



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

P.O. Box 7988
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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: OCTOBER 21, 2022

SUBJECT: GRANT MODIFICATION: DOLORES STREET COMMUNITY SERVICES (NON-PROFIT) TO PROVIDE MISSION FOOD HUB OPERATOR SERVICES

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	Current	Modification	Revised	Contingency	Total
GRANT TERM:	08/01/2022-01/31/2023	02/01/2023-06/30/2023	08/01/2022-06/30/2023		
GRANT AMOUNTS:	\$2,000,000	\$2,125,000	\$4,125,000	\$412,500	\$4,537,500
ANNUAL AMOUNT:	FY 22-23 \$4,537,500				
FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$4,125,000			\$412,500	\$4,537,500
PERCENTAGE:	100%				100%

The Human Services Agency (HSA) requests authorization to modify the existing grant agreement with Dolores Street Community Services for the period of February 1, 2023 to June 30, 2023 in the additional amount of \$2,125,000 plus a 10% contingency for a revised total amount not to exceed \$4,537,500. The purpose of the grant is to distribute groceries to San Franciscans at the Mission Food Hub. The modification ensures that services can continue until the end of the current fiscal year.

Background

Since the beginning of the COVID-19 pandemic, the Citywide Food Access Team (CFAT) has partnered with community-based organizations to address food insecurity which has been exacerbated during the pandemic. To align with the City's vision of eliminating food insecurity throughout San Francisco, CFAT continues to seek meaningful partnerships to increase food access for San Franciscans.

This grant is to operate the Mission Food Hub which was started in the beginning of the pandemic as an emergency response but still remains a large and effective food security intervention for the Mission and surrounding neighborhoods.

Services to be Provided

Grantee will be the operator of a grocery distribution program co-located with other critical services being provided to the community. The grocery distribution program shall feature grocery units comprised of nutritious, high-quality, and culturally appropriate foods that will be distributed both in-person and through distribution networks of community-based organization partners who serve low-income, underserved San Franciscans.

Grantee shall coordinate a "market-style" pantry, where recipients can select the items they desire for their grocery unit. This "market-style" pantry must occur at minimum two days per week at times that are convenient for recipients. Grantee must also partner with community-based organizations serving underserved, low-income individuals to distribute grocery units through these organizations.

Throughout the grant term, Grantee shall actively seek and incorporate participant feedback into the grocery distribution program to ensure distributed items meet participants' food preferences and are of high quality. Grantee shall work with SF HSA to ensure all participants are provided a dignified experience throughout the program, including but not limited to a participant's experience enrolling in the program, picking up groceries, and providing feedback. Grantee shall ensure paid and/or volunteer staff present for in-person distribution at the Mission Food Hub speak Cantonese, English, and Spanish.

Location

Services will be provided at 701 Alabama St. in the Mission neighborhood of San Francisco.

Selection

Grantee was selected through Request for Proposals #1027, which was competitively bid in June 2022.

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

Dolores Street Community Services

Mission Food Hub Services
August 1, 2022 – June 30, 2023

I. Purpose of Grant

The purpose of this grant is to fund a grocery distribution program centered in dignity, choice, and quality to provide free groceries to low-income, underserved San Franciscans.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON City	Contracts Administration, Reporting, and Billing On-line System City and County of San Francisco, a municipal corporation
Culturally-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	Dolores Street Community Services
Grocery Unit/Unit of Service	One food bag/box
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% 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.
SF HSA	San Francisco Human Services Agency
SF OEWD	San Francisco Office of Economic and Workforce Development
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>SF Admin. Code, Chapter 104, Sections 104.1 through 104.9</i>).
Sugary 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, focusing on San Francisco households from one of the following groups, whose food insecurity risk has been exacerbated by the COVID-19 pandemic due to health and/or economic factors:

1. Low-income;
2. Limited English proficiency;
3. Limited cooking or food storage capacity in home; and,
4. Technological or transportation barriers to food access.

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

Grantee shall coordinate a “market-style” pantry at the Mission Food Hub, located at 701 Alabama Street in San Francisco, or at a location to be agreed upon with SF HSA, where clients can select the items they desire for their grocery unit. The “market-style” pantry at the Mission Food Hub must occur at minimum two days per week at times that are convenient for recipients. Grantee must also partner with community-based organizations serving underserved, low-income individuals to distribute grocery units through these organizations. The choice of community-based organization distribution partners shall be within Grantee’s discretion in consultation with SF HSA.

Each grocery unit must include, at minimum, a variety of fresh fruits and vegetables, protein, and grains. No grocery unit may contain a sugary beverage. SF HSA will reimburse Grantee a maximum of \$50 per grocery unit.

Throughout the grant term, Grantee shall actively seek and incorporate participant feedback into the grocery distribution program to ensure that distributed items meet participants’ food preferences and are of high quality. Foods distributed by Grantee shall reflect the food preferences of community members receiving food support whenever possible. Grantee shall work with SF HSA to ensure that all participants are provided a dignified experience throughout the program, including but not limited to a participant’s experience enrolling in the program, picking up groceries, and providing feedback.

Grantee must have the equipment and infrastructure to receive pallets of purchased and donated food and safely store both shelf-stable and perishable food products, both to coordinate the in-person distribution at the Mission Food Hub (or main distribution location) and for pick-up by or delivery to community-based organization distribution partners. Grantee will be responsible for procuring all food and packaging, and will oversee all aspects of grocery unit preparation and distribution while following all applicable local, state, and federal food safety requirements, including the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality and fall within code extension dates.

Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the program participants. Grantee shall ensure paid and/or volunteer staff present for in-person distribution at the Mission Food Hub can speak the following languages: Cantonese, English, and Spanish.

Grantee shall also refer participants to other services provided at the Mission Food Hub. Community-based organization distribution partners should consist of organizations who serve low-income, underserved populations, and have earned the trust of the people they serve. These community-based organization distribution partners may include, but are not limited to, social service providing organizations, faith-based organizations, community pantry sites, mutual aid networks, school/childcare programs, after-school programs, or healthcare providers. Grantee will have on file a current memorandum of understanding with all partnering community-based organizations receiving and distributing service units.

V. Location and Time of Services

Distribution will occur at minimum two times per week at the Mission Food Hub at 701 Alabama Street in the Mission District, or at a main distribution location agreed upon between Grantee and SF HSA, and at satellite sites run by partnering community based organizations. Grantee to determine time of services based on convenience for clients.

VI. Service Objectives

Between August 1, 2022, and June 30, 2023, Grantee will meet the following service objectives:

1. Number of grocery units provided at the Mission Food Hub (or main distribution location) per month: 5,100 at minimum
2. Number of unique households receiving grocery units in-person at the Mission Food Hub (or at main distribution location) per month: 1,250 at minimum
3. Number of grocery units distributed through community-based organization distribution partners per month: 850 at minimum
4. Number of unique households receiving grocery units through community-based organization distribution partners per month: 200 at minimum

SF HSA reserves the right to alter the service objectives by notifying Grantee in writing during the grant term.

VII. Outcome Objectives

During December 2022 and June 2023, through anonymous surveys provided in multiple languages:

1. At least 90% of participants who use the program will report that they had a dignified experience;
2. At least 85% of the participants who use the program will report that they are satisfied with the selection and quality of food items at the program; and,

3. At least 85% of participants who use the program will report that access to the program has decreased their food insecurity.

SF HSA reserves the right to alter the outcome objectives by notifying Grantee in writing during the grant term.

VIII. Data Collection & Reporting Requirements

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

A. CARBON

Grantee must designate staff to input fiscal, program, and data reporting into CARBON at the beginning of the grant term. These staff will receive training on CARBON from City staff within 30 days since the beginning of the grant term.

B. Initial Registration List

By September 30, 2022, Grantee must submit an Initial Registration List. The Initial Registration List must include the following fields about each client:

1. Place of food distribution (e.g., Mission Food Hub or address of partnering community-based organization);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation¹
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

C. Monthly Reporting:

Monthly Service Report:

Grantee will provide a monthly report of activities. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and unique households served year-to-date. If Grantee and partnering

¹ Items 10 and 11 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*).

community-based organizations distribute food at more than one site, Grantee must submit the report by site, and in aggregate, each month. Grantee will upload monthly reports into CARBON by the 15th day of the month following the month of service.

Grantee shall use the following template for monthly service reporting:

Month	Units of Service	Monthly Unique Households	Monthly Unique People	Year to Date Unique Households	Year to Date Unique People
August					
September					
October					
November					
December					
January					
February					
March					
April					
May					
June					

This template will be available for download from the CARBON system.

Monthly Menu Report:

Grantee shall on a monthly basis report to SF HSA the items and amount/quantity of those items being provided in their grocery units. Grantee must submit the monthly menu report in CARBON by the 15th day of the month following the month of service.

The menu template will be available for download from the CARBON system.

D. Quarterly Reporting:

Grantee will enroll all clients into grantee database and will provide a quarterly report of client-level information. Grantee will submit quarterly reports in CARBON:

- by **November 15, 2022** for services provided between August 1, 2022 and October 31, 2022; and,
- by **February 15, 2023** for services provided between November 1, 2022 and January 31, 2023;
- by **May 15, 2023** for service provided between February 1, 2023 and April 30, 2023; and,
- by **July 15, 2023** for service provided between May 1, 2023 and June 30, 2023.

A client's refusal to answer any question does not preclude them from participating in the program. Grantee's quarterly report shall provide the following information:

1. Place of food distribution (e.g., Mission Food Hub or address of partnering community-based organization);
2. Recipient First Name
3. Recipient Last Name
4. Recipient Date of Birth
5. Recipient Address
6. Recipient Zip Code
7. Household Size
8. Race/Ethnicity
9. Primary Language
10. Gender identity
11. Sexual orientation²
12. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services nor do you need to request eligibility information from your clients.)

A template including these fields will be available for download in CARBON.

E. Food Security Survey:

Grantee will be required to conduct the Food Security Survey with clients at the end of the grant term. All survey questions will be provided by your Program Manager. The surveys will be provided in Chinese, English, and Spanish. Contact your Program Manager if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City once they are complete, but no later than July 15, 2023.

F. Annual Report:

Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in CARBON by the 15th of the month following the end of the grant term.

² Items 10 and 11 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*).

G. Fiscal Closeout Report:

SF HSA may request that Grantee issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to SF HSA no later than July 15, 2023. This report must be submitted to the CARBON system.

H. Ad Hoc Reports:

Grantee shall develop and deliver ad hoc reports as requested by SF HSA.

I. Registration Database:

If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for SF HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.

J. Data Security:

Grantee program staff will complete a data security awareness training on an annual basis; Grantee will maintain evidence of staff completion of this training.

K. Confidentiality & Privacy:

Grantee shall be compliant with laws related to confidentiality and privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules, to the extent applicable.

L. Grievance Policy:

Grantee will develop a grievance policy with approval from SF HSA within the first 30 days of the grant term. The grievance policy must be translated into languages spoken by program clients.

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

Jennifer Grant

jennifer.grant@sfgov.org

Contract Manager, Office of Contract Management, SF HSA

or

Tommy McClain

Thomas.mcclain@sfgov.org

Program Manager, Food Coordination Group, SF HSA

IX. Monitoring Activities

A. Program Monitoring:

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: 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 (CJI); 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 (FTI) under this grant.

B. Data Security and Storage

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

- i. 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 (collectively, "PII"); or
- ii. 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 HSA 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 HSA 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: Dolores Street Community Services			Grant Term: 8/1/22-6/30/23
(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>			
If modification, Effective Date:	10/1/2022	Modification No.:	1
Program Name: Mission Food Hub Operator			
	Current	Modification	Total
	8/1/22-1/31/23	2/1/23-6/30/23	8/1/22-6/30/23
Expenditures			
Salaries & Benefits	\$ 143,969	\$ 215,967	\$ 359,936
Operating Expenses	\$ 1,595,161	\$ 1,631,860	\$ 3,227,021
Subtotal	\$ 1,739,130	\$ 1,847,827	\$ 3,586,957
Indirect Percentage (%)	15%	15%	15%
Indirect Costs (Line 16 X Line 15)	\$ 260,870	\$ 277,173	\$ 538,043
Capital Expenses			
Total Expenses	\$ 2,000,000	\$ 2,125,000	\$ 4,125,000
HSA Revenues			
General Fund	\$ 2,000,000	\$ 2,125,000	\$ 4,125,000
Total HSA Revenues	\$ 2,000,000	\$ 2,125,000	\$ 4,125,000
Other Program Revenues			
Total Other Program Revenues			
Prepared by: Saúl Hidalgo L., Deputy Director		Telephone No.: 415-282-6209	Date: 10/14/2022
<i>HSA Budget Form (6/9/2022)</i>			

Agency Name: Dolores Street Community Services
 Program Name: Mission Food Hub Operator

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		8/1/22-1/31/23	2/1/23-6/30/23	8/1/22-6/30/23
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Current	Modification	Total
Program Director (Food Hub Director)	\$ 95,000	1.00	100%	1.00	\$ 47,500	\$ 39,583	\$ 87,083
Site Director	\$ 83,200	0.80	100%	0.80	\$ 33,280	\$ 27,733	\$ 61,013
Inventory & Quality Control Manager	\$ 63,440	0.50	100%	0.50	\$ 14,560	\$ 13,217	\$ 27,777
Volunteer Coordinator	\$ 58,240	0.50	100%	0.50	\$ 14,560	\$ 12,133	\$ 26,693
Registration & Data Entry Coordinator (formerly Registration Ambassador)	\$ 58,240	0.50	100%	0.50		\$ 12,133	\$ 12,133
Delivery Driver	\$ 45,760	0.65	100%	0.65		\$ 12,393	\$ 12,393
Food Justice Specialists (5)	\$ 45,760	2.50	100%	2.50		\$ 47,667	\$ 47,667
TOTALS	\$ 449,640	6.45		6.45	\$ 109,900	\$ 164,860	\$ 274,760
FRINGE BENEFIT RATE	31%						
EMPLOYEE FRINGE BENEFITS					\$ 34,069	\$ 51,107	\$ 85,176
TOTAL SALARIES & BENEFITS					\$ 143,969	\$ 215,967	\$ 359,936

Agency Name: Dolores Street Community Services

Program Name: Mission Food Hub Operator

Operating Expenses Detail

Expenditure Category	TERM	Current	Modification	Total
		8/1/22-1/31/23	2/1/23-6/30/23	8/1/22-6/30/23
Rental of Property			\$ 4,000	\$ 4,000
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 12,000	\$ 10,000	\$ 22,000
Office Supplies, Postage		\$ 2,991	\$ 4,000	\$ 6,991
Building/Equipment Maintenance and Repair		\$ 3,500	\$ 7,000	\$ 10,500
Printing and Reproduction				
Insurance		\$ 2,900	\$ 5,000	\$ 7,900
Staff Training				
Staff Travel-(Local & Out of Town)			\$ 3,200	\$ 3,200
Rental of Equipment				
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Food Justice Promoters (7)		\$ 99,320	\$ (99,320)	\$ -
Stipends		\$ 15,000		\$ 15,000
IT		\$ 200		\$ 200
Transportation and Garbage		\$ 24,000	\$ 20,000	\$ 44,000
OTHER				
Food/Grocery Items		\$ 1,403,150	\$ 1,610,000	\$ 3,013,150
Volunteer Activities & Supplies		\$ 20,100	\$ 24,480	\$ 44,580
Program Supplies		\$ 12,000	\$ 43,500	\$ 55,500
TOTAL OPERATING EXPENSE		\$ 1,595,161	\$ 1,631,860	\$ 3,227,021