



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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



London Breed
Mayor

Trent Rhorer
Executive Director

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

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

DATE: JUNE 17, 2022

SUBJECT: GRANT MODIFICATIONS: MULTIPLE GRANTEES for INNOVATIVE NEIGHBORHOOD FOOD SUPPORT

(see table on next page)

GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	11/01/2021- 6/30/2022	07/01/2022- 1/31/2023	11/01/2021- 1/31/2023		
GRANT AMOUNTS:	\$3,037,500	\$2,270,000	\$5,307,500	\$530,750	\$5,838,250

(See Table Below for Breakdown)

FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$5,307,500			\$530,750	\$5,838,250
PERCENTAGE:	100%				100%

The Human Services Agency (HSA) requests authorization to modify the existing grant agreements with multiple providers to supplement the City’s food security network by creatively improving food access and security through the Innovative Neighborhood Food Support program for the period of July 1, 2022 to January 31, 2023 in the combined additional amount of \$2,270,000 plus a 10% contingency for a total amount not to exceed \$5,838,250. The purpose of this modification is to provide continued food support to food insecure households as economic recovery from COVID-19 continues. The funding amounts are detailed in the table below.

Grantee	Current	FY 22/23	Revised Total	10% Contingency	Total Not to Exceed
Bayanihan Equity Center	\$250,000	\$225,000	\$475,000	\$47,500	\$522,500
Bayview Hunters Point Community Advocates	\$275,000	\$175,000	\$450,000	\$45,000	\$495,000
Bayview Hunters Point Foundation (for United Council of Human Services)	\$200,000	\$120,000	\$320,000	\$32,000	\$352,000
Booker T. Washington Community Service	\$300,000	\$275,000	\$575,000	\$57,500	\$632,500
Chinese Progressive Association (for Excelsior Works!)	\$250,000	\$225,000	\$475,000	\$47,500	\$522,500
Curry Senior Center	\$175,000	\$150,000	\$325,000	\$32,500	\$357,500
Dolores Street Community Services	\$250,000	\$150,000	\$400,000	\$40,000	\$440,000
Fresh Approach	\$300,000	\$250,000	\$550,000	\$55,000	\$605,000
Glide Foundation	\$275,000	\$200,000	\$475,000	\$47,500	\$522,500
HOMEY	\$412,500	\$200,000	\$612,500	\$61,250	\$673,750
SF New Deal	\$350,000	\$300,000	\$650,000	\$65,000	\$715,000
Total	\$3,037,500	\$2,270,000	\$5,307,500	\$530,750	\$5,838,250

Background

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

In June of 2021, the Covid-19 Food Coordination Group (CFCG) held three community listening sessions to hear from service providers directly on where they needed the most support and where service gaps existed when it came to food access within vulnerable populations. Overwhelmingly, service providers said that they needed infrastructure support as they had traditionally not been equipped to provide food and that they needed support to continue to purchase culturally sensitive food items for their diverse neighborhoods. In addition, the cost of food has risen over the course of the last two years which put an additional burden on service providers who continue to rise to the occasion in providing quality and culturally sensitive food items to their community members.

The grantees from this program will be able to continue food supports for their community with much needed support through their grants. Grantees will

receive support to cover food costs, staffing capacity to continue food distributions, and infrastructure that is necessary for food distribution programs to operate properly in regards to food safety.

Services to be Provided

Ten out of the 11 grantees — Bayanihan Equity Center, Bayview Hunters Point Foundation, Booker T. Washington Community Service, Chinese Progressive Association, Curry Senior Center, Dolores Street Community Services, Fresh Approach, GLIDE Foundation, HOMEY, SF New Deal — will be providing food support to their communities in the form of groceries and/or meals. Grantees will provide tailored food items to be distributed in settings in which community members have established trusting relationships with grantees. Multilingual and multicultural service models will ensure that the diversity of San Francisco is reflected and respected in the food distribution models. There is a high level of customization in each program to reflect core clientele. For example, Curry Senior Center will be providing Safety Escorts to their elderly clients so that they can feel safe walking from their senior housing site in the Tenderloin to the local markets. Other examples include highly tailored food items that meet the cultural preferences of diverse communities.

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

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

Location

All proposed programs serve clients in at least one of the zip codes with the highest pandemic unemployment claims and/or highest needs. These grants intend to reflect a fair distribution across the following nine zip codes:

94102	94110	94124
94103	94112	94130
94108	94122	94134

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

Selection

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

Funding

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

ATTACHMENTS

Bayanihan Equity Center

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Bayview Hunters Point Community Advocates

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Bayview Hunters Point Foundation (for United Council of Human Services)

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Booker T. Washington Community Service

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Chinese Progressive Association (for Excelsior Works!)

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

Dolores Street Community Services

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Fresh Approach

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Glide Foundation

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

HOMEY

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

SF New Deal

Appendix A-1: Services to be Provided

Appendix B-1: Program Budget

Appendix A-1 – Services to be Provided

Bayanihan Equity Center

Innovative Neighborhood Food Support November 1, 2021- January 31, 2023

I. Purpose of Grant

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

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA
Culturally-appropriate Meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population
Grantee	Bayanihan Equity Center
Limited-English Proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program
Service Unit	One food bag/box or meal
SF HSA	San Francisco Human Services Agency
SGP	Supplemental Grocery Program

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

Low-income communities of color residing in the 94102 and 94103 zip codes lacking nearby healthy food options. This grant also serves families who have suffered job loss, unemployment, or drastic decrease to income, due to the COVID-19 pandemic.

Additionally, all clients are

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

IV. Description of Services

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

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

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

On scheduled SGP distribution dates, Grantee and Sub-Grantee FEC Galing Bata will provide staffing for clients picking up directly from the Bayanihan Community Center,

Grantee will assist participants who are older adults and/or adults with disabilities, and Sub-Grantee FEC Galing Bata will assist participating families. Sub-Grantee FCC will provide staffing for SGP home-delivered groceries to homebound clients.

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

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

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

V. Location and Time of Services

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

VI. Service Objectives

Grantee will meet the following service objectives:

By June 30, 2022	By January 31, 2023*
Distribute 3,600 grocery bags (400 grocery bags per month).	Distribute 3,600 grocery bags (400 grocery bags per month).
Provide supplemental groceries to 200 households per distribution.	Provide supplemental groceries to 200 households per distribution.
Enroll 200 unduplicated consumers (head of each household).	Enroll 200 unduplicated consumers (head of each household).
70% of unduplicated consumers will be residents of District 6 and District 11.	70% of unduplicated consumers will be residents of District 6 and District 11.

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

VII. Outcome Objectives

Grantee will conduct surveys approved by the CFCG at the end of each fiscal year and at the end of the grant term to measure whether they have met the following outcome objectives:

1. At least 80% report feeling less worried about getting enough food to meet their needs.
2. At least 80% report that this program is effective in addressing cultural food preferences.
3. At least 80% report being satisfied by the food provided by the program.
4. At least 80% report that the quality of services they received is good or excellent.

VIII. Data Collection & Reporting Requirements

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

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

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

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
January					

This template will be available for download from the CARBON system. In addition to the monthly report above, Grantee will also submit monthly grocery menus through the CARBON system.

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

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

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

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

¹ Items 10 and 11 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

D. The Grantee will be required to conduct a food security survey with all clients at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

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

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

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

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

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

K. Grantee will develop a grievance policy with approval from HSA/CFCG within the first 30 days of the contract term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant

jennifer.grant@sfgov.org

Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain

thomas.mcclain@sfgov.org

Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

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

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

B. Fiscal Compliance and Contract Monitoring:

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

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: Bayanihan Equity Center		Grant Term: 11/1/21-1/31/23	
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>			
If modification, Effective Date: 7/1/2022		Modification No.: 1	
Program Name: Innovative Neighborhood Food Support			
	11/1/21-6/30/22	7/1/22-1/31/23	Total
Expenditures			
Salaries & Benefits	\$ 45,258	\$ 45,238	\$ 90,496
Operating Expenses	\$ 197,749	\$ 179,762	\$ 377,511
Subtotal	\$ 243,007	\$ 225,000	\$ 468,007
Indirect Percentage (%)	3%	0%	3%
Indirect Costs (Line 16 X Line 15)	\$ 6,993		\$ 6,993
Capital Expenses			
Total Expenses	\$ 250,000	\$ 225,000	\$ 475,000
HSA Revenues			
General Fund	\$ 250,000	\$ 225,000	\$ 475,000
Total HSA Revenues	\$ 250,000	\$ 225,000	\$ 475,000
Other Program Revenues			
Total Other Program Revenues			
Prepared by:		Telephone No.:	Date:

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

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property		\$ 3,312		\$ 3,312
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage		\$ 1,400	\$ 302	\$ 1,702
Building Maintenance Supplies and Repair				
Printing and Reproduction		\$ 700		\$ 700
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Filipino Community Center (FCC)		\$ 22,000	\$ 19,250	\$ 41,250
Filipino Education Center-Galing Bata (GB)		\$ 15,300	\$ 13,400	\$ 28,700
OTHER				
Food Supply		\$ 144,735	\$ 140,000	\$ 284,735
Intern Stipends		\$ 3,150	\$ 4,410	\$ 7,560
Equipment		\$ 1,900		\$ 1,900
Volunteer Supplies		\$ 2,300	\$ 1,400	\$ 3,700
Food Packing Supplies		\$ 1,500	\$ 1,000	\$ 2,500
Materials & Supplies		\$ 1,452		\$ 1,452
TOTAL OPERATING EXPENSE		\$ 197,749	\$ 179,762	\$ 377,511

Appendix A-1 – Services to be Provided

Bayview Hunters Point Community Advocates

Innovative Neighborhood Food Support November 1, 2021 – January 31, 2023

I. Purpose of Grant

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

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

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

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City's COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Bayview Hunters Point Community Advocates (BHPCA)
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City

	departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).
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III. Target Population

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

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

IV. Description of Services

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

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

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

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

The Sustainable Food Sovereignty Initiative will build buying power with distributors, directly support BIPOC farmers, and quantify a deeper understanding of how to increase food access in the Bayview Hunters Point through research. Grantee staff will engage with BIPOC farmers and local Bayview Hunters Point food vendors, as well as work towards securing a warehouse space in the SF Produce Market so that eventually BIPOC farmers and food vendors can directly serve the community at an established retail location. Partnerships with local community-based organizations will ensure the increased availability of healthy food in the neighborhood can be enjoyed by local low-income residents. Sustainable Food Sovereignty Infrastructure for Bayview Hunters Point will be built by:

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

V. Location and Time of Services

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

VI. Service Objectives

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

	By 6/30/22	By 01/31/23*
New stores that join the Healthy Retail Program	6	8
New stores accepting EBT	2	6
New Vendors with Supplier Agreements with BIPOC Farmers	4	4
New Retailers with Supplier Agreements with BIPOC farmers	6	8

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

VII. Outcome Objectives

Grantee will meet the following objectives by the end of the grant term using data collection methods and, if applicable, surveys approved by CFCG:

Healthy Retail Program:

- Participating stores report 10% increase in reported customer counts between the beginning and end of the grant term
- Participating stores report 10% increase in produce sales between the beginning and end of the grant term
- 80% of participating stores report that the program was good for their business
- 80% of participating customers report that produce available at participating stores was high quality as measured by customer survey
- 80% of participating customers report that the program increased their access to fresh, healthy food as measured by customer survey

Sustainable Food Sovereignty Initiative:

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

- Grantee receives at least 1,000 responses to customer surveys of shopping habits and food needs

VIII. Data Collection & Reporting Requirements

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

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

B. Monthly Reporting: Grantee will provide status updates to the HSA on the deliverables outlined in this Appendix.

Month	New Stores into Healthy Retail Program	New Stores Accepting EBT	New Vendors with Supplier Agreements with BIPOC farmers	New Retailers with Supplier Agreements with BIPOC Farmers	Customer Food Preference and Access Surveys Completed
2021					
November					
December					
2022					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
2023					
January					
Totals:					

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

C. Quarterly Reporting: Grantee will share with HSA program challenges and status updates in the form of a narrative. Grantee will enter the quarterly narratives in the CARBON database:

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

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

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

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

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

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

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

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

K. Grantee will develop a grievance policy with approval from HSA/CFCG within the first 30 days of the contract term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer.Grant@sfgov.org
Contract Manager, Office of Contract Management, SF HSA
or
Cathy.Huang@sfgov.org
Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).
- Program monitoring will also include assessment of services and progress towards both the Service and Outcome Objectives, back-up documentation for reporting progress towards meeting both service and outcome objectives, and discussion of any expected changes in ability to meet those objectives.

B. Fiscal Compliance and Contract Monitoring:

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

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

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

C. Use of Data

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

HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Agency Name: Bayview Hunters Point Community Advocates			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Innovative Neighborhood Food Support				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 79,867	\$ 85,888		\$ 165,755
Operating Expenses	\$ 159,263	\$ 66,286		\$ 225,549
Subtotal	\$ 239,130	\$ 152,174		\$ 391,304
Indirect Percentage (%)	15%	15%		15%
Indirect Costs (Line 16 X Line 15)	\$ 35,870	\$ 22,826		\$ 58,696
Capital Expenses				
Total Expenses	\$ 275,000	\$ 175,000		\$ 450,000
HSA Revenues				
General Fund	\$ 275,000	\$ 175,000		\$ 450,000
Total HSA Revenues	\$ 275,000	\$ 175,000		\$ 450,000
Other Program Revenues				
Clarence E. Heller Foundation	\$ 95,000			\$ 95,000
SF OEWD - Food Pharmacy/Distribution	\$ 158,376	\$ 120,000		\$ 278,376
SDDT	\$ 272,859	\$ 100,000		\$ 372,859
Stupski Foundation		\$ 75,000		\$ 75,000
Total Other Program Revenues	\$ 526,235	\$ 295,000		\$ 821,235
Total Revenues	\$ 801,235	\$ 470,000		\$ 1,271,235
Prepared by:	Tony Kelly		Telephone No.:	415 283 6607 Date: 6/7/2022

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

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		11/1/21-6/30/22	7/1/22-1/31/23		11/1/21-1/31/23
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (8 months)	Budgeted Salary (7 months)		TOTAL
Program Manager					\$ 31,201			\$ 31,201
Food Sovereignty Manager	\$ 93,000	1.00	66%	0.66	\$ 26,622	\$ 35,805		\$ 62,427
Food Distribution Associate	\$ 59,000	1.00	100%	1.00	\$ 7,476	\$ 34,417		\$ 41,893
TOTALS	\$ 152,000	2.00	166%	1.66	\$ 65,299	\$ 70,222		\$ 135,521
FRINGE BENEFIT RATE	22.31%							
EMPLOYEE FRINGE BENEFITS					\$ 14,568	\$ 15,666		\$ 30,235
TOTAL SALARIES & BENEFITS					\$ 79,867	\$ 85,888		\$ 165,755

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

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property		\$ 39,862	\$ 13,847	\$ 53,709
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair		\$ 2,800		\$ 2,800
Printing and Reproduction				
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Neighborhood Business Alliance (Bayview Healthy Retail)		\$ 60,000	\$ 35,000	\$ 95,000
BMAGIC (Market Research, Oureach)		\$ 28,151		\$ 28,151
Food Distribution Assistants		\$ 28,450	\$ 17,439	\$ 45,889
OTHER				
TOTAL OPERATING EXPENSE		\$ 159,263	\$ 66,286	\$ 225,549

Appendix A-1 – Services to be Provided

Bayview Hunters Point Foundation (for United Council of Human Services)

Innovative Neighborhood Food Support November 1, 2021 – January 31, 2023

I. Purpose

The purpose of this grant is to provide support to the hot meals program run by the United Council of Human Services (a fiscal project of Bayview Hunters Point Foundation) through Mother Brown’s Dining Room in order to address the nutritional and food security needs of low-income individuals and families in District 10.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA.
Culturally-appropriate meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Bayview Hunters Point Foundation (fiscal sponsor for United Council of Human Services)
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One meal
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Low-income individuals and families in District 10 of San Francisco.

IV. Description of Services and Program Requirements

Grantee will administer a Hot Meal Program that serves free meals to the Target Population. Grantee will use the funding provided through this grant to maintain adequate staffing to meet the service objectives outlined in section VI.

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

Grantee shall meet, at minimum, the food standards as outlined below:

- Meals shall at minimum include a serving of protein, vegetables, and grains. All meals include protein which may include meats consisting of pork, beef, chicken or fish served with every meal three times a day; seven days a week. Vegetables include hot vegetables and a fresh salad with each meal served for lunch and dinner.
- Breakfast includes oatmeal, bacon, eggs, grits, grain, pork and turkey sausage or veggie sausage. Fresh fruits are included with breakfast.
- Grains include breads, oatmeal, grits, rice. Dairy includes milk.

Grantee will have quality control policy and procedures in place to ensure that meals distributed are of high quality. Meals are made fresh each day and distributed the same day. The Hot Meal Program will adhere to code extensions when shopping for fresh foods. Grantee shall leverage other funding sources to pay for meal ingredients.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers. Grantee will have on file a current agreement with partner agencies.

V. Location and Time of Services

The grantee will provide services in the Bayview neighborhood in San Francisco; service times are determined by the Grantee with approval by CFCG.

VI. Service Objectives

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

1. Serve at minimum 500 unduplicated clients
2. Distribute at minimum 360,000 service units

VII. Outcome Objectives

Grantee will meet the following objectives by the end of the Grant term (January 31, 2023) using data collection methods and, if applicable, surveys approved by CFCG:

1. At least 90% of clients enjoyed the hot meals prepared and delivered by Grantee, based on client post-survey.
2. At least 80% of meal recipients felt less worried about getting enough food to meet their needs.

VIII. Data Collection and Reporting Requirements

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

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

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

Month	Units of Service	Unduplicated Individuals	Unduplicated Households	Year to Date Individuals	Year to Date Households
2021					
November					
December					
2022					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
2023					
January					

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

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

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

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021).

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services.)

A template including these fields will be available for download in CARBON.

D. The Grantee will be required to conduct a food security survey with all clients at the beginning of the grant term, at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

¹ Items 11 through 13 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

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

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

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

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

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

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

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

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

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, SF HSA

or

Cathy.Huang@sfgov.org

Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;

- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

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

B. Fiscal Compliance and Contract Monitoring:

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

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

- i. any information that is personally identifiable information, or any information about an individual, including information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information (collectively, "PII"); or

- ii. information Data Provider(s) disclose, in writing, orally, or visually, to Data User(s), or to which Data User(s) obtain access to in connection with the negotiation and performance of the grant, and which relates to any individuals or entities that have made confidential or proprietary information available to Grantee marked or otherwise identified as proprietary and/or confidential, or that, given the nature of the information, ought reasonably to be treated as proprietary and/or confidential.

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: Bayview Hunters Point Foundation (for UCHS)			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Innovative Neighborhood Food Support				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 150,354	\$ 91,656		\$ 242,010
Operating Expenses	\$ 23,559	\$ 24,344		\$ 47,903
Subtotal	\$ 173,913	\$ 116,000		\$ 289,913
Indirect Percentage (%)	15%	0%		15%
Indirect Costs (Line 16 X Line 15)	\$ 26,087			\$ 26,087
Capital Expenses				
Total Expenses	\$ 200,000	\$ 116,000		\$ 316,000
HSA Revenues				
General Fund	\$ 200,000	\$ 116,000		\$ 316,000
Total HSA Revenues	\$ 200,000	\$ 116,000		\$ 316,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by:	Telephone No.:		Date:	

Agency Name: Bayview Hunters Point Foundation (for UCHS)
Program Name: Innovative Neighborhood Food Support

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage		\$ 500	\$ 500	\$ 1,000
Building Maintenance Supplies and Repair		\$ 5,000	\$ 5,000	\$ 10,000
Printing and Reproduction		\$ 1,000	\$ 1,000	\$ 2,000
Insurance		\$ 4,000	\$ 4,000	\$ 8,000
Staff Training		\$ 1,000	\$ 1,000	\$ 2,000
Staff Travel-(Local & Out of Town)		\$ 4,972	\$ 4,972	\$ 9,944
Rental of Equipment				\$ -
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
OTHER				\$ -
Kitchen Supplies		\$ 4,000	\$ 4,000	\$ 8,000
Food		\$ 3,087	\$ 3,872	\$ 6,959
				\$ -
				\$ -
TOTAL OPERATING EXPENSE		\$ 23,559	\$ 24,344	\$ 47,903

Appendix A-1 – Services to be Provided

Booker T. Washington Community Service Center

Innovative Neighborhood Food Support November 1, 2021-January 31, 2023

I. Purpose of Grant

The purpose of this grant is to provide the Service to Soul Program which will serve evening meals, weekend meals, and hold a monthly cultural program to fill critical gaps in the Western Addition and Bayview-Hunters Point (BVHP) neighborhoods. This program will target low-income Black children, youth, families, and seniors who have experienced negative economic impacts as a result of the COVID-19 pandemic.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Booker T. Washington Community Service Center
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One meal
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Low-income Black children, youth, families, and seniors in the Western Addition and Bayview-Hunters Point (BVHP) neighborhoods.

IV. Description of Services

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

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

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

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

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

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

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

V. Location and Time of Services

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

VI. Service Objectives

	By 06/30/22:	By 01/31/23*:
Minimum unduplicated number of clients served	500	600
Minimum service units distributed	22,291	32,291
Minimum number of community meal events	76	91

*includes services from 11/01/21 to 01/31/23

VII. Outcome Objectives

Grantee will conduct surveys approved by the CFCG at the end of each fiscal year and at the end of the grant term to measure whether they have met the following outcome objectives:

1. At least 80% of participants will like the meals provided based on client surveys.
2. At least 80% of participants will express that the food provided relates to their cultural tastes and preferences.
3. At least 80% of participants will express that the program provided them with direct access to essential food support in their neighborhood.
4. At least 80% of participants will express that they felt welcomed and respected when accessing services.
5. At least 50% of participants will report that the program reduced social isolation and made them feel more connected to others in the community.
6. At least 50% will report that they connected to other social services (i.e., family support or other community services, COVID-19 testing, vaccinations, etc.) while accessing meals.
7. At least 80% of participants will feel a connection to their cultural identity and heritage through food and related activities.

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

VIII. Data Collection and Reporting Requirements

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

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

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

Month	Units of Service	Unduplicated Individuals	Unduplicated Households	Year to Date Individuals	Year to Date Households
2021					
November					
December					

2022					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
2023					
January					

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

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

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

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

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity

11. Sexual orientation¹

12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON. In addition to the quarterly report above, Grantee will also submit quarterly meals menus through email to the Program Manager.

D. The Grantee will be required to conduct a food security survey with all clients at the beginning of the grant term, at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

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

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

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

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

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

¹ Items 10 through 11 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social 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*).

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

K. Grantee will develop a grievance policy with approval from HSA/CFCG within the first 30 days of the contract term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant

jennifer.grant@sfgov.org

Contract Manager, Office of Contract Management, SF HSA

or

Cathy Huang

cathy.huang@sfgov.org

Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

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

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

B. Fiscal Compliance and Contract Monitoring:

Fiscal compliance and contract monitoring will include review of Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal

policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: Booker T. Washington Community Service Center			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Innovative Neighborhood Food Support				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 14,432	\$ 50,633		\$ 65,065
Operating Expenses	\$ 246,438	\$ 188,500		\$ 434,938
Subtotal	\$ 260,870	\$ 239,133		\$ 500,003
Indirect Percentage (%)	15%	15%		15%
Indirect Costs (Line 16 X Line 15)	\$ 39,130	\$ 35,867		\$ 74,996
Capital Expenses				
Total Expenses	\$ 300,000	\$ 275,000		\$ 575,000
HSA Revenues				
General Fund	\$ 300,000	\$ 275,000		\$ 575,000
Total HSA Revenues	\$ 300,000	\$ 275,000		\$ 575,000
Other Program Revenues				
Total Other Program Revenues				

Prepared by: Brittney Rodgers

Telephone No.: 725-577-4600

Date: 6/7/2022

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

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		11/1/21-6/30/22	7/1/22-1/31/23		11/1/21-1/31/23
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (8 months)	Budgeted Salary (7 months)		TOTAL
Food Justice Coordinator	\$ 70,000	1.00	58%	0.58	\$ 11,545	\$ 40,833		\$ 52,378
TOTALS	\$ 70,000	1.00	58%	0.58	\$ 11,545	\$ 40,833		\$ 52,378
FRINGE BENEFIT RATE	24%							
EMPLOYEE FRINGE BENEFITS					\$ 2,887	\$ 9,800		\$ 12,687
TOTAL SALARIES & BENEFITS					\$ 14,432	\$ 50,633		\$ 65,065

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

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 9,000		\$ 9,000
Office Supplies, Postage		\$ 1,800		\$ 1,800
Building Maintenance Supplies and Repair				
Printing and Reproduction				
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Calvary Hill Church		\$ 113,200	\$ 97,000	\$ 210,200
Juanita Bruton		\$ 15,000		\$ 15,000
OTHER				
Meals		\$ 54,438	\$ 72,000	\$ 126,438
Grocery produce boxes			\$ 15,500	\$ 15,500
Emergency Meals		\$ 26,000		\$ 26,000
Food serving/ packaging		\$ 9,000		\$ 9,000
Produce/ Farm products		\$ 9,489	\$ 4,000	\$ 13,489
Dining Room supplies (chairs, tables)		\$ 7,011		\$ 7,011
PPE Supplies		\$ 1,500		\$ 1,500
TOTAL OPERATING EXPENSE		\$ 246,438	\$ 188,500	\$ 434,938

Appendix A-1 – Services to be Provided

Chinese Progressive Association (for Excelsior Works!)

Innovative Neighborhood Food Support November 1, 2021-January 31, 2023

I. Purpose of Grant

The purpose of this grant is to provide critical infrastructure and staffing to continue providing food security services distribution program, which provides culturally-appropriate food and co-locates additional social services for the Latinx community and other individuals most impacted by the pandemic.

Excelsior Works! (through its fiscal sponsor, Chinese Progressive Association) (“Grantee”) is a multicultural and multilingual workforce development center whose mission is to support individuals and families in achieving financial sustainability. Located in the heart of the Excelsior neighborhood, Grantee has extensive experience providing critical services to District 11’s large Latinx population as well as other low-income and immigrant families.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Chinese Progressive Association (for Excelsior Works!)
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One food bag/box or meal
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Grantee primarily serves low-income, Latinx and Chinese immigrants. Majority of clients identify as having limited English proficiency and low computer literacy which impacts their ability to connect to other social services without further assistance from Grantee.

IV. Description of Services

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

Grantee was established as a language-accessible community resource for immigrants, but during the early days of the COVID-19 pandemic shifted significant resources away from its traditional programming into food security. Grantee's strength is that from its experience in providing other services to its clients, it can connect its food security clients with other critical social services. The purpose of this grant is to provide critical infrastructure and staffing for Grantee to continue providing its food security services. In addition to providing food, Grantee co-locates access to critical social services for vulnerable communities with its food security program, and this grant will allow Grantee to continue connecting individuals to these services.

Grantee distributes groceries on Fridays and Saturdays. Grantee provides families with a thirty-minute window for pick-up. Grantee provides service to approximately 300 households each week. Grantee distributes food it receives from the Mission Food Hub and other in-kind donations, and Grantee supplements the donations with food Grantee purchases through vendors. Beginning July 1, 2022, SF HSA funding may be used for up to \$50 per bag.

Grantee's food security program is in collaboration with other organizations, including Coleman Advocates for Children and Youth and Instituto Familiar de La Raza. These partner organizations meet monthly to plan and troubleshoot issues and to adjust operations according to resident and organizational needs.

To ensure Grantee's food security program respects and implements consumer dignity and choice, Grantee utilizes a team of bicultural community workers recruited from the community and trained as outreach workers. The outreach workers engage clients one-on-one, encourage COVID-19 testing and help clients set up testing appointments, provide education on safety measures, as well as inform them of the social services available at Grantee and its network of partner agencies.

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

V. Location and Time of Services

Grantee distributes food in the Excelsior neighborhood of District 11. Families supported come from the following neighborhoods: Excelsior, Crocker Amazon, Outer Mission, Bayview, and Visitacion Valley.

Services to take place at times determined by Grantee based on service need.

VI. Service Objectives

Grantee will meet the following service objectives:

By June 30, 2022	By January 31, 2023*
Serve 300 unique, primarily re-occurring clients at food security program distribution events each week;	Serve 300 unique, primarily re-occurring clients at 26 bi-weekly food security program distribution events (distribution events are Fridays and Saturdays, bi-weekly);
Complete a needs-assessment survey with at least 80 of these food security program clients to evaluate a wide range of essential needs and refer at least twenty of these participants to the appropriate service providers to meet those needs; and,	Complete a needs assessment survey with at least 180 participants to evaluate food security and other essential needs.
Conduct short-term case management for at least 20 of these food security program clients. Short term case management includes assistance with scheduling appointments; identify appropriate contact and connect the resident by phone; provide contact's information on a referral card; and encourage on-going commitment to receive social services.	Provide short-term case management to at least 60 participants with the goal to transition participants from the program. Short-term case management includes assistance with identifying and connecting them to services that address food security needs, including employment and social benefits programs, such as Calfresh.
Convene 16 bi-weekly meetings with partnering community-based organizations to coordinate and develop efficiencies in food distribution.	

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

VII. Outcome Objectives

Grantee will conduct surveys approved by the CFCG at the end of each fiscal year and at the end of the grant term to measure whether they have met the following outcome objectives:

1. At least 80% of participants express that the food provided was of high quality;
2. At least 80% of participants will express that the food provided relates to their cultural tastes and preferences; and,
3. At least 80% of clients report Grantee attempted to connect them to additional social services through its food security program.

VIII. Data Collection and Reporting Requirements

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

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days since the beginning of the grant term.
- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If Grantee distributes food at more than one site, Grantee must submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
January					

This template will be available for download from the CARBON system. In addition to the monthly report above, Grantee will also submit monthly grocery menus through the CARBON system.

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

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

- by **November 15, 2022** for services provided between July 1, 2022 and October 31, 2022; and,
- by **February 15, 2023** for services provided between November 1, 2022 and January 31, 2023.

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

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., community-based organization, or "home" for delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

D. The Grantee will be required to conduct a food security survey with all clients at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

¹ Items 10 and 11 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

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

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

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

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

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

K. Grantee will develop a grievance policy with approval from HSA/CFCG within the first 30 days of the contract term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant
jennifer.grant@sfgov.org
Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain
thomas.mcclain@sfgov.org
Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);

- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

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

B. Fiscal Compliance and Contract Monitoring:

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

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

C. Use of Data

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

HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Agency Name: Chinese Progressive Association (for Excelsior Works!)			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Innovative Neighborhood Food Support				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 113,399	\$ 107,709		\$ 221,108
Operating Expenses	\$ 103,992	\$ 87,943		\$ 191,935
Subtotal	\$ 217,391	\$ 195,652		\$ 413,043
Indirect Percentage (%)	15%	15%		15%
Indirect Costs (Line 16 X Line 15)	\$ 32,609	\$ 29,348		\$ 61,957
Capital Expenses				
Total Expenses	\$ 250,000	\$ 225,000		\$ 475,000
HSA Revenues				
General Fund	\$ 250,000	\$ 225,000		\$ 475,000
Total HSA Revenues	\$ 250,000	\$ 225,000		\$ 475,000
Other Program Revenues				
In-Kind (La Raza)	\$ 18,977			\$ 18,977
In-Kind (Acme Bread)	\$ 10,500			\$ 10,500
Miscellaneous	\$ 2,500			\$ 2,500
In-Kind (Mission Food Hub; 300 bxs/wk)	\$ 400,000	\$ 200,000		\$ 600,000
Total Other Program Revenues	\$ 431,977	\$ 200,000		\$ 631,977
Total Revenues	\$ 681,977	\$ 425,000		\$ 1,106,977
Prepared by:		Telephone No.:	Date:	

Agency Name: Chinese Progressive Association (for Excelsior Works!)
Program Name: Innovative Neighborhood Food Support

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		11/1/21-6/30/22	7/1/22-1/31/23		11/1/21-1/31/23
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (8 months)	Budgeted Salary (7 months)		TOTAL
Coordinator	\$ 44,928	0.80	100%	0.80	\$ 35,000	\$ 20,966		\$ 55,966
Program Associate (FC)	\$ 49,920	1.00	100%	1.00	\$ 9,000	\$ 29,120		\$ 38,120
Program Associate (SAB)	\$ 31,200	0.60	100%	0.60	\$ 18,600	\$ 10,920		\$ 29,520
Promotora					\$ 10,770			\$ 10,770
Space Manager	\$ 54,080	1.00	50%	0.50	\$ 12,229	\$ 15,773		\$ 28,002
Contract Manager					\$ 6,600			\$ 6,600
Coordinator	\$ 56,160	1.00	10%	0.10	\$ 3,902	\$ 3,276		\$ 7,178
Program Director	\$ 76,960	1.00	25%	0.25		\$ 11,223		\$ 11,223
TOTALS	\$ 313,248	5.40	385%	3.25	\$ 96,101	\$ 91,279		\$ 187,380
FRINGE BENEFIT RATE	18%							
EMPLOYEE FRINGE BENEFITS					\$ 17,298	\$ 16,430		\$ 33,728
TOTAL SALARIES & BENEFITS					\$ 113,399	\$ 107,709		\$ 221,108

Agency Name: Chinese Progressive Association (for Excelsior Works!)
Program Name: Innovative Neighborhood Food Support

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property			\$ 10,000	\$ 10,000
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 5,000	\$ 2,000	\$ 7,000
Office Supplies, Postage		\$ 3,882		\$ 3,882
Building Maintenance Supplies and Repair		\$ 1,000	\$ 800	\$ 1,800
Printing and Reproduction				
Insurance				
Staff Training				
Staff/Volunteer Travel (Local & Out of Town)		\$ 300	\$ 243	\$ 543
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Juan Gen Solutions		\$ 12,280	\$ 6,900	\$ 19,180
(weekly food delivery from vendors)				
Antonia Medrano Services		\$ 16,530	\$ 9,000	\$ 25,530
(weekly food distribution to families)				
OTHER				
Program Supplies		\$ 13,500	\$ 8,000	\$ 21,500
(bags, PPE, gloves, bins, paper goods, etc)				
Food Costs		\$ 50,000	\$ 50,000	\$ 100,000
Volunteer Snacks		\$ 1,500	\$ 1,000	\$ 2,500
TOTAL OPERATING EXPENSE		\$ 103,992	\$ 87,943	\$ 191,935

Appendix A-1 – Services to be Provided

Curry Senior Center

Innovative Neighborhood Food Support November 1, 2021 – January 31, 2023

I. Purpose of Grant

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

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA
Culturally-Appropriate Meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population
Grantee	Curry Senior Center
Limited-English Proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program
Service Unit	Meal vouchers and food bags
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>)
SRO	Single-Room Occupancy Hotel

III. Target Population

Seniors, persons with disabilities, and Single Room Occupancy residents who are food insecure in the Tenderloin neighborhood of San Francisco.

IV. Description of Services

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

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

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

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

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

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

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

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the participants.

V. Location and Time of Services

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

VI. Service Objectives

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

Objectives	By 06/30/22	By 01/31/23*
Minimum unduplicated clients served	200	300
Minimum food pharmacy bags distributed	230	300
Minimum participants receiving at least \$20/month of farmers' market vouchers	75	75
Minimum number of trips provided by a Safe Passage Escorts or Navigator	100	100
Minimum number of Community Cultural Cuisine Celebrations hosted	8	15

*includes services from 11/01/21 to 01/31/23

VII. Outcome Objectives

Grantee will conduct surveys approved by the CFCG at the end of each fiscal year and at the end of the grant term to measure whether they have met the following outcome objectives:

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

VIII. Data Collection & Reporting Requirements

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

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

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

Month	Units of Service	Unduplicated Individuals	Unduplicated Households	Year to Date Individuals	Year to Date Households
2021					
November					
December					
2022					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
2023					
January					

This template will be available for download from the CARBON system. In addition to the monthly report above, Grantee will also submit monthly grocery menus and quarterly meals menus through email to the Program Manager.

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

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

- and by **February 15, 2023** for all clients enrolled through January 31, 2023.

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

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race
9. Ethnicity
10. Primary Language
11. Gender identity
12. Sexual orientation¹
13. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

D. The Grantee will be required to conduct a food security survey with all clients at the beginning of the grant term, at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by the Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

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

¹ Items 11 through 12 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

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

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

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

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

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

K. Grantee will develop a grievance policy with approval from HSA/CFCG within the first 30 days of the contract term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant
jennifer.grant@sfgov.org
Contract Manager, Office of Contract Management, SF HSA
or
Cathy Huang
Cathy.Huang@sfgov.org
Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

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

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);

- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

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

B. Fiscal Compliance and Contract Monitoring:

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

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

information, ought reasonably to be treated as proprietary and/or confidential.

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

C. Use of Data

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

HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Agency Name: Curry Senior Center			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Innovative Neighborhood Food Support				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 69,685	\$ 59,564		\$ 129,249
Operating Expenses	\$ 89,623	\$ 76,800		\$ 166,423
Subtotal	\$ 159,308	\$ 136,364		\$ 295,672
Indirect Percentage (%)	10%	10%		10%
Indirect Costs (Line 16 X Line 15)	\$ 15,692	\$ 13,636		\$ 29,328
Capital Expenses				
Total Expenses	\$ 175,000	\$ 150,000		\$ 325,000
HSA Revenues				
General Fund	\$ 175,000	\$ 150,000		\$ 325,000
Total HSA Revenues	\$ 175,000	\$ 150,000		\$ 325,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by: Angela DiMartino		Telephone No.:		Date: 6/6/22

Agency Name: Curry Senior Center
Program Name: Innovative Neighborhood Food Support

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (8 months)	Budgeted Salary (7 months)	TOTAL
Program Manager- Outreach & Community	\$ 71,703	1.00	8%	0.08	\$ 3,757	\$ 3,288	\$ 7,045
Program Manager-Wellness	\$ 95,967	1.00	12%	0.12	\$ 7,788	\$ 6,813	\$ 14,601
Health Educator	\$ 52,211	1.00	48%	0.48	\$ 16,575	\$ 14,503	\$ 31,078
Health Educator	\$ 60,115	1.00	14%	0.14	\$ 5,724	\$ 5,008	\$ 10,732
Health Educator	\$ 58,539	1.00	10%	0.10	\$ 3,716	\$ 3,251	\$ 6,967
Wellness Assistant	\$ 50,676	1.00	47%	0.47	\$ 16,045	\$ 14,039	\$ 30,084
TOTALS	\$ 389,211	6.00			\$ 53,605	\$ 46,901	\$ 100,506
FRINGE BENEFIT RATE	27.00%						
EMPLOYEE FRINGE BENEFITS					\$ 16,080	\$ 12,663	\$ 28,743
TOTAL SALARIES & BENEFITS					\$ 69,685	\$ 59,564	\$ 129,249

Agency Name: Curry Senior Center
Program Name: Innovative Neighborhood Food Support

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction				
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
The Healing WELL		\$ 25,333	\$ 24,962	\$ 50,295
Tenderloin Community Benefit District		\$ 3,200	\$ 2,985	\$ 6,185
City Hope		\$ 23,200	\$ 21,000	\$ 44,200
OTHER				
Catering - Soul Food Friday and other events		\$ 10,000	\$ 6,600	\$ 16,600
Food Pharmacy Food Bags		\$ 9,360	\$ 6,900	\$ 16,260
Transportation Cost (bus/Uber tbd)		\$ 500	\$ 413	\$ 913
Farmer's Market Token Program		\$ 14,160	\$ 12,390	\$ 26,550
Food for Health Education Classes		\$ 2,720	\$ 1,050	\$ 3,770
FM Tokens as incentives for Wellness program attendance		\$ 1,150	\$ 500	\$ 1,650
TOTAL OPERATING EXPENSE		\$ 89,623	\$ 76,800	\$ 166,423

Appendix A-1 – Services to be Provided

Dolores Street Community Services

Innovative Neighborhood Food Support November 1, 2021 – January 31, 2023

I. Purpose of Grant

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

This grant will allow Grantee to address the following needs:

- Increased food purchases to meet rising food insecurity of participants;
- Increased food packaging and heating costs because of COVID-19 protocol
- related to individually packaged meals; and,
- Increased staff needed to individually wrap meals.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Dolores Street Community Services
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One food bag/box, snack, or meal
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

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

IV. Description of Services

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

Provide healthy, nutrient and vitamin-rich hot meals and cold breakfasts to:

- 53 unique individual guests of Dolores Shelter Program (“DSP”), housed at Grantee’s Mission District shelters; and,

Conduct food distributions of healthy, culturally-appropriate foods to:

- 200 participants across Dolores Street Community Services (DSCS) programs, including members of the SRO, day labor, domestic worker, and pre-documented individuals and families.
- 52 unique individual tenants of Casa Quezada (“CQ”), a 52-unit supportive housing site.

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

Grantee will conduct bi-weekly food bag distribution of culturally appropriate groceries to 52 Casa Quezada tenants. Starting July 1st, 2022, each grocery unit can be reimbursed up to \$50/bag.

Grantee will conduct outreach and distribute HSA-provided food vouchers to individuals and families residing in SRO hotels.

Grantee will conduct monthly community food bag distribution of culturally appropriate groceries to 200 participants of its SRO Tenant, DLP/Domestic Worker, and Wellness programs. Grantee will equip its Women’s Building kitchen with industrial food warmers to ensure all food adheres to food standards.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

V. Location and Time of Services

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

VI. Service Objectives

	By June 30, 2022	By January 31, 2023*
Dolores Shelter Program	Provide 1 cold meal/day (breakfast) to 53 unique shelter guests at DSP, 7 days/wk week (total=12,826 meals)	Provide 1 meal/day (breakfast) to 53 unique shelter guests at DSP, on weekends and holidays (grant total =19,663 meals)
Casa Quezada	-Provide 1 cold meal/day (breakfast) to 52 unique tenants at CQ, 7 days/week, (total of 12,584 meals over 242 days -Provide a weekly food bag distribution of culturally-appropriate groceries to 52 unique tenants at CQ -Provide a refrigerator to store weekly food distribution perishables -Provide add'l refrigerator for common kitchens (3 floors) to allow tenants more space to store prepared meals	Provide a bi-weekly food bag distribution of culturally-appropriate groceries to 52 unique tenants at CQ
SRO Tenants	-Conduct outreach/provide food vouchers to 160 unique individuals/families in Mission District SRO hotels over 32 weeks -Train ten SRO building leaders in connecting building residents to community food resources with at least nine building leaders reporting increased access to services by residents in their respective buildings.	Conduct outreach and provide food vouchers to a total of 160 unique individuals/families residing in Mission District SRO hotels on a monthly basis over 7 months
Immigrant Community (SRO Tenants, Day Laborers/Domestic Workers, and Wellness Program Participants)	-Conduct 2 community food bag distribution to 250 program participants with outreach, education, and cross-program enrollment opportunities -Refer 500 unique, low-income immigrant individuals to food pantry (day laborers/domestic workers only)	Conduct 7 community food bag distributions to 200 program participants with outreach, education, and cross-program enrollment opportunities
Women's Building Kitchen	Upgrade the Women's Building oven for commercial applications	-Equip the kitchen with two industrial food warmers -Provide holiday community building events at DSCS' housing (shelters and permanent supportive sites) and community engagement (housing, worker, & immigrant rights) programs
Richard M. Cohen Residence Kitchen	Upgrade the Cohen Residence stove/range, hood vent, and dishwasher for commercial applications	

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

VII. Outcome Objectives

Grantee will meet the following objectives by the end of the Grant term (January 31, 2023) using data collection methods and, if applicable, surveys approved by CFCG.

Grantee will survey clients and residents that receive meals on a monthly basis, to achieve:

1. 75% like the meals that are provided (shelter guests, transitional housing tenants, day laborers and domestic workers)
2. 85% of those who receive additional food will report decreased food need (shelter guests, day laborers and domestic workers)

VIII. Data Collection & Reporting Requirements

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

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

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

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
January					

This template will be available for download from the CARBON system. In addition to the monthly report above, Grantee will also submit monthly grocery menus through the CARBON system.

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

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

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

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., Safe Sleeping Village, Casa Quezada, SOP);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

D. Grantee will be required to conduct a food security survey with certain clients at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be

¹ Items 11 through 13 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*).

required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

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

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

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

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

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

K. Grantee will develop a grievance policy with approval from HSA/CFCG within the first 30 days of the contract term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant
Jennifer.grant@sfgov.org
Contract Manager, Office of Contract Management, SF HSA
or

Tommy McClain
Thomas.mcclain@sfgov.org
Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

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

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

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

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

- i. any information that is personally identifiable information, or any information about an individual, including information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric

- records; and any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information (collectively, "PII"); or
- ii. information Data Provider(s) disclose, in writing, orally, or visually, to Data User(s), or to which Data User(s) obtain access to in connection with the negotiation and performance of the grant, and which relates to any individuals or entities that have made confidential or proprietary information available to Grantee marked or otherwise identified as proprietary and/or confidential, or that, given the nature of the information, ought reasonably to be treated as proprietary and/or confidential.

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: Dolores Street Community Services			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Innovative Neighborhood Food Support				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 33,129	\$ 11,310		\$ 44,438
Operating Expenses	\$ 141,828	\$ 119,125		\$ 260,954
Subtotal	\$ 174,957	\$ 130,435		\$ 305,392
Indirect Percentage (%)	15%	15%		15%
Indirect Costs (Line 16 X Line 15)	\$ 26,243	\$ 19,565		\$ 45,808
Capital Expenses	\$ 48,800			\$ 48,800
Total Expenses	\$ 250,000	\$ 150,000		\$ 400,000
HSA Revenues				
General Fund	\$ 250,000	\$ 150,000		\$ 400,000
Total HSA Revenues	\$ 250,000	\$ 150,000		\$ 400,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by:	Telephone No.:		Date:	

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

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction				
Insurance				
Staff Training		\$ 335		\$ 335
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Consultants (Contract Mgmt + Health Promoters)		\$ 6,000	\$ 12,480	\$ 18,480
OTHER				
Kitchen and household Supplies		\$ 4,426		\$ 4,426
Food (CQ bi-weekly food bags, community distribu		\$ 116,367	\$ 98,645	\$ 215,012
Equipment (2- Industrial food warmers)		\$ 13,200	\$ 8,000	\$ 21,200
Program Leadership Stipends		\$ 1,500		\$ 1,500
TOTAL OPERATING EXPENSE		\$ 141,827	\$ 119,125	\$ 260,953

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

Capital Expenses Detail

EQUIPMENT		TERM	TOTAL		
No.	ITEM/DESCRIPTION		11/1/21-1/31/23	7/1/22-1/31/23	11/1/21-1/31/23
	Range		\$ 27,000		\$ 27,000
	Dishwasher		\$ 5,800		\$ 5,800
	Oven		\$ 16,000		\$ 16,000
TOTAL EQUIPMENT COST			\$ 48,800		\$ 48,800
REMODELING					
Description:					
TOTAL REMODELING COST					
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)			\$ 48,800		\$ 48,800

Appendix A-1 – Services to be Provided

Fresh Approach

Innovative Neighborhood Food Support November 1, 2021 – January 31, 2023

I. Purpose

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

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA.
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Fresh Approach
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	Farm-fresh produce worth at minimum \$25
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Food-insecure children and adults in San Francisco from low-income neighborhoods and communities of color.

IV. Description of Services and Program Requirements

Grantee shall develop and administer a farm-fresh food program that provides fresh supplemental produce, nutrition education classes and materials, and

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

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

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

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

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

V. Location and Time of Services

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

VI. Service Objectives

	By 06/30/22:	By 01/31/23*:
Minimum unduplicated number of clients served	200	225
Minimum service units distributed	7,600	12,865
Minimum percent of VeggieRx vouchers redeemed	80%	80%
Minimum number of nutrition education materials distributed	5,000	8,000
Minimum on-site healthy food demonstrations	Starts 07/01/22	18

*includes services from 11/01/21 to 01/31/23

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

VII. Outcome Objectives

Grantee will conduct surveys approved by the CFCG at the end of each fiscal year and at the end of the grant term to measure whether they have met the following outcome objectives:

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

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

VIII. Data Collection and Reporting Requirements

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

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

Month	Units of Service	Unduplicated Individuals	Unduplicated Households	Year to Date Individuals	Year to Date Households
2021					
November					
December					
2022					
January					
February					

March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
2023					
January					

This template will be available for download from the CARBON system. In addition to the monthly report above, Grantee will also submit monthly grocery menus through email to the Program Manager.

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

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

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021).

Grantee’s quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or “home” for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race
9. Ethnicity
10. Primary Language
11. Gender identity

12. Sexual orientation¹

13. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services.)

A template including these fields will be available for download in CARBON.

D. The Grantee will be required to conduct a food security survey with all clients at the beginning of the grant term, at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

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

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

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

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

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

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

¹ Items 11 through 12 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

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

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

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, SF HSA

or

Cathy.Huang@sfgov.org

Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

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

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

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

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

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

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

C. Use of Data

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

			Appendix B-1, Page 1	
HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM				
Agency Name: Fresh Approach			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:	7/1/2022	Modification No.:	1	
Program Name: Innovative Neighborhood Food Support				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 26,172	\$ 28,898		\$ 55,070
Operating Expenses	\$ 267,946	\$ 216,200		\$ 484,146
Subtotal	\$ 294,118	\$ 245,098		\$ 539,216
Indirect Percentage (%)	2%	2%		2%
Indirect Costs (Line 16 X Line 15)	\$ 5,882	\$ 4,902		\$ 10,784
Capital Expenses				
Total Expenses	\$ 300,000	\$ 250,000		\$ 550,000
HSA Revenues				
General Fund	\$ 300,000	\$ 250,000		\$ 550,000
Total HSA Revenues	\$ 300,000	\$ 250,000		\$ 550,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by:		Telephone No.:		Date:

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

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property			\$ 1,000	\$ 1,000
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction		\$ 1,947	\$ 1,400	\$ 3,347
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Pie Ranch (Food Box Delivery)		\$ 92,092	\$ 71,000	\$ 163,092
Pacific Coast FMA (Food Box Delivery)		\$ 65,780		\$ 65,780
Agricultural Inst. of Marin (Food Box Delivery)		\$ 65,780	\$ 71,000	\$ 136,780
World's Fines! (Food Box Delivery)		\$ 26,347	\$ 71,000	\$ 97,347
OTHER				
VeggieRx. Vouchers (\$10/box *1600 boxes)		\$ 16,000		\$ 16,000
Food for Demo Sampling			\$ 800	\$ 800
TOTAL OPERATING EXPENSE		\$ 267,946	\$ 216,200	\$ 484,146

Appendix A-1 – Services to be Provided

Glide Foundation

Innovative Neighborhood Food Support November 1, 2021 – January 31, 2023

I. Purpose

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

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within HSA.
Culturally-appropriate Food	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Glide Foundation
Limited-English Proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter
Low-Income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program
Service Unit	One meal voucher
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>)
ZWFP	Zero-Waste Food Pantry

III. Target Population

Tenderloin neighborhood’s community of children and their families who are marginalized by race, language, and immigration status. The Grantee may also expand to additional neighborhoods determined by the Grantee with approval by CFCG.

IV. Description of Services and Program Requirements

Glide Foundation

Innovative Neighborhood Food Support

1 of 7

Appendix A-1

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

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

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

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

V. Location and Time of Services

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

VI. Service Objectives

	By 06/30/22:	By 01/31/23*:
Minimum unduplicated number of clients served	118	250
Minimum service units distributed	1,900	3,450

*includes services from 11/01/21 to 01/31/23

VII. Outcome Objectives

Grantee will conduct surveys approved by the CFCG at the end of each fiscal year and at the end of the grant term to measure whether they have met the following outcome objectives:

1. At least 80% of participants will be satisfied with the ZWFP experience.
2. At least 80% of participants will be satisfied with the availability of culturally appropriate foods provided by ZWFP.
3. At least 80% of participants reported that they were able to more easily meet their food needs.

4. At least 80% of participants will report eating healthier foods (less processed foods) as a result of participating in ZWFP.

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

VIII. Data Collection and Reporting Requirements

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

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

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

Month	Units of Service	Unduplicated Individuals	Unduplicated Households	Year to Date Individuals	Year to Date Households
2021					
November					
December					
2022					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
2023					

January					
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This template will be available for download from the CARBON system. In addition to the monthly report above, Grantee will also submit monthly grocery menus through email to the Program Manager.

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

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

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021).

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services.)

A template including these fields will be available for download in CARBON.

D. The Grantee will be required to conduct a food security survey with all clients at the beginning of the grant term, at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by

¹ Items 10 through 11 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social 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*).

your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

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

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

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

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

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

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

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

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

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, SF HSA

or

Cathy.Huang@sfgov.org

Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

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

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

B. Fiscal Compliance and Contract Monitoring:

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

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

- i. any information that is personally identifiable information, or any information about an individual, including information that can be used to distinguish or trace an individual’s identity, such as name, social security number, date and place of birth, mother’s maiden name, or biometric

- records; and any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information (collectively, "PII"); or
- ii. information Data Provider(s) disclose, in writing, orally, or visually, to Data User(s), or to which Data User(s) obtain access to in connection with the negotiation and performance of the grant, and which relates to any individuals or entities that have made confidential or proprietary information available to Grantee marked or otherwise identified as proprietary and/or confidential, or that, given the nature of the information, ought reasonably to be treated as proprietary and/or confidential.

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: GLIDE Foundation			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Innovative Neighborhood Food Support				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 73,163	\$ 64,913		\$ 138,076
Operating Expenses	\$ 165,968	\$ 109,000		\$ 274,968
Subtotal	\$ 239,130	\$ 173,913		\$ 413,043
Indirect Percentage (%)	15%	15%		15%
Indirect Costs (Line 16 X Line 15)	\$ 35,870	\$ 26,087		\$ 61,956
Capital Expenses				
Total Expenses	\$ 275,000	\$ 200,000		\$ 475,000
HSA Revenues				
General Fund	\$ 275,000	\$ 200,000		\$ 475,000
Total HSA Revenues	\$ 275,000	\$ 200,000		\$ 475,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by: Charles Simms		Telephone No.: 415-674-6128		Date: 6-6-22

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

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary (8 months)	Budgeted Salary (7 months)	TOTAL
Pantry Coordinator	\$ 58,097	0.80	100%	0.80	\$ 40,200	\$ 27,112	\$ 67,312
Program Manager			100%		\$ 16,958		\$ 16,958
Purchasing Agent	\$ 64,334	0.15	100%	0.15		\$ 5,629	\$ 5,629
Steward	\$ 41,539	0.33	100%	0.33		\$ 7,986	\$ 7,986
Safety Monitor	\$ 48,175	0.25	100%	0.25		\$ 7,025	\$ 7,025
Shift Leader	\$ 50,752	0.10	100%	0.10		\$ 2,961	\$ 2,961
TOTALS	\$ 262,897	1.63	600%	1.63	\$ 57,158	\$ 50,713	\$ 107,872
FRINGE BENEFIT RATE	28%						
EMPLOYEE FRINGE BENEFITS					\$ 16,004	\$ 14,200	\$ 30,204
TOTAL SALARIES & BENEFITS					\$ 73,163	\$ 64,913	\$ 138,076

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

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction				
Insurance				
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
OTHER				
Food		\$ 151,040	\$ 106,000	\$ 257,040
Production Materials and Supplies		\$ 14,928	\$ 3,000	\$ 17,928
TOTAL OPERATING EXPENSE		\$ 165,968	\$ 109,000	\$ 274,968

Appendix A-1 – Services to be Provided

HOMEY

Innovative Neighborhood Food Support November 1, 2021-January 31, 2023

I. Purpose of Grant

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

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	HOMEY
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One food bag/box or meal
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Underserved, low-income, limited English proficiency, BIPOC and/or immigrant populations facing barriers to food access within San Francisco.

IV. Description of Services

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

Grantee is a San Francisco-based organization with more than twenty years of organizing in San Francisco's Mission District. Grantee distributes groceries from a Mission District pick-up location on Saturdays and dispatches delivery drivers. This grant will support Grantee's efforts by funding the following operations infrastructure and staffing:

- One Food Pantry Coordinator (1.0 FTE);
- One Driver (0.5 FTE);
- Two Warehouse Associates (1.0 FTE each);
- Rent and utilities;
- Building maintenance supplies and repair;
- Volunteer stipends;
- Printing and Reproduction;
- Insurance;
- Staff training; and,
- Cleaning supplies and PPE.
-

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

Subcontractor Mission Meals Coalition is a mutual aid collective of twenty-five BIPOC San Francisco organizers, community groups, schools, and small businesses dedicated to connecting SF Bay Area community members to food resources on a weekly basis.

Subcontractor Mission Meals Coalition distributes groceries from a Mission District pick-up location on Sundays and Monday through Sunday by referral. They also dispatch delivery drivers from this location. Finally, Subcontractor Mission Meals runs a Baby Food Pharmacy (Mission Minis), Free Farmers Markets, a Free Community Fridge, and a Diabetes Food Pharmacy. This grant will support Subcontractor MMC's efforts by funding the following operations infrastructure and staffing:

- Commercial grade refrigerator;
- Two heavy duty hand trucks;
- Community Fridge maintenance, cleaning supplies, and PPE;
- Rent and utility expenses at Mom Chair (host of community fridge and grocery programs);
- Gas reimbursements for 20 volunteer delivery drivers;
- Stipends for 3 youth and 3 elder volunteers;
- Diabetes Pharmacy Consultant once every two months;
- Baby Food Pharmacy Consultant once every two months;
- Pregnancy/Postpartum Kits;
- Three operational stipends to MMC Community Partners: MMC Elder Circle, CALMA, and SF Neighbors Solidarity Network;
- Apparel/Swag for volunteers and promotional;
- Engagement event; and,
- Communications tools for infrastructure

Grantee shall sign and have on file a contract outlining terms and responsibilities with Subcontractor Mission Meals Coalition.

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

V. Location and Time of Services

Grantee's and Sub-Grantee Mission Meals Coalition's services are primarily provided and/or received in District 9, zip code 94110. Additionally, their services reach and/or serve people in 94102, 94103, 94108, 94112, 94123, and 94124.

Timing of services will be determined by each program.

VI. Service Objectives

Grantee will meet the following service objectives:

By June 30, 2022	By January 31, 2023*
Serve a minimum of 2,500 unduplicated households;	Serve a minimum of 2,500 unduplicated households;
Distribute a minimum of 38,112 service units;	Distribute a minimum of 70,014 service units;
Provide 260 hours of translation services;	Provide 520 hours of translation services;
Host 2 quarterly diabetes prevention and education and 2 quarterly baby nutrition workshops with at least 25 people registering and attending the workshops; and,	Host 4 quarterly diabetes prevention and education and 4 quarterly baby nutrition workshops with at least 50 people registering and attending the workshops; and,
Provide a minimum of 2 trilingual (English, Spanish, Cantonese) resource materials to clients per month.	Provide a minimum of 2 trilingual (English, Spanish, Cantonese) resource materials to clients per month.

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

VII. Outcome Objectives

Grantee will conduct surveys approved by the CFCG at the end of each fiscal year and at the end of the grant term to measure whether they have met the following outcome objectives:

1. At least 70% of clients remained part of Grantee/MMC food pantry programs;
2. At least 70% of clients felt the food they were provided was culturally appropriate for their household; and,
3. At least 50% of clients were connected with a community resource they needed in addition to food assistance.

VIII. Data Collection & Reporting Requirements

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

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days of the beginning of grant term.
- B. **Monthly Reporting:** Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If Grantee and/or Sub-Grantees distribute food at more than one site, Grantee must submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
January					

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

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

- Due by: **February 15, 2022** for services provided between November 1, 2021 through January 31, 2022;

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

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

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., address of community-based organization, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

D. The Grantee will be required to conduct a food security survey with all clients at the end of each fiscal year within the grant term, and at the end of the grant term. All survey questions will be provided by your Program Manager. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City by the 15th of the month following the end of the fiscal year and the end of the grant term.

¹ Items 10 and 11 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

E. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.

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

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

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

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

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

K. Grantee will develop a grievance policy with approval from HSA/Community Food Coordination Group within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant

jennifer.grant@sfgov.org

Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain

thomas.mcclain@sfgov.org

Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

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

- Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
- Food procurement policies and planning;

- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- Client tracking system (i.e. system for tracking client data and group activities).

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

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

X. **Data Privacy Stipulations**

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

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

B. **Data Security and Storage**

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

- i. Any information that is personally identifiable information, or any information about an individual, including information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and any other information that is linked or linkable to an

individual, such as medical, educational, financial, and employment information (collectively, “PII”); or

- ii. Information Data Provider(s) disclose, in writing, orally, or visually, to Data User(s), or to which Data User(s) obtain access to in connection with the negotiation and performance of the grant, and which relates to any individuals or entities that have made confidential or proprietary information available to Grantee marked or otherwise identified as proprietary and/or confidential, or that, given the nature of the information, ought reasonably to be treated as proprietary and/or confidential.

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: Homies Organizing the Mission to Empower Youth (HOMEY)			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Innovative Neighborhood Food Support				
	11/1/21-6/30/22	7/1/22-1/31/23		Total
Expenditures				
Salaries & Benefits	\$ 149,382	\$ 89,403		\$ 238,785
Operating Expenses	\$ 200,618	\$ 84,510		\$ 285,128
Subtotal	\$ 350,000	\$ 173,913		\$ 523,913
Indirect Percentage (%)	15%	15%		15%
Indirect Costs (Line 16 X Line 15)	\$ 52,500	\$ 26,087		\$ 78,587
Capital Expenses	\$ 10,000			\$ 10,000
Total Expenses	\$ 412,500	\$ 200,000		\$ 612,500
HSA Revenues				
General Fund	\$ 412,500	\$ 200,000		\$ 612,500
Total HSA Revenues	\$ 412,500	\$ 200,000		\$ 612,500
Other Program Revenues				
Total Other Program Revenues				
Prepared by:		Telephone No.:		Date:

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

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-1/31/23	11/1/21-1/31/23
Rental of Property		\$ 10,000	\$ 13,500	\$ 23,500
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 1,800	\$ 3,000	\$ 4,800
Office Supplies, Postage			\$ 1,000	\$ 1,000
Building Maintenance Supplies and Repair		\$ 1,300	\$ 1,300	\$ 2,600
Printing and Reproduction		\$ 2,000		\$ 2,000
Insurance		\$ 3,200	\$ 3,000	\$ 6,200
Staff Training			\$ 1,000	\$ 1,000
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Mission Meals Coalition		\$ 102,608	\$ 53,206	\$ 155,814
OTHER				
Pantry Supplies		\$ 21,180	\$ 2,000	\$ 23,180
Volunteer Stipends		\$ 23,000	\$ 6,504	\$ 29,504
Chinatown Mutual Aid		\$ 35,000		\$ 35,000
3-in-1 Hand Trucks		\$ 530		\$ 530
TOTAL OPERATING EXPENSE		\$ 200,618	\$ 84,510	\$ 285,128

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

Capital Expenses Detail

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

Appendix A-1 – Services to be Provided

SF New Deal

Innovative Neighborhood Food Support November 1, 2021-January 31, 2023

I. Purpose of Grant

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

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Community Food Coordination Group (CFCG)	Unit that originated in the City’s COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SF HSA.
Culturally-appropriate meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	SF New Deal
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Unit	One food bag/box or meal
SF HSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).

III. Target Population

Low-income, BIPOC communities facing food insecurity and/or isolation from the COVID-19 pandemic.

IV. Description of Services

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

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

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

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

Each meal shall cost Grantee a total of \$12.49 (\$11.50 and sales tax of 8.625%). Grantee will ensure that the procurement of food and the packing and distribution of meals meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

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

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

V. Location and Time of Services

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

VI. Service Objectives

Grantee will meet the following Service Objectives:

By June 30, 2022	By January 31, 2023
Provide 21,106 meals to Coalition members during the duration of the grant period;	Provide 39,431 meals to Coalition members during the duration of the grant period;
Serve 2254 unique individuals (reflecting 1400 households); and,	Serve 2254 unique individuals (reflecting 1400 households); and,
Partner with 16 San Francisco-based restaurants.	Partner with 16 San Francisco-based restaurants.

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

VII. Outcome Objectives

Grantee will conduct surveys approved by the CFCG at the end of each fiscal year and at the end of the grant term to measure whether they have met the following outcome objectives:

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

VIII. Data Collection & Reporting Requirements

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

- A. Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days since the beginning of the grant term.
- B. Monthly Reporting: Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If you distribute food at more than one site, please submit the report by site, and in aggregate, each month. Grantee S New Deal will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unique Households	Unique People	Year to Date Households	Year to Date People
November					
December					
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
January					

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

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

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

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

Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., name and address of church, community center, or "home" for a home delivery);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth

5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

- D. Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered. Grantee will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- E. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
- F. Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.
- G. If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.
- H. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.

¹Items 10 and 11 are required per *Ordinance No. 159-16*, which amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

J. Grantee will develop a grievance policy with approval from HSA/CFCG within the first 30 days of the contract term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant

jennifer.grant@sfgov.org

Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain

thomas.mcclain@sfgov.org

Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

Program monitoring will include review of:

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

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

B. Fiscal Compliance and Contract Monitoring:

Fiscal compliance and contract monitoring will include review of Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include

review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: SF New Deal			Grant Term:	11/1/21-1/31/23
(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:		7/1/2022	Modification No.:	1
Program Name: Innovative Neighborhood Food Support				
	11/1/21-6/30/22	7/1/22-12/31/22		Total
Expenditures				
Salaries & Benefits	\$ 10,142	\$ 8,400		\$ 18,542
Operating Expenses	\$ 317,614	\$ 272,496		\$ 590,110
Subtotal	\$ 327,756	\$ 280,896		\$ 608,652
Indirect Percentage (%)	7%	7%		7%
Indirect Costs (Line 16 X Line 15)	\$ 22,243	\$ 19,104		\$ 41,347
Capital Expenses				
Total Expenses	\$ 350,000	\$ 300,000		\$ 650,000
HSA Revenues				
General Fund	\$ 350,000	\$ 300,000		\$ 650,000
Total HSA Revenues	\$ 350,000	\$ 300,000		\$ 650,000
Other Program Revenues				
Total Other Program Revenues				
Prepared by:	Telephone No.:	Date:		

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

Operating Expenses Detail

Expenditure Category	TERM	TOTAL		
		11/1/21-6/30/22	7/1/22-12/31/22	11/1/21-1/31/23
Rental of Property				
Utilities(Elec, Water, Gas, Phone, Garbage)				
Office Supplies, Postage				
Building Maintenance Supplies and Repair				
Printing and Reproduction			\$ 250	\$ 250
Insurance		\$ 453	\$ 602	\$ 1,055
Staff Training				
Staff Travel-(Local & Out of Town)				
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
SFAAFBC Church Liaisons		\$ 53,336	\$ 42,669	\$ 96,005
OTHER				
Meal costs for 39,431 Meals (@ \$12.50 per meal)		\$ 263,825	\$ 228,975	\$ 492,800
TOTAL OPERATING EXPENSE		\$ 317,614	\$ 272,496	\$ 590,110