



City and County of San Francisco
 London N. Breed, Mayor
 Department of Public Health

Business Office Contract Compliance
 1380 Howard Street
 San Francisco, CA 94103

Programmatic and Fiscal Monitoring Report FY 23-24

General Fund Services

HIV Health Services

Agency: Project Open Hand

Site Visit Date: January 7, 2025

Program Reviewed: Project Open Hand HIV/AIDS Food and Nutrition Services
 GTZ Program

Report Date: January 7, 2025

Site Address: 730 Polk Street, San Francisco, CA 94109

CID/MOU: 02671 **Funding Source(s):** GF, GTZ

Review Period: General Fund: July 1, 2023 - June 30, 2024

On-Site Monitoring Team Member(s): Craig Wenzl, John Aynsley (HHS)

Program/Contractor Representatives: Ana Ayala, Holly Calhoun, Isabel Eskin Shapson

Overall Program Rating: 4 - Commendable/Exceeds Standards

4 = Commendable/Exceeds Standards	3 = Acceptable/Meets Standards
2 = Improvement Needed/Below Standards	1 = Unacceptable

Category Ratings:

4	Program Performance	4	Program Deliverables	4	Program Compliance	4	Client Satisfaction
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Sub-Categories Reviewed:

Program Performance	Program Deliverables/Fiscal	Program Compliance	Client Satisfaction
Achievement of Performance Objectives	Units of Service Delivered Unduplicated Client Count Delivered	Declaration of Compliance Invoice vs. ARIES Analysis Administrative Binder Site/Premise Compliance Plan of Action (if applicable)	Satisfaction Survey Completed and Analyzed

MONITORING REPORT SUMMARY

Agency/Program: Project Open Hand/Project Open Hand HIV/AIDS Food and Nutrition Services GTZ Program

Findings/Summary: At the time of the site visit, the program did not have a waitlist.

The program met 100.0 percent of its contracted performance objectives.

The program met 100.0 percent of its contracted units of service target.

The program met 494.2 percent of its contracted unduplicated client target.

Client file review evidenced 100.0 percent files in compliance.

The program received 5 points from Declaration of Compliance.

A review of the administrative binder evidenced 100.0 percent of required compliance items.

A review of site premises evidenced 100.0 percent of required items.

The program conducted a client satisfaction process during the review period.

Client satisfaction results were reviewed, analyzed and discussed with program staff.

Project Open Hand's (POH) Getting to Zero (GTZ) program is under the administration of SFDPH HIV Health Services (HHS). It aims to combat stigma associated with HIV and to improve the health--specifically nutritional health--of people living with HIV/AIDS in San Francisco by providing prepared meals, groceries, nutrition assessments, nutritional education, and other food and nutrition services. Goals include:

1. Expand and ensure food access for underserved new clients based on poverty and food insecurity by distributing food at off-site locations in communities severely impacted by HIV.
2. Expand capacity to combat food insecurity beyond clients already served by POH and follow up on client referrals from other GTZ funded programs.

Project Open Hand is proud of its work to serve community members in need. Notable recent accomplishments for Project Open Hand (POH) include:

- POH became the first agency in the Bay Area to be accredited by the national Food Is Medicine Coalition (FIMC) in November 2024. FIMC is a national coalition representing the original creators of the lifesaving, medically-tailored meal (MTM) intervention. FIMC represents organizations across the country who provide MTMs and medically-tailored groceries, nutrition therapy, counseling, and education to people who are living with severe and chronic illnesses, while advancing equitable access to these lifesaving interventions through policy change, research, and best practices.
- POH was selected as a 2024 California Nonprofit of the Year by Senator Scott Weiner.
- POH was selected in October 2023 at the Best LGBTQ Nonprofit by readers of the *Bay Area Reporter* newspaper.
- POH was selected as the featured nonprofit partner for the Bruce Springsteen & The E Street Band shows at Chase Center on March 28 and March 31, 2024.
- POH also hired its first Chief Nutrition Officer in June 2024. Goals of this position include but are not limited to: driving nutrition innovation and quality, managing sustainable food sourcing and procurement, and leading the POH team of registered dietitian nutritionists (RDN) to provide even deeper levels of support for POH clients.

At the time of the site visit, this program did not have a client waitlist.

Monitoring of this program was conducted over two meetings: a virtual (Microsoft Teams) meeting on 12/16/24 and an onsite visit on 1/7/25.

Previous Year Plan of Action required? ☐ **Yes** ☒ **No**

If "Yes", describe program's implementation.

Current Year Plan of Action required? ☐ **Yes** ☒ **No**

Signature of Author of This Report

DocuSigned by:

Craig Wenzl

Name and Title: Craig Wenzl, Business Office Contract Compliance Manager

Signature of Authorizing Departmental Reviewer

Signed by:

Jerna Reyes

Name and Title: Jerna Reyes, BOCC Director

Signature of Authorizing System of Care Reviewer

DocuSigned by:

Bill Blum

Name and Title Bill Blum, HIV Health Services Administrator

PROVIDER RESPONSE: (please check one and sign below)

<input type="checkbox"/>	I have reviewed the Monitoring Report, acknowledge findings, no further action is necessary at this time.
<input checked="" type="checkbox"/>	I have reviewed the Monitoring Report, acknowledge findings, and attached a Plan of Action in response to deficiencies and recommendations with issues addresses and timelines for correction stated.
<input type="checkbox"/>	I have reviewed the Monitoring Report, disagree with findings, response to recommendations attached.

Signed by:

Ana Ayala

01/13/2025

Signature of Authorized Contract Signatory (Service Provider)

Date

Ana Ayala, Vice President of Programs

Print Name and Title

RESPONSE TO THIS REPORT DUE:

January 13, 2025

If applicable, please submit any supplemental materials by clicking on the attachment icon below.

Program Performance & Compliance Findings**Rating Criteria:**

4	3	2	1
Over 90% = Commendable/ Exceeds Standards	90% - 71% = Acceptable/Meets Standards	70% - 51% = Improvement Needed/ Below Standards	Below 51% = Unacceptable

Overall Score:

Total Points Given: 95/95=100%

1. Program Performance (40 points possible):

Achievement of Performance Objectives	40	20 points out of 20 total points (from 4 Objectives) = 100%
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Total Points: 40

Points Given:	40/40	Category Score:	100%	Performance Rating:	Commendable/ Exceeds Standards
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Performance Objectives and Findings with Points

O.1	≥ 75% of HIV+ survey respondents will report "nutrition education increased my knowledge of nutrition in addressing HIV and overall health".	According to the program's self-report, 112 participants with a primary diagnosis of HIV answered this question. Of these, 105 (94%) reported that participation in Project Open Hand's nutrition education helped them meet their dietary recommendations for their conditions. Source: POH annual client satisfaction survey administered Spring 2024. Note: this includes both RWPB and GTZ clients.	Points: 5
O.2	≥ 50% of GTZ clients will attest to increased med adherence as reported on the Survey.	According to the program's self-report, 89% (67/75) of participants for whom outcome measures were collected between 7/1/23 and 6/30/24 after 3-12 months of enrollment in POH services (8 months on average) reported maintained or improved medication adherence. Of these, 48% (36/75) specifically reported improved medication adherence. Source: POH outcomes questionnaire utilizing validated 4-item Morisky Medication-Taking Adherence Scale.	Points: 5
O.3	≥ 50% of GTZ clients will improve Activities of Daily Living or Quality of Life.	According to the program's self-report, 151 participants with a primary diagnosis of HIV responded to this question when surveyed. Of these, 149 agreed that participation in POH services helped them improve or maintain their health (99%). Source: POH client satisfaction survey administered Spring 2024 Note: data includes both RWPB and GTZ clients.	Points: 5
P.1	≥ 25% of GTZ clients will receive food and nutrition services at least once a month for ≥ 6 months.	According to the program's self-report, 45% (36/79) of GTZ clients who were enrolled between 7/1/2023 and 12/31/2023 (meaning that they had the opportunity to receive services for six months during the FY) received food and nutrition services at least once per month for ≥6 months. Source: POH GTZ Excel tracker.	Points: 5

Commendations/Comments:

The program is commended for excellent achievement of all of the Performance Objectives. The program successfully achieved Objective P.1 and also reported to BOCC that it is challenging for it to get engagement from the clients following intake. The program in addition reported that 10% (8 out of 79) GTZ clients did not engage in services at all. And among the 71 GTZ clients who engaged in services at least one time, 50.7% (36 out of 71) utilized services at least once per month for ≥ 6 months. For FY 24-25, the program is focusing on following up with clients soon after intake to increase initial engagement in services and engaging clients in "a higher-touch way" to keep them engaged in services.

Identified Problems, Recommendations and Timelines:

None noted.

2.Program Deliverables (20 points possible):

A. Units of Service Deliverables (0-10 pts):				10	100% of Contracted Units of Service.
B. Unduplicated Client Count (0-10 pts):				10	494% of Target
Total Points:				20	
Points Given:	20/20	Category Score:	100%	Performance Rating:	Commendable/ Exceeds Standards

A. Units of Service Delivered**Units of Service Delivered**

Service Description	Contracted/Actual	
Expanded Capacity & Link. Track, F/U: Gro	2,287	2,288
Expanded Capacity & Link. Track, F/U: Prep	14,291	14,292
Food Access: Grocery Bags	707	707
Food Access: Prepared Meals	4,895	4,895

B. Unduplicated Client Count

Actual UDC: 593 **/Targeted UDC:** 120 = 494%

Commendations/Comments:

The totals for Units of Service (UOS) and Unduplicated Client (UDC) count are from the program's final invoice (380224022GJUN24). The program provided 100% of the contracted UOS and 494% of the UDC based on this data source.

Identified Problems, Recommendations and Timelines:

The projected UDC is very low compared to the actual UDC achieved. This is similar to the numbers reflected on the FY21-22 and FY22-23 final invoices for this program. BOCC recommends that the program work with HHS to determine if the target UDC should be adjusted to better reflect current program practice and capacity.

3. Program Compliance (25 points possible):

A. Declaration of Compliance Score (0-5 pts):	5	Submitted Declaration
B. Client files documentation (0-10 pts):	5	100% compliance achieved.
C. Administrative Binder Complete (0-5 pts):	5	100% of items in compliance
D. Site/Premises Compliance (0-5 pts):	5	100% items in compliance
E. Plan of Action (if applicable) (5 pts):	5	<input checked="" type="checkbox"/> No previous FY POA was required <input type="checkbox"/> Previous FY POA was submitted, accepted and implemented <input type="checkbox"/> Previous FY POA submitted, not implemented <input type="checkbox"/> Previous YR POA required, not submitted
Total Points:	25	

Points Given:	25/25	Category Score:	100%	Compliance Rating:	Commendable/ Exceeds Standards
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Commendations/Comments:

The review of the program's Administrative Binder, Site/Premises, employee files, employee training logs, and client file requirements found most of the items present and current.

Identified Problems, Recommendations and Timelines:

BOCC advised the program to update its Harm Reduction policy to include a few recently-added components. Credit was given for the Harm Reduction policy that POH provided to BOCC, but these updates must be added to make it complete.

BOCC advised the program that annual Harm Reduction training is required from the Harm Reduction Training Institute in addition to the Opioid Overdose Recognition and Response training for applicable staff. Staff had completed the Opioid Overdose training but not a separate Harm Reduction training. The program responded that it will ensure staff also take a separate Harm Reduction training and that they had thought that the Opioid Overdose training also met that requirement. BOCC will not require a Plan of Action at this time and will review certificates for Harm Reduction training from the Harm Reduction Training Institute during the next monitoring.

BOCC also advised POH to add Emergency Response Training to the new employee orientation checklist or similar. According to the program, all employees are trained on the site's Emergency Response Plan upon hire and receive annual updates. However, documentation of this training must be clearly noted with date the training was provided. POH responded that they will follow up with the Emergency Response team to ensure this is better documented going forward.

4. Client Satisfaction (10 points possible): Client Satisfaction Survey

A. Client Satisfaction Completed During Year (0-5 possible)	5
B. Client Satisfaction Survey Results Reviewed, Analyzed and Discussed with Staff (0-5 possible)	5
Total Points:	10

Points Given:	10/10	Category Score:	100%	Client Satisfaction Rating:	Commendable/ Exceeds Standards
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Commendations/Comments:

Project Open Hand administered Client Satisfaction Surveys to San Francisco participants during the year, including clients of both the General Fund and the Ryan White programs, and received a total of 238 completed responses. A summary of results from the surveys was provided to BOCC for FY23-24.

The following highlights were documented in the 2024 Project Open Hand Client Satisfaction Survey San Francisco Wellness Programs report provided by the program:

- *96% (N=238) of those surveyed rated the quality of Project Open Hand services overall as "excellent", "very good", or "good".
- *97% (N=236) responded that POH helped them to improve and maintain their health.
- *76% (N=225) responded that, as a result of participation with Project Open Hand programs, "I have more balanced nutrition".
- *77% (N=224) reported "strongly agree" or "agree" that POH helped meet their dietary needs.
- *93% (N=108) reported "always" or "often" having positive interactions with staff in the Grocery Center.
- *95% (N=108) reported "always" or "often" feeling "treated with respect" when interacting with staff in the Grocery Center.
- *93% (N=108) reported "always" or "often" feeling "listened to" when interacting with staff in the Grocery Center.
- *96% (N=102) reported having positive experiences with Deliveries.
- *100% (N=10) of clients receiving services from the Mobile Grocery Van reported feeling respected, listened to, and well informed.

Some highlights of client comments/feedback include:

- *"I've been with you as a client for 33 years and lately I've been doing volunteer work too. Thank you so much for let me do something. Make me feel much better about my mental health. I love you guys so much."
- *"Such friendly helpful staff!"
- *"Very helpful and patient."

In response to client feedback, POH reported that the following changes were made to programming:

- Clients expressed a desire for high quality, culturally appropriate produce different from what Project Open Hand typically receives from the San Francisco Marin Food Bank. To address this request, POH pursued and was awarded funding from the USDA Gus Schumacher Nutrition Incentive Program (GusNIP) to source and purchase locally grown produce. POH conducted a survey of a representative sample of 300 clients to choose specific produce items.
- *Total number of clients surveyed: 3,806 grocery clients across all programs in SF, Alameda and Contra Costa counties; and an additional 150 dependents and/or caregivers (3,956 total).
 - *92% percent of respondents cited that participation in POH services increased the variety of fruits and vegetables they consume.
 - *88% percent of respondents agreed that POH services have increased confidence in the ability to eat fruits and vegetables on a budget.

There is also current ongoing redesign and modernization to the POH San Francisco Grocery Center based on client and staff feedback. Two primary goals of this redesign and modernization are to increase efficiency and provide a more welcoming environment to clients.

Identified Problems, Recommendations and Timelines:

None noted.