



London Breed, Mayor

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

Trent Rhorer, Executive Director

**MEMORANDUM**

**TO:** AGING & ADULT SERVICES COMMISSION

**THROUGH:** SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *ju*

**DATE:** JUNE 5, 2019

**SUBJECT:** NEW GRANT: **GLIDE FOUNDATION (NON-PROFIT)** TO PROVIDE MEAL SERVICES AND PROGRAM SECURITY FOR DEPARTMENT OF AGING AND ADULT SERVICES CLIENTS

**Grant Term:** 7/1/19-6/30/21

	<u>New</u>	<u>Contingency</u>	<u>Total</u>
<b>Grant Amount:</b>	\$3,141,268	\$314,127	\$3,455,395

	<u>FY 19-20</u>	<u>FY 20-21</u>
<b>Annual Amount:</b>	\$1,570,634	\$1,570,634

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>Funding:</b>	\$3,141,268			\$314,127	\$3,455,395
<b>Percentage:</b>	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new grant agreement with Glide Foundation for the period from July 1, 2019 to June 30, 2021 in the amount of \$3,141,268 plus a 10% contingency for a total amount not to exceed \$3,455,395. The purpose of the grant is to provide free meals and program security at Glide Foundation and snack bags for CAAP workfare participants.

Program	FY 19-20 Annual Amount	FY 20-21 Annual Amount	Total FY 19-21	Contingency	Not to Exceed
Free Meals	\$1,330,807	\$1,330,807	\$2,661,614	\$266,161	\$2,927,775
Program Security	\$183,859	\$183,859	\$367,718	\$36,772	\$404,490
CAAP-CalFresh Snack Meal	\$55,968	\$55,968	\$111,936	\$11,194	\$123,130
<b>Total</b>	<b>\$1,570,634</b>	<b>\$1,570,634</b>	<b>\$3,141,268</b>	<b>\$314,127</b>	<b>\$3,455,395</b>

## **Background**

Glide began its hot meals program in 1969, serving one free dinner daily to the city's low income and homeless residents. It expanded its program to serve three hot meals in 1980. With the multiple services offered to consumers, Glide's meal program serves a high number of low income and homeless clients (1,500+) daily. The clients come with many needs, challenges and stresses. In March 2016, program security funding was added to Glide's contract in order to improve the agency's infrastructure and provide a safer environment for consumers, volunteers and staff. This funding enabled the agency to provide a security team that is responsible for training staff/volunteers, and for mediation and conflict resolution throughout the operations and other activities at the Grantee's meal service site.

## **Services to be Provided**

Glide will provide three meals per day, breakfast, lunch, and dinner, that are nutritious and CRFC (California Retail Food Code) compliant, seven days a week, to needy adults on a walk-in basis at the 330 Ellis site during the meal service times.

With the large meals program serving more than 33,000 meals per month, along with other programming, Glide's security team is responsible for mediation and conflict resolution through the day at the programs' busy location.

Glide will also provide snack meals that are nutritious and CRFC (California Retail Food Code) compliant to County Adult Assistance Programs and CalFRESH (ABAWD) Workfare participants when performing Workfare duties.

## **Selection**

Grantee was selected through Request for Proposals #841 which was competitively bid in March 2019.

## **Funding**

Funding for this grant is provided by the City and County General Fund.

## **ATTACHMENTS**

- Appendix A – Scope of Services, Free Meals Program
- Appendix B – Budget, Free Meals Program
- Appendix B-1 – Budget, Program Security
- Appendix A – Scope of Services, CAAP Snack Program
- Appendix B – Budget, CAAP Snack Program

**APPENDIX A  
SCOPE OF SERVICES  
AGREEMENT BETWEEN THE  
DEPARTMENT OF AGING AND ADULT SERVICE-OFFICE ON AGING AND  
GLIDE FOUNDATION**

**Effective July 1, 2019 to June 30, 2021**

**FREE MEALS PROGRAM**

**I. Purpose**

**Meals:** Grantee will administer a Free Meals program that is beneficial to participants by offering three nutritious meals per day. Grantee's program will focus services on low-income populations in San Francisco.

**Program Security:** With the large meals program serving more than 33,000 meals per month, along with other programming, Glide's Security Team is responsible for mediation and conflict resolution throughout the day at the programs' service location.

**II. Target Population**

The Grantee will serve clients who are of low income and in need of a meal as well as individuals who can make use of program internship positions to gain entrance into the workplace.

**III. Definitions**

Grantee	Glide Foundation/Glide Memorial UMC
CARBON	Contracts Administration, Reporting, and Billing On Line System
Client	Individuals who are of low income and in need of a meal
CRFC	California Retail Food Code (CRFC) as amended. The meal production kitchen and meal service site must conform to CRFC, a uniform statewide health and sanitation standard for food facilities, found in Section 11370 et seq., California Health and Safety Code. <a href="http://www.cdph.ca.gov/services/Documents/fdbRFC.pdf">www.cdph.ca.gov/services/Documents/fdbRFC.pdf</a>
DAAS	Department of Aging and Adult Services
HACCP	Hazard Analysis Critical Control Point. A prevention-based food safety system focusing on time and temperature control at different crucial food service system points
HSA	Human Services Agency of City and County of San Francisco
Low-Income	At or below 200% of federal poverty level. 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.

OOA	Office on the Aging
Registered Dietitian (RD) Registered Dietitian Nutritionist (RDN)	Registered Dietitian or Registered Dietitian Nutritionist: An individual who shall be both: 1) Qualified as specified in Sections 2585 and 2586, Business and Professions Code, and 2) Registered by the Commission on Dietetic Registration. A Registered Dietitian (R.D.) shall be covered by professional liability insurance either individually (if a consultant) or through Grantee.

**IV. Description of Services**

MEALS:

- A. Grantee shall prepare and serve breakfast, lunch, and dinner to clients seven days a week.
- B. Grantee shall ensure that each days' three meals comply with the current Dietary Guidelines for Americans (DGA) and provide 100% of the Dietary Reference Intakes (DRI) for the predominate demographic characteristics of the population served.

PROGRAM SECURITY:

- C. Grantee shall provide a Security Team that is responsible for mediation and conflict resolution throughout the operations of Glide's meals programs and other activities at Grantee's meal service site.
- D. Grantee shall equip the team with identifying and noticeable uniform apparel to support a noticeable presence while providing service across Glide programs.
- E. Grantee shall train the Security Team to enhance their skills in such areas as harm reduction, de-escalation, mental health "first aid", and successful engagement with program clients.

**V. Location and Times of Services**

Grantee shall prepare and serve meals at the Glide Foundation at 330 Ellis Street, San Francisco, CA.

**VI. Grantee Responsibilities:**

- A. Grantee shall maintain a safe and sanitary environment for production, assembly, and delivery of all services.
- B. Grantee shall develop and maintain nutrition policies and procedures that are in compliance with and meet the nutrition and food service standards set forth by OOA policies to ensure the provision of quality meals.
- C. Grantee shall ensure central kitchen (or caterer kitchen) and all congregate meal sites meet the standards described in the most recent California Retail Food Code (CRFC).
- D. Grantee shall ensure a Registered Dietitian or an individual with a valid food safety certification oversees the safety and sanitation components of the program. A HACCP safety and sanitation monitoring for the production kitchen must be conducted on site and documented by a RD at least four times per year. Follow-up and in-service training shall be provided, as needed, to bring the

program into compliance. The HACCP monitoring reports shall be sent to OOA on a timely basis and no later than once per quarter.

- E. Grantee shall ensure that the Free Meals program menu and a nutrient analysis is approved by a Registered Dietitian and submitted to OOA for review approval in accordance to OOA's nutrition standards. Menu substitutions must be approved by a R.D. and documented.
- F. Grantee shall develop and maintain a current food service policy and procedure manual reflecting its current food service practices.
- G. The daily food service operations must be conducted or supervised by a staff member who demonstrates knowledge of safe food handling practices as they relate to the specified food preparation activities that occur at Glide Foundation's central kitchen.
- H. Food service in-service training will be provided to all food production staff by a Registered Dietitian on a quarterly basis. At least 2 of the training sessions shall include prevention of food borne illness and all food service personnel shall receive the training. Prevention of food borne illness training shall include the principles of HACCP.
- I. Grantee shall ensure prompt repair or remedy of any deficiencies noted by any City department within the time frame required by that department. Minor repairs shall be completed within two weeks of the problem being identified.
- J. Complaints or grievances related to the quality, safety, and sanitation of the meals must be addressed in accordance to DAAS-OOA standards. The grievance process shall follow DAAS's Policy Memorandum No. 33 or its subsequent replacement or update.
- K. Grantee shall provide a safe and welcoming space for meal recipients and other program participants.

## VII. Service Objectives

On an annual basis:

- A. A total of **151,012 breakfast meals** will be provided.
- B. A total of **244,642 lunches/dinners** will be provided.
- C. 25% of clients served will respond to annual survey administered according to DAAS guidelines.

## VIII. Outcome Objectives

- A. To provide quality meals that attain a high satisfaction level from participants. At least 85% of consumers will report being satisfied with the meal quality as defined as "Excellent or Good" in the DAAS annual consumer satisfaction survey, with a minimum 25% of clients served responding to the survey.
- B. To provide quality services that attain a high satisfaction level from participants. At least 85% of consumers will report being satisfied with the service delivery by staff and/or volunteers, as defined as "Excellent or Good" in the DAAS annual consumer satisfaction survey, with a minimum 25% of clients served responding to the survey.
- C. At least 75% of the consumers will report that the meal service was beneficial to them, based on the DAAS approved annual consumer satisfaction survey, with a minimum 25% of clients served responding to the survey.

D. No food-borne illness incidents reported.

**IX. Monitoring Requirements**

- A. Nutrition Program Monitoring: Program monitoring will include review of kitchen facility and congregate meal sites in accordance with CRFC and DAAS nutrition service standards, policies and procedures. This includes project documentation for the units of service and all reporting, and progress of service and outcome objectives; maintenance of service unit logs; how participant records are collected and maintained; agency and organization standards related to nutrition program operation, current organizational chart in the food service department, grievance policies and procedures, employee resume and credentials, job description, and whether progress notes are maintained according to the OOA nutrition program standards.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**X. Reporting Requirements**

- A. Monthly Reports. Grantee shall provide the total number of lunches prepared each day; monthly totals and averages; and year-to-date totals. Grantee will enter the monthly metrics in the HSA CARBON database by the 15<sup>th</sup> of the following month. The service objective per month is as follows:
- MEALS: Report the number of breakfasts, lunches and dinners served during the reporting month.
- Breakfast – Average about 12,584 meals per month
  - Lunch/Dinner –Average about 20,387 meals per month
- B. SECURITY PROGRAM: Report the number of active employees, not counting interns, who make up the Security Team as of the last day of the reporting month.
- C. Grantee will enter the annual Outcome Objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15<sup>th</sup> of the month following the end of the program year.
- D. Grantee shall provide food safety and sanitation monitoring reports for the central kitchen on a quarterly basis prepared by a Registered Dietitian. Grantee will provide these nutrition monitoring reports to the OOA Nutritionist on a quarterly basis.
- E. Annual Reports. Grantee shall submit the annual actual meal count information (July through June) and an annual client satisfaction report to DAAS-OOA by due date specified. Grantee will enter the annual report in the CARBON database.
- F. Grantee will provide other reports as requested by Nutritionist and/or Contract Manager. The requested reports can be sent via e-mail to the requestor/s. Monthly and Annual Reports will

be entered into CARBON system. For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas  
Contract Manager/HSA  
P.O. Box 7988  
San Francisco, CA 94120  
[Rocio.Duenas@sfgov.org](mailto:Rocio.Duenas@sfgov.org)

Lauren Muckley  
Lead Nutritionist/OOA  
1650 Mission Street, 5<sup>th</sup> Floor  
San Francisco, CA 94103  
[Lauren.Muckley@sfgov.org](mailto:Lauren.Muckley@sfgov.org)

	A	B	C	D	E	F	G	H	I	J
1	BUDGET FORMS					Appendix B, pg. 1				
2						Document Date: 5/21/2019				
3	<b>HUMAN SERVICES AGENCY - DEPARTMENT OF AGING AND ADULT SERVICES</b>									
4	<b>BUDGET PROPOSAL FORMS</b>									
5	Grantee's Name: Glide Foundation					Grant Term				
6	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>									
7	Effective Date of Mod:		No. of Mod:		7/1/19 to 6/30/21					
8	Program: Enter 1 Prog ONLY (e.g. Cong-ENP, HDM-ENP, Cong-AWD, or HDM-AWD)	FREE MEALS/LUNCH & DINNER	FREE MEALS/BREAKFAST	FREE MEALS/LUNCH & DINNER	FREE MEALS/BREAKFAST	TOTAL	Average cost/meal	Lunch & Dinner Average cost/meal	Breakfast Average cost/meal	
9	Annual #Meals Contracted	244,642	151,012	244,642	151,012	791,308				
10	Program Term	7/1/19 to 6/30/20	7/1/19 to 6/30/20	7/1/20 to 6/30/21	7/1/20 to 6/30/21	7/1/19 to 6/30/21				
11	<b>DAAS Expenditures</b>									
12	Salaries & Benefits	\$244,899	\$63,046	\$244,899	\$63,046	\$615,891	\$0.78	\$1.00	\$0.42	
13	Operating Expense	\$532,899	\$316,378	\$532,899	\$316,378	\$1,698,554	\$2.15	\$2.18	\$2.10	
14	<b>Subtotal</b>	<b>\$777,798</b>	<b>\$379,424</b>	<b>\$777,798</b>	<b>\$379,424</b>	<b>\$2,314,445</b>	<b>\$2.92</b>	<b>\$3.18</b>	<b>\$2.51</b>	
15	Indirect Percentage (%)	15%	15%	15%	15%					
16	Indirect Cost (Line 15 X Line 14, check Gen.Guidance regarding indirect exclusion)	\$116,670	\$56,915	\$116,670	\$56,915	\$347,169	\$0.44	\$0.48	\$0.38	
17	Capital Expenditure									
18	<b>TOTAL DAAS EXPENDITURES</b>	<b>\$894,468</b>	<b>\$436,339</b>	<b>\$894,468</b>	<b>\$436,339</b>	<b>\$2,661,614</b>	<b>\$3.36</b>	<b>\$3.66</b>	<b>\$2.89</b>	
19	<b>Non-DAAS Expenditures</b>									
21	Salaries & Benefits	\$221,782	\$78,632	\$221,782	\$78,632	\$600,828	\$0.76	\$0.91	\$0.52	
22	Operating Expense	\$228,894	\$189,258	\$228,894	\$189,258	\$836,304	\$1.06	\$0.94	\$1.25	
23	Capital Expenditure									
24	<b>TOTAL Non-DAAS EXPENDITURE</b>	<b>\$450,677</b>	<b>\$267,889</b>	<b>\$450,677</b>	<b>\$267,889</b>	<b>\$1,437,132</b>	<b>\$1.82</b>	<b>\$1.84</b>	<b>\$1.77</b>	
25	<b>TOTAL DAAS &amp; Non-DAAS EXPENDITURES</b>									
26		<b>\$1,345,145</b>	<b>\$704,228</b>	<b>\$1,345,145</b>	<b>\$704,228</b>	<b>\$4,098,746</b>	<b>\$5.18</b>	<b>\$5.50</b>	<b>\$4.66</b>	
27	<b>HSA-DAAS Revenues</b>									
29	Meals	\$894,468	\$436,339	\$894,468	\$436,339	\$2,661,614				
30	Nutrition Compliance (if your agency is requesting funds)									
31										
32	<b>TOTAL HSA-DAAS REVENUES</b>	<b>\$894,468</b>	<b>\$436,339</b>	<b>\$894,468</b>	<b>\$436,339</b>	<b>\$2,661,614</b>				
33	PER MEAL COST, HSA-DAAS	\$3.66	\$2.89	\$3.66	\$2.89	\$3.22				
34	Per MEAL & COMPLIANCE COST	\$3.66	\$2.89	\$3.66	\$2.89	\$3.22				
35	<b>Non-DAAS Revenues</b>									
37	Project Income									
38	Agency Cash - Fundraising	\$285,772	\$142,886	\$285,772	\$142,886	\$857,316	\$1.08	\$0.00	\$0.00	
39	Agency In-Kind Volunteer	\$58,240	\$26,208	\$58,240	\$26,208	\$168,896	\$0.21	\$0.00	\$0.00	
40	Food Donations	\$106,665	\$98,795	\$106,665	\$98,795	\$410,920				
41	<b>TOTAL NON HSA-DAAS REVENUE</b>	<b>\$450,677</b>	<b>\$267,889</b>	<b>\$450,677</b>	<b>\$267,889</b>	<b>\$1,437,132</b>				
42	PER MEAL COST, NON-HSA-DAAS	\$1.84	\$1.77	\$1.84	\$1.77	\$1.82				
43	<b>TOTAL REVENUES</b>	<b>\$1,345,145</b>	<b>\$704,228</b>	<b>\$1,345,145</b>	<b>\$704,228</b>	<b>\$4,098,746</b>				
44	PER MEAL COST, TOTAL	\$5.50	\$4.66	\$5.50	\$4.66	\$5.18				
45	Full Time Equivalent (FTE)									
47	Prepared by: Charles Simms		Phone No.:			Date: 5/21/19				
48	HSA-CO Review Signature:					Date:				
49	HSA #1	Form Rev. 12/22/16		Form Rev. 12/22/16						



	A	B	C	D	E	F	G	H	I	J	K	L	N
1	Grantee's Name: Glide Foundation											Appendix B, page 2	
2	Program Name: FREE MEALS/LUNCH & DINNER											Date: 5/21/2019	
3													
4													
5													
6													
7													
8	Salaries & Benefits Detail											TOTAL	
9	H.S.A-DAAS	Agency Totals		For DAAS Nutrition			7/1/19 to 6/30/20	7/1/19 to 6/30/20	7/1/20 to 6/30/21	7/1/20 to 6/30/21	7/1/19 to 6/30/21		
10	POSITION TITLE and NAME	Annual Full Time Salary for FTE	Total % FTE	Lunch Dinner % Nutr Prog (b)	Lunch Dinner Adjusted Nutr FTE	Breakfast % Nutr Prog (b)	Breakfast Adjusted Nutr FTE	Budgeted Salary/LUNCH & DINNER	Budgeted Salary/BREAKFAST	Budgeted Salary/LUNCH & DINNER	Budgeted Salary/BREAKFAST	Budgeted Salary	
11	Director	\$141,590	100%	30%	30%	8%	8%	\$42,477	\$11,327	\$42,477	\$11,327	\$107,608	
12	Culinary Manager	\$79,500	100%	28%	28%	7%	7%	\$22,260	\$5,565	\$22,260	\$5,565	\$55,650	
13	Chef	\$38,585	100%	28%	28%	7%	7%	\$10,804	\$2,701	\$10,804	\$2,701	\$27,010	
14	Shift Leader	\$48,861	100%	28%	28%	7%	7%	\$13,681	\$3,420	\$13,681	\$3,420	\$34,203	
15	Shift Leader	\$43,266	100%	28%	28%	7%	7%	\$12,114	\$3,029	\$12,114	\$3,029	\$30,286	
16	Steward	\$55,601	100%	28%	28%	7%	7%	\$15,568	\$3,892	\$15,568	\$3,892	\$38,920	
17	Dishwashers - 2	\$65,606	100%	28%	28%	7%	7%	\$18,370	\$4,592	\$18,370	\$4,592	\$45,924	
18	Program Navigator-2	\$92,605	100%	28%	28%	7%	7%	\$26,232	\$6,580	\$26,232	\$6,580	\$65,625	
19	Stockroom/Driver	\$32,803	100%	28%	28%	7%	7%	\$9,185	\$2,296	\$9,185	\$2,296	\$22,962	
20	Stockroom	\$32,803	100%	28%	28%	7%	7%	\$9,185	\$2,296	\$9,185	\$2,296	\$22,962	
21	Program Assistant	\$56,338	100%	23%	23%	7%	7%	\$12,958	\$3,944	\$12,958	\$3,944	\$33,803	
22	TOTALS	\$ 687,557	1100%	305%	305%	78%	78%	\$192,834	\$49,643	\$192,834	\$49,643	\$484,953	
23	FRINGE BENEFIT RATE	27.0%											
24	EMPLOYEE FRINGE BENEFITS	\$ 185,640						\$52,065	\$13,404	\$52,065	\$13,404	\$130,937	
25													
26													
27	TOTAL DAAS SALARIES & BENEFITS	\$ 873,197						\$244,899	\$63,046	\$244,899	\$63,046	\$615,891	
28													
29													
30	Non - DAAS	Agency Totals		For DAAS Meal									TOTAL
31	POSITION TITLE and NAME	Annual Full Time Salary for FTE	Total % FTE (a)	% Nutr Prog (b)	Adjusted Nutr FTE	% Nutr Prog (b)	Adjusted Nutr FTE	Budgeted Salary/LUNCH & DINNER	Budgeted Salary/BREAKFAST	Budgeted Salary/LUNCH & DINNER	Budgeted Salary/BREAKFAST	Budgeted Salary	
32	Program Director	\$ 141,590	100%	2%	2.00%	1.00%	1.00%	\$2,832	\$1,416	\$2,832	\$1,416	\$8,495	
33	Data & Contracts Coordinator	\$ 55,702	100%	2%	2.00%	1.00%	1.00%	\$1,114	\$557	\$1,114	\$557	\$3,342	
34	Security Monitor	\$ 37,482	600%	50%	300.00%	15.00%	90.00%	\$112,446	\$33,734	\$112,446	\$33,734	\$292,360	
35	Meals Volunteers	\$ 29,120	1500%	13%	200.00%	6.00%	90.00%	\$58,240	\$26,208	\$58,240	\$26,208	\$168,896	
36													
37													
38													
39													
40	TOTAL NON-DAAS	\$ 263,894	2300%	67%	504%			\$174,632	\$61,915	\$174,632	\$61,915	\$473,093	
41													
42	FRINGE BENEFIT RATE	27.0%											
43	EMPLOYEE FRINGE BENEFITS	\$ 71,251						\$47,151	\$16,717	\$47,151	\$16,717	\$127,735	
44													
45	TOTAL Non-DAAS SALARIES & BENEFITS	\$ 335,145						\$221,782	\$78,632	\$221,782	\$78,632	\$600,828	
46													
47	TOTAL DAAS & Non-DAAS SALARIES & BENEFITS	\$ 1,208,343						\$466,681	\$141,678	\$466,681	\$141,678	\$1,216,719	
48	HSA #2	Form Rev. 12/22/16											

	A	B	C	D	E	F	G	H	I	J
1	Grantee's Name: Glide Foundation								Appendix B, page 3	
2	Program Name:								Date: 5/21/2019	
3	FREE MEALS/LUNCH & DINNER									
4	Operating Expense Detail									TOTAL
7	H.S.A-DAAS	Annual #Meals Contracted:	244,642	151,012	244,642	151,012				791,308
8	Expenditure Category	Term:	7/1/19 to 6/30/20	7/1/19 to 6/30/20	7/1/20 to 6/30/21	7/1/20 to 6/30/21				7/1/19 to 6/30/21
9	Rental of Property		\$3,381	\$1,691	\$3,381	\$1,691				\$10,144
10	Utilities(Elec, Water, Gas, Phone, Scavenger)									
11	Office Supplies, Postage									
12	Building Maintenance Supplies and Repair									
13	FOOD COSTS									
14	Raw Food	per meal \$ 1.97	\$489,284	\$291,453	\$489,284	\$291,453				\$1,561,474
15	Cong Food Svc Supplies	per meal \$ 0.13	\$31,803	\$19,632	\$31,803	\$19,632				\$102,870
16	HDM Food Svc Supplies	per meal \$ -								
17	Catered Meals	per meal \$ -								
18	CONSULTANT/SUBCONTRACTOR Descriptive Title									
19	Registered Dietitian									
20										
21	OTHER COSTS:									
22	Insurance									
23	Staff Training & Travel									
24	Rental of Equipment		\$2,367	\$1,183	\$2,367	\$1,183				\$7,100
25	Garbage		\$3,869	\$1,321	\$3,869	\$1,321				\$10,380
26	Information Technology		\$333	\$167	\$333	\$167				\$1,000
27	Repair/Maintenance		\$1,167	\$584	\$1,167	\$584				\$3,502
28	Food Storage/Refrigeration		\$695	\$347	\$695	\$347				\$2,084
29										
30	TOTAL DAAS OPERATING EXPENSE		\$532,899	\$316,378	\$532,899	\$316,378				\$1,698,554
32	Non-DAAS									TOTAL
33	Expenditure Category									
34	Rental of Property									
35	Utilities(Elec, Water, Gas, Phone, Scavenger)									
36	Office Supplies, Postage									
37	Building Maintenance Supplies and Repair									
38	FOOD COSTS									
39	Raw Food	per meal \$ 0.80	\$161,464	\$155,542	\$161,464	\$155,542				\$634,012
40	Cong Food Svc Supplies	per meal								
41	HDM Food Svc Supplies	per meal \$ -								
42	Catered Meals	per meal \$ -								
43	CONSULTANT/SUBCONTRACTOR Descriptive Title									
44	Registered Dietitian		\$1,333	\$667	\$1,333	\$667				\$4,000
45										
46	OTHER COSTS:									
47	Insurance									
48	Staff Training & Travel									
49	Rental of Equipment									
50	Equipment		\$913	\$457	\$913	\$457				\$2,740
51	Garbage		\$51,052	\$25,526	\$51,052	\$25,526				\$153,156
52	Information Technology		\$1,333	\$667	\$1,333	\$667				\$4,000
53	Occupancy		\$10,430	\$5,215	\$10,430	\$5,215				\$31,290
54	Food Storage/Refrigeration		\$2,369	\$1,184	\$2,369	\$1,184				\$7,106
56	TOTAL Non-DAAS OPERATING EXPENSE		\$228,894	\$189,258	\$228,894	\$189,258				\$836,304
57										
58	TOTAL DAAS & Non-DAAS OPERATING EXPENSE		\$761,794	\$505,635	\$761,794	\$505,635				\$2,534,859
63	HSA #3	Form Rev. 12/22/16								

	A	B	C	E
1	Appendix B-1, Page 1			
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4	<b>BY PROGRAM</b>			
5	Name			Term
6	<b>Glide Foundation</b>			7/1/19-6/30/21
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
8	If modification, Effective Date of Mod.		No. of Mod.	
9	Program: Program Security			
10	Budget Reference Page No.(s)			
11	Program Term	7/1/19-6/30/20	7/1/20-6/30/21	Total 7/1/19-6/30/21
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$159,878	\$159,878	\$319,756
14	Operating Expenses	\$0	\$0	\$0
15	<b>Subtotal</b>	<b>\$159,878</b>	<b>\$159,878</b>	<b>\$319,756</b>
16	Indirect Percentage (%)	15%	15%	15.00%
17	Indirect Cost (Line 16 X Line 15)	\$23,981	\$23,981	\$47,962
18	Capital/Subcontractor Expenditures	\$0	\$0	\$0
19	Total Expenditures	\$183,859	\$183,859	\$367,718
20	<b>HSA Revenues</b>			
21	General Fund			
22				
23				
24				
25				
26				
27				
28				
29	TOTAL HSA REVENUES	\$0		\$0
30	<b>Other Revenues</b>			
31				
32				
33				
34				
35				
36	Total Revenues	\$0		\$0
37	Full Time Equivalent (FTE)			
39	Prepared by:	Telephone No.:	Date: 5/16/19	
40	HSA-CO Review Signature: _____			
41	HSA #1			10/25/2016



**APPENDIX A**  
**SCOPE OF SERVICES**  
**AGREEMENT BETWEEN THE**  
**DEPARTMENT OF AGING AND ADULT SERVICE-OFFICE ON AGING AND**  
**GLIDE FOUNDATION**

Effective July 1, 2019 to June 30, 2021

**CAAP and CalFRESH Workfare SNACK PROGRAM**

**I. Purpose**

The overall purpose of this grant is to provide a supplemental nutritious and CRFC (California Retail Food Code) compliant bag of snacks to County Adult Assistance Programs (CAAP) and CalFRESH Workfare participants when performing Workfare duties.

**II. Target Population**

The Grantee will serve CAAP and CalFRESH (ABAWD) Workfare participants and other eligible clients who are performing their assigned duties.

**III. Definitions**

Grantee	Glide Foundation/Glide Memorial UMC
ABAWD	ABAWD Able-Bodied Adults Without Dependents, i.e. CalFresh recipients aged 18-49 who are able to work and do not share a household with a minor child.
CalFRESH	CalFRESH, Formerly known as Food Stamps. A federal public assistance program that helps children and low-income households improve their diets by providing access to a nutritious diet.
CAAP	County Adult Assistance Programs. Consists of the following four programs: Personal Assistance Employment Services (PAES), Supplemental Security Income Pending (SSIP), Cash Assistance Linked to Medi-Cal (CALM), and General Assistance (GA)
CARBON	Contracts Administration, Reporting, and Billing On Line System.
CNC	The Care Not Cash is a program for homeless CAAP clients. Under CNC, homeless CAAP clients are offered housing or shelter and meals as a portion of their cash benefit package.
CRFC	California Retail Food Code establishes uniform health and sanitation standards for retail food facilities for regulation by the State Department of Public Health, and requires local health agencies to enforce these provisions.
Client	CAAP or CalFRESH Workfare participants

DAAS	Department of Aging and Adult Services
HACCP	Hazard Analysis Critical Control Point. A prevention-based food safety system focusing on time and temperature control at different crucial food service system points
HSA	Human Services Agency of City and County of San Francisco
OOA	Office on the Aging
Registered Dietitian (RD) Registered Dietitian Nutritionist (RDN)	Registered Dietitian or Registered Dietitian Nutritionist: An individual who shall be both: 1) Qualified as specified in Sections 2585 and 2586, Business and Professions Code, and 2) Registered by the Commission on Dietetic Registration. A Registered Dietitian (R.D.) shall be covered by professional liability insurance either individually (if a consultant) or through Grantee.

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

- A. Grantee shall prepare and provide a snack to clients six days a week from Monday to Saturday, excluding the holidays as indicated in the DAAS approved Site Chart.
- B. Grantee shall package the snack in bulk according to the client count approved by CAAP/CalFRESH and provide a total of 33,468 snacks annually for clients scheduled for a particular Workfare shift.
- C. Grantee shall include in one snack a minimum of three items, ensure that the components of the snack provide a minimum of 200 calories, and include the following:
  - a. A whole piece of fresh fruit that provides at least one serving for an adult
  - b. A protein source providing at least 4g of protein; protein can be animal or plant based and one or a mix of two items
  - c. A 16 oz. bottle of water

#### **V. Location and Times of Services**

Grantee shall prepare meals at Glide Foundation's central kitchen at 330 Ellis Street, San Francisco, CA and shall have the snack bags ready for pick up by the Workfare agency representatives between the hours of 7:00 a.m. and 9:00 a.m. Monday through Saturday excluding holidays as indicated in the DAAS approved Site Chart.

#### **VI. Grantee Responsibilities**

- A. Grantee shall maintain a safe and sanitary environment for production, assembly, and delivery of all services.
- B. Grantee shall develop and maintain nutrition policies and procedures that are in compliance with and meet the nutrition and food service standards set forth by OOA policies to ensure the provision of quality snacks.
- C. Grantee shall ensure the central kitchen (or caterer kitchen) meets the standards described in the most recent California Retail Food Code (CRFC).

- D. Grantee shall ensure a Registered Dietitian or an individual with a valid food safety certification oversees the safety and sanitation components of the program. A HACCP safety and sanitation monitoring for the production kitchen must be conducted on site and documented by a RD quarterly/four times per year. Follow-up and in-service training shall be provided, as needed, to bring the program into compliance. The HACCP monitoring reports shall be sent to OOA on a timely basis and no later than once per quarter. The preparation, packing and picking up of the snack bag lunch shall also be monitored. The monitoring of the snack bag production can be conducted by a food safety manager.
- E. Grantee shall ensure that the cycle menu and a nutrient analysis is approved by a Registered Dietitian and submitted to OOA for review approval in accordance to OOA's nutrition standards.
- F. Grantee shall develop and maintain a current food service policy and procedure manual reflecting its current food service practices.
- G. The daily food service operations must be conducted or supervised by a staff member that demonstrates knowledge of safe food handling practices as they relate to the specified food preparation activities that occur at Glide Foundation's central kitchen.
- H. In accordance to OOA's nutrition standards, menu substitutions must be approved by a R.D. and documented.
- I. Food service in-service training will be provided to all food production staff by a Registered Dietitian on a quarterly basis. At least 2 of the training sessions shall include prevention of food borne illness and all food service personnel shall receive the training. Prevention of food borne illness training shall include the principles of HACCP.
- J. Grantee shall ensure prompt repair or remedy of any deficiencies noted by any City department within the time frame required by that department. Minor repairs shall be completed within two weeks of the problem being identified.
- K. Grantee shall coordinate with CAAP/CalFRESH Workfare staff to ensure snacks delivered for service meet food safety standards.
- L. Grantee shall ensure mandatory enforcement of tuberculosis (TB) screening rules for all production kitchen staff members.
- M. Grantee shall ensure timely communications with CAAP/CalFRESH Workfare agency staff regarding Glide's most recent written client input, complaint and grievance policies and procedures relevant to CAAP/CalFRESH snacks.
- N. Complaints or grievances related to the quality, safety, and sanitation of the meals must be addressed within two working days after receipt of the verbal or written complaints from CAAP/CalFRESH Workfare clients and Workfare agency staff members. The grievance process shall follow DAAS's Policy Memorandum No. 33 or its subsequent replacement or update.

**VII. Service and Outcome Objectives**

- A. A total of 33,468 snacks will be provided annually.

- B. At least 85% of consumers will report being satisfied with the overall snack quality, defined as “Excellent or Good” in the DAAS approved annual consumer satisfaction survey, with a minimum 25% of clients served responding to the survey.
- C. At least 75% of the consumers will report that the snack meal was beneficial to them, based on the DAAS approved annual consumer satisfaction survey, with a minimum 25% of clients served responding to the survey.
- D. No food-borne illness incidents reported.

### **VIII. Monitoring Requirements**

- A. Nutrition Program Monitoring: Program monitoring will include review of kitchen facility and congregate meal sites in accordance with CRFC and DAAS nutrition service standards, policies and procedures. This includes project documentation for the units of service and all reporting, and progress of service and outcome objectives; maintenance of service unit logs; how participant records are collected and maintained; agency and organization standards related to nutrition program operation, current organizational chart in the food service department, grievance policies and procedures, employee resume and credentials, job description, and whether progress notes are maintained according to the OOA nutrition program standards.
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

### **IX. Reporting Requirements**

- A. Monthly Reports. Grantee shall provide the total number of snacks prepared each day; monthly totals and averages; and year-to-date totals. Grantee will enter the monthly metrics in the HSA CARBON database by the 15<sup>th</sup> of the following month. The service objective per month is 2,789 snack bags.
- B. Grantee will enter the annual Outcome Objective metrics identified in Section VII of the appendix A in the CARBON database by the 15<sup>th</sup> of the month following the end of the program year.
- C. Grantee shall provide food safety and sanitation monitoring reports for the central kitchen on a quarterly basis prepared by a registered dietitian; food safety and sanitation monitoring of the preparation, packing and storage of the snack bags shall also be conducted on a quarterly basis and may be performed by a Food Safety Manager. Grantee will provide these nutrition monitoring reports to the OOA nutritionist on a quarterly basis.
- D. Annual Reports. Grantee shall submit the annual actual meal count information (July through June) by July 31. Grantee will enter the annual report in the CARBON database.
- E. Grantee will provide other reports as requested by Nutritionist and/or Contract Manager. The requested reports can be sent via e-mail to the requestor/s. Monthly and Annual Reports will



be entered into CARBON system. For assistance with reporting requirements or submission of reports, contact:

Rocio Duenas  
Contract Manager/HSA  
P.O. Box 7988  
San Francisco, CA 94120  
[Rocio.Duenas@sfgov.org](mailto:Rocio.Duenas@sfgov.org)

Lauren Muckley  
Nutritionist/OOA  
1650 Mission Street, 5<sup>th</sup> Floor  
San Francisco, CA 94103  
[Lauren.Muckley@sfgov.org](mailto:Lauren.Muckley@sfgov.org)

	A	B	C	E	F
1	<b>BUDGET FORMS</b>			Appendix B, pg. 1	
2				Document Date: 3/22/2019	
3	<b>HUMAN SERVICES AGENCY - DEPARTMENT OF AGING AND ADULT SERVI</b>				
4	<b>BUDGET PROPOSAL FORMS</b>				
5	Grantee's Name: Glide Foundation			Grant Term	
6	(Check One) New <input checked="" type="checkbox"/> Renewal_ Modification _____				
7	Effective Date of Mod:		No. of Mod:	7/1/19 to 6/30/21	
8	Program: Enter 1 Prog ONLY (e.g. Cong-ENP, HDM-ENP, Cong-AWD, or HDM-AWD)	CAAP	CAAP	TOTAL	Average cost/meal
9	<b>Annual #Meals Contracted</b>	33,468	33,468	66,936	
10	Program Term	7/1/19 to 6/30/20	7/1/20 to 6/30/21	7/1/19 to 6/30/21	
11	<b>DAAS Expenditures</b>				
12	Salaries & Benefits	\$15,241	\$15,241	\$30,482	\$0.46
13	Operating Expense	\$33,425	\$33,425	\$66,850	\$1.00
14	<b>Subtotal</b>	<b>\$48,666</b>	<b>\$48,666</b>	<b>\$97,332</b>	<b>\$1.45</b>
15	Indirect Percentage (%)	15%	15%		
16	Indirect Cost (Line 15 X Line 14, check Gen.Guidance regarding indirect exclusion)	\$7,302	\$7,302	\$14,604	\$0.22
17	Capital Expenditure				
18	<b>TOTAL DAAS EXPENDITURES</b>	<b>\$55,968</b>	<b>\$55,968</b>	<b>\$111,936</b>	<b>\$1.67</b>
19					
20	<b>Non-DAAS Expenditures</b>				
21	Salaries & Benefits	\$1,010	\$1,010	\$2,019	\$0.03
22	Operating Expense				
23	Capital Expenditure				
24	<b>TOTAL Non-DAAS EXPENDITURES</b>	<b>\$1,010</b>	<b>\$1,010</b>	<b>\$2,019</b>	<b>\$0.03</b>
25					
26	<b>TOTAL DAAS &amp; Non-DAAS EXPENDITURES</b>	<b>\$56,978</b>	<b>\$56,978</b>	<b>\$113,955</b>	<b>\$1.70</b>
27					
28	<b>HSA-DAAS Revenues</b>				
29	Meals	\$55,968	\$55,968	\$111,937	
30	Nutrition Compliance (if your agency is requesting funds)				
31					
32					
33					
34	<b>TOTAL HSA-DAAS REVENUES</b>	<b>\$55,968</b>	<b>\$55,968</b>	<b>\$111,937</b>	
35	<b>PER MEAL COST, HSA-DAAS</b>	<b>\$1.67</b>	<b>\$1.67</b>	<b>\$1.67</b>	
36	<b>Per MEAL &amp; COMPLIANCE COST</b>	<b>\$1.67</b>	<b>\$1.67</b>	<b>\$1.67</b>	
37	<b>Non-DAAS Revenues</b>				
38	Project Income				
39	Agency Cash - Fundraising				
40	Agency In-Kind Volunteer				
41	Nutrition Compliance Revenues				
42					
43	<b>TOTAL NON HSA-DAAS REVENUES</b>				
44	<b>PER MEAL COST, NON HSA-DAAS</b>				
45	<b>TOTAL REVENUES</b>	<b>\$55,968</b>	<b>\$55,968</b>	<b>\$111,937</b>	
46	<b>PER MEAL COST, TOTAL</b>	<b>\$1.67</b>	<b>\$1.67</b>	<b>\$1.67</b>	
47	Full Time Equivalent (FTE)				
49	Prepared by:	Phone No.:		Date:	
50	HSA-CO Review Signature:				
51	HSA #1	Form Rev. 12/22/16			

	A	B	C	D	E	F	G	H	J
1	Grantee's Name: Glide Foundation							Appendix B, page 2	
2	Program Name:							Date: 3/22/2019	
3	CAAP								
4									
5	<b>Salaries &amp; Benefits Detail</b>							<b>TOTAL</b>	
6									
7									
8	<b>H.S.A-DAAS</b>	Agency Totals		For DAAS Nutrition			7/1/19 to 6/30/20	7/1/20 to 6/30/21	7/1/19 to 6/30/21
9	POSITION TITLE and NAME	Annual Full Time Salary for FTE	Total % FTE	% Nutr Prog (b)	Adjusted Nutr FTE		Budgeted Salary	Budgeted Salary	Budgeted Salary
10	Pantry Chef	\$33,781	100%	35%	35.0%		\$12,001	\$12,001	\$24,002
11									
12									
13									
14									
15									
16									
17									
18									
19	<b>TOTALS</b>	\$ 33,781	100%	35%	35%		\$12,001	\$12,001	\$24,002
20									
21	FRINGE BENEFIT RATE	27.0%							
22	EMPLOYEE FRINGE BENEFITS	\$ 9,121					\$3,240	\$3,240	\$6,480
23									
24									
25	<b>TOTAL DAAS SALARIES &amp; BENEFITS</b>	\$ 42,901					\$15,241	\$15,241	\$30,482
26									
27									
28	<b>Non - DAAS</b>	Agency Totals		For DAAS Meal					TOTAL
29	POSITION TITLE and NAME	Annual Full Time Salary for FTE	Total % FTE (a)	% Nutr Prog (b)	Adjusted Nutr FTE		Budgeted Salary	Budgeted Salary	Budgeted Salary
30	Culinary Manager	\$ 79,500	100%	1%	1%		\$795	\$795	\$1,590
31									
32									
33									
34									
35									
36									
37									
46									
47	<b>TOTAL NON-DAAS</b>	\$ 79,500	100%	1%	1%		\$795	\$795	\$1,590
48									
49	FRINGE BENEFIT RATE	27.0%							
50	EMPLOYEE FRINGE BENEFITS	\$ 21,465					\$215	\$215	\$429
51									
52									
53	<b>TOTAL Non-DAAS SALARIES &amp; BENEFITS</b>	\$ 100,965					\$1,010	\$1,010	\$2,019
54									
55	<b>TOTAL DAAS &amp; Non-DAAS SALARIES &amp; BENEFITS</b>	\$ 143,866					\$16,251	\$16,251	\$32,501
56	HSA #2								

Form Rev. 12/22/16

	A	B	C	D	E	F	H	
1	Grantee's Name: Glide Foundation						Appendix B, page 3	
2	Program Name:						Date: 3/22/2019	
3	CAAP							
4	Operating Expense Detail							
7	H.S.A-DAAS	Annual #Meals Contracted:		33,468	33,468	TOTAL		
8	Expenditure Category	Term:		7/1/19 to 6/30/20	7/1/20 to 6/30/21	7/1/19 to 6/30/21		
9	Rental of Property							
10	Utilities(Elec, Water, Gas, Phone, Scavenger)							
11	Office Supplies, Postage							
12	Building Maintenance Supplies and Repair							
13	FOOD COSTS							
14	Raw Food	per meal \$	0.86	\$28,782	\$28,782	\$57,564		
15	Food Svc Supplies	per meal \$	0.05	\$1,673	\$1,673	\$3,346		
16	Food Svc Supplies	per meal \$	-					
17	Catered Meals	per meal \$	-					
18	CONSULTANT/SUBCONTRACTOR Descriptive Title							
19	Registered Dietitian			\$270	\$270	\$540		
20								
21	OTHER COSTS:							
22	Kitchen Supplies			\$2,700	\$2,700	\$5,400		
23	Staff Training & Travel							
24	Rental of Equipment							
25	Garbage							
26	Information Technology							
27	Repair/Maintenance							
28	Food Storage							
29	Occupancy							
30	TOTAL DAAS OPERATING EXPENSE			\$33,425	\$33,425	\$66,850		
32	Non-DAAS			TOTAL				
33	Expenditure Category							
34	Rental of Property							
35	Utilities(Elec, Water, Gas, Phone, Scavenger)							
36	Office Supplies, Postage							
37	Building Maintenance Supplies and Repair							
38	FOOD COSTS							
39	Raw Food	per meal \$	-					
40	Cong Food Svc Supplies	per meal \$	-					
41	HDM Food Svc Supplies	per meal \$	-					
42	Catered Meals	per meal \$	-					
43	CONSULTANT/SUBCONTRACTOR Descriptive Title							
44	Registered Dietitian							
45								
46	OTHER COSTS:							
47	Kitchen Supplies							
49	Rental of Equipment							
50	Equipment							
51	Garbage							
52	Information Technology							
53	Occupancy							
54								
56	TOTAL Non-DAAS OPERATING EXPENSE							
57								
58	TOTAL DAAS & Non-DAAS OPERATING EXPENSE			\$33,425	\$33,425	\$66,850		
63	HSA #3			Form Rev. 12/22/16				