

**Appendix A-2 – Services to be Provided  
San Francisco-Marín Food Bank**

Citywide Grocery Access

07/01/22– 6/30/2024

Modified July 1, 2023

**I. Purpose**

This grant will provide a citywide grocery program centered in dignity, choice, and quality to provide free supplemental groceries for food insecure residents in San Francisco.

**II. Definitions**

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

### **III. Target Population**

This program is designed to serve all populations and ethnicities with a focus on food-insecure children, adults, and other community members of San Francisco, including but not limited to residents of the following high-need neighborhoods: 94102, 94103, 94112, 94124, 94134, 94109, 94110, 94133, 94115, 94122.

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

Grantee will administer and maintain a citywide grocery access program, known as the “Pop-Up Pantry” program, to provide free supplemental groceries to food-insecure San Franciscans through various distribution sites across San Francisco. Grantee will be responsible for procuring all food and packaging and will oversee all aspects of grocery distribution while following all applicable local, state, and federal food safety requirements. Grantee will screen and enroll all clients into Grantee’s database and meet all data collection and reporting requirements set forth in section VIII.

Grantee shall, at minimum, meet the service objectives set forth in Section VI. Each grocery unit must include, at minimum, a variety of fresh fruits and vegetables, protein, and grains that are culturally responsive to the participants of each pop-up pantry site. Grocery bags shall at minimum include sufficient supplies for seven (7) meals and shall be 18-28 pounds of food. The grocery bags shall feature fresh and seasonal produce, such as: oranges, potatoes, onions, carrots, bok choy, broccoli, herbs, cauliflower, cabbage, eggplant, collard greens, kale, corn, squash, lettuce, melons, apples, pears, kiwi, peaches, plums, and nectarines. Protein items may include but are not limited to eggs, poultry, tofu, nut butter, dried beans. Grains may include but are not limited to bread, tortillas, pasta, rice, masa, quinoa, and oatmeal. Cooking essentials such as oil, spices, and vinegar may also be included. Other fresh, frozen, canned, and dry goods will be added when availability allows, including dairy, such as yogurt and cottage cheese.

Throughout the grant term, Grantee shall actively seek and incorporate participant feedback into the Pop-Up Pantry program to ensure that distributed items meet participants’ food preferences, are culturally appropriate, and are of high quality. Rotted or spoiled food is not acceptable for distribution. Throughout the grant term, Grantee shall implement a farmers market style participant choice model at as many pop-up pantry sites as possible. For sites where Grantee cannot offer full choice of all items, Grantee shall plan to offer choice on as many items as is practical.

Grantee shall work with the CFAT to ensure that all participants are provided a dignified experience throughout the program, including but not limited to a participant’s experience enrolling in the program, picking up groceries, and providing feedback. 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 program participants.

**V. Location and Time of Services**

Grantee will distribute groceries within the City and County of San Francisco. Pop-up Pantry site locations and service times are determined by the Grantee with approval by the CFAT. At least one Pop-Up Pantry site will distribute food on weekends.

During FY 2023-2024, Grantee may merge or close certain Pop-up Pantry sites and shall provide SFHSA with 30 days advance notice of such changes.

**VI. Service Objectives**

	FY 2022-2023	FY 2023-2024
Minimum number of grocery units provided per month:	40,000	24,000
Minimum number of enrolled unduplicated participants actively utilizing the program per month:	10,000	6,000

**VII. Outcome Objectives**

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

- A. At least 90% of participants who use the program will report that they had a dignified experience
- B. At least 85% of the participants who use the program will report that they are satisfied with the selection and quality of food items at the program
- C. At least 85% of the participants who use the program will report that the food they received were culturally appropriate
- D. At least 85% of participants who use the program will report that access to the program has decreased their food insecurity

The survey results will be shared with the CFAT by the 15<sup>th</sup> of the month following the end of each fiscal year and the end of the grant term.

**VIII. Data Collection and Reporting Requirements**

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

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

**B. Monthly service reports**

Grantee shall submit monthly reports to the CFAT to provide numbers of service units distributed during the reporting month, unduplicated households and people served during the reporting month, and the year-to-date unduplicated households and people served. This report should include totals by month across all sites, as well as detailed site-level data.

**C. Monthly menu report**

Grantee shall on a monthly basis report to the CFAT the items and amount/quantity of those items being provided in their supplemental grocery units.

**D. Quarterly reports**

For FY 2022-2023, Grantee shall submit quarterly reports to provide detailed participant demographic data, including but not limited to:

- Zip code
- Race/Ethnicity
- Language
- Sexual Orientation
- Gender Identity
- Age

**E. Fiscal and invoice reports**

All fiscal reports and invoices are due to the Program and Contract Manager by the 15<sup>th</sup> of the following month. These will be submitted in CARBON.

**F. Annual Report**

Grantee shall submit an Annual Report with aggregate participant survey results by the 15<sup>th</sup> of the month following the end of each fiscal year and following the end of the grant term.

**G. Ad hoc reports**

Grantee may be asked to provide information on an ad hoc basis.

**H. Grantee will share all requested client-level data with SFHSA. Grantee and SFHSA will agree on data sharing guidelines by August 30th, 2022. Grantee agrees to send the first batch of requested client data no later than December 1st, 2022. Starting FY 2023-2024, quarterly client-level data reports are due October 15, January 15, April 15, and July 15.**

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

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

**K. Grantee will develop a grievance policy with approval from SFHSA/CFAT.**

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

[Jennifer.Grant@sfgov.org](mailto:Jennifer.Grant@sfgov.org)

Contract Manager, Office of Contract Management

or

[Cathy.Huang@sfgov.org](mailto:Cathy.Huang@sfgov.org)

Program Manager, Citywide Food Access Team

## **IX. Monitoring Activities**

### **A. Program Monitoring:**

Program monitoring will include review of:

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

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

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

## **X. Data Privacy Stipulations**

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

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

### **B. Data Security and Storage**

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

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

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

**C. Use of Data**

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