



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: SUSIE SMITH, DEPUTY DIRECTOR FOR POLICY AND PLANNING
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: FEBRUARY 9, 2024

SUBJECT: NEW GRANT: **CHINESE NEWCOMERS SERVICE CENTER FOR PROVISION OF CHINATOWN FOOD DISTRIBUTION GRANT**

GRANT TERM: APRIL 1, 2024 TO JUNE 30, 2026

GRANT AMOUNTS:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$450,000	\$45,000	\$495,000

ANNUAL AMOUNT:	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>FY 25/26</u>
	\$150,000	\$150,000	\$150,000

FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$450,000			\$45,000	\$495,000

PERCENTAGE: 100% 100%

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The San Francisco Human Services Agency (SFHSA) requests authorization to enter into a new grant agreement with Chinese Newcomers Service Center for the period of April 1, 2024 through June 30, 2026, in the amount of \$450,000 plus a 10% contingency for a total amount not to exceed \$495,000. The purpose of this grant is to operate a large-scale, annual Food Distribution in Chinatown.

Background

San Francisco has a history of community-based organizations hosting large-scale food distribution events. While regular, ongoing food security efforts are crucial to combatting



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food insecurity year-round, SFHSA also recognizes that people should have the opportunity to maintain traditions that are meaningful to them. Through RFP 1126, SFHSA sought to provide support for an experienced and trusted nonprofit that can facilitate and implement a successful annual food distribution event serving the most in-need San Franciscans.

This grant seeks to continue the tradition started in 1996 in San Francisco's Chinatown, where an annual large community food distribution focusing on culturally tailored and shelf stable culinary essentials provided the low-income community with cooking items they could not receive at regular food pantries. This event was disrupted by the COVID-19 pandemic but HSA seeks to bring back this popular event for the Chinatown community. The Chinatown neighborhood remains one of the most low-income neighborhoods and has long waitlists for food support programs.

Services to be Provided

Grantee will be responsible for the planning, coordination, and procurement of a large-scale food distribution centered around an annual event. Grantee will implement an event that serves at minimum 5,000 households with groceries that have been procured and stored with regard to quality, food handling and storage best practices and cultural responsiveness. Items procured will focus on cooking essentials that are typically not distributed at food pantries so that community members can make meals that are culturally familiar.

Locations

Services will be provided at a central location in Chinatown (to be determined). Grantee will also partner with organizations to have a satellite site outside of Chinatown to serve community members who live far from the main Chinatown distribution site.

Selection

Grantee was selected through Request for Proposals #1126, issued in December 2023.

Funding

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

ATTACHMENTS

Appendix A - Services to be Provided

Appendix B - Program Budget

Appendix A – Services to be Provided

Chinese Newcomers Service Center (CNSC)

Chinatown Food Distribution

4/1/2024 - 6/30/2026

I. Purpose

The purpose of this grant is to provide free, high-quality, and culturally-tailored food items to low-income San Franciscans in the Chinatown community.

II. Definitions

API	Asian and Pacific Islander
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>
CARBON	SFHSA's web-based Contracts Administration, Reporting, and Billing On-line System
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
Culturally Relevant/Tailored	Foods and preparations of foods that acknowledge and appreciate 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.
Grantee	Chinese Newcomers Service Center (CNSC)
Low-income	Having income at or below 300% of the federal poverty level 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 Unit	One distributed grocery bag, including pre-approved items
SFHSA	San Francisco Human Services Agency
Sugar-sweetened beverage	"Sugar-Sweetened Beverage" as defined in San Francisco Administrative Code, Chapter 101, Section 101 <i>et seq</i>

III. Priority Population

While this program is designed to serve all populations and ethnicities residing in San Francisco, the primary focus of the giveaway is low-income San Franciscans in the Chinatown neighborhood. Grantee shall propose a system of proxy eligibility to ensure that services serve the low-income community.

IV. Description of Services and Program Requirements

Grantee shall operate an annual large-scale free food distribution event in Chinatown. Grantee is expected to partner with SFHSA in order to execute an annual food giveaway event that is centered in dignity and cultural humility. Food items distributed shall be culturally tailored and primarily non-perishable cooking essentials. Grantee will procure all food and packaging, and coordinate storage and all aspects of food distribution. Grantee shall receive pre-approval from the CFAT on all food items distributed. No sugar-sweetened beverages or bottled water may be purchased using funds from this grant. Grantee shall follow all applicable local, state, and federal food safety requirements.

Grantee shall determine a proxy for verifying eligibility, confirm that interested participants are within the priority neighborhood, and register all participants prior to the event. Proxy eligibility includes using participation in existing programs for low-income residents as a way of verifying the income of a household. Grantee shall be responsible for coordinating all necessary permitting for the use of the chosen location in San Francisco. The chosen location of the event shall be easily accessible via public transportation and accommodating for those with disabilities or limited mobility. The event shall occur at a date and time agreed upon with the CFAT. Grantee is responsible for community outreach to the Priority Population to promote awareness of the event. All informational/outreach/press materials need to be preapproved by CFAT/SFHSA.

Grantee shall work with the CFAT to ensure that all participants are provided a dignified experience throughout all aspects of the event, including but not limited to a participant's experience registering for the event and picking up a grocery bag. Grantee shall ensure adequate and culturally competent staffing (paid and/or volunteer) to operate the event and deliver quality services to meet the needs of the participants. Grantee shall ensure that a majority of event staff and volunteers are able to speak the languages spoken by event participants. All client-facing materials should be available in, at minimum, English and Chinese.

V. Location and Time of Services

Distribution locations and time of services shall be agreed upon between Grantee and CFAT.

VI. Service Objectives

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

- A.** Minimum number of service units provided at each event each FY: 5,000
- B.** Minimum number of households at each event each FY: 5,000

VII. Outcome Objectives

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

- A.** At least 99% of grocery units prepared were distributed to community members during each year's event.

- B. At least 95% of registered participants attended the event and received a grocery unit.
- C. 100% of the 5,000 available registration slots were filled.

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. Service reports

Grantee shall submit one report to the CFAT to provide numbers of service units distributed and number of people served during each year's Chinatown Food Giveaway. This report is due within 15 calendar days following the end of the event.

B. Fiscal and invoice reports

All fiscal reports and invoices are due in CARBON within 15 calendar days following the end of the month of service.

C. Ad hoc reports

Grantee may be asked to provide information on an ad hoc basis.

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

TBD

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:

- 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; Immigration Status information as governed by The San Francisco City and County of Refuge Ordinance (San Francisco Administrative Code, Chapters 12H and 12I) also known as the Sanctuary Ordinance; and Federal Tax Information under this grant.

B. Data Security and Storage

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

- any information that is personally identifiable information, or any information about an individual, including information that can be used to distinguish or trace an individual's identity, such as name, social security number, date 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
- 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: Chinese Newcomers Service Center			Grant Term: 4/1/24-6/30/26	
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date:			Modification No.:	
Program Name: Chinatown Food Distribution				
	4/1/24-6/30/24	7/1/24-6/30/25	7/1/25-6/30/26	4/1/24-6/30/26
	FY 23/24	FY 24/25	FY 25/26	Total
Expenditures				
Salaries & Benefits	\$ 23,863	\$ 23,863	\$ 23,863	\$ 71,589
Operating Expenses	\$ 126,137	\$ 126,137	\$ 126,137	\$ 378,411
Subtotal	\$ 150,000	\$ 150,000	\$ 150,000	\$ 450,000
Indirect Percentage (%)				
Indirect Costs (Line 16 X Line 15)				
Capital Expenses				
Total Expenses	\$ 150,000	\$ 150,000	\$ 150,000	\$ 450,000
HSA Revenues				
General Fund	\$ 150,000	\$ 150,000	\$ 150,000	\$ 450,000
Total HSA Revenues	\$ 150,000	\$ 150,000	\$ 150,000	\$ 450,000
Other Program Revenues				
Food donation (In-kind)	\$ 80,000	\$ 80,000	\$ 80,000	\$ 240,000
Cash Donation	\$ 10,000	\$ 10,000	\$ 10,000	\$ 30,000
Total Other Program Revenues	\$ 90,000	\$ 90,000	\$ 90,000	\$ 270,000
Prepared by:		Telephone No.:		Date:
HSA Budget Form (6/9/2022)				

Agency Name: Chinese Newcomers Service Center
 Program Name: Chinatown Food Distribution

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		4/1/24-6/30/24	7/1/24-6/30/25	7/1/25-6/30/26	4/1/24-6/30/26
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	FY 23/24	FY 24/25	FY 25/26	Total
Executive Director	\$ 81,491	1.00	12%	0.12	\$ 9,779	\$ 9,779	\$ 9,779	\$ 29,337
Office Manager	\$ 52,650	1.00	15%	0.15	\$ 7,898	\$ 7,898	\$ 7,898	\$ 23,693
TOTALS	\$ 134,141	2.00	0%	0.27	\$ 17,676	\$ 17,676	\$ 17,676	\$ 53,029
FRINGE BENEFIT RATE	35%							
EMPLOYEE FRINGE BENEFITS					\$ 6,186.73	\$ 6,187	\$ 6,187	\$ 18,560
TOTAL SALARIES & BENEFITS					\$ 23,863	\$ 23,863	\$ 23,863	\$ 71,589

Agency Name: Chinese Newcomers Service Center
Program Name: Chinatown Food Distribution

Operating Expenses Detail

<u>Expenditure Category</u>	TERM	4/1/24-6/30/24	7/1/24-6/30/25	7/1/25-6/30/26	4/1/24-6/30/26
		<u>FY 23/24</u>	<u>FY 24/25</u>	<u>FY 25/26</u>	<u>Total</u>
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage		\$ 300	\$ 300	\$ 300	\$ 900
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance		\$ 500	\$ 500	\$ 500	\$ 1,500
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE					
OTHER					
Food items		\$ 101,337	\$ 101,337	\$ 101,337	\$ 304,011
Bags		\$ 8,000	\$ 8,000	\$ 8,000	\$ 24,000
Venue, equipments, and Permit		\$ 8,000	\$ 8,000	\$ 8,000	\$ 24,000
Clean up and Misc.		\$ 7,500	\$ 7,500	\$ 7,500	\$ 22,500
Marketing and outreach		\$ 500	\$ 500	\$ 500	\$ 1,500
TOTAL OPERATING EXPENSE		\$ 126,137	\$ 126,137	\$ 126,137	\$ 378,411