adults with disabilities that promote health and wellbeing by providing nutritious foods and supporting healthy lifestyles. These services include the provision of meals and groceries for older adults and adults with disabilities to help improve food security and maximize safety, health, and independent living in the community.

Older adults and adults with disabilities living in San Francisco are at risk for compromised nutritional status and food insecurity for a variety reasons including limited income. Low-income older adults and adults with disabilities can have limited access to fresh, seasonal produce and other healthy food products, which contributes to their risk for food insecurity. Food security and health are connected, and quality nutrition is an important factor in maintaining good health. Not having enough food or having to choose inexpensive food with low nutritional value can have a negative impact an individual’s health.

A home delivered groceries program serves low-income older adults and adults with disabilities who need additional food resources and have capacity to store food and prepare meals but are unable to visit local food pantries or transport food home. A home delivery grocery program delivers grocery bags directly to the home of eligible individuals and in doing so, the program mitigates the risk of food insecurity, promotes the consumption of healthful foods, and provides access to nutrition and wellness services that enhance wellbeing and safety.

Services to be Provided

Each grantee will provide a home delivered groceries program to eligible consumers. To support the health and well-being of the target populations further, the grantees will offer activity scheduling and social services to connect consumers to other neighbors, services and/or organizations in the community.

Community Living Campaign will work directly with the SF-MFB to obtain supplemental grocery bags and will deliver them to consumers’ homes.

Golden Gate Senior Services will subcontract with Richmond Neighborhood Center (RNC) to provide a home delivered groceries program. RNC will work with the SF-MFB to obtain supplemental groceries in bulk, assemble and deliver grocery bags to consumers.

SF-MFB will subcontract with three DAS home delivered meal program partners to deliver weekly supplemental grocery bags. The three partners are Meals on Wheels- SF, Self Help for the Elderly and Russian American Community Services. SF-MFB will also recruit, support and collaborate with other community partners and food pantries that manage volunteers to assemble and deliver grocery bags.

The grantees and subcontractors will work with the SF-MFB to help ensure culturally appropriate foods for consumers are available to the extent possible.

Grantees: Home Delivered Groceries	1/1/21-6/30/21 Grant amount	10% Contingency	Not To Exceed
Community Living Campaign	\$ 144,134	\$ 14,413	\$ 158,547
Golden Gate Senior Services	\$ 107,369	\$ 10,737	\$ 118,106
SF-Marin Food Bank	\$ 355,860	\$ 35,586	\$ 391,446
Total	\$ 607,363	\$ 60,736	\$ 668,099

For more specific information regarding the services to be provided by each grantee, please refer to the attached Appendices A.

Selection

Grantees were selected through Request for Proposal #715, which was issued January 5, 2017.

Funding

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

ATTACHMENTS

Appendix A-1 – Services to be Provided – Community Living Campaign

Appendix B-1 – Program Budget – Community Living Campaign

Appendix A-2 – Services to be Provided – Golden Gate Senior Services

Appendix B-2 – Program Budget – Golden Gate Senior Services

Appendix A-3 – Services to be Provided – San Francisco Marin Food Bank

Appendix B-3 – Program Budget – San Francisco Marin Food Bank

APPENDIX A –SERVICES TO BE PROVIDED
Community Living Campaign
Home Delivered Groceries (HDG) Program

January 1, 2021 to June 30, 2021

I. Purpose

The purpose of this grant is to provide a home-delivered groceries (HDG) program for older adults and adults with disabilities living in the City and County of San Francisco. A HDG program facilitates the delivery of supplemental groceries to the home of eligible individuals. The San Francisco-Marin Food Bank (SF-MFB) provides the groceries through a collaborative partnership with DAS and the grantee. The program mitigates the risk of food insecurity, promotes the consumption of healthful foods, and provides access to additional nutrition and wellness services that enhance wellbeing and safety of older adults and adults with disabilities living in the community.

II. Definitions

Grantee	Community Living Campaign
Activity Scheduling	A component of the HDG program that offers scheduled activities for consumers enrolled in the program. Activities may include educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning. One service unit of activity scheduling is one hour of a scheduled activity, sponsored by the grantee.
CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
California Retail Food Code (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.
CARBON	Contracts Administration, Reporting and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
DAS	Department of Disability and Aging Services.
Enhanced Outreach	A type of service unit within the HDG program. One unit of enhanced outreach is one hour dedicated to conducting formal outreach efforts and/or providing enhanced services to engage consumers. . Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, e.g. safety issues, transportation needs, etc.

Food Pantry	Distribution locations throughout the City that provide grocery bags with nutritious food for low-income older adults and adults with disabilities in need of additional nutrition resources.
Food Security Screening	A screening to determine if an individual is experiencing food insecurity. It consists of two components: (1) a 2-Item questionnaire that is a validated shortened version of the USDA's Household Food Security Survey Module designed to assess an individual's food security and (2) food program utilization questionnaire. https://www.sfdph.org/dph/files/mtgsGrps/FoodSecTaskFrc/docs/FSTF-Policy-Recommendations-March-2017.pdf
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 individual or others.
HDG Volunteer	An adult volunteer screened and trained by the grantee to provide home delivered groceries services to an older adult and/or adult with disability enrolled in the HDG Program.
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 200% 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.
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.
OCM	Office of Contract Management, Human Services Agency.
OCP	Office of Community Partnerships.
Older Adult	Person who is 60 years of age or older; used interchangeably with senior.
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
Social Services	A component of the HDG program that provides consumers with one-to-one assistance to address concerns and/or resolve problems. Assistance may include information and referral, form/application completion, home visits, medical escort services, and emotional support by phone or in person. One service unit of social services is the provision of one hour of one-to-one assistance by the grantee.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer 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 demonstrated a need for supplemental groceries. Grantee shall additionally target services to one or more of the following groups identified as demonstrating the greatest economic and social need:

1. Low income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail
5. LGBTQ+

IV. Eligibility For Services

To participate in the HDG program, an individual must meet all of the following criteria:

1. A resident of San Francisco
2. An older adult or an adult with a disability
3. Reports an income at or below 200% of the federal poverty line (low income)
4. Reports having a condition that prevents the individual from standing in a food pantry line
5. Is not dually enrolled in a food pantry program
6. Is not receiving two (2) home-delivered meals from a DAS funded nutrition partner
7. Is able to prepare food at home or has a caregiver who can prepare food.

V. Location and Time of Services

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

VI. Description of Services and Program Requirements

1. Grantee will develop and maintain HDG program policies and procedures that are in compliance with and meet the standards set forth by California Retail Food Code (CRFC), and DAS OCP.
2. Grantee will provide a home-delivered groceries (HDG) program for eligible older adults and adults with disabilities. The provision of the program will include the following:
 - a) Coordination with the San Francisco-Marín Food Bank (SF-MFB) to obtain food and supplies for the grocery bags distributed through the HDG program.
 - b) Distribution of groceries to eligible individuals by providing a home-delivery service.
 - c) Enrollment of the number of consumers and delivery of the number of HDG bags as indicated in Table A below.
 - d) Confirmation and documentation of consumers' program eligibility upon enrollment and annually thereafter.
3. Grantee will conduct a food security screening annually for each consumer and document individual responses in CA-GetCare within one month of obtaining the responses.
4. Grantee will provide DAS with a copy of the signed written agreement with SF-MFB for the provision and distribution of culturally appropriate food supplies and grocery bags on a weekly basis, a minimum of 48 weeks per year. The agreement will define the roles and responsibilities of all parties.
5. Grantee will recruit, screen, and train HDG volunteers. The screening process for HDG volunteers will include, but is not limited to, a background check for all HDG volunteers.
6. Grantee will organize and implement social services and scheduled activities to connect the consumers to other neighbors, services, and/or organizations in the community.
7. Grantee will conduct program outreach and marketing of the HDG program to target consumers. Outreach strategies should be neighborhood-based and citywide and may include activities such as disseminating materials at community meetings and other group settings or special events/fairs, announcements in bulletins, electronic bulletins, and other mass media.
8. Grantee will adhere to the standards described in the most recent California Retail Food Code and local regulations for all aspects of food handling including but not limited to receiving, packaging, distribution, and delivery.
9. 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 twenty-five percent (25%) of the unduplicated consumer enrollment at the time the survey is administered.
10. 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.
11. 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:

Service Units:	Jan 1 to June 30, 2021
Number of Unduplicated consumers	265
Number of HDG Bags [1] Delivered	6043
Number of Hours of Social Service	644
Number of Enhanced Outreach Hours	30
Number of Scheduled Activity Hours	100

[1] HDG bags: grocery food bags delivered by staff member or HDG volunteer.

VIII. Outcome Objectives

1. Consumers report feeling healthier. Target:85%
2. Consumers report feeling less worried about getting enough food to meet their needs. Target: 85%.
3. Consumers rate the quality of services they received as excellent or good. Target: 80%
4. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%.

Based on a consumer survey and a sample size of at least twenty-five percent (25%) of the unduplicated consumer enrollment at the time the survey is administered.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers annually into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS approved HDG intake form, which includes 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 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 all the Service Objectives in section VII
4. 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.
5. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The report is due to SF-HSA no later than July 31 each grant year. This report must be submitted in the CARBON system.
6. 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.
7. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS and OCP.
 8. Grantee program staff and HDG volunteers will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff/HDG volunteer completion of this training.
 9. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
 11. Grantee will assure that services delivered are consistent with professional standards for this service.
 12. 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.
 13. 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 Resource Hub	2 Gough St, San Francisco, 94103	415-355-6700

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

Sarah Chan,
 Nutritionist,
 DAS OCP
Sarah.Chan@sfgov.org

and

Steve Kim,
 Contract Manager,
 HSA OCM
Steve.Kim@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 and volunteers regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff and HDG volunteers; 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.

HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Home Delivered Groceries Program Community Living Campaign		
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>		
If modification, Effective Date of Mod. _____ No. of Mod. _____		
Program: Home delivered grocery program		
Budget Reference Page No.(s)		
Program Term	01/01/21 - 06/30/21	Total
DAS Expenditures		
Salaries & Benefits	\$74,652	\$74,652
Operating Expenses	\$22,985	\$22,985
Subtotal	\$97,637	\$97,637
Indirect Percentage (%)	15.00%	15.00%
Indirect Cost	\$14,644	\$14,644
Capital Expenditures	\$0	\$0
COVID OTO	\$31,853	\$31,853
Total DAS Expenditures	\$144,134	\$144,134
Non DAS Expenditures		
Salaries & Benefits	\$24,940	\$24,940
Operating Expenses	\$848	\$848
Indirect Cost	\$3,868	\$3,868
Capital/Subcontractor Expenditures	\$0	\$0
Total Non DAS Expenditures	\$29,656	\$29,656
TOTAL DAS AND NON DAS EXPEDITURES	\$173,790	\$173,790
DAS Revenues		
General Fund	\$112,281	\$112,281
State Fund	\$0	\$0
Federal Fund	\$0	\$0
COVID OTO	\$31,853	\$31,853
	\$0	\$0
	\$0	\$0
	\$0	\$0

	\$0	\$0
Total DAS Revenue	\$144,134	\$144,134
Non DAS Revenues		
Grants and Fundraising	\$29,656	\$29,656
	\$0	\$0
	\$0	\$0
	\$0	\$0
Total Non DAS Revenue	\$29,656	\$29,656
TOTAL DAS AND NON DAS REVENUE	\$173,790	\$173,790
Full Time Equivalent (FTE)	3.18	
Prepared by: Kate Kuckro	Date: 5/10/18	
HSA-CO Review Signature:	_____	
HSA #1	10/25/2016	

Note: FTE Calculations based on full year

Salaries & Benefits Detail

	Agency Totals		HSA Program		01/01/21 - 06/30/21	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE		
DAS Salary						
Executive Director	\$89,625	1.00	1.12%	0.01	\$500	\$500
Deputy Director	\$89,625	1.00	1.12%	0.01	\$500	\$500
Project Coordinator 1	\$52,520	0.72	80.65%	0.58	\$15,150	\$15,150
Project Coordinator 2	\$52,520	0.74	64.46%	0.48	\$12,500	\$12,500
Operations	\$56,160	0.50	7.12%	0.04	\$1,000	\$1,000
Accounting	\$78,000	0.80	1.60%	0.01	\$500	\$500
Other Hourly 1	\$56,160	0.35	41.15%	0.14	\$4,000	\$4,000
Other Hourly 2	\$48,880	1.29	75.10%	0.97	\$23,720	\$23,720
					\$0	\$0
					\$0	\$0
Totals	\$523,490	6.39	272.31%	2.24	\$57,870	\$57,870
Fringe Benefits Rate	29.00%					
Employee Fringe Benefits	\$151,812				\$16,782	\$16,782
Total DAS Salaries and Benefits	\$675,302				\$74,652	\$74,652

	Agency Totals		HSA Program		01/01/21 - 06/30/21	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE (Max 100%)	Adjusted FTE		
Non DAS Salary						
Project Coordinator 1	\$52,520	0.72	25.72%	0.18	\$4,831	\$4,831
Project Coordinator 2	\$52,520	0.74	16.21%	0.12	\$3,143	\$3,143
Operations	\$56,160	0.50	7.12%	0.04	\$1,000	\$1,000
Accounting	\$78,000	0.80	1.60%	0.01	\$500	\$500
Other Hourly 1	\$56,160	0.35	82.03%	0.28	\$7,973	\$7,973
Other Hourly 2	\$48,880	1.29	23.72%	0.31	\$7,493	\$7,493
				0.00	\$0	\$0
				0.00	\$0	\$0
				0.00	\$0	\$0
				0.00	\$0	\$0
Totals	\$344,240	4.39	156.40%	0.94	\$24,940	\$24,940
Fringe Benefits Rate	0.00%					
Employee Fringe Benefits	\$0				\$0	\$0
Total Non DAS Salaries and Benefits	\$344,240				\$24,940	\$24,940
Total DAS and Non DAS Salaries and Benefits	\$1,019,542				\$99,592	\$99,592

Operating Expense Detail

	01/01/21 - 06/30/21	Total
DAS Operating Expenses		
<u>Expenditure Category</u>		
Rental of Property	\$5,000	\$5,000
Utilities (Elec, Water, Gas, Phone, Garbage)	\$550	\$550
Office Supplies, Postage	\$0	\$0
Building Maintenance Supplies and Repair	\$0	\$0
Printing and Reproduction	\$250	\$250
Insurance	\$0	\$0
Staff Training	\$0	\$0
Staff Travel-(Local & Out of Town)	\$4,153	\$4,153
Rental of Equipment	\$0	\$0
<u>Other Cost</u>		
Program Supplies	\$2,032	\$2,032
Food Delivery, Packing, Lifting	\$11,000	\$11,000
	\$0	\$0
	\$0	\$0
	\$0	\$0
	\$0	\$0
<u>Consultant</u>		
	\$0	\$0
	\$0	\$0
	\$0	\$0
Total DAS Operating Expenses	\$22,985	\$22,985
Non DAS Operating Expenses		
<u>Expenditure Category</u>		
Rental of Property	\$0	\$0
Utilities (Elec, Water, Gas, Phone, Garbage)	\$0	\$0
Office Supplies, Postage	\$0	\$0

Building Maintenance Supplies and Repair	\$0	\$0
Printing and Reproduction	\$0	\$0
Insurance	\$0	\$0
Staff Training	\$0	\$0
Staff Travel-(Local & Out of Town)	\$848	\$848
Rental of Equipment	\$0	\$0
<u>Other Cost</u>		
	\$0	\$0
	\$0	\$0
	\$0	\$0
	\$0	\$0
	\$0	\$0
	\$0	\$0
<u>Consultant</u>		
Consultant A	\$0	\$0
	\$0	\$0
	\$0	\$0
Total Non DAS Operating Expenses	\$848	\$848
Total DAS and Non DAS Operating Expenses	\$23,833	\$23,833
HSA #3		10/25/2016

APPENDIX A –SERVICES TO BE PROVIDED
Golden Gate Senior Services
Home Delivered Groceries (HDG) Program

January 1, 2021 to June 30, 2021

I. Purpose

The purpose of this grant is to provide a home-delivered groceries (HDG) program for older adults and adults with disabilities living in the City and County of San Francisco. A HDG program facilitates the delivery of supplemental groceries to the home of eligible individuals. The San Francisco-Marin Food Bank (SF-MFB) provides the groceries through a collaborative partnership with DAS and the grantee. The program mitigates the risk of food insecurity, promotes the consumption of healthful foods, and provides access to additional nutrition and wellness services that enhance wellbeing and safety of older adults and adults with disabilities living in the community.

II. Definitions

Grantee	Golden Gate Senior Services
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Food Pantry	Distribution locations throughout the City that provide grocery bags with nutritious food for low-income older adults and adults with disabilities in need of additional nutrition resources.
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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 individual or others.
HDG Volunteer	An adult volunteer screened and trained by the grantee to provide home delivered groceries services to an older adult and/or adult with disability enrolled in the HDG Program.
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 200% 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.
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.
OCM	Office of Contract Management, Human Services Agency.
OCP	Office of Community Partnerships.
Older Adult	Person who is 60 years of age or older; used interchangeably with senior.
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
Social Services	A component of the HDG program that provides consumers with one-to-one assistance to address concerns and/or resolve problems. Assistance may include information and referral, form/application completion, home visits, medical escort services, and emotional support by phone or in person. One service unit of social services is the provision of one hour of one-to-one assistance by the grantee.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer 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 demonstrated a need for supplemental groceries. Grantee shall additionally target services to one or more of the following groups identified as demonstrating the greatest economic and social need:

1. Low income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail
5. LGBTQ+

IV. Eligibility For Services

To participate in the HDG program, an individual must meet all of the following criteria:

1. A resident of San Francisco
2. An older adult or an adult with a disability
3. Reports an income at or below 200% of the federal poverty line (low income)
4. Reports having a condition that prevents the individual from standing in a food pantry line
5. Is not dually enrolled in a food pantry program
6. Is not receiving two (2) home-delivered meals from a DAS funded nutrition partner
7. Is able to prepare food at home or has a caregiver who can prepare food.

V. Location and Time of Services

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

VI. Description of Services and Program Requirements

1. Grantee will develop and maintain HDG program policies and procedures that are in compliance with and meet the standards set forth by California Retail Food Code (CRFC), and DAS OCP.
2. Grantee will provide a home-delivered groceries (HDG) program for eligible older adults and adults with disabilities. The provision of the program will include the following:
 - a) Coordination with the San Francisco-Marín Food Bank (SF-MFB) to obtain food and supplies for the grocery bags distributed through the HDG program.
 - b) Distribution of groceries to eligible individuals by providing a home-delivery service.
 - c) Enrollment of the number of consumers and delivery of the number of HDG bags as indicated in Table A below.
 - d) Confirmation and documentation of consumers' program eligibility upon enrollment and annually thereafter.
3. Grantee will conduct a food security screening annually for each consumer and document individual responses in CA-GetCare within one month of obtaining the responses.
4. Grantee will have a signed agreement and/or memorandum of understanding with subcontracting agency related to the provision of the HDG program, and will provide DAS with a copy.
5. Grantee will provide DAS with a copy of the signed written agreement with SF-MFB for the provision and distribution of culturally appropriate food supplies and grocery bags on a weekly basis, a minimum of 48 weeks per year. The agreement will define the roles and responsibilities of all parties.
6. Grantee will recruit, screen, and train HDG volunteers. The screening process for HDG volunteers will include, but is not limited to, a background check for all HDG volunteers.
7. Grantee will organize and implement social services and scheduled activities to connect the consumers to other neighbors, services, and/or organizations in the community.
8. Grantee will conduct program outreach and marketing of the HDG program to target consumers. Outreach strategies should be neighborhood-based and citywide and may include activities such as disseminating materials at community meetings and other group settings or special events/fairs, announcements in bulletins, electronic bulletins, and other mass media.
9. Grantee will adhere to the standards described in the most recent California Retail Food Code and local regulations for all aspects of food handling including but not limited to receiving, packaging, distribution, and delivery.
10. 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 twenty-five percent (25%) of the unduplicated consumer enrollment at the time the survey is administered.
11. 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.

12. 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:

Service Units:	Jan 1 to June 30, 2021
Number of Unduplicated consumers	164
Number of HDG Bags [1] Delivered	3575
Number of Hours of Social Service	1202
Number of Enhanced Outreach Hours	100
Number of Scheduled Activity Hours	104
Number of Volunteer Hours	2,090
Number of Volunteers[2]	48

[1] HDG bags: grocery food bags delivered by staff member or HDG volunteer.

[2] Number of Volunteers: One volunteer (recruited, trained, with 6 – month commitment)

VIII. Outcome Objectives

1. Consumers report feeling healthier. Target:85%
2. Consumers report feeling less worried about getting enough food to meet their needs. Target: 85%.
3. Consumers rate the quality of services they received as excellent or good. Target: 80%
4. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%.

Based on a consumer survey and a sample size of at least twenty-five percent (25%) of the unduplicated consumer enrollment at the time the survey is administered.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers annually into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS approved HDG intake form, which includes 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 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 all the Service Objectives in section VII
4. 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.
5. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The report is due to SF-HSA no later than July 31 each grant year. This report must be submitted in the CARBON system.
 6. 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.
 7. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS and OCP.
 8. Grantee program staff and HDG volunteers will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff/HDG volunteer completion of this training.
 9. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
 10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
 11. Grantee will assure that services delivered are consistent with professional standards for this service.
 12. 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.
 13. 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 Resource Hub	2 Gough St, San Francisco, 94103	415-355-6700

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

Sarah Chan,
 Nutritionist,
 DAS OCP
 Sarah.Chan@sfgov.org

and

Ella Lee,
Contract Manager,
HSA OCM
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 and volunteers regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff and HDG volunteers; 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
 BY PROGRAM**

Name Golden Gate Senior Services		
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>		
If modification, Effective Date of Mod. _____ No. of Mod. _____		
Program: HOME DELIVERED GROCERY		
Budget Reference Page No.(s)		
Program Term	01/01/21 - 06/30/21	Total
DAS Expenditures		
Salaries & Benefits	\$29,587	\$29,587
Operating Expenses	\$7,002	\$7,002
Subtotal	\$36,589	\$36,589
Indirect Percentage (%)	15%	15%
Indirect Cost	\$5,488	\$5,488
Subcontractor/Capital Expenditures	\$46,845	\$46,845
COVID OTO (subcontractor)	\$18,447	\$18,447
Total DAS Expenditures	\$107,369	\$107,369
Non DAS Expenditures		
Salaries & Benefits	\$0	\$0
Operating Expenses	\$0	\$0
Indirect Cost	\$0	\$0
Capital/Subcontractor Expenditures	\$0	\$0
Total Non DAS Expenditures	\$0	\$0
TOTAL DAS AND NON DAS EXPEDITURES		
	\$107,369	\$107,369
DAS Revenues		
General Fund	\$88,922	\$88,922
State Fund	\$0	\$0
Federal Fund	\$0	\$0
COVID OTO	\$18,447	\$18,447
Total DAS Revenue	\$107,369	\$107,369
Non DAS Revenues		
	\$0	\$0
Total Non DAS Revenue	\$0	\$0
TOTAL DAS AND NON DAS REVENUE		
	\$107,369	\$107,369
Full Time Equivalent (FTE)		
Prepared by:		Date: 11/24/20
HSA-CO Review Signature:	_____	
HSA #1		10/25/2016

Salaries & Benefits Detail

	Agency Totals		HSA Program		01/01/21 - 06/30/21	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE		
DAS Salary						
Program Director I	\$78,790	0.30	40%	0.12	\$4,727	\$4,727
Programs and Services Manager	\$52,000	1.00	50%	0.50	\$13,000	\$13,000
Volunteer Manager	\$68,640	0.625	10%	0.06	\$2,145	\$2,145
Bilingual Center Coordinator	\$47,840	1.00	20%	0.20	\$4,784	\$4,784
Totals	\$247,270	2.93	120.00%	0.88	\$24,656	\$24,656
Fringe Benefits Rate	20.00%					
Employee Fringe Benefits	\$49,454				\$4,931	\$4,931
Total DAS Salaries and Benefits	\$296,724				\$29,587	\$29,587
Non DAS Salary						
				0.00	\$0	\$0
				0.00	\$0	\$0
Totals	\$0	0.00	0.00%	0.00	\$0	\$0
Fringe Benefits Rate	0.00%					
Employee Fringe Benefits	\$0				\$0	\$0
Total Non DAS Salaries and Benefits	\$0				\$0	\$0
Total DAS and Non DAS Salaries and Benefits	\$296,724				\$29,587	\$29,587
HSA #2						10/26/2016

Operating Expense Detail

	01/01/21 - 06/30/21	Total
DAS Operating Expenses		
<u>Expenditure Category</u>		
Rental of Property	\$0	\$0
Utilities(Elec, Water, Gas, Phone, Garbage)	\$860	\$860
Office Supplies, Postage	\$2,182	\$2,182
Building Maintenance Supplies and Repair	\$0	\$0
Printing & Reproduction	\$500	\$500
Insurance		
Staff/Vol training/recognition	\$800	\$800
Transport/Travel-(Local & Out of Town)	\$0	\$0
Rental of Equipment	\$0	\$0
IT & Web Support	\$1,960	\$1,960
Programs & Events	\$600	\$600
Other Cost		
Background Checks	\$100	\$100
	\$0	\$0
Total DAS Operating Expenses	\$7,002	\$7,002
Non DAS Operating Expenses		
<u>Expenditure Category</u>		
Rental of Property	\$0	\$0
Utilities(Elec, Water, Gas, Phone, Garbage)	\$0	\$0
Office Supplies, Postage	\$0	\$0
Building Maintenance Supplies and Repair	\$0	\$0
Printing & Reproduction	\$0	\$0
Insurance	\$0	\$0
Staff/Vol training/recognition	\$0	\$0
Transport/Travel-(Local & Out of Town)	\$0	\$0
Rental of Equipment	\$0	\$0
	\$0	\$0
<u>Consultant</u>		
Consultant A	\$0	\$0
Total Non DAS Operating Expenses	\$0	\$0
Total DAS and Non DAS Operating Expenses	\$7,002	\$7,002
HSA #3		10/25/2016

APPENDIX A –SERVICES TO BE PROVIDED
San Francisco-Marín Food Bank
Home Delivered Groceries (HDG) Program

January 1, 2021 to June 30, 2021

I. Purpose

The purpose of this grant is to provide a home-delivered groceries (HDG) program for older adults and adults with disabilities living in the City and County of San Francisco. A HDG program facilitates the delivery of supplemental groceries to the home of eligible individuals. The program mitigates the risk of food insecurity, promotes the consumption of healthful foods, and provides access to additional nutrition and wellness services that enhance wellbeing and safety of older adults and adults with disabilities living in the community.

II. Definitions

Grantee	San Francisco-Marín Food Bank
Activity Scheduling	A component of the HDG program that offers scheduled activities for consumers enrolled in the program. . Activities may include educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning. One service unit of activity scheduling is one hour of a scheduled activity, sponsored by the grantee.
Adult with a Disability	A person 18 years of age or older 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 objectives, run reports, etc.
California Retail Food Code (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.
CARBON	Contracts Administration, Reporting and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
DAS	Department of Disability and Aging Services.
Enhanced Outreach	A type of service unit within the HDG program. One unit of enhanced outreach is one hour dedicated to conducting formal outreach efforts and/or providing enhanced services to engage consumers. . Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area,

	problem-solving certain barriers to service, e.g. safety issues, transportation needs, etc.
Food Pantry	Distribution locations throughout the City that provide grocery bags with nutritious food for low-income older adults and adults with disabilities in need of additional nutrition resources.
Food Security Screening	A screening to determine if an individual is experiencing food insecurity. It consists of two components: (1) a 2-Item questionnaire that is a validated shortened version of the USDA's Household Food Security Survey Module designed to assess an individual's food security and (2) food program utilization questionnaire. https://www.sfdph.org/dph/files/mtgsGrps/FoodSecTaskFrc/docs/FSTF-Policy-Recommendations-March-2017.pdf
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 individual or others.
HDG Volunteer	An adult volunteer screened and trained by the grantee to provide home delivered groceries services to an older adult and/or adult with disability enrolled in the HDG Program.
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 200% 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.
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.
OCM	Office of Contract Management, Human Services Agency.

OCP	Office of Community Partnerships.
Older Adult	Person who is 60 years of age or older; used interchangeably with senior.
Proxy	A person designated by a HDG consumer who is willing and able to pick up their home-delivered grocery bag and bring it to their homes.
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
Social Services	A component of the HDG program that provides consumers with one-to-one assistance to address concerns and/or resolve problems. Assistance may include information and referral, form/application completion, home visits, medical escort services, and emotional support by phone or in person. One service unit of social services is the provision of one hour of one-to-one assistance by the grantee.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer participation in CA-GetCare through program enrollment.

III. TARGET POPULATION

This target population is older adults and adults with disabilities living in the City and County of San Francisco who have demonstrated a need for supplemental groceries. Grantee shall additionally target services to one or more of the following groups identified as demonstrating the greatest economic and social need:

1. Low income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail
5. LGBTQ+

IV. Eligibility For Services

To participate in the HDG program, an individual must meet all of the following criteria:

1. A resident of San Francisco
2. An older adult or an adult with a disability
3. Reports an income at or below 200% of the federal poverty line (low income)
4. A person who reports having a condition that prevents the individual from standing in a food pantry line
5. Is not dually enrolled in a food pantry program
6. Is not receiving two (2) home-delivered meals from a DAS funded nutrition partner
7. Is able to prepare food at home or has a caregiver who can prepare food for them.

V. Location and Time of Services

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

VI. Description of Services and Program Requirements

1. Grantee will develop and maintain HDG program policies and procedures that are in compliance with and meet the standards set forth by California Retail Food Code (CRFC), and DAS OCP.
2. Grantee will recruit and have signed subcontract performance agreements and/or memorandums of understanding with organizations/agencies in the City and County of San Francisco to implement citywide HDG program to the target populations. Grantee will have on file all current agreements with partnership agencies.
3. Grantee will coordinate meetings with partnership agencies at minimum once every quarter.
4. Grantee will evaluate new partnership agencies' distribution sites and monitor these sites at least once every two years. Grantee will have on file all current HDG site monitoring reports for DAS OCP review.
5. Grantee will provide a home-delivered groceries program for eligible older adults and adults with disabilities. The provision of the program will include the following:
 - a) Distribution of groceries to eligible individuals by proxy and/or providing a home-delivery service.
 - b) Enrollment of the number of consumers and delivery of the number of HDG bags as indicated in Table A below.
 - c) Confirmation and documentation of program eligibility upon initial enrollment and annually thereafter
6. Grantee will conduct a food security screening annually for each consumer and document individual responses in CA-GetCare within one month of obtaining the responses.
7. Grantee will recruit, screen, and train HDG volunteers. The screening process for HDG volunteers will include, but is not limited to, a background check for all HDG volunteers.
8. Grantee will provide technical assistance and food safety to staff, HDG volunteers and HDG partner agencies.
9. Grantee will organize and implement social services to connect the consumers to other neighbors, services, and/or organizations in the community.
10. Grantee will conduct program outreach and marketing of the HDG program to target consumers. Outreach strategies should be neighborhood-based and citywide and may include activities such as disseminating materials at community meetings and other group settings or special events/fairs, announcements in bulletins, electronic bulletins, and other mass media.
11. Grantee will adhere to the standards described in the most recent California Retail Food Code and local regulations for all aspects of food handling including but not limited to receiving, packaging, distribution, and delivery.
12. 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 twenty-five percent (25%) of the unduplicated consumer enrollment at the time the survey is administered.

13. 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.
14. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP, and share the information with their staff and HDG partnership agencies and HDG 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:

Service Units:	Jan 1 to June 30, 2021
Number of Unduplicated consumers	2,994
Number of HDG Bags [1] Delivered	49,248
Number of Social Service Hours	254
Number of Enhanced Outreach Hours	540

[1] HDG bags: grocery food bags delivered by a designated proxy, staff member, or HDG volunteer.

VIII. Outcome Objectives

1. Consumers report feeling healthier. Target:85%
2. Consumers report feeling less worried about getting enough food to meet their needs. Target: 85%.
3. Consumers rate the quality of services they received as excellent or good. Target: 80%
4. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%.

Based on a consumer survey and a sample size of at least twenty-five percent (25%) of the unduplicated consumer enrollment at the time the survey is administered.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers annually into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS approved HDG intake form, which includes 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 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 all Service Objectives in section VII.

3. 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.
4. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The report is due to SF-HSA no later than July 31 each grant year. This report must be submitted in the CARBON system.
5. 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.
6. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS and OCP.
7. Grantee program staff and HDG volunteers 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.
8. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
9. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
10. Grantee will assure that services delivered are consistent with professional standards for this service.
11. 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.
12. 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		
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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 Resource Hub	2 Gough St, San Francisco, 94103	415-355-6700

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

Sarah Chan,
Nutritionist,
DAS OCP
Sarah.Chan@sfgov.org

and

Candace Gray,
Contract Manager,
HSA OCM
candace.gray@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 and HDG volunteers regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff and HDG volunteers ; 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.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
 BY PROGRAM**

Name San Francisco Marin Food Bank		
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>		
If modification, Effective Date of Mod. No. of Mod.		
Program: Home Delivered Groceries		
Budget Reference Page No.(s)		
Program Term	01/01/21 - 06/30/21	Total
DAS Expenditures		
Salaries & Benefits	\$149,976	\$149,976
Operating Expenses	\$173,533	\$173,533
Subtotal	\$323,509	\$323,509
Indirect Percentage (%)	10.00%	10.00%
Indirect Cost	\$32,351	\$32,351
Capital Expenditures	\$0	\$0
COVID OTO	\$0	\$0
Total DAS Expenditures	\$355,860	\$355,860
Non DAS Expenditures		
Salaries & Benefits	\$680,243	\$680,243
Operating Expenses	\$0	\$0
Indirect Cost	\$0	\$0
Capital/Subcontractor Expenditures	\$0	\$0
Total Non DAS Expenditures	\$680,243	\$680,243
TOTAL DAS AND NON DAS EXPEDITURES	\$1,036,103	\$1,036,103
DAS Revenues		
General Fund	\$355,860	\$355,860
State Fund	\$0	\$0
Federal Fund	\$0	\$0
	\$0	\$0
Total DAS Revenue	\$355,860	\$355,860
Agency In-Kind Volunteer	\$680,243	\$680,243
Total Non DAS Revenue	\$680,243	\$680,243
TOTAL DAS AND NON DAS REVENUE	\$1,036,103	\$1,036,103
Full Time Equivalent (FTE)		
Prepared by:		Date: 5/10/18
HSA-CO Review Signature:	_____	
HSA #1		10/25/2016

Salaries & Benefits Detail

	Agency Totals		HSA Program		01/01/21 - 06/30/21	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE		
DAS Salary						
Director of Programs	\$103,000	0.25	100.00%	0.25	\$25,750	\$25,750
Program Manager	\$82,152	0.50	100.00%	0.50	\$41,076	\$41,076
Program Associate	\$56,139	0.50	100.00%	0.50	\$28,070	\$28,070
Program Associate	\$50,170	0.50	100.00%	0.50	\$25,085	\$25,085
				0.00	\$0	\$0
				0.00	\$0	\$0
Totals	\$291,461	1.75	400.00%	1.75	\$119,981	\$119,981
Fringe Benefits Rate	25.00%					
Employee Fringe Benefits	\$72,865				\$29,995	\$29,995
Total DAS Salaries and Benefits	\$364,326				\$149,976	\$149,976
Non DAS Salary						
Warehouse Volunteers	\$29,120	4.59	100.00%	4.59	\$133,661	\$133,661
HDG Delivery Volunteers	\$29,120	18.77	100.00%	18.77	\$546,582	\$546,582
Totals	\$58,240	23.36	200.00%	23.36	\$680,243	\$680,243
Fringe Benefits Rate	0.00%					
Employee Fringe Benefits	\$0				\$0	\$0
Total Non DAS Salaries and Benefits	\$58,240				\$680,243	\$680,243
Total DAS and Non DAS Salaries and Benefits	\$422,566				\$830,219	\$830,219
HSA #2						10/25/2016

Operating Expense Detail

	01/01/21 - 06/30/21	Total
DAS Operating Expenses		
<u>Expenditure Category</u>		
Rental of Property	\$0	\$0
Utilities (Elec, Water, Gas, Phone, Garbage)	\$0	\$0
Office Supplies, Postage	\$10,000	\$10,000
Building Maintenance Supplies and Repair	\$0	\$0
Printing and Reproduction	\$0	\$0
Insurance	\$0	\$0
Staff Training	\$0	\$0
Staff Travel-(Local & Out of Town)	\$0	\$0
Rental of Equipment	\$0	\$0
<u>Other Cost</u>		
Rolling Carts	\$4,000	\$4,000
MoW Pass Thru	\$106,080	\$106,080
SHE Pass Thru	\$8,904	\$8,904
RACS Pass Thru	\$11,951	\$11,951
Other Subcontractor/Food Bank Deliveries	\$32,598	\$32,598
Total DAS Operating Expenses	\$173,533	\$173,533
Non DAS Operating Expenses		
<u>Expenditure Category</u>		
Rental of Property	\$0	\$0
Utilities (Elec, Water, Gas, Phone, Garbage)	\$0	\$0
Office Supplies, Postage	\$0	\$0
Building Maintenance Supplies and Repair	\$0	\$0
Printing and Reproduction	\$0	\$0
Insurance	\$0	\$0
Staff Training	\$0	\$0
Staff Travel-(Local & Out of Town)	\$0	\$0
Rental of Equipment	\$0	\$0
Total Non DAS Operating Expenses	\$0	\$0
Total DAS and Non DAS Operating Expenses	\$173,533	\$173,533
HSA #3		10/25/2016