



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

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: NOVEMBER 21, 2024

SUBJECT: GRANT MODIFICATIONS: **MULTIPLE GRANTEES** FOR PROVISION OF COMMUNITY CENTERED GROCERY ACCESS

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GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	09/01/2023- 06/30/2025	7/1/24- 6/30/25	09/01/2023- 06/30/2025		
GRANT AMOUNT:	\$4,279,434	\$972,019	\$5,251,454	\$525,145	\$5,776,599
ANNUAL AMOUNT:	See Table Below				
FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$5,251,454			\$525,145	\$5,776,599
PERCENTAGE:	100%				100%

The San Francisco Human Services Agency (SFHSA) requests authorization to modify existing grant agreements with multiple providers for the period of July 1, 2024 to June 30, 2025 in the additional amount of \$972,019 plus a 10% contingency for a total amount not to exceed \$5,776,599. These grants will supplement the City’s food security network funding nonprofit service providers to provide food programs in currently under resourced areas via the Community Centered Grocery Access program. The funding amounts are detailed in the table below.

Grantee	Current 09/01/23 – 06/30/25	Modification 7/01/24 – 06/30/25	Revised 09/01/23 – 06/30/25	10% Contingency	Total Not to Exceed
Bayanihan Equity Center	\$739,481	\$163,030	\$902,511	\$90,251	\$992,762
Booker T Washington Community Services	\$1,711,874	\$526,934	\$2,238,809	\$223,881	\$2,462,690
Curry Senior Services	\$602,044	\$115,103	\$717,147	\$71,715	\$788,862
Farming Hope	\$392,573	\$88,377	\$480,950	\$48,095	\$529,045
Richmond Neighborhood Center	\$833,462	\$78,575	\$912,037	\$91,204	\$1,003,241
Total	\$4,279,434	\$972,019	\$5,251,454	\$525,145	\$5,776,599

Background

As part of SFHSA’s goal to improve access to food resources in the community, Request for Proposals 1091 was released to continue partnerships with trusted providers for the provision of community centered and culturally responsive grocery programs in the highest need neighborhoods of San Francisco. The areas listed demonstrated the need for tailored grocery access services but lacked service providers offering the appropriate services. RFP 1091 sought to fund nonprofits that could offer grocery access programs that are accessible to the community at large.

All programs provide opportunities for participants to provide feedback on the food items provided and measure client satisfaction to ensure that community members have an active role in the program and that the program meets the need of the community.

The additional dollars will allow the grantees to maintain the level of service objectives provided last Fiscal Year. Due to the overwhelming demand for food support in these neighborhoods, the services funded by this grant modification will continue to meet community demand. These organizations are well equipped to serve their respective communities due to their existing trusted relationships with clients and neighborhoods.

Services to be Provided

All grantees listed focus on providing culturally tailored and high quality groceries in a manner that centers dignity and consumer choice. Distribution models vary from program to program but incorporate feedback and preferences of the consumers receiving the food. Grantees will continue to implement programs that are accessible to the public by means of being not only ADA compliant but also linguistically and culturally appropriate according to the diversity of their neighborhoods.

Location

Services will be provided in the following zip codes:

- 94102
- 94103
- 94109
- 94112
- 94115
- 94118
- 94121

For more detailed information about locations where services will be provided, please refer to individual Appendix As (attached).

Selection

The grantees were selected through RFP #1091 issued in June 2023.

Funding

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

ATTACHMENTS

Bayanihan Equity Center

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Booker T. Washington Community Service Center

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Curry Senior Center

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Farming Hope

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

The Richmond Neighborhood Center

Appendix A-2: Services to be Provided

Appendix B-2: Program Budget

Appendix A-1 – Services to be Provided
Bayanihan Equity Center
Community Centered Grocery Access
9/1/2023 - 6/30/2025
Revised 10.30.2024

I. Purpose

The purpose of this grant is to provide free, high quality, and culturally tailored groceries to low-income San Franciscans.

II. Definitions

BIPOC	Black, Indigenous and People of Color
Bottled Water	As defined in San Francisco Bottled Water Ordinance, located in the San Francisco Environment Code, Chapter 24, Section 2401 <i>et seq</i>
CARBON	SFHSA’s web-based 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 SFHSA.
City	City and County of San Francisco, a municipal corporation
CRFC	California Retail Food Code
Culturally-relevant	Acknowledges and appreciates the experiences, traditions, and diverse preferences of a particular population.
Food Security	When all people, at all times, have physical, social, and economic access to sufficient, safe and nutritious food which meets their dietary needs and food preferences for an active and healthy life.
FPL	Federal Poverty Level
Grantee	Bayanihan Equity Center
Low-income	Having income at or below 200% of the federal poverty level 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.
Priority Service Area	Zip codes 94103, 94109, & 94112
Service Unit	One distributed bag/box of groceries
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>Chapter 104, Sections 104.1 through 104.9</i>).
Sugar-sweetened beverage	"Sugar-Sweetened Beverage" as defined in San Francisco Administrative Code, Chapter 101, Section 101 <i>et seq</i>

III. Priority Population

This program is designed to serve all populations and ethnicities with focused expertise to address the unique needs of food insecure individuals residing in the 94103, 94109, and 94112 zip codes.

IV. Description of Services and Program Requirements

Grantee shall provide culturally-relevant Service Units free of charge to the Priority Population through Grantee’s Supplemental Grocery Program. Service Units must reflect and incorporate client preferences.

Food access points must be within the Priority Service Areas. Grantee shall have a meaningful, on-going system for participant feedback where the feedback can be quickly incorporated into the program. Feedback mechanisms must be accessible to all participants and available in the primary language(s) of food support recipients. Grantee shall 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.

Grantee shall be responsible for procuring all food and packaging and will oversee all aspects of food distribution. Grantee shall ensure that the packing and distribution of food meets all applicable local, state, and federal food safety and sanitation requirements, including the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policies and procedures in place to ensure that distributed food is of high quality and falls within expiration timelines.

Grantee is responsible for the registration and data collection and reporting of all participants, as well as any necessary community outreach to the Priority Population. Grantee shall work with CFAT to ensure all participants are provided a dignified experience throughout all aspects of the program.

V. Location and Time of Services

Main Distribution Location: Bayanihan Equity Center, 616 Minna Street, San Francisco, CA 94103

Additional Distribution Location (until 12/31/2024): Bayanihan Equity Center, 1010 Mission Street, San Francisco, CA 94103

Additional Distribution Location: Lao Seri Association, 1031 Franklin Street, San Francisco, CA 94109

Additional Distribution Location: Filipino Community Center, 4681 Mission Street, San Francisco, CA 94112

Time of services shall be agreed upon between Grantee and CFAT with input from program participants.

VI. Service Objectives

During the grant term, Grantee shall meet the following service objectives:

- A. Distribute 4,600 service units (460 service units per month) in FY 23-24;

- B. Provide service units to a minimum of 230 households per distribution in FY 23-24;
- C. Distribute 5,520 service units (460 service units per month) in FY 24-25;
- D. Provide service units to 230 households per distribution in FY 24-25;
- E. Each distribution location shall partner with SFHSA to host at least one (1) outreach event per fiscal year

VII. Outcome Objectives

Grantee will conduct surveys translated into the languages spoken by participants and approved by 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:

- A. At least 85% of participants surveyed were satisfied with the available food choices.
- B. At least 90% of participants surveyed were satisfied with the quality of the food provided.
- C. At least 95% of participants surveyed expressed that they felt welcomed and respected when accessing services.
- D. At least 85% of the participants surveyed reported that the food they received was culturally relevant.

At minimum, 50% of program participants should be surveyed.

VIII. Fiscal Guidelines

- A. No funds from this grant shall pay for the delivery of service units to clients nor staff/volunteer time in delivering service units to clients. Funds from this grant may pay for service units where the delivery to clients or staff/volunteer time in delivering to clients is paid for by other funding sources.
- B. No Sugar-Sweetened Beverages, Bottled Water, or gift cards may be purchased through this grant.
- C. Grantee shall be reimbursed up to a maximum of \$50 per Service Unit.

IX. Data Collection and Reporting Requirements

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

- A. At the beginning of the grant term, Grantee must designate staff to invoice and submit reports through the SFHSA CARBON system and input program and data reporting into the client registration database, Link2Feed, during the duration of the grant term. These staff will receive training on the CARBON system and/or Link2Feed from City staff after the start of the grant term.

B. Client Registration Database

Grantee is required to record client data, client attendance, and distributed service units in the SFHSA CFAT client registration database, Link2Feed. Grantee shall distribute and receive signed Client Database Consent Forms from each household prior to recording attendance for that household. Grantee shall provide clients with a SFHSA registration card for ease of check-in and recording attendance. Grantee's assigned CFAT Program Analyst shall

provide the registration cards and copies of the Client Database Consent Forms.

Grantee shall be required to collect at minimum the following client data and enter into the client registration database:

- First name
- Last name
- Address
- Zip code
- Household size
- Phone number
- Date of birth
- Race/ethnicity
- Primary language(s)
- Gender identity¹
- Sexual orientation²
- Dietary restrictions
- CalFresh Receipt

C. Monthly Menu Reports

Grantee shall on a monthly basis submit a report to the assigned Program Analyst of the food items and amount/quantity of those items made available for participants to select from.

D. Monthly Invoices

All invoices are due by the 15th of the month following service. These will be submitted in CARBON.

E. Annual Report

Grantee shall provide an Annual Report summarizing grant activities, referencing the grant objectives described in Sections 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 15th of the month following the end of each program year.

F. Grantee may be required to issue a Fiscal Closeout Report at the end of each 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.

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

² Gender Identity and Sexual Orientation are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

- H. Grantee’s relevant program staff will complete a data security awareness training on an annual basis; Grantee will send evidence of staff completion of this training to Program Analyst if requested and maintain on file.
- I. Grantee shall be compliant with 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 CFAT within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program participants and clients.

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

Tommy McClain

Thomas.McClain@sfgov.org

Program Analyst, Citywide Food Access Team, SFHSA

Jennifer Grant

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, SFHSA

IX. Monitoring Activities

A. Program Monitoring

Program monitoring will include review of:

1. 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);
2. Food procurement policies and planning;
3. Participant files if applicable;
4. Staff development and training activities (i.e. monthly trainings attended by staff);
5. Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
6. Customer satisfaction materials (i.e. client satisfaction surveys);
7. Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
8. Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
9. 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:

1. 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
2. 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 SFHSA 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 SFHSA 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 priority 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: Bayanihan Equity Center					Grant Term:
(Check One) New Revision <u>Modification XXX</u>					9/1/23-6/30/25
If modification, Effective Date:		Modification No.: 1			
Program Name: Community Centered Grocery Access					
	9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
	FY 23-24	FY 24-25 Current	FY 24-25 Modification	FY 24-25 Revised	Total
Expenditures					
Salaries & Benefits	\$ 47,654	\$ 61,127	\$ -	\$ 61,127	\$ 108,781
Operating Expenses	\$ 401,846	\$ 228,854	\$ 163,030	\$ 391,884	\$ 793,730
Subtotal	\$ 449,500	\$ 289,981	\$ 163,030	\$ 453,011	\$ 902,511
Indirect Percentage (%)					
Indirect Costs (Line 16 X Line 15)	\$ -				
Total Expenses	\$ 449,500	\$ 289,981	\$ 163,030	\$ 453,011	\$ 902,511
HSA Revenues					
General Fund	\$ 430,000	\$ 279,500		\$ 279,500	\$ 709,500
FY 23-24 CODB	\$ 16,125	\$ 10,481		\$ 10,481	\$ 26,606
Contingency/Holiday Food	\$ 3,375				\$ 3,375
FY 24-25 CODB			\$ 7,250	\$ 7,250	\$ 7,250
FY 24-25 OTO			\$ 155,780	\$ 155,780	\$ 155,780
Total HSA Revenues	\$ 449,500	\$ 289,981	\$ 163,030	\$ 453,011	\$ 902,511
Other Program Revenues					
Total Other Program Revenues					
Prepared by: Mary Nichole Roque	Telephone No.: (415) 255-2347			Date: October 2024	
HSA Budget Form (6/9/2022)					

Agency Name: Bayanihan Equity Center

Program Name: Community Centered Grocery Access

Salaries & Benefits Detail

	Agency Totals		HSA Program		9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
POSITION TITLE	Annual Full Time Salary	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	FY 23-24	FY 24-25 Current	FY 24-25 Modification	FY 24-25 Revised	Total
Executive Director	\$ 90,917	1.00	29%	0.29	\$ 27,500	\$ 32,642	\$ -	\$ 32,642	\$ 60,142
Operations Manager & Data Collection Specialist	\$ 65,000	1.00	13%	0.13	\$ 8,333	\$ 10,042	\$ -	\$ 10,042	\$ 18,375
Community Service Worker & Data Systems Specialist	\$ 54,000	1.00	4%	0.04	\$ 2,000	\$ 2,225	\$ -	\$ 2,225	\$ 4,225
Clerk	\$ 43,680.00	0.4	50%	0.20	\$ 910	\$ 4,788	\$ -	\$ 4,788	\$ 5,698
TOTALS	\$ 253,597	3.40	96%	0.66	\$ 38,743	\$ 49,697	\$ -	\$ 49,697	\$ 88,440
RATE	23%								
EMPLOYEE FRINGE BENEFITS					\$ 8,911	\$ 11,430	\$ -	\$ 11,430	\$ 20,341
TOTAL SALARIES & BENEFITS					\$ 47,654	\$ 61,127	\$ -	\$ 61,127	\$ 108,781

Agency Name: Bayanihan Equity Center
Program Name: Community Centered Grocery Access

Operating Expenses Detail

<u>Expenditure Category</u>	9/1/23-6/30/24 FY 23-24	7/1/24-6/30/25 FY 24-25 Current	7/1/24-6/30/25 FY 24-25 Modification		9/1/23-6/30/25 Total
Rental of Property	\$ 6,800	\$ 9,600	\$ (4,800)	\$ 4,800	\$ 11,600
Utilities(Elec, Water, Gas, Phone, Garbage)	\$ 1,300	\$ 1,560	\$ (1,300)	\$ 260	\$ 1,560
Office Supplies, Postage	\$ 3,000	\$ 1,014	\$ (200)	\$ 814	\$ 3,814
Printing and Reproduction	\$ 2,000	\$ 1,000	\$ (500)	\$ 500	\$ 2,500
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
Filipino Community Center (FCC)	\$ 38,500	\$ 25,000	\$ 8,000	\$ 33,000	\$ 71,500
Filipino Education Center-Galing Bata (GB)	\$ 32,500	\$ 21,000	\$ 9,000	\$ 30,000	\$ 62,500
Lao Seri Association	\$ 32,500	\$ 20,000	\$ 10,000	\$ 30,000	\$ 62,500
Trash Removal Contractor	\$ 1,000				\$ 1,000
OTHER					
Food Supply	\$ 238,375	\$ 138,000	\$ 126,610	\$ 264,610	\$ 502,985
Intern Stipends	\$ 9,060	\$ 2,880	\$ 4,760	\$ 7,640	\$ 16,700
Volunteer Supplies	\$ 6,085	\$ 3,700	\$ (700)	\$ 3,000	\$ 9,085
Food Packing Supplies	\$ 3,000	\$ 1,000	\$ (500)	\$ 500	\$ 3,500
Materials & Supplies	\$ 6,000				\$ 6,000
Subscription	\$ 500	\$ 500	\$ -	\$ 500	\$ 1,000
Security Services	\$ 12,990	\$ 3,600	\$ 8,160	\$ 11,760	\$ 24,750
Telecommunication	\$ 4,856		\$ 4,500	\$ 4,500	\$ 9,356
Equipment & Software	\$ 3,380				\$ 3,380
TOTAL OPERATING EXPENSE	\$ 401,846	\$ 228,854	\$ 163,030	\$ 391,884	\$ 793,730

HSA Budget Form (6/9/2022)

**Appendix A-1 – Services to be Provided
Booker T. Washington Community Service Center
Community Centered Grocery Access
9/1/2023 - 6/30/2025**

I. Purpose

The purpose of this grant is to provide free, high quality, and culturally tailored groceries and meals to low-income San Franciscans.

II. Definitions

BIPOC	Black, Indigenous and People of Color
Bottled Water	As defined in San Francisco Bottled Water Ordinance, located in the San Francisco Environment Code, Chapter 24, Section 2401 <i>et seq</i>
CARBON	SFHSA’s web-based 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 SFHSA.
City	City and County of San Francisco, a municipal corporation
CRFC	California Retail Food Code
Culturally-relevant	Acknowledges and appreciates the experiences, traditions, and diverse preferences of a particular population.
Food Security	When all people, at all times, have physical, social, and economic access to sufficient, safe and nutritious food which meets their dietary needs and food preferences for an active and healthy life.
FPL	Federal Poverty Level
Grantee	Booker T. Washington Community Service Center
Low-income	Having income at or below 200% of the federal poverty level 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.
Priority Service Area	Zip code 94115
Service Unit	One distributed bag/box of groceries or one distributed 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>Chapter 104, Sections 104.1 through 104.9</i>).
Sugar-sweetened beverage	"Sugar-Sweetened Beverage" as defined in San Francisco Administrative Code, Chapter 101, Section 101 <i>et seq</i>

III. Priority Population

This program is designed to serve all ethnicities and populations, with focused expertise to address the unique needs of BIPOC, low-income, food insecure individuals residing in the 94115 zip code.

IV. Description of Services and Program Requirements

Grantee shall distribute service units free of charge to the Priority Population through the following service models:

- A.** Once a week, Grantee shall host one or more grocery distributions where participants shall receive one service unit of seasonal and culturally relevant foods. This grocery distribution will be one of the following:
 - 1.** Farm Fresh Friday Market: Clients will shop and self-select groceries sourced from local BIPOC farmers and wholesale distributors that supply sustainably grown and locally sourced produce.
 - 2.** Bounty Box Distribution: produce boxes to transition-age youth (TAY), families with small children, low-income, homebound, and/or seniors in the Priority Service Area. Each box will contain approximately eight pounds of fresh, locally sourced, organic produce.
- B.** At minimum three times a year, Grantee shall distribute tailored groceries and/or meals to the Priority Population for holidays such as Juneteenth, Thanksgiving/Harvest Fest, Black History Month, December holiday events, and/or New Year.
- C.** Twice a month, Grantee shall partner with low-income housing sites and community based organizations with a priority for those within Supervisorial District 5 to provide groceries to hard-to-reach residents, including those who have experienced community violence.
- D.** Twice a week Grantee shall provide ready-to-eat, culturally-relevant meals and/or meal kits to the Priority Population in partnership with local BIPOC chefs and/or community partners.
- E.** Once a year Grantee shall work with a farmer and/or purveyors to produce a community food product from local, surplus and/or recovered produce to support food support recipients.

Food access points must be within the Priority Service Area unless otherwise agreed upon by Grantee and CFAT. Grantee shall have a meaningful, on-going system for participant feedback where the feedback can be quickly incorporated into the program. Feedback mechanisms must be accessible to all participants and available in the primary language(s) of food support recipients. Grantee shall 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.

Grantee shall be responsible for procuring all food and packaging and will oversee all aspects of food distribution. Grantee shall ensure that the packing and distribution of food meets all applicable local, state, and federal food safety and

sanitation requirements, including the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policies and procedures in place to ensure that distributed food is of high quality and falls within expiration timelines.

Grantee is responsible for the registration and data collection and reporting of all participants, as well as any necessary community outreach to the Priority Population. Grantee shall work with CFAT to ensure all participants are provided a dignified experience throughout all aspects of the program.

V. Location and Time of Services

Distribution location: 800 Presidio Avenue in San Francisco.

Time of services shall be agreed upon between Grantee and CFAT with input from program participants.

VI. Service Objectives

During the grant term, Grantee shall meet the following service objectives:

- A. At minimum, serve 450 unduplicated households in FY 23-24.
- B. At minimum, distribute 30,000 grocery units in FY 23-24.
- C. At minimum, distribute 25,000 meals in FY 23-24.
- D. At minimum, serve 450 unduplicated households in FY 24-25.
- E. At minimum, distribute 8,000* grocery units in FY 24-25.
- F. At minimum, distribute 28,000 meals in FY 24-25.
- G. Partner with SFHSA to host at least one (1) outreach event per fiscal year

**Note: grocery units objective decreased starting FY 24-25 to better reflect number of units funded through this grant.*

VII. Outcome Objectives

Grantee will conduct surveys translated into the languages spoken by participants and approved by 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:

- A. At least 85% of participants surveyed were satisfied with the available food choices.
- B. At least 90% of participants surveyed were satisfied with the quality of the food provided.
- C. At least 95% of participants surveyed expressed that they felt welcomed and respected when accessing services.
- D. At least 85% of the participants surveyed reported that the food they received was culturally relevant.

At minimum, 50% of program participants should be surveyed.

VIII. Fiscal Guidelines

- A. No funds from this grant shall pay for the delivery of service units to clients nor staff/volunteer time in delivering service units to clients. Funds from this

grant may pay for service units where the delivery to clients or staff/volunteer time in delivering to clients is paid for by other funding sources.

- B. No Sugar-Sweetened Beverages, Bottled Water, or gift cards may be purchased through this grant.
- C. Grantee shall be reimbursed up to a maximum of \$50 per grocery Service Unit.

IX. Data Collection and Reporting Requirements

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

- A. At the beginning of the grant term, Grantee must designate staff to invoice and submit reports through the SFHSA CARBON system and input program and data reporting into the client registration database, Link2Feed, during the duration of the grant term. These staff will receive training on the CARBON system and/or Link2Feed from City staff after the start of the grant term.

B. Client Registration Database

Grantee is required to record client data, client attendance, and distributed service units in the SFHSA CFAT client registration database, Link2Feed. Grantee shall distribute and receive signed Client Database Consent Forms from each household prior to recording attendance for that household. Grantee shall provide clients with a registration card for ease of check-in and recording attendance. Grantee's assigned CFAT Program Analyst shall provide the registration cards and copies of the Client Database Consent Forms.

Grantee shall be required to collect at minimum the following client data and enter into the client registration database:

- First name
- Last name
- Address
- Zip code
- Household size
- Phone number
- Date of birth
- Race/ethnicity
- Primary language(s)
- Gender identity¹
- Sexual orientation²
- Dietary restrictions
- CalFresh Receipt

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

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C. Monthly Menu Reports

Grantee shall on a monthly basis submit a report to the assigned Program Analyst of the food items and amount/quantity of those items made available for participants to select from.

D. Monthly Invoices

All invoices are due by the 15th of the month following service. These will be submitted in CARBON.

E. Annual Report

Grantee shall provide an Annual Report summarizing grant activities, referencing the grant objectives described in Sections 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 15th of the month following the end of each program year.

F. Grantee may be required to issue a Fiscal Closeout Report at the end of each 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.

H. Grantee's relevant program staff will complete a data security awareness training on an annual basis; Grantee will send evidence of staff completion of this training to Program Analyst if requested and maintain on file.

I. Grantee shall be compliant with 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 CFAT within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program participants and clients.

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

Cathy.Huang@sfgov.org

Program Manager, Citywide Food Access Team, SFHSA

or

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, 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:

- 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
- 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 SFHSA 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 SFHSA 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: Booker T Washington Community Service Center					Grant Term:
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>					9/1/23-6/30/25
If modification, Effective Date: <u>7/1/2024</u>			Modification No.:	1	
Program Name: Community Centered Grocery Access					
	9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
	FY 23-24	Current FY 24-25	Modification FY 24-25	Revised FY 24-25	Total
Expenditures					
Salaries & Benefits	\$ 290,745	\$ 188,984	\$ 63,633	\$ 252,616	\$ 543,361
Operating Expenses	\$ 611,400	\$ 397,550	\$ 394,450	\$ 792,000	\$ 1,403,400
Subtotal	\$ 902,145	\$ 586,534	\$ 458,083	\$ 1,044,616	\$ 1,946,761
Indirect Percentage (%)	15%	15%	15%	15%	
Indirect Costs (Line 16 X Line 15)	\$ 135,355	\$ 87,841	\$ 68,851	\$ 156,692	\$ 292,047
Capital Expenses					
Total Expenses	\$ 1,037,500	\$ 674,375	\$ 526,934	\$ 1,201,309	\$ 2,238,809
HSA Revenues					
General Fund	\$ 1,000,000	\$ 650,000	\$ -	\$ 650,000	\$ 1,650,000
CODB FY 23/24	\$ 37,500	\$ 24,375	\$ -	\$ 24,375	\$ 61,875
CODB FY 24/25			\$ 16,859	\$ 16,859	\$ 16,859
OTO			\$ 360,075	\$ 360,075	\$ 360,075
Addback			\$ 150,000	\$ 150,000	\$ 150,000
Total HSA Revenues	\$ 1,037,500	\$ 674,375	\$ 526,934	\$ 1,201,309	\$ 2,238,809
Other Program Revenues					
Stupski	\$ 75,000			\$ 75,000	\$ 150,000
Kaiser	\$ 25,000				\$ 25,000
Patagonia	\$ 15,000				\$ 15,000
Total Other Program Revenues	\$ 115,000			\$ 75,000	\$ 190,000
Prepared by: _____ Telephone No.: _____ Date: _____					
HSA Budget Form (6/9/2022)					

Agency Name: Booker T Washington Community Service Center
Program Name: Community Centered Grocery Access

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	FY 23-24	Current FY 24-25	Modification FY 24-25	Revised FY 24-25	Total
Executive Director	\$ 242,500	1.00	9%	0.09	\$ 25,000	\$ 16,250	\$ 6,508	\$ 22,758	\$ 47,758
Community Resiliency Prog Dir	\$ 97,000	1.00	0%	-	\$ 16,167	\$ 10,508	\$ (10,508)	\$ -	\$ 16,167
Food Justice Manager	\$ 100,000	1.00	95%	0.95	\$ 75,000	\$ 48,750	\$ 46,360	\$ 95,110	\$ 170,110
Food Justice Coordinator	\$ 82,000	1.00	75%	0.75	\$ 62,500	\$ 40,625	\$ 21,196	\$ 61,821	\$ 124,321
Food Justice Liason- Part time	\$ 83,200	1.00	25%	0.25	\$ 52,083	\$ 33,854	\$ (13,054)	\$ 20,800	\$ 72,883
TOTALS	\$ 604,700	\$ 5		\$ 2.05	\$ 230,750	\$ 149,987	\$ 50,502	\$ 200,489	\$ 431,239
FRINGE BENEFIT RATE	26%								
EMPLOYEE FRINGE BENEFITS					\$ 59,995	\$ 38,997	\$ 13,131	\$ 52,127	\$ 112,122
TOTAL SALARIES & BENEFITS					\$ 290,745	\$ 188,984	\$ 63,633	\$ 252,616	\$ 543,361

Agency Name: Booker T Washington Community Service Center

Program Name: Community Centered Grocery Access

Operating Expenses Detail

Expenditure Category	TERM	9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
		FY 23-24	Current FY 24-25	Modification FY 24-25	Revised FY 24-25	Total
Rental of Property		\$ 29,000	\$ 18,850	\$ 20,000	\$ 38,850	\$ 67,850
Utilities(Elec, Water, Gas, Phone, Garbage)				\$ 20,000	\$ 20,000	\$ 20,000
Office Supplies, Postage						
Security Expenses		\$ 30,834	\$ 21,200	\$ 41,800	\$ 63,000	\$ 93,834
Facility Expenses		\$ 1,566		\$ 3,200	\$ 3,200	\$ 4,766
Printing and Reproduction						
Insurance				\$ 20,000	\$ 20,000	\$ 20,000
Staff Training and Professional Development				\$ 30,000	\$ 30,000	\$ 30,000
Staff Travel-(Local & Out of Town)						
Rental of Equipment						
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE						
OTHER						
Food Packaging		\$ 20,000	\$ 13,000	\$ -	\$ 13,000	\$ 33,000
Grocery Distribution - HV Public Housing		\$ 7,500	\$ 4,875	\$ 10,000	\$ 14,875	\$ 22,375
Meals		\$ 162,000	\$ 105,300	\$ 114,450	\$ 219,750	\$ 381,750
Produce/Farm Products		\$ 180,000	\$ 117,000	\$ 45,000	\$ 162,000	\$ 342,000
Groceries		\$ 141,750	\$ 92,138	\$ 55,000	\$ 147,138	\$ 288,888
Community Food Producer		\$ 5,000	\$ 3,250	\$ 10,000	\$ 13,250	\$ 18,250
Holiday Food Distribution		\$ 33,750	\$ 21,938	\$ 25,000	\$ 46,938	\$ 80,688
TOTAL OPERATING EXPENSE		\$ 611,400	\$ 397,550	\$ 394,450	\$ 792,000	\$ 1,403,400

**Appendix A-1 – Services to be Provided
Curry Senior Center
Community Centered Grocery Access
9/1/2023 - 6/30/2025**

I. Purpose

The purpose of this grant is to provide free, high quality, and culturally tailored groceries to low-income San Franciscans.

II. Definitions

Bottled Water	As defined in San Francisco Bottled Water Ordinance, located in the San Francisco Environment Code, Chapter 24, Section 2401 <i>et seq</i>
CARBON	SFHSA’s web-based 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 SFHSA.
City	City and County of San Francisco, a municipal corporation
CRFC	California Retail Food Code
Culturally-relevant	Acknowledges and appreciates the experiences, traditions, and diverse preferences of a particular population.
Food Security	When all people, at all times, have physical, social, and economic access to sufficient, safe and nutritious food which meets their dietary needs and food preferences for an active and healthy life.
Grantee	Curry Senior Center
Low-income	Having income at or below 200% of the federal poverty level 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.
Priority Service Area	Zip code 94102
Service Unit	One distributed bag/box of groceries
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>Chapter 104, Sections 104.1 through 104.9</i>).
Sugar-sweetened beverage	"Sugar-Sweetened Beverage" as defined in San Francisco Administrative Code, Chapter 101, Section 101 <i>et seq</i>

III. Priority Population

This program is designed to serve all ethnicities and populations with focused expertise to promote the unique needs of food insecure individuals residing in the 94102 zip code.

IV. Description of Services and Program Requirements

Grantee and approved subgrantees shall provide service units free of charge to the Priority Population. Food access points must be within the Priority Service Area. Grantee shall have a meaningful, on-going system for participant feedback where the feedback can be quickly incorporated into the program. Feedback mechanisms must be accessible to all participants and available in the primary language(s) of food support recipients. Grantee shall 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.

Grantee shall be responsible for procuring all food and packaging and will oversee all aspects of food distribution. Grantee shall ensure that the packing and distribution of food meets all applicable local, state, and federal food safety and sanitation requirements, including the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policies and procedures in place to ensure that distributed food is of high quality and falls within expiration timelines.

Grantee is responsible for the registration and data collection and reporting of all participants, as well as any necessary community outreach to the Priority Population. Grantee shall work with CFAT to ensure all participants are provided a dignified experience throughout all aspects of the program.

V. Location and Time of Services

Distribution locations (all within San Francisco):

315 Turk St, 374 Ellis St, and 37 Grove St

Time of services shall be agreed upon between Grantee and CFAT with input from program participants.

VI. Service Objectives

During the grant term, Grantee shall meet the following service objectives:

- A. At minimum, serve 150 unduplicated households each fiscal year.
- B. At minimum, distribute 6,500 service units in FY 23-24.
- C. At minimum, distribute 6,500 service units in FY 24-25.
- D. Partner with SFHSA to host at least one (1) outreach event per fiscal year.

VII. Outcome Objectives

Grantee will conduct surveys translated into the languages spoken by participants and approved by 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:

- A. At least 85% of participants surveyed were satisfied with the available food choices.
- B. At least 90% of participants surveyed were satisfied with the quality of the food provided.
- C. At least 95% of participants surveyed expressed that they felt welcomed and respected when accessing services.
- D. At least 85% of the participants surveyed reported that the food they received was culturally relevant.

At minimum, 50% of program participants should be surveyed.

VIII. Fiscal Guidelines

- A. No funds from this grant shall pay for the delivery of service units to clients nor staff/volunteer time in delivering service units to clients. Funds from this grant may pay for service units where the delivery to clients or staff/volunteer time in delivering to clients is paid for by other funding sources.
- B. No Sugar-Sweetened Beverages, Bottled Water, or gift cards may be purchased through this grant.
- C. Grantee shall be reimbursed up to a maximum of \$50 per Service Unit.

IX. Data Collection and Reporting Requirements

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

- A. At the beginning of the grant term, Grantee must designate staff to invoice and submit reports through the SFHSA CARBON system and input program and data reporting into the client registration database, Link2Feed, during the duration of the grant term. These staff will receive training on the CARBON system and/or Link2Feed from City staff after the start of the grant term.

B. Client Registration Database

Grantee is required to record client data, client attendance, and distributed service units in the SFHSA CFAT client registration database, Link2Feed. Grantee shall distribute and receive signed Client Database Consent Forms from each household prior to recording attendance for that household. Grantee shall provide clients with a SFHSA registration card for ease of check-in and recording attendance. Grantee's assigned CFAT Program Analyst shall provide the registration cards and copies of the Client Database Consent Forms.

Grantee shall be required to collect at minimum the following client data and enter into the client registration database:

- First name
- Last name
- Address
- Zip code
- Household size
- Phone number
- Date of birth

- Race/ethnicity
- Primary language(s)
- Gender identity¹
- Sexual orientation²
- Dietary restrictions
- CalFresh Receipt

C. Monthly Menu Reports

Grantee shall on a monthly basis submit a report to the assigned Program Analyst of the food items and amount/quantity of those items made available for participants to select from.

D. Monthly Invoices

All invoices are due by the 15th of the month following service. These will be submitted in CARBON.

E. Annual Report

Grantee shall provide an Annual Report summarizing grant activities, referencing the grant objectives described in Sections 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 15th of the month following the end of each program year.

F. Grantee may be required to issue a Fiscal Closeout Report at the end of each 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.

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I. Grantee shall be compliant with 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 CFAT within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program participants and clients.

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Cathy.Huang@sfgov.org

Program Analyst, Citywide Food Access Team, SFHSA

or

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, SFHSA

IX. Monitoring Activities

A. Program Monitoring

Program monitoring will include review of:

1. 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);
2. Food procurement policies and planning;
3. Participant files if applicable;
4. Staff development and training activities (i.e. monthly trainings attended by staff);
5. Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
6. Customer satisfaction materials (i.e. client satisfaction surveys);
7. Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
8. Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
9. 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

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X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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2. 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 SFHSA 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 SFHSA 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: Curry Senior Center		Grant Term: Grant Term:			
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>		9/1/23-6/30/25			
Effective Date: <u>7/1/2024</u>		Modification No.: <u>1</u>			
Program Name: Community Centered Grocery Access					
	9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
	FY 23-24	FY 24-25	Modification	Revised	Total
	(10 months)	(12 months)			(22 months)
Expenditures					
Salaries & Benefits	\$ 55,676	\$ 45,340	\$ 21,774	\$ 67,114	\$ 122,790
Operating Expenses	\$ 279,618	\$ 168,398	\$ 82,532	\$ 250,930	\$ 530,548
Subtotal	\$ 335,294	\$ 213,738	\$ 104,306	\$ 318,044	\$ 653,338
Indirect Percentage (%)	9%	10%	10%	10%	
Indirect Costs (Line 16 X Line 15)	\$ 30,719	\$ 22,293	\$ 10,797	\$ 33,090	\$ 63,809
Capital Expenses					
Total Expenses	\$ 366,013	\$ 236,031	\$ 115,103	\$ 351,134	\$ 717,147
HSA Revenues					
General Fund	\$ 350,000	\$ 227,500		\$ 227,500	\$ 577,500
CODB	\$ 13,125	\$ 8,531	\$ 5,901	\$ 14,432	\$ 27,557
Holiday Food (incl indirect)	\$ 2,888				\$ 2,888
OTO			\$ 98,884	\$ 98,884	\$ 98,884
OTO			\$ 10,318	\$ 10,318	\$ 10,318
Total HSA Revenues	\$ 366,013	\$ 236,031	\$ 115,103	\$ 351,134	\$ 717,147
Other Program Revenues					
Total Other Program Revenues					
Prepared by:		Telephone No.:		Date:	
HSA Budget Form (6/9/2022)					

Agency Name: Curry Senior Center
Program Name: Community Centered Grocery Access

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	FY 23-24 (10 months)	FY 24-25 (12 months)	Modification	Revised	Total (22 months)
Health Educator	\$ 58,500	1.00	38%	0.38	\$ 18,961	\$ 22,495	\$ (265)	\$ 22,230	\$ 41,191
Health Educator	\$ 62,830	1.00	20%	0.20	\$ 10,180	\$ 12,382	\$ 184	\$ 12,566	\$ 22,746
Deputy Director	\$ 180,000	1.00	9.35%	0.094	\$ 13,687		\$ 16,830	\$ 16,830	\$ 30,517
TOTALS	\$ 301,330	3.00	67%	0.67	\$ 42,828	\$ 34,877	\$ 16,749	\$ 51,626	\$ 94,454

FRINGE RATE 30%

EMPLOYEE FRINGE BENEFITS \$ 12,848 \$ 10,463 \$ 5,025 \$ 15,488 \$ 28,336

TOTAL SALARIES & BENEFITS \$ 55,676 \$ 45,340 \$ 21,774 \$ 67,114 \$ 122,790

Agency Name: Curry Senior Center
Program Name: Community Centered Grocery Access

Operating Expenses Detail

<u>Expenditure Category</u>	<u>9/1/23-6/30/24</u> <u>FY 23-24</u> <u>(10 months)</u>	<u>7/1/24-6/30/25</u> <u>FY 24-25</u> <u>(12 months)</u>	<u>7/1/24-6/30/25</u> <u>Modification</u>	<u>7/1/24-6/30/25</u> <u>Revised</u>	<u>9/1/23-6/30/25</u> <u>Total</u> <u>(22 months)</u>
Rental of Property	\$ 5,500	\$ 6,000		\$ 6,000	\$ 11,500
Utilities(Elec, Water, Gas, Phone, Garbage)	\$ 6,000	\$ 4,000		\$ 4,000	\$ 10,000
Office Supplies, Postage	\$ 4,000	\$ 2,800		\$ 2,800	\$ 6,800
Building Maintenance Supplies and Repair	\$ 6,000	\$ 4,800		\$ 4,800	\$ 10,800
Printing and Reproduction					
Insurance	\$ 3,500	\$ 3,000		\$ 3,000	\$ 6,500
Staff Training	\$ 2,000	\$ 324		\$ 324	\$ 2,324
Staff Travel-(Local & Out of Town)	\$ 370	\$ 229		\$ 229	\$ 599
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
Compass Family Services	\$ 42,450	\$ 27,931		\$ 27,931	\$ 70,381
Healing WELL	\$ 19,600	\$ 12,960		\$ 12,960	\$ 32,560
OTHER					
Program supplies	\$ 4,486	\$ 3,174		\$ 3,174	\$ 7,660
Produce	\$ 185,712	\$ 103,180	\$ 82,532	\$ 185,712	\$ 371,424
TOTAL OPERATING EXPENSE	\$ 279,618	\$ 168,398	\$ 82,532	\$ 250,930	\$ 530,548

Appendix A-1 – Services to be Provided
Farming Hope
Community Centered Grocery Access
9/1/2023 - 6/30/2025

I. Purpose

The purpose of this grant is to provide free, high quality, and culturally tailored groceries to low-income San Franciscans.

II. Definitions

BIPOC	Black, Indigenous and People of Color
Bottled Water	As defined in San Francisco Bottled Water Ordinance, located in the San Francisco Environment Code, Chapter 24, Section 2401 <i>et seq</i>
CARBON	SFHSA’s web-based 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 SFHSA.
City	City and County of San Francisco, a municipal corporation
CRFC	California Retail Food Code
Culturally-relevant	Acknowledges and appreciates the experiences, traditions, and diverse preferences of a particular population.
Food Security	When all people, at all times, have physical, social, and economic access to sufficient, safe and nutritious food which meets their dietary needs and food preferences for an active and healthy life.
FPL	Federal Poverty Level
Grantee	Farming Hope
Low-income	Having income at or below 200% of the federal poverty level 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.
Priority Service Area	Zip code 94102
Service Unit	One distributed bag/box of groceries
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>Chapter 104, Sections 104.1 through 104.9</i>).
Sugar-sweetened beverage	"Sugar-Sweetened Beverage" as defined in San Francisco Administrative Code, Chapter 101, Section 101 <i>et seq</i>

III. Priority Population

This program supports all ethnicities and populations with focused expertise to address the unique needs of food insecure individuals residing in the 94102 zip code.

IV. Description of Services and Program Requirements

Grantee shall provide service units free of charge to the Priority Population. Each service unit shall be self-selected by participants who have been referred to the Grantee through partner organizations approved by CFAT. Grantee shall also provide paid apprenticeships to adults who have faced barriers such as former incarceration or homelessness, and these Apprentices shall support the grocery distribution program.

Food access points must be within the Priority Service Area. Grantee shall have a meaningful, on-going system for participant feedback where the feedback can be quickly incorporated into the program. Feedback mechanisms must be accessible to all participants and available in the primary language(s) of food support recipients. Grantee shall 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.

Grantee shall be responsible for procuring all food and packaging and will oversee all aspects of food distribution. Grantee shall ensure that the packing and distribution of food meets all applicable local, state, and federal food safety and sanitation requirements, including the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policies and procedures in place to ensure that distributed food is of high quality and falls within expiration timelines.

Grantee is responsible for the registration and data collection and reporting of all participants, as well as any necessary community outreach to the Priority Population. Grantee shall work with CFAT to ensure all participants are provided a dignified experience throughout all aspects of the program. In FY 24-25, Grantee may need to implement additional eligibility criteria with the approval of SFHSA.

V. Location and Time of Services

Distribution location: 690 Van Ness Ave in San Francisco

Time of services shall be agreed upon between Grantee and CFAT with input from program participants.

VI. Service Objectives

During the grant term, Grantee shall meet the following service objectives:

- A.** At minimum, serve 240 unduplicated households in FY 23-24.
- B.** At minimum, distribute 4,500 units of service in FY 23-24.
- C.** At minimum, serve 240 unduplicated households in FY 24-25.

- D. At minimum, distribute 4,500 units of service in FY 24-25.
- E. Partner with SFHSA to host at least one (1) outreach event per fiscal year.

VII. Outcome Objectives

Grantee will conduct surveys translated into the languages spoken by participants and approved by 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:

- A. At least 85% of participants surveyed were satisfied with the available food choices.
- B. At least 90% of participants surveyed were satisfied with the quality of the food provided.
- C. At least 95% of participants surveyed expressed that they felt welcomed and respected when accessing services.
- D. At least 85% of the participants surveyed reported that the food they received was culturally relevant.

At minimum, 50% of program participants should be surveyed.

VIII. Fiscal Guidelines

- A. No funds from this grant shall pay for the delivery of service units to clients nor staff/volunteer time in delivering service units to clients. Funds from this grant may pay for service units where the delivery to clients or staff/volunteer time in delivering to clients is paid for by other funding sources.
- B. No Sugar-Sweetened Beverages, Bottled Water, or gift cards may be purchased through this grant.
- C. Grantee shall be reimbursed up to a maximum of \$50 per grocery Service Unit.

IX. Data Collection and Reporting Requirements

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

- A. At the beginning of the grant term, Grantee must designate staff to invoice and submit reports through the SFHSA CARBON system and input program and data reporting into the client registration database, Link2Feed, during the duration of the grant term. These staff will receive training on the CARBON system and/or Link2Feed from City staff after the start of the grant term.
- B. Client Registration Database
Grantee is required to record client data, client attendance, and distributed service units in the SFHSA CFAT client registration database, Link2Feed. Grantee shall distribute and receive signed Client Database Consent Forms from each household prior to recording attendance for that household. Grantee shall provide clients with a SFHSA registration card for ease of check-in and recording attendance. Grantee's assigned CFAT Program Analyst shall provide the registration cards and copies of the Client Database Consent Forms.

Grantee shall be required to collect at minimum the following client data and enter into the client registration database:

- First name
- Last name
- Address
- Zip code
- Household size
- Phone number
- Date of birth
- Race/ethnicity
- Primary language(s)
- Gender identity¹
- Sexual orientation²
- Dietary restrictions
- CalFresh Receipt

C. Monthly Menu Reports

Grantee shall on a monthly basis submit a report to the assigned Program Analyst of the food items and amount/quantity of those items made available for participants to select from.

D. Monthly Invoices

All invoices are due by the 15th of the month following service. These will be submitted in CARBON.

E. Annual Report

Grantee shall provide an Annual Report summarizing grant activities, referencing the grant objectives described in Sections 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 15th of the month following the end of each program year.

F. Grantee may be required to issue a Fiscal Closeout Report at the end of each 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.

H. Grantee's relevant program staff will complete a data security awareness training on an annual basis; Grantee will send evidence of staff completion of this training to Program Analyst if requested and maintain on file.

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

² Gender Identity and Sexual Orientation are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

- I. Grantee shall be compliant with 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 CFAT within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program participants and clients.

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

Cathy.Huang@sfgov.org

Program Manager, Citywide Food Access Team, SFHSA

or

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, SFHSA

IX. Monitoring Activities

A. Program Monitoring

Program monitoring will include review of:

- 1. 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);
- 2. Food procurement policies and planning;
- 3. Participant files if applicable;
- 4. Staff development and training activities (i.e. monthly trainings attended by staff);
- 5. Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- 6. Customer satisfaction materials (i.e. client satisfaction surveys);
- 7. Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- 8. Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- 9. 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:

1. 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
2. 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 SFHSA 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 SFHSA 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 priority population. In addition, the data may be used to understand client use of food resources across different programs.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: Farming Hope			Grant Term: Grant Term:		
(Check One) New Revision Modification XXX					9/1/23-6/30/25
Effective Date: <u>7/1/2024</u>	Modification No.:	1			
Program Name: Community Centered Grocery Access					
	9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
	FY 23-24	Original FY 24-25	Modification FY 24-25	Revised FY 24-25	Total
Expenditures					
Salaries & Benefits	\$ 29,254	\$ 16,918	\$ 3,015	\$ 19,933	\$ 49,187
Operating Expenses	\$ 209,711	\$ 136,690	\$ 85,362	\$ 222,052	\$ 431,763
Subtotal	\$ 238,965	\$ 153,608	\$ 88,377	\$ 241,985	\$ 480,950
Indirect Percentage (%)					
Indirect Costs (Line 16 X Line 15)					
Capital Expenses					
Total Expenses	\$ 238,965	\$ 153,608	\$ 88,377	\$ 241,985	\$ 480,950
HSA Revenues					
General Fund	\$ 225,000	\$ 146,250		\$ 146,250	\$ 371,250
FY 23/24 CODB	\$ 8,437	\$ 5,484		\$ 5,484	\$ 13,921
FY 24/25 CODB			\$ 3,840	\$ 3,840	\$ 3,840
FY 23/24 MCO	\$ 1,874	\$ 1,874		\$ 1,874	\$ 3,748
FY MCO			\$ 136	\$ 136	\$ 136
Holiday Food	\$ 3,654				\$ 3,654
FY 24/25 OTO			\$ 71,392	\$ 71,392	\$ 71,392
FY 24/25 OTO/Food			\$ 13,009	\$ 13,009	\$ 13,009
Total HSA Revenues	\$ 238,965	\$ 153,608	\$ 88,377	\$ 241,985	\$ 480,950
Other Program Revenues					
Total Other Program Revenues					
Prepared by: Haley Nielsen 415-212-8307			Telephone No.:		11/7/2024
HSA Budget Form (6/9/2022)					

Agency Name: Farming Hope
Program Name: Community Centered Grocery Access

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	FY 23-24	Original FY 24-25	Modification FY 24-25	Revised FY 24-25	Total
Co-Executive Director	\$ 120,000	1.00	5.5%	0.06	\$ 8,940	\$ 5,169	\$ 1,431	\$ 6,600	\$ 15,540
General Manager	\$ 83,000	1.00	5.5%	0.06	\$ 6,467	\$ 3,739	\$ 826	\$ 4,565	\$ 11,032
Kitchen Manager	\$ 79,000	1.00	5.5%	0.06	\$ 6,467	\$ 3,739	\$ 606	\$ 4,345	\$ 10,812
Apprentice 1	\$ 42,120	1.00	2.6%	0.03	\$ 1,783	\$ 1,031	\$ 68	\$ 1,099	\$ 2,882
Apprentice 2	\$ 42,120	1.00	2.6%	0.03	\$ 1,783	\$ 1,031	\$ 68	\$ 1,099	\$ 2,882
TOTALS	\$ 366,240	5.00	22%	0.23	\$ 25,440	\$ 14,709	\$ 2,999	\$ 17,708	\$ 43,148
FRINGE BENEFIT RATE	15%								
EMPLOYEE FRINGE BENEFITS					\$ 3,814	\$ 2,209	\$ 16	\$ 2,225	\$ 6,039
TOTAL SALARIES & BENEFITS					\$ 29,254	\$ 16,918	\$ 3,015	\$ 19,933	\$ 49,187

HSA Budget Form (6/9/2022)

Agency Name: Farming Hope
Program Name: Community Centered Grocery Access

Operating Expenses Detail

Expenditure Category	TERM	9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
		FY 23-24	Original FY 24-25	Modification FY 24-25	Revised FY 24-25	Total
Rental of Property		\$ 10,999	\$ 6,599	\$ 3,401	\$ 10,000	\$ 20,999
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 Costs		\$ 197,513	\$ 130,091	\$ 81,961	\$ 212,052	\$ 409,565
iPads		\$ 1,200				\$ 1,200
TOTAL OPERATING EXPENSE		\$ 209,711	\$ 136,690	\$ 85,362	\$ 222,052	\$ 431,763

**Appendix A-2 – Services to be Provided
The Richmond Neighborhood Center (TRNC)
Community Centered Grocery Access
9/1/2023 - 6/30/2025**

I. Purpose

The purpose of this grant is to provide free, high quality, and culturally tailored groceries to low-income San Franciscans.

II. Definitions

BIPOC	Black, Indigenous and People of Color
Bottled Water	As defined in San Francisco Bottled Water Ordinance, located in the San Francisco Environment Code, Chapter 24, Section 2401 <i>et seq</i>
CARBON	SFHSA’s web-based 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 SFHSA.
City	City and County of San Francisco, a municipal corporation
CRFC	California Retail Food Code
Culturally-relevant	Acknowledges and appreciates the experiences, traditions, and diverse preferences of a particular population.
Food Security	When all people, at all times, have physical, social, and economic access to sufficient, safe and nutritious food which meets their dietary needs and food preferences for an active and healthy life.
FPL	Federal Poverty Level
Grantee	The Richmond Neighborhood Center (TRNC)
Low-income	Having income at or below 200% of the federal poverty level 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.
Priority Service Area	Zip codes 94118 and 94121
Service Unit	One distributed bag/box of groceries fully funded through this grant
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>Chapter 104, Sections 104.1 through 104.9</i>).
Sugar-sweetened beverage	"Sugar-Sweetened Beverage" as defined in San Francisco Administrative Code, Chapter 101, Section 101 <i>et seq</i>

Supplemental Grocery Unit	1-3 supplemental grocery items added to a donated grocery unit that is distributed to a program participant
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III. Priority Population

This program is designed to serve all ethnicities and populations in San Francisco with focused expertise to address the unique needs of food insecure individuals residing in the 94118 and 94121 zip codes.

IV. Description of Services and Program Requirements

Grantee shall provide service units free of charge to the Priority Population through a market-style grocery distribution program. Grantee is also expected to leverage additional resources such as food donations. This grant may be used to purchase supplemental grocery units to add to donated grocery units to provide more culturally responsive groceries to the Priority Population.

Food access points must be within the Priority Service Area. Grantee shall have a meaningful, on-going system for participant feedback where the feedback can be quickly incorporated into the program. Feedback mechanisms must be accessible to all participants and available in the primary language(s) of food support recipients. Grantee shall 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.

Grantee shall be responsible for procuring all food and packaging and will oversee all aspects of food distribution. Grantee shall ensure that the packing and distribution of food meets all applicable local, state, and federal food safety and sanitation requirements, including the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policies and procedures in place to ensure that distributed food is of high quality and falls within expiration timelines.

Grantee is responsible for the registration and data collection and reporting of all participants, as well as any necessary community outreach to the Priority Population. Grantee shall work with CFAT to ensure all participants are provided a dignified experience throughout all aspects of the program. In FY 24-25, Grantee may need to implement additional eligibility criteria with the approval of SFHSA.

V. Location and Time of Services

Distribution locations (in San Francisco):

FY 23-24: 802 Clement St, 741 30th Ave

FY 24-25: 802 Clement St, 741 30th Ave, 251 6th Ave, and 4545 Anza St

Time of services shall be agreed upon between Grantee and CFAT with input from program participants. Locations and times of services may change if agreed upon by both Grantee and CFAT.

VI. Service Objectives

During the grant term, Grantee shall meet the following service objectives:

- A. At minimum, serve 425 unduplicated households in FY 23-24.
- B. At minimum, distribute 1,200 service units in FY 23-24.
- C. At minimum, distribute 8,000 supplemental grocery units in FY 23-24.
- D. At minimum, serve 500 unduplicated households in FY 24-25.
- E. At minimum, distribute 2,200 service units in FY 24-25.
- F. At minimum, distribute 12,000 supplemental grocery units in FY 24-25.
- G. Partner with SFHSA to host at least one (1) outreach event per fiscal year.

VII. Outcome Objectives

Grantee will conduct surveys translated into the languages spoken by participants and approved by 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:

- A. At least 85% of participants surveyed were satisfied with the available food choices.
- B. At least 90% of participants surveyed were satisfied with the quality of the food provided.
- C. At least 95% of participants surveyed expressed that they felt welcomed and respected when accessing services.
- D. At least 85% of the participants surveyed reported that the food they received was culturally relevant.

At minimum, 50% of program participants should be surveyed.

VIII. Fiscal Guidelines

- A. No funds from this grant shall pay for the delivery of service units to clients nor staff/volunteer time in delivering service units to clients. Funds from this grant may pay for service units where the delivery to clients or staff/volunteer time in delivering to clients is paid for by other funding sources.
- B. No Sugar-Sweetened Beverages, Bottled Water, or gift cards may be purchased through this grant.
- C. Grantee shall be reimbursed up to a maximum of \$50 per Service Unit.

IX. Data Collection and Reporting Requirements

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

- A. At the beginning of the grant term, Grantee must designate staff to invoice and submit reports through the SFHSA CARBON system and input program and data reporting into the client registration database, Link2Feed, during the duration of the grant term. These staff will receive training on the CARBON system and/or Link2Feed from City staff after the start of the grant term.
- B. Client Registration Database
Grantee is required to record client data, client attendance, and distributed service units in the SFHSA CFAT client registration database, Link2Feed. Grantee shall distribute and receive signed Client Database Consent Forms

from each household prior to recording attendance for that household. Grantee shall provide clients with a SFHSA registration card for ease of check-in and recording attendance. Grantee’s assigned CFAT Program Analyst shall provide the registration cards and copies of the Client Database Consent Forms.

Grantee shall be required to collect at minimum the following client data and enter into the client registration database:

- First name
- Last name
- Address
- Zip code
- Household size
- Phone number
- Date of birth
- Race/ethnicity
- Primary language(s)
- Gender identity¹
- Sexual orientation²
- Dietary restrictions
- CalFresh Receipt

C. Monthly Menu Reports

Grantee shall on a monthly basis submit a report to the assigned Program Analyst of the food items and amount/quantity of those items made available for participants to select from.

D. Monthly Invoices

All invoices are due by the 15th of the month following service. These will be submitted in CARBON.

E. Annual Report

Grantee shall provide an Annual Report summarizing grant activities, referencing the grant objectives described in Sections 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 15th of the month following the end of each program year.

F. Grantee may be required to issue a Fiscal Closeout Report at the end of each 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.

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

² Gender Identity and Sexual Orientation are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

- G. Grantee shall develop and deliver ad hoc reports as requested by SFHSA/CFAT.
- H. Grantee's relevant program staff will complete a data security awareness training on an annual basis; Grantee will send evidence of staff completion of this training to Program Analyst if requested and maintain on file.
- I. Grantee shall be compliant with 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 CFAT within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program participants and clients.

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

Cathy.Huang@sfgov.org

Program Analyst, Citywide Food Access Team, SFHSA

or

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, SFHSA

IX. Monitoring Activities

A. Program Monitoring will include review of:

1. 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);
2. Food procurement policies and planning;
3. Participant files if applicable;
4. Staff development and training activities (i.e. monthly trainings attended by staff);
5. Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
6. Customer satisfaction materials (i.e. client satisfaction surveys);
7. Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
8. Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
9. 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 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:

1. 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
2. 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 SFHSA 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 SFHSA 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: Richmond Neighborhood Center			Grant Term: 9/1/23-6/30/25		
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/> Internal Revision <input type="checkbox"/>					
If modification, Effective Date: 9/1/2024		Modification No.: 2			
Program Name: Community Centered Grocery Access					
	9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
	FY 23/24	Current FY 24/25	Modification #2 FY 24/25	Revised FY 24/25	Total
Expenditures					
Salaries & Benefits	\$ 211,682	\$ 158,265	\$ 47,150	\$ 205,415	\$ 417,097
Operating Expenses	\$ 136,925	\$ 217,909	\$ 21,176	\$ 239,085	\$ 376,009
Subtotal	\$ 348,607	\$ 376,174	\$ 68,326	\$ 444,500	\$ 793,106
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$ 52,256	\$ 56,426	\$ 10,249	\$ 66,675	\$ 118,931
Capital Expenses					
Total Expenses	\$ 400,862	\$ 432,600	\$ 78,575	\$ 511,175	\$ 912,037
HSA Revenues					
General Fund	\$ 400,862	\$ 420,000	\$ -	\$ 420,000	\$ 820,863
CODB		\$ 12,600	\$ (2,100)	\$ 10,500	\$ 10,500
OTO			\$ 80,675	\$ 80,675	\$ 80,675
Total HSA Revenues	\$ 400,862	\$ 432,600	\$ 78,575	\$ 511,175	\$ 912,037
Other Program Revenues					
Total Other Program Revenues					
Prepared by: Denny David, RDNC CFO			Telephone No.: (415) 260-7722		Date: 10/02/2024
HSA Budget Form (6/9/2022)					

Agency Name: Richmond Neighborhood Center
Program Name: Community Centered Grocery Access

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program			9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25	7/1/24-6/30/25	9/1/23-6/30/25
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Original FY 24/25 FTE	Modified FTE	FY 23/24	Current FY 24/25	Modification #2 FY 24/25	Revised FY 24/25	Total
Program Director (1 position)	\$ 118,995	1.00	48%	0.26	0.48	\$ 66,734	\$ 30,591	\$ 26,527	\$ 57,118	\$ 123,852
Program Coordinator (3 positions)	\$ 72,947	2.25	66%	0.57	1.48	\$ 38,462	\$ 99,134	\$ 8,700	\$ 107,834	\$ 146,296
Program Coordinator #2						\$ 29,925		\$ -		\$ 29,925
Program Coordinator #3						\$ 31,193		\$ -		\$ 31,193
Program Assistants (2 positions)	\$ 60,431	-	0%	0.00	-	\$ 11,181	\$ -	\$ -	\$ -	\$ 11,181
TOTALS	\$ 252,373	3.25		0.83	1.96	\$ 177,495	\$ 129,725	\$ 35,227	\$ 164,952	\$ 342,447
FRINGE BENEFIT RATE	25%									
EMPLOYEE FRINGE BENEFITS						\$ 34,187	\$ 28,540	\$ 11,923	\$ 40,463	\$ 74,650
TOTAL SALARIES & BENEFITS						\$ 211,682	\$ 158,265	\$ 47,150	\$ 205,415	\$ 417,097

Agency Name: Richmond Neighborhood Center
Program Name: Community Centered Grocery Access

Operating Expenses Detail

<u>Expenditure Category</u>	9/1/23-6/30/24	7/1/24-6/30/25	7/1/24-6/30/25 Modification	7/1/24-6/30/25	9/1/23-6/30/25
	FY 23/24	Current FY 24/25	#2 FY 24/25	Revised FY 24/25	Total
Rental of Property	\$ 4,555	\$ 3,515	\$ 2,276	\$ 5,791	\$ 10,346
Utilities(Elec, Water, Gas, Phone, Garbage)	\$ 1,571	\$ 2,235	\$ (607)	\$ 1,628	\$ 3,199
Office Supplies, Postage	\$ 12,381	\$ 956	\$ (442)	\$ 514	\$ 12,895
Building Maintenance Supplies and Repair	\$ 1,660	\$ 1,294	\$ (978)	\$ 316	\$ 1,976
Printing and Reproduction					
Insurance	\$ 534	\$ 1,905	\$ (1,079)	\$ 826	\$ 1,360
Staff Training		\$ 365	\$ (3)	\$ 362	\$ 362
Staff Travel-(Local & Out of Town)	\$ 2	\$ 587	\$ (587)	\$ -	\$ 2
Rental of Equipment	\$ 58	\$ 88	\$ 28	\$ 116	\$ 174
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
OTHER					
Program Outreach & Engagement Events	\$ 2,200		\$ -		\$ 2,200
Dues and Subscriptions (e.g., zoom licenses)	\$ 463	\$ 214	\$ 1,893	\$ 2,107	\$ 2,570
Food	\$ 113,501	\$ 206,750	\$ 20,675	\$ 227,425	\$ 340,926
TOTAL OPERATING EXPENSE	\$ 136,925	\$ 217,909	\$ 21,176	\$ 239,085	\$ 376,009