

SAN FRANCISCO HUMAN SERVICES COMMISSION

MINUTES

April 28, 2022 Regular Meeting

The regular meeting of the Human Services Commission was held on Thursday, April 28, 2022 in person at the Born auditorium at 170 Otis Street, virtually via Zoom and telephonically pursuant to California Government Code Section 54953(e) and Mayor London Breed's 45th Supplement to the Mayoral Proclamation Declaring the Existence of a Local Emergency dated February 25, 2020.

MEMBERS PRESENT IN PERSON SCOTT KAHN, President
JAMES MCCRAY, JR., Vice President
SALLY COGHLAN MCDONALD
RITA SEMEL

MEMBERS PRESENT REMOTELY (VIA ZOOM) DARSHAN SINGH

OTHERS PRESENT IN PERSON Trent Rhorer – Executive Director
Elizabeth LaBarre – Commission Secretary
Dan Kaplan, Deputy Director – Finance and Administration
Anna Pineda, Deputy Director – Economic Support & Self-Sufficiency
Joan Miller, Deputy Director – Family & Children's Services

ROLL CALL President Kahn called the meeting to order at 9:38 a.m. noting the presence of all Commissioners: Commissioners McCray, Semel, Coghlan McDonald and Kahn were present in person in the Born auditorium. Commissioner Singh was present virtually via Zoom.

President Kahn then welcomed newly appointed Human Services Commissioner Sally Coghlan McDonald.

AGENDA On motion of Commissioner McCray, seconded and unanimously carried, the Commission adopted the agenda as posted.

MARCH 10, 2022 SPECIAL MINUTES On motion of Commissioner Semel, seconded and unanimously carried, the Commission adopted the minutes of the March 10, 2022 Special Meeting as circulated.

MARCH 24, 2022 MINUTES On motion of Commissioner McCray, seconded and unanimously carried, the Commission adopted the minutes of the March 24, 2022 Regular Meeting as circulated.

EXECUTIVE DIRECTOR'S REPORT Executive Director Trent Rhorer furnished an update regarding state and local activities.

STATE

This is the time of year when the budget committee is wrapping up for the governor's May Revise budget. The majority of discussions are centered around how to spend the \$35 billion budget surplus. The Gann Limit (the requirement that a certain amount of bonds have to go back to the taxpayers in some form when there is a surplus over a certain amount) is a

reason why you may have heard the governor talk about a gas rebate. The State needs to find a way to do tax relief with a one-time payment.

The second state update is the governor's Care Courts proposal, which is one Care Court in each county to address mental health needs. The governor sees this as another path toward treatment, a less coercive path than, say, conservatorship. Care Courts would hold county mental health services accountable; the courts could levy fines against counties if they don't provide the services. This is not targeted at necessarily San Francisco County as we have existing robust programs. It is targeted at the counties currently providing the bare minimum, like Central Valley and Southern California/Inland Empire counties. Care Court is getting a lot of opposition. Typical opposition groups who are trying to balance civil rights and civil liberties with treatment have come out against it. Counties are neutral, though many are concerned about funding. It is the governor's number one priority. Conversations are ongoing with the legislature and Governor's Office.

FINANCE/ADMIN

The Mayor's Budget Office and the Agency typically meet during this time of year regarding the budget the Commission approved in February. However, the budget process is on pause because the Mayor is waiting for the outcome on labor contract negotiations. All 46 contracts are up at the end of this year. SFHSA has several asks in our budget, the largest of which is food support initiatives extended due to COVID. Tentative labor settlements were reached, which will result in the largest increase the City has offered its employees in almost two decades. The Mayor wanted to recognize the efforts of City employees during the pandemic, offset rising inflation, and take advantage of the City's first projected budget surplus in twenty years. The tentative agreements, which still need to be ratified by members, include a 5.25% cost of living adjustment ("COLA") increase in July 2022, then a 2.5% COLA in July 2023 followed by an additional 2.25% COLA in January 2024. There is a trigger, as in past years. In the event the City deficit is over \$300 million, the COLA increases are delayed six months. This is great news for SFHSA staff and will also help with recruiting efforts in a competitive labor market. Overall the City's vacancy rate across departments is at a 20-year high.

Labor costs will reduce the projected surplus from \$108 million to \$75 million, which could in turn effect the Agency's food support budget supplemental request. We are hoping for a decision from the Mayor's Office in the next few weeks.

ESSS

SFBN

CalFresh

Able-bodied adult recipients of CalFresh have a work requirement in order to receive benefits. [Executive Director Rhorer believes food (along with healthcare) is a basic human right and should not be conditional.] Due to the emergency health order in response to COVID-19, a federal "Time Limit

Waiver” was placed on CalFresh benefits, which waives the work requirement for a certain period of time. This waiver has been extended (again) until June 2023.

Other requirements relaxed during the pandemic continue to be at the county’s discretion. County can continue to waive the interview requirement on approved cases, apply telephonic signature for applications, and expand student eligibility during the health emergency.

Additionally, the emergency allotments approved by the federal government during the pandemic continue to be distributed. This means that SNAP (at the federal level, known locally as CalFresh) recipients receive the maximum amount of benefit possible. In San Francisco, households are receiving at least \$95 in supplemental benefits.

May is CalFresh awareness month for which Jeimil Belamide with the CalFresh team will be presenting a proclamation later in the meeting. The state released a new website with a toolkit to aid in their effort to spread the word about CalFresh. There are many households in California who qualify for CalFresh but don’t realize it.

Medi-Cal

Beginning May 1, full scope Medi-Cal benefits will be expanded to cover low income undocumented individuals 50 years of age or older. Currently, this population qualifies for limited scope Medi-Cal, which offers far fewer benefits than full scope. In San Francisco, over 3,000 limited scope Medi-Cal recipients will be impacted by this change. The transition to full scope is expected to be largely automated, with minimum manual intervention required. This initiative is modeled after the Young Adult Expansion, which provided full scope Medi-Cal to undocumented young adults (ages 19 through 25) two years ago. As of May 1, immigration status will determine scope of Medi-Cal benefits only for individuals who are 26 through 49 years old. However, if the governor’s budget passes, this population will also receive full-scope Medi-Cal beginning January 2023; at that point immigration status alone would no longer determine scope of Medi-Cal benefits.

Waivers implemented as a result of the COVID public health emergency, to prevent Medi-Cal recipients from losing vital health coverage and to ease access for new recipients, remain in place. As long as we are in a public health emergency, Medi-Cal recipients will not lose benefits due to a negative action, nor will a renewal be suspended.

CAAP

CAAP, the cash assistance program for single adults with no children in San Francisco, has launched an outreach campaign with the goal of enrolling more homeless individuals in the Housing and Disability Advocacy Program (HDAP). The plan is for CAAP staff and community partners Episcopal Community Services and Bay Area Legal Aid (“BALA”) to be stationed at the Bayview Navigation Center for two weeks in May and enroll 60 clients in CAAP and SSI advocacy before moving to another

Navigation Center or shelter to do more HDAP work. At the navigation center, CAAP staff will also screen for CalFresh and Medi-Cal.

Workforce Development

The City has made a very intentional effort to assist low income San Franciscans obtain jobs, including City employment, and receive job training if needed through the SFHSA JobsNOW! program. The Mayor's Office hosted a Civic Center job fair last Saturday with 42 City departments represented. SFHSA hosted a separate job fair in partnership with the Latino Task Force yesterday. The goal is two-fold, to increase applications for open positions in the Agency and to increase enrollment in our programs, specifically JobsNOW!. We've seen the numbers grow; it has become a great, healthy partnership with City departments

FAMILY & CHILDREN'S SERVICES (FCS)

The month of May is Foster Care Month. The annual appreciation event for resource families and caregivers is virtual this year. Each resource family will get a \$50 Target gift card, a renewed identification card, and the opportunity to attend a self-care training that will provide several raffle prizes.

The Family First Prevention Services Act ("FFPSA") has been discussed frequently during commission meetings. As a quick recap, it was passed in 2018 to help with prevention services for children and families so they don't end up in the foster care system. Prevention services have historically been underfunded by the federal government, for example with the IVB program, or with IVE that provided funding only after the child was already placed in the system. FFPSA provides federal dollars for local child welfare agencies to expand and strengthen prevention services to families in an effort to reduce child maltreatment, and keep families together and out of the system. While we have been doing prevention work in San Francisco for years, FFPSA makes it possible for us to expand our programs with federal dollars. FCS staff hosted 2 virtual FFPSA Community Information Sessions for partners (City departments and community organizations) interested in building a community response system for child abuse prevention in San Francisco. The sessions provided an overview of FFPSA, the planning process, and an opportunity to share insights and expertise to build a better prevention system for San Francisco. One of the sessions was recorded and posted to YouTube. The plan is to hold more community sessions.

Three very long term community partners of Family and Children's Services are retiring: Martha Ryan, the Founder of the Homeless Prenatal Program (over 3 decades of service), Jay Berlin, Founder of Alternative Family Services (4 decades of service), and Ken Berrick, Founder of Seneca Family of Agencies (3 decades of service). These are critical partners in providing services to FCS clients including substance abuse treatment, placements in emergency foster homes, wrap around services (mental health), etc. SFHSA presented them each with a plaque to show our appreciation of

their hard work and support over the years at a virtual celebration on April 20.

In an effort to continue to vaccinate as many San Franciscans as possible, SFHSA again partnered with the Department of Public Health to provide COVID vaccines and boosters to our clients, staff and the general public. The COVID Vaccine & Booster Clinics were offered last week. One day was here at 170 Otis in the courtyard. The following day the clinic was located at 1235 Mission and then Friday it moved to 1650 Mission. There is one more clinic tomorrow from 9-noon at 1650 Mission, Suite 101. The second booster is available for anyone over the age of 50, and for anyone who is immunocompromised or has a high-risk medical condition that puts them at risk for COVID-19. No appointments are necessary. It is nice to have a “healthy” partnership with the county health department.

Upon conclusion of the update, Executive Director Rhorer introduced his Deputy Directors to Commissioner Coghlan McDonald.

Commissioner McCray shared that he was excited to hear about the outreach events and the number of City departments participating. He asked if vaccinations were available at these jobs events. Executive Director Rhorer was not sure, thought it was a great idea, and would find out and get back to the commissioner.

Commissioner McCray then brought up a consent calendar item related to Executive Director Rhorer’s update on the COVID emergency food support budget supplemental and requested additional detail. Executive Director Rhorer responded that there is an item on the agenda for contracts related to this. Additionally, SFHSA’s biggest ask, as mentioned in his report, is continued funding for emergency food. Under Cindy Lin’s leadership, an impressive network of providers has been established around the City, reaching households who, pre-pandemic, didn’t need food assistance. In discussions about coming out of the pandemic, we are noticing that for many San Franciscans life is not returning to “normal.” For example in meetings with the Latino Task Force, community members employed by the service industry have not returned to full-time employment. For hotel cleaning staff, they are working 2 days a week instead of every day because rooms aren’t being changed like they used to be. Our budget team has been making the food budget supplemental case to the Mayor, and she is well aware of the need, but there is only so much surplus.

EMPLOYEE OF THE MONTH AWARD

President Kahn announced LESLIE LAU, Senior Contracts Manager, Office of Contract Management, as the April 2022 Employee of the Month. The Commission recognized Leslie for his key role in the SIP hotel program and his “calm and cool demeanor.” Leslie was awarded an engraved desk clock, which he graciously accepted as the room full of supporters applauded (including Mr. Lau’s wife).

CONSENT CALENDAR

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved and ratified actions taken by the Executive Director

since the March 24, 2022 Regular Meeting in accordance with Commission authorization of April 28, 2022:

1. Submission of request to encumber funds in the total amount of \$14,205,518 for purchase of services or supplies and contingency amounts.
2. Submission of 6 temporary positions for possible use in order to fill positions on a temporary basis made during the period of 3/4/22 to 4/11/22.
3. Submission of 53 temporary appointments for possible use in order to fill positions on a temporary basis made during the period of 3/4/22 to 4/11/22.

COMMISSION
TELECONFERENCED
MEETINGS
RESOLUTION

President Kahn presented the request to approve the resolution making findings to allow teleconferenced meetings with some members possibly appearing remotely under California government code section 54953(e).

On motion of Commissioner McCray, seconded and unanimously carried, the Commission approved the resolution making findings to allow teleconferenced meetings with some members possibly appearing remotely under California government code section 54953(e).

CHILD ABUSE
PREVENTION
MONTH (APRIL 2022)
PROCLAMATION

Joan Miller, Deputy Director, Family & Children’s Services, and Jenny Pearlman, Associate Director Strategic Partnerships & Policy with Safe & Sound, requested the adoption of a resolution proclaiming April 2022 as CHILD ABUSE PREVENTION MONTH.

Proclamation: Recognition of April 2022 as Child Abuse Prevention Month

WHEREAS, child maltreatment impacts not just the child, but the family, the community, and society at large. The physical, mental, and emotional effects of maltreatment persist long after child maltreatment occurs and result in ongoing costs to society; and

WHEREAS, child abuse continues to be a persistent and pervasive problem in San Francisco with 3985 allegations of child abuse, and 436 substantiations in 2021. The preliminary estimations of the cumulative financial impact to the San Francisco community for the 436 verified child victims in 2021 is \$318 million. Abused children are more likely to experience negative educational, health, and behavioral outcomes, which contribute to many of San Francisco’s challenges, such as homelessness, chronic health issues, and high school dropout rates; and

WHEREAS, rates of both allegations and substantiation of child abuse disproportionately impact BIPOC families, requiring us to address long-standing issues of structural and systemic racism. Society has a moral and ethical obligation to protect families from unnecessary intervention of child welfare and ensure the availability of services and supports that strengthen all families; and

WHEREAS, direct investment in social programs for children and families and community protective factors--such as economic supports, community institutions and services, high quality childcare, and policies and educational campaigns that promote equity and inclusion and change social norms--prevent child abuse and provide short- and long-term benefits, far outweighing the overall cost of downstream interventions to address the costly results of child maltreatment and trauma; and

WHEREAS, effective prevention efforts succeed because of collaboration between community and public organizations, recognition of the strengths, experiences, and wisdom of families, and accessible, non-stigmatizing services. San Francisco has invested in several key

prevention strategies, including the Family Resource Center Initiative, jointly funded by the Human Services Agency, First 5, and the Department of Child Youth and Families; and **WHEREAS**, it is essential to continue to invest in child abuse prevention and raise awareness about child abuse and the need to support all vulnerable children and their families. Healthy children and families create the foundation for communities to thrive; and **NOW, THEREFORE**, We, the Human Services Commission, join with others, including the Human Services Agency and Safe & Sound, to recognize April 2022 as Child Abuse Prevention Month. We urge all San Franciscans to take shared responsibility for child and family well-being and for ensuring that every family has what they need to be safe, healthy, and strong.

Commissioner McCray noted that it is April 28. He facetiously asked what activities can be accomplished in the next 2 days. Deputy Director Miller acknowledged that it is late to be requesting approval of this proclamation. However, she and her team along with community partners such as Safe & Sound have been hosting events all month, which have been advertised/posted on SFHSA social media channels. Some events were hosted by the Greater Bay Area Child Abuse Prevention Council, a partnership with 10 other counties, including trainings. City Hall was lit blue on April 1 to kick off Child Abuse Prevention Month.

Commissioner McCray requested that the activities related to the child abuse prevention efforts be included in the proclamation next year. Commissioner McCray then asked how is SFHSA supporting the Family Resource Center, to which Deputy Director Miller replied it is primarily financial support. SFHSA partners with them all the time, including for FFPSA initiatives. Commissioner McCray stated that this is an important proclamation and an important issue so let's try to get ahead of it next year.

Commissioner Semel added that she appreciates that this issue is being called out. President Kahn requested that the proclamation be presented during the March commission meeting next year instead of during the April meeting. Additionally, a March meeting proclamation presentation will apprise the commissioners of upcoming events so that they can attend if possible, instead of learning about it after the fact. President Kahn reminded those in attendance of a commissioner's role in the community.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to adopt the resolution proclaiming April 2022 as CHILD ABUSE PREVENTION MONTH.

CALFRESH
AWARENESS AND
ACTION MONTH
(MAY 2022)
PROCLAMATION

Jeimil Belamide, Program Manager – Policy, Outreach, & Staff Training, CalFresh & Medi-Cal, presented the request to adopt a resolution proclaiming May 2022 as CALFRESH AWARENESS AND ACTION MONTH. [See proclamation as an attachment at the end of the minutes]

Commissioner Semel asked about metrics. How is success tracked? Mr. Belamide replied that his team will continue with existing systems such as tracking new application submissions, partnering with local nonprofits to

engage more students, and being in the community to spread the word about how to access benefits and educating partners regarding rules and regulations.

Commissioner McCray expressed the importance of getting the word to the community, “This is what SFHSA does. This is what is available and this is how you get benefits.” What measures are being taken to create awareness in the community and what are the cost implications. Mr. Belamide replied that the CalFresh team partners with the state to get the word out. In addition, the SFHSA Communications team is involved and pushes information via the Agency’s social media channels. Mr. Belamide has a team of SFHSA trainers in the field to provide hands-on assistance to applicants.

Executive Director Rhorer then added that a marketing campaign will commence May 2 as part of the Agency’s rebranding efforts, and will include advertising on City buses and at bus stops. SFHSA is able to do targeted marketing and will include ads in communities where our data shows there are many households that could qualify for CalFresh benefits. Executive Director Rhorer then pointed out the numbers and related them to his report on the budget supplemental. From the proclamation, “that from January 2020 to March 2022, the number of San Francisco households receiving CalFresh increased from 49,068 to 70,638 households.” The Agency was able to accommodate this huge increase in applicants even though staff numbers did not increase, and in fact there are more vacancies in SFBN than there were prior to the pandemic. Budget supplemental conversations include the request of additional eligibility workers (over 40 positions). The Agency is also trying to hire more quickly. This will help reach more clients and help more people.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to adopt the resolution proclaiming May 2022 as CALFRESH AWARENESS AND ACTION MONTH.

EDGEWOOD
CENTER FOR
CHILDREN AND
FAMILIES

Casey Schutte, Program Analyst, presented the request to enter into a new grant agreement with EDGEWOOD CENTER FOR CHILDREN AND FAMILIES.

Commissioner McCray noticed that the grant agreement term is for four years. Is there a reason why (as opposed to 5 years or 2 years for example)? He had not previously noticed a four year term. Johanna Gendelman, Contracts Manager, responded that beginning this year, the contract terms are now four years, as opposed to the three plus two in prior years. The contracts team noticed that they could alleviate workloads by changing the grant term length. Executive Director Rhorer added that this change also makes it so the team doesn’t have to renew all contracts in the same year/at the same time.

On motion of Commissioner McCray, seconded and unanimously carried, the Commission approved the request to enter into a new grant agreement

with EDGEWOOD CENTER FOR CHILDREN AND FAMILIES for the provision of kinship services; for the period of July 1, 2022 through June 30, 2026; in the amount of \$2,403,256, plus a 10% contingency, for a total amount not to exceed \$2,643,582.

MULTIPLE PROVIDERS (CHINATOWN YMCA, FARMING HOPE, LA COCINA AND SF HOUSING DEVELOPMENT CORPORATION)

Cindy Lin, Food Coordination Manager, requested authorization to enter into new grant agreements with MULTIPLE PROVIDERS (CHINATOWN YMCA, FARMING HOPE, LA COCINA AND SF HOUSING DEVELOPMENT CORPORATION).

Grantee	FY 21/22	10% Contingency	Total Not to Exceed
Chinatown YMCA	\$200,000	\$20,000	\$220,000
Farming Hope	\$225,000	\$22,500	\$247,500
La Cocina	\$126,400	\$12,640	\$139,040
San Francisco Housing Development Corporation	\$275,000	\$27,500	\$302,500
Total	\$826,400	\$82,640	\$909,040

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to enter into new grant agreements with MULTIPLE PROVIDERS (CHINATOWN YMCA, FARMING HOPE, LA COCINA AND SF HOUSING DEVELOPMENT CORPORATION) for the provision of Food Sovereignty Infrastructure: Community Kitchen Access; for the period of May 1, 2022 through April 30, 2023; in the combined amount of \$826,400, plus a 10% contingency, for a total amount not to exceed \$909,040.

CHINATOWN COMMUNITY DEVELOPMENT CENTER (CCDC)

Cindy Lin, Food Coordination Manager, requested authorization to modify the existing grant agreement with CHINATOWN COMMUNITY DEVELOPMENT CENTER (CCDC).

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to modify the existing grant agreement with CHINATOWN COMMUNITY DEVELOPMENT CENTER (CCDC) for the provision of support for the annual Chinatown Food Giveaway event which has been disrupted by COVID-19 for the past two years; for the period of April 1, 2022 through June 30, 2022; for an additional amount of \$154,543, plus a 10% contingency, for a revised total amount not to exceed \$653,997.

FIVE KEYS SCHOOLS & PROGRAMS

Adriana Duran, Community Services Program Monitor for Welfare to Work Services, requested authorization to modify the existing grant agreement with FIVE KEYS SCHOOLS & PROGRAMS.

On motion of Commissioner McCray, seconded and unanimously carried, the Commission approved the request to modify the existing grant agreement with FIVE KEYS SCHOOLS & PROGRAMS for the provision of Academic Assessment Services; for the period of July 1, 2022 through June 30, 2024; for an additional amount of \$108,176, plus a 10% contingency, for a revised total amount not to exceed \$365,544.

FIVE KEYS
SCHOOLS &
PROGRAMS

Adriana Duran, Community Services Program Monitor for Welfare to Work Services, requested authorization to modify the existing grant agreement with FIVE KEYS SCHOOLS & PROGRAMS.

On motion of Commissioner Coghlan McDonald, seconded and unanimously carried, the Commission approved the request to modify the existing grant agreement with FIVE KEYS SCHOOLS & PROGRAMS for the provision of Cal-Learn Educational Support Services; for the period of July 1, 2022 through June 30, 2024; for an additional amount of \$39,774, plus a 10% contingency, for a revised total amount not to exceed \$107,487.

TODD WRIGHT

Melissa Connelly, Acting Program Director, requested authorization to enter into a new contract agreement with TODD WRIGHT.

Commissioner McCray asked Mr. Wright, “how has it been?” Mr. Wright replied that it “has been an interesting ride.” In terms of complaint trends, they remain relatively normal. From a cultural perspective, he notes a sense of vitriol and new types of complaints that didn’t exist before, related to the politics of today along with a palpable growth in clients’ mistrust of the government. Commissioner McCray thanked him for his work as the ombudsman.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to enter into a new contract agreement with TODD WRIGHT for the provision of ombudsman services; for the period of July 1, 2022 through June 30, 2026; in the amount of \$624,000, plus a 10% contingency, for a total amount not to exceed \$686,400.

MOBISTREAM
SOLUTIONS

Alex Leontiev, Business Engagement Lead, Information Technology, requested authorization to enter into a new contract agreement with MOBISTREAM SOLUTIONS.

On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to enter into a new contract agreement with MOBISTREAM SOLUTIONS for the provision of Secure Instant Messaging; for the period of May 1, 2022 through April 30, 2025; in the amount of \$770,564, plus a 10% contingency, for a total amount not to exceed \$847,620.

DOCUMENT
FULFILLMENT
SERVICES

Bernadette Casino, Manager, Statewide Automated Welfare System – CalWIN/CalSAWS, requested authorization to modify an existing contract agreement with DOCUMENT FULFILLMENT SERVICES.

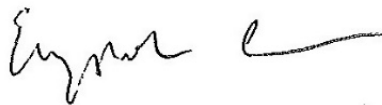
On motion of Commissioner Semel, seconded and unanimously carried, the Commission approved the request to modify the existing contract agreement with DOCUMENT FULFILLMENT SERVICES for the provision of CalWIN document processing and mailing; for the period of July 1, 2022 through December 31, 2023; for an additional amount of \$1,885,714, plus a 10% contingency, for a revised total amount not to exceed \$7,552,285.

GENERAL PUBLIC COMMENT

President Kahn's call for public comment yielded no responses.

ADJOURNMENT

President Kahn adjourned the meeting at 11:03 am.



Elizabeth LaBarre, Commission Secretary
Human Services Commission

Posted: May 24, 2022

Proclamation Recognizing May 2022 as CalFresh Awareness and Action Month in the City and County of San Francisco

WHEREAS, this is a Resolution declaring May 2022 as CalFresh Awareness and Action Month in the City and County of San Francisco, and urging all community members to support efforts to increase awareness of, and participation in, the CalFresh program; and

WHEREAS, access to safe, nutritious and culturally acceptable food is a basic human right and is essential to human health; and

WHEREAS, food security is the foundation of a strong and healthy community; and

WHEREAS, food insecurity in San Francisco has risen to historic proportions during the Pandemic, CalFresh has played a critical role in filling the gap; and

WHEREAS, all households during the Public Health Emergency receive the maximum allotment for their household size. For example, households of one that received \$16 in February 2020 are now receiving \$250 monthly. This supplemental allotment is approved monthly by the State; and

WHEREAS, from January 2020 to March 2022, the number of San Francisco households receiving CalFresh, increased from 49,068 to 70,638 households; this is due to the surge in applications during the early months of the COVID Pandemic. During that same period, calls from the public to our call center jumped from an average of 10,764 calls per month for active cases to 22,578 calls. Total calls regarding CalFresh grew by 110% in two years; and

WHEREAS, during the Health Emergency, the federal government has allowed states to waive the requirement that clients participate in an interview as part of the CalFresh application process. In the past, a complete application could be denied for missing a required interview; that is not currently the case; and

WHEREAS, in recognition of many students who are struggling with food insecurity, the federal government instituted a waiver during the Pandemic easing the access of students to SNAP. As such, the nation has expanded

student eligibility to include more who qualify via work study or using expected family contribution as an income indicator; and

WHEREAS, in response to the homeless crisis during the Pandemic, the San Francisco Human Services Agency (“SFHSA”) has engaged in in-person CalFresh outreach to homeless persons temporarily staying in Shelter in Place hotels. From September 15, 2020 to April 20, 2022, SFBN has processed 2,237 CalFresh applications.

Additionally, they have submitted 1,570 Medi-Cal and 1,343 CAAP applications. This is one of the most integrated outreach efforts ever embarked upon by the Division of Economic Support & Self Sufficiency (ESSS) Programs; and

WHEREAS, SFHSA continued its contract with 211 San Diego to expand CalFresh access and increase food security. On a weekly basis, staff from 211 San Diego conduct telephone outreach to approximately 100 individuals who are likely eligible for CalFresh due to receiving Supplemental Security Income (SSI) to determine if they are interested in obtaining assistance in submitting applications online, which SFHSA eligibility workers then process; and

WHEREAS, with funding from the federal Process and Technology Improvement Grant, our key partner the San Francisco Marin Food Bank (SFMFB) has launched a new program to help increase the number of MyBenefitsCalWIN.org (MyBCW) client accounts with the end goals of: 1) Decreasing in-person lobby transactions, particularly relevant during the ongoing pandemic, and 2) Learning how low-income persons, namely those with limited English, experience technology so that the agency can engage them in future technology developments. MyBCW is an online application portal that allows individuals to create personal accounts that make it possible to use one’s personal computer, tablet, or smartphone to submit benefit applications, among other functions. To date, the SFMFB has assisted approximately 1,000 CalFresh recipients in signing up for MyBCW accounts; and

WHEREAS, SNAP programs throughout the nation are currently waiving all work requirements due to the public health emergency and high unemployment; and

WHEREAS, Market Match allows a CalFresh household to extend the value of its benefits; farmers markets will double the value of purchases made using CalFresh EBT. This promotes healthy food options, supports farmers and extends the clients’ CalFresh budget; and

WHEREAS, March 2022 saw the highest ever usage of EBT Food benefits at SF farmers markets of about \$531,000; and

WHEREAS, San Francisco continues to offer a Restaurant Meals Program, allowing homeless, seniors and the federally disabled to use their CalFresh allotment to pay for meals in designated restaurants. This increases the access to hot meals for those without easy access to kitchens; now, therefore, be it

RESOLVED, that the San Francisco Human Services Commission proclaims May 2022 to be CalFresh Awareness and Action Month, and urges all community members to support efforts to increase awareness of and participation in the CalFresh program.