

**Appendix A-1 – Services to be Provided**

**SAN FRANCISCO-MARIN FOOD BANK**

COVID-19 Food Assistance Program  
Effective 07/01/2020 – 12/31/2021

**I. Purpose**

In response to the Nationwide Emergency Declaration on March 13, 2020 for Coronavirus Disease 2019 (COVID-19), and the recognition that feeding support may be necessary to save lives and protect health and safety during this public health emergency, this grant will provide supplemental groceries to San Francisco residents affected by COVID-19. The grant includes:

1. Reducing the spread of COVID-19 by providing home-delivered groceries to COVID-vulnerable individuals in need of additional food resources to remain sheltering in place.
2. Supplementing the food budgets of individuals economically affected by COVID-19 by providing pop-up pantries, and ensuring access to healthy supplemental food sources.

**II. Definitions**

Grantee	San Francisco-Marín Food Bank
CARBON	Contracts Administration, Reporting, and Billing On-line System
COVID Command Center (CCC)	The City’s response to the COVID-19 pandemic, with the purpose of ensuring the health and safety of COVID-vulnerable populations and essential workers, reducing COVID transmission throughout San Francisco, responding to medical surge, prioritizing equity, and representing community needs through response planning and implementation, maintaining strategic public education campaigns highlighting data, response, operations, public expectations and requirements, and coordinating with citywide re-opening and recovery initiatives.
COVID-19	A disease caused by the coronavirus SARS-CoV-2. The symptoms of COVID-19 include cough, fever, and shortness of breath. Doctors and researchers continue to learn more about the disease, so information about symptoms, prevention, and treatment may change as more data becomes available.

COVID-vulnerable	<p>A person who is more likely than others to become severely ill from COVID-19, which means that they may require hospitalization, intensive care, or a ventilator to help them breathe, or they may even die. This includes older adults, age 65 and over, and people with certain underlying medical conditions.</p> <p><a href="https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-increased-risk.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fpeople-at-higher-risk.html">https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-increased-risk.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fneed-extra-precautions%2Fpeople-at-higher-risk.html</a></p>
CRFC	<p>California Retail Food Code establishes uniform health and sanitation standards for retail food facilities for regulation by the State Department of Public Health, and requires local health agencies to enforce these provisions.</p>
Disability	<p>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.</p>
Frail	<p>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 individuals or others.</p>
LGBTQ+	<p>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.</p>
Low-Income	<p>At or below 100% of federal poverty level. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.</p>

Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. Source: California Code of Regulation Sec. 7130.
OCM	Office of Contract Management, San Francisco Human Services Agency
Pantry at Home	A temporary grocery delivery program provided by the San Francisco-Marín Food Bank to COVID-vulnerable individuals in need of additional food resources to remain sheltering in place to prevent the spread of COVID-19.
Pop-up Pantry	A temporary food distribution site run by the San Francisco-Marín Food Bank that distributes grocery bags directly to those in need of food assistance because of COVID-19.
SF-HSA	Human Services Agency of the City and County of San Francisco
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve ( <i>Chapter 104, Sections 104.1 through 104.9</i> ).
Unduplicated Consumer (UDC)	An individual who receives groceries provided by the Grantee, and who is enrolled in the Grantee’s data system for the program.

### **III. Target Population**

The target population is individuals living in the City and County of San Francisco who are in need of supplemental food support.

Grantee shall additionally target services to members of one or more of the following groups identified as demonstrating the greatest economic and social need:

- COVID-vulnerable populations
- Populations sheltering in place
- Populations most at risk for COVID-19
- Populations economically impacted by COVID-19
- Low Income
- Limited or no English speaking proficiency
- Minority populations
- Frail
- LGBTQ+

### **IV. Eligibility for Services**

1. Pop-up Pantry: a person who is a resident of San Francisco.
2. Pantry at Home Program: a person who is a resident of San Francisco and meets at least one of the following criteria:
  - Is 65 years or older
  - Has an underlying health condition that puts them at greater risk for complications from COVID-19
  - Has difficulty attending a food pantry due to a physical or cognitive disability

### **V. Location and Time of Services**

The grantee will provide supplemental groceries in the City and County of San Francisco; service and delivery times are determined by the Grantee with approval by CCC.

### **VI. Description of Services and Program Requirements**

1. Grantee will develop and maintain policies and procedures for the operation of all programs in this grant.
2. Grantee shall provide, at minimum, the annual number of grocery bags to the target population, as indicated in Table A below. The provision of grocery bags will include the following:
  - i. Grantee will establish pop-up pantries in areas that optimally target large populations of individuals affected by COVID-19. The sites are

- located in the various neighborhoods and/or districts as indicated in the CCC approved site chart.
- ii. Grantee will maintain a Pantry at Home program for individuals determined eligible by the grantee.
3. Grantee will ensure that the procurement of food and the packing and distribution of grocery bags meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC).
  4. Grantee shall meet, at minimum, the grocery standards as outlined below:
    - i. Grocery bags shall at minimum include sufficient supplies for seven (7) meals for a single person household, include a protein, a grain product and fresh produce, and shall be 18-28 pounds of food. The grocery bags shall feature fresh and seasonal produce, such as: oranges, potatoes, onions, carrots, broccoli, cauliflower, cabbage, eggplant, squash, lettuce, melons, apples, pears, kiwi, peaches, plums, and nectarines. The grocery bags will also include protein (such as eggs, poultry, nut butter, tuna, and dried beans) and grains (such as bread, pasta, rice, and oatmeal). Other fresh, frozen, canned, and dry goods will be added when availability allows, including dairy (such as yogurt or cottage cheese).
    - ii. Grantee will have quality control policy and procedures in place to ensure that groceries distributed are of high quality and fall within code extension dates.
    - iii. Grantee will outreach to food suppliers to increase donations of culturally appropriate foods in its general food supply. When available, Grantee will ensure culturally appropriate foods are provided to target populations.
  5. Grantee will have on file a current agreement with partner agencies and pop-up pantry locations.
  6. Grantee will administer a consumer satisfaction survey using a survey tool approved by HSA/CCC. The survey results will be shared with HSA/CCC by March 15th or on a mutually agreed upon date between CCC and the Grantee.
  7. Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the consumers.

## VII. Service Objectives

1. On an annual basis, Grantee will at minimum provide the units of service detailed in Table A below:

Table A 7/1/20-12/31/21	# Unduplicated Consumers	# Grocery Bags
Pop-Up Pantries	13,000	854,619
Pantry at Home	7,000	366,265
<b>Total</b>	<b>20,000</b>	<b>1,220,884</b>

## VIII. Outcome Objectives

1. Clients rate the quality of groceries as excellent or good. Target: 80%
2. Clients are able to shelter in place during COVID-19 more easily because of the groceries they receive. Target: 80%
3. Clients feel less worried about getting enough food to meet their needs. Target: 80%

## IX. Reporting Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement in grantee's data system, when applicable. Grantee will document enrollment eligibility and services provided. Grantee will provide client level demographic reports to HSA/CCC, as requested.
2. Grantee will share with CCC on a monthly basis:
  - Number of grocery bags distributed at pop-up pantries
  - Number of unduplicated consumers served at pop-up pantries
  - Number of grocery bags delivered through Pantry at Home program
  - Number of unduplicated consumers served through Pantry at Home program
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes the following information:
  - Number of unduplicated consumers
  - Number of grocery bags distributed

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 issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted to the CARBON system.
6. Grantee shall develop and deliver ad hoc reports as requested by HSA/CCC.
7. Grantee program staff will complete a data security awareness training on an annual basis; 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 shall develop a transition plan for the Pantry at Home and Pop-up Pantry programs in the event that it is no longer necessary to provide services to individuals as a result of the COVID-19 pandemic.
10. Grantee will develop a grievance policy with approval from HSA/CCC.
11. Grantee will assure that services delivered are consistent with professional standards for this service.
12. For assistance with reporting requirements or submission of reports, contact:

Rocio.Duenas@sfgov.org  
Contract Manager, Office of Contract Management

or

Fanny.Lapitan@sfgov.org  
Program Manager, Office of Community Partnerships

**X. Monitoring Activities**

1. 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; maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; evidence of provision of the Security Awareness training to staff; program operation, which includes a review of a written policies and procedures manual of all

CCC-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; 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.