



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

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London Breed
Mayor

Trent Rhorer
Executive Director

TO: HUMAN SERVICES COMMISSION
THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR
FROM: SUSIE SMITH, DEPUTY DIRECTOR FOR POLICY & PLANNING
 ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE: JANUARY 19, 2024
SUBJECT: GRANT MODIFICATION: **MISSION YMCA (a nonprofit)** FOR
 PROVISION OF FOOD SUPPORT FOR TARGETED NEIGHBORHOODS

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GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	06/01/2023- 06/30/2024	07/01/2024- 06/30/2025	06/01/2023- 06/30/2025		
GRANT AMOUNT:	\$250,000	\$150,150	\$400,150	\$40,015	\$440,165
ANNUAL AMOUNT:	\$250,000	\$150,150			
FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$400,150			\$40,015	\$440,165
PERCENTAGE:	100%				100%

The San Francisco Human Services Agency (SFHSA) requests authorization to modify the existing grant agreement with the Mission YMCA for the period of July 1, 2024 to June 30, 2025 in the amount of \$150,150 plus a 10% contingency for a total amount not to exceed \$440,165. This grant will supplement the City’s food security network funding nonprofit service providers to provide food programs in currently under resourced areas via the Food Support for Targeted Neighborhoods program.

Background

As part of SFHSA’s goal to improve access to food resources in the community, RFP 1074 was released to address the lack of free grocery access points in certain parts of the City. The areas listed in the Request for Proposals demonstrate the need for culturally tailored grocery access services but lack service providers to offer the linguistically and culturally appropriate services. RFP 1074 sought to fund nonprofits that could offer grocery access programs that are accessible to the

community at large but with specialized capacity to provide tailored food items to the AAPI community. The AAPI community members make up a large percentage of clients seeking food support but report not always having culturally relevant food items available at various programs across the City.

All programs will provide opportunities for participants to provide feedback on the food items provided and measure client satisfaction to ensure that community members have an active role in the program and that the program meets the need of the community.

This modification extends the duration of the grant through June 30, 2025 and adds \$150,150 to the grant. Due to the overwhelming demand for food support in the Outer Mission neighborhood, this grant extension will allow the Mission YMCA to continue their food support work for another fiscal year. The continuation of culturally tailored support in the neighborhood will support low-income families and seniors who need the food support in order to make ends meet.

Services to be Provided

Grantee will be serving 250 unduplicated clients each week in Fiscal Year 23-24. With the extension, Grantee will be able to serve 100 unduplicated households each week in Fiscal Year 24-25. Each unduplicated household will receive a weekly distribution of fresh fruits, vegetables, grains and proteins that will be tailored to the preferences of the clientele.

Location

Services will be provided in the following zip codes:

- 94112

For more information about service locations, refer to the attached Appendix A-1.

Selection

The grantee was selected through RFP #1074 issued in March 2023.

Funding

Funding for this grant is provided by City and County General Funds.

ATTACHMENTS

Appendix A-1 Services to be Provided

Appendix B-1 Program Budget

Appendix A-1 – Services to be Provided

Mission YMCA

Food Support for Targeted Neighborhoods

6/1/2023 - 6/30/2025

Revised January 2, 2024

I. Purpose

The purpose of this grant is to provide increased culturally relevant food support to food-insecure individuals, with a focus on Asian American and Pacific Islander (AAPI) communities currently underserved within their own neighborhoods.

II. Definitions

AAPI	Asian American and Pacific Islander
BIPOC	Black, Indigenous and People of Color
Bottled Water	As defined in San Francisco Bottled Water Ordinance, located in the San Francisco Environment Code, Chapter 24, Section 2401 <i>et seq</i>
CFAT	Citywide Food Access Team; Unit that originated in the City's COVID-19 Command Center that supports the food security of San Franciscans impacted by the COVID-19 outbreak. The unit now sits within SFHSA.
City	City and County of San Francisco, a municipal corporation
CRFC	California Retail Food Code
Culturally-relevant	Acknowledges and appreciates the experiences, traditions, and diverse preferences of a particular population.
Food Security	When all people, at all times, have physical, social, and economic access to sufficient, safe and nutritious food which meets their dietary needs and food preferences for an active and healthy life.
FPL	Federal Poverty Level
Grantee	Mission YMCA
LEP	Limited English proficiency
Low-income	Having income at or below 200% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Service Area	Excelsior and Ingleside (94112)
Service Unit	One distributed bag/box of groceries
SFHSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; <i>Ordinance No. 159-16</i> amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve (<i>Chapter 104, Sections 104.1 through 104.9</i>).

Sugar-sweetened beverage	"Sugar-Sweetened Beverage" as defined in San Francisco Administrative Code, Chapter 101, Section 101 <i>et seq</i>
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III. Target Population

This program is designed to serve all populations and ethnicities residing in San Francisco with a focus on food-insecure AAPI community members in the following service area: Excelsior and Ingleside (94112).

IV. Description of Services and Program Requirements

In FY 23-24, Grantee shall run a once weekly, self-select grocery distribution to approximately 150 unduplicated households in the Excelsior neighborhood in partnership with the SF Marin Food Bank. In FY 24-25, Grantee shall serve approximately 100 unduplicated households through its weekly, self-select grocery distribution. Grantee shall use the funds from this grant to add fresh, culturally-relevant produce, grains, proteins, and kitchen staples to the offerings at this weekly distribution. Grantee shall also on a quarterly basis distribute culturally-relevant kitchen staples and shelf-stable foods to the self-select grocery distribution participants.

Additionally, in FY 23-24, through outreach in partnership with schools in Grantee's Service Area, Grantee shall identify 100 additional households and distribute to them bi-weekly grocery units featuring fresh, culturally-relevant produce, grains, and proteins.

Food access points must be within the targeted Service Area, Excelsior and Ingleside (94112). Grantee shall actively seek and incorporate participant feedback into the program throughout the grant term. Grantee shall meet all service and outcome objectives as stated below in sections VI and VII.

Grantee shall ensure that the packing and distribution of groceries meet all applicable local, state, and federal food safety and sanitation requirements, including the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policies and procedures in place to ensure that distributed produce is of high quality and falls within expiration timelines. No Sugar-Sweetened Beverages or Bottled Water may be purchased through this grant.

Grantee shall ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the participants. Grantee must have at minimum one paid staff member or consultant who speaks Cantonese dedicated to the program.

Grantee is responsible for the registration and data collection of all participants, as well as any necessary community outreach to the Target Population. Grantee shall work with CFAT to ensure all participants are provided a dignified experience throughout all aspects of the program.

V. Location and Time of Services

Distribution locations will be at 4080 Mission St and partner schools in 94112.

Time of services shall be agreed upon between Grantee and CFAT with input from program participants.

VI. Service Objectives

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

- A. During FY 23-24, at minimum, distribute 150 grocery units each week through Grantee's self-select grocery distribution program.
- B. During FY 23-24, at minimum, distribute 100 grocery units bi-weekly through partnerships with schools in Grantee's Service Area.
- C. During FY 23-24, at minimum, serve 250 unduplicated households within Grantee's Service Area each month.
- D. During FY 24-25, at minimum, distribute 100 grocery units each week through Grantee's self-select grocery distribution program.
- E. During FY 24-25, at minimum, serve 100 unduplicated households each week through Grantee's self-select grocery distribution program.

(With exceptions during holidays and other circumstances as agreed upon by Grantee and CFAT.)

VII. Outcome Objectives

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

- A. At least 85% of participants surveyed were satisfied with the available food choices.
- B. At least 90% of participants surveyed were satisfied with the quality of the food provided.
- C. At least 95% of participants surveyed expressed that they felt welcomed and respected when accessing services.
- D. At least 85% of the participants surveyed reported that the food they received was culturally-relevant.
- E. At least 75% of participants surveyed reported increased consumption of fruits, vegetables, and/or whole grains.
- F. At least 85% of participants surveyed reported feeling a greater sense of connection to their community.

VIII. Data Collection and Reporting Requirements

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

- A. At the beginning of the grant term, Grantee must designate staff to invoice and submit reports through the SFHSA CARBON system and input program and data reporting into the client registration database during the duration of the grant term. These staff will receive training on the CARBON system and/or client registration database from City staff after the start of the grant term.

B. Client Registration Database

Grantee is required to record client data, client attendance, and distributed grocery units in the CFAT client registration database. Grantee shall distribute and receive signed Client Database Consent Forms from each household prior to recording attendance for that household. Grantee shall provide clients with a SFHSA registration card for ease of check-in and recording attendance. Grantee's assigned CFAT Program Analyst shall provide the registration cards and copies of the Client Database Consent Forms.

Grantee shall be required to collect at minimum the following client data and enter into the client registration database:

- First name
- Last name
- Address
- Zip code
- Household size
- Phone number
- Date of birth
- Race/ethnicity
- Primary language
- Gender identity¹
- Sexual orientation²
- Dietary restrictions
- CalFresh Receipt

C. Monthly Menu Reports

Grantee shall on a monthly basis submit a report to the assigned Program Analyst of the items and amount/quantity of those items being provided in each grocery unit.

D. Annual Report

Grantee shall provide an Annual Report summarizing grant activities, referencing the grant objectives described in Sections VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will submit the Annual Report in CARBON by the 15th of the month following the end of each program year with the exception of Fiscal Year 2022-2023.

E. Grantee may be required to issue a Fiscal Closeout Report at the end of each fiscal year. The report is due to SFHSA no later than July 31 each grant year

¹ Gender Identity and Sexual Orientation are required per *Ordinance No. 159-16*, which 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 (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

² Gender Identity and Sexual Orientation are required per *Ordinance No. 159-16*, which 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 (*SF Admin. Code, Chapter 104, Sections 104.1 through 104.9*).

with the exception of Fiscal Year 2022-2023. This report must be submitted to the CARBON system.

- F. Grantee shall develop and deliver ad hoc reports as requested by SFHSA/CFAT.
- G. Grantee program staff will complete a data security awareness training on an annual basis; Grantee will send evidence of staff completion of this training to Program Analyst if requested and maintain on file.
- H. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- I. Grantee will develop a grievance policy with approval from SFHSA/CFAT. The grievance policy must be translated into languages spoken by program participants and clients.

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

Tommy McClain

Thomas.McClain@sfgov.org

Program Analyst, Citywide Food Access Team, SFHSA

or

Jennifer Grant

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, SFHSA

IX. Monitoring Activities

A. Program monitoring will include review of:

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

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

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

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

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

B. Data Security and Storage

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

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

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

C. Use of Data

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

Agency Name: Mission YMCA of SF
Program Name: Food Support for Targeted Neighborhoods

Operating Expenses Detail

Expenditure Category	TERM	6/1/23-6/30/23	7/1/23-6/30/24	7/1/24-6/30/25	6/1/23-6/30/25
		FY 22/23	FY 23/24	FY 24/25	Total
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage			\$ 1,433	\$ 500	\$ 1,933
Building Maintenance Supplies and Repair					
Printing and Reproduction			\$ 1,500	\$ 1,000	\$ 2,500
Insurance					
Staff Training				\$ 500	\$ 500
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
OTHER					
Food			\$ 169,500	\$ 107,959	\$ 277,459
TOTAL OPERATING EXPENSE			\$ 172,433	\$ 109,959	\$ 282,392