

Appendix A-9 – Services to be Provided

Meals on Wheels of San Francisco

Emergency Home-Delivered Meals

Effective July 1, 2017-December 31, 2020

I. Purpose

The purpose of this grant is to provide a home-delivered nutrition program to older adults and adults with disabilities who are in critical or emergency nutrition needs living in the City and County of San Francisco. The program supports independent community living by promoting better health through nutrition, and serves as an access point for other home and community-based services

II. Definitions

Grantee	Meals on Wheels of San Francisco
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 units, run reports, etc.
CARBON	Contracts Administration, Reporting, and Billing On-line System
CDA	California Department of Aging
CRFC	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.
DAS	Department of Disability and Aging Services. (Formerly known as Department of Aging and Adult Services DAAS.)
DAS Benefits and Resources Hub	Unit within DAS that is equipped to receive calls from the community and provide information, referrals, and assistance for older adults and adults with disabilities, caregivers, and community-based organizations. (https://www.sfhsa.org/services/access-empowerment/das-benefits-and-resources-hub)

Dietary Guidelines for Americans (DGA)	<p>Evidence-based food and beverage recommendations for Americans ages 2 and older that aim to promote health, prevent chronic disease, and help people reach and maintain a healthy weight. Published jointly every 5 years by the U.S. Department of Health and Human Services (HHS) and the U.S. Department of Agriculture (USDA).</p> <p>https://health.gov/dietaryguidelines/</p>
Dietary Reference Intakes (DRI)	<p>Nutrient reference values published by the Institute of Medicine (IOM) that represent the most current scientific knowledge on nutrient needs of healthy populations.</p> <p>https://www.nal.usda.gov/fnic/dietary-reference-intakes</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>
Emergency Home-Delivered Meals	<p>Emergency Home-delivered meals are provided to eligible homebound individuals with a critical or emergency need and approved by DAS Benefits and Resources Hub staff to meet the emergency eligibility requirements. An individual may be homebound by reason of illness, incapacitating disability, isolation, and lack of support network and have no safe, healthy alternative for meals. Home-delivered meal service consists of the procurement, preparation, service and delivery of meals. Meals are provided within 2-5 days of referral.</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>
HACCP	<p>Hazard Analysis of Critical Control Points. A prevention-based food safety system focusing on time and temperature control at different crucial food service system points, monitoring and documenting practices, and taking corrective actions when failure to meet critical limits is detected.</p>

Home-Delivered Nutrition Program	A program that provides nutrition services to adults with disabilities living in the City and County of San Francisco who are unable to leave their home because of an illness or disability, or are otherwise isolated, lack a support network, and have no safe, healthy alternative for meals. Services include, but are not limited to, nutrition education and nutrition risk screening, and nutritious meals delivered to the consumers' home. This program requires an initial assessment, an annual comprehensive assessment, and quarterly re-assessment of the consumer. At least one quarterly assessment per year must be completed in the home of the consumer. The program gives all participants the opportunity to contribute to the meal cost.
Home-Delivered Meals (HDM)	Meals that are delivered to consumers and adhere to the current Dietary Guidelines for Americans (DGA), provide a minimum of one-third of the Dietary Reference Intakes (DRIs), meet state and local food safety and sanitation requirements, and are appealing. The procurement, preparation, service, and delivery of meals are included as part of the meal provision by the Grantee.
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 100% of the federal poverty line as defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. Eligibility for program enrollment and/or participation is not means tested. Consumers self-report income status.
Minority	<p>An ethnic person of color who is any of the following:</p> <p>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.</p>
Modified Diet	Meals that have been modified to control the intake of certain foods or nutrients to meet the dietary needs of individuals. Modifications are made for (1) nutrients, (2) texture, and/or (3) food allergies or food intolerances. Examples include but are not limited to low sodium diet, diabetic diet, or mechanical soft diets.

OCP	Office of Community Partnerships. (Previously known as Office on the Aging, OOA.)
OCM	Office of Contract Management, San Francisco Human Services Agency
Older Adult	Person who is 60 years or older, used interchangeably with “senior”.
Registered Dietitian (RD) Registered Dietitian Nutritionist (RDN)	Registered Dietitian or Registered Dietitian Nutritionist: An individual who shall be both: 1) Qualified as specified in Sections 2585 and 2586, Business and Professions Code, and 2) Registered by the Commission on Dietetic Registration. A Registered Dietitian shall be covered by professional liability insurance either individually (if a consultant) or through Grantee.
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.
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>).
Title 22 Regulations	Refers to Barclay’s official California Code of Regulations. Title 22 Social Security, Division 1.8. California Department of Aging. Chapter 4 (1) Title III Programs – program and service provider requirements. Article 5. Title III C- Elderly Nutrition Program.
Transitional Care	Short-term (4 to 6 weeks) Coaching and Care Coordination services focused on consumers discharged from an acute hospital

III. Target Population

The target population is residents of City and County of San Francisco, age 18 and above with critical or emergency nutrition needs and who are unable to leave their home because of an illness or disability, or are otherwise isolated, lack a support network, and have no safe, healthy alternative for meals.

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

- Low income
- Limited or No English Speaking Proficiency
- Minority populations
- Frail
- LGBTQ+

IV. Eligibility for Services

1. A resident of San Francisco, and
2. A person who is unable to leave their home because of an illness or disability, or is otherwise isolated, lack a support network, and have no safe, healthy alternative for meals, and
3. Is approved by DAS Benefits and Resources Hub staff to qualify for Emergency HDM

V. Services to be Provided

1. Grantee will develop and maintain nutrition policies and procedures that are in compliance with and meet the nutrition and food service standards set forth by Title 22 Regulations, CDA, and OCP.
2. Grantee will provide Emergency home-delivered nutrition services for eligible consumers within 5 days from DAS emergency meals referrals or within 48 hours from DAS Transitional Care referrals. Emergency meals will not exceed 60 days per consumer. The provision of the nutrition program shall also include the following:
 - a. Providing the total number of home-delivered meals, as indicated in Table A below. Meals offered may be hot, chilled, or frozen, and be regular or modified meals as approved by DAS-OCP.
 - b. Providing home-delivered meals that meet nutritional standards by adhering to the current DGA and offering a minimum of one-third of the DRIs if the grantee provides one meal per day. If the grantee provides two meals per day, the meals must contain at least two-thirds of the DRIs. If the grantee provides three meals per day, the meals must contain 100% of the DRIs. The grantee may not count fractions of meals or snacks cumulatively. Each meal must individually meet one-third of the DRIs. The procurement, preparation, service, and delivery of meals must meet state and local food safety and sanitation requirements.
3. Grantee will develop and provide each consumer with a welcome packet that includes at minimum, the following information: the agency's meal delivery schedule, sample menu, voluntary contribution policy and collection procedures, procedures to request a change in meal delivery, grievance policy, and how to request assistance, if needed.
4. Grantee will ensure the suggested contribution rate per meal for a consumer is approved by the grantee's board of directors and is compliant with OCP policy memoranda.
5. Grantee will ensure that the procurement, preparation, service, and delivery of meals at the central kitchen and/or caterer kitchen meet the standards described in the most recent California Retail Food Code (CRFC).
6. Grantee will provide in-service training, following the guidelines described in Title 22 Regulations and OCP policy memoranda, to both paid and volunteer nutrition program staff and at minimum, on a quarterly basis and as part of a new employee and/or volunteer orientation process. A registered dietitian must review and approve an annual in-service training plan and the training curriculum for nutrition program staff.

7. Grantee will have a qualified manager on staff who conducts the day-to-day management and administrative functions of the nutrition program. The grantee will ensure the manager on staff possess a food safety manager certification and has the required qualifications as described in Title 22 Regulations and OCP policy memoranda.
8. Grantee will ensure that a registered dietitian conducts and documents on-site HACCP safety and sanitation monitoring of the production kitchen least once per quarter and a minimum of four times during the fiscal year. Monitoring will also include, but is not limited to the review of every other week end-of-route home-delivered meal temperatures and weekly end-of-route home delivered meals temperatures if implemented due to on-going temperature readings not in compliance. Each home-delivered meal route must also be monitored two times per year. A staff member trained by a Food Safety Manager or an RD may monitor the routes. Grantee will send the HACCP monitoring reports of the production kitchen and meal routes to OCP on a timely basis and no later than once per quarter.
9. Grantee will provide in-service training to address any HACCP monitoring findings and/or to reinforce best food safety and sanitation practices as needed. Grantee will document, schedule, and conduct in-service trainings in a timely manner when there are monitoring findings.
10. Grantee will submit for review and approval by DAS-OCP, at least one month in advance of use, a cycle menu with a corresponding nutrient analysis completed by their staff or consultant RD. Grantee will ensure that the staff or consultant RD reviews and approves menu substitutions in advance of their use and that staff documents the substitutions made.
11. 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.
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.

VI. Service Objectives

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

Table A	FY 17-18	FY 18-19	FY 19-20	FY 20 (7/1- 12/31)
Number of Unduplicated Consumers	356	356	460	178
Number of Meals	39,873	39,873	47,100	20,016

VII. Outcome Objective

Meals will be delivered to eligible clients within 2-5 days of referral.

VIII. Reporting Requirements

1. Grantee will enroll eligible consumers into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS approved home-delivered meal intake form, which includes the annual nutrition risk screening, the well-being and social isolation screening, and the food security screening into the CA-GetCare database in accordance to DAS policy and 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 the following information:
 - Number of unduplicated consumers served
 - Number of meals prepared and served
 - Number nutrition compliance units provided
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 an annual summary report of SOGI data collected in the year as requested by DAS/HSA. The due date for submitting the annual summary report is July 10.
7. Grantee shall develop and deliver ad hoc reports as requested by DAS/HSA.
8. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training on an annual basis; Grantee will maintain evidence of staff completion of this training.
9. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
10. Grantee will develop a Grievance Policy consistent with OCP's policy memorandum #33 - Consumer Grievance Policy.
11. Grantee will assure that services delivered are consistent with professional standards for this service.
12. 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.
13. 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
DAAS Benefits and Services Hub	2 Gough St, San Francisco, 94103	415-355-6700

14. For assistance with reporting and contract requirements, please contact:

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

and

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

IX. 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 regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff; program operation, which includes a review of a written policies and procedures manual of all 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.