



**MEMORANDUM**

**TO:** AGING & ADULT SERVICES COMMISSION

**THROUGH:** SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

**FROM:** MELISSA MCGEE, ACTING DEPUTY DIRECTOR  
JOHN TSUTAWAKA, DIRECTOR OF CONTRACTS

**DATE:** AUGUST 3, 2016

**SUBJECT:** GRANT RENEWAL: **GOLDEN GATE SENIOR SERVICES,**  
(NON-PROFIT) FOR PROVISION OF HOME DELIVERED  
GROCERIES SERVICES FOR SENIORS AND ADULTS WITH  
DISABILITIES

	<u>Current</u>	<u>Renewal</u>	<u>Contingency</u>	<u>Total</u>	
<b>GRANT TERM:</b>	7/1/14- 6/30/16	7/1/16- 6/30/17			
<b>GRANT AMOUNT:</b>	\$121,500	\$63,000	\$6,300	\$69,300	
<b>ANNUAL AMOUNT:</b>	FY 16/17 \$63,000				
<b>FUNDING:</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>PERCENTAGE:</b>	\$63,000	\$0	\$0	\$6,300	\$69,300
	100%				100%

The Department of Aging and Adult Services (DAAS) requests authorization to renew the grant with Golden Gate Community Services for the period of July 1, 2016 to June 30, 2017, in the amount of \$63,000 plus a 10% contingency for a total amount not to exceed \$69,300. The purpose of the grant is to provide low-income seniors and adults with disabilities with supplemental groceries.

**Background**

In an effort to address significant food security issues, diverse nutritional needs and recommendations to improve the health and well-being of seniors and adults with disabilities presented at the Board of Supervisors' Food Security Hearing in April 2014, the Board of Supervisors and Mayor's office provided DAAS with ongoing funding to augment the department's existing Nutrition Services. In October 2014, Notice of Funding Availability (NOFA) #617 was issued for the purpose of expanding food resources in response to the diverse nutritional needs identified. Golden Gate Senior Services was awarded a grant through NOFA #617 for the provision of home delivered grocery services.

**Services to be Provided**

The Home-Delivered Groceries program under Golden Gate Senior Services provides services to low income seniors and adults with disabilities who have mobility or emotional/cognitive issues that make it difficult to purchase groceries. This program provides delivery of grocery bags to participants' homes. The target population consists of individuals in need of additional food resources and access to healthy supplemental food sources to enhance the nutritional value of their food intake. Each food bag contains fresh fruits and vegetables, grains, and protein items among other staple items. Additionally, the program will provide social services and referrals to the participants, helping to improve their connection to their community, reducing social isolation, and improving the well-being of the target populations.

**Location and Time of Services**

The grantee will collaborate with the Richmond District Neighborhood Center (RDNC), IHSS workers and other community-based organization volunteers to deliver food bags to program participants in the Richmond neighborhood and other neighborhoods that HSA-DAAS has identified with significant documented needs. Subcontractor RDNC will receive food products from the San Francisco-Marín Food Bank (SFMFB), help organize, train and coordinate volunteers to pack and deliver food bags to participants' homes.

**Grantee Performance**

Standard fiscal and contract compliance monitoring was conducted on March 30, 2016. The Department is satisfied that Grantee complies with City contracting requirements.

Program monitoring was conducted during May of 2016. The Department found no programmatic findings and found the Grantee to have satisfactory performance on service and outcome objectives.

**Selection**

Grantee was selected through NOFA #617 (Funding for Nutrition Services for Seniors & Adults with Disabilities), which was competitively bid in October 2014.

**Funding**

This grant will be funded entirely through County General funds.

**ATTACHMENTS**

Appendix A – Scope of Services

Appendix B - Budget

**Appendix A – Scope of Services**  
**Golden Gate Senior Services**  
 Home-Delivered Groceries Food Networking Program  
 July 1, 2016 – June 30, 2017

**I. PURPOSE**

It has been well documented that older adults and persons with disabilities are at risk for food insecurity, which is closely connected to poor health status and negative health events. Malnutrition in seniors and adults with disabilities can lead to unsafe weight loss and loss of strength, as well as greater susceptibility to disease, confusion and disorientation. Older adults at nutritional risk tend to make more visits to physicians, hospitals, and emergency rooms. Poor nutritional status is also associated with increased mortality for patients in hospitals, a higher rate of discharge to nursing homes, and a longer length of stay.

Disabilities and functional impairments that create barriers to shopping and cooking is another cause of malnutrition. The Needs Assessments report also indicated isolation (having no close friends or few contacts) as a common theme in those with poor health.

DAAS Assessment of the Needs of Seniors and Adults with Disabilities (March 2016) indicated that in the last 10 years, the percentage of the national senior population age 60 and older that faces the threat of hunger has increased by 45%. In California, an estimated 16.3% seniors face the threat of hunger.

DAAS intends to address these needs assessment findings. The purpose of this grant is to promote the health and well-being of isolated low-income seniors and adults with disabilities by providing supplemental food sources; making healthy surplus food more available and accessible; and connecting them with community resources and social engagement.

**II. DEFINITIONS**

Grantee	Golden Gate Senior Services/Richmond Senior Center
CARBON	Human Service Agency’s Contracts Administration Reporting and Billing On-line (CARBON) system
CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/ assessment/enrollment, record service units, run reports, etc.
DAAS	Department of Aging and Adult Services
Frail/Disability	An individual that is determined to be functionally impaired because the individual either: (a) is unable to perform at least two activities of daily living (ADL), including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing, or supervision. (b) due to a cognitive or other mental impairment, requires substantial supervision because the older individual behaves in a manner that poses a serious health or safety hazard to the individual or others.
Senior	Age 60 or above
Low Income	At or below 185% of Federal poverty level.

Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OOA	Office on the Aging
Subcontractor	Richmond District Neighborhood Center (RDNC) is a non-profit organization that will receive food products from SFMFB, help organize, train and coordinate volunteers to pack and deliver food bags to participants' home.
San Francisco-Marin Food Bank (SFMFB)	A non-profit organization that organizes and receives food product donations from manufacturers, growers and other sources, and distributes them to non-profit partner organizations. SFMFB will partner with Grantee to implement the Food Networking Program.
Activity Scheduling	Service units are captured by the number of scheduled activity hours sponsored or organized by the Grantee. Activities may include educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning.
Enhanced Outreach	Service units are captured by providing more formal outreach efforts and enhanced services to support the outreach efforts. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, e.g. safety issues, transportation needs, etc.
Social Services/Other	Service units are captured by providing one-to-one assistance for individuals to enable them to resolve problems. Assistance may include information and referral, forms/application completion, home visits, medical escort services, and emotional support by phone or in person.

**III. TARGET POPULATION**

This grant will serve seniors (age 60 and over) or persons with disabilities (age 18-59) who reside in the City and County of San Francisco with one or more of the following target priorities and who meet program eligibility standards:

1. Low-income
2. Non or limited English speaking
3. Minority
4. Frail

5. Lesbian/Gay/Bisexual/Transgender

**IV. ELIGIBILITY FOR FOOD NETWORKING PROGRAM**

Program participants must:

1. Reside in Richmond neighborhood of San Francisco, and/or other neighborhoods that HSA-DAAS has identified with significant documented needs;
2. Be a frail senior or an adult with disabilities that prevents them from standing in the food pantry lines; and
3. Be low-income with a demonstrated need for supplemental groceries due to isolation, lack of support network, or other reasons.

Eligibility screening will be performed by the Grantee. Participants must show proof of residency for the service area, proof of age, and disability or need.

**V. SERVICES TO BE PROVIDED**

- A. Grantee will partner with the Richmond District Neighborhood Center (RDNC) and San Francisco-Marin Food Bank to deliver on a weekly basis, fresh seasonal produce and groceries to the designated food pantry sites in San Francisco, and will continue to do so if resources and conditions permit. Grantee will provide DAAS a signed Memorandum of Understanding between the food pantry site and San Francisco Food Bank to clarify the responsibilities of all parties.
- B. Resources and conditions permitting, Grantee will ensure that nutritious foods are provided to the target populations.
- C. Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program, and be responsible for hiring program coordinator(s) who will be responsible for coordinating program implementation, client eligibility screening, referral and services.
- D. Grantee will coordinate with the Subcontractor on the distribution of home delivered grocery bags to program participants on a weekly basis. On average each bag contains approximately a market value of at least \$30 of foods, featuring fresh and seasonal produce, protein items, other fresh, canned and dry goods will be added when availability allows.
- E. Grantee will propose the allocation of target services to the neighborhoods to DAAS. Final service distribution will be approved in negotiation with DAAS.
- F. The Grantee will be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.
- G. Grantee will connect the program participants to appropriate community services and make referrals as needed to help reduce isolation and enable the participant to live independently in the community.
- H. Grantee will organize and implement activities and/or social services to connect the participants to other neighbors, services, and/or organizations in the community.

**VI. SERVICE OBJECTIVES**

On an annual basis, Grantee will provide the following services:

Service Units:	FY 2016-17
Number of Unduplicated clients	105
Annual # Food Bags Distributed	3,500
Annual #Intakes/Reassessments	120
Annual #Hours of Social Service	1,600
Annual #Hours of Enhanced Outreach	80

## **VII. OUTCOME OBJECTIVES**

Based on the annual consumer satisfaction survey:

- A. At least 50% of the consumers will complete the annual consumer satisfaction survey.
- B. 85% of program participants will rate the groceries/food received as Good or Excellent.
- C. 85% of program participants will rate the service delivered by staff and/or volunteers as Good or Excellent.
- D. 75% of the participants indicate that they feel healthier as result of participating in the program.
- E. 80% of program participants will have improved access to healthy food and/or improved nutritional status
- F. 80% of program participants will indicate the program helped them improve their connection in the community.

## **VIII. REPORTING REQUIREMENTS**

Grantee will provide various reports during the term of the grant agreement.

- A. Grantee will enter the consumers' data into CA-GetCare for the Food Networking Program.
- B. The grantee will enter into the CA-GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
- C. When CA-GetCare reports are available online, Grantee will upload the CA-GetCare Program Variance report (which shows monthly service units provided) into CARBON system by the 15<sup>th</sup> of the month for the preceding month.
- D. Grantee shall provide monthly service unit data to SFMFB.
- E. Grantee shall provide an annual consumer satisfaction survey to DAAS and copy to SFMFB by March 15.
- F. Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section VI & VII (Service Objectives and Outcome Objectives). This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year on an annual basis:
  - The percentage of participants surveyed that have indicated excellent or good in rating the quality of groceries/food they received.
  - The percentage of participants surveyed that have indicated excellent or good in rating the service delivery by staff and/or volunteers.
  - The percentage of participants surveyed that have indicated they feel healthier as result of participating in the program.
  - The percentage of participants who have improved access to healthy food and/or improved nutritional status after participating in the program.
  - The percentage of participants who indicated the program helped improve their connection in the community.

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

Linda Lau, OOA Lead Nutritionist, [Linda.Lau@sfgov.org](mailto:Linda.Lau@sfgov.org)

or

Drake Herrador, Contract Manager, [Drake.Herrador@sfgov.org](mailto:Drake.Herrador@sfgov.org)

## **IX. MONITORING ACTIVITIES**

- A. **Program Monitoring:** Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; program operation, which includes a review of a written policies and procedures manual of all OOA funded programs, written project income policies if applicable, grievance procedure posted in the center/office, a board of director list and whether services are provided appropriately according to Sections VI and VII, sign-in sheets/ documentation that shows reported units of service are based on scheduled activities. DAAS staff will be responsible for monitoring the program performance and outcome objectives of the Grantee on an annual basis, and will act as a liaison between the Grantee and San Francisco Food Bank.
- B. **Fiscal and Compliance Monitoring:** Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.



	A	B	C	D	E
1	<b>BUDGET FORMS</b>				Appendix B, pg. 1
2					Document Date: 7/8/2016
3	<b>HUMAN SERVICES AGENCY - DEPARTMENT OF AGING AND ADULT SERVICES</b>				
4	<b>BUDGET PROPOSAL FORMS</b>				
5	Grantee's Name: <b>Golden Gate Senior Services/Richmond Senior Center (Home Delivered Groceries)</b>				Grant Term
6	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification _____				
7	Effective Date of Mod: 7/1/16	No. of Mod:		7/1/16 to 6/30/17	
8	Program: Enter 1 Prog ONLY (e.g. Cong-ENP, HDM-ENP, Cong-YAD, or HDM-YAD)	<b>Home Delivered Groceries</b>			<b>TOTAL</b>
10	Program Term	7/1/16 to 6/30/17			7/1/16 to 6/30/17
11	<b>DAAS Expenditures</b>				
12	Salaries & Benefits	\$31,250	\$0	\$0	\$31,250
13	Operating Expense	\$31,750	\$0	\$0	\$31,750
14	<b>Subtotal</b>	<b>\$63,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$63,000</b>
15	Indirect Percentage (max 10%)				\$0
16	Indirect Cost (Line 14 X Line 13)				\$0
17	Capital Expenditure	\$0	\$0	\$0	\$0
18	<b>TOTAL DAAS EXPENDITURES</b>	<b>\$63,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$63,000</b>
19					
20	<b>Non-DAAS Expenditures</b>				
21	Salaries & Benefits	\$0	\$0	\$0	\$0
22	Operating Expense	\$0	\$0	\$0	\$0
23	Capital Expenditure	\$0	\$0	\$0	\$0
24	<b>TOTAL Non-DAAS EXPENDITURES</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
25					
26	<b>TOTAL DAAS &amp; Non-DAAS EXPENDITURES</b>	<b>\$63,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$63,000</b>
27					
28	<b>HSA-DAAS Revenues</b>				
29	<i>General Fund</i>	\$0	\$0	\$0	\$0
30					\$0
31					\$0
32					\$0
33					\$0
34	<b>TOTAL HSA-DAAS REVENUES</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
36	<b>Non-DAAS Revenues</b>				
37	Project Income	0			\$0
38	Agency Cash - Fundraising				\$0
39	Agency In-Kind Volunteer	\$0			\$0
40	Nutrition Compliance/Quality Assurance				\$0
41					\$0
42					\$0
43	<b>TOTAL NON HSA-DAAS REVENUES</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
45	<b>TOTAL REVENUES</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
47	Full Time Equivalent (FTE)				
49	Prepared by: Nicholas Lederer	Phone No: 415-752-6444			
50	HSA-CO Review Signature: _____	Date: 7/7/2016			
51	HSA #1 (11/14/13)				

	A	B	C	D	E	F	G	H	I	J	K	L
1	Grantee's Name: Golden Gate Senior Services/Richmond Senior Center (Home Delivered Groceries)										Appendix B, page 2	
2	Program Name: Home Delivered Groceries										Date: 7/8/16	
3	Home Delivered Groceries											
4												
5	<b>Salaries &amp; Benefits Detail</b>											
6												
7												
8	<b>H.S.A-DAAS</b>	Agency Totals		For DAAS Nutrition		7/1/16 to 6/30/17						TOTAL
9	POSITION TITLE and NAME	Annual Full Time Salary for FTE	Total % FTE	% Nutr Prog (b)	Adjusted Nutr FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary				7/1/16 to 6/30/17
10	Richmond Program Director	\$76,894	100%	9.1034%	9.1034%	\$7,000						\$7,000
11	Program Coordinator	\$54,000	100%	33.333%	33.333%	\$18,000						\$18,000
12					0%	\$0						\$0
13					0%							
14					0%							
15					0%	\$0						\$0
16					0%	\$0						\$0
17					0%	\$0						\$0
18	TOTALS	\$ 130,894	200%	42%	42%	\$25,000	\$0	\$0				\$25,000
19												
20	FRINGE BENEFIT RATE	25.00%										
21	EMPLOYEE FRINGE BENEFITS	\$ 32,724				\$6,250	\$0	\$0				\$6,250
22												
23												
24	<b>TOTAL DAAS SALARIES &amp; BENEFITS</b>	<b>\$ 163,618</b>				<b>\$31,250</b>	<b>\$0</b>	<b>\$0</b>				<b>\$31,250</b>
25												
26												
27	<b>Non - DAAS</b>	Agency Totals		For DAAS Meal								TOTAL
28	POSITION TITLE and NAME	Annual Full Time Salary for FTE	Total % FTE (a)	% Nutr Prog (b)	Adjusted Nutr FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary				7/1/13 to 6/30/16
29												\$0
30												\$0
31												\$0
32												\$0
33												\$0
34												\$0
35												\$0
36												\$0
37												\$0
38												\$0
39												\$0
40												\$0
41												\$0
42												\$0
43												\$0
44												\$0
45												\$0
46	<b>TOTAL NON-DAAS</b>					<b>\$0</b>	<b>\$0</b>	<b>\$0</b>				<b>\$0</b>
47												
48	FRINGE BENEFIT RATE											
49	EMPLOYEE FRINGE BENEFITS	\$ -				\$0	\$0	\$0				\$0
50												
51												
52	<b>TOTAL Non-DAAS SALARIES &amp; BENEFITS</b>	<b>\$ -</b>				<b>\$0</b>	<b>\$0</b>	<b>\$0</b>				<b>\$0</b>
53												
54	<b>TOTAL DAAS &amp; Non-DAAS SALARIES &amp; BENEFITS</b>	<b>\$ 163,618</b>				<b>\$31,250</b>	<b>\$0</b>	<b>\$0</b>				<b>\$31,250</b>

	A	B	C	D	E	F	G	H	I	J	K
1	Grantee's Name: Golden Gate Senior Services/Richmond Senior Center										Appendix B, page 3
2	Program Name:										Date: 7/8/16
3	Home Delivered Groceries										
4											
5											
6	Operating Expense Detail										
7	H.S.A-DAAS	Annual #Meals Contracted:	0	0	0						TOTAL
8	Expenditure CategorW	Term	7/1/16 to 6/30/17								7/1/16 to 6/30/17
9	Rental of Property										\$0
10	Utilities(Elec, Water, Gas, Phone, Scavenger)		\$500								\$500
11	Office Supplies, Postage		\$1,250								\$1,250
12	Building Maintenance Supplies and Repair										\$0
13	FOOD COSTS										
14	Raw Food	per meal	\$0	\$0	\$0						\$0
15	Cong Food Svc Supplies	per meal \$ -	\$0	\$0	\$0						\$0
16	HDM Food Svc Supplies	per meal									\$0
17	Catered Meals	per meal \$ -	\$0								\$0
18	CONSULTANT/SUBCONTRACTOR Descriptive Title										
19	Richmond Disrict Neighborhood Center		\$30,000								\$30,000
20											\$0
21	OTHER COSTS:										
22	Insurance										\$0
23	Staff Training & Travel										\$0
24	Rental of Equipment										\$0
25	Small equipment & Supplies										\$0
26	Auto - Fuel & Insurance										\$0
27	Repair/Maintenance										\$0
28											\$0
29											\$0
30	TOTAL DAAS OPERATING EXPENSE		\$31,750	\$0	\$0						\$31,750
32	Non-DAAS										
33	Expenditure Category	Program									TOTAL
34	Rental of Property										\$0
35	Utilities(Elec, Water, Gas, Phone, Scavenger)										\$0
36	Office Supplies, Postage										\$0
37	Building Maintenance Supplies and Repair										\$0
38	FOOD COSTS										
39	Raw Food	per meal	\$0								\$0
40	Cong Food Svc Supplies	per meal									\$0
41	HDM Food Svc Supplies	per meal									\$0
42	Catered Meals	per meal \$ -	\$0								\$0
43	CONSULTANT/SUBCONTRACTOR Descriptive Title										
44	Registered Dietitian										\$0
45											\$0
46	OTHER COSTS:										
47	Insurance										\$0
48	Staff Training & Travel										\$0
49	Rental of Equipment										\$0
50	Rental of Equipment										\$0
51	Small equipment & Supplies										\$0
52	Auto - Fuel & Insurance										\$0
53	Repair/Maintenance										\$0
54											\$0
55											\$0
56	TOTAL Non-DAAS OPERATING EXPENSE		\$0	\$0	\$0						\$0
57											
58	TOTAL DAAS & Non-DAAS OPERATING EXPENSE		\$31,750	\$0	\$0						\$31,750