



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

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

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION
THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR
FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
 ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE: JULY 7, 2021
SUBJECT: NEW GRANTS: MULTIPLE GRANTEES FOR HOME
 DELIVERED GROCERY PROGRAM FOR OLDER ADULTS
 AND ADULTS WITH DISABILITIES (see table on page 3)

GRANT TERM: 07/01/2021 – 06/30/2025

GRANT AMOUNT: See table below

Funding Source:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding:	\$5,851,149			\$585,115	\$6,436,264
Percentage:	100%				100%

DS
EL

The Department of Disability and Aging Services (DAS) requests authorization to enter into new grant agreements with multiple providers for the provision of a home delivered grocery program for older adults and adults with disabilities during the period of July 1, 2021 through June 30, 2025, in a combined amount of \$5,851,149 plus a 10% contingency for a total amount not to exceed \$6,436,264. The funding amounts are detailed in the tables on page 3.

The annual amount in FY 21/22 reflects additional funding allocated in the City budget to meet the elevated demand that DAS nutrition partners are experiencing because of the coronavirus pandemic. DAS allocated the additional funding to nutrition providers who are providing home delivered grocery services above their baseline service levels and/or anticipate a surge in FY 21/22 with a particular focus on equity factors.

Background

The San Francisco Department of Disability and Aging Services (DAS) funds a broad array of nutrition and wellness services at the community level for older adults and adults with disabilities living in the City and County of San Francisco which promote health and wellbeing by providing nutritious foods, meals, and supporting healthy lifestyles. These services include the provision of home-delivered grocery programs.



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Older adults and adults with disabilities living in San Francisco are at risk for compromised nutritional status and food insecurity for a variety of reasons including limited income. Low-income older adults and adults with disabilities can have limited access to fresh, seasonal produce and other healthy food products, which further puts them at risk. Food security and health are closely connected, and sound nutrition is an important factor in maintaining good health. Not having enough food or having to choose food with low nutritional value because of cost can have a negative impact on an individual's health and well-being.

Home delivered grocery programs serve low-income older adults and adults with disabilities who need additional food resources and have capacity to store food and prepare meals but are unable to visit local food pantries or transport food home. The provision of a home-delivery grocery program mitigates the risk of food insecurity and promotes the consumption of healthful foods by delivering groceries directly to the home of eligible individuals. The program also provides access to other home and community-based services, which can help support safe and independent living in the community.

Services to be Provided

Grantees will provide home-delivered grocery services. Each of the grantees will form an agreement with the DAS Food Assistance Program grantee (currently the San Francisco Marin Food Bank) to obtain a predetermined amount and variety of groceries for each eligible consumer and distribute the groceries to the consumer. Grantees will operate all aspects of home-delivered grocery services in accordance with nutrition and food service standards as set forth by California Retail Food Code (CRFC), local regulations (i.e. Environmental Health Division of the San Francisco Department of Public Health), and DAS OCP. Each of the grantees will conduct program outreach to the target populations. Grantees may also provide social services and scheduled activities to connect the participants to other neighbors, services, and/or organizations.

Please refer to the attached Appendix A for each of the grantees for specific information regarding the breakdown of services, defined objectives, and target population.

Grant Amount

Agency	Annual amount for FY 21/22	Annual amount for FY 22/23, FY 23/24 and FY 24/25	Grant amount	Contingency	Not to Exceed
Bayview Senior Services	\$95,823	\$95,823	\$383,292	\$38,329	\$421,621
Community Living Campaign	\$221,695	\$221,695	\$886,780	\$88,678	\$975,458
Golden Gate Senior Services	\$266,766	\$177,844	\$800,298	\$80,030	\$880,328
San Francisco-Marin Food Bank	\$1,202,124	\$728,397	\$3,387,315	\$338,732	\$3,726,047
Urban Services YMCA	\$98,366	\$98,366	\$393,464	\$39,346	\$432,810
Total	\$1,884,774	\$1,322,125	\$5,851,149	\$585,115	\$6,436,264



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Grantee Performance

Community Living Campaign, Golden Gate Senior Services, and San Francisco-Marin Food Bank are current home delivered groceries program grantees and were determined to be in compliance with fiscal and programmatic requirements for FY 19-20.

Urban Services YMCA and Bayview Senior Services are newly awarded grantees for home delivered groceries services.

Selection

Grantees were selected through RFP #920 issued in March 2021 and RFP #938 issued in April 2021.

Funding

This grant will be funded through local funds.

Attachments

Bayview Senior Services

- Appendix A – Services to be Provided
- Appendix B – Budget

Community Living Campaign

- Appendix A – Services to be Provided
- Appendix B – Budget

Golden Gate Senior Services

- Appendix A – Services to be Provided
- Appendix B – Budget

San Francisco-Marin Food Bank

- Appendix A – Services to be Provided
- Appendix B – Budget

Urban Services YMCA

- Appendix A – Services to be Provided
- Appendix B – Budget

APPENDIX A –SERVICES TO BE PROVIDED
Bayview Senior Services
Home-Delivered Grocery Program

July 1, 2021 to June 30, 2025

I. Purpose

The purpose of this grant is to provide a home-delivered grocery (HDG) program for older adults and adults with disabilities living in the City and County of San Francisco. A HDG program facilitates the delivery of supplemental groceries to the home of eligible individuals. The program mitigates the risk of food insecurity, promotes the consumption of healthful foods, and provides access to additional nutrition and wellness services that enhance the wellbeing and safety of older adults and adults with disabilities living in the community.

II. Definitions

Grantee	Bayview Senior Services
Activity Scheduling	An optional component of a HDG program that offers scheduled activities for consumers enrolled in the program. Activities may include educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning. One service unit of activity scheduling is one hour of a scheduled activity, sponsored by the grantee.
Adult with a Disability	A person 18-59 years of age living with a disability
CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
CRFC	California Retail Food Code, which is a uniform statewide health and sanitation standard for food facilities. (Sec. 113700 et seq., California Health and Safety Code)
DAS	Department of Disability and Aging Services.
DETERMINE Your Nutritional Health Checklist / DETERMINE Checklist	A screening tool published by the Nutrition Screening Initiative used to identify individuals at nutritional risk. All grantees must use the DETERMINE Checklist to evaluate the nutrition risk status of HDG services participants. http://www.dhs.gov.vi/home/documents/DetermineNutritionChecklist.pdf

Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one(1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. (CCR Title 22 Sec. 7630)
Food Assistance Program	A DAS nutrition program that offers supplemental groceries consisting of nutritious foods to older adults and adults with disabilities. The supplemental groceries consist of food adequate to provide seven (7) meals for a single person household. The distribution of supplemental groceries is weekly or every other week and occurs at food pantry sites and through community-based organizations.
Food Pantry	Distribution locations throughout the City that provide supplemental groceries consisting of nutritious foods for low-income older adults and adults with disabilities in need of additional nutrition resources.
Food Security Screening	A screening used to determine if an individual is experiencing food insecurity. It consists of two components: (1) a 2-item questionnaire that is a validated shortened version of the USDA's Household Food Security Survey Module designed to assess an individual's food security and (2) food program utilization questionnaire.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others. (CCR Title 22 Sec. 7119)
Home-Delivered Groceries Program/ HDG Program	The procurement, preparation, transporting, and delivery of groceries to eligible consumers. Home-delivered grocery services also include initial and annual consumer edibility review, outreach, and nutrition and food security screening.
HDG Volunteer	An adult volunteer screened and trained by the grantee to deliver groceries to an older adult and/or adult with disability enrolled in HDG services.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 200% 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.

Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. (CCR Title 22 Sec. 7130)
Nutrition Screening	Completion of a nutrition screening checklist by eligible individuals to determine if they are at nutrition risk. A nutrition screening checklist is a federal public information collection requirement in the National Aging Program Information System (NAPIS), found in the Federal Register, Volume 59, No. 188, September 29, 1994. (CCR Title 22 Sec. 7630)
OCM	Office of Contract Management, Human Services Agency.
OCP	Office of Community Partnerships, a unit within the Department of Disability and Aging Services
Older Adult	Person who is 60 years of age or older; used interchangeably with “senior”.
Outreach	A required component of the HDG program. One unit of outreach is one hour dedicated to conducting formal outreach efforts and/or providing services to engage consumers. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, e.g. safety issues, transportation needs, etc.
Proxy	A person designated by the consumer enrolled in HDG services who picks-up the supplemental bag of groceries from the grantee on the consumer’s behalf and delivers it to them.
Senior	Person who is 60 years or older, used interchangeably with “older adult”.
SF-HSA	Human Services Agency of the City and County of San Francisco
Social Services	An optional component of a HDG program that provides consumers with one-to- one assistance to address concerns and/or resolve problems. Assistance may include information and referral, form/application completion, home visits, medical escort services, and emotional support by phone or in person. One service unit of social services is the provision of one hour of one-to-one assistance by the grantee.

SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer participation in CA-GetCare through program enrollment.

III. TARGET POPULATION

The target populations are older adults and adults with disabilities living in the City and County of San Francisco with the greatest economic and/or social need and with particular attention to the following individuals:

1. Low income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail
5. LGBTQ+

IV. Eligibility For Services

1. A resident of San Francisco, and
2. A person who is an older adult or an adult with a disability, and
3. A person who reports having an income at or below 200% of the federal poverty line, and
4. A person who reports having a condition that prevents the individual from standing in a food pantry line, and
5. A person who has demonstrated need for supplemental groceries due to food insecurity and is not receiving two (2) home-delivered meals from a DAS funded nutrition partner, and
6. A person who has capacity or help to store and handle delivered groceries, and
7. A person who is able to prepare food at home or has a caregiver who can prepare food.

V. Location and Time of Services

The grantee will provide a home-delivered grocery program in the City and County of San Francisco. The grantee determines the service and delivery times for the home-delivered program with prior approval from DAS OCP.

VI. Description of Services and Program Requirements

1. Grantee will develop and maintain HDG program policies and procedures that are in compliance with and meet the standards set forth by California Retail Food Code (CRFC), and DAS OCP.
2. Grantee will form an agreement with the DAS Food Assistance Program grantee, currently the San Francisco Marin Food Bank (SF-MFB) to obtain groceries for

- eligible consumers and distribute them to those consumers by providing home-delivered grocery services. The delivery of groceries will be weekly or twice a month by trained staff, paid or volunteer. The frequency of delivery will be determined in partnership with the SF-MFB, DAS OCP, and the grantee.
3. Grantee will operate all aspects of home-delivered grocery services (i.e. food handling, packing, and distribution) in accordance with standards set forth by California Retail Food Code (CRFC) and local regulations (i.e. Environmental Health Division of the San Francisco Department of Public Health), and DAS OCP Policy Memorandum.
 4. Grantee will plan, purchase and supplement weekly grocery bags with culturally appropriate foods that will consist of a variety of fresh seasonal produce.
 5. Grantee will track and record the provision of home-delivered groceries, which includes administering a DAS OCP approved intake form and inputting consumer data in CA-GetCare.
 6. Grantee will conduct annual screenings for consumers enrolled in home-delivered grocery services including but not limited to a nutrition screening using the DETERMINE checklist and a food security screening, and document individual responses in CA-GetCare within one month of obtaining the responses.
 7. Grantee will confirm and document consumers' eligibility upon enrollment and annually thereafter.
 8. Grantee will have qualified staff who conducts the management and administrative functions for home-delivered grocery services including the training and coordination of delivery staff and volunteers. Training will include cultural competency, food safety, and elder abuse awareness.
 9. Grantee will ensure there is a sufficient number of qualified staff, paid and/or volunteer, with the appropriate education, experience, and cultural competency to carry out the requirements of the program and deliver quality services to meet the needs of the consumers.
 10. Grantee will conduct program outreach and marketing for the HDG program to the target population. Outreach strategies may include activities such as disseminating materials at community meetings and other group settings or special events/fairs, announcements in bulletins, electronic bulletins, and other mass media.
 11. Grantee will arrange for the availability of home delivered groceries to participants during a major disaster where feasible and appropriate.
 12. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS-OCP. The grantee will share the survey results with DAS OCP by March 15 each grant year or on a mutually agreed upon date between OCP and the grantee. At minimum, the completed number of surveys shall be a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the grantee administers the survey.
 13. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers.
 14. Grantee will organize and implement social services and scheduled activities to connect the participants to other neighbors, services, and/or organizations in the community if included as a deliverable under service objectives.

VII. Service Objectives

On an annual basis, the grantee will enroll at minimum the number of unduplicated consumers and provide the units of service detailed in Table A below:

Table A - Service Units:	
Number of Unduplicated Consumers	80
Number of HDG Bags Delivered	4,000
Number of Grocery Bags Provided with Cultural Foods	8,000

VIII. Outcome Objectives

1. Consumers report feeling less worried about getting enough food to meet their needs. Target: 85%.
2. Consumers report feeling healthier. Target:85%
3. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%.
4. Consumers rate the quality of services they received as excellent or good. Target: 80%

Based on a consumer survey and a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the survey is administered.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers annually into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS approved HDG intake form, which includes the food security screening, into the CA-GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the Ca-GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes all the Service Objectives in section VII
4. Grantee will enter the annual outcome objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15th of the month following the end of the program year.
5. Grantee shall develop and deliver bi-annual summary reports of SOGI data collected in the year as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are July 10 and January 10.
6. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS and OCP.
7. Grantee program staff and HDG volunteers will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff/HDG volunteer completion of this training.
8. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
9. Grantee will develop a grievance policy consistent with DAS OCP policy

memorandum.

10. Grantee will assure that services delivered are consistent with professional standards for this service.
11. Pursuant to California Department of Aging Requirement, grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
12. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies “Focal Points” which are designed to help older adults connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O’Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave , San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAS Benefits and Resources Hub	2 Gough St, San Francisco, 94103	415-355-6700

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

Sarah Chan,
 Nutritionist,
 DAS OCP
 Sarah.Chan@sfgov.org

and

Steve Kim
 Contract Manager,
 HSA OCM
 Steve.Kim@sfgov.org

X. Monitoring Activities

1. Nutrition Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization

standards, which include current organizational chart, evidence of provision of training to staff and volunteers regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff and HDG volunteers; program operation, which includes a review of a written policies and procedures manual of all DAS OCP-funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.

2. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, 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 the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Bayview Senior Services

(Check One) New Renewal Modification

If modification, Effective Date of Mod. _____ No. of Mod. _____

Program: Home-delivered groceries

Budget Reference Page No.(s)

Program Term	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total	Average cost/bag
Annual # Bags Contracted	8,000	8,000	8,000	8,000	32,000	
DAS Expenditures						
Salaries & Benefits	\$8,720	\$8,720	\$8,720	\$8,720	\$34,880	\$1.09
Operating Expenses	\$81,679	\$81,679	\$81,679	\$81,679	\$326,716	\$10.21
Subtotal	\$90,399	\$90,399	\$90,399	\$90,399	\$361,596	\$11.30
Indirect Percentage (%)	6.00%	6.00%	6.00%	6.00%	6.00%	
Indirect Cost	\$5,424	\$5,424	\$5,424	\$5,424	\$21,696	\$0.68
Capital/Subcontractor Expenditures						
Total DAS Expenditures	\$95,823	\$95,823	\$95,823	\$95,823	\$383,292	\$11.98
Non DAS Expenditures						
Salaries & Benefits						
Operating Expenses						
Capital/Subcontractor Expenditures						
Total Non DAS Expenditures						
TOTAL DAS AND NON DAS EXPEDITURES	\$95,823	\$95,823	\$95,823	\$95,823	\$383,292	\$12
DAS Revenues						
General Fund	\$95,823	\$95,823	\$95,823	\$95,823	\$383,292	\$12
Total DAS Revenue	\$95,823	\$95,823	\$95,823	\$95,823	\$383,292	\$12
<i>PER BAG COST, DAS</i>	\$11.98	\$11.98	\$11.98	\$11.98	\$11.98	
Non DAS Revenues						
Project Income						
Agency Cash- Fundraising						
Agency In-kind Volunteer						
Total Non DAS Revenue						
<i>PER BAG COST, Non DAS</i>						
TOTAL DAS AND NON DAS REVENUE	\$95,823	\$95,823	\$95,823	\$95,823	\$383,292	\$12
<i>PER BAG COST, Total</i>	\$11.98	\$11.98	\$11.98	\$11.98	\$11.98	
Full Time Equivalent (FTE)	0.18	0.18	0.18	0.18	0.70	

Prepared by:

Date: 5/10/18

HSA-CO Review Signature: _____

Program: Home-delivered groceries
(Same as Line 11 on HSA #1)

Salaries & Benefits Detail

DAS Salaries & Benefits	Agency Totals		HSA Program		FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Distributor	\$36,400	0.15	100.00%	0.15	\$5,460	\$5,460	\$5,460	\$5,460	\$21,840
Produce Coord.	\$49,920	0.03	100.00%	0.03	\$1,248	\$1,248	\$1,248	\$1,248	\$4,992
Totals	\$86,320	0.18	200.00%	0.18	\$6,708	\$6,708	\$6,708	\$6,708	\$26,832
Fringe Benefits Rate	30.00%								
Employee Fringe Benefits	\$25,896				\$2,012	\$2,012	\$2,012	\$2,012	\$8,048
Total DAS Salaries and Benefits	\$112,216				\$8,720	\$8,720	\$8,720	\$8,720	\$34,880
Non DAS Salaries & Benefits									
Position Title	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Totals									
Fringe Benefits Rate									
Employee Fringe Benefits									
Total Non DAS Salaries and Benefits									
Total DAS and Non DAS Salaries and Benefits	\$112,216				\$8,720	\$8,720	\$8,720	\$8,720	\$34,880

HSA #2

Program: Home-delivered groceries
 (Same as Line 11 on HSA #1)

Operating Expense Detail

	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>Total</u>
Annual # Meals Contracted	8,000	8,000	8,000	8,000	32,000
DAS Operating Expenses					
<u>Expenditure Category</u>					
Rental of Property					
Utilities (Elec, Water, Gas, Phone, Garbage)	\$2,600	\$2,600	\$2,600	\$2,600	\$10,400
Office Supplies, Postage					
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)	\$279	\$279	\$279	\$279	\$1,116
Rental of Equipment					
<u>Supplemental grocery Cost</u>					
Food <i>per bag \$9.85</i>	\$78,800	\$78,800	\$78,800	\$78,800	\$315,200
Total DAS Operating Expenses	\$81,679	\$81,679	\$81,679	\$81,679	\$326,716
Non DAS Operating Expenses					
<u>Expenditure Category</u>					
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					
<u>Supplemental grocery Cost</u>					
Food <i>per bag</i>					
Total Non DAS Operating Expenses					
Total DAS and Non DAS Operating Expenses	\$81,679	\$81,679	\$81,679	\$81,679	\$326,716
HSA #3					7/7/2021

APPENDIX A –SERVICES TO BE PROVIDED
Community Living Campaign
Home-Delivered Grocery Program

July 1, 2021 to June 30, 2025

I. Purpose

The purpose of this grant is to provide a home-delivered grocery (HDG) program for older adults and adults with disabilities living in the City and County of San Francisco. A HDG program facilitates the delivery of supplemental groceries to the home of eligible individuals. The program mitigates the risk of food insecurity, promotes the consumption of healthful foods, and provides access to additional nutrition and wellness services that enhance the wellbeing and safety of older adults and adults with disabilities living in the community.

II. Definitions

Grantee	Community Living Campaign
Activity Scheduling	An optional component of a HDG program that offers scheduled activities for consumers enrolled in the program. Activities may include educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning. One service unit of activity scheduling is one hour of a scheduled activity, sponsored by the grantee.
Adult with a Disability	A person 18-59 years of age living with a disability
CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
CRFC	California Retail Food Code, which is a uniform statewide health and sanitation standard for food facilities. (Sec. 113700 et seq., California Health and Safety Code)
DAS	Department of Disability and Aging Services.
DETERMINE Your Nutritional Health Checklist / DETERMINE Checklist	A screening tool published by the Nutrition Screening Initiative used to identify individuals at nutritional risk. All grantees must use the DETERMINE Checklist to evaluate the nutrition risk status of HDG services participants. http://www.dhs.gov.vi/home/documents/DetermineNutritionChecklist.pdf

Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one(1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. (CCR Title 22 Sec. 7630)
Food Assistance Program	A DAS nutrition program that offers supplemental groceries consisting of nutritious foods to older adults and adults with disabilities. The supplemental groceries consist of food adequate to provide seven (7) meals for a single person household. The distribution of supplemental groceries is weekly or every other week and occurs at food pantry sites and through community-based organizations.
Food Pantry	Distribution locations throughout the City that provide supplemental groceries consisting of nutritious foods for low-income older adults and adults with disabilities in need of additional nutrition resources.
Food Security Screening	A screening used to determine if an individual is experiencing food insecurity. It consists of two components: (1) a 2-item questionnaire that is a validated shortened version of the USDA's Household Food Security Survey Module designed to assess an individual's food security and (2) food program utilization questionnaire.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others. (CCR Title 22 Sec. 7119)
Home-Delivered Groceries Program/ HDG Program	The procurement, preparation, transporting, and delivery of groceries to eligible consumers. Home-delivered grocery services also include initial and annual consumer edibility review, outreach, and nutrition and food security screening.
HDG Volunteer	An adult volunteer screened and trained by the grantee to deliver groceries to an older adult and/or adult with disability enrolled in HDG services.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 200% 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.

Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. (CCR Title 22 Sec. 7130)
Nutrition Screening	Completion of a nutrition screening checklist by eligible individuals to determine if they are at nutrition risk. A nutrition screening checklist is a federal public information collection requirement in the National Aging Program Information System (NAPIS), found in the Federal Register, Volume 59, No. 188, September 29, 1994. (CCR Title 22 Sec. 7630)
OCM	Office of Contract Management, Human Services Agency.
OCP	Office of Community Partnerships, a unit within the Department of Disability and Aging Services
Older Adult	Person who is 60 years of age or older; used interchangeably with “senior”.
Outreach	A required component of the HDG program. One unit of outreach is one hour dedicated to conducting formal outreach efforts and/or providing services to engage consumers. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, e.g. safety issues, transportation needs, etc.
Proxy	A person designated by the consumer enrolled in HDG services who picks-up the supplemental bag of groceries from the grantee on the consumer’s behalf and delivers it to them.
Senior	Person who is 60 years or older, used interchangeably with “older adult”.
SF-HSA	Human Services Agency of the City and County of San Francisco
Social Services	An optional component of a HDG program that provides consumers with one-to- one assistance to address concerns and/or resolve problems. Assistance may include information and referral, form/application completion, home visits, medical escort services, and emotional support by phone or in person. One service unit of social services is the provision of one hour of one-to-one assistance by the grantee.

SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer participation in CA-GetCare through program enrollment.

III. TARGET POPULATION

The target populations are older adults and adults with disabilities living in the City and County of San Francisco with the greatest economic and/or social need and with particular attention to the following individuals:

1. Low income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail
5. LGBTQ+

IV. Eligibility For Services

1. A resident of San Francisco, and
2. A person who is an older adult or an adult with a disability, and
3. A person who reports having an income at or below 200% of the federal poverty line, and
4. A person who reports having a condition that prevents the individual from standing in a food pantry line, and
5. A person who has demonstrated need for supplemental groceries due to food insecurity and is not receiving two (2) home-delivered meals from a DAS funded nutrition partner, and
6. A person who has capacity or help to store and handle delivered groceries, and
7. A person who is able to prepare food at home or has a caregiver who can prepare food.

V. Location and Time of Services

The grantee will provide a home-delivered grocery program in the City and County of San Francisco. The grantee determines the service and delivery times for the home-delivered program with prior approval from DAS OCP.

VI. Description of Services and Program Requirements

1. Grantee will develop and maintain HDG program policies and procedures that are in compliance with and meet the standards set forth by California Retail Food Code (CRFC), and DAS OCP.
2. Grantee will form an agreement with the DAS Food Assistance Program grantee, currently the San Francisco Marin Food Bank (SF-MFB) to obtain groceries for

- eligible consumers and distribute them to those consumers by providing home-delivered grocery services. The delivery of groceries will be weekly or twice a month by trained staff, paid or volunteer. The frequency of delivery will be determined in partnership with the SF-MFB, DAS OCP, and the grantee.
3. Grantee will operate all aspects of home-delivered grocery services (i.e. food handling, packing, and distribution) in accordance with standards set forth by California Retail Food Code (CRFC) and local regulations (i.e. Environmental Health Division of the San Francisco Department of Public Health), and DAS OCP Policy Memorandum.
 4. Grantee will track and record the provision of home-delivered groceries, which includes administering a DAS OCP approved intake form and inputting consumer data in CA-GetCare.
 5. Grantee will conduct annual screenings for consumers enrolled in home-delivered grocery services including but not limited to a nutrition screening using the DETERMINE checklist and a food security screening, and document individual responses in CA-GetCare within one month of obtaining the responses.
 6. Grantee will confirm and document consumers' eligibility upon enrollment and annually thereafter.
 7. Grantee will have qualified staff who conducts the management and administrative functions for home-delivered grocery services including the training and coordination of delivery staff and volunteers. Training will include cultural competency, food safety, and elder abuse awareness.
 8. Grantee will ensure there is a sufficient number of qualified staff, paid and/or volunteer, with the appropriate education, experience, and cultural competency to carry out the requirements of the program and deliver quality services to meet the needs of the consumers.
 9. Grantee will conduct program outreach and marketing for the HDG program to the target population. Outreach strategies may include activities such as disseminating materials at community meetings and other group settings or special events/fairs, announcements in bulletins, electronic bulletins, and other mass media.
 10. Grantee will arrange for the availability of home delivered groceries to participants during a major disaster where feasible and appropriate.
 11. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS-OCP. The grantee will share the survey results with DAS OCP by March 15 each grant year or on a mutually agreed upon date between OCP and the grantee. At minimum, the completed number of surveys shall be a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the grantee administers the survey.
 12. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers.
 13. Grantee will organize and implement social services and scheduled activities to connect the participants to other neighbors, services, and/or organizations in the community if included as a deliverable under service objectives.

VII. Service Objectives

On an annual basis, the grantee will enroll at minimum the number of unduplicated consumers and provide the units of service detailed in Table A below:

Table A	
Number of Unduplicated consumers	260
Number of HDG Bags Delivered	11,295
Number of Outreach Hours	60
Number of Social Service Hours	483
Number of Scheduled Activity Hours	60

VIII. Outcome Objectives

1. Consumers report feeling less worried about getting enough food to meet their needs. Target: 85%.
2. Consumers report feeling healthier. Target:85%
3. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%.
4. Consumers rate the quality of services they received as excellent or good. Target: 80%

Based on a consumer survey and a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the survey is administered.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers annually into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS approved HDG intake form, which includes the food security screening, into the CA-GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the Ca-GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes all the Service Objectives in section VII
4. Grantee will enter the annual outcome objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15th of the month following the end of the program year.
5. Grantee shall develop and deliver bi-annual summary reports of SOGI data collected in the year as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are July 10 and January 10.
6. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS and OCP.
7. Grantee program staff and HDG volunteers will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff/HDG volunteer completion of this training.
8. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
9. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
10. Grantee will assure that services delivered are consistent with professional standards

for this service.

11. Pursuant to California Department of Aging Requirement, grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
12. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies “Focal Points” which are designed to help older adults connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O’Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave , San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAS Benefits and Resources Hub	2 Gough St, San Francisco, 94103	415-355-6700

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

Sarah Chan
 Nutritionist
 DAS OCP
 email: Sarah.Chan@sfgov.org

and

Tara Alvarez
 Contract Manager
 HSA OCM
 email: Tara.Alvarez@sfgov.org

X. Monitoring Activities

1. Nutrition Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff and volunteers regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff and HDG volunteers; program operation, which includes a review of a written policies and procedures manual of all DAS OCP-funded programs,

written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.

2. **Fiscal Compliance and Contract Monitoring:** Fiscal monitoring will include review of the Grantee's organizational budget, 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 the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM						
Community Living Campaign						
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>						
If modification, Effective Date of Mod. No. of Mod.						
Program: Home-Delivered Grocery Networks						
Budget Reference Page No.(s)						
Program Term	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total	Average cost/bag
Annual # Bags Contracted	11,295	11,295	11,295	11,295	45,180	
DAS Expenditures						
Salaries & Benefits	\$159,224	\$159,224	\$159,224	\$159,224	\$636,896	\$14.10
Operating Expenses	\$33,554	\$33,554	\$33,554	\$33,554	\$134,216	\$2.97
Subtotal	\$192,778	\$192,778	\$192,778	\$192,778	\$771,112	\$17.07
Indirect Percentage (%)	15.00%	15.00%	15.00%	15.00%	15.00%	
Indirect Cost	\$28,917	\$28,917	\$28,917	\$28,917	\$115,668	\$2.56
Capital/Subcontractor Expenditures						
Total DAS Expenditures	\$221,695	\$221,695	\$221,695	\$221,695	\$886,780	\$19.63
Non DAS Expenditures						
Salaries & Benefits	\$45,550	\$45,550	\$45,550	\$45,550	\$182,200	\$4.03
Operating Expenses	\$10,544	\$10,544	\$10,544	\$10,544	\$42,176	\$0.93
Capital/Subcontractor Expenditures						
Total Non DAS Expenditures	\$56,094	\$56,094	\$56,094	\$56,094	\$224,376	\$4.97
TOTAL DAS AND NON DAS EXPEDITURES	\$277,789	\$277,789	\$277,789	\$277,789	\$1,111,156	\$24.59
DAS Revenues						
General Fund	\$221,695	\$221,695	\$221,695	\$221,695	\$886,780	\$19.63
Total DAS Revenue	\$221,695	\$221,695	\$221,695	\$221,695	\$886,780	\$19.63
<i>PER BAG DELIVERY COST, DAS</i>	\$19.63	\$19.63	\$19.63	\$19.63	\$19.63	
Non DAS Revenues						
Project Income						
Agency Cash- Fundraising	\$77,460	\$77,460	\$77,460	\$77,460	\$309,840	\$6.86
Agency In-kind Volunteer	\$20,188	\$20,188	\$20,188	\$20,188	\$80,752	\$1.79
Total Non DAS Revenue	\$97,648	\$97,648	\$97,648	\$97,648	\$390,592	\$8.65
<i>PER BAG DELIVERY COST, Non DAS</i>	\$8.65	\$8.65	\$8.65	\$8.65	\$8.65	
TOTAL DAS AND NON DAS REVENUE	\$319,343	\$319,343	\$319,343	\$319,343	\$1,277,372	\$28.27
<i>PER BAG DELIVERY COST, Total</i>	\$28.28	\$28.28	\$28.28	\$28.28	\$28.28	
Full Time Equivalent (FTE)	3.95	3.95	3.95	3.95	3.95	
Prepared by: Kate Kuckro						5/5/2021

Program: Home-Delivered Grocery Networks
(Same as Line 11 on HSA #1)

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Document Date: 6/22/21

Salaries & Benefits Detail

12.82

DAS Salaries & Benefits	Agency Totals		HSA Program		FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Position Title									
Co-Executive Director	\$100,000	1.00	1.50%	0.015	\$1,500	\$1,500	\$1,500	\$1,500	\$6,000
Co-Executive Director	\$100,000	1.00	2.50%	0.03	\$2,500	\$2,500	\$2,500	\$2,500	\$10,000
Project Coordinator 1	\$56,160	0.50	100.00%	0.50	\$27,848	\$27,848	\$27,848	\$27,848	\$111,392
Project Coordinator 2	\$56,160	0.60	66.30%	0.40	\$22,340	\$22,340	\$22,340	\$22,340	\$89,360
Project Coordinator 3	\$56,160	0.06	100.00%	0.06	\$3,510	\$3,510	\$3,510	\$3,510	\$14,040
Director of Operations	\$80,000	1.00	6.88%	0.07	\$5,500	\$5,500	\$5,500	\$5,500	\$22,000
Program Support Analyst	\$62,400	0.50	8.33%	0.04	\$5,201	\$5,201	\$5,201	\$5,201	\$20,804
Finance	\$78,000	0.80	1.92%	0.02	\$1,500	\$1,500	\$1,500	\$1,500	\$6,000
Other Hourly 1	\$56,160	0.12	100.00%	0.12	\$6,750	\$6,750	\$6,750	\$6,750	\$27,000
Other Hourly 2	\$50,960	0.47	100.00%	0.47	\$23,950	\$23,950	\$23,950	\$23,950	\$95,800
Other Hourly 3	\$50,960	0.70	100.00%	0.70	\$35,490	\$35,490	\$35,490	\$35,490	\$141,960
Totals	\$746,960	6.74		2.41	\$136,089	\$136,089	\$136,089	\$136,089	\$544,356
Fringe Benefits Rate	17.00%								
Employee Fringe Benefits	\$126,983				\$23,135	\$23,135	\$23,135	\$23,135	\$92,540
Total DAS Salaries and Benefits	\$873,943				\$159,224	\$159,224	\$159,224	\$159,224	\$636,896
Non DAS Salaries & Benefits	Agency Totals		HSA Program		FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Position Title	Annual Full Time Salary for FTE	Total FTE	% FTE funded by Non-DAS (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Co-Executive Director	\$100,000	1.00	1.36%	0.014	\$1,355	\$1,355	\$1,355	\$1,355	\$5,420
Co-Executive Director	\$100,000	1.00	2.12%	0.02	\$2,115	\$2,115	\$2,115	\$2,115	\$8,460
Project Coordinator 1	\$56,160	0.50	19.64%	0.10	\$11,032	\$11,032	\$11,032	\$11,032	\$44,128
Project Coordinator 2	\$56,160	0.60	20.24%	0.12	\$6,820	\$6,820	\$6,820	\$6,820	\$27,280
Project Coordinator 3	\$56,160	0.06							
Director of Operations	\$80,000	1.00							
Program Support Analyst	\$62,400	0.50							
Finance	\$78,000	0.80							
Other Hourly 1	\$56,160	0.12	100.00%	0.12	\$12,150	\$12,150	\$12,150	\$12,150	\$48,600
Other Hourly 2	\$56,160	0.47	100.00%	0.47	\$2,730	\$2,730	\$2,730	\$2,730	\$10,920
Other Hourly 3	\$56,160	0.70	100.00%	0.70	\$2,730	\$2,730	\$2,730	\$2,730	\$10,920
Totals	\$757,360	6.74		1.54	\$38,932	\$38,932	\$38,932	\$38,932	\$155,728
Fringe Benefits Rate	17.00%								
Employee Fringe Benefits	\$128,751				\$6,618	\$6,618	\$6,618	\$6,618	\$26,472
Total Non DAS Salaries and Benefits	\$886,111				\$45,550	\$45,550	\$45,550	\$45,550	\$182,200
Total DAS and Non DAS Salaries and Benefits	\$1,760,054				\$204,774	\$204,774	\$204,774	\$204,774	\$819,096

HSA #2

10/25/2016

Program: Home-Delivered Grocery Networks
(Same as Line 11 on HSA #1)

Document Date: 6/22/21

Operating Expense Detail					
	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>Total</u>
Annual # Meals Contracted	11,295	11,295	11,295	11,295	45,180
DAS Operating Expenses					
<u>Expenditure Category</u>					
Rental of Property	\$6,000	\$6,000	\$6,000	\$6,000	\$24,000
Utilities (Elec, Water, Gas, Phone, Garbage)	\$4,608	\$4,608	\$4,608	\$4,608	\$18,432
Office Supplies, Postage	\$690	\$690	\$690	\$690	\$2,760
Building Maintenance Supplies and Repair					
Printing and Reproduction	\$200	\$200	\$200	\$200	\$800
Insurance					
Staff Training					
Transportation/Staff Travel	\$7,600	\$7,600	\$7,600	\$7,600	\$30,400
Rental of Equipment					
<u>Other</u>					
Program Supplies	\$1,456	\$1,456	\$1,456	\$1,456	\$5,824
Drivers and Heavy Lifters	\$13,000	\$13,000	\$13,000	\$13,000	\$52,000
Total DAS Operating Expenses	\$33,554	\$33,554	\$33,554	\$33,554	\$134,216
Non DAS Operating Expenses					
<u>Other</u>					
Program Supplies	\$1,544	\$1,544	\$1,544	\$1,544	\$6,176
Drivers and Heavy Lifters	\$9,000	\$9,000	\$9,000	\$9,000	\$36,000
Total Non DAS Operating Expenses	\$10,544	\$10,544	\$10,544	\$10,544	\$42,176
Total DAS and Non DAS Operating Expenses	\$44,098	\$44,098	\$44,098	\$44,098	\$176,392
HSA #3					10/25/2016

APPENDIX A –SERVICES TO BE PROVIDED
Golden Gate Senior Services
Home-Delivered Grocery Program

July 1, 2021 to June 30, 2025

I. Purpose

The purpose of this grant is to provide a home-delivered grocery (HDG) program for older adults and adults with disabilities living in the City and County of San Francisco. A HDG program facilitates the delivery of supplemental groceries to the home of eligible individuals. The program mitigates the risk of food insecurity, promotes the consumption of healthful foods, and provides access to additional nutrition and wellness services that enhance the wellbeing and safety of older adults and adults with disabilities living in the community.

II. Definitions

Grantee	Golden Gate Senior Services
Activity Scheduling	An optional component of a HDG program that offers scheduled activities for consumers enrolled in the program. Activities may include educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning. One service unit of activity scheduling is one hour of a scheduled activity, sponsored by the grantee.
Adult with a Disability	A person 18-59 years of age living with a disability
CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
CRFC	California Retail Food Code, which is a uniform statewide health and sanitation standard for food facilities. (Sec. 113700 et seq., California Health and Safety Code)
DAS	Department of Disability and Aging Services.
DETERMINE Your Nutritional Health Checklist / DETERMINE Checklist	A screening tool published by the Nutrition Screening Initiative used to identify individuals at nutritional risk. All grantees must use the DETERMINE Checklist to evaluate the nutrition risk status of HDG services participants. http://www.dhs.gov.vi/home/documents/DetermineNutritionChecklist.pdf

Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one(1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. (CCR Title 22 Sec. 7630)
Food Assistance Program	A DAS nutrition program that offers supplemental groceries consisting of nutritious foods to older adults and adults with disabilities. The supplemental groceries consist of food adequate to provide seven (7) meals for a single person household. The distribution of supplemental groceries is weekly or every other week and occurs at food pantry sites and through community-based organizations.
Food Pantry	Distribution locations throughout the City that provide supplemental groceries consisting of nutritious foods for low-income older adults and adults with disabilities in need of additional nutrition resources.
Food Security Screening	A screening used to determine if an individual is experiencing food insecurity. It consists of two components: (1) a 2-item questionnaire that is a validated shortened version of the USDA's Household Food Security Survey Module designed to assess an individual's food security and (2) food program utilization questionnaire.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others. (CCR Title 22 Sec. 7119)
Home-Delivered Groceries Program/ HDG Program	The procurement, preparation, transporting, and delivery of groceries to eligible consumers. Home-delivered grocery services also include initial and annual consumer edibility review, outreach, and nutrition and food security screening.
HDG Volunteer	An adult volunteer screened and trained by the grantee to deliver groceries to an older adult and/or adult with disability enrolled in HDG services.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 200% 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.

Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. (CCR Title 22 Sec. 7130)
Nutrition Screening	Completion of a nutrition screening checklist by eligible individuals to determine if they are at nutrition risk. A nutrition screening checklist is a federal public information collection requirement in the National Aging Program Information System (NAPIS), found in the Federal Register, Volume 59, No. 188, September 29, 1994. (CCR Title 22 Sec. 7630)
OCM	Office of Contract Management, Human Services Agency.
OCP	Office of Community Partnerships, a unit within the Department of Disability and Aging Services
Older Adult	Person who is 60 years of age or older; used interchangeably with “senior”.
Outreach	A required component of the HDG program. One unit of outreach is one hour dedicated to conducting formal outreach efforts and/or providing services to engage consumers. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, e.g. safety issues, transportation needs, etc.
Proxy	A person designated by the consumer enrolled in HDG services who picks-up the supplemental bag of groceries from the grantee on the consumer’s behalf and delivers it to them.
Senior	Person who is 60 years or older, used interchangeably with “older adult”.
SF-HSA	Human Services Agency of the City and County of San Francisco
Social Services	An optional component of a HDG program that provides consumers with one-to- one assistance to address concerns and/or resolve problems. Assistance may include information and referral, form/application completion, home visits, medical escort services, and emotional support by phone or in person. One service unit of social services is the provision of one hour of one-to-one assistance by the grantee.

SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer participation in CA-GetCare through program enrollment.

III. TARGET POPULATION

The target populations are older adults and adults with disabilities living in the City and County of San Francisco with the greatest economic and/or social need and with particular attention to the following individuals:

1. Low income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail
5. LGBTQ+

IV. Eligibility For Services

1. A resident of San Francisco, and
2. A person who is an older adult or an adult with a disability, and
3. A person who reports having an income at or below 200% of the federal poverty line, and
4. A person who reports having a condition that prevents the individual from standing in a food pantry line, and
5. A person who has demonstrated need for supplemental groceries due to food insecurity and is not receiving two (2) home-delivered meals from a DAS funded nutrition partner, and
6. A person who has capacity or help to store and handle delivered groceries, and
7. A person who is able to prepare food at home or has a caregiver who can prepare food.

V. Location and Time of Services

The grantee will provide a home-delivered grocery program in the City and County of San Francisco. The grantee determines the service and delivery times for the home-delivered program with prior approval from DAS OCP.

VI. Description of Services and Program Requirements

1. Grantee will develop and maintain HDG program policies and procedures that are in compliance with and meet the standards set forth by California Retail Food Code (CRFC), and DAS OCP.
2. Grantee will form an agreement with the DAS Food Assistance Program grantee, currently the San Francisco Marin Food Bank (SF-MFB) to obtain groceries for

- eligible consumers and distribute them to those consumers by providing home-delivered grocery services. The delivery of groceries will be weekly or twice a month by trained staff, paid or volunteer. The frequency of delivery will be determined in partnership with the SF-MFB, DAS OCP, and the grantee.
3. Grantee will operate all aspects of home-delivered grocery services (i.e. food handling, packing, and distribution) in accordance with standards set forth by California Retail Food Code (CRFC) and local regulations (i.e. Environmental Health Division of the San Francisco Department of Public Health), and DAS OCP Policy Memorandum.
 4. Grantee will track and record the provision of home-delivered groceries, which includes administering a DAS OCP approved intake form and inputting consumer data in CA-GetCare.
 5. Grantee will conduct annual screenings for consumers enrolled in home-delivered grocery services including but not limited to a nutrition screening using the DETERMINE checklist and a food security screening, and document individual responses in CA-GetCare within one month of obtaining the responses.
 6. Grantee will confirm and document consumers' eligibility upon enrollment and annually thereafter.
 7. Grantee will have qualified staff who conducts the management and administrative functions for home-delivered grocery services including the training and coordination of delivery staff and volunteers. Training will include cultural competency, food safety, and elder abuse awareness.
 8. Grantee will ensure there is a sufficient number of qualified staff, paid and/or volunteer, with the appropriate education, experience, and cultural competency to carry out the requirements of the program and deliver quality services to meet the needs of the consumers.
 9. Grantee will conduct program outreach and marketing for the HDG program to the target population. Outreach strategies may include activities such as disseminating materials at community meetings and other group settings or special events/fairs, announcements in bulletins, electronic bulletins, and other mass media.
 10. Grantee will arrange for the availability of home delivered groceries to participants during a major disaster where feasible and appropriate.
 11. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS-OCP. The grantee will share the survey results with DAS OCP by March 15 each grant year or on a mutually agreed upon date between OCP and the grantee. At minimum, the completed number of surveys shall be a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the grantee administers the survey.
 12. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers.
 13. Grantee will organize and implement social services and scheduled activities to connect the participants to other neighbors, services, and/or organizations in the community if included as a deliverable under service objectives.

VII. Service Objectives

Grantee will enroll at minimum the number of unduplicated consumers and provide the units of service detailed in Table A below:

Table A	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Number of Unduplicated consumers	233	160	160	160
Number of HDG Bags Delivered	8,746	7200	7200	7200
Number of Outreach Hours	240	160	160	160
Number of Social Service Hours	396	312	312	312
Number of Scheduled Activity Hours	336	336	336	336

VIII. Outcome Objectives

1. Consumers report feeling less worried about getting enough food to meet their needs. Target: 85%.
2. Consumers report feeling healthier. Target:85%
3. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%.
4. Consumers rate the quality of services they received as excellent or good. Target: 80%

Based on a consumer survey and a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the survey is administered.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers annually into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS approved HDG intake form, which includes the food security screening, into the CA-GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the Ca-GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes all the Service Objectives in section VII
4. Grantee will enter the annual outcome objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15th of the month following the end of the program year.
5. Grantee shall develop and deliver bi-annual summary reports of SOGI data collected in the year as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are July 10 and January 10.
6. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS and OCP.
7. Grantee program staff and HDG volunteers will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff/HDG volunteer completion of this training.
8. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
9. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
10. Grantee will assure that services delivered are consistent with professional standards

for this service.

11. Pursuant to California Department of Aging Requirement, grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
12. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies “Focal Points” which are designed to help older adults connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O’Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave , San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAS Benefits and Resources Hub	2 Gough St, San Francisco, 94103	415-355-6700

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

Sarah Chan
 Nutritionist
 DAS OCP
 email: Sarah.Chan@sfgov.org

and

Ella Lee
 Contract Manager
 HSA OCM
 email: Ella.Lee@sfgov.org

X. Monitoring Activities

1. Nutrition Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff and volunteers regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness

training to staff and HDG volunteers; program operation, which includes a review of a written policies and procedures manual of all DAS OCP-funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.

2. **Fiscal Compliance and Contract Monitoring:** Fiscal monitoring will include review of the Grantee's organizational budget, 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 the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name Golden Gate Senior Services						
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>						
If modification, Effective Date of Mod. No. of Mod.						
Program: Home-delivered groceries						
Budget Reference Page No.(s)						
Program Term	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total	Average cost/bag
Annual # Bags Contracted	8,746	7,200	7,200	7,200	30,346	
DAS Expenditures						
Salaries & Benefits	\$106,712	\$67,869	\$67,869	\$67,869	\$310,319	\$10.23
Operating Expenses	\$3,519	\$5,308	\$5,308	\$5,308	\$19,443	\$0.64
Subtotal	\$110,231	\$73,177	\$73,177	\$73,177	\$329,762	\$10.87
Indirect Percentage (15%)	15.00%	15.00%	15.00%	15.00%	15.00%	
Indirect Cost	\$16,535	\$10,977	\$10,977	\$10,977	\$49,466	\$1.63
Capital/Subcontractor Expenditures	\$140,000	\$93,690	\$93,690	\$93,690	\$421,070	\$13.88
Total DAS Expenditures	\$266,766	\$177,844	\$177,844	\$177,844	\$800,298	\$26.37
Non DAS Expenditures						
Salaries & Benefits						
Operating Expenses						
Capital/Subcontractor Expenditures						
Total Non DAS Expenditures						
TOTAL DAS AND NON DAS EXPEDITURES	\$266,766	\$177,844	\$177,844	\$177,844	\$800,298	\$26.37
DAS Revenues						
General Fund	\$266,766	\$177,844	\$177,844	\$177,844	\$800,298	\$26.37
Total DAS Revenue	\$266,766	\$177,844	\$177,844	\$177,844	\$800,298	\$26.37
<i>PER BAG DELIVERY COST, DAS</i>	\$30.50	\$24.70	\$24.70	\$24.70	\$26.37	
Non DAS Revenues						
Project Income						
Agency Cash- Fundraising						
Agency In-kind Volunteer						
Total Non DAS Revenue						
<i>PER MEAL COST, Non DAS</i>						
TOTAL DAS AND NON DAS REVENUE	\$266,766	\$177,844	\$177,844	\$177,844	\$800,298	\$26.37
<i>PER BAG DELIVERY COST, Total</i>	\$30.50	\$24.70	\$24.70	\$24.70	\$26.37	
Full Time Equivalent (FTE)	1.45	1.45	1.45	1.45	5.80	
Prepared by:						Date: 5/10/18
HSA-CO Review Signature:						
HSA #1						10/25/2016

Program: Home-delivered groceries
 (Same as Line 11 on HSA #1)

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 Document Date: May 5, 2021

Salaries & Benefits Detail

10%

DAS Salaries & Benefits	Agency Totals		HSA Program		FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Position Title									
Program Director 1	\$78,790	0.60	100.00%	0.60	\$47,274	\$31,516	\$31,516	\$31,516	\$141,822
Programs and Services Manager	\$52,000	0.60	100.00%	0.60	\$31,200	\$26,000	\$26,000	\$26,000	\$109,200
Bilingual Center Coordinator	\$47,840	0.25	100.00%	0.25	\$11,960				\$11,960
Totals	\$178,630	1.45	300.00%	1.45	\$90,434	\$57,516	\$57,516	\$57,516	\$262,982
Fringe Benefits Rate	18.00%								
Employee Fringe Benefits	\$32,153				\$16,278	\$10,353	\$10,353	\$10,353	\$47,337
Total DAS Salaries and Benefits	\$210,783				\$106,712	\$67,869	\$67,869	\$67,869	\$310,319
Non DAS Salaries & Benefits									
Position Title									
Totals									
Fringe Benefits Rate									
Employee Fringe Benefits									
Total Non DAS Salaries and Benefits									
Total DAS and Non DAS Salaries and Benefits	\$210,783				\$106,712	\$67,869	\$67,869	\$67,869	\$310,319

HSA #2

10/25/2016

Program: Home-delivered groceries
(Same as Line 11 on HSA #1)

Operating Expense Detail

	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>Total</u>
Annual # Meals Contracted	8,746	7,200	7,200	7,200	30,346
DAS Operating Expenses					
<u>Expenditure Category</u>					
Rental of Property					
Utilities (Elec, Water, Gas, Phone, Garbage)	\$1,080	\$1,080	\$1,080	\$1,080	\$4,320
Office Supplies, Postage		\$1,789	\$1,789	\$1,789	\$5,367
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
<u>Supplemental grocery Cost</u>					
Food <i>per bag</i>					
<u>Other</u>					
Programs & Events	\$2,439	\$2,439	\$2,439	\$2,439	\$9,756
Total DAS Operating Expenses	\$3,519	\$5,308	\$5,308	\$5,308	\$19,443
Non DAS Operating Expenses					
<u>Expenditure Category</u>					
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					
<u>Supplemental grocery Cost</u>					
Food <i>per bag</i>					
<u>Other</u>					
Total Non DAS Operating Expenses					
Total DAS and Non DAS Operating Expenses	\$3,519	\$5,308	\$5,308	\$5,308	\$19,443

Program: Home-delivered groceries
(Same as Line 11 on HSA #1)

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Document Date: May 5, 2021

Capital & Subcontractor Expenditure Detail

DAS Capital Expenditure

Equipment (Qty)	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Total Equipment Cost					
Remodeling	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Total Remodeling Cost					
Subcontractor	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
The Richmond Neighborhood Center	\$140,000	\$93,690	\$93,690	\$93,690	\$421,070
Total Subcontractor Cost	\$140,000	\$93,690	\$93,690	\$93,690	\$421,070
Total DAS Capital & Subcontractor Expenditure	\$140,000	\$93,690	\$93,690	\$93,690	\$421,070

Non DAS Capital Expenditure

Equipment (Qty)	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Total Equipment Cost					
Remodeling	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Total Remodeling Cost					
Subcontractor	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Total Subcontractor Cost					
Total Non DAS Capital & Subcontractor Expenditure					
Total DAS and Non DAS Capital & Subcontractor Expenditure	\$140,000	\$93,690	\$93,690	\$93,690	\$421,070

HSA #4

10/25/2016

APPENDIX A –SERVICES TO BE PROVIDED
San Francisco-Marin Food Bank
Home Delivered Grocery (HDG) Program

July 1, 2021 to June 30, 2025

I. Purpose

The purpose of this grant is to provide a home-delivered grocery (HDG) program for older adults and adults with disabilities living in the City and County of San Francisco. A HDG program facilitates the delivery of supplemental groceries to the home of eligible individuals. The program mitigates the risk of food insecurity, promotes the consumption of healthful foods, and provides access to additional nutrition and wellness services that enhance wellbeing and safety of older adults and adults with disabilities living in the community.

II. Definitions

Grantee	San Francisco-Marin Food Bank
Activity Scheduling	An optional component of a HDG program that offers scheduled activities for consumers enrolled in the program. Activities may include educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning. One service unit of activity scheduling is one hour of a scheduled activity, sponsored by the grantee.
Adult with a Disability	A person 18-59 years of age living with a disability.
CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
CRFC	California Retail Food Code, which is a uniform statewide health and sanitation standard for food facilities. (Sec. 113700 et seq., California Health and Safety Code)
DAS	Department of Disability and Aging Services.
DETERMINE Your Nutritional Health Checklist / DETERMINE Checklist	A screening tool published by the Nutrition Screening Initiative used to identify individuals at nutritional risk. All grantees must use the DETERMINE Checklist to evaluate the nutrition risk status of HDG services participants. http://www.dhs.gov.vi/home/documents/DetermineNutritionChecklist.pdf

Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. (CCR Title 22 Sec. 7630)
Food Assistance Program	A DAS nutrition program that offers supplemental groceries consisting of nutritious foods to older adults and adults with disabilities. The supplemental groceries consist of food adequate to provide seven (7) meals for a single person household. The distribution of supplemental groceries is weekly or every other week and occurs at food pantry sites and through community-based organizations.
Food Pantry	Distribution locations throughout the City that provide supplemental groceries consisting of nutritious foods for low-income older adults and adults with disabilities in need of additional nutrition resources.
Food Security Screening	A screening used to determine if an individual is experiencing food insecurity. It consists of two components: (1) A 2-Item questionnaire that is a validated shortened version of the USDA's Household Food Security Survey Module designed to assess an individual's food security and (2) food program utilization questionnaire.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others. (CCR Title 22 Sec. 7119)
Home-Delivered Groceries Program/ HDG Program	The procurement, preparation, transporting, and delivery of groceries to eligible consumers. Home-delivered groceries services also includes initial and annual consumer edibility review, outreach, and nutrition and food security screening.
HDG Volunteer	An adult volunteer screened and trained by the grantee to deliver groceries to an older adult and/or adult with disability enrolled in HDG services.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 200% 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.

Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. (CCR Title 22 Sec. 7130)
Nutrition Screening	Completion of a nutrition screening checklist by eligible individuals to determine if they are at nutrition risk. A nutrition screening checklist is a federal public information collection requirement in the National Aging Program Information System (NAPIS), found in the Federal Register, Volume 59, No. 188, September 29, 1994. (CCR Title 22 Sec. 7630)
OCM	Office of Contract Management, Human Services Agency.
OCP	Office of Community Partnerships, a unit within the Department of Disability and Aging Services.
Older Adult	Person who is 60 years of age or older; used interchangeably with “senior”.
Outreach	A required component of the HDG program. One unit of outreach is one hour dedicated to conducting formal outreach efforts and/or providing services to engage consumers. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, e.g. safety issues, transportation needs, etc.
Proxy	A person designated by the consumer enrolled in HDG services who picks-up the supplemental bag of groceries from the grantee on the consumer’s behalf and delivers it to them.
Senior	Person who is 60 years or older, used interchangeably with “older adult”.
SF-HSA	Human Services Agency of the City and County of San Francisco
Social Services	An optional component of a HDG program that provides consumers with one-to- one assistance to address concerns and/or resolve problems. Assistance may include information and referral, form/application completion, home visits, medical escort services, and emotional support by phone or in person. One service unit of social services is the provision of one hour of one-to-one assistance by the grantee.

SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer participation in CA-GetCare through program enrollment.

III. Target Population

The target populations are older adults and adults with disabilities living in the City and County of San Francisco with the greatest economic and/or social need and with particular attention to the following individuals:

1. Low income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail
5. LGBTQ+

IV. Eligibility For Services

1. A resident of San Francisco, and
2. A person who is an older adult or an adult with a disability, and
3. A person who reports having an income at or below 200% of the federal poverty line, and
4. A person who reports having a condition that prevents the individual from standing in a food pantry line, and
5. A person who has demonstrated need for supplemental groceries due to food insecurity and is not receiving two (2) home-delivered meals from a DAS funded nutrition partner, and
6. A person who has capacity or help to store and handle delivered groceries, and
7. A person who is able to prepare food at home or has a caregiver who can prepare food.

V. Location and Time of Services

The grantee will provide a home-delivered grocery program in the City and County of San Francisco. The grantee determines the service and delivery times for the home-delivered grocery program with prior approval from DAS OCP.

VI. Description of Services and Program Requirements

1. Grantee will develop and maintain HDG program policies and procedures that are in compliance with and meet the standards set forth by California Retail Food Code (CRFC), and DAS OCP.
2. Grantee will screen and respond to referrals received for DAS funded HDG services. Referrals may come from City agencies, hospitals, community based organizations, friends and family of potential consumers, and self-referrals from consumers. The grantee will process referrals that meet HDG eligibility criteria and

coordinate HDG services with HDG partners and the DAS Food Assistance Program grantee.

3. Grantee will track and monitor the HDG service requests by establishing and maintaining a waitlist and facilitate the connection between individuals on the HDG waitlist and DAS funded home-delivered groceries services. The grantee will perform check-in calls for consumers who are on the HDG waitlist for sixty (60) days or longer to confirm continued interest in HDG services. The grantee will provide DAS a waitlist status report when requested.
4. Grantee will conduct citywide and neighborhood-targeted outreach to community stakeholders in the City for recruiting community partners to provide home delivered groceries services.
5. Grantee will establish new partnerships to maintain and grow HDG services to neighborhoods identified by DAS with unmet needs.
6. Grantee will administer and manage all aspects of subcontract performance agreements and memorandums of understandings with organizations who provide HDG services.
7. Grantee will coordinate quarterly meetings with all HDG partners.
8. Grantee will monitor established HDG partnership sites at least once every two years.
9. Grantee will provide technical assistance and food safety training to stakeholders as needed to ensure the provision of services are safe and meet the needs of the community.
10. Grantee will form an agreement with the DAS Food Assistance Program grantee to obtain groceries for eligible consumers and distribute them to those consumers by providing home-delivered groceries services. The grantee will have the capacity to deliver citywide. The delivery of groceries will be weekly or twice a month by trained staff, paid or volunteer. The frequency of delivery will be determined in partnership with the DAS Food Assistance Program grantee, DAS OCP, and the grantee.
11. Grantee will operate all aspects of home-delivered groceries services (i.e. food handling, packing, and distribution) in accordance with standards set forth by California Retail Food Code (CRFC) and local regulations (i.e. Environmental Health Division of the San Francisco Department of Public Health), and DAS OCP Policy Memorandum No. 46.
12. Grantee will track and record the provision of home-delivered groceries, which includes administering a DAS OCP approved intake form and inputting consumer data in CA-GetCare.
13. Grantee will conduct annual screenings for consumers enrolled in home-delivered groceries services including but not limited to a nutrition screening using the DETERMINE Checklist and Food Security Screening, and document individual responses in CA-GetCare within one month of obtaining the responses.
14. Grantee will confirm and document consumers' eligibility upon enrollment and

annually thereafter.

15. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS-OCP. The grantee will share the survey results with DAS OCP by March 15 each grant year or on a mutually agreed upon date between OCP and the grantee. At minimum, the completed number of surveys shall be a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the survey is administered.
16. Grantee will have qualified staff who conducts the management and administrative functions for home- delivered groceries services including the training and coordination of delivery staff and volunteers. Training will include cultural competency, food safety, and elder abuse awareness.
17. Grantee will conduct program outreach and marketing for HDG services to the target population. Outreach strategies may include activities such as disseminating materials at community meetings and other group settings or special events/fairs, announcements in bulletins, electronic bulletins, and other mass media.
18. Grantee will arrange for the availability of HDG services to participants during a major disaster where feasible and appropriate.
19. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP, and share the information with their staff and HDG partnership agencies and HDG volunteers.

VII. Service Objectives

Grantee will enroll at minimum the number of unduplicated consumers and provide the units of service detailed in Table A below:

Table A	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Number of Unduplicated consumers	3856	3196	3196	3196
Number of HDG Bags Delivered	139,665	102,385	102,385	102,385
Number of Outreach Hours	520	520	520	520

VIII. Outcome Objectives

1. Consumers report feeling less worried about getting enough food to meet their needs. Target: 85%.
2. Consumers report feeling healthier. Target:85%
3. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%.
4. Consumers rate the quality of services they received as excellent or good. Target: 80%.

Based on a consumer survey and a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the survey is administered.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers annually into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS approved HDG intake form, which includes the food security screening, into the CA-GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the CA-GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes all Service Objectives in Section VII.
3. Grantee will enter the annual outcome objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15th of the month following the end of the program year.
4. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The report is due to SF-HSA no later than July 31 each grant year. This report must be submitted in the CARBON system.
5. Grantee shall develop and deliver bi-annual summary reports of SOGI data collected in the year as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are July 10 and January 10.
6. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS and OCP.
7. Grantee program staff and HDG volunteers will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff completion of this training.
8. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
9. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
10. Grantee will assure that services delivered are consistent with professional standards for this service.
11. Pursuant to California Department of Aging Requirement, grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
12. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies “Focal Points” which are designed to help older adults connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O'Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave , San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAS Benefits and Resources Hub	2 Gough St, San Francisco, 94103	415-355-6700

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

Sarah Chan,
Nutritionist,
DAS OCP
Sarah.Chan@sfgov.org

and

Annyse Acevedo,
Senior Contract Manager,
HSA OCM
Annyse.Acevedo@sfgov.org

X. Monitoring Activities

1. Nutrition Program Monitoring: Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff and HDG volunteers regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff and HDG volunteers ; program operation, which includes a review of a written policies and procedures manual of all DAS OCP-funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity;

documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.

2. **Fiscal Compliance and Contract Monitoring:** Fiscal monitoring will include review of the Grantee's organizational budget, 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 the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name SF-Marin Food Bank						
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>						
If modification, Effective Date of Mod. _____ No. of Mod. _____						
Program: Home-delivered groceries						
Budget Reference Page No.(s)						
Program Term	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total	Average cost/bag
Annual # Bags Contracted	139,665	102,385	102,385	102,385	446,820	
DAS Expenditures						
Salaries & Benefits	\$337,463	\$336,914	\$336,914	\$336,914	\$1,348,205	\$3.02
Operating Expenses	\$61,500	\$30,081	\$30,081	\$30,081	\$151,743	\$0.34
Subtotal	\$398,963	\$366,995	\$366,995	\$366,995	\$1,499,948	\$3.36
Indirect Percentage (%)	\$0	\$0	\$0	\$0	\$0	
Indirect Cost	\$39,896	\$36,700	\$36,700	\$36,700	\$149,996	\$0.34
Capital/Subcontractor Expenditures	\$763,265	\$324,702	\$324,702	\$324,702	\$1,737,371	\$3.89
Total DAS Expenditures	\$1,202,124	\$728,397	\$728,397	\$728,397	\$3,387,315	\$7.58
Non DAS Expenditures						
Salaries & Benefits	\$801,715	\$801,715	\$801,715	\$801,715	\$3,206,860	\$7.18
Operating Expenses	\$5,540,790	\$4,061,818	\$4,061,818	\$4,061,818	\$17,726,244	\$39.67
Capital/Subcontractor Expenditures						
Total Non DAS Expenditures	\$6,342,505	\$4,863,533	\$4,863,533	\$4,863,533	\$20,933,104	\$46.85
TOTAL DAS AND NON DAS EXPEDITURES	\$7,544,629	\$5,591,930	\$5,591,930	\$5,591,930	\$24,320,419	\$54.43
DAS Revenues						
General Fund	\$1,202,124	\$728,397	\$728,397	\$728,397	\$3,387,315	\$7.58
Total DAS Revenue	\$1,202,124	\$728,397	\$728,397	\$728,397	\$3,387,315	\$7.58
<i>PER BAG DELIVERY COST, DAS</i>	\$8.61	\$7.11	\$7.11	\$7.11	\$7.58	
Non DAS Revenues						
Project Income						
Agency Cash- Fundraising						
Agency In-kind Volunteer	\$801,715	\$801,715	\$801,715	\$801,715	\$3,206,860	\$7.18
In-Kind Food	\$5,540,790	\$4,061,818	\$4,061,818	\$4,061,818	\$17,726,244	\$39.67
Total Non DAS Revenue	\$6,342,505	\$4,863,533	\$4,863,533	\$4,863,533	\$20,933,104	\$46.85
<i>PER BAG DELIVERY COST, Non DAS</i>	\$45.41	\$47.50	\$47.50	\$47.50	\$46.85	
TOTAL DAS AND NON DAS REVENUE	\$7,544,629	\$5,591,930	\$5,591,930	\$5,591,930	\$24,320,419	\$54.43
<i>PER BAG DELIVERY COST, Total</i>	\$54.02	\$54.61	\$54.61	\$54.61	\$54.43	
Full Time Equivalent (FTE)	29.36	29.36	29.36	29.36	117.44	
Prepared by:						Date: 5/10/18
HSA-CO Review Signature:	_____					
HSA #1						10/25/2016

Program: Home-delivered groceries
(Same as Line 11 on HSA #1)

Appendix B, Page 3
Document Date: April 2021

Operating Expense Detail

	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Annual # Meals Contracted	139,665	102,385	102,385	102,385	446,820
DAS Operating Expenses					
<u>Expenditure Category</u>					
Bags	\$15,500	\$9,231	\$9,231	\$9,231	\$43,193
Car Magnets	\$5,000				\$5,000
Rolling Carts	\$3,600	\$1,000	\$1,000	\$1,000	\$6,600
Recertification	\$5,400	\$5,850	\$5,850	\$5,850	\$22,950
Marketing & Outreach	\$7,000	\$7,000	\$7,000	\$7,000	\$28,000
Background Check	\$24,000	\$6,000	\$6,000	\$6,000	\$42,000
Translation Costs	\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
<u>Supplemental grocery Cost</u>					
Total DAS Operating Expenses	\$61,500	\$30,081	\$30,081	\$30,081	\$151,743
Non DAS Operating Expenses					
<u>Expenditure Category</u>					
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					
<u>Supplemental grocery Cost</u>					
Donated Food (22.8lbs x \$1.74/lb) <i>per bag \$39.67</i>	\$5,540,790	\$4,061,818	\$4,061,818	\$4,061,818	\$17,726,244
Total Non DAS Operating Expenses	\$5,540,790	\$4,061,818	\$4,061,818	\$4,061,818	\$17,726,244
Total DAS and Non DAS Operating Expenses	\$5,602,290	\$4,091,899	\$4,091,899	\$4,091,899	\$17,877,987
HSA #3					10/25/2016

Program: Home-delivered groceries
(Same as Line 11 on HSA #1)

Appendix B, Page 4
Document Date: April 2021

Capital & Subcontractor Expenditure Detail

DAS Capital Expenditure

Equipment (Qty)	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Total Equipment Cost					
Remodeling	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Total Remodeling Cost					
Subcontractor	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
MOW	\$217,854	\$217,854	\$217,854	\$217,854	\$871,416
SHE	\$17,500	\$17,500	\$17,500	\$17,500	\$70,000
RACS	\$22,185	\$22,185	\$22,185	\$22,185	\$88,740
Other Subcontractor/Food Bank	\$505,726	\$67,163	\$67,163	\$67,163	\$707,215
Total Subcontractor Cost	\$763,265	\$324,702	\$324,702	\$324,702	\$1,737,371
Total DAS Capital & Subcontractor Expenditure	\$763,265	\$324,702	\$324,702	\$324,702	\$1,737,371

Non DAS Capital Expenditure

Equipment (Qty)	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Total Equipment Cost					
Remodeling	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Total Remodeling Cost					
Subcontractor	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Total Subcontractor Cost					
Total Non DAS Capital & Subcontractor Expenditure					
Total DAS and Non DAS Capital & Subcontractor Expenditure	\$763,265	\$324,702	\$324,702	\$324,702	\$1,737,371

HSA #4

10/25/2016

APPENDIX A –SERVICES TO BE PROVIDED
Urban Services YMCA
Home-Delivered Grocery Program

July 1, 2021 to June 30, 2025

I. Purpose

The purpose of this grant is to provide a home-delivered grocery (HDG) program for older adults and adults with disabilities living in the City and County of San Francisco. A HDG program facilitates the delivery of supplemental groceries to the home of eligible individuals. The program mitigates the risk of food insecurity, promotes the consumption of healthful foods, and provides access to additional nutrition and wellness services that enhance the wellbeing and safety of older adults and adults with disabilities living in the community.

II. Definitions

Grantee	Urban Services YMCA
Activity Scheduling	An optional component of a HDG program that offers scheduled activities for consumers enrolled in the program. Activities may include educational presentations, workshops, trainings, cultural events, social events, exercise classes, arts and crafts classes, discussion groups, sports activities, support groups, field trips, and any other group activity that brings people together for education or wellness purposes that help consumers maintain/enhance their level of functioning. One service unit of activity scheduling is one hour of a scheduled activity, sponsored by the grantee.
Adult with a Disability	A person 18-59 years of age living with a disability
CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
CARBON	Contracts Administration, Reporting and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
CRFC	California Retail Food Code, which is a uniform statewide health and sanitation standard for food facilities. (Sec. 113700 et seq., California Health and Safety Code)
DAS	Department of Disability and Aging Services.
DETERMINE Your Nutritional Health Checklist / DETERMINE Checklist	A screening tool published by the Nutrition Screening Initiative used to identify individuals at nutritional risk. All grantees must use the DETERMINE Checklist to evaluate the nutrition risk status of HDG services participants. http://www.dhs.gov.vi/home/documents/DetermineNutritionChecklist.pdf

Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one(1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. (CCR Title 22 Sec. 7630)
Food Assistance Program	A DAS nutrition program that offers supplemental groceries consisting of nutritious foods to older adults and adults with disabilities. The supplemental groceries consist of food adequate to provide seven (7) meals for a single person household. The distribution of supplemental groceries is weekly or every other week and occurs at food pantry sites and through community-based organizations.
Food Pantry	Distribution locations throughout the City that provide supplemental groceries consisting of nutritious foods for low-income older adults and adults with disabilities in need of additional nutrition resources.
Food Security Screening	A screening used to determine if an individual is experiencing food insecurity. It consists of two components: (1) a 2-item questionnaire that is a validated shortened version of the USDA's Household Food Security Survey Module designed to assess an individual's food security and (2) food program utilization questionnaire.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or others. (CCR Title 22 Sec. 7119)
Home-Delivered Groceries Program/ HDG Program	The procurement, preparation, transporting, and delivery of groceries to eligible consumers. Home-delivered grocery services also include initial and annual consumer edibility review, outreach, and nutrition and food security screening.
HDG Volunteer	An adult volunteer screened and trained by the grantee to deliver groceries to an older adult and/or adult with disability enrolled in HDG services.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low Income	Having income at or below 200% 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.

Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. (CCR Title 22 Sec. 7130)
Nutrition Screening	Completion of a nutrition screening checklist by eligible individuals to determine if they are at nutrition risk. A nutrition screening checklist is a federal public information collection requirement in the National Aging Program Information System (NAPIS), found in the Federal Register, Volume 59, No. 188, September 29, 1994. (CCR Title 22 Sec. 7630)
OCM	Office of Contract Management, Human Services Agency.
OCP	Office of Community Partnerships, a unit within the Department of Disability and Aging Services
Older Adult	Person who is 60 years of age or older; used interchangeably with “senior”.
Outreach	A required component of the HDG program. One unit of outreach is one hour dedicated to conducting formal outreach efforts and/or providing services to engage consumers. Examples of this may include working with a community collaborative group, designing and implementing an outreach plan for an underserved area, problem-solving certain barriers to service, e.g. safety issues, transportation needs, etc.
Proxy	A person designated by the consumer enrolled in HDG services who picks-up the supplemental bag of groceries from the grantee on the consumer’s behalf and delivers it to them.
Senior	Person who is 60 years or older, used interchangeably with “older adult”.
SF-HSA	Human Services Agency of the City and County of San Francisco
Social Services	An optional component of a HDG program that provides consumers with one-to- one assistance to address concerns and/or resolve problems. Assistance may include information and referral, form/application completion, home visits, medical escort services, and emotional support by phone or in person. One service unit of social services is the provision of one hour of one-to-one assistance by the grantee.

SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer participation in CA-GetCare through program enrollment.

III. TARGET POPULATION

The target populations are older adults and adults with disabilities living in the City and County of San Francisco with the greatest economic and/or social need and with particular attention to the following individuals:

1. Low income
2. Limited or no English speaking proficiency
3. Minority populations
4. Frail
5. LGBTQ+

IV. Eligibility For Services

1. A resident of San Francisco, and
2. A person who is an older adult or an adult with a disability, and
3. A person who reports having an income at or below 200% of the federal poverty line, and
4. A person who reports having a condition that prevents the individual from standing in a food pantry line, and
5. A person who has demonstrated need for supplemental groceries due to food insecurity and is not receiving two (2) home-delivered meals from a DAS funded nutrition partner, and
6. A person who has capacity or help to store and handle delivered groceries, and
7. A person who is able to prepare food at home or has a caregiver who can prepare food.

V. Location and Time of Services

The grantee will provide a home-delivered grocery program in the City and County of San Francisco. The grantee determines the service and delivery times for the home-delivered program with prior approval from DAS OCP.

VI. Description of Services and Program Requirements

1. Grantee will develop and maintain HDG program policies and procedures that are in compliance with and meet the standards set forth by California Retail Food Code (CRFC), and DAS OCP.
2. Grantee will form an agreement with the DAS Food Assistance Program grantee, currently the San Francisco Marin Food Bank (SF-MFB) to obtain groceries for

- eligible consumers and distribute them to those consumers by providing home-delivered grocery services. The delivery of groceries will be weekly or twice a month by trained staff, paid or volunteer. The frequency of delivery will be determined in partnership with the SF-MFB, DAS OCP, and the grantee.
3. Grantee will operate all aspects of home-delivered grocery services (i.e. food handling, packing, and distribution) in accordance with standards set forth by California Retail Food Code (CRFC) and local regulations (i.e. Environmental Health Division of the San Francisco Department of Public Health), and DAS OCP Policy Memorandum.
 4. Grantee will track and record the provision of home-delivered groceries, which includes administering a DAS OCP approved intake form and inputting consumer data in CA-GetCare.
 5. Grantee will conduct annual screenings for consumers enrolled in home-delivered grocery services including but not limited to a nutrition screening using the DETERMINE checklist and a food security screening, and document individual responses in CA-GetCare within one month of obtaining the responses.
 6. Grantee will confirm and document consumers' eligibility upon enrollment and annually thereafter.
 7. Grantee will have qualified staff who conducts the management and administrative functions for home-delivered grocery services including the training and coordination of delivery staff and volunteers. Training will include cultural competency, food safety, and elder abuse awareness.
 8. Grantee will ensure there is a sufficient number of qualified staff, paid and/or volunteer, with the appropriate education, experience, and cultural competency to carry out the requirements of the program and deliver quality services to meet the needs of the consumers.
 9. Grantee will conduct program outreach and marketing for the HDG program to the target population. Outreach strategies may include activities such as disseminating materials at community meetings and other group settings or special events/fairs, announcements in bulletins, electronic bulletins, and other mass media.
 10. Grantee will arrange for the availability of home delivered groceries to participants during a major disaster where feasible and appropriate.
 11. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS-OCP. The grantee will share the survey results with DAS OCP by March 15 each grant year or on a mutually agreed upon date between OCP and the grantee. At minimum, the completed number of surveys shall be a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the grantee administers the survey.
 12. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP, and share the information with their staff and volunteers.
 13. Grantee will organize and implement social services and scheduled activities to connect the participants to other neighbors, services, and/or organizations in the community if included as a deliverable under service objectives.

VII. Service Objectives

Grantee will enroll at minimum the number of unduplicated consumers and provide the units of service detailed in Table A below:

Table A	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Number of Unduplicated consumers	127	160	160	160
Number of HDG Bags Delivered	4,950	6,250	6,250	6,250
Number of Outreach Hours	200	150	150	150

VIII. Outcome Objectives

1. Consumers report feeling less worried about getting enough food to meet their needs. Target: 85%.
2. Consumers report feeling healthier. Target:85%
3. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%.
4. Consumers rate the quality of services they received as excellent or good. Target: 80%

Based on a consumer survey and a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the survey is administered.

IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers annually into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS approved HDG intake form, which includes the food security screening, into the CA-GetCare database in accordance to DAS OCP policy memorandum.
2. Grantee will enter into the Ca-GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes all the Service Objectives in section VII
4. Grantee will enter the annual outcome objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15th of the month following the end of the program year.
5. Grantee shall develop and deliver bi-annual summary reports of SOGI data collected in the year as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are July 10 and January 10.
6. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS and OCP.
7. Grantee program staff and HDG volunteers will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis. The grantee will maintain evidence of staff/HDG volunteer completion of this training.
8. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
9. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
10. Grantee will assure that services delivered are consistent with professional standards for this service.
11. Pursuant to California Department of Aging Requirement, grantor reserves the right to

reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.

12. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies “Focal Points” which are designed to help older adults connect to services throughout the City. These Focal Points are:

Designated Community Focal Points		
Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	5600 3rd St, San Francisco, 94124	415-647-5353
OMI Senior Center (CCCYO)	65 Beverly St, San Francisco, 94132	415-335-5558
Richmond Senior Center (GGSS)	6221 Geary Blvd, San Francisco, 94121	415-404-2938
30th Street Senior Center (On Lok)	225 30th St, San Francisco, 94131	415-550-2221
Openhouse	1800 Market St, San Francisco, 94102	415-347-8509
SF Senior Center (SFSC)	481 O’Farrell St, San Francisco, 94102	415-202-2983
Aquatic Park Senior Center (SFSC)	890 Beach St, San Francisco, 94109	415-202-2983
South Sunset Senior Center (SHE)	2601 40th Ave , San Francisco, 94116	415-566-2845
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center (SHE)	777 Stockton St, San Francisco, 94108	415-438-9804
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
DAS Benefits and Resources Hub	2 Gough St, San Francisco, 94103	415-355-6700

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

Tiffany Kearney, RD
 DAS OCP, Lead Nutritionist
Tiffany.Kearney@sfgov.org

and

Tahir Shaikh
 Contract Manager
 HSA OCM
Tahir.Shaikh@sfgov.org

X. Monitoring Activities

1. **Nutrition Program Monitoring:** Program monitoring will include review of compliance to specific program standards or requirements; client eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including monthly service unit reports on CA-GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff and volunteers regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff and HDG volunteers; program operation, which includes a review of a written policies and procedures manual of all DAS OCP-funded programs, written project income policies if applicable, grievance procedure posted in the

center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.

2. **Fiscal Compliance and Contract Monitoring:** Fiscal monitoring will include review of the Grantee's organizational budget, 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 the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Name Urban Services YMCA						
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/> If modification, Effective Date of Mod. _____ No. of Mod. _____						
Program: Home-delivered groceries						
Budget Reference Page No.(s)						
Program Term	FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total	Average cost/bag
Annual # Bags Contracted	4,950	6,250	6,250	6,250	23,700	
DAS Expenditures						
Salaries & Benefits	\$79,136	\$79,136	\$79,136	\$79,136	\$316,544	\$13.36
Operating Expenses	\$6,400	\$6,400	\$6,400	\$6,400	\$25,600	\$1.08
Subtotal	\$85,536	\$85,536	\$85,536	\$85,536	\$342,144	\$14.44
Indirect Percentage (%)	15.00%	15.00%	15.00%	15.00%	15.00%	
Indirect Cost	\$12,830	\$12,830	\$12,830	\$12,830	\$51,320	\$2.17
Capital/Subcontractor Expenditures						
Total DAS Expenditures	\$98,366	\$98,366	\$98,366	\$98,366	\$393,464	\$16.60
Non DAS Expenditures						
Salaries & Benefits						
Operating Expenses						
Capital/Subcontractor Expenditures						
Total Non DAS Expenditures						
TOTAL DAS AND NON DAS EXPEDITURES	\$98,366	\$98,366	\$98,366	\$98,366	\$393,464	\$16.60
DAS Revenues						
General Fund	\$98,336	\$98,366	\$98,366	\$98,366	\$393,434	\$16.60
Total DAS Revenue	\$98,366	\$98,366	\$98,366	\$98,366	\$393,464	\$16.60
<i>PER BAG DELIVERY COST, DAS</i>	\$19.87	\$15.74	\$15.74	\$15.74	\$16.60	
Non DAS Revenues						
Project Income						
Agency Cash- Fundraising						
Agency In-kind Volunteer						
Total Non DAS Revenue						
<i>PER BAG DELIVERY COST, Non DAS</i>						
TOTAL DAS AND NON DAS REVENUE	\$98,366	\$98,366	\$98,366	\$98,366	\$393,464	\$17
<i>PER BAG DELIVERY COST, Total</i>	\$19.87	\$15.74	\$15.74	\$15.74	\$16.60	
Full Time Equivalent (FTE)	1.20	1.20	1.20	1.20	4.80	
Prepared by:						Date: 5/10/18
HSA-CO Review Signature:	_____					
HSA #1						10/25/2016

Program: Home-delivered groceries
 (Same as Line 11 on HSA #1)

Appendix B, Page 2
 Document Date: April 2021

Salaries & Benefits Detail

DAS Salaries & Benefits	Agency Totals		HSA Program		FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Admin Coordinitor	\$58,000	0.10	100.00%	0.10	\$5,800	\$5,800	\$5,800	\$5,800	\$23,200
FRC Director	\$100,000	0.10	100.00%	0.10	\$10,000	\$10,000	\$10,000	\$10,000	\$40,000
Food Delivery Family Advocates	\$52,000	0.50	100.00%	0.50	\$26,000	\$26,000	\$26,000	\$26,000	\$104,000
Food Delivery Family Advocates	\$52,000	0.50	100.00%	0.50	\$26,000	\$26,000	\$26,000	\$26,000	\$104,000
Totals	\$262,000	1.20	400.00%	1.20	\$67,800	\$67,800	\$67,800	\$67,800	\$271,200
Fringe Benefits Rate	17%								
Employee Fringe Benefits	\$43,806				\$11,336	\$11,336	\$11,336	\$11,336	\$45,344
Total DAS Salaries and Benefits	\$305,806				\$79,136	\$79,136	\$79,136	\$79,136	\$316,544
Non DAS Salaries & Benefits	Agency Totals		HSA Program		FY 21/22	FY 22/23	FY 23/24	FY 24/25	Total
Position Title	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Totals									
Fringe Benefits Rate									
Employee Fringe Benefits									
Total Non DAS Salaries and Benefits									
Total DAS and Non DAS Salaries and Benefits	\$305,806				\$79,136	\$79,136	\$79,136	\$79,136	\$316,544

HSA #2

10/25/2016

Program: Home-delivered groceries
 (Same as Line 11 on HSA #1)

Appendix B, Page 3
 Document Date: April 2021

Operating Expense Detail

	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>Total</u>
Annual # Meals Contracted	4,950	6,250	6,250	6,250	23,700
DAS Operating Expenses					
<u>Expenditure Category</u>					
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)	\$5,200	\$5,200	\$5,200	\$5,200	\$20,800
Rental of Equipment					
<u>Supplemental grocery Cost</u>					
Food <i>per bag</i>					
<u>Other</u>					
Grocery & Produce bags	\$1,200	\$1,200	\$1,200	\$1,200	\$4,800
Total DAS Operating Expenses	\$6,400	\$6,400	\$6,400	\$6,400	\$25,600
Non DAS Operating Expenses					
<u>Expenditure Category</u>					
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					
<u>Supplemental grocery Cost</u>					
Food <i>per bag</i>					
<u>Other</u>					
Total Non DAS Operating Expenses					
Total DAS and Non DAS Operating Expenses	\$6,400	\$6,400	\$6,400	\$6,400	\$25,600
HSA #3					10/25/2016