



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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



London Breed
Mayor

Trent Rhorer
Executive Director

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

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

DATE: JUNE 17, 2022

SUBJECT: GRANT MODIFICATIONS: MULTIPLE GRANTEES for PREPARED MEAL SUPPORT SERVICES (see table on next page)

GRANT TERM:

Current	Modification	Revised	Contingency	Total
11/01/2021- 6/30/2022	07/01/2022- 1/31/2023	11/01/2021- 1/31/2023		
\$2,444,543	\$1,550,000	\$3,994,543	\$399,454	\$4,393,997

(See Table Below for Breakdown)

GRANT AMOUNTS:

FUNDING SOURCE:

County	State	Federal	Contingency	Total
\$3,994,543			\$399,454	\$4,393,997

FUNDING:

PERCENTAGE: 100% 100%

DS
EB

The Human Services Agency (HSA) requests authorization to modify the existing grant agreements with multiple providers to supplement the City’s food security network by improving food access and security through the Prepared Meal Support Services program for the period of July 1, 2022 to January 31, 2023 in the combined additional amount of \$1,550,000 plus a 10% contingency for a revised total amount not to exceed \$4,393,997. The purpose of this modification is to continue meal support services to SRO residents and families with young children. The funding amounts are detailed in the table below.

Grantee	Current	FY 22/23	Revised Total	10% Contingency	Total Not to Exceed
SF New Deal (Households with Children 0-5)	\$ 1,850,000	\$ 1,000,000	\$ 2,850,000	\$ 285,000	\$ 3,135,000
Chinatown Community Development Center (SROs)	\$ 594,543	\$ 550,000	\$ 1,144,543	\$ 114,454	\$ 1,258,997
Total	\$ 2,444,543	\$ 1,550,000	\$ 3,994,543	\$ 399,454	\$ 4,393,997

Background

In June of 2021, the Covid-19 Food Coordination Group (CFCG) held three community listening sessions to hear from service providers directly on where they needed the most support and where service gaps existed when it came to food access within our vulnerable populations. Service providers identified residents of Single Room Occupancy (SRO) hotels and families with young children as two vulnerable populations that needed extra food support due to the many challenges they faced, and continue to face, as a result of the pandemic.

As a result of our findings during the listening sessions, Request for Proposals (RFP) # 953 was released with two components- one to address the challenges faced by SRO residents and one to address the specific needs of families with young children.

Services to be Provided

This modification will continue the services of Chinatown Community Development Center which has been operating “Feed and Fuel” which provides 2 meal vouchers per week to over 500 participating SRO residents. The meal vouchers are redeemable at participating restaurants in the Chinatown. This modification will also continue the services of SF New Deal which has been operating the Family Meal Pack program. This program provides bulk meal pick-ups for families with children under the age of 5. Families are able to pick up meals in bulk from participating childcare sites and family resource centers bi-weekly. This program will continue to serve over 875 families.

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

Location

For SF New Deal’s Family Meal Pack Program:

- One of the three zip codes with the highest number of children enrolled in early care and education subsidies (94112, 94124, 94134)

For Chinatown Community Development Center’s Feed and Fuel:

- District 3 which has the highest density of SRO buildings

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

Selection

Grantees were selected through RFP #953 issued in July 2021.

Funding

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

ATTACHMENTS

SF New Deal (Households with Children 0-5)

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Chinatown Community Development Center (SROs)

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Appendix A-1 – Services to be Provided

SF New Deal

Prepared Meal Support: Households (Meal Pick-up for Households with Children 5 Years Old and Under)

November 1, 2021 – January 31, 2023

I. Purpose of Grant

The purpose of this grant is to implement a program whereby San Francisco households with at least one child under the age of five can pick up packs of prepared meals from participating restaurants in or within one mile of the household's zip code. The purpose of this program is to assist low-income San Francisco households with small children with the time and financial demands of purchasing and preparing food for their household. Additionally, with most children under five not enrolled in elementary school, these families may not be able to access meal programs through schools.

II. Definitions

BIPOC	Black, Indigenous, and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City's COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	SF New Deal
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

SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Low-income San Francisco households with at least one child under the age of 5. While the program may serve San Franciscans in any zip code, Grantee’s program must have participating restaurants and serve clients in the three San Francisco zip codes with the highest number of children enrolled in early care and education subsidies as of February 2020: 94124, 94134, and 94112. Areas of service beyond the three designated zip codes shall be agreed upon with Grantee and CFCG.

IV. Description of Services

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

Grantee shall administer a program whereby low-income households with at least one child under the age of five can pick up a free, culturally-appropriate “Prepared Meal Pack” from a restaurant in or within one mile of the participating household’s zip code. The purpose of this program is to support households with children by helping to alleviate some of the financial and time demands associated with grocery shopping and cooking, especially with many food resources only being accessible between 9:00 am and 5:00 pm. Prepared Meal Packs will be available for pick-up during time windows that are convenient for working families, such as after 5:00 pm and on weekends.

A Prepared Meal Pack will consist of either six or twelve individually-packed meals, or family-style portions that equate to six or twelve meals. Families may also receive up to twelve vouchers to redeem at restaurants over a two-week period. The frequency of client pick-up to be determined by Grantee with approval from CFCG. The number of meals per Prepared Meal Pack may change throughout the program with approval from the CFCG. Grantee will also pilot a texting-based voucher model with a limited number of families where participants can receive up to twelve meals over a two-week period in quantities of their choosing. Grantee may expand pilot upon approval from CFCG.

Grantee’s Call Center will provide customer support to program participants in at minimum San Francisco’s Threshold Languages: Chinese, English, Spanish, and Tagalog.

During the restaurant onboarding process, Grantee will collect all SF Department of Public Health (“SF DPH”) health and permitting documentation. 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.

Grantee should develop and utilize additional partnerships with community-based organizations, mutual-aid networks, after-school programs, and/or childcare and healthcare providers to share information about this program and reach qualifying households. Grantee should develop and support distribution of program advertising materials in San Francisco's Threshold Languages that provide information about the service and eligibility.

V. Location and Time of Services

Pick up sites outside of restaurants may be considered in order to best meet the needs of families. Grantee must request approval from the CFCG prior to allowing pick up sites outside of participating restaurants.

While the timing of services is to be determined by Grantee and participating restaurants, Prepared Meal Packs must be available for pick-up from some vendors during time windows that are convenient for working families, such as after 5:00 pm and on weekends.

VI. Service Objectives

Grantee will meet the following service objectives:

By June 30, 2021	By January 31, 2023*
Provide approximately 124,565 meals to households with at least one child under 5;	Provide approximately 187,831 meals to households with at least one child under 5;
Partner with at least 15 San Francisco-based restaurants;	Partner with at least 15 San Francisco-based restaurants;
Partner with at least 10 community based organizations who serve families to in order to conduct outreach; and,	Partner with at least 10 community based organizations who serve families to in order to conduct outreach; and,
Offer a minimum of 8 unique cuisine types among these restaurants	Offer a minimum of 8 unique cuisine types among these restaurants

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

VII. Outcome Objectives

Grantee will conduct surveys approved by SF HSA 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 75% of the client and family liked the Meal(s)
2. At least 75% of clients said the Meal portion size was adequate
3. At least 75% of clients said the program increased their family's food security
4. At least 75% of clients said the program decreased challenges to food access
5. At least 80% of the vendors said that participating in the program increased business
6. At least 75% of clients felt they had a dignified meal experience (high quality food, culturally-appropriate cuisine choices, and experienced good service)

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
November					
December					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
January					

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

On a monthly basis, Grantee will also submit client breakdown by referral site, and meal number breakdown by restaurant.

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

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

In addition, the Grantee shall submit an outreach plan to the City one month into the grant term (**December 1, 2021**) outlining how they intend to recruit and enroll families.

Grantee's quarterly report shall provide the following information:¹

1. Referral Site (e.g., name of community-based organization);
 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 orientation²
 12. Whether recipient receives CalFresh (Note: Does not disqualify recipients from receiving services; client eligibility information does not need to be requested.)
- A template including these fields will be available for download in CARBON. In addition to the quarterly report above, Grantee will also submit quarterly meal menus and/or restaurant offerings to the assigned Program Manager through email.

¹ A client's refusal to answer any question does not preclude them from participating in the program.

² 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*).

D. 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 15th of the month following the end of the program year.

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

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

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

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

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

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

Tommy McClain

thomas.mcclain@sfgov.org

Program Manager, Food Coordination Group, SF HAS

IX. Monitoring Activities

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

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

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

B. Fiscal Compliance and Contract Monitoring:

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

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: SF New Deal			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Prepared Meal Support (Households)				
	11/1/21-6/30/22	7/1/22-1/1/23		Total
Expenditures				
Salaries & Benefits	\$ 76,047	\$ 83,218		\$ 159,265
Operating Expenses	\$ 1,648,896	\$ 809,635		\$ 2,458,531
Subtotal	\$ 1,724,943	\$ 892,853		\$ 2,617,796
Indirect Percentage (%)	7%	12%		
Indirect Costs (Line 16 X Line 15)	\$ 125,057	\$ 107,146		\$ 232,204
Capital Expenses				
Total Expenses	\$ 1,850,000	\$ 1,000,000		\$ 2,850,000
HSA Revenues				
General Fund	\$ 1,850,000	\$ 1,000,000		\$ 2,850,000
Total HSA Revenues	\$ 1,850,000	\$ 1,000,000		\$ 2,850,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by:	Telephone No.:	Date:		

Agency Name: SF New Deal
Program Name: Prepared Meal Support (Households)

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/1/23	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 3,200	\$ 15,000	\$ 18,200
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction		\$ 85,000	\$ 510	\$ 85,510
Insurance		\$ 1,787	\$ 3,000	\$ 4,787
Staff Training		\$ 1,167		\$ 1,167
Staff Travel-(Local & Out of Town)		\$ 679	\$ 300	\$ 979
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
Cost of Meals (12.50x 187,831 Meals)		\$ 1,557,063	\$ 790,825	\$ 2,347,888
TOTAL OPERATING EXPENSE		\$ 1,648,896	\$ 809,635	\$ 2,458,531

Appendix A-2 – Services to be Provided

Chinatown Community Development Center

Prepared Meal Support: SROs

(Meal Pick up for Residents of Single Room Occupancy Buildings with Limited Food Preparation Space)

November 1, 2021– January 31, 2023

I. Purpose

The purpose of this grant is to provide a meal voucher program to link SRO residents with free meals from local restaurants, in order to supplement the City’s food security network by improving food access and security for Single Room Occupancy (SRO) residents in San Francisco.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA.
Culturally-Appropriate Meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Chinatown Community Development Center (CCDC)
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 voucher
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>).
SRO	Single Room Occupancy

III. Target Population

SRO residents in District 3 of San Francisco.

IV. Description of Services and Program Requirements

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

Grantee will develop and administer a meal voucher program for SRO residents in District 3 of San Francisco. Voucher recipients will be able to exchange each meal voucher for a free preapproved meal from a participating restaurant. For each meal voucher distributed between November 1, 2021 to June 30, 2022, Grantee is reimbursed at maximum \$10. For each meal voucher distributed between July 1, 2022 to January 31, 2023, Grantee is reimbursed at maximum \$11.50, which includes sales tax. Vouchers will have no cash redemption value.

Grantee will develop partnerships with restaurants based in District 3 to provide nutritious and culturally appropriate meals to residents of District 3 SROs. Meals will be substantial and include a combination of grains, protein and vegetables. Restaurants will provide multiple meal options for voucher recipients to choose.

Grantee will screen and enroll all clients into Grantee's database and meet all data collection and reporting requirements set forth in section VIII. Clients enrolled in the program will receive 2 vouchers per week. Grantee will maintain a record of enrolled clients and voucher distribution. Grantee shall, at minimum, meet the service objectives set forth in Section VI.

In addition to the SRO meal voucher program, Grantee will also serve as a fiscal sponsor for the Annual Chinatown Food Drive.

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

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

Vouchers will be distributed at in-person pick up locations based in District 3 that are easily accessible to program participants.

Meal vouchers can be redeemed at the discretion of clients any day of the week at participating restaurants during their normal operating hours.

VI. Service Objectives

Objective	By 06/30/22	By 01/31/23*
Minimum unduplicated clients served	525	540
Minimum service units distributed	33,300	72,042
Minimum participating restaurants	20	20
Minimum cuisine options	6	6

*Includes services from 11/1/21-01/31/23

In addition to the objectives listed above, Grantee will administer the funds to support the Annual Chinatown Food Drive during Fiscal Year 2021-2022.

VII. Outcome Objectives

Grantee will administer a consumer satisfaction survey at the end of each fiscal year and at the end of the grant term using a survey tool approved by the CFCG. The survey must measure whether the Grantee has met the following outcome objectives:

1. At least 80% of voucher recipients liked the meal based on client survey.
2. At least 85% expressed that they felt the service decreased their food insecurity as measured by client survey.
3. At least 85% of clients were satisfied with food choices and locations.
4. At least 75% of clients report reduced use of shared kitchen facilities.

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

VIII. Data Collection and Reporting Requirements

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

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

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

Month	Units of Service	Unduplicated SRO Rooms	Unduplicated Households	Unduplicated Individuals	YTD SRO Rooms	YTD Households	YTD Individuals
2021							
November							
December							
2022							
January							
February							

March							
April							
May							
June							
July							
August							
September							
October							
December							
2023							
January							

This template will be available for download from the CARBON system. Grantee shall also submit a monthly breakdown of voucher redemption by restaurant.

C. Quarterly Reporting: Grantee will enroll all clients into grantee database and will provide a quarterly report of client-level information. Grantee will submit quarterly reports via secure email to their Program Manager:

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

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

Grantee's quarterly report shall provide the following information:

1. Recipient First Name
2. Recipient Last Name
3. Recipient Date of Birth
4. Recipient Address
5. Recipient Zip Code
6. Household Size
7. Race
8. Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹

¹ 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 Chinatown Community Development Center

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. In addition to the quarterly report above, Grantee will also submit quarterly meal 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.

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

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

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

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

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

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

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

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
Contract Manager, Office of Contract Management, SFHSA
or
Cathy.Huang@sfgov.org
Program Manager, Food Coordination Group, 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 (CJI); Immigration Status information as governed by The San Francisco City and County of Refuge Ordinance (San Francisco Administrative Code, Chapters 12H

and 12I) also known as the Sanctuary Ordinance; and Federal Tax Information (FTI) under this grant.

B. Data Security and Storage

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

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

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: Chinatown Community Development Center			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	2
Program: Prepared Meal Support Services/SRO				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 80,711	\$ 69,306		\$ 150,017
Operating Expenses	\$ 22,719	\$ 21,535		\$ 44,254
Subtotal	\$ 103,430	\$ 90,841		\$ 194,271
Indirect Percentage (%)	15%	15%		15%
Indirect Costs (Line 16 X Line 15)	\$ 15,514	\$ 13,626		\$ 29,141
Non-Direct Operating Expense	\$ 475,600	\$ 445,533		\$ 921,133
Total Expenses	\$ 594,544	\$ 550,000		\$ 1,144,544
HSA Revenues				
General Fund	\$ 594,544	\$ 550,000		\$ 1,144,544
Total HSA Revenues	\$ 594,544	\$ 550,000		\$ 1,144,544
Other Program Revenues				
Chinatown CDC Fundraising Revenue	\$ 10,000	\$ 20,000		\$ 30,000
Total Other Program Revenues	\$ 10,000	\$ 20,000		\$ 30,000
Prepared by: Wai Ching Kwan Telephone No.: 415-984-1459 Date: 6/3/2022				

Agency Name: Chinatown Community Development Center
Program: Prepared Meal Support Services/SRO

Operating Expenses Detail

<u>Expenditure Category</u>	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property		\$ 2,360	\$ 2,065	\$ 4,425
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 1,953	\$ 1,708	\$ 3,661
Office Supplies, Postage		\$ 424	\$ 370	\$ 794
Building Maintenance Supplies and Repair		\$ 1,342	\$ 1,174	\$ 2,516
Printing and Reproduction		\$ 10,669	\$ 12,000	\$ 22,669
Insurance				
Staff Training		\$ 7		\$ 7
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
Computer (database) subscription & supplies		\$ 5,963	\$ 4,218	\$ 10,181
TOTAL DIRECT OPERATING EXPENSES		\$ 22,719	\$ 21,535	\$ 44,254
NON-DIRECT OPERATING EXPENSES				
Meal Vouchers		\$ 325,600	\$ 445,533	\$ 771,133
Chinatown Food Giveaway		\$ 150,000		\$ 150,000
TOTAL NON-DIRECT OPERATING EXPENSES		\$ 475,600	\$ 445,533	\$ 921,133