



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org



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: SEPTEMBER 22, 2023

SUBJECT: GRANT MODIFICATIONS: **MULTIPLE GRANTEES** FOR PROVISION OF FOOD SUPPORT FOR TARGETED NEIGHBORHOODS

DS
EE

GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	06/01/2023- 06/30/2024	10/01/2023- 06/30/2025	06/01/2023- 06/30/2025		
GRANT AMOUNT:	\$600,000	\$1,645,803	\$2,245,803	\$224,580	\$2,470,383
ANNUAL AMOUNT:	See Table Below				
FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$2,245,803			\$224,580	\$2,470,383
PERCENTAGE:	100%				100%

The San Francisco Human Services Agency (SFHSA) requests authorization to modify existing grant agreements with multiple providers for the period of October 1, 2023 to June 30, 2025 in the amount of \$1,645,803 plus a 10% contingency for a total amount not to exceed \$2,470,383. These grants 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. The funding amounts are detailed in the table below.

Grantee	Current 06/01/23 – 06/30/24	Modification 10/01/23 – 06/30/24	Modification 07/01/24 – 06/30/25	Revised 06/01/23 – 06/30/25	10% Contingency	Total Not to Exceed
APA Family Support Services	\$350,000	\$400,000	\$487,500	\$1,237,500	\$123,750	\$1,361,250
Self-Help for the Elderly	\$250,000	\$368,303	\$390,000	\$1,008,303	\$100,830	\$1,109,133
Total	\$600,000	\$768,303	\$877,500	\$2,245,803	\$224,580	\$2,470,383

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.

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 30th, 2025 and adds \$1,645,803 to the grant. The additional dollars will allow the grantees to more than double their current service objectives. Due to the overwhelming demand for food support in the Sunset, Chinatown and Visitacion Valley areas, Self-Help for the Elderly and APA Family Support Services will increase their services funded by this grant modification in order to meet community demand. Both organizations are well equipped to serve the Asian and Asian Pacific Islander community due to their trusted relationships with clients and will be providing culturally tailored food items for the AAPI population as well as others in those neighborhoods.

Services to be Provided

Grantees will be increasing the number of unduplicated clients served from a combined 215 to 595 in FY 23/24 and 488 in FY24/25. Each unduplicated household will receive a weekly or biweekly 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:

Chinatown (94108, 94133)

Portola and Visitacion Valley (94134)

Parkside, and Sunset, (94116, 94122, 94132)

For more detailed information about locations where services will be provided, please refer to individual Appendix A's (attached).

Selection

The grantees were selected through RFP #1074 issued in March 2023.

Funding

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

ATTACHMENTS

APA Family Support Services

Appendix A-1 Services to be Provided

Appendix B-1 Program Budget

Self-Help for the Elderly

Appendix A-1 Services to be Provided

Appendix B-1 Program Budget

Appendix A-1 – Services to be Provided

APA Family Support Services

Food Support for Targeted Neighborhoods

6/1/2023 - 6/30/2025

Revised October 1, 2023

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	APA Family Support Services
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 Areas	Portola and Visitacion Valley (94134), Chinatown (94108 & 94133)
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>

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 areas: Portola and Visitacion Valley (94134) & Chinatown (94108 & 94133).

IV. Description of Services and Program Requirements

Grantee shall host free, weekly culturally-relevant grocery distributions at which Grantee will provide fresh, nutritious produce, grains, proteins, and kitchen staples. Grantee shall establish relationships and purchase from local, culturally-relevant food vendors including (but not limited to) San Bruno Commercial Corridor markets.¹ Additionally, Grantee will work to establish relationships with Northern California and Central Valley farmers who specialize in growing Asian-focused produce.

Grantee, in collaboration with a preventative health specialist, will also host sessions for distribution participants focused on nutritious eating and the preparation of healthy foods.

Food access points must be within Grantee's targeted Service Areas. 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, Bottled Water, nor gift cards 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.

¹ Grantee may purchase from other vendors who can provide competitive pricing of culturally-relevant food.

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

- A. Distribution Location: 50 Raymond Avenue, San Francisco, CA 94134
- B. Distribution Location: 1099 Sunnydale Avenue, San Francisco, CA 94134
- C. Distribution Location: 24 Ross Alley, San Francisco, CA 94108
- D. 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. Visitacion Valley Service Area: At minimum, 235 service units distributed each week during FY 23-24;
- B. Visitacion Valley Service Area: At minimum, 235 unduplicated households served each week during FY 23-24;
- C. Visitacion Valley Service Area: At minimum, 235 service units distributed every other week during FY 24-25;
- D. Visitacion Valley Service Area: At minimum, 235 unduplicated households served every other week during FY 24-25;
- E. Chinatown Service Area: At minimum, 100 service units distributed each week during FY 23-24;
- F. Chinatown Service Area: At minimum, 100 unduplicated households served each week during FY 23-24;
- G. Chinatown Service Area: At minimum, 100 service units distributed every other week during FY 24-25;
- H. Chinatown Service Area: At minimum, 100 unduplicated households served every other week during FY 24-25;
- I. Host six nutrition education sessions each fiscal year for participants with a preventative health specialist.

(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 85% of the participating surveyed reported that they were satisfied with the model of in-person interaction when receiving food.
- F. At least 85% of participants surveyed reported learning new information for healthier eating and/or cooking from the nutrition education sessions.

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 SFHSA 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 identity²
- Sexual orientation³
- Dietary restrictions

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*).

³ 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*).

- 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 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:

1. Compliance with any City or State-mandated food regulations (i.e., adherence to the City's Sugary Beverage Prohibition, adherence to the California Retail Food Code);
2. Food procurement policies and planning;
3. Participant files if applicable;
4. Staff development and training activities (i.e. monthly trainings attended by staff);

5. Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
6. Customer satisfaction materials (i.e. client satisfaction surveys);
7. Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
8. Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
9. Client tracking system (i.e. system for tracking client data and group activities).

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

- B. Fiscal compliance and contract monitoring 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:

1. any information that is personally identifiable information, or any information about an individual, including information that can be used to distinguish or trace an individual's identity, such as name, social security number, date/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
2. information Data Provider(s) disclose, in writing, orally, or visually, to Data User(s), or to which Data User(s) obtain access to in connection with the negotiation and performance of the grant, and which relates to any individuals or entities that have made confidential or proprietary information available to Grantee marked or otherwise identified as

proprietary and/or confidential, or that, given the nature of the information, ought reasonably to be treated as proprietary and/or confidential.

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: APA Family Support Services			Grant Term: 6/1/23-6/30/25			
(Check One) New	Renewal	XXX Modification				
If modification, Effective Date:		10/1/2023	Modification No.:		1	
Program Name: Food Support for Targeted Neighborhoods						
	6/1/23-6/30/23	7/1/23-6/30/24	10/1/23-6/30/24	7/1/23-6/30/24	7/1/24-6/30/25	6/1/23-6/30/25
	FY 22/23	Current	Modification	Revised	Original	Total
Expenditures						
Salaries & Benefits	\$ 6,403	\$ 77,130	\$ 62,034	\$ 139,165	\$ 113,872	\$ 259,439
Operating Expenses	\$ 7,275	\$ 213,540	\$ 285,792	\$ 499,332	\$ 310,042	\$ 816,649
Subtotal	\$ 13,678	\$ 290,670	\$ 347,826	\$ 638,496	\$ 423,914	\$ 1,076,088
Indirect Percentage (%)	15%	15%	15%	15%	15%	
Indirect Costs (Line 16 X Line 15)	\$ 2,052	\$ 43,601	\$ 52,174	\$ 95,774	\$ 63,586	\$ 161,412
Capital Expenses						
Total Expenses	\$ 15,729	\$ 334,271	\$ 400,000	\$ 734,271	\$ 487,500	\$ 1,237,500
HSA Revenues						
General Fund	\$ 15,729	\$ 334,271	\$ 400,000	\$ 734,271	\$ 487,500	\$ 1,237,500
Total HSA Revenues	\$ 15,729	\$ 334,271	\$ 400,000	\$ 734,271	\$ 487,500	\$ 1,237,500
Other Program Revenues						
Comerica Bank		\$ 5,500		\$ 5,500		\$ 5,500
GBC International		\$ 3,000		\$ 3,000		\$ 3,000
DEC Food & Diaper Grant		\$ 32,180		\$ 32,180		\$ 32,180
Total Other Program Revenues		\$ 40,680		\$ 40,680		\$ 40,680
Prepared by: Fanny Lam Telephone No.: 415.988.2248 Date: 9.15.23						
<i>HSA Budget Form (6/9/2022)</i>						

Agency Name: APA Family Support Services
 Program Name: Food Support for Targeted Neighborhoods

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		6/1/23-6/30/23	7/1/23-6/30/24	10/1/23-6/30/24	7/1/23-6/30/24	7/1/24-6/30/25	6/1/23-6/30/25
	Annual Full	Total	% FTE	Adjusted	FY 22/23	Current	Modification	Revised	Original	Total
Senior Manager of Operations & HR	\$ 82,000	1.00	15%	0.15	\$ 1,025	\$ 12,423		\$ 12,423	\$ 4,182	\$ 17,630
Bilingual Cantonese Program Coordinator	\$ 60,000	0.80	80%	0.80	\$ 3,000	\$ 36,000	\$ 9,000	\$ 45,000	\$ 30,800	\$ 78,800
Case Manager/Residents Services Coordinator	\$ 60,000	1.00	18%	0.18	\$ 900	\$ 10,908		\$ 10,908	\$ 6,120	\$ 17,928
Assistant Program Manager	\$ 70,000	1.00	40%	0.40			\$ 21,000	\$ 21,000	\$ 21,420	\$ 42,420
Food Program Assistant - Chinatown	\$ 39,375	0.20	20%	0.20			\$ 5,906	\$ 5,906	\$ 8,424	\$ 14,330
Food Program Assistant - VV/1099 Sunnydale	\$ 39,375	0.40	40%	0.40			\$ 11,813	\$ 11,813	\$ 16,848	\$ 28,661
TOTALS	\$ 350,750	4.40	213%	2.13	\$ 4,925	\$ 59,331	\$ 47,719	\$ 107,050	\$ 87,594	\$ 199,569
FRINGE BENEFIT RATE	30%									
EMPLOYEE FRINGE BENEFITS					\$ 1,478	\$ 17,799	\$ 14,316	\$ 32,115	\$ 26,278	\$ 59,871
TOTAL SALARIES & BENEFITS					\$ 6,403	\$ 77,130	\$ 62,034	\$ 139,165	\$ 113,872	\$ 259,439

Agency Name: APA Family Support Services
 Program Name: Food Support for Targeted Neighborhoods

Operating Expenses Detail

Expenditure Category	TERM	6/1/23-6/30/23 FY 22/23	7/1/23-6/30/24 Current	10/1/23-6/30/24 Modification	7/1/23-6/30/24 Revised	7/1/24-6/30/25 Original	6/1/23-6/30/25 Total
Rental of Property		\$ 80	\$ 960	\$ 22,500	\$ 23,460	\$ 57,600	\$ 81,140
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 160	\$ 1,920	\$ 7,200	\$ 9,120	\$ 5,400	\$ 14,680
Office Supplies, Postage		\$ 120	\$ 1,440	\$ 600	\$ 2,040	\$ 300	\$ 2,460
Program Supplies				\$ 12,500	\$ 12,500	\$ 6,392	\$ 18,892
Building Maintenance Supplies and Repair		\$ 2,235	\$ 420	\$ 18,800	\$ 19,220	\$ 3,600	\$ 25,055
Printing and Reproduction		\$ 80	\$ 960	\$ 500	\$ 1,460	\$ 300	\$ 1,840
Insurance		\$ 100	\$ 1,200	\$ 2,700	\$ 3,900	\$ 3,900	\$ 7,900
Staff Training		\$ 180	\$ 2,160	\$ 3,500	\$ 5,660	\$ 1,600	\$ 7,440
Staff Travel-(Local & Out of Town)		\$ 150	\$ 1,800	\$ 1,392	\$ 3,192	\$ 2,400	\$ 5,742
Rental of Equipment		\$ 20	\$ 240		\$ 240		\$ 260
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE							
Preventative Health Specialist		\$ 350	\$ 840	\$ 1,260	\$ 2,100	\$ 2,100	\$ 4,550
OTHER							
Purchase of Culturally Appropriate Food			\$ 201,600	\$ 206,840	\$ 408,440	\$ 226,450	\$ 634,890
Commercial Refrigerators (3)		\$ 3,800		\$ 8,000	\$ 8,000		\$ 11,800
TOTAL OPERATING EXPENSE		\$ 7,275	\$ 213,540	\$ 285,792	\$ 499,332	\$ 310,042	\$ 816,649

Appendix A-1 – Services to be Provided

Self-Help for the Elderly (SHE)

Food Support for Targeted Neighborhoods

6/1/2023 - 6/30/2025

Revised October 1, 2023

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	Self-Help for the Elderly (SHE)
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	Parkside, Sunset, and Lakeshore (94116, 94122, 94132)
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>
--------------------------	--

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: Parkside, Sunset, and Lakeshore (94116, 94122, 94132)

IV. Description of Services and Program Requirements

Grantee shall use the funds in this grant to expand culturally-relevant grocery support for food-insecure San Franciscans in the targeted service area by providing culturally relevant groceries free of charge to the target population. Grantee will be responsible for procuring all food and packaging and will oversee all aspects of grocery distribution. Food access points must be within the targeted service area. 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, Bottled Water, or gift cards 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

- A. Distribution location: 2601 40th Avenue in San Francisco.
- B. Time of Service: 1:30-4:30pm weekly
- C. Location and time of services may change if 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:

From 6/1/23 - 8/31/23:

- A. At minimum, 100 service units distributed each week
- B. At minimum, 100 unduplicated households served each week

From 9/1/23 - 6/30/24:

- C. At minimum, 270 service units distributed each week
- D. At minimum, 270 unduplicated households served each week

For FY 24-25:

- E. At minimum, 163 service units distributed each week
- F. At minimum, 163 unduplicated households served each week

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

In FY 24-25, Grantee may need to implement additional eligibility criteria with the approval of SFHSA.

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.

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 SFHSA 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 may 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.

- 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 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.

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*).

- 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:

Cathy.Huang@sfgov.org

Program Analyst, Citywide Food Access Team, SFHSA

or

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management, SFHSA

IX. Monitoring Activities

A. Program Monitoring

Program monitoring will include review of:

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

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

B. Fiscal Compliance and Contract Monitoring

Fiscal compliance and contract monitoring will include review of Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations

Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

X. Data Privacy Stipulations

A. Criminal Justice, Immigration Status and Federal Tax Information

The Human Services Agency does not share Criminal Justice Information; 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:

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

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

C. Use of Data

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

**HUMAN SERVICES AGENCY BUDGET SUMMARY
BY PROGRAM**

Agency Name: SELF-HELP FOR THE ELDERLY					Grant Term: 6/1/23-6/30/25	
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>						
If modification, Effective Date: 10/1/2023		Modification No.: 1				
Program Name: Food Support for Targeted Neighborhoods						
	6/1/23-6/30/24	7/1/23-6/30/24	10/1/23-6/30/24	7/1/23-6/30/24	7/1/24-6/30/25	6/1/23-6/30/25
	FY 22/23	Current	Modification	Revised	Original	Total
Expenditures						
Salaries & Benefits	\$ 2,990	\$ 35,880	\$ 78,000	\$ 113,880	\$ 113,880	\$ 230,750
Operating Expenses	\$ 7,240	\$ 171,281	\$ 241,925	\$ 413,205	\$ 225,251	\$ 645,697
Subtotal	\$ 10,230	\$ 207,161	\$ 319,925	\$ 527,085	\$ 339,131	\$ 876,447
Indirect Percentage (%)	15%	15%	15%	15%	15%	
Indirect Costs (Line 16 X Line 15)	\$ 1,535	\$ 31,074	\$ 48,379	\$ 79,453	\$ 50,869	\$ 131,856
Capital Expenses						
Total Expenses	\$ 11,765	\$ 238,235	\$ 368,303	\$ 606,538	\$ 390,000	\$ 1,008,303
HSA Revenues						
General Fund	\$ 11,765	\$ 238,235	\$ 368,303	\$ 606,538	\$ 390,000	\$ 1,008,303
Total HSA Revenues	\$ 11,765	\$ 238,235	\$ 368,303	\$ 606,538	\$ 390,000	\$ 1,008,303
Other Program Revenues						
In-kind Match	\$ 2,136	\$ 25,640		\$ 25,640	\$ 25,640	\$ 53,416
Total Other Program Revenues	\$ 2,136	\$ 25,640		\$ 25,640	\$ 25,640	\$ 53,416
Prepared by: Leny Nair		Telephone No.:		415-677-7682	Date: 8/7/2023	
HSA Budget Form (6/9/2022)						

Agency Name: SELF-HELP FOR THE ELDERLY
 Program Name: Food Support for Targeted Neighborhoods

Operating Expenses Detail

Expenditure Category	TERM	6/1/23-6/30/24 FY 22/23	7/1/23-6/30/24 Current	10/1/23-6/30/24 Modification	7/1/23-6/30/24 Revised	7/1/24-6/30/25 Original	6/1/23-6/30/25 Total
Rental of Property		\$ 250	\$ 3,000	\$ 2,000	\$ 5,000	\$ 5,000	\$ 10,250
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 115	\$ 1,385	\$ 285	\$ 1,670	\$ 1,385	\$ 3,170
Office Supplies, Postage				\$ 250	\$ 250	\$ 100	\$ 350
Building Maintenance Supplies and Repair							
Printing and Reproduction				\$ 258	\$ 258	\$ 138	\$ 396
Insurance		\$ 192	\$ 2,308	\$ 500	\$ 2,808	\$ 2,808	\$ 5,808
Staff Training							
Staff Travel-(Local & Out of Town)		\$ 352	\$ 4,615	\$ 2,500	\$ 7,115	\$ 5,087	\$ 12,554
Rental of Equipment							
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE							
OTHER							
Cost of Food		\$ 6,000	\$ 156,000	\$ 225,332	\$ 381,332	\$ 203,424	\$ 590,756
Packing Supplies		\$ 331	\$ 3,973	\$ 5,800	\$ 9,773	\$ 7,309	\$ 17,413
Holiday Food Costs				\$ 5,000	\$ 5,000		\$ 5,000
TOTAL OPERATING EXPENSE		\$ 7,240	\$ 171,281	\$ 241,925	\$ 413,205	\$ 225,251	\$ 645,697