

**HUMAN SERVICES DELIVERY
EMERGENCY FOOD ASSISTANCE FOR AT-RISK POPULATIONS**

**EXHIBIT B
SCOPE OF SERVICES**

SECTION 1: GOALS AND OBJECTIVES

Program Goals

The Department of Family and Support Services (DFSS) Emergency Food Assistance for At-Risk Populations programs seeks to increase the availability and accessibility of healthy and fresh food options to help low-income and at-risk residents meet their nutritional needs, particularly when facing an emergency or crisis situation. DFSS expects pantries within a 5-mile radius of our 6 Community Service Centers receive additional food products to meet this need. Homeless Shelters are to receive fresh fruits and vegetables.

Emerging from these plans, the City of Chicago identified the need to create a local, sustainable, accessible, fair and healthy food system in order to provide healthy food choices in public buildings and at government-supported meetings and events. Complementing this healthy food system, the Good Food Purchasing Program (“GFPP”) was developed in 2012 and adopted in 2017 to comply with the Good Food Purchasing Standards: Good Food Purchasing Policy Commitment, Good Food Purchasing Policy Resolution, Good Food Purchasing Standards, and Good Food Purchasing Tracking Template.

The purpose of the program is to make Good Food (defined as “food that is healthy, affordable, fair, and sustainable”) more widely available to all communities in order to promote healthier eating habits, support our local economy, and create more well-paying jobs along the food supply chain. The Good Food Purchasing Standards (“Standards”) emphasizes five values: Local Economies, Environmental Sustainability, Valued Workforce, Animal Welfare, and Nutrition.

Target Population

An estimated one in six Chicago residents are food insecure, experiencing reduced quality, variety, or desirability of diet and the possibility of reduced food intake. In addition to complying with the Good Food Purchasing Policy, the delegate agency is required to attend to Chicago residents hunger needs through three distribution models.

SECTION 2 – PERFORMANCE MEASUREMENT

Performance Measures

To track progress toward achieving our goal and assess success of the program, DFSS will monitor a set of performance measures that may include but are not limited to:

For food distribution to local food pantries:

- Number of pantries selected and the hours of coverage provided.
- Number of pounds of food delivered to selected food pantries.

- Pantry satisfaction with delivery and quality of food product received (as determined by surveys completed by pantries).

For food distribution to shelters:

- Number of pounds of food distributed to shelters.
- Number of shelters participating in the program.
- Number of site visits to shelters.
- Shelter satisfaction with delivery and quality of food products received (as determined by surveys completed by shelters).

Data Reporting

Delegate agency is expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. The parties recognize that reliable and relevant data is necessary to create a common understanding of performance trends, ensure compliance, evaluate program results and performance, and drive program improvements and policy decisions. As such, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data in a format specified by DFSS.

- Submit annual, itemized record of each fruit, vegetable, meat/poultry, dairy and grain products purchased during the contract period. Items to include: 1) product name, 2) unit type purchased, 3) number of units purchased, 4) volume per unit, 5) name and location of each supplier along the supply chain, and 6) total dollar amount spent for each product to include a) price per unit and b) farm or ranch sourced. Reporting forms to be provided to comply with the Good Food Purchasing Standards.
- Develop daily, weekly and monthly reports that represent inventory, individual pantry/homeless shelter budget/distribution and overall program budget.
- Develop reports that track recipient signature, address, race, gender and ethnicity.
- Submit Monthly report to include number of individuals and households served by the pantries, number of pounds of food distributed to pantries, dollar amount spent by pantries, and number of pounds of produce distributed to shelters.
- Provide brief, year-end program report highlighting performance strengths, weaknesses, and recommendations to DFSS to improve program goal.
- Pantries to submit monthly report to include number of individuals and households served by pantry, demographic, ethnicity, frequency of use, and identification of pantry by patron as source of nutritional food.

Uses of Data

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a) In periodic meetings described below to review program performance and develop strategies to improve program quality throughout the term of the contract; and

- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.

Meetings

Regular reviews of and conversations around program performances, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agency to employ real-time information to track performance, identify good practices, and swiftly, collaboratively, and effectively address any challenges experienced by the target population.

At such meetings, the data will be reviewed to:

- a) Monitor progress, highlight accomplishments, and identify concerns;
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes; and
- c) Develop strategies to broader system changes to improve service delivery and coordination between services.

Meetings shall include at a minimum the DFSS Division Director, or designee, and the delegate agency's chief executive officer, or designee. Delegate agency or DFSS may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from the delegate agency will attend all meetings as requested by DFSS.

SECTION 3 – CORE ELEMENTS

Program Requirements

The delegate agency must meet DFSS' operational needs for all three distribution models.

The three food distribution models are as follows:

1. Identify, select and monitor local food pantries at locations concentrated in food insecure and food desert areas and/or located within a five mile radius of DFSS' six Community Service Centers. Distribute food to selected pantries. Ensure that pantry coverage near DFSS Service Centers operate a minimum of 9 a.m. to 5 p.m., Monday through Friday. We also prefer to have some pantries open for extended evening and weekend hours;
2. Distribute food to homeless shelters identified by DFSS throughout the city; and
3. Distribute additional food upon demand due to an emergency, natural disaster, or special request such as turkeys, hams, and a vegetarian option (no meat/poultry or meat/poultry by product) from primary location to DFSS' six community centers and Homeless Shelters for Thanksgiving and winter holidays.

Delegate agency must meet the following requirements:

- Distribute at least 1.2 million pounds of food per year to pantries.
- Distribute at least .5 million pounds of food per year to shelters.

- Food provisions include both non-perishable and perishable items such as fruits, vegetables, dairy items and meat.
- The delegate agency must be able to satisfy the diverse ethnic needs of the populations served by DFSS, including the ability to address nutritional needs and dietary constraints due to age, allergies or medical conditions, veganism and vegetarianism, and religious practices.
- Possess adequate space to store up to a three-month reserve.
- Staff includes qualified food handlers.
- Conduct annual site visits at pantries and homeless shelters to ensure the sanitary storage of food for distribution.
- Maintain and monitor pantries and homeless shelters to maintain City of Chicago and Federal sanitation standards. Minimum pantry requirements include:
 - Two staff members or volunteers to manage and operate the food program;
 - Two people with food sanitation certificates;
 - Written pest control plan and contract with professional exterminator;
 - Pest-proof containers with tight fitting lids to store dry products such as rice, cereal and beans;
 - Shelving;
 - Reliable phone number and e-mail address.
- Explain the use of donated foods and unaccepted donated foods to DFSS and the public if/when requested.
- Maintain an adequate labor force to perform necessary tasks.
- Work closely with DFSS to redesign the program if needed to respond to population shifts or any other changes.
- Maintain a database/method to track the distribution of all products to all entities under the three program models.
- Establish and maintain on file agreements with delegate agency's selected pantries, DFSS homeless shelters, and outside donations to receive food in accordance with DFSS guidelines to include nondiscrimination policy.
- Develop order menu for pantries (minimum biweekly distribution).
- Distribute produce to homeless shelters every two weeks.
- Meet monthly with DFSS program staff, if required.
- Maintain an effective and efficient method to monitor pantries and shelters receiving food and services.

SECTION 4 – PROGRAM AND DELEGATE INFORMATION

Program Overview

Program Name:

Total Budget for this Program (Including other share):

Funding Allocation:

Funding Source:

Contract Term:

Program Staff Contact Name:

Staff Contact Phone #:

Staff Contact Fax #:

Staff Contact Email Address:

Delegate Information

Delegate agency Name:

Delegate agency Address:

City, State, Zip Code

Executive Director (ED):

ED Phone #:

ED Fax #:

ED Email Address:

Office Hours:

Provide the name and addresses of sites where services are to be performed:

Site Name	Address	Days of Operation	Hours of Operation

Provide the Program Staff Contact (if applicable), telephone number, and email address for each site:

Site Name	Program Staff Contact	Phone Number	Email Address

In what Ward(s), Community Area(s), and Census Tract(s) are the site(s) providing the services located

Ward(s):

Community Area(s):

Census Tract(s):

Indicate Program Service Area:

- This program will provide services citywide to all eligible individuals.

- This program will primarily serve the following Ward(s), Community Area(s), and Census Tract(s):

North: South:

East: West:

Number of staff positions supported by this contract:

Full-time:

Part-time:

Number of new staff positions created by this contract:

Full-time

Part-time

List the positions supported and/or assigned to this contract:

Title	Percent of time dedicated to Program

Description of Program

After reviewing the Core Elements detailed in Section 3, provide a brief and concise program summary describing activities not addressed in the Core Elements to both address the needs of the target population and maximize performance outcomes. If relevant, describe coordination/interface with other partners and or programs. The intent of this section is to describe the Emergency Food Assistance for At-Risk Populations Program operating at optimal functional capacity.

Work Program

- A. Delegate agency:
- B. Program Name:
- C. Department Strategy/Program Name:
- D. Work Program for Year 2019

(1) Program/Sub-Program Activities	(2) Program Deliverables	(3) 2019 Planned Output by Quarter & Year Total List of Projected quantifiable units for each Program Deliverable.					(4) Performance Measures
Elements which describe the activities that will accomplish program Objectives	State what quantifiable units will be used to measure the progress of the proposed project i.e. clients screened, pounds delivered, etc.	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Total (5) Total clients, pounds, etc.	

Signature of Delegate Agency Official/Date

Signature of Department Official/Date
