



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org



London Breed
Mayor

Trent Rhorer
Executive Director

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

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

DATE: JUNE 17, 2022

SUBJECT: GRANT MODIFICATIONS: MULTIPLE GRANTEES for
COMMUNITY GROCERY ACCESS (see table on next page)

GRANT TERM:

<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
11/01/2021- 6/30/2022	07/01/2022- 1/31/2023	11/01/2021- 1/31/2023		
\$7,000,000	\$3,850,000	\$10,850,000	\$1,085,000	\$11,935,000

GRANT AMOUNTS: (See Table Below for Breakdown)

FUNDING SOURCE

<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
\$10,850,000			\$1,085,000	\$11,935,000

FUNDING:

PERCENTAGE: 100% 100%

DS
EB

The Human Services Agency (HSA) requests authorization to modify the existing grant agreements with multiple providers to supplement the City's food security network by improving food access and security through the Community Grocery Access program for the period of July 1, 2022 to January 31, 2023 in the combined additional amount of \$3,850,000 plus a 10% contingency for a revised total amount not to exceed \$11,935,000. The purpose of this modification is to provide continued funding for large scale food distribution programs that provide culturally tailored grocery items to food insecure households. The funding amounts are detailed in the table below.

Grantee	Current	FY 22/23	Revised Total	10% Contingency	Total Not to Exceed
Cultura y Arte Nativa de las Americas**	\$ 2,850,000	\$ 500,000	\$ 3,350,000	\$ 335,000	\$ 3,685,000
Farming Hope	\$ 200,000	\$ 175,000	\$ 375,000	\$ 37,500	\$ 412,500
HOMEY	\$ 1,500,000	\$ 1,250,000	\$ 2,750,000	\$ 275,000	\$ 3,025,000
La Raza Community Resource Center	\$ 500,000	\$ 425,000	\$ 925,000	\$ 92,500	\$ 1,017,500
Tenderloin Neighborhood Development Corporation	\$ 300,000	\$ 250,000	\$ 550,000	\$ 55,000	\$ 605,000
University of California, San Francisco/EatSF	\$ 1,650,000	\$ 1,250,000	\$ 2,900,000	\$ 290,000	\$3,190,000
Total	\$ 7,000,000	\$ 3,850,000	\$ 10,850,000	\$1,085,000	\$11,935,000

****Note:** CANA will only be extended until 8/31/22 (per the grantee's request); a new RFP to continue these services has been released

Background

At the start of the COVID-19 pandemic, many community groups began their own grassroots, large scale grocery distributions in order to support San Franciscans facing food insecurity and economic uncertainty. Though our local food bank increased their services during this time, the demand from community members needing food support surpassed the capacity of the food bank. Community-based organizations who had the capacity to operate large scale food distributions saw hundreds of people in their lines day after day.

In June of 2021, the Covid-19 Food Coordination Group (CFCG) held three community listening sessions to hear from service providers directly on where they needed the most support and where service gaps existed when it came to food access within our vulnerable populations. Service providers highlighted the desire of their clients to have meaningful choice in their food options. They also explained that clients cannot always access food resources between 9AM and 5PM on weekdays, and need greater flexibility in program schedules. Finally, they pointed to trusted community organizations as places where residents who might not otherwise feel comfortable accessing food support, would be more at ease to receive resources to increase their food security.

As a result of our findings during the listening sessions, Request for Proposals (RFP) #954 was released with two components—one to address the need for community-based groceries and one for grocery voucher programs.

Community-based groceries offer clients dignity, flexibility, and a high degree of choice to prepare food suited to their taste and culture. As the COVID Food Coordination Group Gaps Analysis from July 2020 indicates, groceries are also "...economical—dollars go farther in feeding households who receive this form of food support relative to other types of assistance."

Grocery vouchers provide participants the independence to choose the foods that are most appropriate for themselves and their households. Additionally, vouchers allow participants to shop at the location and times that are best for their schedule, which may not necessarily align with the schedule of a particular community-based organization or pantry. Finally, the distribution of vouchers into the community will serve as an economic stimulus tool for San Francisco-based businesses.

Services to be Provided

Cultura y Arte Nativa de Las Americas (CANANA), Farming Hope, HOMEY, La Raza Community Resource Center, and Tenderloin Neighborhood Development Corporation, have been selected as grantees to provide supplemental food distribution programs throughout the City. These five grantees will ensure that fresh produce and culturally appropriate food choices are available in neighborhoods that have been impacted by the pandemic.

University of California, San Francisco through their EatSF program will implement a Vouchers for Veggies program in which community members are able to redeem vouchers at over 30 participating grocery stores throughout San Francisco for fresh fruits and vegetables. This program offers San Franciscans dignity and choice over which items they would like to purchase. EatSF is an evidenced-based program that improves health outcomes, as reported through formal research and published studies.

For more detailed information about services to be provided, please refer to individual Appendix A-1's, attached.

Location

All proposed programs serve clients in at least one of the zip codes with the highest pandemic unemployment claims and/or highest needs. These grants intend to reflect a fair distribution across the following nine zip codes:

94102	94110	94124
94103	94112	94130
94108	94122	94134

For more detailed information about locations where services will be provided, please refer to individual Appendix A-1's, attached.

Selection

Grantees were selected through RFP #954 issued in July 2021.

Funding

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

ATTACHMENTS

Cultura y Arte Nativa de las Americas

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Farming Hope

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

HOMEY

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

La Raza Community Resource Center

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Tenderloin Neighborhood Development Corporation

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

University of California, San Francisco/EatSF

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Appendix A-1 – Services to be Provided

Culturas y Artes Nativas de las Americas

Community Grocery Access November 1, 2021 – August 31, 2022

I. Purpose of Grant

The purpose of this grant is to distribute groceries at the Mission Food Hub in the Mission District and at satellite sites through partnering community-based organizations to address food insecurity stemming from COVID-19 among San Francisco’s BIPOC and immigrant communities.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Culturas y Artes Nativas de las Americas (CANA)
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One food bag/box
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Low-income BIPOC and/or immigrant and limited-English-proficient communities facing food insecurity from the COVID-19 pandemic. The majority of participants will be from the following zip codes: 94110, 94124, 94134, 94103, and 94107.

IV. Description of Services

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

Distribute groceries every Monday, Wednesday, and Friday at the Mission Food Hub, located at 701 Alabama Street in the Mission District and through satellite locations at partnering community-based organizations. Grantee may distribute groceries in prepared grocery bags or as a client-choice, farmers market-style layout. Each grocery bag will provide, at minimum, fresh fruits and vegetables, protein, and grains.

Grantee shall purchase culturally-appropriate foods in bulk and utilize existing sourcing relationships and donations. The not-to-exceed value per service unit from this funding is \$50.00. A service unit can have a value of more than \$50.00, but the grant funding will only go toward \$50.00 per bag.

Grantee will have on file a current memorandum of understanding with all partnering community-based organizations receiving and distributing service units.

Grantee will ensure that the procurement of food and the packing and distribution of food meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

Grantee will ensure adequate and culturally competent and multi-lingual staffing (paid and/or volunteer) to administer the program and deliver quality services to meet client needs.

V. Location and Time of Services

Distribution will occur Monday, Wednesday, and Friday at 701 Alabama Street in the Mission District and at satellite sites run by partnering community based organizations. Delivery for homebound individuals may occur throughout San Francisco.

VI. Service Objectives

Grantee will meet the following service objectives:

By June 30, 2022	By August 31, 2022*
Grantee will provide a minimum of 1,726 service units on a weekly basis during the grant period; and,	Grantee will provide a minimum of 1,726 service units on a weekly basis during the grant period; and,
Grantee will serve a minimum of 1,726 unduplicated clients on a weekly basis during the grant period.	Grantee will serve a minimum of 1,726 unduplicated clients on a weekly basis during the grant period.

Includes service from November 1, 2021 through January 31, 2023

VII. Outcome Objectives

Grantee will meet the following outcome objectives by the end of the Grant term (August 31, 2022) using data collection methods and, if applicable, surveys approved by CFCG:

1. At least 80% of clients liked the food based on client feedback and surveys; and,
2. At least 80% of clients expressed that the access to Grantee's food distribution decreased their food insecurity based on client feedback and surveys; and,
3. At least 80% of clients were satisfied with food choice and the locations of the grocery distributions based on client feedback and surveys.

VIII. Data Collection & Reporting Requirements

Grantee must work with assigned Program Manager to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days since the beginning of the grant term.
- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If Grantee and partnering community-based organizations distribute food at more than one site, Grantee must submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					
July					
August					

This template will be available for download from the CARBON system.

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

- by **February 15, 2022** for services provided between November 1, 2021 through January 31, 2022;

- by **May 15, 2022** for services provided between February 1, 2022 through April 30, 2022;
- by **July 15, 2022** for services provided between May 1, 2022 through June 30, 2022; and,
- by **September 15, 2022** for services provided between July 1, 2022 and August 31, 2022.

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021). A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., Mission Food Hub, address of partnering community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

D. Grantee will be required to conduct the Food Security Survey with clients at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City once they are complete, but no later than September 15, 2022.

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This

¹ Items 10 and 11 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

G. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.

H. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

I. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

J. Grantee shall be compliant with laws related to confidentiality and privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules, to the extent applicable.

K. Grantee will develop a grievance policy with approval from HSA/Community Food Coordination Group within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant
jennifer.grant@sfgov.org
Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain
Thomas.mcclain@sfgov.org
Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

B. Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;

- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

- C. **Fiscal Compliance and Contract Monitoring**: Fiscal compliance and contract monitoring will include review of Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

- i. any information that is personally identifiable information, or any information about an individual, including information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric

- records; and any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information (collectively, "PII"); or
- ii. information Data Provider(s) disclose, in writing, orally, or visually, to Data User(s), or to which Data User(s) obtain access to in connection with the negotiation and performance of the grant, and which relates to any individuals or entities that have made confidential or proprietary information available to Grantee marked or otherwise identified as proprietary and/or confidential, or that, given the nature of the information, ought reasonably to be treated as proprietary and/or confidential.

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: Cultura y Arte Nativa de las Americas			Grant Term:	11/1/21-8/31/22
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Community Grocery Access (Bags)				
	11/1/21-6/30/22	7/1/22-8/31/22		Total
Expenditures				
Salaries & Benefits				
Operating Expenses	\$ 2,478,261	\$ 434,783		\$ 2,913,044
Subtotal	\$ 2,478,261	\$ 434,783		\$ 2,913,044
Indirect Percentage (%)	15%	15%		15%
Indirect Costs (Line 16 X Line 15)	\$ 371,739	\$ 65,217		\$ 436,957
Capital Expenses				
Total Expenses	\$ 2,850,000	\$ 500,000		\$ 3,350,000
HSA Revenues				
General Fund	\$ 2,850,000	\$ 500,000		\$ 3,350,000
Total HSA Revenues	\$ 2,850,000	\$ 500,000		\$ 3,350,000
Other Program Revenues				
In-Kind Value				
(215 Volunteers X 10 hrs/wk X 35 wks x \$19/hr)	\$ 1,429,750	\$ 367,650		\$ 1,797,400
Online Cash Donations				
(estimate over 10 months)	\$ 100,000	\$ 10,000		\$ 110,000
Total Other Program Revenues	\$ 1,529,750	\$ 377,650		\$ 1,907,400
Total Revenues	\$ 4,379,750	\$ 877,650		\$ 5,257,400
Prepared by: Roberto Y. Hernandez Telephone No.: 415-691-1147 Date: 6/8/2022				

Agency Name: Cultura y Arte Nativa de las Americas
Program Name: Community Grocery Access (Bags)

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-8/31/22	11/1/21-8/31/22
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 40,000		\$ 40,000
Office Supplies, Postage			\$ 5,000	\$ 5,000
Building Maintenance Supplies and Repair		\$ 12,000		\$ 12,000
Printing and Reproduction				
Insurance		\$ 5,000		\$ 5,000
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
Food (\$39.67 GSU x 1,726 families x 35 wks)		\$ 2,396,465	\$ 429,783	\$ 2,826,248
Covid 19 PPE Supplies		\$ 24,796		\$ 24,796
TOTAL OPERATING EXPENSE		\$ 2,478,261	\$ 434,783	\$ 2,913,044

Appendix A-1 – Services to be Provided

Farming Hope

Community Grocery Access November 1, 2021 – January 31, 2023

I. Purpose

This purpose of this grant is to provide a grocery program to supplement the City’s food security network and improve food access and security for low-income residents in San Francisco.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Farming Hope
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One grocery bag
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Underserved, low-income San Francisco residents who are food-insecure. Most of the Grantee’s clients will be referred from partner community-based organizations serving families experiencing homelessness, in-risk youth, and immigrants.

Clients will mostly be residents of 94124, 94103 and 94102.

IV. Description of Services and Program Requirements

Grantee will collaborate with approved sub-contractors to develop and administer a supplemental grocery program for the Target Population. Grantee shall, at minimum, meet the service objectives set forth in Section VI. Each grocery distribution will offer, at minimum, fresh fruits and vegetables, protein, and grains at an average rate of \$30/bag. Starting July 1st, 2022, each grocery unit can be reimbursed up to \$50/bag or at an amount agreed upon by the Grantee and the CFCG. Grantee will source groceries through food recovery and through Arcadio's Produce.

Grantee will screen and enroll all clients into Grantee's database and meet all data collection and reporting requirements set forth in section VIII. Each client may receive up to one free grocery bag weekly. The grocery bag will incorporate feedback and requests from recipients to ensure cultural relevancy and to reflect values of dignity and choice.

Grantee will ensure that the procurement of food and the packing and distribution of food meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

V. Location and Time of Services

Grantee will provide services at 149 Fell Street in San Francisco at times agreed upon by Grantee and CFCG. Grantee may transition to a different location with prior notice and agreement with CFCG.

VI. Service Objectives

	By 06/30/22	By 01/31/23*
Minimum unduplicated number of clients served	140	260
Minimum service units distributed	4,400	8,200

*Includes services from 11/01/21-06/31/23

VII. Outcome Objectives

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

1. At least 85% expressed that they felt the program decreased their food insecurity.
2. At least 85% of clients were satisfied with food choices.

The survey results will be shared with the CFCG by the 15th of the month following the end of each fiscal year and the end of the grant term.

VIII. Data Collection and Reporting Requirements

Grantee must work with assigned Program Lead to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days of the beginning of the grant term.

- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If you distribute food at more than one site, please submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unduplicated Households	Unduplicated People	Year to Date Households	Year to Date People
2021					
November					
December					
2022					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
2023					
January					

This template will be available for download from the CARBON system. In addition to the monthly report above, Grantee will also submit monthly grocery menus through email to the Program Manager.

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

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

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021).

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race
9. Ethnicity
10. Primary Language
11. Gender identity
12. Sexual orientation¹
13. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services.)

A template including these fields will be available for download in CARBON.

D. The Grantee will be required to conduct a food security survey with all clients at the beginning of the grant term, at the end of each fiscal year within the grant

¹ Items 11 through 12 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

E. Grantee will provide an Annual Report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will submit the annual report through CARBON by the 15th of the month following the end of each fiscal year and the end of the grant term.

F. Grantee shall issue a Fiscal Closeout Report at the end of each fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

G. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.

H. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

I. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.

K. Grantee will develop a grievance policy with approval from HSA/CFCG.

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

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, SF HSA
or

Cathy.Huang@sfgov.org

Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City’s Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

A. Fiscal Compliance and Contract Monitoring:

Fiscal compliance and contract monitoring will include review of Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

- i. any information that is personally identifiable information, or any information about an individual, including information that can be used to

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

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: Farming Hope			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Community Grocery Access (Bags)				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 18,510	\$ 16,197		\$ 34,707
Operating Expenses	\$ 181,490	\$ 158,803		\$ 340,293
Subtotal	\$ 200,000	\$ 175,000		\$ 375,000
Indirect Percentage (%)	0%	0%		0%
Indirect Costs (Line 16 X Line 15)				
Capital Expenses				
Total Expenses	\$ 200,000	\$ 175,000		\$ 375,000
HSA Revenues				
General Fund	\$ 200,000	\$ 175,000		\$ 375,000
Total HSA Revenues	\$ 200,000	\$ 175,000		\$ 375,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by:	Haley Nielsen	Telephone No.:	415-212-8307	Date: 6/7/22

Agency Name: Farming Hope
Program Name: Community Grocery Access (Bags)

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property		\$ 13,467	\$ 11,785	\$ 25,252
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction				
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
Food (approx 4400 bags @ approx \$30/bag)		\$ 168,023	\$ 147,018	\$ 315,041
TOTAL OPERATING EXPENSE		\$ 181,490	\$ 158,803	\$ 340,293

Appendix A-1 – Services to be Provided

HOMEY

Community Grocery Access November 1, 2021 – January 31, 2023

I. Purpose of Grant

The purpose of this grant is to provide culturally appropriate and nutritious groceries to individuals within programs coordinated by Grantee HOMEY, the Mission Meals Coalition, and the Food as Medicine Collaborative.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally appropriate meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Homies Organizing the Mission to Empower Youth (“HOMEY”)
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One food bag/box or meal
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Underserved, low-income, limited English proficiency, BIPOC and/or immigrant populations facing barriers to food access within San Francisco.

IV. Description of Services

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

Grantee and Arcadio's Produce will coordinate a multi-sector collaboration of service providers within San Francisco. Arcadio's Produce and other local vendors will source nutritious and culturally appropriate groceries to program participants being served in three sets of programs:

1. Homies Organizing the Mission to Empower Youth (HOMEY);
2. Mission Meals Coalition (MMC); and
3. Food as Medicine Collaborative (FMC).

Grantee is a San Francisco-based organization with more than twenty years of organizing in San Francisco's Mission District. Grantee distributes groceries from a Mission District pick-up location on Saturdays and dispatches delivery drivers.

Mission Meals Coalition is a mutual aid collective of twenty-five BIPOC San Francisco organizers, community groups, schools, and small businesses dedicated to connecting SF Bay Area community members to food resources on a weekly basis. Mission Meals Coalition distributes groceries from a Mission District pick-up location on Sundays and Monday through Sunday by referral. They also dispatch delivery drivers from this location. Finally, Mission Meals runs a Baby Food Pharmacy (Mission Minis), Free Farmers Markets, a Free Community Fridge, and a Diabetes Food Pharmacy.

Food as Medicine Collaborative is a multi-sector coalition of over twenty organizations bridging healthcare and food systems to address food insecurity, inspire long-term healthy behaviors, and advance health equity. Food as Medicine Collaborative works with sixteen food pharmacy programs located at ten clinics within five health systems, serving primarily the Southeastern sector of San Francisco, SOMA, and the Tenderloin.

Grantee will ensure that the procurement of food and the packing and distribution of groceries and meals meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates. Each grocery bag will provide, at minimum, fresh fruits and vegetables, protein, and grains. Starting July 1st, 2022, each grocery unit can be reimbursed up to \$50/bag.

V. Location and Time of Services

Grantee's and Mission Meals Coalition's services are primarily provided and/or received in District 9, zip code 94110. Additionally, their services reach and/or serve people in 94102, 94108, 94112, 94123, and 94124.

The Food as Medicine Collaborative programming occurs in 94103, 94110, 94112, 94115, 94124, and 94134.

Timing of services will be determined by each program.

VI. Service Objectives

Grantee will meet the following service objectives:

By June 30, 2022	By January 31, 2023*
Provide a total of 14,000 service units to at least 700 unduplicated Grantee households;	Provide a total of 28,898 service units to at least 700 unduplicated Grantee households;
Provide 12,000 service units to at least 1,000 unduplicated Mission Meals Coalition households; and,	Provide 23,700 service units to at least 1,000 unduplicated Mission Meals Coalition households; and,
Provide 8,112 service units to at least 526 unduplicated Food as Medicine Collaborative households.	Provide 13,416 service units to at least 526 unduplicated Food as Medicine Collaborative households.

*Includes services from November 1, 2021 through January 31, 2023

VII. Outcome Objectives

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

Grantee Programming:

1. At least 80% of clients report satisfaction with quality of groceries provided; and,
2. At least 70% of clients felt the food they were provided was culturally appropriate for their household; and,

Mission Meals Coalition Programming:

1. At least 70% of clients report satisfaction with quality of groceries provided; and,
2. At least 70% of clients felt the food they were provided was culturally appropriate for their household;

Food as Medicine Collaborative Programming:

1. At least 80% of clients report eating healthier;
2. At least 80% feel more integrated with the community; and,
3. At least 80% of participants report being more likely to seek care at the clinic.

VIII. Data Collection & Reporting Requirements

Grantee must work with assigned Program Manager to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training

on CARBON from City staff within 30 days since the beginning of the grant term.

- B. Monthly Reporting:** Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If Grantee distributes food at more than one site, Grantee must submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
January					

This template will be available for download from the CARBON system. In addition to the monthly report above, Grantee will also submit monthly grocery menus through the CARBON system.

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

- Due by **February 15, 2022** for services provided between November 1, 2021 through January 31, 2022;
- Due by **May 15, 2022** for services provided between February 1, 2022 through April 30, 2022;
- due by **July 15, 2022** for services provided between May 1, 2022 through June 30, 2022;

- by **November 15, 2022** for services provided between July 1, 2022 and October 31, 2022; and,
- by **February 15, 2023** for services provided between November 1, 2022 and January 31, 2023.

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021). A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

D. The Grantee will be required to conduct a food security survey with all clients at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the

¹ Items 10 and 11 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

G. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.

H. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

I. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

J. Grantee shall be compliant with laws related to confidentiality and privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules, to the extent applicable.

K. Grantee will develop a grievance policy with approval from HSA/Community Food Coordination Group within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant
jennifer.grant@sfgov.org
Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain
Thomas.mcclain@sfgov.org
Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. **Program Monitoring**: Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;

- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

- B. Fiscal Compliance and Contract Monitoring:** Fiscal compliance and contract monitoring will include review of Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

- i. any information that is personally identifiable information, or any information about an individual, including information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and any other information that is linked or linkable to an

- individual, such as medical, educational, financial, and employment information (collectively, “PII”); or
- ii. information Data Provider(s) disclose, in writing, orally, or visually, to Data User(s), or to which Data User(s) obtain access to in connection with the negotiation and performance of the grant, and which relates to any individuals or entities that have made confidential or proprietary information available to Grantee marked or otherwise identified as proprietary and/or confidential, or that, given the nature of the information, ought reasonably to be treated as proprietary and/or confidential.

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

C. Use of Data

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

HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Agency Name: Homies Organizing the Mission to Empower Youth (HOMEY)			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Community Grocery Access (Bags)				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits				
Operating Expenses	\$ 1,304,348	\$ 1,250,000		\$ 2,554,348
Subtotal	\$ 1,304,348	\$ 1,250,000		\$ 2,554,348
Indirect Percentage (%)	15%	0%		15%
Indirect Costs (Line 16 X Line 15)	\$ 195,652			\$ 195,652
Capital Expenses				
Total Expenses	\$ 1,500,000	\$ 1,250,000		\$ 2,750,000
HSA Revenues				
General Fund	\$ 1,500,000	\$ 1,250,000		\$ 2,750,000
Total HSA Revenues	\$ 1,500,000	\$ 1,250,000		\$ 2,750,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by:		Telephone No.:		Date:

Agency Name: Homies Organizing the Mission to Empower Youth (HOMEY)
Program Name: Community Grocery Access (Bags)

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction				
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
Food Boxes/Bags		\$ 1,304,348	\$ 1,250,000	\$ 2,554,348
(avg \$39.18/box x 31,902 boxes)				
TOTAL OPERATING EXPENSE		\$ 1,304,348	\$ 1,250,000	\$ 2,554,348

Appendix A-1 – Services to be Provided

La Raza Community Resource Center

Community Grocery Access November 1, 2021 – January 31, 2023

I. Purpose of Grant

The purpose of this grant is to address food insecurity stemming from COVID-19 among San Francisco’s Latino and immigrant communities.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	La Raza Community Resource Center
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One food bag/box or meal
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Low-income BIPOC and/or immigrant communities facing food insecurity from the COVID-19 pandemic. The majority of participants targeted will be from the following zip codes: 94110, 94112, 94124, 94102, and 94103.

IV. Description of Services

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

This grant funding will support the North Mission Collaborative in expanding outreach, service connection, and food pantry service for two neighborhood food pantries. The Collaborative consists of Grantee, The Women's Building (subcontractor), Mission Graduates (subcontractor), Mission Hiring Hall, 18 Reasons (subcontractor), and Arcadio's Produce.

Grantee will host a once-weekly food pantry on Wednesdays and a once-monthly food pantry on a Saturday. Grantee will provide a total of 23,450 service units during the grant period. This portion will supplement \$17.40/bag.

Subcontractor Women's Building will host a twice-weekly food pantry. Subcontractor Women's Building will provide a total of 12,656 service units during the grant period. This portion will supplement \$17.40/bag.

Subcontractor Mission Graduates will promote Collaborative programming and will conduct outreach at San Francisco elementary and middle schools. Subcontractor Mission Graduates will provide four Community Workers to provide support to clients attending the Saturday food distributions by sharing information about other community and educational resources.

Mission Hiring Hall will serve as a referral partner for the food pantries and will connect clients referred from other Collaborative partners to employment services.

Subcontractor 18 Reasons will host free food education programming for Collaborative clients.

Arcadio's Produce as a vendor will supply the food for the grocery bags and Grantee and subcontractors will supplement each bag with in-kind contributions from the SF Marin Food Bank.

Each grocery bag distributed by Grantee and subcontractor Women's Building will consist of culturally-appropriate, nutritious, and organic, locally-grown foods. Each grocery bag will provide, at minimum, fresh fruits and vegetables, protein, and grains. The cost per bag associated with this grant's funding shall not exceed \$50.

Grantee will coordinate and lead monthly meetings with the Collaborative. Grantee will have on file a contract with all subcontractors.

Grantee will ensure that the procurement of food and the packing and distribution of food meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet client needs.

V. Location and Time of Services

Both Grantee’s and subcontractor Women’s Building’s food pantries shall take place in the Mission neighborhood, zip codes 94103 and 94110. Days and timing of service shall be determined by Grantee and Sub-Grantees based on service need.

VI. Service Objectives

Grantee and subcontractors will meet the following service objectives:

By June 30, 2022	By January 31, 2023*
Grantee will provide a total of 12,250 service units	Grantee will provide a total of 23,450 service units during this time period;
Subcontractor Women’s Building will provide a total of 6,750 service units	Subcontractor Women’s Building will provide a total of 12,656 service units during this time period;
Subcontractor Mission Graduates and Subcontractor 18 Reasons will produce at least three virtual workshops during the grant period featuring a Community Worker to share recipes and food storage recommendations;	Subcontractor Mission Graduates and Subcontractor 18 Reasons will produce at least 6 virtual workshops during this time period featuring a Community Worker to share recipes and food storage recommendations;
Subcontractor Mission Graduates will refer 100 families to neighborhood food pantries through in-person outreach at schools.	Subcontractor Mission Graduates will refer 200 families to neighborhood food pantries through in-person outreach at schools.

*Includes services from November 1, 2021 through January 31, 2023

VII. Outcome Objectives

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

1. At least 80% of clients liked the meal/food based on client feedback;
2. At least 80% of clients expressed that the access to Collaborative food distribution and service connection service decreased their food insecurity; and,
3. At least 80% of clients were satisfied with food choice and the locations of Collaborative grocery distributions.

VIII. Data Collection & Reporting Requirements

Grantee must work with assigned Program Manager to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days since the beginning of the grant term.

- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If Grantee and sub-Grantees distribute food at more than one site, Grantee must submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
January					

This template will be available for download from the CARBON system. In addition to the monthly report above, Grantee will also submit monthly grocery menus through the CARBON system.

- C. Quarterly Reporting: Grantee will enroll all clients into grantee database and will provide a quarterly report of client-level information. Grantee will enter the quarterly metrics in the CARBON database:
 - by **February 15, 2022** for services provided between November 1, 2021 through January 31, 2022;
 - by **May 15, 2022** for services provided between February 1, 2022 through April 30, 2022;

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

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021). A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

D. The Grantee will be required to conduct a food security survey with all clients at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This

¹ Items 11 and 12 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

F. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.

G. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.

H. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

I. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

J. Grantee shall be compliant with laws related to confidentiality and privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules, to the extent applicable.

K. Grantee will develop a grievance policy with approval from HSA/Community Food Coordination Group within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant
jennifer.grant@sfgov.org
Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain
Thomas.mcclain@sfgov.org
Program Manager, Food Coordination Group, SF HAS

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;

- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

- B. **Fiscal Compliance and Contract Monitoring**: Fiscal compliance and contract monitoring will include review of Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

X. **Data Privacy Stipulations**

A. **Criminal Justice, Immigration Status and Federal Tax Information**

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

B. **Data Security and Storage**

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

- i. Any information that is personally identifiable information, or any information about an individual, including information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and any other information that is linked or linkable to an

- individual, such as medical, educational, financial, and employment information (collectively, “PII”); or
- ii. Information Data Provider(s) disclose, in writing, orally, or visually, to Data User(s), or to which Data User(s) obtain access to in connection with the negotiation and performance of the grant, and which relates to any individuals or entities that have made confidential or proprietary information available to Grantee marked or otherwise identified as proprietary and/or confidential, or that, given the nature of the information, ought reasonably to be treated as proprietary and/or confidential.

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: La Raza Community Resource Center			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Community Grocery Access (Bags)				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 37,333	\$ 28,438		\$ 65,771
Operating Expenses	\$ 390,928	\$ 351,028		\$ 741,956
Subtotal	\$ 428,261	\$ 379,466		\$ 807,727
Indirect Percentage (%)	15%	12%		
Indirect Costs (Line 16 X Line 15)	\$ 64,238	\$ 45,535		\$ 109,773
Capital Expenses	\$ 7,500			\$ 7,500
Total Expenses	\$ 500,000	\$ 425,000		\$ 925,000
HSA Revenues				
General Fund	\$ 500,000	\$ 425,000		\$ 925,000
Total HSA Revenues	\$ 500,000	\$ 425,000		\$ 925,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by: Gabriel Medina		Telephone No.: 415-690-6992		Date: June 6, 2022

Agency Name: La Raza Community Resource Center
Program Name: Community Grocery Access (Bags)

Operating Expenses Detail

Expenditure Category	TERM			TOTAL
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction		\$ 1,000		\$ 1,000
Insurance		\$ 7,500		\$ 7,500
Staff Training		\$ 1,000		\$ 1,000
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Mission Graduates		\$ 7,500	\$ 7,500	\$ 15,000
18 reasons (Cooking & nutrition workshops)		\$ 12,300	\$ 12,300	\$ 24,600
The Women's Building		\$ 102,000	\$ 91,800	\$ 193,800
				\$ -
OTHER				\$ -
Culturally Relevant Grocery Items		\$ 244,128	\$ 239,428	\$ 483,556
Grocery Distribution Supplies		\$ 15,500		\$ 15,500
TOTAL OPERATING EXPENSE		\$ 390,928	\$ 351,028	\$ 741,956

Agency Name: La Raza Community Resource Center
Program Name: Community Grocery Access (Bags)

Capital Expenses Detail

EQUIPMENT		TERM	TOTAL		
No.	ITEM/DESCRIPTION		11/1/21-1/31/23	7/1/22-1/31/23	11/1/21-1/31/23
1	LRCRC Refrigerator		\$ 7,500		\$ 7,500
TOTAL EQUIPMENT COST			\$ 7,500		\$ 7,500
R E M O D E L I N G					
Description:					
TOTAL REMODELING COST					
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)			\$ 7,500		\$ 7,500

Appendix A-1 – Services to be Provided

Tenderloin Neighborhood Development Corporation

Community Grocery Access

November 1, 2021 – January 31, 2023

I. Purpose

This grant will provide a grocery program to supplement the City’s food security network and improve food access and security for low-income residents in San Francisco.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Tenderloin Neighborhood Development Corporation (TNDC)
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One grocery bag
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>).
TASP	Tenderloin After-School Program

III. Target Population

Low-income and food insecure San Franciscans in the following zip codes: 94102, 94103, 94115 and 94158.

IV. Description of Services and Program Requirements

Grantee will administer and maintain a supplemental grocery program for the Target Population. Grantee will distribute grocery bags through their Tenderloin After-School Program (TASP), their three existing community pantries, and five of their family buildings. Grantee shall, at minimum, meet the service objectives set forth in Section VI. Each grocery bag will provide, at minimum, fresh fruits and vegetables, protein, and grains. Starting July 1st, 2022, each grocery unit can be reimbursed up to \$50/unit, but rates will vary depending on the distribution site.

Grantee will screen and enroll all clients into Grantee's database and meet all data collection and reporting requirements set forth in section VIII. Each client may receive up to one free grocery bag weekly, though frequency may differ among the various distribution sites based on client feedback and preference.

Grantee will ensure that the procurement of food and the packing and distribution of food meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

V. Location and Time of Services

Grantee will provide services in the Tenderloin, Western Addition, Mission Bay, and SOMA neighborhoods in San Francisco at times agreed upon by Grantee and CFCG.

- TASP is in the Tenderloin (zip code 94102).
- The Central Tenderloin Neighborhood Pantry and Supportive Housing Pantry both operate out of the Tenderloin (zip code 94102).
- The Willie B. Kennedy pantry operates out of Western Addition (zip code 94115).
- Kain Na operates out of Mission Bay (zip code 94158)
- Five low-income buildings for families:
 - 222 Taylor is in the Tenderloin (zip code 94102)
 - 1036 Mission Bay, SOMA Studios, and SOMA Family Apartments are in South of Market (zip code 94103)
 - 626 Mission Bay Boulevard North is in Mission Bay (zip code 94158)

VI. Service Objectives

	By 06/30/22	By 01/31/23*
Minimum unduplicated number of clients served	285	385
Minimum service units distributed	5,280	11,580

*Includes services from 11/01/21-01/31/23

VII. Outcome Objectives

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

1. At least 85% expressed that they felt the program decreased their food insecurity.
2. At least 85% of clients were satisfied with food choices.
3. At least 85% of clients were satisfied with the quality of food items provided.

The survey results will be shared with the CFCG by the 15th of the month following the end of each fiscal year and the end of the grant term.

VIII. Data Collection and Reporting Requirements

Grantee must work with assigned Program Lead to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days since the beginning of the grant term.
- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If you distribute food at more than one site, please submit the report by site, and in aggregate, each month. Grantee will submit the monthly report through CARBON by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unduplicated Individuals	Unduplicated Households	Year to Date Individuals	Year to Date Households
2021					
November					
December					
2022					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
2023					
January					

This template will be available for download from the CARBON system. In addition to the monthly report above, Grantee will also submit monthly grocery menus through email to the Program Manager.

- C. Quarterly Reporting: Grantee will enroll all clients into grantee database and will provide a quarterly report of client-level information. Grantee will submit the quarterly reports via secure email to their Program Manager:
- by **February 15, 2022** for clients enrolled between November 1, 2021 through January 31, 2022;
 - by **May 15, 2022** for all clients enrolled through April 30, 2022;
 - by **July 15, 2022** for all clients enrolled through June 30, 2022;
 - by **November 15, 2022** for all clients enrolled through October 31, 2022;
 - and by **February 15, 2023** for all clients enrolled through January 31, 2023.

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021). A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name

4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race
9. Ethnicity
10. Primary Language
11. Gender identity
12. Sexual orientation¹
13. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services.)

A template including these fields will be available for download in CARBON.

- D. The Grantee will be required to conduct a food security survey with all clients at the beginning of the grant term, at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.
- E. Grantee will provide an Annual Report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will submit the annual report through CARBON by the 15th of the month following the end of each fiscal year and the end of the grant term.
- F. Grantee shall issue a Fiscal Closeout Report at the end of each fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- G. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.
- H. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

¹ Items 11 through 12 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

- I. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- K. Grantee will develop a grievance policy with approval from HSA/CFCG.

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

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management

or

Cathy.Huang@sfgov.org

Program Manager, Food Coordination Group

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

- ### **B. Fiscal Compliance and Contract Monitoring:** Fiscal compliance and contract monitoring will include review of Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting

documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: Tenderloin Neighborhood Development Corporation (TNDC)			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Community Grocery Access (Bags)				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits		\$ 24,904		\$ 24,904
Operating Expenses	\$ 260,870	\$ 225,096		\$ 485,966
Subtotal	\$ 260,870	\$ 250,000		\$ 510,870
Indirect Percentage (%)	15%	0%		15%
Indirect Costs (Line 16 X Line 15)	\$ 39,130			\$ 39,130
Capital Expenses				
Total Expenses	\$ 300,000	\$ 250,000		\$ 550,000
HSA Revenues				
General Fund	\$ 300,000	\$ 250,000		\$ 550,000
Total HSA Revenues	\$ 300,000	\$ 250,000		\$ 550,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by: Yvette Robinson		Telephone No.: 415-776-2151		Date: 6/7/2022

Agency Name: Tenderloin Neighborhood Development Corporation (TNDC)
Program Name: Community Grocery Access (Bags)

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction				
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
Reusable Grocery Bags		\$ 3,030	\$ 96	\$ 3,126
Refillable Water Bottles		\$ 2,000		\$ 2,000
Food: Grocery boxes (TASP)		\$ 40,960	\$ 75,600	\$ 116,560
Food: Grocery boxes (buildings/pantries)		\$ 110,080	\$ 149,400	\$ 259,480
Food: Grocery box supplements (TASP)		\$ 9,600		\$ 9,600
Food: Additional Proteins (TASP)		\$ 11,200		\$ 11,200
Food: Additional Proteins (pantries)		\$ 84,000		\$ 84,000
TOTAL OPERATING EXPENSE		\$ 260,870	\$ 225,096	\$ 485,966

Appendix A-1 – Services to be Provided

The Regents of the University of California, San Francisco (for Eat SF)

Community Grocery Access November 1, 2021 – January 31, 2023

I. Purpose

This grant will provide a grocery voucher program to supplement the City’s food security network and improve food access and security for low-income residents in San Francisco.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	The Regents of the University of California, San Francisco (for Eat SF)
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One distributed grocery voucher
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Low-income San Francisco residents in the following neighborhoods/zip codes based on the five zip codes with the highest pandemic unemployment claims:

Neighborhood	Zip Code
Ingleside/Excelsior/OMI	94112
Bayview/Hunters Point	94124

Visitacion Valley/Portola	94134
Mission/Bernal Heights	94110
Sunset	94122

As well as low-income San Francisco residents in the following neighborhoods/zip codes based on the three zip codes with the highest percent of total residents below 200% Federal Poverty Line:

Neighborhood	Zip Code
Treasure Island	94130
Hayes Valley/Civic Center/Tenderloin	94102
South of Market	94103

IV. Description of Services and Program Requirements

Grantee will administer a grocery voucher program in San Francisco for the Target Population. Voucher recipients may redeem vouchers at Grantee’s network of 30+ grocery vendors for any food item excluding alcohol and sugar-sweetened beverages as defined in Chapter 101 of the City’s Administrative Code. Grocery vendors will offer a variety of culturally-appropriate foods. Grantee shall, at minimum, meet the service objectives set forth in Section VI.

Grantee will develop and maintain partnerships with 15+ community sites (including but not limited to community-based organizations, hospitals, and clinics) to distribute grocery vouchers. Grantee shall work with distributors to ensure individual recipients sign a confirmation of receipt of vouchers. Grantee will supply community sites with pre-printed vouchers and program materials, offer technical assistance and support, and analyze collected data. The Grantee will also ask open-ended questions to partner distributors such as “What was liked and what could be improved about the program?” and incorporate feedback where feasible.

Grantee or Grantee’s partner distributors will screen and enroll all clients into Grantee’s database and meet all data collection and reporting requirements set forth in section VIII. Each voucher will have a \$10 value. Number of vouchers distributed to each client will depend on household size and need. Grantee will maintain a record of enrolled clients and voucher distribution.

Grantee may be asked by the CFCG to expand their grocery vendor network once during the grant term. Grantee will ensure that all grocery vendors are in good standing with the California Department of Public Health.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

HSA acknowledges the extended amount of time necessary to collect voucher data from partner distributors and grocery vendors, and the deadlines in this grant reflect a mutually-agreed upon timeline between the CFCG and the Grantee.

V. Location and Time of Services

Vouchers will be distributed at partner community sites in San Francisco that are accessible to program participants.

Vouchers can be redeemed at the discretion of program participants any day of the week at participating grocery vendors during their normal operating hours.

VI. Service Objectives

	By 06/30/22:	By 01/31/23*:
Minimum unduplicated number of clients served	2,200	2,500
Minimum service units distributed	132,500	240,500
Minimum participating grocery vendors at which program participants can redeem vouchers.	30	30
Minimum community sites partnered with for voucher distribution	15	15

*includes services from 11/01/21 to 01/31/23

VII. Outcome Objectives

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

1. At least 85% of surveyed partner distributors indicated the service was helpful or very helpful to their clients.
2. At least 85% of surveyed partner distributors indicated the service was easy to use for their clients.
3. At least 85% of surveyed partner distributors indicated the service met the cultural needs of their clients.

The survey results will be shared with the CFCG by the 15th of the month following the end of each fiscal year and the end of the grant term.

In addition, Grantee will submit final redemption data to HSA for November 1, 2022 through June 30, 2022 by **October 22, 2022** and for July 1, 2022 to January 31, 2023 by **July 31, 2023** to measure the following outcome objectives:

1. At least 85% of distributed grocery vouchers were redeemed
2. At least 10% of vouchers were redeemed at small BIPOC-owned/operated vendors.

VIII. Data Collection and Reporting Requirements

Grantee must work with assigned Program Manager to develop a plan for implementing the below data collection and reporting requirements.

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days of the beginning of the grant term.
- B. Aggregate Reporting: Grantee will provide a twice yearly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served (all by month), as well as unique clients and households served year-to-date, and any redemption estimates that are available. If Grantee distributes vouchers at more than one site, Grantee must submit the report by site, and in aggregate. Grantee shall use the following template for reporting:

Month	Units of Service	Unduplicated Individuals	Unduplicated Households	Year to Date Individuals	Year to Date Households
2021					
November					
December					
2022					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
2023					
January					

This template will be available for download from the CARBON system. Grantee will submit the reports through CARBON:

- by **April 30, 2022** for services provided between November 1, 2021 through March 31, 2022;

- by **July 22, 2022** for services provided between April 1, 2022 through June 30, 2022;
- By **December 31, 2022** for services provided between July 1, 2022 through October 31, 2022;
- By **March 31, 2023** for services provided between November 1, 2022 through January 31, 2023.

Finally, the Grantee shall submit a list of proposed distribution sites for the City to review by **Dec 1, 2021** for fiscal year 2021-2022, and by **June 30, 2022** for fiscal year 2022-2023. Information for each distribution site should include the target population/demographics and geography of the recipients.

C. Client-Level Reporting: Grantee will collect client-level information of voucher recipients from partner providers. A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's client-level report shall provide the following information:

1. Voucher Distribution Site
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Zip Code
6. Household Size
7. Race & Ethnicity
8. Gender Identity & Sexual Orientation¹

A template including these fields will be available for download in CARBON.

Grantee will enter the report in the CARBON database:

- by **April 30, 2022** for services provided between November 1, 2021 through March 31, 2022;
- by **July 22, 2022** for services provided between April 1, 2022 through June 30, 2022;
- By **December 31, 2022** for services provided between July 1, 2022 through October 31, 2022;
- and by **March 31, 2023** for services provided between November 1, 2022 through January 31, 2023.

D. Grantee will provide an **annual report** at the end of each fiscal year and at the end of the grant term to summarize grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will

¹ Gender identity and sexual orientation are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).
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also include accomplishments and challenges encountered by the Grantee. Grantee will submit the annual report through CARBON by **August 31, 2022** for services provided from November 1, 2021 to June 30, 2022, and by **April 30, 2023** for services provided from July 1, 2022 to January 31, 2023. Grantee shall also submit a summary of total redemption and a breakdown of voucher redemption by grocery vendor by **October 22, 2022** for vouchers distributed November 1, 2021 to June 30, 2022, and by **July 31, 2023** for vouchers distributed from July 1, 2022 to January 31, 2023, or sooner if available.

E. Grantee shall issue a Fiscal Closeout Report at the end of each fiscal year. The report is due to HSA no later than August 31 of each grant year. This report must be submitted to the CARBON system.

F. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG, not to extend beyond basic reporting within the scope of work with adequate time to prepare, and that does not require additional data collection. If available, Grantee can submit estimates of voucher distribution and households served data in between formal reporting deadlines listed above.

G. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

H. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

I. Grantee shall be compliant with laws related to confidentiality and privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules, to the extent applicable.

J. Grantee will develop a grievance policy with approval from HSA/CFCG.

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

Jennifer.Grant@sfgov.org
Contract Manager, Office of Contract Management
or
Cathy.Huang@sfgov.org
Program Manager, Food Coordination Group

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning, if applicable;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys), if applicable;
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material), if applicable; and,
- Client tracking system (i.e. system for tracking client data and group activities).

Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

- B. Fiscal Compliance and Contract Review:** Fiscal review will include review of the Grantee's 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 directly related to this agreement. The compliance review will include review of the Personnel Manual, Emergency Operations Plan, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance, as applicable.

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: UCSF (for EatSF)			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Community Grocery Access (Vouchers)				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 141,409	\$ 132,745		\$ 274,154
Operating Expenses	\$ 25,113	\$ 15,081		\$ 40,194
Subtotal	\$ 166,522	\$ 147,826		\$ 314,348
Indirect Percentage (%)	15%	15%		15%
Indirect Costs (Line 16 X Line 15)	\$ 24,978	\$ 22,174		\$ 47,152
Non-Direct Operating Expenses	\$ 1,458,500	\$ 1,080,000		\$ 2,538,500
Total Expenses	\$ 1,650,000	\$ 1,250,000		\$ 2,900,000
HSA Revenues				
General Fund	\$ 1,650,000	\$ 1,250,000		\$ 2,900,000
Total HSA Revenues	\$ 1,650,000	\$ 1,250,000		\$ 2,900,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by:	Telephone No.:		Date:	

Agency Name: UCSF (for EatSF)
Program Name: Community Grocery Access (Vouchers)

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (8 months)	Budgeted Salary (7 months)	TOTAL
Principal Investigator	\$ 289,576	1.00	1%	0.01	\$ 1,931	\$ 1,689	\$ 3,620
Executive Director	\$ 157,703	1.00	0%	0.00	\$ 19,270		\$ 19,270
Project-Policy Analyst	\$ 82,893	1.00	0%	0.00	\$ 21,155		\$ 21,155
Program Associate - JT	\$ 76,412	1.00	50%	0.50	\$ 29,249	\$ 22,287	\$ 51,536
Program Associate - MP	\$ 73,685	1.00	65%	0.65	\$ 28,205	\$ 27,939	\$ 56,144
Program Manager	\$ 91,000	1.00	45%	0.45		\$ 23,888	\$ 23,888
Program Assistant	\$ 51,000	1.00	65%	0.65		\$ 19,338	\$ 19,338
TOTALS	\$ 822,269	7.00	226%	2.26	\$ 99,810	\$ 95,140	\$ 194,950
FRINGE BENEFIT RATE	39.8%	24.4% (for Principal Investigator)					
EMPLOYEE FRINGE BENEFITS					\$ 41,599	\$ 37,606	\$ 79,205
TOTAL SALARIES & BENEFITS					\$ 141,409	\$ 132,745	\$ 274,154

Agency Name: UCSF (for EatSF)

Program Name: Community Grocery Access (Vouchers)

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage		\$ 6,200	\$ 395	\$ 6,595
Building Maintenance Supplies and Repair				
Printing and Reproduction		\$ 16,409	\$ 12,000	\$ 28,409
Insurance		\$ 848	\$ 809	\$ 1,657
Staff Training				
Staff Travel-(Local & Out of Town)		\$ 150	\$ 200	\$ 350
Rental of Equipment				
<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>				
<u>OTHER</u>				
IT Field Support		\$ 854	\$ 933	\$ 1,787
Data Network Recharge		\$ 652	\$ 744	\$ 1,396
TOTAL DIRECT OPERATING EXPENSE		\$ 25,113	\$ 15,081	\$ 40,194
<u>NON-DIRECT EXPENSES</u>				
Vendor Payment/Financial Services (\$10.00 x 108,000 vouchers)		\$ 1,458,500	\$ 1,080,000	\$ 2,538,500
TOTAL NON-DIRECT OPERATING EXPENSE		\$ 1,458,500	\$ 1,080,000	\$ 2,538,500