



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN , EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: APRIL 2, 2025

SUBJECT: NEW GRANT: **MULTIPLE NONPROFIT GRANTEES** (see table below)
FOR PROVISION OF HOME-DELIVERED GROCERIES

	<u>Full Term</u>	<u>Contingency</u>	<u>Total</u>	
GRANT TERM:	7/1/25 6/30/29			
GRANT AMOUNT:	\$6,416,268	\$641,627	\$7,057,895	
ANNUAL AMOUNT:	<u>FY 25-26</u> \$1,604,067	<u>FY 26-27</u> \$1,604,067	<u>FY 27-28</u> \$1,604,067	<u>FY 28-29</u> \$1,604,067
FUNDING SOURCE:	<u>County</u> \$6,416,268	<u>State</u>	<u>Federal</u>	<u>Contingency</u> \$641,627 <u>Total</u> \$7,057,895
PERCENTAGE:	100%			100%

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The San Francisco Department of Disability and Aging Services (DAS) requests authorization to enter into new grant agreements with multiple providers for the period of July 1, 2025 through June 30, 2029, in the amount of \$6,416,268 plus a 10% contingency for a total amount not to exceed \$7,057,895. The purpose of each of these grants is to provide a Home-Delivered Grocery program for older adults and adults with disabilities.



	FY 25/26	FY 26/27	FY 27/28	FY 28/29	Total	Contingency	Not to Exceed
<u>District-Focused Home-Delivered Grocery Program</u>							
Community Living Campaign	\$389,000	\$389,000	\$389,000	\$389,000	\$1,556,000	\$155,600	\$1,711,600
Golden Gate Senior Services	\$300,000	\$300,000	\$300,000	\$300,000	\$1,200,000	\$120,000	\$1,320,000
<u>District and Single-Room Occupancy Focused Home-Delivered Grocery Program</u>							
Chinatown Community Development Center	\$37,500	\$37,500	\$37,500	\$37,500	\$150,000	\$15,000	\$165,000
<u>Citywide Home-Delivered Grocery Program with Centralized Intake for DAS Consumers</u>							
San Francisco Marin Food Bank	\$877,567	\$877,567	\$877,567	\$877,567	\$3,510,268	\$351,027	\$3,861,295
Total (all programs)	\$1,604,067	\$1,604,067	\$1,604,067	\$1,604,067	\$6,416,268	\$641,627	\$7,057,895

Background

The San Francisco Department of Disability and Aging Services (DAS) offers a range of community-based nutrition and wellness programs to support older adults and individuals with disabilities. These services aim to enhance quality of life, promote health, foster independence, and reduce the risk of food insecurity.

Food insecurity is a significant concern for older adults and individuals with disabilities, who are especially vulnerable due to factors such as fixed incomes, rising living costs, healthcare expenses, and mobility limitations. Recognizing these challenges, DAS funds nutrition support programs that focus on providing nutritious, culturally relevant, and accessible food resources. A key component of this effort is the Home-Delivered Grocery (HDG) program.

The HDG program provides essential groceries directly to participants' homes, enabling them to prepare balanced meals and overcome barriers to food access. To meet the diverse needs of eligible consumers, DAS supports several different program models to ensure services are tailored, effective, and delivered as widely as possible throughout the City. In addition to addressing nutritional needs, the HDG

program connects individuals with other important community resources, offering a holistic approach to addressing food insecurity.

Services to be Provided

Each grantee will operate a Home-Delivered Grocery program for older adults and adults with disabilities residing in the City and County of San Francisco. Eligible consumers will receive weekly food deliveries directly to their homes at no cost. The deliveries will include a variety of items from USDA-defined food groups and will align with the healthy dietary patterns outlined in the Dietary Guidelines for Americans (DGA). These items will be offered in sufficient quantity and diversity to allow participants to prepare at least seven distinct meals per week.

Location

Services will be provided in all supervisorial districts and inclusive of all neighborhoods within the City and County of San Francisco.

Selection

The grantees were selected through RFP #1175 issued on December 2, 2024.

Funding

Funding for these grants is provided through County General Funds.

ATTACHMENTS

District Focused HDG:

Community Living Campaign

Appendix A, Scope of Services

Appendix B, Budget

Appendix C, Site Chart

Golden Gate Senior Services

Appendix A, Scope of Services

Appendix B, Budget

Appendix C, Site Chart

District and SRO Focused HDG

Chinatown Community Development Center

Appendix A, Scope of Services

Appendix B, Budget

Appendix C, Site Chart

Citywide HDG – Centralized Intake

San Francisco Marin Food Bank

Appendix A, Scope of Services

Appendix B, Budget

Appendix C, Site Chart

Appendix A – Services to be Provided
Community Living Campaign
Home-Delivered Grocery (HDG) Program
July 1, 2025 to June 30, 2029

I. Purpose of Grant

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. An HDG program facilitates the delivery of food support to the homes of eligible consumers. The program mitigates the risk of food insecurity, promotes the consumption of healthy 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	Scheduled activities for consumers enrolled in the grantee's home-delivered grocery (HDG) 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 scheduled activity, sponsored by the grantee.
Adult with a Disability	A person 18-59 years of age with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	SFHSA's web-based Contracts Administration, Reporting, and Billing On-line System.

City	City and County of San Francisco, a municipal corporation.
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
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.
Dietary Guidelines for Americans (DGA)	Evidence-based food and beverage recommendations for Americans ages two (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).
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Food Assistance Program (FAP) Contractor	San Francisco Marin Food Bank.
Food Security Screening	A two-question validated screening tool designed to assess an individual's food security status.
Food Support	A selection of food items supplied by the FAP contractor for distribution and delivery to consumers enrolled in the HDG program. The food items must come from USDA-defined food groups and be offered in sufficient quantities and variety to allow the individual to prepare at least seven diverse meals that adhere to the Dietary Guidelines for Americans (DGA).
LGBTQIA+	An acronym/term used to refer to persons who self-identify as non- heterosexual and/or whose gender identity does not correspond to their sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income	Having income at or below 200% 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 participation is not means tested. Consumers self-report income status.
OCP	Office of Community Partnerships.
Older Adult	Person who is 60 years or older, used interchangeably with “senior”.
Senior	Person who is 60 years or older, used interchangeably with “older adult”.
SF DAS 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.
SFHSA	San Francisco Human Services Agency.
Socially Isolated	Having few social relationships and few people to interact with regularly.
Social Services	The provision of one-to-one assistance to consumers enrolled in the grantee’s home-delivered grocery (HDG) program. Assistance may include information and referrals, form/application completion excluding those required for the HDG program, home visits, medical escort services, and emotional support by phone or in person.
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>).
Supervisory District (District)	There are eleven supervisory districts in the City and County of San Francisco. A map of each district can be found at: https://www.sf.gov/maps
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer participation in SF DAS GetCare through program enrollment.
Unit of Service (UOS)	One delivery of food support to an eligible consumer enrolled in the HDG program.

III. Target Population

This program is designed to serve all people who can benefit from the services outlined in this Appendix, and particularly those demonstrating the greatest economic and social need. To ensure that the most vulnerable people are aware of and can benefit from this program, the grantee shall ensure that program services are accessible to:

1. Persons with low to moderate income
2. Persons who are socially isolated

3. Persons with limited English-speaking proficiency
4. Persons from communities of color or communities that have historically been under-served
5. Members of the LGBTQIA+ community
6. Persons at risk of institutionalization

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 the need for supplemental groceries due to food insecurity and is not receiving two (2) meals per day from a DAS funded nutrition partner(s), **and**
6. A person who has the capacity or help to store and handle delivered groceries, **and**
7. A person able to prepare meals at home or has a caregiver who can prepare meals.

V. Description of Services

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

1. Grantee will provide eligible consumers with regularly scheduled delivery of food support to their homes. The food support will be supplied by the DAS Food Assistance Program (FAP) contractor at no cost to the grantee. The food support will include a variety of items from the USDA-defined food groups, offered in sufficient quantities and diversity to enable individuals to prepare at least seven distinct meals per week, following the healthy dietary patterns outlined in the most current version of the Dietary Guidelines for Americans (DGA). The standard delivery frequency will be weekly. The grantee may implement an alternative delivery schedule; however, it must be approved in advance by DAS and not impact program participants' ability to prepare at least one meal per day.
2. Grantee will establish an agreement with the DAS Food Assistance Program (FAP) contractor to receive food support for their home-delivered grocery (HDG) program at no cost. The grantee will have a designated drop site for receiving food, which must be reviewed and approved by the FAP contractor in advance of use. In collaboration with the FAP contractor, the grantee will ensure that the foods provided are culturally appropriate and meet the diverse dietary needs and preferences of the consumer population. To support this, the grantee must establish a feedback loop between clients, the FAP contractor, and itself to continually assess and address consumer needs.
3. Grantee will prepare the food support provided by the FAP contractor for distribution to consumers, ensuring that each distribution food support contains a selection of USDA-defined food groups—fruits, vegetables, grains,

protein foods, and dairy—in sufficient quantities and variety to prepare at least seven diverse meals per week. The grantee will have a system in place to tailor food support at the individual level based on each consumers' expressed preferences whenever possible. This includes avoiding items that consumers have indicated they dislike or cannot use.

4. Grantee will comply with the California Retail Food Code (CRFC) in all aspects of the HDG program. The grantee will ensure that food received from the FAP contractor is handled with the highest standards of food safety by both paid staff and volunteers throughout all stages of program operations, including receiving, storage, packing for distribution, transporting, and delivery.
5. Grantee will ensure sufficient staffing is in place to meet program requirements and will utilize volunteers to support the program. All staff, paid staff and volunteers, must have the appropriate education, experience, and cultural competence to deliver quality services that meet consumers' needs. Additionally, volunteers making deliveries must be screened, including background checks, to ensure consumer safety.
6. Grantee will provide comprehensive orientation and training for all new staff and volunteers to prepare them for their responsibilities. This includes mandatory food safety training, which must be completed before handling food for distribution. The training will emphasize critical practices to prevent foodborne illnesses, such as proper food handling, temperature control, cross-contamination prevention, and safe food storage during transport and delivery.
7. Grantee will conduct in-service training at least twice per year, with one session focused on food safety. The grantee must develop, implement, and maintain a comprehensive training plan that includes both orientation and annual in-service training. This plan, along with documentation verifying the completion of all training, shall be made available to DAS upon request.
8. Grantee will establish and maintain a consumer enrollment process that includes eligibility verification, collection of required consumer data (including SOGI data), and completion of the food security screening. Consumer enrollment in the HDG program will be documented in SF DAS GetCare, ensuring accurate recording of all collected data. Additionally, as part of the enrollment process, the grantee will provide consumers with written program information (e.g., welcome packet) that includes, at minimum, the following: a contact person and phone number for questions, start date, and delivery details such as day of the week, time of day, and frequency.
9. Grantee will implement a re-enrollment process every two years to ensure ongoing eligibility and accurate data collection. This process will include re-verification of consumer eligibility, an updated collection of required consumer data, and a new food security screening. The grantee will update consumer records in SF DAS GetCare to reflect any changes in status or information gathered during the re-enrollment process.
10. Grantee will maintain an internal waitlist for program enrollment if necessary and collaborate with other DAS-funded HDG contractors to minimize waiting

times, which may include transferring or referring consumers to other DAS contractors when appropriate. The grantee will ensure that consumers on their internal waitlist are informed about the DAS-funded citywide HDG program and may receive services through the citywide HDG program if space is available. The grantee's internal waitlist shall be made available to DAS upon request.

11. Grantee will conduct outreach activities to connect with the target population(s) and promote program services. Outreach is a core responsibility of the grantee and is essential for informing eligible consumers about the program.
12. Grantee will provide activity scheduling and social services tailored to meet the needs of eligible consumers participating in the HDG program. The activity scheduling and social services provided through the HDG program may not be reported as deliverables under any other DAS-funded contract. Likewise, services funded and reported under another DAS contract cannot be reported as activity scheduling or social services under this HDG program.
13. Grantee will develop and administer an annual consumer satisfaction survey to capture feedback on program outcomes and service quality. The survey will be reviewed and approved by DAS in advance. The results will be shared with DAS by March 15 each year, or on a mutually agreed-upon date. A minimum sample size of 35% of active consumer enrollment at the time the survey is administered will be required.
14. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of staff completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
15. Grantee will ensure that all program staff, regardless of position, receive initial training on elder abuse and mandated reporting. Program staff who interact with consumers must complete this training annually, in accordance with the DAS OCP Policy Memorandum.
16. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy Memorandum. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.
17. Grantee shall have written policies and procedures in place to guide the implementation of the HDG program, ensuring compliance with all applicable DAS OCP Policy Memoranda. These policies and procedures must cover the acceptance and handling of program income, as well as the delivery of activity scheduling, social services, and other program components. The grantee will ensure that these written policies and procedures are consistent with the goals and requirements of the HDG program and that they are made available to DAS upon request.

18. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share relevant information with their staff and volunteers.
19. Grantee will ensure that DAS funding information is prominently displayed on its websites and publications related to the DAS-funded home-delivered grocery program, in accordance with DAS OCP Policy Memorandum.
20. Grantee will deliver food support to program participants during a major disaster where feasible and appropriate.

VI. Location and Time of Services

The grantee will provide a home-delivered grocery program in the City and County of San Francisco. The grantee will establish a schedule for delivery days, times, and locations, which will be included in the grantee's site chart. The delivery areas in the City, including Supervisorial Districts and neighborhoods, must be identified in the site chart and submitted to DAS OCP in advance for review and approval.

VII. Service Objectives

During the grant term, the grantee shall meet the following service objectives:

Table A	FY 25-26	FY 26-27	FY 27-28	FY 28-29
Number of Unduplicated Consumers	310	315	315	315
Number of Deliveries	14,420	14,500	14,500	14,500
Number of Scheduled Activity Hours	40	40	40	40
Number of Social Service Hours	2,085	2,085	2,085	2,085

VIII. Outcome Objectives

On an annual basis, the Grantee will meet the following service objectives:

1. Consumers rate the quality of services they receive as excellent or good. Target: 85%.
2. Consumers feel less worried about getting enough food to meet their needs. Target: 85%
3. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%
4. Consumers report the food support they receive helps them live stably in the community. Target: 85%

IX. Data Collection and Reporting Requirements

1. Grantee shall enter all service objectives into the SF DAS GetCare Service Unit section by the 5th working day of the month for the preceding month.
2. Grantee shall enter monthly reports and metrics into the CARBON database system by the 15th of the following month, ensuring the accuracy and timeliness of these entries. Each report must include:

- The number of unduplicated consumers served
 - The total units of service provided
3. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The report is due to SFHSA no later than July 31 each year. This report must be submitted in the CARBON system.
 4. Grantee will provide ad hoc reports as required by the Department.

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

Julie Hibarger

Nutritionist

DAS OCP

Julie.Hibarger@SFgov.org

Patrick Garcia

Contract Manager

HSA Contracts

Patrick.Garcia@SFgov.org

X. Monitoring Activities

1. **Program Monitoring:** Program monitoring will include review of client eligibility, and back-up documentation for reporting progress towards meeting service and outcome objectives; compliance to specific program standards and requirements; how participant records are collected and maintained; reporting performance including monthly service unit reports on SF DAS 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 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 III through VIII.
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.

Appendix B, Page 1					
HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM					
Grantee: Community Living Campaign				Full Term:	7/1/25 - 6/30/29
Program: Home Delivered Groceries				Effective Date:	7/1/2025
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> Check One)				Modification #	
	7/1/25- 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29
Annual # Grocery Bags	13,500	14,280	14,280	14,280	56,340
DAS Expenditures	Original	Original	Original	Original	Total
Salaries & Benefits	\$283,077	\$283,077	\$283,077	\$283,077	\$1,132,308
Operating Expenses	\$51,445	\$51,445	\$51,445	\$51,445	\$205,780
Subtotal	\$334,522	\$334,522	\$334,522	\$334,522	\$1,338,088
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$50,178	\$50,178	\$50,178	\$50,178	\$200,712
Consultant/Subcontractor	\$4,300	\$4,300	\$4,300	\$4,300	\$17,200
Direct Client Pass-Through					
Capital Expenses					
Total DAS Expenses	\$389,000	\$389,000	\$389,000	\$389,000	\$1,556,000
Non-DAS Expenditures					
Salaries & Benefits	\$81,458	\$81,458	\$81,458	\$81,458	\$325,832
Operating Expenses	\$12,000	\$12,000	\$12,000	\$12,000	\$48,000
Consultant/Subcontractor					
Direct Client Pass-Through					
Capital Expenses					
Total NON-DAS Expenses	\$93,458	\$93,458	\$93,458	\$93,458	\$373,832
TOTAL DAS AND NON DAS EXPEDITURES					
	\$482,458	\$482,458	\$482,458	\$482,458	\$1,929,832
HSA / DAS Revenues					
General Funds	\$389,000	\$389,000	\$389,000	\$389,000	\$1,556,000
Total HSA / DAS Revenues	\$389,000	\$389,000	\$389,000	\$389,000	\$1,556,000
PER BAG COST, DAS	\$28.81	\$27.24	\$27.24	\$27.24	\$27.62
NON HSA / DAS Revenues					
Grants	\$81,458	\$81,458	\$81,458	\$81,458	\$325,832
Donors	\$12,000	\$12,000	\$12,000	\$12,000	\$48,000
Total NON HSA / DAS Revenues	\$93,458	\$93,458	\$93,458	\$93,458	\$373,832
PER BAG COST, NON-DAS	\$6.92	\$6.54	\$6.54	\$6.54	\$6.64
TOTAL DAS AND NON DAS REVENUE					
	\$482,458	\$482,458	\$482,458	\$482,458	\$1,929,832
PER BAG COST, DAS & NON-DAS	\$35.73	\$33.78	\$33.78	\$33.78	\$34.26
Prepared by: Kate Kuckro					
Telephone No. & Email: 415-821-1003, andy@sfcommunityliving.org				HSA Budget Form (3/24)	

Grantee: Community Living Campaign Program: Home Delivered Groceries					Appendix B, Page 2				
Salaries & Benefits Detail									
DAS Salaries & Benefits	Agency Totals		HSA Program		7/1/25- 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29
	Annual Full Time Salary for FTE	Total Program FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Original	Original	Original	Total
POSITION TITLE									
Co-Executive Director	\$102,500	0.08	75%	0.06	\$6,150	\$6,150	\$6,150	\$6,150	\$24,600
Sr. Director of Programs	\$92,250	0.20	90%	0.18	\$16,605	\$16,605	\$16,605	\$16,605	\$66,420
Comm Connector/Prg Lead	\$59,696	0.60	67%	0.40	\$23,969	\$23,969	\$23,969	\$23,969	\$95,876
Community Connector/Prg Lead	\$56,160	0.63	90%	0.56	\$31,590	\$31,590	\$31,590	\$31,590	\$126,360
Community Connector/Prg Lead	\$59,696	0.88	75%	0.66	\$39,176	\$39,176	\$39,176	\$39,176	\$156,704
Neighborhood Asst/Connectors #1	\$54,371	0.88	90%	0.79	\$42,817	\$42,817	\$42,817	\$42,817	\$171,268
Neighborhood Asst/Connectors #2	\$54,371	0.88	90%	0.79	\$42,817	\$42,817	\$42,817	\$42,817	\$171,268
Neighborhood Asst/Connectors #3	\$52,250	0.20	100%	0.20	\$10,450	\$10,450	\$10,450	\$10,450	\$41,800
Neighborhood Asst/Connectors #4	\$52,250	0.05	50%	0.03	\$1,306	\$1,306	\$1,306	\$1,306	\$5,224
Chinese Programs Director	\$83,000	0.10	72%	0.07	\$6,000	\$6,000	\$6,000	\$6,000	\$24,000
Operations & Analytics Mgr	\$62,400	0.08	80%	0.06	\$4,000	\$4,000	\$4,000	\$4,000	\$16,000
Operations Analyst	\$59,280	0.02	84%	0.02	\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
Finance Director	\$85,490	0.03	78%	0.02	\$2,000	\$2,000	\$2,000	\$2,000	\$8,000
Dir of HR & Operations	\$83,000	0.05	100%	0.05	\$4,150	\$4,150	\$4,150	\$4,150	\$16,600
TOTALS	\$956,714	4.66	1142%	3.89	\$232,030	\$232,030	\$232,030	\$232,030	\$928,120
FRINGE BENEFIT RATE	22%								
EMPLOYEE FRINGE BENEFITS					\$51,047	\$51,047	\$51,047	\$51,047	\$204,188
TOTAL DAS SALARIES & BENEFITS					\$283,077	\$283,077	\$283,077	\$283,077	\$1,132,308
NON-DAS Salaries & Benefits	Agency Totals		HSA Program		7/1/25- 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29
	Annual Full Time Salary for FTE	Total Program FTE	% FTE funded by Grantee (Max 100%)	Adjusted FTE	Original	Original	Original	Original	Total
POSITION TITLE									
Co-Executive Director	\$102,500	0.08	25%	0.02	\$2,050	\$2,050	\$2,050	\$2,050	\$8,200
Sr. Director of Programs	\$92,250	0.20	10%	0.02	\$1,845	\$1,845	\$1,845	\$1,845	\$7,380
Comm Connector/Prg Lead	\$59,696	0.60	33%	0.20	\$11,848	\$11,848	\$11,848	\$11,848	\$47,392
Community Connector/Prg Lead	\$56,160	0.63	10%	0.06	\$3,510	\$3,510	\$3,510	\$3,510	\$14,040
Neighborhood Asst/Connectors	\$52,250	0.38	100%	0.38	\$19,594	\$19,594	\$19,594	\$19,594	\$78,376
Community Connector/Prg Lead	\$59,696	0.88	25%	0.22	\$13,059	\$13,059	\$13,059	\$13,059	\$52,236
Neighborhood Asst/Connectors #1	\$54,371	0.88	10%	0.09	\$4,757	\$4,757	\$4,757	\$4,757	\$19,028
Neighborhood Asst/Connectors #2	\$54,371	0.88	10%	0.09	\$4,757	\$4,757	\$4,757	\$4,757	\$19,028
Neighborhood Asst/Connectors #4	\$52,250	0.05	50%	0.03	\$1,306	\$1,306	\$1,306	\$1,306	\$5,224
Chinese Programs Director	\$83,000	0.10	28%	0.03	\$2,300	\$2,300	\$2,300	\$2,300	\$9,200
Operations & Analytics Mgr	\$62,400	0.08	20%	0.02	\$992	\$992	\$992	\$992	\$3,968
Operations Analyst	\$59,280	0.02	16%	0.00	\$186	\$186	\$186	\$186	\$744
Finance Director	\$85,490	0.03	22%	0.01	\$565	\$565	\$565	\$565	\$2,260
TOTALS	\$873,714	4.79	358%	1.15	\$66,769	\$66,769	\$66,769	\$66,769	\$267,076
FRINGE BENEFIT RATE	22%								
EMPLOYEE FRINGE BENEFITS					\$14,689	\$14,689	\$14,689	\$14,689	\$58,756
TOTAL NON-DAS SALARIES & BENEFITS					\$81,458	\$81,458	\$81,458	\$81,458	\$325,832
Total DAS and NON-DAS Salaries and Benefits					\$364,535	\$364,535	\$364,535	\$364,535	\$1,458,140
HSA Budget Form (3/24)									

Grantee: Community Living Campaign Program: Home Delivered Groceries					Appendix B, Page 3
Operating Expenses Detail					
	7/1/25- 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29
	Original	Original	Original	Original	Total
Annual # Grocery Bags	13,500	14,280	14,280	14,280	56,340
<u>DAS Operating Expenses</u>					
<u>Expenditure Category</u>					
Rental of Property	\$7,900	\$7,900	\$7,900	\$7,900	\$31,600
Utilities(Elec, Water, Gas, Phone, Garbage)	\$5,820	\$5,820	\$5,820	\$5,820	\$23,280
Office Supplies, Postage	\$1,200	\$1,200	\$1,200	\$1,200	\$4,800
Building Maintenance Supplies and Repair					
Printing and Reproduction	\$500	\$500	\$500	\$500	\$2,000
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment	\$4,700	\$4,700	\$4,700	\$4,700	\$18,800
<u>Consulting/Professional/Subcontract Services</u>					
UNITI Resources, Inc. (URI)	\$25,000	\$25,000	\$25,000	\$25,000	\$100,000
<u>Other</u>					
Program Supplies	\$5,045	\$5,045	\$5,045	\$5,045	\$20,180
Activities Expenses	\$780	\$780	\$780	\$780	\$3,120
Volunteer background checks fees	\$500	\$500	\$500	\$500	\$2,000
<u>Total DAS Operating Expense</u>	\$51,445	\$51,445	\$51,445	\$51,445	\$205,780
<u>NON-DAS Operating Expenses</u>					
<u>Expenditure Category</u>					
Rental of Property	\$3,600	\$3,600	\$3,600	\$3,600	\$14,400
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)	\$8,400	\$8,400	\$8,400	\$8,400	\$33,600
Rental of Equipment					
<u>Consulting/Professional Services</u>					
<u>Other</u>					
<u>Total NON-DAS Operating Expense</u>	\$12,000	\$12,000	\$12,000	\$12,000	\$48,000
<u>Total DAS & NON-DAS Operating Expense</u>	\$63,445	\$63,445	\$63,445	\$63,445	\$253,780
<i>HSA Budget Form (3/24)</i>					

Grantee: Community Living Campaign
Program: Home Delivered Groceries

Appendix B, Page 4

Subcontractors-Pass Thru

	7/1/25- 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/28 - 6/30/29 Original	7/1/25 - 6/30/29 Total
<u>DAS Consulting/Professional/Subcontract Services</u>					
UNITI Resources, Inc. (URI)	\$4,300	\$4,300	\$4,300	\$4,300	\$17,200
<u>Total DAS Consultant/Subcontractor</u>	\$4,300	\$4,300	\$4,300	\$4,300	\$17,200
<u>DAS Direct Client Pass-Through</u>					
<u>Total DAS Direct Client Pass-Through</u>					
<u>NON-DAS Consultant/Subcontractor</u>					
<u>Total NON-DAS Consultant/Subcontractor</u>					
<u>NON-DAS Direct Client Pass-Through</u>					
<u>Total NON-DAS Direct Client Pass-Through</u>					

HSA Budget Form (3/24)

DEPARTMENT OF DISABILITY AND AGING SERVICES OFFICE OF COMMUNITY PARTNERSHIP HOME-DELIVERED GROCERY PROGRAM APPENDIX C - SITE CHART							
AGENCY:	Community Living Campaign						
MAILING ADDRESS:	1663 Mission Street, Suite 525						
CO-EXECUTIVE DIRECTOR:	Kate Kuckro	EMAIL: kate@sfcommunityliving.org				PHONE NO.:	415-821-1003 ext 102
PROGRAM DIRECTOR:	Andy Burns	EMAIL: andy@sfcommunityliving.org				PHONE NO.:	415-821-1003 ext 145
Route Name/Number	Bayview HDG Network	OMI HDG Network	Parkmerced/University Park HDG				
Name/location of HDG drop site (where food is delivered & packed for delivery to clients)	Bayview Packing Hub	OMI/PUP Packing Hub	OMI/PUP Packing Hub				
Address and Zip	Meals on Wheels SF 2142 Jerrold Ave, 94124	Lutheran Church of Our Savior 1011 Garfield St, 94132	Lutheran Church of Our Savior 1011 Garfield St, 94132				
Phone Number	415-879-0669	415-846-7717	415-337-1735				
Neighborhood/ Geographic Delivery Service Area	Bayview/Visitation Valley	OMI	Park Merced/University Park				
Supervisorial District #	10	11	7				
Delivery Days	___Mon ___Tues ___Wed <u>X</u> Thurs ___Fri ___Sat ___Sun	___Mon <u>X</u> Tues ___Wed ___Thurs ___Fri ___Sat ___Sun	___Mon <u>X</u> Tues ___Wed ___Thurs ___Fri ___Sat ___Sun	___Mon ___Tues ___Wed ___Thurs ___Fri ___Sat ___Sun	___Mon ___Tues ___Wed ___Thurs ___Fri ___Sat ___Sun	___Mon ___Tues ___Wed ___Thurs ___Fri ___Sat ___Sun	___Mon ___Tues ___Wed ___Thurs ___Fri ___Sat ___Sun
Hours Office Open	8am-10am	8am-10am	8am-10am				
Grocery Delivery Schedule (start & end time)	9am-1pm	10:30-2:30	10:30-2:30				
Number of Unduplicated Consumers	FY 25/26: 145 FY 26/27 - 28/29: 150	FY 25/26: 140 FY 26/27 - 28/29: 140	FY 25/26: 25 FY 26/27 - 28/29: 25				
Number of Deliveries	FY 25/26: 7,045 FY 26/27 - 28/29: 7,200	FY 25/26: 6,800 FY 26/27 - 28/29: 6,725	FY 25/26: 575 FY 26/27 - 28/29: 575				
Number of service days per year	FY 25/26: 50 FY 26/27 - 28/29: 50	FY 25/26: 50 FY 26/27 - 28/29: 50	FY 25/26: 24 FY 26/27 - 28/29: 24				
Average number of grocery bags delivered per service day	FY 25/26: 141 FY 26/27 - 28/29: 144	FY 25/26: 136 FY 26/27 - 28/29: 135	FY 25/26: 24 FY 26/27 - 28/29: 24				

Appendix A – Services to be Provided

Golden Gate Senior Services Home-Delivered Grocery (HDG) Program July 1, 2025 to June 30, 2029

I. Purpose of Grant

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. An HDG program facilitates the delivery of food support to the homes of eligible consumers. The program mitigates the risk of food insecurity, promotes the consumption of healthy 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	Scheduled activities for consumers enrolled in the grantee's home-delivered grocery (HDG) 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 scheduled activity, sponsored by the grantee.
Adult with a Disability	A person 18-59 years of age with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	SFHSA's web-based Contracts Administration, Reporting, and Billing On-line System.

City	City and County of San Francisco, a municipal corporation.
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
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.
Dietary Guidelines for Americans (DGA)	Evidence-based food and beverage recommendations for Americans ages two (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).
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Food Assistance Program (FAP) Contractor	San Francisco Marin Food Bank.
Food Security Screening	A two-question validated screening tool designed to assess an individual's food security status.
Food Support	A selection of food items supplied by the FAP contractor for distribution and delivery to consumers enrolled in the HDG program. The food items must come from USDA-defined food groups and be offered in sufficient quantities and variety to allow the individual to prepare at least seven diverse meals that adhere to the Dietary Guidelines for Americans (DGA).
LGBTQIA+	An acronym/term used to refer to persons who self-identify as non- heterosexual and/or whose gender identity does not correspond to their sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income	Having income at or below 200% 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 participation is not means tested. Consumers self-report income status.
OCP	Office of Community Partnerships.
Older Adult	Person who is 60 years or older, used interchangeably with “senior”.
Senior	Person who is 60 years or older, used interchangeably with “older adult”.
SF DAS 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.
SFHSA	San Francisco Human Services Agency.
Socially Isolated	Having few social relationships and few people to interact with regularly.
Social Services	The provision of one-to-one assistance to consumers enrolled in the grantee’s home-delivered grocery (HDG) program. Assistance may include information and referrals, form/application completion excluding those required for the HDG program, home visits, medical escort services, and emotional support by phone or in person.
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>).
Supervisory District (District)	There are eleven supervisory districts in the City and County of San Francisco. A map of each district can be found at: https://www.sf.gov/maps
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer participation in SF DAS GetCare through program enrollment.
Unit of Service (UOS)	One delivery of food support to an eligible consumer enrolled in the HDG program.

III. Target Population

This program is designed to serve all people who can benefit from the services outlined in this Appendix, and particularly those demonstrating the greatest economic and social need. To ensure that the most vulnerable people are aware of and can benefit from this program, the grantee shall ensure that program services are accessible to:

1. Persons with low to moderate income
2. Persons who are socially isolated

3. Persons with limited English-speaking proficiency
4. Persons from communities of color or communities that have historically been under-served
5. Members of the LGBTQIA+ community
6. Persons at risk of institutionalization

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 the need for supplemental groceries due to food insecurity and is not receiving two (2) meals per day from a DAS funded nutrition partner(s), **and**
6. A person who has the capacity or help to store and handle delivered groceries, **and**
7. A person able to prepare meals at home or has a caregiver who can prepare meals.

V. Description of Services

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

1. Grantee will provide eligible consumers with regularly scheduled delivery of food support to their homes. The food support will be supplied by the DAS Food Assistance Program (FAP) contractor at no cost to the grantee. The food support will include a variety of items from the USDA-defined food groups, offered in sufficient quantities and diversity to enable individuals to prepare at least seven distinct meals per week, following the healthy dietary patterns outlined in the most current version of the Dietary Guidelines for Americans (DGA). The standard delivery frequency will be weekly. The grantee may implement an alternative delivery schedule; however, it must be approved in advance by DAS and not impact program participants' ability to prepare at least one meal per day.
2. Grantee will establish an agreement with the DAS Food Assistance Program (FAP) contractor to receive food support for their home-delivered grocery (HDG) program at no cost. The grantee will have a designated drop site for receiving food, which must be reviewed and approved by the FAP contractor in advance of use. In collaboration with the FAP contractor, the grantee will ensure that the foods provided are culturally appropriate and meet the diverse dietary needs and preferences of the consumer population. To support this, the grantee must establish a feedback loop between clients, the FAP contractor, and itself to continually assess and address consumer needs.
3. Grantee will prepare the food support provided by the FAP contractor for distribution to consumers, ensuring that each distribution food support

contains a selection of USDA-defined food groups—fruits, vegetables, grains, protein foods, and dairy—in sufficient quantities and variety to prepare at least seven diverse meals per week. The grantee will have a system in place to tailor food support at the individual level based on each consumers' expressed preferences whenever possible. This includes avoiding items that consumers have indicated they dislike or cannot use.

4. Grantee will comply with the California Retail Food Code (CRFC) in all aspects of the HDG program. The grantee will ensure that food received from the FAP contractor is handled with the highest standards of food safety by both paid staff and volunteers throughout all stages of program operations, including receiving, storage, packing for distribution, transporting, and delivery.
5. Grantee will ensure sufficient staffing is in place to meet program requirements and will utilize volunteers to support the program. All staff, paid staff and volunteers, must have the appropriate education, experience, and cultural competence to deliver quality services that meet consumers' needs. Additionally, volunteers making deliveries must be screened, including background checks, to ensure consumer safety.
6. Grantee will provide comprehensive orientation and training for all new staff and volunteers to prepare them for their responsibilities. This includes mandatory food safety training, which must be completed before handling food for distribution. The training will emphasize critical practices to prevent foodborne illnesses, such as proper food handling, temperature control, cross-contamination prevention, and safe food storage during transport and delivery.
7. Grantee will conduct in-service training at least twice per year, with one session focused on food safety. The grantee must develop, implement, and maintain a comprehensive training plan that includes both orientation and annual in-service training. This plan, along with documentation verifying the completion of all training, shall be made available to DAS upon request.
8. Grantee will establish and maintain a consumer enrollment process that includes eligibility verification, collection of required consumer data (including SOGI data), and completion of the food security screening. Consumer enrollment in the HDG program will be documented in SF DAS GetCare, ensuring accurate recording of all collected data. Additionally, as part of the enrollment process, the grantee will provide consumers with written program information (e.g., welcome packet) that includes, at minimum, the following: a contact person and phone number for questions, start date, and delivery details such as day of the week, time of day, and frequency.
9. Grantee will implement a re-enrollment process every two years to ensure ongoing eligibility and accurate data collection. This process will include re-verification of consumer eligibility, an updated collection of required consumer data, and a new food security screening. The grantee will update consumer records in SF DAS GetCare to reflect any changes in status or information gathered during the re-enrollment process.

10. Grantee will maintain an internal waitlist for program enrollment if necessary and collaborate with other DAS-funded HDG contractors to minimize waiting times, which may include transferring or referring consumers to other DAS contractors when appropriate. The grantee will ensure that consumers on their internal waitlist are informed about the DAS-funded citywide HDG program and may receive services through the citywide HDG program if space is available. The grantee's internal waitlist shall be made available to DAS upon request.
11. Grantee will conduct outreach activities to connect with the target population(s) and promote program services. Outreach is a core responsibility of the grantee and is essential for informing eligible consumers about the program.
12. Grantee will provide social services tailored to meet the needs of eligible consumers participating in the HDG program. The social services provided through the HDG program may not be reported as deliverables under any other DAS-funded contract. Likewise, services funded and reported under another DAS contract cannot be reported as social services under this HDG program.
13. Grantee will develop and administer an annual consumer satisfaction survey to capture feedback on program outcomes and service quality. The survey will be reviewed and approved by DAS in advance. The results will be shared with DAS by March 15 each year, or on a mutually agreed-upon date. A minimum sample size of 35% of active consumer enrollment at the time the survey is administered will be required.
14. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of staff completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
15. Grantee will ensure that all program staff, regardless of position, receive initial training on elder abuse and mandated reporting. Program staff who interact with consumers must complete this training annually, in accordance with the DAS OCP Policy Memorandum.
16. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy Memorandum. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.
17. Grantee shall have written policies and procedures in place to guide the implementation of the HDG program, ensuring compliance with all applicable DAS OCP Policy Memoranda. These policies and procedures must cover the acceptance and handling of program income, as well as the delivery of activity scheduling, social services, and other program components. The grantee will ensure that these written policies and procedures are consistent with the goals

and requirements of the HDG program and that they are made available to DAS upon request.

18. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share relevant information with their staff and volunteers.
19. Grantee will ensure that DAS funding information is prominently displayed on its websites and publications related to the DAS-funded home-delivered grocery program, in accordance with DAS OCP Policy Memorandum.
20. Grantee will deliver food support to program participants during a major disaster where feasible and appropriate.

VI. Location and Time of Services

The grantee will provide a home-delivered grocery program in the City and County of San Francisco. The grantee will establish a schedule for delivery days, times, and locations, which will be included in the grantee's site chart. The delivery areas in the City, including Supervisorial Districts and neighborhoods, must be identified in the site chart and submitted to DAS OCP in advance for review and approval.

VII. Service Objectives

During the grant term, the grantee shall meet the following service objectives:

Table A	FY 25-26	FY 26-27	FY 27-28	FY 28-29
Number of Unduplicated Consumers	250	250	250	250
Number of Deliveries	10,600	10,600	10,600	10,600
Number of Social Service Hours	436	436	436	436

VIII. Outcome Objectives

On an annual basis, the Grantee will meet the following service objectives:

1. Consumers rate the quality of services they receive as excellent or good. Target: 85%.
2. Consumers feel less worried about getting enough food to meet their needs. Target: 85%
3. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%
4. Consumers report the food support they receive helps them live stably in the community. Target: 85%

IX. Data Collection and Reporting Requirements

1. Grantee shall enter all service objectives into the SF DAS GetCare Service Unit section by the 5th working day of the month for the preceding month.

2. Grantee shall enter monthly reports and metrics into the CARBON database system by the 15th of the following month, ensuring the accuracy and timeliness of these entries. Each report must include:
 - The number of unduplicated consumers served
 - The total units of service provided
3. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The report is due to SFHSA no later than July 31 each year. This report must be submitted in the CARBON system.
4. Grantee will provide ad hoc reports as required by the Department.

For assistance with reporting requirements or submission of reports, contact:
 Margarita.Gatam@sfgov.org
 Contract Manager, Office of Contract Management, SFHSA

or

Julie.Hibarger@sfgov.org
 Nutritionist, Department of Disability and Aging Services, Office of
 Community Partnerships

X. Monitoring Activities

1. Program Monitoring: Program monitoring will include review of client eligibility, and back-up documentation for reporting progress towards meeting service and outcome objectives; compliance to specific program standards and requirements; how participant records are collected and maintained; reporting performance including monthly service unit reports on SF DAS 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 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 III through VIII.
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						Appendix B, Page 1
Grantee/Contractor: Golden Gate Senior Services				Full Term:	7/1/25 - 6/30/29	
Program: HOME-DELIVERED GROCERIES FY25-29				Effective Date:	7/1/2025	
New <input type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> (Check One)				Modification #		
	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29	
Annual # Grocery Bags	10,600	10,600	10,600	10,600	42,400	
DAS Expenditures	Original	Original	Original	Original	Total	
Salaries & Benefits	\$122,692	\$121,374	\$122,692	\$122,692	\$489,450	
Operating Expenses	\$6,289	\$7,607	\$7,607	\$7,607	\$29,110	
Subtotal	\$128,981	\$128,981	\$130,299	\$130,299	\$518,560	
Indirect Percentage (%)	15%	15%	15%	15%	15%	
Indirect Costs (Line 13 X Line 14)	\$19,347	\$19,347	\$18,029	\$18,029	\$74,752	
Consultant/Subcontractor	\$151,672	\$151,672	\$151,672	\$151,672	\$606,688	
Direct Client Pass-Through						
Capital Expenses						
Total DAS Expenses	\$300,000	\$300,000	\$300,000	\$300,000	\$1,200,000	
Non-DAS Expenditures						
Salaries & Benefits	\$11,515	\$11,515	\$11,515	\$11,515	\$46,060	
Operating Expenses	\$2,500	\$2,500	\$2,500	\$2,500	\$10,000	
Consultant/Subcontractor						
Direct Client Pass-Through						
Capital Expenses						
Total NON-DAS Expenses	\$14,015	\$14,015	\$14,015	\$14,015	\$56,060	
TOTAL DAS AND NON-DAS EXPEDITURES	\$314,015	314015	314015	314015	1256060	
HSA / DAS Revenues						
General Fund	\$300,000	\$300,000	\$300,000	\$300,000	\$1,200,000	
State - N/A						
Federal - N/A						
Non-CODB Eligible 4						
Total HSA / DAS Revenues	\$300,000	\$300,000	\$300,000	\$300,000	\$1,200,000	
PER BAG COST, DAS	\$28.30	\$28.30	\$28.30	\$28.30	\$28.30	
NON HSA / DAS Revenues						
GGSS General Fund	\$14,015	\$14,015	\$14,015	\$14,015	\$56,060	
Total NON HSA / DAS Revenues	\$14,015	\$14,015	\$14,015	\$14,015	\$56,060	
PER BAG COST, NON-DAS	\$1.32	\$1.32	\$1.32	\$1.32	\$1.32	
TOTAL DAS AND NON DAS REVENUE	\$314,015	\$314,015	\$314,015	\$314,015	\$1,256,060	
PER BAG COST, DAS & NON-DAS	\$29.62	\$29.62	\$29.62	\$29.62	\$29.62	
Prepared by: Kaleda Walling 3/13/25						
Telephone No. & Email: (415) 405-4660 Kaleda@ggsenior.org						

HSA Budget Form (3/24)

Grantee/Contractor: Golden Gate Senior Services
Program: HOME-DELIVERED GROCERIES FY25-29

Appendix B, Page 2

Salaries & Benefits Detail

DAS Salaries & Benefits	Agency Totals		HSA Program		7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Original	Original	Original	Total
POSITION TITLE									
Bilingual Program Manager	\$68,640	1.00	64%	0.64	\$43,930	\$43,930	\$43,930	\$43,930	\$175,720
Richmond Senior Center (RSC) Director	\$107,120	1.00	30%	0.30	\$32,136	\$26,780	\$32,136	\$32,136	\$123,188
Program Director	\$85,280	1.00	20%	0.20	\$17,056	\$17,056	\$17,056	\$17,056	\$68,224
Operations Manager	\$85,280	1.00	10%	0.10	\$8,528	\$12,792	\$8,528	\$8,528	\$38,376
TOTALS	\$346,320	4.00	1.24	1.24	\$101,650	\$100,558	\$101,650	\$101,650	\$405,508
FRINGE BENEFIT RATE	21%								
EMPLOYEE FRINGE BENEFITS					\$21,042	\$20,816	\$21,042	\$21,042	\$83,942
TOTAL DAS SALARIES & BENEFITS					\$122,692	\$121,374	\$122,692	\$122,692	\$489,450
NON-DAS Salaries & Benefits	Agency Totals		HSA Program		7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Original	Original	Original	Total
POSITION TITLE									
Executive Director	\$126,524	1	5%	0.05	\$6,326	\$6,326	\$6,326	\$6,326	\$25,304
Richmond Senior Center (RSC) Director	\$107,120	1	3%	0.03	\$3,214	\$3,214	\$3,214	\$3,214	\$12,856
TOTALS	\$233,644	2.00	0.08	0.08	\$9,540	\$9,540	\$9,540	\$9,540	\$38,160
FRINGE BENEFIT RATE	21%								
EMPLOYEE FRINGE BENEFITS					\$1,975	\$1,975	\$1,975	\$1,975	\$7,900
Total NON-DAS SALARIES & BENEFITS					\$11,515	\$11,515	\$11,515	\$11,515	\$46,060
Total DAS and NON-DAS Salaries and Benefits									

HSA Budget Form (3/24)

Grantee/Contractor: Golden Gate Senior Services
Program: HOME-DELIVERED GROCERIES FY25-29

Appendix B, Page 3

Operating Expenses Detail

	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/28 - 6/30/29 Original	7/1/25 - 6/30/29 Total
Annual # Grocery Bags	10,600	10,600	10,600	10,600	42,400
DAS Operating Expenses					
Expenditure Category					
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage	\$528	\$846	\$846	\$846	\$3,066
Building Maintenance Supplies and Repair					
Printing and Reproduction	\$3,200	\$3,200	\$3,200	\$3,200	\$12,800
Insurance					
Staff Training	\$500	\$500	\$500	\$500	\$2,000
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
Other					
Programs and Events Consumables	\$2,061	\$3,061	\$3,061	\$3,061	\$11,244
Total DAS Operating Expense	\$6,289	\$7,607	\$7,607	\$7,607	\$29,110
NON-DAS Operating Expenses					
Expenditure Category					
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage	\$1,000	\$1,000	\$1,000	\$1,000	\$4,000
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
Other					
Programs and Events Consumables	\$1,500	\$1,500	\$1,500	\$1,500	\$6,000
Total NON-DAS Operating Expense	\$2,500	\$2,500	\$2,500	\$2,500	\$10,000
Total DAS & NON-DAS Operating Expense	\$8,789	\$10,107	\$10,107	\$10,107	\$39,110

HSA Budget Form (3/24)

Grantee/Contractor: Golden Gate Senior Services
Program: HOME-DELIVERED GROCERIES FY25-29

Appendix B, Page 4

Subcontractors-Pass Thru

	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/28 - 6/30/29 Original	7/1/25 - 6/30/29 Total
<u>DAS Consultant/Subcontractor</u>					
The Richmond Neighborhood Center	\$151,672	\$151,672	\$151,672	\$151,672	\$606,688
<u>Total DAS Consultant/Subcontractor</u>	\$151,672	\$151,672	\$151,672	\$151,672	\$606,688
<u>DAS Direct Client Pass-Through</u>					
<u>Total DAS Direct Client Pass-Through</u>					
<u>NON-DAS Consultant/Subcontractor</u>					
<u>Total NON-DAS Consultant/Subcontractor</u>					
<u>NON-DAS Direct Client Pass-Through</u>					
<u>Total NON-DAS Direct Client Pass-Through</u>					
<u>Total DAS & NON-DAS Consultant/ Subcontractor, Direct Client Pass-Through</u>	\$151,672	\$151,672	\$151,672	\$151,672	\$606,688

HSA Budget Form (3/24)

DEPARTMENT OF DISABILITY AND AGING SERVICES OFFICE OF COMMUNITY PARTNERSHIP HOME-DELIVERED GROCERY PROGRAM				
AGENCY:	Golden Gate Senior Services			
MAILING ADDRESS:	6221 Geary Blvd., 3rd Floor, San Francisco, CA 94121			
DIRECTOR:	Christine Ness	cness@ggsenior.org	(415) 876-3333	
PROGRAM MANAGER	Joey Yu	jyu@ggsenior.org	(415) 525-2571	
Route Name/Number	RNC	George Peabody	Lafayette	
Name/location of HDG drop site (where food is delivered & packed for delivery to clients)	Richmond Neighborhood Center	George Peabody Elementary School	Lafayette Elementary School	
Address and Zip	741 30th Avenue San Francisco, 94121	251 6th Avenue San Francisco, 94118	4545 Anza Street San Francisco, 94121	
Phone Number	(415)751-6600	(415) 750-8480	(415) 750-8483	
Neighborhood/ Geographic Delivery Service Area	Richmond District	Richmond District	Richmond District	
Supervisory District #	1	1	1	
Delivery Days	___ Mon ___ Tues ___ Wed <u> X </u> Thurs ___ Fri ___ Sat ___ Sun	<u> X </u> Mon ___ Tues ___ Wed ___ Thurs ___ Fri ___ Sat ___ Sun	___ Mon <u> X </u> Tues ___ Wed ___ Thurs ___ Fri ___ Sat ___ Sun	
Hours Office Open	8:30 - 6:00 p.m.	8:30 - 6:00 p.m.	8:30 - 6:00 p.m.	
Grocery Delivery Schedule (start & end time)	2:00 - 6:00 p.m.	2:00 - 6:00 p.m.	2:00 - 6:00 p.m.	
Number of Unduplicated Consumers	86	79	85	250
Number of Deliveries	3,534	3,533	3,533	10,600
Number of service days per year	51	51	51	153
Average number of grocery bags delivered per service day	69	69	69	69

Appendix A – Services to be Provided

Chinatown Community Development Center Home-Delivered Grocery (HDG) Program July 1, 2025 to June 30, 2029

I. Purpose of Grant

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. An HDG program facilitates the delivery of food support to the homes of eligible consumers. The program mitigates the risk of food insecurity, promotes the consumption of healthy 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	Chinatown Community Development Center
Adult with a Disability	A person 18-59 years of age with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	SFHSA's web-based Contracts Administration, Reporting, and Billing On-line System.
City	City and County of San Francisco, a municipal corporation.
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
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.

Dietary Guidelines for Americans (DGA)	Evidence-based food and beverage recommendations for Americans ages two (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).
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Food Assistance Program (FAP) Contractor	San Francisco Marin Food Bank.
Food Security Screening	A two-question validated screening tool designed to assess an individual's food security status.
Food Support	A selection of food items supplied by the FAP contractor for distribution and delivery to consumers enrolled in the HDG program. The food items must come from USDA-defined food groups and be offered in sufficient quantities and variety to allow the individual to prepare at least seven diverse meals that adhere to the Dietary Guidelines for Americans (DGA).
LGBTQIA+	An acronym/term used to refer to persons who self-identify as non- heterosexual and/or whose gender identity does not correspond to their sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income	Having income at or below 200% 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 participation is not means tested. Consumers self-report income status.
OCP	Office of Community Partnerships.
Older Adult	Person who is 60 years or older, used interchangeably with "senior".
Senior	Person who is 60 years or older, used interchangeably with "older adult".
SF DAS 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.
SFHSA	San Francisco Human Services Agency.
Single Room Occupancy (SRO)	A type of residential property where individual tenants rent single rooms and share facilities as bathrooms, kitchens, and sometimes common living spaces.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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>).
Supervisory District (District)	There are eleven supervisory districts in the City and County of San Francisco. A map of each district can be found at: https://www.sf.gov/maps
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer participation in SF DAS GetCare through program enrollment.
Unit of Service (UOS)	One delivery of food support to an eligible consumer enrolled in the HDG program.

III. Target Population

This program is designed to serve all people who can benefit from the services outlined in this Appendix, and particularly those demonstrating the greatest economic and social need. To ensure that the most vulnerable people are aware of and can benefit from this program, the grantee shall ensure that program services are accessible to:

1. Persons with low to moderate income
2. Persons who are socially isolated
3. Persons with limited English-speaking proficiency
4. Persons from communities of color or communities that have historically been under-served
5. Members of the LGBTQIA+ community
6. Persons at risk of institutionalization

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 the need for supplemental groceries due to food insecurity and is not receiving two (2) meals per day from a DAS funded nutrition partner(s), **and**
6. A person who has the capacity or help to store and handle delivered groceries, **and**
7. A person able to prepare meals at home or has a caregiver who can prepare meals.

V. Description of Services

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

1. Grantee will provide eligible consumers with regularly scheduled delivery of food support to their homes. The food support will be supplied by the DAS Food Assistance Program (FAP) contractor at no cost to the grantee. The food support will include a variety of items from the USDA-defined food groups, offered in sufficient quantities and diversity to enable individuals to prepare at least seven distinct meals per week, following the healthy dietary patterns outlined in the most current version of the Dietary Guidelines for Americans (DGA). The standard delivery frequency will be weekly. The grantee may implement an alternative delivery schedule; however, it must be approved in advance by DAS and not impact program participants' ability to prepare at least one meal per day.
2. Grantee will establish an agreement with the DAS Food Assistance Program (FAP) contractor to receive food support for their home-delivered grocery (HDG) program at no cost. The grantee will have a designated drop site for receiving food, which must be reviewed and approved by the FAP contractor in advance of use. In collaboration with the FAP contractor, the grantee will ensure that the foods provided are culturally appropriate and meet the diverse dietary needs and preferences of the consumer population. To support this, the grantee must establish a feedback loop between clients, the FAP contractor, and itself to continually assess and address consumer needs.
3. Grantee will host a weekly food pantry in Supervisorial District 3 in collaboration with the FAP contractor. The grantee is responsible for securing the site for the weekly food pantry and establishing any related subcontract performance agreements or memorandums of understanding (MOUs) with the site partner. The grantee will facilitate the use of consumer proxies to deliver food support from the pantry site to eligible HDG consumers when feasible.
4. Grantee will prepare the food support provided by the FAP contractor for distribution to consumers, ensuring that each distribution food support contains a selection of USDA-defined food groups—fruits, vegetables, grains, protein foods, and dairy—in sufficient quantities and variety to prepare at least seven diverse meals per week. The grantee will have a system in place to tailor food support at the individual level based on each consumers' expressed preferences whenever possible. This includes avoiding items that consumers have indicated they dislike or cannot use.
5. Grantee will comply with the California Retail Food Code (CRFC) in all aspects of the HDG program. The grantee will ensure that food received from

the FAP contractor is handled with the highest standards of food safety by both paid staff and volunteers throughout all stages of program operations, including receiving, storage, packing for distribution, transporting, and delivery.

6. Grantee will ensure sufficient staffing is in place to meet program requirements and will utilize volunteers to support the program. All staff, paid staff and volunteers, must have the appropriate education, experience, and cultural competence to deliver quality services that meet consumers' needs. Additionally, volunteers making deliveries must be screened, including background checks, to ensure consumer safety.
7. Grantee will provide comprehensive orientation and training for all new staff and volunteers to prepare them for their responsibilities. This includes mandatory food safety training, which must be completed before handling food for distribution. The training will emphasize critical practices to prevent foodborne illnesses, such as proper food handling, temperature control, cross-contamination prevention, and safe food storage during transport and delivery.
8. Grantee will conduct in-service training at least twice per year, with one session focused on food safety. The grantee must develop, implement, and maintain a comprehensive training plan that includes both orientation and annual in-service training. This plan, along with documentation verifying the completion of all training, shall be made available to DAS upon request.
9. Grantee will establish and maintain a consumer enrollment process that includes eligibility verification, collection of required consumer data (including SOGI data), and completion of the food security screening. Consumer enrollment in the HDG program will be documented in SF DAS GetCare, ensuring accurate recording of all collected data. Additionally, as part of the enrollment process, the grantee will provide consumers with written program information (e.g., welcome packet) that includes, at minimum, the following: a contact person and phone number for questions, start date, and delivery details such as day of the week, time of day, and frequency.
10. Grantee will implement a re-enrollment process every two years to ensure ongoing eligibility and accurate data collection. This process will include re-verification of consumer eligibility, an updated collection of required consumer data, and a new food security screening. The grantee will update consumer records in SF DAS GetCare to reflect any changes in status or information gathered during the re-enrollment process.
11. Grantee will maintain an internal waitlist for program enrollment if necessary and collaborate with other DAS-funded HDG contractors to minimize waiting times, which may include transferring or referring consumers to other DAS contractors when appropriate. The grantee will ensure that consumers on their internal waitlist are informed about the DAS-funded citywide HDG program and may receive services through the citywide HDG program if space is available. The grantee's internal waitlist shall be made available to DAS upon request.

12. Grantee will conduct outreach activities to connect with the target population(s) and promote program services. Outreach is a core responsibility of the grantee and is essential for informing eligible consumers about the program. Outreach efforts will specifically focus on individuals living in single room occupancy (SRO) units located in Supervisorial District 3 to support the service objectives outlined in this Appendix A.
13. Grantee will develop and administer an annual consumer satisfaction survey to capture feedback on program outcomes and service quality. The survey will be reviewed and approved by DAS in advance. The results will be shared with DAS by March 15 each year, or on a mutually agreed-upon date. A minimum sample size of 35% of active consumer enrollment at the time the survey is administered will be required.
14. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of staff completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
15. Grantee will ensure that all program staff, regardless of position, receive initial training on elder abuse and mandated reporting. Program staff who interact with consumers must complete this training annually, in accordance with the DAS OCP Policy Memorandum.
16. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy Memorandum. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.
17. Grantee shall maintain written policies and procedures to guide the implementation of the HDG program, ensuring compliance with all applicable DAS OCP Policy Memoranda. These policies must include guidelines for the acceptance and handling of program income and shall be made available to DAS upon request. The grantee will ensure that all policies and procedures align with the goals and requirements of the HDG program and that they are made available to DAS upon request.
18. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share relevant information with their staff and volunteers.
19. Grantee will ensure that DAS funding information is prominently displayed on its websites and publications related to the DAS-funded home-delivered grocery program, in accordance with DAS OCP Policy Memorandum.
20. Grantee will deliver food support to program participants during a major disaster where feasible and appropriate.

VI. Location and Time of Services

The grantee will provide a home-delivered grocery program in the City and County of San Francisco. The grantee will establish a schedule for delivery days, times, and locations, which will be included in the grantee's site chart. The delivery locations in the City, including Supervisorial Districts and neighborhoods, must be identified in the site chart and submitted to DAS OCP in advance for review and approval.

VII. Service Objectives

During the grant term, the grantee shall meet the following service objectives:

Table A	FY 25-26	FY 26-27	FY 27-28	FY 28-29
Number of Unduplicated Consumers	90	90	90	90
Number of Deliveries	4,500	4,500	4,500	4,500

1. 80% of the UDC enrolled in the HDG program will live in District 3.
2. 65% of the UDC enrolled in the HDG program will live in an SRO located in District 3.

VIII. Outcome Objectives

On an annual basis, the Grantee will meet the following service objectives:

1. Consumers rate the quality of services they receive as excellent or good. Target: 85%.
2. Consumers feel less worried about getting enough food to meet their needs. Target: 85%
3. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%
4. Consumers report the food support they receive helps them live stably in the community. Target: 85%

IX. Data Collection and Reporting Requirements

1. Grantee shall enter all service objectives into the SF DAS GetCare Service Unit section by the 5th working day of the month for the preceding month.
2. Grantee shall enter monthly reports and metrics into the CARBON database system by the 15th of the following month, ensuring the accuracy and timeliness of these entries. Each report must include:
 - The number of unduplicated consumers served
 - The total units of service provided
3. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The report is due to SFHSA no later than July 31 each year. This report must be submitted in the CARBON system.
4. Grantee will provide ad hoc reports as required by the Department.

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

Margarita.Gatam@sfgov.org

Contract Manager, Office of Contract Management, SFHSA

or

Tiffany.Kearney@sfgov.org

Lead Nutritionist, Department of Disability and Aging Services, Office of
Community Partnerships

X. Monitoring Activities

1. Program Monitoring: Program monitoring will include review of client eligibility, and back-up documentation for reporting progress towards meeting service and outcome objectives; compliance to specific program standards and requirements; how participant records are collected and maintained; reporting performance including monthly service unit reports on SF DAS 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 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 III through VIII.
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						Appendix B, Page 1
Grantee/Contractor: Chinatown Community Development Center				Full Term:	7/1/25 - 6/30/29	
Program: HOME DELIVERED GROCERIES FY25-29				Effective Date:	7/1/2025	
New <input type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> (Check One)				Modification #		
	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29	
Annual # Grocery Bags	4,500	4,500	4,500	4,500	18,000	
DAS Expenditures	Original	Original	Original	Original	Total	
Salaries & Benefits	\$5,605	\$5,605	\$5,605	\$5,605	\$22,420	
Operating Expenses	\$25,000	\$25,000	\$25,000	\$25,000	\$100,000	
Subtotal	\$30,605	\$30,605	\$30,605	\$30,605	\$122,420	
Indirect Percentage (%)	15%	15%	15%	15%	15%	
Indirect Costs (Line 16 X Line 15)	\$4,591	\$4,591	\$4,591	\$4,591	\$18,364	
Consultant/Subcontractor	\$2,304	\$2,304	\$2,304	\$2,304	\$9,216	
Direct Client Pass-Through						
Capital Expenses						
Total DAS Expenses	\$37,500	\$37,500	\$37,500	\$37,500	\$150,000	
Non-DAS Expenditures						
Salaries & Benefits						
Operating Expenses						
Consultant/Subcontractor	\$126,450	\$126,450	\$126,450	\$126,450	\$505,800	
Direct Client Pass-Through						
Capital Expenses						
Total NON-DAS Expenses	\$126,450	\$126,450	\$126,450	\$126,450	\$505,800	
TOTAL DAS AND NON DAS EXPEDITURES						
	\$163,950	\$163,950	\$163,950	\$163,950	\$655,800	
HSA / DAS Revenues						
General Fund	\$37,500	\$37,500	\$37,500	\$37,500	\$150,000	
State - N/A						
Federal - N/A						
Total HSA / DAS Revenues	\$37,500	\$37,500	\$37,500	\$37,500	\$150,000	
PER BAG COST, DAS	\$8	\$8	\$8	\$8	\$8	
NON HSA / DAS Revenues						
PCC In-kind Volunteer Staffing	\$102,450	\$102,450	\$102,450	\$102,450	\$409,800	
PCC In-kind Facility Usage (Rent)	\$12,000	\$12,000	\$12,000	\$12,000	\$48,000	
PCC In-kind Joice Street Parking	\$12,000	\$12,000	\$12,000	\$12,000	\$48,000	
Total NON HSA / DAS Revenues	\$126,450	\$126,450	\$126,450	\$126,450	\$505,800	
PER BAG COST, NON-DAS	\$28	\$28	\$28	\$28	\$28	
TOTAL DAS AND NON DAS REVENUE						
	\$163,950	\$163,950	\$163,950	\$163,950	\$655,800	
PER BAG COST, DAS & NON-DAS	\$36	\$36	\$36	\$36	\$36	
Prepared by: Wai Ching Kwan						
Telephone No. & Email: (415) 984-1459 waiching.kwan@chinatowncdc.org				HSA Budget Form (3/24)		

Grantee/Contractor: Chinatown Community Development Center
Program: HOME DELIVERED GROCERIES FY25-29

Appendix B, Page 2

Salaries & Benefits Detail

DAS Salaries & Benefits	Agency Totals		HSA Program		7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Original	Original	Original	Total
Director of Program Operations & Administration	\$133,099	1.00	3%	0.03	\$4,268	\$4,268	\$4,268	\$4,268	\$17,072
TOTALS	\$133,099	1.00	0.03	0.03	\$4,268	\$4,268	\$4,268	\$4,268	\$17,072
FRINGE BENEFIT RATE	31%								
EMPLOYEE FRINGE BENEFITS					\$1,337	\$1,337	\$1,337	\$1,337	\$5,348
TOTAL DAS SALARIES & BENEFITS					\$5,605	\$5,605	\$5,605	\$5,605	\$22,420
NON-DAS Salaries & Benefits	Agency Totals		HSA Program		7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Original	Original	Original	Total
TOTALS									
FRINGE BENEFIT RATE									
EMPLOYEE FRINGE BENEFITS									
TOTAL NON-DAS SALARIES & BENEFITS									
Total DAS and NON-DAS Salaries and Benefits					\$5,605	\$5,605	\$5,605	\$5,605	\$22,420

HSA Budget Form (3/24)

Grantee/Contractor: Chinatown Community Development Center
 Program: HOME DELIVERED GROCERIES FY25-29

Appendix B, Page 3

Operating Expenses Detail

	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/28 - 6/30/29 Original	7/1/25 - 6/30/29 Total
Annual # Grocery Bags	4,500	4,500	4,500	4,500	18,000
<u>DAS Operating Expenses</u>					
<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>Consulting/Professional Services</u>					
Presbyterian Church in Chinatown (PCC)	\$25,000	\$25,000	\$25,000	\$25,000	\$100,000
<u>Other</u>					
Total DAS Operating Expense	\$25,000	\$25,000	\$25,000	\$25,000	\$100,000
<u>NON-DAS Operating Expenses</u>					
<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>Consulting/Professional Services</u>					
<u>Other</u>					
Total NON-DAS Operating Expense					
Total DAS & NON-DAS Operating Expense	\$25,000	\$25,000	\$25,000	\$25,000	\$100,000

HSA Budget Form (3/24)

Grantee/Contractor: Chinatown Community Development Center
Program: HOME DELIVERED GROCERIES FY25-29

Appendix B, Page 4

Subcontractors-Pass Thru

	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/28 - 6/30/29 Original	7/1/25 - 6/30/29 Total
<u>DAS Consultant/Subcontractor</u>					
Presbyterian Church in Chinatown (PCC)	\$2,304	\$2,304	\$2,304	\$2,304	\$9,216
<u>Total DAS Consultant/Subcontractor</u>	\$2,304	\$2,304	\$2,304	\$2,304	\$9,216
<u>DAS Direct Client Pass-Through</u>					
<u>Total DAS Direct Client Pass-Through</u>					
<u>NON-DAS Consultant/Subcontractor</u>					
PCC in-kind volunteer staffing	\$102,450	\$102,450	\$102,450	\$102,450	\$409,800
PCC in-kind facility usage (rent)	\$12,000	\$12,000	\$12,000	\$12,000	\$48,000
PCC in-kind Joice Street parking	\$12,000	\$12,000	\$12,000	\$12,000	\$48,000
<u>Total NON-DAS Consultant/Subcontractor</u>	\$126,450	\$126,450	\$126,450	\$126,450	\$505,800
<u>NON-DAS Direct Client Pass-Through</u>					
<u>Total NON-DAS Direct Client Pass-Through</u>					
<u>Total DAS & NON-DAS Consultant/ Subcontractor, Direct Client Pass-Through</u>	\$128,754	\$128,754	\$128,754	\$128,754	\$515,016

HSA Budget Form (3/24)

DEPARTMENT OF DISABILITY AND AGING SERVICES OFFICE OF COMMUNITY PARTNERSHIP HOME-DELIVERED GROCERY PROGRAM						
AGENCY:	Chinatown Community Development Center					
MAILING ADDRESS:	615 Grant Avenue, San Francisco, CA 94108					
DIRECTOR:	Malcolm Yeung	EMAIL: myeung@chinatowncdc.org	PHONE NO.:	415-984-1450		
PROGRAM MANAGER	Wai Ching Kwan	EMAIL: waiching.kwan@chinatowncdc.org	PHONE NO.:	415-984-1450		
Route Name/Number	Chinatown					
Name/location of HDG drop site (where food is delivered & packed for delivery to clients)	Presbyterian Church in Chinatown (PCC)					
Address and Zip	925 Stockton Street San Francisco, CA 94108					
Phone Number	415-392-1500					
Neighborhood/ Geographic Delivery Service Area	Chinatown/North Beach					
Supervisory District #	3					
Delivery Days	___Mon ___Tues ___Wed ___Thurs ___Fri ___X___Sat ___Sun	___Mon ___Tues ___Wed ___Thurs ___Fri ___Sat ___Sun	___Mon ___Tues ___Wed ___Thurs ___Fri ___Sat ___Sun	___Mon ___Tues ___Wed ___Thurs ___Fri ___Sat ___Sun	___Mon ___Tues ___Wed ___Thurs ___Fri ___Sat ___Sun	
Hours Office Open	Saturdays, 9 am to 2 pm					
Grocery Delivery Schedule (start & end time)	10:30 am to 1:00 pm					
Number of Unduplicated Consumers	90					90
Number of Deliveries	90					90
Number of service days per year	52					52
Average number of grocery bags delivered per service day	90					90

Appendix A – Services to be Provided

San Francisco Marin Food Bank Home-Delivered Grocery (HDG) Program

July 1, 2025 to June 30, 2029

I. Purpose of Grant

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. An HDG program facilitates the delivery of food support to the homes of eligible consumers. 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	San Francisco Marin Food Bank
Adult with a Disability	A person 18-59 years of age with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transferring, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	SFHSA's web-based Contracts Administration, Reporting, and Billing On-line System.
City	City and County of San Francisco, a municipal corporation.
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
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.
Dietary Guidelines for Americans (DGA)	Evidence-based food and beverage recommendations for Americans ages two (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).
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Food Assistance Program (FAP) Contractor	San Francisco Marin Food Bank.
Food Security Screening	A two-question validated screening tool designed to assess an individual's food security status.
Food Support	A selection of food items supplied by the FAP contractor for distribution and delivery to consumers enrolled in the HDG program. The food items must come from USDA-defined food groups and be offered in sufficient quantities and variety to allow the individual to prepare at least seven diverse meals that adhere to the Dietary Guidelines for Americans (DGA).
LGBTQIA+	An acronym/term used to refer to persons who self-identify as non- heterosexual and/or whose gender identity does not correspond to their sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income	Having income at or below 200% 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 participation is not means tested. Consumers self-report income status.
OCP	Office of Community Partnerships.

Older Adult	Person who is 60 years or older, used interchangeably with “senior”.
Senior	Person who is 60 years or older, used interchangeably with “older adult”.
SF DAS 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.
SFHSA	San Francisco Human Services Agency.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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>).
Supervisory District (District)	There are eleven supervisory districts in the City and County of San Francisco. A map of each district can be found at: https://www.sf.gov/maps
Unduplicated Consumer (UDC)	An individual who participates in the HDG program and the grantee reflects consumer participation in SF DAS GetCare through program enrollment.
Unit of Service (UOS)	One delivery of food support to an eligible consumer enrolled in the HDG program.

III. Target Population

This program is designed to serve all people who can benefit from the services outlined in this Appendix, and particularly those demonstrating the greatest economic and social need. To ensure that the most vulnerable people are aware of and can benefit from this program, the grantee shall ensure that program services are accessible to:

1. Persons with low to moderate income
2. Persons who are socially isolated
3. Persons with limited English-speaking proficiency
4. Persons from communities of color or communities that have historically been under-served
5. Members of the LGBTQIA+ community
6. Persons at risk of institutionalization

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 the need for supplemental groceries due to food insecurity and is not receiving two (2) meals per day from a DAS funded nutrition partner(s), **and**
6. A person who has the capacity or help to store and handle delivered groceries, **and**
7. A person able to prepare meals at home or has a caregiver who can prepare meals.

V. **Description of Services**

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

1. Grantee will provide eligible consumers with regularly scheduled delivery of food support to their homes, covering all supervisorial districts and neighborhoods throughout the City. The food support will be supplied by the DAS Food Assistance Program (FAP) contractor at no cost to the grantee. The food support will include a variety of items from the USDA-defined food groups, offered in sufficient quantities and diversity to enable individuals to prepare at least seven distinct meals per week, following the healthy dietary patterns outlined in the most current version of the Dietary Guidelines for Americans (DGA). The standard delivery frequency will be weekly. The grantee may implement an alternative delivery schedule; however, it must be approved in advance by DAS and not impact program participants' ability to prepare at least one meal per day.
2. Grantee will establish an agreement with the DAS Food Assistance Program (FAP) contractor to receive food support for their home-delivered grocery (HDG) program at no cost. The grantee will have a designated drop site for receiving food, which must be reviewed and approved by the FAP contractor in advance of use. In collaboration with the FAP contractor, the grantee will ensure that the foods provided are culturally appropriate and meet the diverse dietary needs and preferences of the consumer population. To support this, the grantee must establish a feedback loop between clients, the FAP contractor, and itself to continually assess and address consumer needs.
3. Grantee will prepare the food support provided by the FAP contractor for distribution to consumers, ensuring that each distribution food support contains a selection of USDA-defined food groups—fruits, vegetables, grains, protein foods, and dairy—in sufficient quantities and variety to prepare at least seven diverse meals per week. The grantee will have a system in place to tailor food support at the individual level based on each consumers' expressed preferences whenever possible. This includes avoiding items that consumers have indicated they dislike or cannot use.
4. Grantee will comply with the California Retail Food Code (CRFC) in all aspects of the HDG program. The grantee will ensure that food received from the FAP contractor is handled with the highest standards of food safety by

both paid staff and volunteers throughout all stages of program operations, including receiving, storage, packing for distribution, transporting, and delivery.

5. Grantee will conduct citywide and neighborhood-targeted outreach to community stakeholders, including food pantries, to support the HDG program's delivery services. Priority will be given to recruiting partners who can leverage their own resources to improve cost efficiency by utilizing existing community infrastructure. The grantee will also facilitate the use of consumer proxies, when feasible, to deliver food from pantry sites to eligible HDG consumers. Additionally, the grantee will establish and manage subcontract performance agreements or memorandums of understanding (MOUs) with delivery partners. As part of this process, the grantee will develop and implement a clear onboarding process to communicate program expectations. The grantee will monitor delivery partners at least once every two years to ensure compliance with safe food handling practices throughout the program, from the receipt of food to its delivery to consumers."
6. Grantee will ensure sufficient staffing is in place to meet program requirements and will utilize volunteers to support the program. All staff, paid and volunteers and including delivery partner staff, must have the appropriate education, experience, and cultural competence to provide quality services that meet consumers' needs. Additionally, volunteers making deliveries must be screened, including background checks, to ensure consumer safety.
7. Grantee will provide comprehensive orientation and training for all new staff and volunteers to prepare them for their responsibilities. This includes mandatory food safety training, which must be completed before handling food for distribution. The training will emphasize critical practices to prevent foodborne illnesses, such as proper food handling, temperature control, cross-contamination prevention, and safe food storage during transport and delivery.
8. Grantee will conduct in-service training at least twice per year, with one session focused specifically on food safety. The grantee must develop, implement, and maintain a comprehensive training plan that includes both orientation and annual in-service training. This plan, along with documentation verifying the completion of all training, shall be made available to DAS upon request.
9. Grantee will establish and maintain a consumer enrollment process that includes eligibility verification, collection of required consumer data (including SOGI data), and completion of the food security screening. Consumer enrollment in the HDG program will be documented in SF DAS GetCare, ensuring accurate recording of all collected data. Additionally, as part of the enrollment process, the grantee will provide consumers with written program information (e.g., welcome packet) that includes, at minimum, the following: a contact person and phone number for questions, start date, and delivery details such as day of the week, time of day, and frequency.
10. Grantee will implement a re-enrollment process every two years to ensure ongoing eligibility and accurate data collection. This process will include re-

- verification of consumer eligibility, an updated collection of required consumer data, and a new food security screening. The grantee will update consumer records in SF DAS GetCare to reflect any changes in status or information gathered during the re-enrollment process.
11. Grantee will be the main point of contact and administrator for handling all referrals for the citywide HDG program. The grantee will serve as repository for HDG referrals for DAS consumers, acting as the central entity responsible for receiving, managing, and coordinating referrals for the citywide HDG program. The grantee will screen referrals to assess consumer eligibility, create a tracking system for referrals, and establish and maintain a waitlist for the program.
 12. Grantee will monitor the HDG waitlist and coordinate quarterly meetings with all DAS funded HDG contractors to facilitate connections to their program when appropriate and to provide technical assistance as needed. For consumers on the waitlist for sixty (60) days or longer, the grantee will conduct check-in calls to confirm continued interest in receiving services. The grantee will provide DAS with a waitlist status report upon request.
 13. Grantee will conduct outreach activities to connect with the target population(s) and promote program services. Outreach is a core responsibility of the grantee and is essential for informing eligible consumers about the program.
 14. Grantee will develop and administer an annual consumer satisfaction survey to capture feedback on program outcomes and service quality. The survey will be reviewed and approved by DAS in advance. The results will be shared with DAS by March 15 each year, or on a mutually agreed-upon date. A minimum sample size of 35% of active consumer enrollment at the time the survey is administered will be required.
 15. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of staff completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
 16. Grantee will ensure that all program staff, regardless of position, receive initial training on elder abuse and mandated reporting. Program staff who interact with consumers must complete this training annually, in accordance with the DAS OCP Policy Memorandum.
 17. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy Memorandum. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.
 18. Grantee shall maintain written policies and procedures to guide the implementation of the HDG program, ensuring compliance with all applicable DAS OCP Policy Memoranda. These policies must include guidelines for the

acceptance and handling of program income and shall be made available to DAS upon request. The grantee will ensure that all policies and procedures align with the goals and requirements of the HDG program and that they are made available to DAS upon request.

19. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share relevant information with their staff, volunteers, and delivery partners.
20. Grantee will ensure that DAS funding information is prominently displayed on its websites and publications related to the DAS-funded home-delivered grocery program, in accordance with DAS OCP Policy Memorandum.
21. Grantee will deliver food support to program participants during a major disaster where feasible and appropriate.

VI. Location and Time of Services

The grantee will provide a home-delivered grocery program in the City and County of San Francisco. Deliveries will be made in all the supervisorial districts and inclusive of all neighborhoods. The grantee will establish a schedule for delivery days and times, which will be included in the grantee's site chart. This chart must be submitted to DAS OCP in advance for review and approval.

VII. Service Objectives

During the grant term, the grantee shall meet the following service objectives:

Table A	FY 25-26	FY 26-27	FY 27-28	FY 28-29
Number of Unduplicated Consumers	2,981	2,981	2,981	2,981
Number of Deliveries	155,000	155,000	155,000	155,000

VIII. Outcome Objectives

On an annual basis, the Grantee will meet the following service objectives:

1. Consumers rate the quality of services they receive as excellent or good.
Target: 85%.
2. Consumers feel less worried about getting enough food to meet their needs.
Target: 85%
3. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%
4. Consumers report the food support they receive helps them live stably in the community. Target: 85%

IX. Data Collection and Reporting Requirements

1. Grantee shall enter all service objectives into the SF DAS GetCare Service Unit section by the 5th working day of the month for the preceding month.
2. Grantee shall enter monthly reports and metrics into the CARBON database system by the 15th of the following month, ensuring the accuracy and timeliness of these entries. Each report must include:
 - The number of unduplicated consumers served
 - The total units of service provided

3. Grantee shall issue a fiscal closeout report at the end of the fiscal year. The report is due to SFHSA no later than July 31 each year. This report must be submitted in the CARBON system.
4. Grantee will provide ad hoc reports as required by the Department.

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

Emmy.Miller@sfgov.org
Contract Manager, Office of Contract Management, SFHSA

or

Tiffany.Kearney@sfgov.org
Lead Nutritionist and Program Analyst, Department of Disability and Aging
Services, Office of Community Partnerships

X. Monitoring Activities

1. Program Monitoring: Program monitoring will include review of client eligibility, and back-up documentation for reporting progress towards meeting service and outcome objectives; compliance to specific program standards and requirements; how participant records are collected and maintained; reporting performance including monthly service unit reports on SF DAS 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 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 III through VIII.
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

Grantee/Contractor: SF Marin Food Bank				Full Term:	7/1/25 - 6/30/29
Program: Home-Delivered Groceries				Effective Date:	7/1/2025
New <input type="checkbox"/> Modification <input type="checkbox"/> Revisor <input type="checkbox"/> (Check One)				Modification #	
	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/25 - 6/30/29
Annual # Grocery Bags	155000	155000	155000	155000	620000
DAS Expenditures	Original	Original	Original	Original	Total
Salaries & Benefits	\$496,049	\$496,049	\$496,049	\$496,049	\$1,984,196
Operating Expenses					
Subtotal	\$496,049	\$496,049	\$496,049	\$496,049	\$1,984,196
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$74,398	\$74,398	\$74,398	\$74,398	\$297,592
Consultant/Subcontractor	\$307,120	\$307,120	\$307,120	\$307,120	\$1,228,480
Direct Client Pass-Through					
Capital Expenses					
Total DAS Expenses	\$877,567	\$877,567	\$877,567	\$877,567	\$3,510,268
Non-DAS Expenditures					
Salaries & Benefits	\$609,610	\$609,610	\$609,610	\$609,610	\$2,438,440
Operating Expenses					
Consultant/Subcontractor	\$55,159	\$55,159	\$55,159	\$55,159	\$220,636
Direct Client Pass-Through					
Capital Expenses					
Total NON-DAS Expenses	\$664,769	\$664,769	\$664,769	\$664,769	\$2,659,076
TOTAL DAS AND NON DAS EXPEDITURES	\$1,542,336	\$1,542,336	\$1,542,336	\$1,542,336	\$6,169,344
HSA / DAS Revenues					
General Fund	\$877,567	\$877,567	\$877,567	\$877,567	\$3,510,268
State					
Federal					
Total HSA / DAS Revenues	\$877,567	\$877,567	\$877,567	\$877,567	\$3,510,268
NON HSA / DAS Revenues					
General Operating	\$664,769	\$664,769	\$664,769	\$664,769	\$2,659,076
Total NON HSA / DAS Revenues	\$664,769	\$664,769	\$664,769	\$664,769	\$2,659,076
TOTAL DAS AND NON DAS REVENUE	\$1,542,336	\$1,542,336	\$1,542,336	\$1,542,336	\$6,169,344
Prepared by: Trish Moyce					
Telephone No. & Email: (415) 702-5690 / tmoyce@sfmfoodbank.org				HSA Budget Form (3/24)	

Grantee/Contractor: SF Marin Food Bank																	Appendix B, Page 2										
Program: Home-Delivered Groceries																											
Salaries & Benefits Detail																											
DAS Salaries & Benefits		Agency Totals		HSA Program		7/1/25 - 6/30/26		Agency Totals		HSA Program		7/1/26 - 6/30/27		Agency Totals		HSA Program		7/1/27 - 6/30/28		Agency Totals		HSA Program		7/1/28 - 6/30/29		7/1/25 - 6/30/29	
		Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Total
Associate Director of HDG Operations		\$122,588	1.00	83%	0.83	\$102,293	\$122,588	1.00	83%	0.83	\$102,293	\$122,588	1.00	83%	0.83	\$102,293	\$122,588	1.00	83%	0.83	\$102,293	\$122,588	1.00	83%	0.83	\$102,293	\$409,172
Delivery Driver		\$69,414	1.00	83%	0.83	\$57,922	\$69,414	1.00	83%	0.83	\$57,922	\$69,414	1.00	83%	0.83	\$57,922	\$69,414	1.00	83%	0.83	\$57,922	\$69,414	1.00	83%	0.83	\$57,922	\$231,688
Bilingual Program Manager		\$92,034	0.80	83%	0.67	\$61,438	\$92,034	0.80	83%	0.67	\$61,438	\$92,034	0.80	83%	0.67	\$61,438	\$92,034	0.80	83%	0.67	\$61,438	\$92,034	0.80	83%	0.67	\$61,438	\$245,752
Associate Director of Enrollment and Customer		\$118,903	0.50	83%	0.42	\$49,609	\$118,903	0.50	83%	0.42	\$49,609	\$118,903	0.50	83%	0.42	\$49,609	\$118,903	0.50	83%	0.42	\$49,609	\$118,903	0.50	83%	0.42	\$49,609	\$198,438
Program Coordinator		\$71,385	0.70	83%	0.58	\$41,697	\$71,385	0.70	83%	0.58	\$41,697	\$71,385	0.70	83%	0.58	\$41,697	\$71,385	0.70	83%	0.58	\$41,697	\$71,385	0.70	83%	0.58	\$41,697	\$166,788
Program Associate		\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$111,840
Program Associate		\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$111,840
Program Associate		\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$67,014	0.50	83%	0.42	\$27,960	\$111,840
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TOTALS		\$675,366	5.50	6.68	4.59	\$396,839	\$675,366	5.50	668%	4.59	\$396,839	\$675,366	5.50	668%	4.59	\$396,839	\$675,366	5.50	668%	4.59	\$396,839	\$675,366	5.50	668%	4.59	\$396,839	\$1,587,356
FRINGE BENEFIT RATE		25%				25%				25%				25%				25%				25%					
EMPLOYEE FRINGE BENEFITS							\$99,210						\$99,210					\$99,210							\$99,210	\$396,840	
TOTAL DAS SALARIES & BENEFITS							\$496,049						\$496,049					\$496,049								\$496,049	\$1,984,196
NON-DAS Salaries & Benefits		Agency Totals		HSA Program		7/1/25 - 6/30/26		Agency Totals		HSA Program		7/1/26 - 6/30/27		Agency Totals		HSA Program		7/1/27 - 6/30/28		Agency Totals		HSA Program		7/1/28 - 6/30/29		7/1/25 - 6/30/29	
		Annual Full Time Salary for FTE	Total FTE	% FTE not funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE not funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE not funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE not funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE not funded by HSA (Max 100%)	Adjusted FTE	Original	Total
Associate Director of HDG Operations		\$122,588	1.00	17%	0.17	\$20,295	\$122,588	1.00	17%	0.17	\$20,295	\$122,588	1.00	17%	0.17	\$20,295	\$122,588	1.00	17%	0.17	\$20,295	\$122,588	1.00	17%	0.17	\$20,295	\$81,180
Delivery Driver		\$69,414	1.00	17%	0.17	\$11,492	\$69,414	1.00	17%	0.17	\$11,492	\$69,414	1.00	17%	0.17	\$11,492	\$69,414	1.00	17%	0.17	\$11,492	\$69,414	1.00	17%	0.17	\$11,492	\$45,968
Bilingual Program Manager		\$92,034	0.80	17%	0.13	\$12,189	\$92,034	0.80	17%	0.13	\$12,189	\$92,034	0.80	17%	0.13	\$12,189	\$92,034	0.80	17%	0.13	\$12,189	\$92,034	0.80	17%	0.13	\$12,189	\$48,756
Associate Director of Enrollment and Customer		\$118,903	0.50	17%	0.08	\$9,843	\$118,903	0.50	17%	0.08	\$9,843	\$118,903	0.50	17%	0.08	\$9,843	\$118,903	0.50	17%	0.08	\$9,843	\$118,903	0.50	17%	0.08	\$9,843	\$39,372
Program Coordinator		\$71,385	0.70	17%	0.12	\$8,273	\$71,385	0.70	17%	0.12	\$8,273	\$71,385	0.70	17%	0.12	\$8,273	\$71,385	0.70	17%	0.12	\$8,273	\$71,385	0.70	17%	0.12	\$8,273	\$33,092
Program Associate		\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$22,188
Program Associate		\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$22,188
Program Associate		\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$67,014	0.50	17%	0.08	\$5,547	\$22,188
Senior Director of Programs - Programs & Oper		\$168,543	0.15	100%	0.15	\$25,281	\$168,543	0.15	100%	0.15	\$25,281	\$168,543	0.15	100%	0.15	\$25,281	\$168,543	0.15	100%	0.15	\$25,281	\$168,543	0.15	100%	0.15	\$25,281	\$101,124
Delivery Systems Coordinator		\$71,213	1.00	100%	1.00	\$71,213	\$71,213	1.00	100%	1.00	\$71,213	\$71,213	1.00	100%	1.00	\$71,213	\$71,213	1.00	100%	1.00	\$71,213	\$71,213	1.00	100%	1.00	\$71,213	\$284,852
Program Manager HDG Operations		\$79,762	1.00	100%	1.00	\$79,762	\$79,762	1.00	100%	1.00	\$79,762	\$79,762	1.00	100%	1.00	\$79,762	\$79,762	1.00	100%	1.00	\$79,762	\$79,762	1.00	100%	1.00	\$79,762	\$319,048
Bilingual Home Delivery Distribution Associate		\$54,845	1.00	100%	1.00	\$54,845	\$54,845	1.00	100%	1.00	\$54,845	\$54,845	1.00	100%	1.00	\$54,845	\$54,845	1.00	100%	1.00	\$54,845	\$54,845	1.00	100%	1.00	\$54,845	\$219,380
Bilingual Home Delivery Distribution Associate		\$55,917	1.00	100%	1.00	\$55,917	\$55,917	1.00	100%	1.00	\$55,917	\$55,917	1.00	100%	1.00	\$55,917	\$55,917	1.00	100%	1.00	\$55,917	\$55,917	1.00	100%	1.00	\$55,917	\$223,680
Additional Program Coordinator		\$71,385	0.30	100%	0.30	\$21,416	\$71,385	0.30	100%	0.30	\$21,416	\$71,385	0.30	100%	0.30	\$21,416	\$71,385	0.30	100%	0.30	\$21,416	\$71,385	0.30	100%	0.30	\$21,416	\$85,064
Additional Program Associate		\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$134,028
Additional Program Associate		\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$134,028
Additional Program Associate		\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$67,014	0.50	100%	0.50	\$33,507	\$134,028
TOTALS		\$1,378,073	11.45	1032%	6.86	\$487,688	\$1,378,073	11.45	1032%	6.86	\$487,688	\$1,378,073	11.45	1032%	6.86	\$487,688	\$1,378,073	11.45	1032%	6.86	\$487,688	\$1,378,073	11.45	1032%	6.86	\$487,688	\$1,950,752
FRINGE BENEFIT RATE		25%				25%				25%				25%				25%				25%					
EMPLOYEE FRINGE BENEFITS							\$121,922						\$121,922					\$121,922							\$121,922	\$487,688	
TOTAL NON-DAS SALARIES & BENEFITS							\$609,610						\$609,610					\$609,610								\$609,610	\$2,438,440
Total DAS and Non-DAS Salaries and Benefits							\$1,105,659						\$1,105,659					\$1,105,659								\$1,105,659	\$4,427,636
HSA Budget Form (3/24)																											

Grantee/Contractor: SF Marin Food Bank
Program: Home-Delivered Groceries

Appendix B, Page 3

Operating Expenses Detail

	7/1/25 - 6/30/26 Original 5/16/24	7/1/26 - 6/30/27 Original 5/16/24	7/1/27 - 6/30/28 Original 5/16/24	7/1/28 - 6/30/29 Original 5/16/24	7/1/25 - 6/30/29 Total 7/1/97
Annual # Grocery Bags					
<u>DAS Operating Expenses</u>					
<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>Consulting/Professional Services</u>					
Consultant A					
Subcontractor A					
<u>Other</u>					
Other A					
Other B					
<u>Total DAS Operating Expense</u>					
<u>NON-DAS Operating Expenses</u>					
<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>Consulting/Professional Services</u>					
Consultant A					
Subcontractor A					
<u>Other</u>					
Other A					
Other B					
<u>Total NON-DAS Operating Expense</u>					
<u>Total DAS & NON-DAS Operating Expense</u>					

HSA Budget Form (3/24)

Grantee/Contractor: SF Marin Food Bank
Program: Home-Delivered Groceries

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Subcontractors-Pass Thru

	7/1/25 - 6/30/26 Original	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/28 - 6/30/29 Original	7/1/25 - 6/30/29 Total
<u>DAS Consultant/Subcontractor</u>					
Meals on Wheels of San Francisco	\$255,978	\$255,978	\$255,978	\$255,978	\$1,023,912
Self-Help for the Elderly	\$25,116	\$25,116	\$25,116	\$25,116	\$100,464
Russian American Community Services	\$26,026	\$26,026	\$26,026	\$26,026	\$104,104
<u>Total DAS Consultant/Subcontractor</u>	\$307,120	\$307,120	\$307,120	\$307,120	\$1,228,480
<u>DAS Direct Client Pass-Through</u>					
Direct Client Pass-Through A					
Direct Client Pass-Through B					
<u>Total DAS Direct Client Pass-Through</u>					
<u>NON-DAS Consultant/Subcontractor</u>					
Meals on Wheels of San Francisco	\$27,715	\$27,715	\$27,715	\$27,715	\$110,860
Self-Help for the Elderly	\$2,976	\$2,976	\$2,976	\$2,976	\$11,904
Russian American Community Services	\$24,468	\$24,468	\$24,468	\$24,468	\$97,872
<u>Total NON-DAS Consultant/Subcontractor</u>	\$55,159	\$55,159	\$55,159	\$55,159	\$220,636
<u>NON-DAS Direct Client Pass-Through</u>					
Direct Client Pass-Through A					
Direct Client Pass-Through B					
<u>Total NON-DAS Direct Client Pass-Through</u>					
<u>Total DAS & NON-DAS Consultant/Subcontractor, Direct Client Pass- Through</u>	\$362,279	\$362,279	\$362,279	\$362,279	\$1,449,116

HSA Budget Form (3/24)

Appendix C - Site Chart

DEPARTMENT OF DISABILITY AND AGING SERVICES OFFICE OF COMMUNITY PARTNERSHIP HOME-DELIVERED GROCERY PROGRAM					
AGENCY:	San Francisco Marin Food Bank				
MAILING ADDRESS:	900 Pennsylvania Avenue, San Francisco CA 94107				
DIRECTOR:	Sheila Kopf	EMAIL: skopf@sfmfoodbank.org			PHONE NO.: 415-882-6115
PROGRAM MANAGER:	Seth Harris	EMAIL: sharris@sfmfoodbank.org			PHONE NO.: 415-702-5604
Route Name/Number	Meals on Wheels	Russian American Community Service	Self Help for the Elderly	San Francisco Marin Food Bank	
Name/location of HDG drop site (where food is delivered & packed for delivery to clients)	Meals on Wheels	Russian American Community Service	Self Help for the Elderly	San Francisco Marin Food Bank	
Address and Zip	2142 Jerrold Ave. San Francisco, CA 94124	300 Anza St. San Francisco, CA 94118	1483 Mason St. San Francisco, 94133	1050 Marin St. San Francisco 94124	
Phone Number	(415) 343-1314	(415) 387-5336	(415) 677-7600	(415) 282-1907	
Neighborhood/ Geographic Delivery Service Area	Citywide	94121, 94115, 94118	94133	Citywide	
Supervisory District #	All Districts	D2	D3	All Districts	
Delivery Days	___ Mon ___ Tues ___ X Wed ___ Thurs ___ Fri ___ Sat ___ Sun	___ Mon ___ X Tues ___ X Wed ___ Thurs ___ Fri ___ Sat ___ Sun	___ Mon ___ Tues ___ X Wed ___ Thurs ___ Fri ___ Sat ___ Sun	___ Mon ___ X Tues ___ X Wed ___ X Thurs ___ X Fri ___ X Sat ___ Sun	
Hours Office Open	9:00AM - 5:00PM	9:00AM - 5:00PM	9:00AM - 5:00PM	9:00AM - 5:00PM	
Grocery Delivery Schedule (start & end time)	8:30AM - 2:00PM	10:00AM - 2:00PM	2:00PM - 4:00PM	9:00AM - 3:30PM	FY 26-29
Number of Unduplicated Consumers	499	50	50	2,382	2,981
Number of Deliveries	25,935	2,600	2,600	123,865	155,000
Number of service days per year	52	52	52	52	52
Average number of grocery bags delivered per service day	499	50	50	2,382	2,981