



**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](http://www.SFHSA.org)



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**TO:**

**THROUGH:**

**FROM:**

**DATE:**

**SUBJECT:**

**GRANT  
TERM:**

**GRANT  
AMOUNTS:**

**FUNDING  
SOURCE:**

**FUNDING:**

**PERCENTAGE:**

HUMAN SERVICES COMMISSION

TRENT RHORER, EXECUTIVE DIRECTOR

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

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NOVEMBER 17, 2022

GRANT MODIFICATIONS: MULTIPLE GRANTEES for  
INNOVATIVE NEIGHBORHOOD FOOD SUPPORT

(see table on next page)

Current	Modification	Revised	Contingency	Total
11/01/2021- 01/31/2023	11/01/2022- 06/30/2023	11/01/2021- 06/30/2023		

\$4,644,500	\$1,444,000	\$6,088,500	\$608,850	\$6,697,350
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(See Table Below for Breakdown)

County	State	Federal	Contingency	Total
\$6,088,500			\$608,850	\$6,697,350
100%				100%

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 creatively improving food access and security through the Innovative Neighborhood Food Support program for the period of February 1, 2023 to June 30, 2023 in the combined additional amount of \$1,444,000 plus a 10% contingency for a total amount not to exceed \$6,697,350. The purpose of this modification is to extend the provision of continued food support to food insecure households as economic recovery from COVID-19 continues. The funding amounts are detailed in the table below.

<b>Grantee</b>	<b>Current</b>	<b>Modification</b>	<b>Revised Total</b>	<b>10% Contingency</b>	<b>Total Not to Exceed</b>
Bayanihan Equity Center	\$490,429	\$160,000	\$650,429	\$65,043	\$715,472
Bayview Hunters Point Community Advocates	\$462,000	\$130,000	\$592,000	\$59,200	\$651,200
Booker T. Washington Community Service	\$593,857	\$250,000	\$843,857	\$84,386	\$928,243
Curry Senior Center	\$335,286	\$124,000	\$459,286	\$47,229	\$519,515
Dolores Street Community Services	\$410,286	\$110,000	\$520,286	\$52,029	\$572,315
Fresh Approach	\$567,143	\$180,000	\$747,143	\$74,714	\$821,857
Glide Foundation	\$488,714	\$140,000	\$628,714	\$62,871	\$691,585
HOMEY	\$626,214	\$140,000	\$766,214	\$76,621	\$842,835
SF New Deal	\$670,571	\$210,000	\$880,571	\$88,057	\$968,628
<b>Total</b>	<b>\$4,644,500</b>	<b>\$1,444,000</b>	<b>\$6,088,500</b>	<b>\$608,850</b>	<b>\$6,697,350</b>

### **Background**

The Innovative Neighborhood Support program was designed to support organizations who are contributing to the City's COVID-19 pandemic response by providing additional food support in their own neighborhoods. Prior to the pandemic, 1 in 4 San Franciscans were at risk of being food insecure. With the economic downturn caused by the pandemic, more San Franciscans were at risk of food insecurity than ever before. Many community-based organizations pivoted their services to include food support for their neighbors who lost jobs or could not acquire food in the ways that they used to due to health concerns.

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 vulnerable populations. Overwhelmingly, service providers said that they needed infrastructure support as they had traditionally not been equipped to provide food and that they needed support to continue to purchase culturally sensitive food items for their diverse neighborhoods. In addition, the cost of food has risen over the course of the last two years which put an additional burden on service providers who continue to rise to the occasion in providing quality and culturally sensitive food items to their community members.

The grantees from this program will be able to continue food supports for their community with much needed support through their grants. Grantees will receive support to cover food costs, staffing capacity to continue food distributions, and infrastructure that is necessary for food distribution programs to operate properly in regards to food safety.

This extension will allow for grantees to continue services until June 30<sup>th</sup>, 2023.

**Services to be Provided**

8 of the 9 grantees — Bayanihan Equity Center, Booker T. Washington Community Service Center, Curry Senior Center, Dolores Street Community Services, Fresh Approach, GLIDE Foundation, HOMEY, SF New Deal — will be providing food support to their communities in the form of groceries and/or meals. Grantees will provide tailored food items to be distributed in settings in which community members have established trusting relationships with grantees. Multilingual and multicultural service models will ensure that the diversity of San Francisco is reflected and respected in the food distribution models. There is a high level of customization in each program to reflect core clientele.

Bayview Hunters Point Community Advocates (“BHPCA”) will continue their work to bring more fresh and healthy food options to the Bayview Hunters Point area. This neighborhood has been designated by the USDA as a food desert and BHPCA seek to strengthen relationships with BIPOC farmers and vendors in the neighborhood to increase the availability of healthy and fresh foods in the area.

For more detailed information about services to be provided, please refer to individual Appendix A-2’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-2’s (attached).

**Selection**

Grantees were selected through RFP #952 issued in July 2021.

**Funding**

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

**ATTACHMENTS**

**Bayanihan Equity Center**

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

**Bayview Hunters Point Community Advocates**

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

**Booker T. Washington Community Service**

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

**Curry Senior Center**

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

**Dolores Street Community Services**

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

**Fresh Approach**

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

**Glide Foundation**

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

**HOMEY**

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

**SF New Deal**

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

## Appendix A-2 – Services to be Provided

### Bayanihan Equity Center

#### Innovative Neighborhood Food Support November 1, 2021 – June 30, 2023

#### I. Purpose of Grant

The purpose of this grant is to provide a Supplemental Grocery Program (SGP) that strives to break structural barriers to food access for communities of color. To bridge the gap in food access, this grant will provide a source of culturally appropriate, pantry-safe, supplemental groceries every two weeks to food-insecure households.

#### 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
Citywide Food Access Team (CFAT)	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 HAS
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	Bayanihan Equity 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
SGP	Supplemental Grocery Program

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> ).
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### III. Target Population

All populations and races/ethnicities within San Francisco, with a primary focus on low-income communities of color residing in the 94102 and 94103 zip codes lacking nearby healthy food options. This grant also serves families who have suffered job loss, unemployment, or drastic decrease to income, due to the COVID-19 pandemic.

Additionally, all clients are

- Low-income;
- San Francisco residents;
- Older adults, adults with disabilities, or individuals financially burdened by the COVID-19 pandemic; and,
- Not accessing other food pantry sites as evidenced by cross-referencing SF Marin Food Bank's registration database.

### IV. Description of Services

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

The Supplemental Grocery Program (SGP) shall consist of culturally-appropriate grocery distribution to food-insecure households. Grantee describes this program as supplemental because it does not cover all food needs of the participating households. Participating households will pick up grocery bags once every two weeks from Grantee. For households unable to pick-up grocery bags directly from Grantee, volunteer drivers from Grantee's community partners will deliver the grocery bags to the households. Grantee will provide supplemental groceries for 200 households per distribution at a rate of not to exceed \$27 per unique individual per SGP distribution, or not to exceed \$54 per month. Grantee shall receive donated groceries from the SF Marin Food Bank and purchase additional bulk groceries. Starting July 1<sup>st</sup>, 2022, each grocery unit can be reimbursed up to \$50/bag.

Grantee will oversee the overall management and service delivery of the SGP. Grantee will manage food purchasing and storage, schedule and supervise grocery packing and distributions, conduct outreach, intake, and assessments for eligible participants, and manage the disbursement of funds to sub-grantees. As sub-grantees, Filipino Community Center (FCC) and the Filipino Education Center (FEC) Galing Bata, will conduct program outreach, collect pertinent client information, provide staffing for grocery packing and distribution, and manage their assigned list of SGP clients. Grantee shall also

partner with Lao Seri Association to enroll new households and assist with grocery distribution.

On scheduled SGP distribution dates, Grantee and Sub-Grantee FEC Galing Bata will provide staffing for clients picking up directly from the Bayanihan Community Center, Grantee will assist participants who are older adults and/or adults with disabilities, and Sub-Grantee FEC Galing Bata will assist participating families. Sub-Grantee FCC will provide staffing for SGP home-delivered groceries to homebound clients.

Grantee will keep on file a contract signed by Grantee and all sub-grantees.

Grantee will ensure that the procurement of food and the packing and distribution of 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.

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

The SGP pick-up will take place in the SOMA neighborhood, 94103. Delivery service may include San Francisco zip codes 94102, 94103, 94107, 94110, 94112, 94124, 94127, 94132, and 94134. Time of service to be determined by Grantee based on service need.

#### VI. Service Objectives

Grantee will meet the following service objectives:

11/1/21-6/30/22	11/1/21-1/31/23	11/1/21-6/30/23
Distribute 3,600 grocery bags (400 grocery bags per month).	Distribute 6,400 grocery bags (400 grocery bags per month).	Distribute 8,400 grocery bags (400 grocery bags per month)
<i>Note: Objective numbers</i>	<i>above are cumulative for</i>	<i>entire grant period.</i>
Provide supplemental groceries to 200 households per distribution.	Provide supplemental groceries to 200 households per distribution.	Provide supplemental groceries to 200 households per distribution
Enroll 200 unduplicated consumers (head of each household).	Enroll 200 unduplicated consumers (head of each household).	Enroll 200 unduplicated consumers (head of each household).
70% of unduplicated consumers will be residents of SF Supervisorial District 6 and District 11.	70% of unduplicated consumers will be residents of SF Supervisorial Districts 5, 6, and 11	70% of unduplicated consumers will be residents of SF Supervisorial Districts 5, 6, and 11

## VII. Outcome Objectives

Grantee will conduct surveys approved by the CFAT (Citywide Food Access Team) 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% report feeling less worried about getting enough food to meet their needs.
2. At least 80% report that this program is effective in addressing cultural food preferences.
3. At least 80% report being satisfied by the food provided by the program.
4. At least 80% report that the quality of services they received is good or excellent.

## 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 month following service. 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
January					
February					
March					
April					
May					
June					
July					
August					



September					
October					
November					
December					

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;
  - by **February 15, 2023** for services provided between November 1, 2022 and January 31, 2023;
  - By **April 15, 2023** for services provided between February 1, 2023 through March 31, 2023; and,
  - By **July 15, 2023** for services provided between April 1, 2023 through June 30, 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 orientation<sup>1</sup>**

- 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 15<sup>th</sup> 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 enter the annual metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the program year.
- F.** Grantee may be required to 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/CFAT.
- 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/CFAT within the first 30 days of the contract term. The grievance policy must be translated into languages spoken by program clients.

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<sup>1</sup> 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*).

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

Jennifer Grant

[jennifer.grant@sfgov.org](mailto:jennifer.grant@sfgov.org)

Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain

[thomas.mcclain@sfgov.org](mailto:thomas.mcclain@sfgov.org)

Program Manager, Citywide Food Access Team, 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.

**I. Data Privacy Stipulations**

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

The Human Services Agency does not share Criminal Justice Information; 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 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; 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**

<b>Agency Name: Bayanihan Equity Center</b>			Grant Term:	<b>11/1/21-6/30/23</b>	
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
If modification, Effective Date:		<b>11/1/2022</b>	Modification No.:	<b>2</b>	
<b>Program Name: Innovative Neighborhood Food Support</b>					
	<b>Original</b>	<b>Current</b>	<b>Modification 2</b>	<b>Revised FY 22/23</b>	<b>Total</b>
	<b>11/1/21-6/30/22</b>	<b>7/1/22-1/31/23</b>	<b>2/1/23-6/30/23</b>	<b>7/1/22-6/30/23</b>	<b>11/1/21-6/30/23</b>
<b>Expenditures</b>					
Salaries & Benefits	\$ 45,258	\$ 45,238		\$ 45,238	\$ 90,496
Operating Expenses	\$ 197,749	\$ 195,191	\$ 160,000	\$ 355,191	\$ 552,940
<b>Subtotal</b>	<b>\$ 243,007</b>	<b>\$ 240,429</b>	<b>\$ 160,000</b>	<b>\$ 400,429</b>	<b>\$ 643,436</b>
Indirect Percentage (%)	3%	0%	0%	0%	3%
Indirect Costs (Line 16 X Line 15)	\$ 6,993				\$ 6,993
Capital Expenses					
Total Expenses	\$ 250,000	\$ 240,429	\$ 160,000	\$ 400,429	\$ 650,429
<b>HSA Revenues</b>					
General Fund	\$ 250,000	\$ 225,000	\$ 160,000	\$ 385,000	\$ 635,000
CODB		\$ 15,429		\$ 15,429	\$ 15,429
Total HSA Revenues	\$ 250,000	\$ 240,429	\$ 160,000	\$ 400,429	\$ 650,429
<b>Other Program Revenues</b>					
Total Other Program Revenues					
Prepared by:	Telephone No.:			Date:	



**Agency Name: Bayanihan Equity Center**  
**Program Name: Innovative Neighborhood Food Support**

Operating Expenses Detail

Expenditure Category	TERM	Original	Current	Modification 2	Revised FY 22/23	TOTAL
		11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	7/1/22-6/30/23	11/1/21-6/30/23
Rental of Property		\$ 3,312		\$ 4,000	\$ 4,000	\$ 7,312
Utilities(Elec, Water, Gas, Phone, Garbage)				\$ 1,200	\$ 1,200	\$ 1,200
Office Supplies, Postage		\$ 1,400	\$ 302	\$ 2,160	\$ 2,462	\$ 3,862
Building Maintenance Supplies and Repair				\$ 7,000	\$ 7,000	\$ 7,000
Printing and Reproduction		\$ 700		\$ 2,000	\$ 2,000	\$ 2,700
Insurance						
Staff Training						
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
Filipino Community Center (FCC)		\$ 22,000	\$ 19,250	\$ 15,200	\$ 34,450	\$ 56,450
Filipino Education Center-Galing Bata (GB)		\$ 15,300	\$ 13,400	\$ 11,000	\$ 24,400	\$ 39,700
OTHER						
Food Supply		\$ 144,735	\$ 140,000	\$ 100,000	\$ 240,000	\$ 384,735
Intern Stipends		\$ 3,150	\$ 4,410	\$ 7,000	\$ 11,410	\$ 14,560
Equipment		\$ 1,900		\$ 3,000	\$ 3,000	\$ 4,900
Volunteer Supplies		\$ 2,300	\$ 2,009	\$ 1,440	\$ 3,449	\$ 5,749
Food Packing Supplies		\$ 1,500	\$ 1,000	\$ 3,000	\$ 4,000	\$ 5,500
Materials & Supplies		\$ 1,452		\$ 3,000	\$ 3,000	\$ 4,452
Security Services			\$ 14,820		\$ 14,820	\$ 14,820
TOTAL OPERATING EXPENSE		\$ 197,749	\$ 195,191	\$ 160,000	\$ 355,191	\$ 552,940

## Appendix A-2 – Services to be Provided

### Bayview Hunters Point Community Advocates

Innovative Neighborhood Food Support  
November 1, 2021 – June 30, 2023

#### I. Purpose of Grant

The purpose of this grant is to support food security and access infrastructure in the Bayview Hunters Point neighborhood, which will be used to implement data driven strategies to increase food access and to improve upon current food access programs.

The Healthy Retail Program is a City funded initiative to increase the availability of fresh fruits and produce sold at local grocery stores which also includes corner stores. This initiative is focused in neighborhoods where healthy food options are limited, which includes the Tenderloin and the Bayview. Grantee seeks to increase the number of participating corner stores in the Bayview neighborhood and to establish produce sourcing relationships with BIPOC owned farms.

The Sustainable Food Sovereignty Initiative is an effort to connect BIPOC owned farms and food producers to local food access systems so that they can be active in food systems that serve BIPOC communities. This grant will increase the participation of BIPOC owned farms and food producers in the food system of the Bayview neighborhood.

#### II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, & Billing On-line System
CFAT	Citywide Food Access Team; 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.
City	City and County of San Francisco, a municipal corporation
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Bayview Hunters Point Community Advocates (BHPCA)
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.



Grantee	Bayview Hunters Point Community Advocates (BHPCA)
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 & gender identity of clients they serve ( <i>SF Admin. Code, Chapter 104, Sections 104.1 thru 104.9</i> )

### III. Target Population

The Healthy Food Retail program and the Sustainable Food Sovereignty Initiative are designed to serve all populations and ethnicities with a focus on the Bayview Hunters Point neighborhood.

The Healthy Food Retail program aims to increase healthy food access for low-income residents living in Bayview Hunters Point neighborhoods.

The Sustainable Food Sovereignty Initiative aims to serve the Bayview Hunters Point neighborhood by increasing the role of BIPOC farmers and small-scale food producers in the food access system of the local community.

### IV. Description of Services

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

The Grantee will administer two programs: the Healthy Retail Program and the Sustainable Food Sovereignty Initiative. Both programs will increase access to healthy food for low-income residents of Bayview Hunters Point, while expanding markets for healthy food, specifically between BIPOC farmers and food vendors.

The Grantee's Healthy Retail Program will increase retail sales of healthy produce and will entail bringing on additional stores, while offering more robust supply options for healthy foods. In addition, Grantee staff will offer technical assistance to vendors to support them in making their stores CalFresh eligible. This program will increase healthy food options in Bayview Hunters Point by:

- Helping retailers to accept EBT card transactions.
- Increasing the number of stores participating in the Healthy Retail Program.
- Assisting the transportation of healthy food items from producer to retailer.

The Sustainable Food Sovereignty Initiative will build buying power with distributors, directly support BIPOC farmers, and quantify a deeper understanding of how to increase food access in the Bayview Hunters Point through research. Grantee staff will engage with BIPOC farmers and local Bayview Hunters Point food vendors, as well as work towards securing a warehouse space in the SF Produce Market so that eventually BIPOC farmers and food vendors can directly serve the community at an established retail location. Partnerships with local

community-based organizations will ensure the increased availability of healthy food in the neighborhood can be enjoyed by local low-income residents. Sustainable Food Sovereignty Infrastructure for Bayview Hunters Point will be built by:

- Connecting BIPOC farmers and food producers to opportunities where they can become part of the Bayview Hunters Point's food access system
- Qualitative research to understand the buying power and purchasing preferences of Bayview Hunters Point residents

#### V. Location and Time of Services

This grant will focus on increasing food access and supply chain channels for BIPOC farmers in the Bayview Hunters Point neighborhood of San Francisco (94124). Participating stores, farmers, and vendors will operate during standard industry hours.

#### VI. Service Objectives

During this grant term, Grantee will meet the following service objectives:

	11/1/21-6/30/22	11/1/21-1/31/23	11/1/21-6/30/23
New stores that join the Healthy Retail Program	6	8	10
New stores accepting EBT	2	6	8
New Vendors with Supplier Agreements with BIPOC Farmers	4	4	7
New Retailers with Supplier Agreements with BIPOC farmers	6	8	12

*Note: Objective numbers above are cumulative for entire grant period.*

#### VII. Outcome Objectives

Grantee will meet the following objectives by the end of the grant term using data collection methods and, if applicable, surveys approved by CFAT (Citywide Food Access Team):

Healthy Retail Program:

- Participating stores report 10% increase in reported customer counts between the beginning and end of the grant term
- Participating stores report 10% increase in produce sales between the beginning and end of the grant term
- 80% of participating stores report that the program was good for their business

- 80% of participating customers report that produce available at participating stores was high quality as measured by customer survey
- 80% of participating customers report that the program increased their access to fresh, healthy food as measured by customer survey

**Sustainable Food Sovereignty Initiative:**

- 80% of participating BIPOC farmers and vendors report more stable distribution channels and income as a result of the program
- 80% of participating local food vendors (food artisans, food trucks, etc.) report increased supply of fresh local food in their retail of prepared food products
- 80% of surveyed customers report that obtaining food from participating vendors increased their access to fresh, healthy food
- Surveys conducted to understand the relationship satisfaction between BIPOC farmers and retailers or distributors will yield at least a 75% satisfaction rate
- Grantee receives at least 1,000 responses to customer surveys of shopping habits and food needs

**VIII. Data Collection & 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 status updates to the HSA on the deliverables outlined in this Appendix.

<b>Month</b>	<b>New Stores into Healthy Retail Program</b>	<b>New Stores Accepting EBT</b>	<b>New Vendors w/ Supplier Agreements w/ BIPOC farmers</b>	<b>New Retailers w/ Supplier Agreements w/ BIPOC Farmers</b>	<b>Customer Food Preference &amp; Access Surveys Completed</b>
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					

November					
December					
Totals:					

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

**C. Quarterly Reporting**

Grantee will share with HSA program challenges and status updates in the form of a narrative. Grantee will enter the quarterly narratives 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;
- and 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 through October 31, 2022;
- by **February 15, 2023** for services provided between November 1, 2022 and January 31, 2023;
- by **April 15, 2023** for services provided between February 1, 2023 and March 31, 2023;
- and by **July 15, 2023** for services provided between April 1, 2023 and June 30, 2023.

**D.** In addition, Grantee will share with HSA any datasets, reports and findings as a result of the customer level surveys conducted to understand the food access preferences of Bayview Hunters Point residents. The Grantee will be required to submit aggregate results from these surveys to the City by the 15<sup>th</sup> of the month following the end of each fiscal year and by the 15<sup>th</sup> of the month following 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 in CARBON by the 15<sup>th</sup> of the month following the end of each fiscal year and the 15<sup>th</sup> of the month following the end of the grant term.

**F.** Grantee may be required to 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/CFAT.

**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/CFAT within the first 30 days of the contract 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@sfgov.org

Contract Manager, Office of Contract Management, SFHSA

or

Cathy.Huang@sfgov.org

Program Manager, Citywide Food Access Team, SFHSA

## **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;
- 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**

HSA does not share Criminal Justice Information; Immigration Status information as governed by The San Francisco City and County of Refuge Ordinance (SF Administrative Code, Chapters 12H and 12I) also known as the Sanctuary Ordinance; and Federal Tax Information 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; 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**

HSA 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**

<b>Agency Name: Bayview Hunters Point Community Advocates</b>			Grant Term: <b>11/1/21-6/30/23</b>		
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
If modification, Effective Date: <b>11/1/2022</b>		Modification No.: <b>2</b>			
<b>Program Name: Innovative Neighborhood Food Support</b>					
	<b>Original</b>	<b>Current</b>	<b>Modification 2</b>	<b>Revised FY 22/23</b>	<b>Total</b>
	<b>11/1/21-6/30/22</b>	<b>7/1/22-1/31/23</b>	<b>2/1/23-6/30/23</b>	<b>7/1/22-6/30/23</b>	<b>11/1/21-6/30/23</b>
<b>Expenditures</b>					
Salaries & Benefits	\$ 79,867	\$ 85,888	\$ 61,348	\$ 147,236	\$ 227,104
Operating Expenses	\$ 159,263	\$ 76,721	\$ 53,695	\$ 130,416	\$ 289,679
<b>Subtotal</b>	\$ 239,130	\$ 162,609	\$ 115,043	\$ 277,652	\$ 516,782
Indirect Percentage (%)	15%	15%	13%	14%	15%
Indirect Costs (Line 16 X Line 15)	\$ 35,870	\$ 24,391	\$ 14,957	\$ 39,348	\$ 75,217
Capital Expenses					
Total Expenses	\$ 275,000	\$ 187,000	\$ 130,000	\$ 317,000	\$ 592,000
<b>HSA Revenues</b>					
General Fund	\$ 275,000	\$ 175,000	\$ 130,000	\$ 305,000	\$ 580,000
CODB		\$ 12,000		\$ 12,000	\$ 12,000
Total HSA Revenues	\$ 275,000	\$ 187,000	\$ 130,000	\$ 317,000	\$ 592,000
<b>Other Program Revenues</b>					
Clarence E. Heller Foundation	\$ 95,000				\$ 95,000
SF OEWD - Food Pharmacy/Distribution	\$ 158,376	\$ 120,000			\$ 278,376
SDDT	\$ 272,859	\$ 100,000			\$ 372,859
Stupski Foundation		\$ 75,000			\$ 75,000
Total Other Program Revenues	\$ 526,235	\$ 295,000			\$ 821,235
Total Revenues	\$ 801,235	\$ 482,000			\$ 1,413,235
Prepared by: Tony Kelly	Telephone No.: 415 283 6607		Date: 11/4/22		





**Agency Name: Bayview Hunters Point Community Advocates**  
**Program Name: Innovative Neighborhood Food Support**

**Operating Expenses Detail**

Expenditure Category	TERM	Original	Current	Modification 2	Revised	Total
		11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	FY 22/23	11/1/21-6/30/23
Rental of Property		\$ 39,862	\$ 24,282	\$ 28,695	\$ 52,977	\$ 92,839
Utilities(Elec, Water, Gas, Phone, Garbage)						
Office Supplies, Postage						
Building Maintenance Supplies and Repair		\$ 2,800				\$ 2,800
Printing and Reproduction						
Insurance						
Staff Training						
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
Neighborhood Business Alliance (Bayview Healthy Retail)		\$ 60,000	\$ 35,000	\$ 25,000	\$ 60,000	\$ 120,000
BMAGIC (Market Research, Oureach)		\$ 28,151				\$ 28,151
Food Distribution Assistants		\$ 28,450	\$ 17,439		\$ 17,439	\$ 45,889
OTHER						
<b>TOTAL OPERATING EXPENSE</b>		<b>\$ 159,263</b>	<b>\$ 76,721</b>	<b>\$ 53,695</b>	<b>\$ 130,416</b>	<b>\$ 289,679</b>

## Appendix A-2 – Services to be Provided

### Booker T. Washington Community Service Center

Innovative Neighborhood Food Support  
November 1, 2021-June 30, 2023

#### I. Purpose of Grant

The purpose of this grant is to provide the Service to Soul Program which will provide groceries, evening meals, weekend meals, and hold a monthly cultural program to fill critical gaps in the Western Addition and Bayview-Hunters Point (BVHP) neighborhoods.

#### II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
CFAT	Citywide Food Access Team; 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.
City	City and County of San Francisco, a municipal corporation
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Booker T. Washington Community Service 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 meal or 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>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i> ).

### **III. Target Population**

This program is designed to serve all populations and ethnicities with a focus on low-income Black children, youth, families, and seniors in the Western Addition and Bayview-Hunters Point neighborhoods.

### **IV. Description of Services**

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

Grantee and Subcontractor, Calvary Hill Community Church, are partnering to create the Service to Soul Program.

The Service to Soul Program will prepare meals using fresh, high quality, local ingredients and distribute meals twice a week and once a month on Sundays.

On Friday evenings, Grantee will work with Fillmore-based Black community chefs to prepare and serve hot community meals to families in the Western Addition and provide meal kits for weekend meal preparation. In addition to these meals, Grantee will also provide emergency food support for individuals and families based on need and COVID-19 impacts as well as holiday food support in November and December 2021.

On Wednesdays, Grantee and Subcontractor will coordinate food pickup and delivery for food-insecure families in the BVHP with a focus on seniors, people with disabilities, and low-income families who have been negatively affected by the COVID-19 pandemic.

Each month, Grantee and Subcontractor will host a multigenerational Sunday brunch. Alternating between Grantee's and Subcontractor's sites, Sunday brunches will be served by professional food providers with musical artists performing at every event. These events will also offer holistic presentations of information to build community, educate participants on relevant health and social issues, and empower attendees. Grantee will assume responsibility for contract administration, fiscal management and compliance, coordinating data collection, reporting, and evaluation. Each organization will be responsible for hiring its own staff and volunteers and procuring food.

Grantee shall also host a weekly Farm Fresh Food Pantry to provide high-quality pantry items to the community free of charge. Grantee shall curate seasonal and culturally-relevant produce from local farms, BIPOC farms, and organic farms when able. The Farm Fresh Food Pantry will also provide other grocery items such as grains, beans, dairy and dairy alternatives, eggs, and other ingredients, with adjustments made in response to feedback from community members.

Grantee and Subcontractor will ensure that the procurement of food and the packing and distribution of 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 and Subcontractor 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.

## V. Location and Time of Services

Services will take place in the Western Addition and Bayview-Hunters Point neighborhoods at times determined by Grantee and Subcontractor based on service need.

## VI. Service Objectives

	11/1/21-6/30/22	11/1/21-1/31/23	11/1/21-6/30/23
Minimum unduplicated number of clients served	500	600	650
Minimum meals distributed	22,291	32,291	46,291
Minimum grocery bags distributed	Starting 2/1/23	Starting 2/1/23	18,800
Minimum number of Market events	Starting 2/1/23	Starting 2/1/23	44
Minimum pounds of produce and groceries distributed	Starting 2/1/23	Starting 2/1/23	80,000
Minimum number of community meal events	76	91	156

*Note: Objective numbers above are cumulative for entire grant period.*

## VII. Outcome Objectives

Grantee will conduct surveys approved by the CFAT (Citywide Food Access Team) 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 participants will like the meals provided based on client surveys.
2. At least 80% of participants will express that the food and groceries provided relates to their cultural tastes and preferences.
3. At least 80% of participants will express that the program provided them with direct access to essential food support in their neighborhood.
4. At least 80% of participants will express that they felt welcomed and respected when accessing services.
5. At least 50% of participants will report that the program reduced social isolation and made them feel more connected to others in the community.
6. At least 50% will report that they connected to other social services (i.e., family support or other community services, COVID-19 testing, vaccinations, etc.) while accessing meals.
7. At least 80% of participants will feel a connection to their cultural identity and heritage through food and related activities.
8. At least 70% of participants will feel that the community market provided a well-rounded and dignified experience with high-quality and fresh food.

The survey results will be shared with the CFAT 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 the 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 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
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

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 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;
- by **February 15, 2023** for all clients enrolled through January 31, 2023;
- by **April 15, 2023** for all clients enrolled through March 31, 2023;
- and by **July 15, 2023** for all clients enrolled through June 30, 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 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 orientation<sup>1</sup>
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. In addition to the quarterly report above, Grantee will also submit quarterly menus through email to the Program Manager.

**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.

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<sup>1</sup> Items 10 through 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*).

**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/CFAT.

**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/CFAT within the first 30 days of the contract 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](mailto:jennifer.grant@sfgov.org)

Contract Manager, Office of Contract Management, SF HSA

or

Cathy Huang

[cathy.huang@sfgov.org](mailto:cathy.huang@sfgov.org)

Program Manager, Citywide Food Access Team, SF HSA

## **IX. Monitoring Activities**

### **A. Program Monitoring**

Program monitoring will include a 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; 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 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; 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**

<b>Agency Name: Booker T. Washington Community Service Center</b>			Grant Term: <b>11/1/21-6/30/23</b>		
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
If modification, Effective Date: <b>11/1/2022</b>		Modification No.:	<b>2</b>		
<b>Program Name: Innovative Neighborhood Food Support</b>					
	<b>Original</b>	<b>Current</b>	<b>Modification 2</b>	<b>Revised FY 22/23</b>	<b>Total</b>
	<b>11/1/21-6/30/22</b>	<b>7/1/22-1/31/23</b>	<b>2/1/23-6/30/23</b>	<b>7/1/22-6/30/23</b>	<b>11/1/21-6/30/23</b>
<b>Expenditures</b>					
Salaries & Benefits	\$ 14,432	\$ 50,633	\$ 66,547	\$ 117,180	\$ 131,612
Operating Expenses	\$ 246,438	\$ 204,897	\$ 150,844	\$ 355,741	\$ 602,179
<b>Subtotal</b>	\$ 260,870	\$ 255,530	\$ 217,391	\$ 472,921	\$ 733,791
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$ 39,130	\$ 38,327	\$ 32,609	\$ 70,935	\$ 110,065
Capital Expenses					
Total Expenses	\$ 300,000	\$ 293,857	\$ 250,000	\$ 543,857	\$ 843,857
<b>HSA Revenues</b>					
General Fund	\$ 300,000	\$ 275,000	\$ 250,000	\$ 525,000	\$ 825,000
CODB		\$ 18,857		\$ 18,857	\$ 18,857
Total HSA Revenues	\$ 300,000	\$ 293,857	\$ 250,000	\$ 543,857	\$ 843,857
<b>Other Program Revenues</b>					
Total Other Program Revenues					

Prepared by: Brittney Rodgers

Telephone No.: 725-577-4600

Date: 11/1/2022



**Agency Name: Booker T. Washington Community Service Center**  
**Program Name: Innovative Neighborhood Food Support**

### Operating Expenses Detail

Expenditure Category	TERM	Original	Current	Modification 2	Revised	Total
		11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	FY 22/23	11/1/21-6/30/23
Rental of Property						
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 9,000				\$ 9,000
Office Supplies, Postage		\$ 1,800				\$ 1,800
Building Maintenance Supplies and Repair						
Printing and Reproduction						
Insurance						
Staff Training						
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
Calvary Hill Church		\$ 113,200	\$ 97,000	\$ 16,200	\$ 113,200	\$ 226,400
Juanita Bruton		\$ 15,000				\$ 15,000
OTHER						
Meals		\$ 54,438	\$ 72,000	\$ 23,610	\$ 95,610	\$ 150,048
Grocery produce boxes			\$ 15,500	\$ (13,565)	\$ 1,935	\$ 1,935
Emergency Meals		\$ 26,000				\$ 26,000
Food serving/ packaging		\$ 9,000				\$ 9,000
Produce/ Farm products		\$ 9,489	\$ 4,000	\$ 6,000	\$ 10,000	\$ 19,489
Dining Room supplies (chairs, tables)		\$ 7,011				\$ 7,011
PPE Supplies		\$ 1,500				\$ 1,500
Holiday Meals				\$ 6,400	\$ 6,400	\$ 6,400
Equipment: Food safety & storage				\$ 20,000	\$ 20,000	\$ 20,000
Friday Markets				\$ 80,000	\$ 80,000	\$ 80,000
Subsidized housing holiday support & outreach				\$ 8,600	\$ 8,600	\$ 8,600
Containers & grocery bags			\$ 16,397	\$ 3,599	\$ 19,996	\$ 19,996
<b>TOTAL OPERATING EXPENSE</b>		<b>\$ 246,438</b>	<b>\$ 204,897</b>	<b>\$ 150,844</b>	<b>\$ 355,741</b>	<b>\$ 602,179</b>

## Appendix A-2 – Services to be Provided

### Curry Senior Center

#### Innovative Neighborhood Food Support November 1, 2021 – June 30, 2023

#### I. Purpose of Grant

The purpose of this grant is to help improve food security and access among marginalized populations in the Tenderloin neighborhood.

#### 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
CFAT	Citywide Food Access Team; 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	Using ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Curry Senior 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.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Service Unit	One service unit may be one of the following: <ul style="list-style-type: none"> <li>• One food bag/box</li> <li>• One meal</li> <li>• One farmers' market voucher</li> <li>• One food pharmacy bag</li> <li>• One trip with an Escort/Navigator</li> </ul>
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**

This program is designed to serve all populations and ethnicities with a focus on seniors, persons with disabilities, and SRO residents who are food insecure in the Tenderloin neighborhood of San Francisco.

**IV. Description of Services**

Grantee shall coordinate with approved subcontractors to provide the following services during the term of this grant:

The Grantee's Safe Escorts to Meals service will provide Safe Passage Escorts who will accompany participants to the various nutrition programs provided by the Grantee and approved subcontractors. Safe Passage escorts may bring participants to La Cocina's Municipal Marketplace and assist with the usage of meal vouchers to redeem a free meal, to City Hope dinner nights and Saturday morning community breakfasts, and to other food programs as agreed upon by the Grantee and the CFAT (Citywide Food Access Team).

The Grantee's Community Cultural Cuisine Celebrations service will provide free monthly group meals and educational sessions that promote the recognition and appreciation of various cuisines and cultures while reducing feelings of isolation and loneliness.

The Grantee's SRO Community Inclusion service will provide SRO residents with grocery deliveries from the Healing WELL, farmers' market vouchers, and onsite wellness programs. SRO residents will also have access to Navigators who can accompany SRO residents to the programs provided through this grant's collaborative partners, including but not limited to dinners and breakfasts at City Hope, food voucher opportunities at the La Cocina Marketplace, and the Heart of the City Farmers' Market.

Grantee will maintain a Food Pharmacy program that provides food bags to participants who are identified by healthcare providers to participate in a 10-week Food Pharmacy program.

Grantee will maintain a Farmers' Market Voucher program that provides participants with, at minimum, \$20/month of vouchers, redeemable for produce at participating farmers' markets.

Grantee will ensure that the procurement of food and the packing and distribution of 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.

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 participants.

**V. Location and Time of Services**

Services will be provided in the Tenderloin neighborhood of San Francisco at times determined by the Grantee with approval by the CFAT.

**VI. Service Objectives**

Grantee will meet the following service objectives during this grant term:

	<b>11/1/21- 6/30/22</b>	<b>11/1/21- 1/31/23</b>	<b>11/1/21- 6/30/23</b>
Minimum unduplicated clients served	200	300	325
Minimum food pharmacy bags distributed	230	300	370
Minimum number of Community Cultural Cuisine Celebrations hosted	8	15	20
<i>Note: Objective numbers above</i>	<i>are cumulative</i>	<i>for entire</i>	<i>grant period.</i>
Minimum participants receiving at least \$20/month of farmers' market vouchers	75	75	75
Minimum number of trips provided by a Safe Passage Escorts or Navigator	100	100	100

**VII. Outcome Objectives**

Grantee will conduct surveys approved by the CFAT 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:

- At least 80% of clients like the food offerings provided through the programs
- At least 80% of clients felt that they had the opportunity to learn more about nutrition from participating in this program
- At least 80% of clients felt that the program provided diverse and culturally relevant meals
- At least 80% of clients felt that farmers' market vouchers increased their access to nutritious meals
- At least 80% of clients felt that farmers' market vouchers increased their access to fresh fruits and vegetables
- At least 80% of clients felt they received or learned information about community resources through participation in this program

### 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 provides service units at more than one site, Grantee must submit the report by site, and in aggregate, each month. Grantee will submit their monthly report through CARBON by the 15th of the month following service. 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
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

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 and quarterly meals 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:
- 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;



- by **February 15, 2023** for all clients enrolled through January 31, 2023;
- by **April 15, 2023** for all clients enrolled through March 31, 2023;
- and by **July 15, 2023** for all clients enrolled through June 30, 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 orientation<sup>1</sup>
13. 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 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 the 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

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<sup>1</sup> 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*).

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 may be required to 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/CFAT.
- 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/CFAT within the first 30 days of the contract 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

Cathy Huang  
Cathy.Huang@sfgov.org  
Program Manager, Citywide Food Access Team, 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; 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 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; 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**

<b>Agency Name: Curry Senior Center</b>			Grant Term: <b>11/1/21-6/30/23</b>		
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
If modification, Effective Date: <b>11/1/2022</b>		Modification No.: <b>2</b>			
<b>Program Name: Innovative Neighborhood Food Support</b>					
	<b>Original</b>	<b>Current</b>	<b>Modification 2</b>	<b>Revised FY 22/23</b>	<b>Total</b>
	<b>11/1/21-6/30/22</b>	<b>7/1/22-1/31/23</b>	<b>2/1/23-6/30/23</b>	<b>7/1/22-6/30/23</b>	<b>11/1/21-6/30/23</b>
<b>Expenditures</b>					
Salaries & Benefits	\$ 69,685	\$ 58,876	\$ 47,354	\$ 106,230	\$ 175,915
Operating Expenses	\$ 89,623	\$ 82,970	\$ 62,380	\$ 145,350	\$ 234,973
<b>Subtotal</b>	\$ 159,308	\$ 141,846	\$ 109,734	\$ 251,580	\$ 410,888
Indirect Percentage (%)	10%	13%	13%	13%	12%
Indirect Costs (Line 16 X Line 15)	\$ 15,692	\$ 18,440	\$ 14,265	\$ 32,705	\$ 48,397
Capital Expenses					
Total Expenses	\$ 175,000	\$ 160,286	\$ 124,000	\$ 284,286	\$ 459,286
<b>HSA Revenues</b>					
General Fund	\$ 175,000	\$ 150,000	\$ 124,000	\$ 274,000	\$ 449,000
CODB		\$ 10,286		\$ 10,286	\$ 10,286
Total HSA Revenues	\$ 175,000	\$ 160,286	\$ 124,000	\$ 284,286	\$ 459,286
<b>Other Program Revenues</b>					
Total Other Program Revenues					
Prepared by: Angela DiMartino		Telephone No.:		Date: 11/2/22	



Agency Name: Curry Senior Center

Program Name: Innovative Neighborhood Food Support

## Operating Expenses Detail

Expenditure Category	TERM	Original	Current	Modification 2	Revised	Total
		11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	FY 22/23 7/1/22-6/30/23	11/1/21-6/30/23
Rental of Property			\$ 3,865	\$ 4,830	\$ 8,695	\$ 8,695
Utilities(Elec, Water, Gas, Phone, Garbage)			\$ 1,000	\$ 1,270	\$ 2,270	\$ 2,270
Office Supplies, Postage						
Building Maintenance Supplies and Repair			\$ 2,550	\$ 1,800	\$ 4,350	\$ 4,350
Printing and Reproduction						
Insurance			\$ 500	\$ 500	\$ 1,000	\$ 1,000
Staff Training						
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
The Healing WELL		\$ 25,333	\$ 24,962	\$ 17,080	\$ 42,042	\$ 67,375
Tenderloin Community Benefit District		\$ 3,200	\$ 2,990		\$ 2,990	\$ 6,190
City Hope		\$ 23,200	\$ 21,000	\$ 15,000	\$ 36,000	\$ 59,200
Computer Support			\$ 650	\$ 650	\$ 1,300	\$ 1,300
Consultant -Supervisor			\$ 2,100	\$ 2,100	\$ 4,200	\$ 4,200
OTHER						
Catering - Soul Food Friday and other events		\$ 10,000	\$ 5,400	\$ 4,900	\$ 10,300	\$ 20,300
Food Pharmacy Food Bags		\$ 9,360	\$ 4,000	\$ 4,000	\$ 8,000	\$ 17,360
Transportation Cost (bus/Uber tbd)		\$ 500	\$ 413	\$ 250	\$ 663	\$ 1,163
Farmer's Market Token Program		\$ 14,160	\$ 12,390	\$ 8,500	\$ 20,890	\$ 35,050
Food for Health Education Classes		\$ 2,720	\$ 1,050	\$ 1,000	\$ 2,050	\$ 4,770
FM Tokens as incentives for Wellness program attendance		\$ 1,150	\$ 100	\$ 500	\$ 600	\$ 1,750
TOTAL OPERATING EXPENSE		\$ 89,623	\$ 82,970	\$ 62,380	\$ 145,350	\$ 234,973

## Appendix A-2 – Services to be Provided

### Dolores Street Community Services

#### Innovative Neighborhood Food Support November 1, 2021 – June 30, 2023

#### I. Purpose of Grant

The purpose of this grant is to provide meals and healthy food snacks through the food pantry referral and food pantry distribution services to hundreds of extremely food insecure individuals and families while following local, state, and federal COVID-19 safety protocols.

#### 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
Citywide Food Access Team (CFAT)	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	Dolores Street Community Services
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, snack, 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

This program is designed to serve all populations and ethnicities with a focus on the following:

- A. Low-income individuals;
- B. Undocumented individuals;



- C. Unsheltered/Unhoused/Underhoused individuals, including individuals and families living in Mission District single-room occupancy (SRO) hotels;
- D. Day laborers; and,
- E. Domestic workers

**IV. Description of Services**

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

Grantee will conduct bi-weekly food bag distributions of culturally appropriate groceries to 52 Casa Quezada tenants. Casa Quezada is a 52-unit supportive housing site located in the Mission District. Starting July 1<sup>st</sup>, 2022, each grocery unit may be reimbursed up to \$50/bag.

Grantee will conduct monthly community food bag distributions of culturally appropriate groceries to 200 individuals/households from the following groups within DSCS programs: participants of its SRO Tenant programs; participants in its Day Laborer and Domestic Worker programs; pre-documented individuals and families; and, Wellness program participants. The distributions will be monthly in September and October. From November through June, distributions may take place up to two times per month. Starting July 1, 2022, each grocery unit may be reimbursed up to \$50/bag.

Grantee will ensure that the procurement of food and the packing and distribution of meals meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code. 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 equip its Women’s Building kitchen with industrial food warmers and a new commercial refrigerator and freezer to ensure all food adheres to food standards.

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 all services in zip code 94110 and will additionally distribute meals to day laborers and domestic workers in 94102, 94103, 94107, 94013, 94134, 94124, and 94130. Grantee to determine timing based on service need.

**VI. Service Objectives**

	<b>11/1/21-6/30/22</b>	<b>11/1/21-1/31/23</b>	<b>11/1/21-6/30/23</b>
<b>Dolores Shelter Program (DSP)</b>	Provide breakfast to 53 unique shelter guests at DSP, 7 days/wk (total=12,826 meals)	Provide breakfast to 53 unique shelter guests at DSP, 7 days/wk (grant total =19,663 meals)	<u>N/A</u> <sup>1</sup>

<sup>1</sup> This grant is no longer being used to fund Grantee’s provision of meals to its shelter clients. First, regulations around shelter meals prevented Grantee from implementing the project HSA agreed to fund through this objective. Second, Grantee has identified a different source of funding for the provision of these meals to its shelter clients.

<b>Casa Quezada</b>	<p>-Provide 1 cold meal/day (breakfast) to 52 unique tenants at CQ, 7 days/week, (total of 12,584 meals over 242 days)</p> <p>-Provide a weekly food bag distribution of culturally-appropriate groceries to 52 unique tenants at CQ</p> <p>-Provide a refrigerator to store weekly food distribution perishables</p> <p>-Provide add'l refrigerator for common kitchens (3 floors) to allow tenants more space to store prepared meals</p>	Provide a bi-weekly food bag distribution of culturally-appropriate groceries to 52 unique tenants at CQ	Provide a bi-weekly food bag distribution of culturally-appropriate groceries to 52 unique tenants at CQ
<b>SRO Tenants</b>	<p>-Conduct outreach/provide meal vouchers to 160 unique individuals/ families in Mission District SRO hotels over 32 weeks</p> <p>-Train ten SRO building leaders in connecting building residents to community food resources with at least nine building leaders reporting increased access to services by residents in their respective buildings.</p>	Conduct outreach and provide grocery vouchers to a total of 160 unique individuals/families residing in Mission District SRO hotels on a monthly basis over 7 months	<u>N/A</u> <sup>2</sup>
<b>Immigrant Community (SRO Tenants, Day Laborers/ Domestic Workers, and Wellness Program Participants)</b>	<p>-Conduct 2 community food bag distribution to 250 program participants with outreach, education, and cross-program enrollment opportunities</p> <p>-Refer 500 unique, low-income immigrant individuals to food pantry (day laborers/domestic workers only)</p>	Conduct 7 community food bag distributions to 200 DSCS program participants with outreach, education, and cross-program enrollment opportunities	Conduct at minimum 5 community food bag distributions to 200 DSCS program participants with outreach, education, and cross-program enrollment opportunities
<b>Women's Building Kitchen</b>	Upgrade the Women's Building kitchen's oven for commercial applications	<p>-Equip the kitchen with two industrial food warmers</p> <p>-Provide holiday community building events at DSCS' housing (shelters and permanent supportive sites) and community engagement (housing, worker, &amp; immigrant rights) programs</p>	Upgrade the Women's Building kitchen's refrigerator and freezer

<sup>2</sup> The HSA SRO Meal voucher program ended June 30, 2022. The distribution of grocery vouchers to individuals/families in Mission District SRO hotels will continue, but this grant will no longer cover staff time for voucher distribution.

<b>Richard M. Cohen Residence Kitchen</b>	Upgrade the Cohen Residence stove/range, hood vent, and dishwasher for commercial applications	<u>N/A</u>	<u>N/A</u>
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*Note: Objective numbers above are cumulative for entire grant period.*

**VII. Outcome Objectives**

Grantee will meet the following objectives by the end of the Grant term (June 30, 2023) using data collection methods and, if applicable, surveys approved by SF HSA.

1. 85% of those surveyed report that the food is of high quality;
2. 85% of those surveyed report they were able to prepare more well-balanced meals with the food;
3. 85% of those surveyed report that the food they received was culturally-appropriate;
4. 85% of those surveyed report decreased food need; and,
5. 50% of those surveyed who received food at community distributions report being connected to other wellness programs and/or social services through Grantee at the community distributions.

**VIII. Data Collection & 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 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 month following service. 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
January					
February					
March					
April					
May					
June					
July					
August					
September					

October					
November					
December					

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 for the bi-weekly Casa Quezada food distribution and the monthly community food distribution 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 November 1, 2021 to January 31, 2022;
- by **May 15, 2022** for services provided February 1, 2022 to April 30, 2022;
- by **July 15, 2022** for services provided May 1, 2022 to June 30, 2022;
- by **November 15, 2022** for services provided July 1, 2022 to October 31, 2022;
- by **February 15, 2023** for services provided November 1, 2022 to January 31, 2023;
- by **April 15, 2023** for services provided February 1, 2023 to April 30, 2023; and,
- by **July 15, 2023** for services provided May 1, 2023 to June 30, 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., Safe Sleeping Village, Casa Quezada, SOP);
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<sup>3</sup>
11. Sexual orientation<sup>3</sup>

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<sup>3</sup> Items 10 & 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*).

- 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 a food security survey with certain 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 15<sup>th</sup>
- 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 enter the annual metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the program year.
- F.** Grantee may be required to 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 SF HSA/CFAT (Citywide Food Access Team).
- 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 SF HSA/CFAT within the first 30 days of the contract 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, Contract Manager, Office of Contract Management, SF HSA

Jennifer.grant@sfgov.org

or

Tommy McClain, Program Manager, Citywide Food Access Team, SFHSA

Thomas.mcclain@sfgov.org

## **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; 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 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; 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**

<b>Agency Name: Dolores Street Community Services</b>			Grant Term: <b>11/1/21-6/30/23</b>		
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
If modification, Effective Date: <b>11/1/2022</b>		Modification No.: <b>2</b>			
<b>Program Name: Innovative Neighborhood Food Support</b>					
	<b>Original</b>	<b>Current</b>	<b>Modification 2</b>	<b>Revised FY 22/23</b>	<b>Total</b>
	<b>11/1/21-6/30/22</b>	<b>7/1/22-1/31/23</b>	<b>2/1/23-6/30/23</b>	<b>7/1/22-6/30/23</b>	<b>11/1/21-6/30/23</b>
<b>Expenditures</b>					
Salaries & Benefits	\$ 33,129	\$ 11,310	\$ 8,079	\$ 19,388	\$ 52,517
Operating Expenses	\$ 141,828	\$ 128,069	\$ 87,574	\$ 215,643	\$ 357,471
<b>Subtotal</b>	\$ 174,957	\$ 139,379	\$ 95,653	\$ 235,031	\$ 409,988
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$ 26,243	\$ 20,908	\$ 14,347	\$ 35,255	\$ 61,497
Capital Expenses	\$ 48,800				\$ 48,800
<b>Total Expenses</b>	\$ 250,000	\$ 160,286	\$ 110,000	\$ 270,286	\$ 520,286
<b>HSA Revenues</b>					
General Fund	\$ 250,000	\$ 150,000	\$ 110,000	\$ 260,000	\$ 510,000
CODB		\$ 10,286		\$ 10,286	\$ 10,286
<b>Total HSA Revenues</b>	\$ 250,000	\$ 160,286	\$ 110,000	\$ 270,286	\$ 520,286
<b>Other Program Revenues</b>					
<b>Total Other Program Revenues</b>					
Prepared by: Saul Hidalgo		Telephone No.:		Date: 11/4/22	





**Agency Name: Dolores Street Community Services**  
**Program Name: Innovative Neighborhood Food Support**

**Operating Expenses Detail**

Expenditure Category	TERM	Original	Current	Modification 2	Revised	Total
		11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	FY 22/23	11/1/21-6/30/23
Rental of Property						
Utilities(Elec, Water, Gas, Phone, Garbage)						
Office Supplies, Postage						
Building Maintenance Supplies and Repair						
Printing and Reproduction						
Insurance						
Staff Training		\$ 335				\$ 335
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
Consultants (Contract Mgmt + Health Promoters)		\$ 6,000	\$ 12,480		\$ 12,480	\$ 18,480
OTHER						
Kitchen and household Supplies		\$ 4,426		\$ 1,000	\$ 1,000	\$ 5,426
Food (CQ bi-weekly food bags, community distribu		\$ 116,367	\$ 107,589	\$ 82,574	\$ 190,163	\$ 306,530
Kitchen Appliances		\$ 13,200	\$ 8,000	\$ 4,000	\$ 12,000	\$ 25,200
Program Leadership Stipends		\$ 1,500				\$ 1,500
<b>TOTAL OPERATING EXPENSE</b>		<b>\$ 141,827</b>	<b>\$ 128,069</b>	<b>\$ 87,574</b>	<b>\$ 215,643</b>	<b>\$ 357,470</b>

**Agency Name: Dolores Street Community Services**  
**Program Name: Innovative Neighborhood Food Support**

**Capital Expenses Detail**

EQUIPMENT		TERM	Original	Current	Modification 2	Revised FY 22/23	Total
			11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	7/1/22-6/30/23	11/1/21-6/30/23
No.	ITEM/DESCRIPTION						
	Range		\$ 27,000				\$ 27,000
	Dishwasher		\$ 5,800				\$ 5,800
	Oven		\$ 16,000				\$ 16,000
TOTAL EQUIPMENT COST			\$ 48,800				\$ 48,800
<b>R E M O D E L I N G</b>							
Description:							
TOTAL REMODELING COST							
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)			\$ 48,800				\$ 48,800

## Appendix A-2 – Services to be Provided

### Fresh Approach

Innovative Neighborhood Food Support  
Effective 11/01/21– 06/30/2023

#### I. Purpose

The purpose of this grant is to provide supplemental farm fresh produce, nutrition resources, and farmers' market vouchers to San Franciscans in need in order to improve healthy food access.

#### II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
CFAT	Citywide Food Access Team; 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.
City	City and County of San Francisco, a municipal corporation
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Fresh Approach
SF HSA	San Francisco Human Services Agency
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	Farm-fresh produce worth at minimum \$25
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

This program is designed to serve all populations and ethnicities with a focus on food-insecure children and adults in San Francisco from low-income neighborhoods and communities of color.

#### IV. Description of Services and Program Requirements

Grantee shall develop and administer a farm-fresh food program that provides fresh supplemental produce, nutrition education classes and materials, and farmers' market vouchers (VeggieRx voucher) to the Target Population. Each service unit will, at minimum, include \$25 worth of fresh fruits and vegetables. Community-based organizations that receive weekly service units will also receive nutrition education materials and starting December 1, 2021, VeggieRx class invitations. Each service unit provided during May and June 2022 will also include a \$10 VeggieRx voucher. Each client may be provided up to one service unit per week unless otherwise agreed upon between Grantee and CFAT (Citywide Food Access Team). Grantee shall provide, at minimum, the number of service units as outlined in Section VI.

Grantee will work with approved subgrantees to coordinate the promotion, packing, and distribution of farm-fresh food boxes weekly to community-based organizations determined and agreed upon by the CFAT and the Grantee. Grantee will have on file a current agreement with all subgrantees.

In addition, Grantee may be asked to provide fresh produce boxes (with no vouchers or class invitations) to other organizations as determined and agreed upon by the CFAT and the Grantee.

Grantee will ensure that the procurement of food and the packing and distribution of meals meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code. 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

The Grantee will provide supplemental groceries in the City and County of San Francisco to community-based organizations agreed upon between Grantee and the CFAT; service times are determined by the Grantee with approval by CFAT.

#### VI. Service Objectives

	11/1/21-6/30/22	11/1/21-1/31/23	11/1/21-6/30/23
Minimum unduplicated number of clients served	200	225	250
Minimum service units distributed	7,600	12,865	18,365
<b>Note: Objective numbers</b>	<b>are cumulative</b>	<b>for entire</b>	<b>grant period.</b>

Minimum percent of VeggieRx vouchers redeemed	80%	80%	80%
Minimum number of nutrition education materials distributed	5,000	8,000	8,000
Minimum on-site healthy food demonstrations	Starts 07/01/22	18	18

In addition to the service objectives above, Grantee will also have VeggieRx nutrition education materials translated into Chinese by March 1, 2022.

## **VII. Outcome Objectives**

Grantee will conduct surveys approved by the CFAT 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 enjoyed the food delivery, based on client post-survey.
2. At least 80% of box recipients report that as a result of the program, they have increased their consumption of fruits and vegetables, based on client post-survey.
3. At least 80% of nutrition class participants reported that as a result of the class, they are more confident cooking with fresh fruits and vegetables, based on program participant post-survey

The survey results will be shared with the CFAT by the 15<sup>th</sup> of the month following the end of each fiscal year and the end of the grant term.

## **VIII. 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 submit the monthly report through CARBON by the 15<sup>th</sup> of the following month. Grantee shall use the following template for monthly reporting:

<b>Month</b>	<b>Units of Service</b>	<b>Unduplicated Individuals</b>	<b>Unduplicated Households</b>	<b>Year to Date Individuals</b>	<b>Year to Date Households</b>
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

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 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;
- by **February 15, 2023** for all clients enrolled through January 31, 2023;
- by **April 15, 2023** for all clients enrolled through March 31, 2023;
- and by **July 15, 2023** for all clients enrolled through June 30, 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 orientation<sup>1</sup>
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 may be required to 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/CFAT.
- 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/CFAT.

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<sup>1</sup> 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*).



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

[Jennifer.Grant@sfgov.org](mailto:Jennifer.Grant@sfgov.org)

Contract Manager, Office of Contract Management, SFHSA

or

[Cathy.Huang@sfgov.org](mailto:Cathy.Huang@sfgov.org)

Program Manager, Citywide Food Access Team, SFHSA

## **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; 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 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; 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.

			Appendix B21, Page 1		
<b>HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM</b>					
<b>Agency Name: Fresh Approach</b>			Grant Term: <b>11/1/21-6/30/23</b>		
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
If modification, Effective Date:		<b>11/1/2022</b>	Modification No.:	<b>2</b>	
<b>Program Name: Innovative Neighborhood Food Support</b>					
	<b>Original</b>	<b>Current</b>	<b>Modification 2</b>	<b>Revised FY 22/23</b>	<b>Total</b>
	<b>11/1/21-6/30/22</b>	<b>7/1/22-1/31/23</b>	<b>2/1/23-6/30/23</b>	<b>7/1/22-6/30/23</b>	<b>11/1/21-6/30/23</b>
<b>Expenditures</b>					
Salaries & Benefits	\$ 26,172	\$ 28,898	\$ 15,600	\$ 44,498	\$ 70,670
Operating Expenses	\$ 267,946	\$ 233,007	\$ 160,870	\$ 393,877	\$ 661,823
<b>Subtotal</b>	<b>\$ 294,118</b>	<b>\$ 261,905</b>	<b>\$ 176,470</b>	<b>\$ 438,375</b>	<b>\$ 732,493</b>
Indirect Percentage (%)	2%	2%	2%	2%	2%
Indirect Costs (Line 16 X Line 15)	\$ 5,882	\$ 5,238	\$ 3,530	\$ 8,769	\$ 14,651
Capital Expenses					
Total Expenses	\$ 300,000	\$ 267,143	\$ 180,000	\$ 447,143	\$ 747,143
<b>HSA Revenues</b>					
General Fund	\$ 300,000	\$ 250,000	\$ 180,000	\$ 430,000	\$ 730,000
CODB		\$ 17,143		\$ 17,143	\$ 17,143
Total HSA Revenues	\$ 300,000	\$ 267,143	\$ 180,000	\$ 447,143	\$ 747,143
<b>Other Program Revenues</b>					
Total Other Program Revenues					
Prepared by: Raffaella Cerruti			Telephone No.:		Date: 11/4/22



**Agency Name: Fresh Approach**  
**Program Name: Innovative Neighborhood Food Support**

**Operating Expenses Detail**

Expenditure Category	TERM	Original	Current	Modification 2	Revised	Total
		11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	FY 22/23 11/1/21-6/30/23	11/1/21-6/30/23
Rental of Property			\$ 1,000		\$ 1,000	\$ 1,000
Utilities(Elec, Water, Gas, Phone, Garbage)						
Office Supplies, Postage						
Building Maintenance Supplies and Repair						
Printing and Reproduction		\$ 1,947	\$ 1,400		\$ 1,400	\$ 3,347
Insurance						
Staff Training						
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
Pie Ranch (Food Box Delivery)		\$ 92,092	\$ 75,852	\$ 52,623	\$ 128,475	\$ 220,567
Pacific Coast FMA (Food Box Delivery)		\$ 65,780				\$ 65,780
Agricultural Inst. of Marin (Food Box Delivery)		\$ 65,780	\$ 75,852	\$ 52,623	\$ 128,475	\$ 194,255
World's Finest (Food Box Delivery)		\$ 26,347	\$ 75,853	\$ 52,624	\$ 128,477	\$ 154,824
Homey (Survey administration)			\$ 750	\$ 1,000	\$ 1,750	\$ 1,750
BVHP Community Advocates (Survey admin)			\$ 750	\$ 1,000	\$ 1,750	\$ 1,750
Booker T Comm Ctr (Survey admin)			\$ 750	\$ 1,000	\$ 1,750	\$ 1,750
OTHER						
VeggieRx. Vouchers (\$10/box *1600 boxes)		\$ 16,000				\$ 16,000
Food for Demo Sampling			\$ 800		\$ 800	\$ 800
<b>TOTAL OPERATING EXPENSE</b>		<b>\$ 267,946</b>	<b>\$ 233,007</b>	<b>\$ 160,870</b>	<b>\$ 393,877</b>	<b>\$ 661,823</b>

## Appendix A-2 – Services to be Provided

### Glide Foundation

Innovative Neighborhood Food Support  
Effective 11/01/21– 06/30/2023

#### I. Purpose

The purpose of this grant is to address food insecurity using innovative practices and supporting environmental justice, through the Zero-Waste Food Pantry program to San Franciscans in need.

#### 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
CFAT	Citywide Food Access Team; 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	Using ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Glide Foundation
Limited-English Proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Service Unit	One food 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> ).
ZWFP	Zero-Waste Food Pantry

**III. Target Population**

This program is designed to serve all populations and ethnicities with a focus on the Tenderloin neighborhood's community of children and their families who are marginalized by race, language, and immigration status. The Grantee may also expand to additional neighborhoods determined by the Grantee with approval by CFAT (Citywide Food Access Team).

**IV. Description of Services and Program Requirements**

Grantee will administer a Zero-Waste Food Pantry (ZWFP) using reusable bags and containers to provide free supplemental groceries for the Target Population. Grantee will develop relationships with local vendors who include race equity as part of their mission and/or business model to source food for the ZWFP. Grantee will coordinate with their Family Resource Center (FRC) to promote the program and distribute food bags once weekly to participants.

Grantee shall serve, at minimum, the number of bags and participants as outlined in Section VI. Each food bag shall, at minimum, provide supplemental fruits, vegetables, grains and protein. Each participant may be provided up to one food bag per week. Grantee will enroll all participants into Grantee's database and meet all data collection and reporting requirements set forth in section VIII.

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. 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**

The ZWFP will operate from the Tenderloin Neighborhood in the City and County of San Francisco. Service times are determined by the Grantee with approval by the CFAT.

**VI. Service Objectives**

	<b>11/1/21-6/30/22</b>	<b>11/1/21-1/31/23</b>	<b>11/1/21-6/30/23</b>
Minimum unduplicated number of clients served	118	250	400
Minimum service units distributed	1,900	3,450	4,555

*Note: Objective numbers above are cumulative for entire grant period.*

**VII. Outcome Objectives**

Grantee will conduct surveys approved by the CFAT 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 participants will be satisfied with the ZWFP experience.
2. At least 80% of participants will be satisfied with the availability of culturally appropriate foods provided by ZWFP.
3. At least 80% of participants reported that they were able to more easily meet their food needs.
4. At least 80% of participants will report eating healthier foods (less processed foods) as a result of participating in ZWFP.

The survey results will be shared with the CFAT by the 15<sup>th</sup> 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 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
January					
February					
March					
April					
May					
June					
July					
August					
September					



October					
November					
December					

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;
- by **February 15, 2023** for all clients enrolled through January 31, 2023;
- by **April 15, 2023** for all clients enrolled through March 31, 2023;
- and by **July 15, 2023** for all clients enrolled through June 30, 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/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation<sup>1</sup>

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<sup>1</sup> Items 10 through 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*).

**12. 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 may be required to 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/CFAT.
- 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/CFAT.

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

[Jennifer.Grant@sfgov.org](mailto:Jennifer.Grant@sfgov.org)

Contract Manager, Office of Contract Management, SF HSA

or

[Cathy.Huang@sfgov.org](mailto:Cathy.Huang@sfgov.org)

Program Manager, Citywide Food Access Team, 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; 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 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; 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**

<b>Agency Name: GLIDE Foundation</b>			Grant Term: <b>11/1/21-6/30/23</b>		
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
If modification, Effective Date: <b>11/1/2022</b>		Modification No.: <b>2</b>			
<b>Program Name: Innovative Neighborhood Food Support</b>					
	<b>Original</b>	<b>Current</b>	<b>Modification 2</b>	<b>Revised FY 22/23</b>	<b>Total</b>
	<b>11/1/21-6/30/22</b>	<b>7/1/22-1/31/23</b>	<b>2/1/23-6/30/23</b>	<b>7/1/22-6/30/23</b>	<b>11/1/21-6/30/23</b>
<b>Expenditures</b>					
Salaries & Benefits	\$ 73,163	\$ 76,837	\$ 54,885	\$ 131,723	\$ 204,885
Operating Expenses	\$ 165,968	\$ 109,001	\$ 66,854	\$ 175,855	\$ 341,823
<b>Subtotal</b>	\$ 239,130	\$ 185,838	\$ 121,739	\$ 307,578	\$ 546,708
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$ 35,870	\$ 27,876	\$ 18,261	\$ 46,136.64	\$ 82,006
Capital Expenses					
Total Expenses	\$ 275,000	\$ 213,714	\$ 140,000	\$ 353,714	\$ 628,714
<b>HSA Revenues</b>					
General Fund	\$ 275,000	\$ 200,000	\$ 140,000	\$ 340,000	\$ 615,000
COdB		\$ 13,714		\$ 13,714	\$ 13,714
Total HSA Revenues	\$ 275,000	\$ 213,714	\$ 140,000	\$ 353,714	\$ 628,714
<b>Other Program Revenues</b>					
Total Other Program Revenues					
Prepared by: Charles Simms		Telephone No.: 415-674-6128		Date: 11/3/22	

Agency Name: GLIDE Foundation  
 Program Name: Innovative Neighborhood Food Support

**Salaries & Benefits Detail**

POSITION TITLE	Agency Totals		HSA Program		Original	Current	Modification 2	Revised	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	FY 22/23	11/1/21-6/30/23
					Budgeted Salary (8 months)	Budgeted Salary (7 months)	Budgeted Salary (5 months)	Budgeted Salary (12 months)	TOTAL
Pantry Coordinator	\$ 58,097	0.80	100%	0.80	\$ 40,200	\$ 28,467	\$ 20,334	\$ 48,801	\$ 89,001
Program Manager			100%		\$ 16,958				\$ 16,958
Purchasing Agent	\$ 64,334	0.15	100%	0.15		\$ 5,629	\$ 4,021	\$ 9,650	\$ 9,650
Steward	\$ 41,539	0.33	100%	0.33		\$ 9,208	\$ 6,577	\$ 15,785	\$ 15,785
Safety Monitor	\$ 48,175	0.25	100%	0.25		\$ 11,692	\$ 8,352	\$ 20,044	\$ 20,044
Shift Leader	\$ 50,752	0.10	100%	0.10		\$ 5,033	\$ 3,595	\$ 8,628	\$ 8,628
<b>TOTALS</b>	<b>\$ 262,897</b>	<b>1.63</b>	<b>600%</b>	<b>1.63</b>	<b>\$ 57,158</b>	<b>\$ 60,029</b>	<b>\$ 42,879</b>	<b>\$ 102,908</b>	<b>\$ 160,067</b>
<b>FRINGE BENEFIT RATE</b>	<b>28%</b>								
<b>EMPLOYEE FRINGE BENEFITS</b>					\$ 16,004	\$ 16,808	\$ 12,006	\$ 28,814	\$ 44,819
<b>TOTAL SALARIES &amp; BENEFITS</b>					\$ 73,163	\$ 76,837	\$ 54,885	\$ 131,723	\$ 204,885

**Agency Name: GLIDE Foundation**  
**Program Name: Innovative Neighborhood Food Support**

**Operating Expenses Detail**

Expenditure Category	TERM	Original	Current	Modification 2	Revised	Total
		11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	FY 22/23 7/1/22-6/30/23	11/1/21-6/30/23
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		\$ 151,040	\$ 106,000	\$ 66,854	\$ 172,854	\$ 323,894
Production Materials and Supplies		\$ 14,928	\$ 3,001		\$ 3,001	\$ 17,929
<b>TOTAL OPERATING EXPENSE</b>		<b>\$ 165,968</b>	<b>\$ 109,001</b>	<b>\$ 66,854</b>	<b>\$ 175,855</b>	<b>\$ 341,823</b>

## Appendix A-2 – Services to be Provided

### HOMEY

#### Innovative Neighborhood Food Support November 1, 2021-June 30, 2023

#### I. Purpose of Grant

The purpose of this grant is to provide low-barrier access to nutritious and culturally-appropriate food through the Food as Medicine Collaborative food security work of Grantee HOMEY and Subcontractor Mission Meals Coalition (MMC) to enable them to have the capacity and infrastructure to fully integrate their existing partnerships and connect clients with additional services.

#### 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
Citywide Food Access Team (CFAT)	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	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

All people in San Francisco, primarily focusing on underserved, low-income, limited English proficiency, BIPOC and/or immigrant populations facing barriers to food access within San Francisco.



#### **IV. Description of Services**

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 at minimum two days per week, may deliver two days per week on a case-by-case basis, and provides a free community market for registered clients from both Grantee and Subcontractor MMC open at minimum two days per week.

This grant will support Grantee's efforts by funding the following operations infrastructure and staffing:

- Two Warehouse Associates (1.0 FTE each);
- Rent and utilities;
- Building maintenance supplies and repair;
- Volunteer stipends;
- Printing and Reproduction;
- Insurance;
- Staff training; and,
- Cleaning supplies and PPE.

Grantee shall also partner with Chinatown community-based organizations to support an annual food drive in Winter 2021.

Subcontractor MMC 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.

Subcontractor MMC distributes groceries from a Mission District pick-up location on Sundays and Monday through Sunday by referral. They may also deliver from this location on a case-by-case basis. Finally, Subcontractor MMC runs a Baby Food Pharmacy (Mission Minis), Free Farmers Markets, a Free Community Fridge, and a Diabetes Food Pharmacy.

This grant will support Subcontractor MMC's efforts by funding the following operations infrastructure and staffing:

- Commercial grade refrigerator;
- Two heavy duty hand trucks;
- Community Fridge maintenance, cleaning supplies, and PPE;
- Rent and utility expenses at Mom Chair (host of community fridge and grocery programs);
- Gas reimbursements for 20 volunteer delivery drivers;
- Stipends for 3 youth and 3 elder volunteers;
- Diabetes Pharmacy Consultant once every two months;
- Baby Food Pharmacy Consultant once every two months;
- Pregnancy/Postpartum Kits;

- Three operational stipends to MMC Community Partners: MMC Elder Circle, Clínica San Martín Baró, and SF Neighbors Solidarity Network;
- Engagement event; and,
- Communications tools for infrastructure

Grantee shall sign and have on file a contract outlining terms and responsibilities with Subcontractor MMC.

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. 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.

**V. Location and Time of Services**

Grantee’s and Subcontractor 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, 94103, 94108, 94112, 94123, and 94124.

Timing of services will be determined by each program.

**VI. Service Objectives**

Grantee will meet the following service objectives:

11/1/21-6/30/22	11/1/21-1/31/23	11/1/21-6/30/23
Serve a minimum of 2,500 unduplicated households;	Serve a minimum of 2,500 unduplicated households;	Serve a minimum of 2,500 unduplicated households;
Provide a minimum of 2 trilingual (English, Spanish, Cantonese) resource materials to clients per month; and	Provide a minimum of 2 trilingual (English, Spanish, Cantonese) resource materials to clients per month; and	Provide a minimum of 2 trilingual (English, Spanish, Cantonese) resource materials to clients per month; and
Distribute a minimum of 38,112 service units;	Distribute a minimum of 70,014 service units;	Distribute a minimum of 85,000 service units;
Provide 260 hours of translation services;	Provide 520 hours of translation services;	Provide 1,020 hours of translation services;
Host 2 quarterly diabetes prevention and education and 2 quarterly baby nutrition workshops with at least 25 people registering and attending the workshops.	Host 4 quarterly diabetes prevention and education and 4 quarterly baby nutrition workshops with at least 50 people registering and attending the workshops.	Host 6 quarterly diabetes prevention/ education & 6 baby nutrition workshops with at least 75 people registering and attending the workshops.

*Note: Objective numbers above are cumulative for entire grant period.*

## VII. Outcome Objectives

Grantee will conduct surveys approved by the CFAT (Citywide Food Access Team) 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 90% of clients report the food they received was of high quality;
2. At least 90% of clients remained part of Grantee/MMC food pantry programs;
3. At least 90% of clients felt the food they were provided was culturally appropriate for their household; and,
4. At least 50% of clients were connected with a community resource they needed in addition to food assistance.

## VIII. Data Collection & 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 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/or 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
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

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:

- 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;
- and 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.
- by **April 15, 2023** for services provided between February 1, 2023 and March 31, 2023; and,
- by **July 15, 2023** for services provided between April 1, 2023 and June 30, 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 orientation<sup>1</sup>

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<sup>1</sup> 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*).

- 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 15<sup>th</sup> 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 Grantee. Grantee will enter annual metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the program year.
- F.** Grantee may be required to 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/CFAT.
- 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/CFAT 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](mailto:jennifer.grant@sfgov.org)

Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain

[thomas.mcclain@sfgov.org](mailto:thomas.mcclain@sfgov.org)

Program Manager, Citywide Food Access Team, 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; 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 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; 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**

<b>Agency Name: Homies Organizing the Mission to Empower Youth (HOMEY)</b>			Grant Term: <b>11/1/21-6/30/23</b>		
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
If modification, Effective Date: <b>11/1/2022</b>		Modification No.: <b>2</b>			
<b>Program Name: Innovative Neighborhood Food Support</b>					
	<b>Original</b>	<b>Current</b>	<b>Modification 2</b>	<b>Revised FY 22/23</b>	<b>Total</b>
	<b>11/1/21-6/30/22</b>	<b>7/1/22-1/31/23</b>	<b>2/1/23-6/30/23</b>	<b>7/1/22-6/30/23</b>	<b>11/1/21-6/30/23</b>
<b>Expenditures</b>					
Salaries & Benefits	\$ 149,382	\$ 89,403	\$ 63,859	\$ 153,263	\$ 302,644
Operating Expenses	\$ 200,618	\$ 96,435	\$ 57,880	\$ 154,315	\$ 354,933
<b>Subtotal</b>	\$ 350,000	\$ 185,838	\$ 121,739	\$ 307,578	\$ 657,577
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$ 52,500	\$ 27,876	\$ 18,261	\$ 46,137	\$ 98,637
Capital Expenses	\$ 10,000				\$ 10,000
Total Expenses	\$ 412,500	\$ 213,714	\$ 140,000	\$ 353,714	\$ 766,214
<b>HSA Revenues</b>					
General Fund	\$ 412,500	\$ 200,000	\$ 140,000	\$ 340,000	\$ 752,500
CODB		\$ 13,714		\$ 13,714	\$ 13,714
Total HSA Revenues	\$ 412,500	\$ 213,714	\$ 140,000	\$ 353,714	\$ 766,214
<b>Other Program Revenues</b>					
Total Other Program Revenues					
Prepared by: Roberto Alfaro			Telephone No.:		Date: 11/3/22





**Agency Name: Homies Organizing the Mission to Empower Youth (HOMEY)**  
**Program Name: Innovative Neighborhood Food Support**

**Operating Expenses Detail**

Expenditure Category	TERM	Original	Current	Modification 2	Revised	TOTAL
		11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	FY 22/23 7/1/22-6/30/23	11/1/21-6/30/23
Rental of Property		\$ 10,000	\$ 15,425	\$ 9,643	\$ 25,068	\$ 35,068
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 1,800	\$ 3,000	\$ 2,143	\$ 5,143	\$ 6,943
Office Supplies, Postage			\$ 1,000	\$ 714	\$ 1,714	\$ 1,714
Building Maintenance Supplies and Repair		\$ 1,300	\$ 11,300	\$ 215	\$ 11,515	\$ 12,815
Printing and Reproduction		\$ 2,000				\$ 2,000
Insurance		\$ 3,200	\$ 3,000	\$ 2,143	\$ 5,143	\$ 8,343
Staff Training			\$ 1,000	\$ 714	\$ 1,714	\$ 1,714
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
Mission Meals Coalition		\$ 102,608	\$ 53,206	\$ 38,004	\$ 91,210	\$ 193,818
OTHER						
Pantry Supplies		\$ 21,180	\$ 2,000	\$ 1,429	\$ 3,429	\$ 24,609
Volunteer Stipends		\$ 23,000	\$ 6,504	\$ 2,875	\$ 9,379	\$ 32,379
Chinatown Mutual Aid		\$ 35,000				\$ 35,000
3-in-1 Hand Trucks		\$ 530				\$ 530
TOTAL OPERATING EXPENSE		\$ 200,618	\$ 96,435	\$ 57,880	\$ 154,315	\$ 354,933

**Agency Name: Homies Organizing the Mission to Empower Youth (HOMEY)**  
**Program Name: Innovative Neighborhood Food Support**

**Capital Expenses Detail**

EQUIPMENT		TERM	Original	Current	Modification 2	Revised FY 22/23	Total
			11/1/21-6/30/22	7/1/22-1/31/23	2/1/23-6/30/23	7/1/22-6/30/23	11/1/21-6/30/23
No.	ITEM/DESCRIPTION						
2	Empura EGM-50W Glass Merchandiser Refrigerators		\$ 5,000				\$ 5,000
	Shelves & Market Equipment		\$ 5,000				\$ 5,000
TOTAL EQUIPMENT COST			\$ 10,000				\$ 10,000
<b>R E M O D E L I N G</b>							
Description:							
TOTAL REMODELING COST							
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)			\$ 10,000				\$ 10,000

## Appendix A-2 – Services to be Provided

### SF New Deal

#### Innovative Neighborhood Food Support November 1, 2021 - February 28, 2023

#### I. Purpose of Grant

The purpose of this grant is to deliver meals to families and individuals within the SF New Deal (Grantee) and the San Francisco African American Faith-Based Coalition's (Coalition) various church and neighborhood communities. The individuals served through this collaboration are historically underserved BIPOC communities that are low-income, food insecure, and report continued isolation due to the COVID-19 pandemic.

#### 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
Citywide Food Access Team (CFAT)	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 SFHSA.
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	SF New Deal
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 meal
SFHSA	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

All populations and races/ethnicities in San Francisco, but primarily low-income, BIPOC communities facing food insecurity and/or isolation from the COVID-19 pandemic.

#### **IV. Description of Services**

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

Grantee shall facilitate the delivery of prepared meals sourced from local neighborhood restaurants to participating Coalition churches. Grantee will on-board and communicate regularly with participating restaurants to ensure the accuracy, nutritional content, cultural appropriateness, and overall quality of the meal experience and service.

During the restaurant and meal provider onboarding process, Grantee will collect all SF Department of Public Health (SFDPH) health and permitting documentation. Grantee will send participating restaurants automated emails with meal assignments, and Grantee's Call Center will provide support and solutions to restaurants with technical issues or restaurants in need of support regarding the fulfillment of orders.

The Coalition will serve as a touchpoint to current and potential meal recipients from within their church communities. Church Liaisons will distribute meals to recipients in their communities from their church locations. The twenty-two Church Liaisons in the program will represent Sub-Grantee Coalition churches in Western Addition, Fillmore, Ingleside, Excelsior, Bayview, Hunters Point, Visitacion Valley, Portola, Mission, and Bernal Heights. In addition to distributing meals to community members, Church Liaisons are also responsible for data collection including meal numbers and demographic information, as well as outreach to new members interested in participating in the meal service. Each Church Liaison also ensures that their church is compliant with all SFDPH health orders.

Each meal shall cost Grantee a total of \$12.49 (\$11.50 and sales tax of 8.625%). Grantee will ensure that the procurement of food and the packing and distribution of 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.

Grantee shall keep a memorandum of understanding on file with the Coalition.

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**

The program will feature the participation of the Coalition's churches in Western Addition, Fillmore, Ingleside, Excelsior, Bayview, Hunters Point, Visitacion Valley, Portola, Mission, and Bernal Heights. Time of services to be determined by Grantee and Church Liaisons based on service need.

## VI. Service Objectives

Grantee will meet the following Service Objectives:

11/1/21-6/30/22	11/1/21-11/1/22	11/1/21-2/28/23
Provide 21,106 meals to Coalition members during the duration of the grant period;	Provide 39,431 meals to Coalition members during the duration of the grant period;	Provide 12,653 meals to Coalition members during the duration of the grant period;
<i>Note: Objective numbers</i>	<i>above are cumulative for</i>	<i>entire grant period.</i>
Serve 2254 unique individuals (reflecting 1400 households); and,	Serve 2254 unique individuals (reflecting 1400 households); and,	Serve 2254 unique individuals (reflecting 1400 households); and,
Partner with 16 San Francisco-based restaurants.	Partner with 16 San Francisco-based restaurants.	Conduct a Food Security Survey with participating Coalition households between November 1, 2022 and December 16, 2022, and achieve a 50% response rate.

## VII. Outcome Objectives

Grantee will conduct surveys approved by the SFHSA 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 recipients express satisfaction with their meals and improved nutrition as measured through existing survey mechanisms
2. At least 80% of clients said the Meal portion size was adequate
3. At least 80% of participants continue with the program throughout the program term, as measured by Church Liaisons and Grantee existing survey mechanisms
4. At least 80% of clients express an increased sense of dignity as a result of participating in a food program, as measured by Church Liaisons
5. At least 80% of the vendors said that participating in the program increased business

## VIII. Data Collection & 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 SF New Deal 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
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

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;
  - by **November 15, 2022** for services provided between July 1, 2022 and October 31, 2022; and,
  - by **March 15, 2023** for services provided between November 1, 2022 and February 28, 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., name and address of church, community center, 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 orientation<sup>1</sup>
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 a food security survey with clients between November 1, 2022 and December 16, 2022. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. Grantee will be required to submit results from these surveys to the City by January 15, 2023.
- 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. 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 may be required to issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to SFHSA 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 SFHSA/CFAT (Citywide Food Access Team).
- 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 SFHSA 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.
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- J. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.

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Program Manager, Citywide Food Access Team, SFHSA

## **IX. Monitoring Activities**

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Program monitoring will include review of:

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- Food procurement policies and planning;
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- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
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- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
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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**

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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.

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- 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

<b>Agency Name: SF New Deal</b>			Grant Term:		<b>11/1/21-2/28/23</b>
(Check One)    New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					
If modification, Effective Date:		<b>11/1/2022</b>	Modification No.:	<b>2</b>	
<b>Program Name: Innovative Neighborhood Food Support</b>					
	<b>Original</b>	<b>Current</b>	<b>Modification 2</b>	<b>Revised FY 22/23</b>	<b>Total</b>
	<b>11/1/21-6/30/22</b>	<b>7/1/22-10/31/22</b>	<b>11/1/22-2/28/23</b>	<b>7/1/22-2/28/23</b>	<b>11/1/21-2/28/23</b>
<b>Expenditures</b>					
Salaries & Benefits	\$ 10,142	\$ 8,400	\$ 10,588	\$ 18,988	\$ 29,130
Operating Expenses	\$ 317,614	\$ 287,055	\$ 182,960	\$ 470,015	\$ 787,629
<b>Subtotal</b>	<b>\$ 327,756</b>	<b>\$ 295,455</b>	<b>\$ 193,548</b>	<b>\$ 489,002</b>	<b>\$ 816,759</b>
Indirect Percentage (%)	7%	9%	9%	9%	7%
Indirect Costs (Line 16 X Line 15)	\$ 22,243	\$ 25,117	\$ 16,453	\$ 41,569	\$ 63,813
Capital Expenses					
Total Expenses	\$ 350,000	\$ 320,571	\$ 210,000	\$ 530,572	\$ 880,571
<b>HSA Revenues</b>					
General Fund	\$ 350,000	\$ 300,000	\$ 210,000	\$ 510,000	\$ 860,000
CODB		\$ 20,571		\$ 20,571	\$ 20,571
Total HSA Revenues	\$ 350,000	\$ 320,571	\$ 210,000	\$ 530,571	\$ 880,571
<b>Other Program Revenues</b>					
Total Other Program Revenues					
Prepared by: Alison Chang			Telephone No.:		Date: 11/2/22

**Agency Name: SF New Deal**  
**Program Name: Innovative Neighborhood Food Support**

**Salaries & Benefits Detail**

POSITION TITLE	Agency Totals		HSA Program		Original 11/1/21- 6/30/22	Current 7/1/22- 10/31/22	Modification 2 11/1/22- 2/28/23	Revised FY 22/23 7/1/22- 2/28/23	Total 11/1/21- 2/28/23
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (5 months)	Budgeted Salary (4 months)	Budgeted Salary (4 months)	Budgeted Salary (8 months)	TOTAL
	Program Manager	\$80,000	1.00	20%	0.20	\$6,538	\$5,333	\$5,808	\$11,141
Associate Dir of Service Ops	\$92,310	1.00	5%	0.05	\$1,914				\$ 1,914
Director of Service Operations	\$100,000	1.00	5%	0.05		\$1,667	\$ 1,708	\$3,375	\$ 3,375
Client Services Associate	\$ 53,563	0.75	10%				\$ 1,307	\$1,307	\$ 1,307
<b>TOTALS</b>	<b>\$ 325,873</b>	<b>3.75</b>	<b>40%</b>	<b>0.30</b>	<b>\$ 8,452</b>	<b>\$ 7,000</b>	<b>\$ 8,823</b>	<b>\$15,823</b>	<b>\$ 24,275</b>
<b>FRINGE BENEFIT RATE</b>	<b>20%</b>								
<b>EMPLOYEE FRINGE BENEFITS</b>					\$ 1,690	\$ 1,400	\$ 1,765	\$ 3,165	\$ 4,855
<b>TOTAL SALARIES &amp; BENEFITS</b>					\$ 10,142	\$ 8,400	\$ 10,588	\$ 18,988	\$ 29,130

Agency Name: SF New Deal

Program Name: Innovative Neighborhood Food Support

## Operating Expenses Detail

Expenditure Category	TERM	Original	Current	Modification 2	Revised	Total
		11/1/21-6/30/22	7/1/22-10/31/22	11/1/22-2/28/23	FY 22/23 7/1/22-2/28/23	11/1/21-2/28/23
Rental of Property						
Utilities(Elec, Water, Gas, Phone, Garbage)						
Office Supplies, Postage						
Building Maintenance Supplies and Repair						
Printing and Reproduction			\$ 250	\$ 400	\$ 650	\$ 650
Insurance		\$ 453	\$ 602	\$ 623	\$ 1,225	\$ 1,678
Staff Training						
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
SFAAFBC Church Liaisons		\$ 53,336	\$ 42,669	\$ 32,002	\$ 74,671	\$ 128,007
OTHER						
Meal costs @ \$12.50 per meal		\$ 263,825	\$ 228,975			\$ 492,800
Meal costs @ \$13 per meal			\$ 14,559	\$ 149,935	\$ 164,494	\$ 164,494
<b>TOTAL OPERATING EXPENSE</b>		<b>\$ 317,614</b>	<b>\$ 287,055</b>	<b>\$ 182,960</b>	<b>\$ 470,015</b>	<b>\$ 787,629</b>