



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

P.O. Box 7988  
San Francisco, CA  
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[www.SFHSA.org](http://www.SFHSA.org)

**MEMORANDUM**

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** JULY 19, 2023

**SUBJECT:** NEW GRANT: **SAN FRANCISCO MARIN FOOD BANK (NON-PROFIT) TO PROVIDE CALFRESH EXPANSION PROGRAM**

DS  
EE

**GRANT TERM:** 7/1/2023-9/30/2025

**GRANT AMOUNT:**

New	Contingency	Total
\$288,783	\$28,878	\$317,661

**ANNUAL AMOUNT:**

FY 23/24	FY 24/25	FY 25/26
\$96,261	\$96,261	\$96,261



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>Funding Source</b>					
<b>FUNDING:</b>		\$163,281	\$125,502	\$28,878	\$317,661
<b>PERCENTAGE:</b>		57%	43%		100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with San Francisco Marin Food Bank (SFMFB) for a CalFresh Expansion program for the period of July 1, 2023, through September 30, 2025, in the amount of \$288,783 plus a 10% contingency for a total amount not to exceed \$317,661. The purpose of this grant is to conduct outreach and education for the CalFresh program and provide CalFresh application assistance. The grantee will focus their expansion efforts on outreaching to older adults who receive Supplemental Security Income (SSI).

### **Background**

Prior to the year 2019, people receiving SSI were ineligible for CalFresh Benefits (federally known as Supplemental Nutrition Assistance Program, or SNAP). In 2019, the eligibility rules for the CalFresh Program changed and benefits expanded to include Californians receiving SSI.

Outreach aimed at informing SSI recipients about the change in eligibility has been conducted at the state, county, and local levels; however, more targeted outreach and support focused on specific populations of older adults living in San Francisco is needed to help address known gaps in enrollment and to support equitable access.

DAS has received funding from the California Department of Aging (CDA) to provide outreach activities for the CalFresh program targeting the older adult population, including SSI recipients.

### **Services to be Provided**

SFMFB will conduct outreach for the CalFresh program aimed at reaching older adults who are SSI recipients. They will offer education and application assistance, and focus their CalFresh outreach activities in the following geographic locations within the City where gaps between SSI recipients and CalFresh enrollment have been identified:

- Zip Code 94110 (Mission neighborhood)
- Zip Code 94116 (Parkside/Sunset neighborhoods)
- Zip Code 94121 (Outer Richmond neighborhood)

### **Selection**

Grantee was selected through RFP #1090 issued on April 27, 2023.

### **Funding**

Funding for this grant is provided through a combination of Federal and State Funds.

### **ATTACHMENTS**

Appendix A-Services to be Provided

Appendix B- Program Budget

**APPENDIX A  
SERVICES TO BE PROVIDED BY GRANTEE**

**San Francisco Marin Food Bank  
CalFresh Expansion  
July 1, 2023 to September 30, 2025**

**I. Purpose**

The purpose of this grant is to conduct outreach and provide application assistance to older adults who receive Supplemental Security Income (SSI) and may not be aware that they are eligible for CalFresh benefits. Outreach and application assistance will be focused on San Francisco neighborhoods identified as having a lower rate of CalFresh participation among SSI recipients.

**II. Definitions**

Adult with a Disability	A person 18-59 years of age living with a disability.
Application Assistance	The provision of help to clients in completing the CalFresh application and gathering verification documents. It may include delivery of signed applications to the local office. Application assistance provides support to the client during the application phase, which can lead to a more complete application, fewer trips to the local office, and easier processing for the eligibility worker.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living (ADL): eating, dressing, transfer, bathing, toileting, and grooming; or 2) a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living (IADLs): preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CalFresh	A federal food assistance program, funded by the United States Department of Agriculture (USDA) and known federally as the Supplemental Nutrition Assistance Program (SNAP). CalFresh is an entitlement that provides low-income families with electronic benefits that can be used to purchase food at participating markets and food stores.
CalFresh Applications Submitted	CalFresh applications (both paper and online) submitted on behalf of an older adult by the grantee.
CalFresh Expansion	The expansion of CalFresh benefits to individuals receiving supplemental security income/state supplemental payment (SSI/SSP).

CalFresh Outreach Plan	A plan for reaching the identified target audience: CalFresh eligible older adults who are SSI recipients in the following geographic locations in the City: Zip Code 94110, 94116, and 94121.
CalFresh Partnerships	Partnering with community-based organizations (CBO) in the City to address barriers of participation and meet the overall goals of the CalFresh outreach plan. This deliverable is defined as the number of collaborative meetings, training and workshops provided to other agencies serving the targeted populations, as well as participation in local collaborative meetings to provide information and education on CalFresh.
CARBON	Human Service Agency's Contracts Administration Reporting and Billing On-line (CARBON) system.
CCR-Title 22	California Code of Regulations, Title 22, Social Security, Division 1.8. California Department of Aging
CDA	California Department of Aging.
CDSS	California Department of Social Services.
City	City and County of San Francisco, a municipal corporation.
Civil Rights Training	A USDA required course that emphasizes the most important civil rights information designed to support the CalFresh program and the communities served. All staff funded by CalFresh, including state and local staff, must complete the Civil Rights training each year. <a href="https://cflhstatewidetraining-leahspantry.talentlms.com/catalog/info/id:304">https://cflhstatewidetraining-leahspantry.talentlms.com/catalog/info/id:304</a>
Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
Controller	Controller of the City and County of San Francisco or designated agent.
DAS	San Francisco Department of Disability and Aging Services.
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. (CCR Title 22 Sec. 7630)
Federal Fiscal Year (FFY)	The period that begins October 1 of one year through September 30 of the following year.
Grantee	San Francisco Marin Food Bank (SFMFB).
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.

Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low-Income	Having income at or below 185% 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.
OCP	Office of Community Partnerships.
OCM	Office of Contract Management, San Francisco Human Services Agency.
Older Adult	A person who is 60 years of age or older, used interchangeably with the term "senior".
Outreach	Educational and informational efforts that provide information about the nutritional and other benefits of participating in CalFresh, as well as basic information about how to apply, directed to nonparticipating but potentially eligible persons. Outreach activities accomplish the following: 1) inform low-income households about the availability, eligibility requirements, and application procedures, 2) provide information about the nutritional benefits of CalFresh, 3) correct myths and misperceptions about CalFresh, and 4) allow individuals to make an informed decision about whether to apply based on accurate information.
Senior	A person who is 60 years of age or older; used interchangeably with the term "older adult".
State Supplemental Payment (SSP)	The state-funded cash assistance program which augments SSI.
SF-HSA	Human Services Agency of the City and County of San Francisco.
Socially Isolated	Having few social relationships and few people to interact with regularly.
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> ).
Supplemental Security Income (SSI)	The Federal cash assistance program administered by the Social Security Administration that provides monthly benefits to people with limited income and resources who are disabled, blind, or age 65 or older.
USDA	United States Department of Agriculture.

### **III. Target Population**

This program is designed to serve all ethnicities and populations with focused expertise to promote unique cultural needs, which have been identified as demonstrating the greatest economic and social need:

- Persons with low income
- Persons who are socially isolated
- Persons with limited English- speaking proficiency
- Persons from communities of color
- Persons who identify as LGBTQ+
- Persons at risk of institutionalization

In addition, the grantee will target CalFresh eligible low-income older adults who are SSI recipients living in the following geographic locations within the City and County of San Francisco:

- a. Zip Code 94110 (Mission neighborhood)
- b. Zip Code 94116 (Parkside/Sunset neighborhoods)
- c. Zip Code 94121 (Outer Richmond neighborhood)

### **IV. Eligibility for Services**

A person who is 60 years of age or older (older adult).

### **V. Location and Time of Services**

The grantee will provide CalFresh outreach and expansion activities in the City and County of San Francisco.

### **VI. Description of Services**

Grantee shall provide the following outreach and expansion activities during the term of this grant:

1. Create an outreach plan with a focus on reaching older adults who are SSI/SSP recipients in the geographic locations listed below. The plan should include details such as prospective partnerships, outreach methods, timelines, and should cover the duration of this grant.
  - a. Zip Code 94110 (Mission neighborhood)
  - b. Zip Code 94116 (Parkside/Sunset neighborhoods)
  - c. Zip Code 94121 (Outer Richmond neighborhood)
2. Conduct outreach and expansion activities that include development and distribution of materials, one-on-one application assistance, and engagement through community partnerships. At minimum, the grantee will provide the following activities:
  - a. Customize CalFresh outreach materials with the DAS Benefits and Resource Hub and grantee's contact information.
  - b. Print outreach materials for distribution to the target population.
  - c. Disseminate outreach materials at sites where programs and services are provided, at community events, through mailings, and through partners.
  - d. Post CalFresh outreach messaging on grantee website and on social media utilized by the grantee such as Facebook, Twitter, and Instagram.
  - e. Ensure compliance with the guidelines for the development of all materials as outlined in the CalFresh Outreach Operations Manual

<https://www.cdss.ca.gov/inforesources/calfresh-outreach/resources/operations-manual>

- f. Provide application assistance at program sites coinciding with regular program services focused on older adults or where older adults are likely to be reached. Examples include meal sites, community centers, senior residential housing, and locations where CalFresh Healthy Living programming occurs.
- g. Coordinate with providers of home-based services, such as home delivered meals, to offer CalFresh application assistance to home-based services participants.
- h. Provide one-on-one assistance to older adults to complete the CalFresh enrollment process through any the following methods:
  - i. Online through CalFresh enrollment portals
  - ii. Paper applications
  - iii. Telephone (with application mailed or emailed to client for signature if the grantee does not have a telephony system with the functionality to record, store, and retrieve telephonic signatures).
- i. Review and identify potential income deductions to increase the likelihood of CalFresh eligibility.
- j. Assist applicant with submission of all required paperwork.
- k. Contact applicant within two weeks following application submission to ensure the older adult has been contacted for an interview.

**VII. Service Objectives**

- 1. An outreach plan focused on reaching older adults who are SSI recipients in the following geographic locations within the City: Zip Code 94110, 94116, and 94121 by 9/30/2023.
- 2. 274 CalFresh applications submitted per annual grant year starting FFY 23-24.
- 3. 6 community partnerships per annual grant year starting FFY 23-24.

Table A.	FFY 22-23	FFY 23-24	FFY 24-25
CalFresh Outreach Plan	1		
CalFresh Applications Submitted		274	274
Partnerships		6	6

**VIII. Outcome Objectives**

- 1. Consumers rate the quality of services they received as excellent or good. Target: 85%
- 2. Consumers feel safe and welcomed by program staff. Target: 85%.

Based on a consumer survey and a sample size of at least twenty-five percent (25%) of consumers who received application assistance resulting in a submitted application.

## IX. Reporting and Other Requirements

1. Grantee will submit by September 30, 2023, a year-end report that includes a narrative summarizing the CalFresh outreach and expansion activities provided during the first fiscal year.
2. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that include the following information:
  - a. Number of CalFresh pre-screenings
  - b. Number of CalFresh applications submitted
  - c. Number of CalFresh applications approved
  - d. Number of CalFresh partnerships
  - e. Number of CalFresh recertifications (if applicable)
3. Grantee shall submit a quarterly progress report to DAS OCP that includes challenges encountered, solutions proposed, and progress made in reaching the annual service units. The progress report shall include a summary of the metrics provided for monthly invoicing in CARBON and the following information on the CalFresh applications submitted:
  - a. Number of households with children under the age of 18
  - b. Number of older adults (60 years of age and older)
  - c. Number of working low-income households
  - d. Number of households receiving SSI/SSP
  - e. Number of households with language access barriers
  - f. Number of veterans and military families

Quarter	Reporting Period	Due Date
Quarter 1	October 1 – December 31	January 15
Quarter 2	January 1 – March 31	April 15
Quarter 3	April 1 – June 30	July 15
Quarter 4	July 1 – September 30	October 15

4. Grantee will enter the annual outcome objective metrics identified in Section VIII of the Appendix A in the CARBON database by the 15<sup>th</sup> of the month following the end of the program year.
5. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than October 31 each grant year. Grantee must submit the report in the CARBON system.
6. Grantee shall develop and deliver bi-annual summary reports of SOGI data collected in the year as requested by SF-HSA, DAS, and OCP. The due dates for submitting the bi-annual summary reports are July 10 and January 10.
7. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS, and OCP.
8. Grantee shall participate in training and technical assistance provided by CDSS and CDA, as deemed necessary by DAS.
9. Grantee program staff and its subcontractor(s) will complete the CDA security awareness training module located at [https://aging.ca.gov/information\\_security](https://aging.ca.gov/information_security) within thirty (30) days of the start date of this grant agreement, within thirty (30) days of the start date of a new employee, and annually thereafter. The grantee will maintain



evidence of staff completion of this training and have an information security policy consistent with DAS OCP policy memorandum.

10. Grantee and its subcontractor(s) shall comply with the privacy and security requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to the extent applicable.
11. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
12. Grantee will assure that services delivered are consistent with professional standards for this service.
13. Pursuant to California Department of Aging Requirement, Grantor reserves the right to reduce funding available for this contract in the event that actual costs are below funding levels initially budgeted for the delivery of services.
14. Grantee will seek approval from DAS OCP for equipment/property purchases through this grant. The threshold for equipment/property is \$5,000 per unit cost. All computing devices, regardless of cost including, but not limited to: workstations, servers, laptops, personal digital assistants, notebook computers, tablets, smartphones, and cellphones, and all portable electronic storage media regardless of cost (including, but not limited to: thumb/flash drives and portable hard drives) must be approved by DAS OCP. The grantee will maintain an inventory report and submit the inventory report to HSA-DAS with the closeout report. The grantee will comply with DAS OCP and CDA's property management standard, notify and consult with DAS in the disposing of property purchased through this grant.
15. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies "Focal Points" which are designed to help older adults connect to services throughout the City. These Focal Points are:

Name	Address	Phone
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
Bayview Senior Connections	1753 Carroll Ave, San Francisco, 94124	415-647-5353
OMI Senior Center	65 Beverly St, San Francisco, 94132	415-334-5558
Richmond Senior Center	6221 Geary Blvd, San Francisco, 94121	415.404.2938
Mission Neighborhood Centers	362 Capp St, San Francisco, 94110	415-653-5750
30th Street Senior Center	225 30th St, San Francisco, 94131	415-550-2225
Openhouse Bob Ross LGBT Senior Center	65 Laguna St, San Francisco, 94102	415-347-8509
Downtown SF Senior Center	481 O'Farrell St, San Francisco, 94102	415-202-2982
Aquatic Park Senior Center	890 Beach St, San Francisco, 94109	415-202-2982
Self-Help for the Elderly	601 Jackson St, San Francisco, 94133	415-677-7585
Geen Mun Activity Center	777 Stockton St, San Francisco, 94108	415-438-9804
South Sunset Activity Center	2601 40th Ave, San Francisco, 94116	415-566-2845
West Portal Clubhouse	131 Lenox Way, San Francisco, 94127	628-502-0828
Toolworks	25 Kearny St, San Francisco, 94108	415-733-0990
Independent Living Resource Center San Francisco	825 Howard Street, San Francisco, 94103	415 543-6222
DAS Benefits and Resource Hub	2 Gough St, San Francisco, 94103	415-355-6700

16. For assistance with reporting and contract requirements, please contact:

Leah Walton  
OCP Nutritionist  
1650 Mission St., 5<sup>th</sup> Floor  
San Francisco, CA 94103  
Email: Leah.Walton@sfgov.org

and

Tahir Shaikh  
Contracts Manager  
PO Box 7988  
San Francisco, CA 94120  
Email: Tahir.Shaik@sfgov.org

**X. Monitoring Activities**

1. Program Monitoring: Program monitoring will include review of site eligibility and targeted mandates, back up documentation for the units of service and all reporting, and progress of service and outcome objectives; how participant records are collected and maintained; reporting performance including service unit reports in the state's online database, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting; program operation, which includes a review of a written policies and procedures manual of all OCP funded programs, written project income policies if applicable, grievance procedure posted in the center/office, and also given to the consumers who are homebound, hours of operation are current according to the site chart; and whether services are provided appropriately according to Sections IV and V.
2. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the 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, HIPAA compliance, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

Name San Francisco-Marín Food Bank				Term FY 22/23 - FY 24/25
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>				
If modification, Effective Date of Mod.                      No. of Mod.				
Program: CalFresh Expansion				
Budget Reference Page No.(s)				Total
Program Term	7/1/23-9/30/23	10/1/23-9/30/24	10/1/24-9/30/25	7/1/23-6/30/25
<b>Expenditures</b>				
Salaries & Benefits	\$77,010	\$87,510	\$87,510	\$252,030
Operating Expense	\$10,500	\$0	\$0	\$10,500
<b>Subtotal</b>	\$87,510	\$87,510	\$87,510	\$262,530
Indirect Percentage (%)	10%	10%	10%	10%
Indirect Cost (Line 16 X Line 15)	\$8,751	\$8,751	\$8,751	\$26,253
Capital Expenditure	\$0	\$0	\$0	\$0
Total Expenditures	\$96,261	\$96,261	\$96,261	\$288,783
<b>HSA Revenues</b>				
Federal Fund (43%)	\$41,834	\$41,834	\$41,834	\$125,502
State (57%)	\$54,427	\$54,427	\$54,427	\$163,281
<b>TOTAL HSA REVENUES</b>	\$96,261	\$96,261	\$96,261	\$288,783
<b>Other Revenues</b>				
<b>Total Revenues</b>	\$96,261	\$96,261	\$96,261	\$288,783
Full Time Equivalent (FTE)	1.10	1.10	1.10	
Prepared by: Michael Braude			Telephone No.: 415-398-7000 Date: 5/17/23	
HSA-CO Review Signature: _____				
<b>HSA #1</b>				<b>10/25/2016</b>

Program: CalFresh Expansion  
 (Same as Line 9 on HSA #1)

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**Salaries & Benefits Detail**

POSITION TITLE	Agency Totals		DAS Program		7/1/23-9/30/23	10/1/23-9/30/24	10/1/24-9/30/25	7/1/23-6/30/25
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAS Program	DAS Program	DAS Program	DAS Program
					Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary
Associate Director, CalFresh Outreach	\$113,406	100%	8.37%	0.08	\$9,494	\$0	\$0	\$9,494
Senior CalFresh Manager	\$99,662	100%	16.25%	0.16	\$16,195	\$0	\$0	\$16,195
CalFresh Supervisor	\$80,000	100%	18.76%	0.19	\$13,027	\$16,000	\$16,000	\$45,027
Senior CalFresh Coordinator	\$79,096	100%	15.73%	0.16	\$5,699	\$15,819	\$15,819	\$37,337
Senior CalFresh Specialist	\$65,342	100%	15.23%	0.15	\$3,722	\$13,069	\$13,069	\$29,860
CalFresh Specialist	\$61,057	100%	16.70%	0.17	\$3,901	\$13,341	\$13,341	\$30,583
CalFresh Associate	\$58,893	100%	18.75%	0.19	\$9,570	\$11,779	\$11,779	\$33,128
TOTALS	\$557,456	7.00	110%	1.10	\$61,608	\$70,008	\$70,008	\$201,624
FRINGE BENEFIT RATE	25%							
EMPLOYEE FRINGE BENEFITS	\$139,364				\$15,402	\$17,502	\$17,502	\$50,406
TOTAL SALARIES & BENEFITS	\$696,820				\$77,010	\$87,510	\$87,510	\$252,030
HSA #2	<b>10/25/2016</b>							

Program: CalFresh Expansion  
 (Same as Line 9 on HSA #1)

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**Operating Expense Detail**

<u>EXPENDITURE CATEGORY</u>	<u>TERM</u>	<u>7/1/23-9/30/23</u>	<u>10/1/23-9/30/24</u>	<u>10/1/24-9/30/25</u>	<u>7/1/23-6/30/25</u>
Rental of Property					
Utilities(Elec, Water, Gas, Phone, Garbage)					
Office Supplies, Postage					
Building Maintenance Supplies and Repair					
Printing and Reproduction		\$2,500			\$2,500
Insurance					
Staff Training					
Staff Travel-(Local & Out of Town)					
Rental of Equipment					
<u>CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE</u>					
<u>OTHER</u>					
Marketing Collateral		\$3,000			\$3,000
Social Media Ad Campaign Design		\$5,000			\$5,000
<b>TOTAL OPERATING EXPENSE</b>		<b>\$10,500</b>	<b>\$0</b>	<b>\$0</b>	<b>\$10,500</b>
<b>HSA #3</b>					<b>10/25/2016</b>