



**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
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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: | APRIL 19, 2024 | | | | |
| SUBJECT: | GRANT MODIFICATION: THE RICHMOND NEIGHBORHOOD CENTER FOR PROVISION OF COMMUNITY CENTERED GROCERY ACCESS | | | | |
| GRANT TERM: | <u>Current</u> | <u>Modification</u> | <u>Revised</u> | <u>Contingency</u> | <u>Total</u> |
| | 09/01/2023- 06/30/2025 | 07/01/2024- 06/30/2025 | 09/01/2023- 06/30/2025 | | |
| GRANT AMOUNT: | \$660,862 | \$172,600 | \$833,462 | \$83,346 | \$916,808 |
| ANNUAL AMOUNT: | <u>FY 23/24</u> | <u>FY 24/25</u> | | | |
| | \$400,862 | \$432,600 | | | |
| FUNDING SOURCE: | <u>County</u> | <u>State</u> | <u>Federal</u> | <u>Contingency</u> | <u>Total</u> |
| | \$833,462 | | | \$83,346 | \$916,808 |
| PERCENTAGE: | 100% | | | | 100% |

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The San Francisco Human Services Agency (SFHSA) requests authorization to modify the existing grant agreement with The Richmond Neighborhood Center for the period of July 1, 2024 to June 30, 2025 by adding \$172,600 for a revised grant amount of \$833,462, plus a 10% contingency for a total amount not to exceed \$916,808. The purpose of this grant is to provide free, high quality, and culturally tailored groceries to low-income San Franciscans.

Background

Prior to the COVID-19 pandemic, an estimated 1 in 4 San Franciscans were at risk of being food insecure. The COVID-19 pandemic brought on many additional hardships for our low-income community and as a result, the Citywide Food Access Team was formed in order to address the ongoing need for food assistance programs in the City. As the City’s pandemic response waned, SFHSA’s Citywide Food Access Team continued to focus on providing programming that was centered

in dignity, cultural relevance, and quality for San Franciscans in need of food support. As a result, a robust portfolio of food programming was created in partnership with trusted community-based organizations who have the cultural humility and awareness to serve the highest need neighborhoods.

Services to be Provided

The grant presented focuses on providing culturally tailored and high quality groceries in a manner that centers dignity and consumer choice. The distribution model incorporates feedback and preferences of the consumers receiving the food. Grantee is expected to implement programs that are accessible to the public by means of being not only ADA compliant but also linguistically and culturally appropriate according to the diversity of their neighborhoods.

This modification adds funding for FY 24/25 in order to increase the number of households that can be served through this grant by providing an additional 100 service units and 2,000 supplemental grocery units.

Location

Services will be provided in the Richmond District (zip codes 94118 and 94121) at an additional two locations:

802 Clement St. (current)

741 30th Ave. (current)

251 6th Ave. (new)

4545 Anza St. (new)

Selection

The grantee was selected through RFP #1091, issued in June 2023.

Funding

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

ATTACHMENTS

Appendix A-1 Services to be Provided

Appendix B-1 Program Budget

**Appendix A-1 – Services to be Provided
The Richmond Neighborhood Center (TRNC)
Community Centered Grocery Access
9/1/2023 - 6/30/2025**

I. Purpose

The purpose of this grant is to provide free, high quality, and culturally tailored groceries to low-income San Franciscans.

II. Definitions

| | |
|--------------------------|--|
| 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> |
| 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 |
| 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 | The Richmond Neighborhood Center (TRNC) |
| Low-income | Having income at or below 200% 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. |
| Priority Service Area | Zip codes 94118 and 94121 |
| Service Unit | One distributed bag/box of groceries fully funded through this grant |
| 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> |

| | |
|---------------------------|---|
| Supplemental Grocery Unit | 1-3 supplemental grocery items added to a donated grocery unit that is distributed to a program participant |
|---------------------------|---|

III. Priority Population

This program supports all ethnicities and populations in San Francisco with focused expertise to address the unique needs of food insecure individuals residing in the 94118 and 94121 zip codes.

IV. Description of Services and Program Requirements

Grantee shall provide service units free of charge to the Priority Population through a market-style grocery distribution program. Grantee is also expected to leverage additional resources such as food donations. This grant may be used to purchase supplemental grocery units to add to donated grocery units to provide more culturally responsive groceries to the Priority Population.

Food access points must be within the Priority Service Area. Grantee shall have a meaningful, on-going system for participant feedback where the feedback can be quickly incorporated into the program. Feedback mechanisms must be accessible to all participants and available in the primary language(s) of food support recipients. 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 shall be responsible for procuring all food and packaging and will oversee all aspects of food distribution. Grantee shall ensure that the packing and distribution of food meets 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 food is of high quality and falls within expiration timelines.

Grantee is responsible for the registration and data collection and reporting of all participants, as well as any necessary community outreach to the Priority Population. Grantee shall work with CFAT to ensure all participants are provided a dignified experience throughout all aspects of the program. In FY 24-25, Grantee may need to implement additional eligibility criteria with the approval of SFHSA.

V. Location and Time of Services

Distribution locations (in San Francisco):

FY 23-24: 802 Clement St, 741 30th Ave

FY 24-25: 802 Clement St, 741 30th Ave, 251 6th Ave, and 4545 Anza St

Time of services shall be agreed upon between Grantee and CFAT with input from program participants. Locations and times of services may change if agreed upon by both Grantee and CFAT.

VI. Service Objectives

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

- A. At minimum, serve 425 unduplicated households in FY 23-24.
- B. At minimum, distribute 1,200 service units in FY 23-24.
- C. At minimum, distribute 8,000 supplemental grocery units in FY 23-24.
- D. At minimum, serve 425 unduplicated households in FY 24-25.
- E. At minimum, distribute 1,300 service units in FY 24-25.
- F. At minimum, distribute 10,000 supplemental grocery units in FY 24-25.
- G. Partner with SFHSA to host at least one (1) outreach event per fiscal year.

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.

At minimum, 50% of program participants should be surveyed.

VIII. Fiscal Guidelines

- A. No funds from this grant shall pay for the delivery of service units to clients nor staff/volunteer time in delivering service units to clients. Funds from this grant may pay for service units where the delivery to clients or staff/volunteer time in delivering to clients is paid for by other funding sources.
- B. No Sugar-Sweetened Beverages, Bottled Water, or gift cards may be purchased through this grant.
- C. Grantee shall be reimbursed up to a maximum of \$50 per Service Unit.

IX. 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, Link2Feed, during the duration of the grant term. These staff will receive training on the CARBON system and/or Link2Feed 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 service units in the SFHSA CFAT client registration database, Link2Feed. 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(s)
- 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 food items and amount/quantity of those items made available for participants to select from.

D. Monthly Invoices

All invoices are due by the 15th of the month following service. These will be submitted in CARBON.

E. 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.

F. 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. This report must be submitted to the CARBON system.

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*).

- G. Grantee shall develop and deliver ad hoc reports as requested by SFHSA/CFAT.
- H. Grantee's relevant 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.
- I. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
- J. Grantee will develop a grievance policy with approval from CFAT within the first 30 days of the grant term. 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

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: Richmond District Neighborhood Center **Grant Term:** 9/1/23-6/30/25

(Check One) New Renewal Modification Internal Revision

If modification, Effective Date: 7/1/2024 Modification No.: 1

Program Name: Community Centered Grocery Access

| | 9/1/23-6/30/24 | 7/1/24-6/30/25 | 7/1/24-6/30/25 | 7/1/24-6/30/25 | 9/1/23-6/30/25 |
|-------------------------------------|-------------------|----------------------|--------------------------|---------------------|-------------------|
| | FY 23/24 | Original FY 24/25 | Modification FY 24/25 | Revised FY 24/25 | Total |
| Expenditures | | | | | |
| Salaries & Benefits | \$ 211,682 | \$ 93,164 | \$ 65,101 | \$ 158,265 | \$ 369,947 |
| Operating Expenses | \$ 136,925 | \$ 133,213 | \$ 84,696 | \$ 217,909 | \$ 354,833 |
| Subtotal | \$ 348,607 | \$ 226,377 | \$ 149,797 | \$ 376,174 | \$ 724,780 |
| Indirect Percentage (%) | 15% | 15% | 15% | 15% | 15% |
| Indirect Costs (Line 16 X Line 15) | \$ 52,256 | \$ 33,624 | \$ 22,804 | \$ 56,426 | \$ 108,682 |
| Capital Expenses | | | | | |
| Total Expenses | \$ 400,862 | \$ 260,000 | \$ 172,600 | \$ 432,600 | \$ 833,462 |
| HSA Revenues | | | | | |
| General Fund | \$ 400,862 | \$ 260,000 | \$ 160,000 | \$ 420,000 | \$ 820,862 |
| CODB | | | \$ 12,600 | \$ 12,600 | \$ 12,600 |
| Total HSA Revenues | \$ 400,862 | \$ 260,000 | \$ 172,600 | \$ 432,600 | \$ 833,462 |
| Other Program Revenues | | | | | |
| | | | | | |
| Total Other Program Revenues | | | | | |

Prepared by: Denny David, RDNC CFO Telephone No.: (415) 213-5600 Date: 04/10/24

Agency Name: Richmond District Neighborhood Center
Program Name: Community Centered Grocery Access

Salaries & Benefits Detail

| POSITION TITLE | Agency Totals | | HSA Program | | | 9/1/23-6/30/24 | 7/1/24-6/30/25 | 7/1/24-6/30/25 | 7/1/24-6/30/25 | 9/1/23-6/30/25 |
|--------------------------------------|---------------------------------|-------------|--------------------------------|-----------------------|--------------|-------------------|-------------------|-----------------------|-------------------|-------------------|
| | Annual Full Time Salary for FTE | Total FTE | % FTE funded by HSA (Max 100%) | Original FY 24/25 FTE | Modified FTE | FY 23/24 | Original FY 24/25 | Modification FY 24/25 | Revised FY 24/25 | Total |
| Program Director (1 position) | \$ 122,364 | 1.00 | 25% | 0.15 | 0.25 | \$ 66,734 | \$ 18,479 | \$ 12,112 | \$ 30,591 | \$ 97,325 |
| Program Coordinator (3 positions) | \$ 73,433 | 2.25 | 60% | 0.57 | 1.35 | \$ 38,462 | \$ 29,972 | \$ 69,162 | \$ 99,134 | \$ 137,596 |
| Program Coordinator #2 | | | | | | \$ 29,925 | \$ 28,544 | \$ (28,544) | | \$ 29,925 |
| Program Coordinator #3 | | | | | | \$ 31,193 | | | | \$ 31,193 |
| Program Assistants (2 positions) | \$ 60,431 | - | 0% | 0.00 | - | \$ 11,181 | | \$ - | \$ - | \$ 11,181 |
| TOTALS | \$ 256,228 | 3.25 | | 0.72 | 1.60 | \$ 177,495 | \$ 76,995 | \$ 52,730 | \$ 129,725 | \$ 307,220 |
| FRINGE BENEFIT RATE | 22% | | | | | | | | | |
| EMPLOYEE FRINGE BENEFITS | | | | | | \$ 34,187 | \$ 16,169 | \$ 12,371 | \$ 28,540 | \$ 62,727 |
| TOTAL SALARIES & BENEFITS | | | | | | \$ 211,682 | \$ 93,164 | \$ 65,101 | \$ 158,265 | \$ 369,947 |

Agency Name: Richmond District Neighborhood Center
Program Name: Community Centered Grocery Access

Operating Expenses Detail

| <u>Expenditure Category</u> | <u>9/1/23-6/30/24</u> <u>FY 23/24</u> | <u>7/1/24-6/30/25</u> <u>Original</u> <u>FY 24/25</u> | <u>7/1/24-6/30/25</u> <u>Modification</u> <u>FY 24/25</u> | <u>7/1/24-6/30/25</u> <u>Revised</u> <u>FY 24/25</u> | <u>9/1/23-6/30/25</u> <u>Total</u> |
|--|--|---|---|--|---------------------------------------|
| Rental of Property | \$ 4,555 | \$ 6,594 | \$ (3,079) | \$ 3,515 | \$ 8,070 |
| Utilities(Elec, Water, Gas, Phone, Garbage) | \$ 1,571 | \$ 4,904 | \$ (2,669) | \$ 2,235 | \$ 3,806 |
| Office Supplies, Postage | \$ 12,381 | \$ 9,277 | \$ (8,321) | \$ 956 | \$ 13,337 |
| Building Maintenance Supplies and Repair | \$ 1,660 | \$ 1,566 | \$ (272) | \$ 1,294 | \$ 2,954 |
| Printing and Reproduction | | | | | |
| Insurance | \$ 534 | \$ 3,693 | \$ (1,788) | \$ 1,905 | \$ 2,439 |
| Staff Training | | \$ 2,285 | \$ (1,920) | \$ 365 | \$ 365 |
| Staff Travel-(Local & Out of Town) | \$ 2 | \$ 5,259 | \$ (4,672) | \$ 587 | \$ 589 |
| Rental of Equipment | \$ 58 | \$ 222 | \$ (134) | \$ 88 | \$ 146 |
| CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE | | | | | |
| OTHER | | | | | |
| Program Outreach & Engagement Events | \$ 2,200 | \$ 1,934 | \$ (1,934) | | \$ 2,200 |
| Dues and Subscriptions (e.g., zoom licenses) | \$ 463 | \$ 154 | \$ 60 | \$ 214 | \$ 677 |
| Food | \$ 113,501 | \$ 97,325 | \$ 109,425 | \$ 206,750 | \$ 320,251 |
| TOTAL OPERATING EXPENSE | \$ 136,925 | \$ 133,213 | \$ 84,696 | \$ 217,909 | \$ 354,833 |