



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**MEMORANDUM**

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

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

**DATE:** WEDNESDAY, JULY 19 2023

**SUBJECT:** NEW GRANT: **SOUTHWEST COMMUNITY CORPORATION (NON-PROFIT)** TO PROVIDE FOOD SUPPORT FOR TARGETED NEIGHBORHOODS

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**GRANT TERM:** 7/1/2023 - 6/30/2024

<b>GRANT AMOUNT:</b>	New	Contingency	Total
	\$230,770	\$23,077	\$253,847

**ANNUAL AMOUNT** FY 23/24  
\$230,770

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>Funding Source</b>					
<b>FUNDING:</b>	\$230,770			\$23,077	\$253,847
<b>PERCENTAGE:</b>	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant with Southwest Community Corporation for the period of July 1, 2023 through June 30, 2024, in an amount of \$230,770, plus a 10% contingency for a total amount not to exceed \$253,847. The purpose of the grant is to provide culturally responsive food support to older adults and adults with disabilities who are food insecure living in the Excelsior and Ingleside neighborhoods within

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the geographic zip code area of 94112 in the City and County of San Francisco.

### **Background**

In March of 2023, the Citywide Food Access Team (CFAT) within the Human Services Agency of the City and County of San Francisco (SF-HSA) released a Request for Proposals (RFP #1074) to provide culturally relevant and linguistically accessible food support for residents living in five targeted service areas. The service areas identified in the RFP are food-insecure neighborhoods and geographic zip code locations where community members have limited access to culturally relevant food support within their own neighborhoods. Many of the community members living in the targeted service areas need to travel outside their neighborhoods to gain access to culturally relevant food support. The Excelsior and Ingleside neighborhoods within the targeted zip code area of 94112 is one of the five service areas identified by SF-HSA in the RFP 1074.

Southwest Community Corporation has been awarded a grant through RFP 1074 to provide culturally relevant food support at a location in the 94112-zip code area to improve access for individuals living in the Excelsior and Ingleside neighborhoods who are food insecure and need nutrition support.

Because Southwest Community Corporation is an existing DAS OCP nutrition partner whose primary target populations are older adults and adults with disabilities, DAS OCP will oversee the grant and work collaboratively with SF-HSA/CFAT to help ensure the provision of food support meets the cultural and nutritional needs of older adults and adults with disabilities who are food insecure.

Future funding is not guaranteed, and funding amounts and terms will depend upon the performance of Southwest Community Corporation during this initial award period, as well as other policy considerations as determined by SF-HSA/CFAT. SF-HSA/CFAT reserves the right, in its sole discretion, to not renew funding awards.

### **Services to be Provided**

Southwest Community Corporation will provide a culturally responsive supplemental grocery program in the targeted zip code area of 94112 for older adults and adults with disabilities living in the City and County of

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San Francisco who are food insecure. The program will offer consumers fresh and healthy foods from one or more of the USDA defined food groups on a set rotating weekly schedule. The USDA food groups include fruits and vegetables, grains, protein, and dairy/soy. Each of the USDA food groups will be provided to consumers at minimum once per month.

**Selection**

Grantee was selected through Request for Proposals #1074, which was competitively bid on March 23, 2023.

**Funding**

Funding for this grant is provided through County General Funds.

**ATTACHMENTS**

Appendix A – SCOPE of Services

Appendix B - Budget

**APPENDIX A –SERVICES TO BE PROVIDED**  
**Southwest Community Corporation**  
**Food Support for Targeted Neighborhoods**

**July 1, 2023 to June 30, 2024**

**I. Purpose**

The purpose of this grant is to provide a supplemental grocery program for older adults and adults with disabilities living in the City and County of San Francisco. The program provides consumers with healthy food from one or more of the USDA defined food groups on a weekly basis. The program aims to mitigate the risk of food insecurity, promote the consumption of healthful food, and meet the personal cultural, and traditional preferences of consumers. The program will also provide access to additional nutrition and wellness services that enhance the wellbeing and safety of older adults and adults with disabilities living in the community.

**II. Definitions**

Grantee	Southwest Community Corporation
Adult with a Disability	A person 18-59 years of age living with a disability
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.
CARBON	Contracts Administration, Reporting and Billing On Line System.
City	City and County of San Francisco, a municipal corporation.
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.
CRFC	California Retail Food Code, which is a uniform statewide health and sanitation standard for food facilities. (Sec. 113700 et seq., California Health and Safety Code)
DAS	Department of Disability and Aging Services.
DGA/Dietary Guidelines for Americans	Evidence-based food and beverage recommendations for Americans ages two (2) and older that aim to promote health, prevent chronic disease, and help people reach and maintain a healthy weight. Published jointly every 5 years by the U.S. Department of Health and Human Services (HHS) and the U.S. Department of Agriculture (USDA).

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)
Farmer’s Market Style	A farmer’s market style pantry allows consumers to choose what grocery item they want rather than having consumers receive pre-bagged groceries.
Food Security Screening	A screening used to determine if an individual is experiencing food insecurity. It consists of two components: (1) a 2-item questionnaire that is a validated shortened version of the USDA’s Household Food Security Survey Module designed to assess an individual’s food security and (2) food program utilization questionnaire.
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.
Low Income	Having income at or below 200% 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.
OCM	Office of Contract Management, Human Services Agency.
OCP	Office of Community Partnerships, a unit within the Department of Disability and Aging Services
Older Adult	Person who is 60 years of age or older; used interchangeably with “senior”.
Proxy	A person designated by the consumer enrolled in food support services who picks-up the supplemental bag or box of groceries from the grantee on the consumer’s behalf and delivers it to them.
Senior	Person who is 60 years or older, used interchangeably with “older adult”.
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
SF-HSA	Human Services Agency of the City and County of San Francisco
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 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 (Chapter 104, Sections 104.1 through 104.9).

Unduplicated Consumer (UDC)	An individual who receives a bag or box of supplemental groceries (UOS) and the grantee reflects consumer participation in SF DAS GetCare through program enrollment.
Unit of Service (UOS)	A bag or box of supplemental groceries distributed by the grantee to an eligible consumer. The bag or box of supplemental groceries will consist of fresh seasonal produce, dairy, protein, and/or grains purchased by the grantee.

### III. Target Populations

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

Additionally, the grantee will prioritize services for community members who are food insecure living in the Excelsior and Ingleside neighborhoods and the geographic zip code area of 94112 within the City and County of San Francisco.

### III. Eligibility For Services

1. A resident of San Francisco, and
2. A person who is an older adult or an adult with a disability, and
3. A person who has capacity or help to store and handle groceries, and
4. A person who can prepare food or has a caregiver who can prepare food.

### IV. Location and Time of Services

The grantee will provide a supplemental grocery program in the City and County of San Francisco within the targeted geographic zip code area of 94112. The grantee will determine the location and time of service with prior approval from DAS OCP.

### V. Description of Services and Program Requirements

1. Grantee will plan, purchase, and provide supplemental groceries for eligible consumers consisting of fresh and culturally appropriate fruits and vegetables, dairy, protein, and grains on a set rotating weekly schedule. Grantee will ensure proper rotation so that all the USDA defined food groups will be provided to consumers at minimum once a month.
2. Grantee will distribute the supplemental groceries directly to consumers at the DAS-approved site location. The grantee will utilize a farmer's market style approach to distribute groceries when feasible unless it conflicts with public health guidelines. The grantee may allow a predesignated proxy to pick up supplemental groceries for a consumer enrolled in the program when appropriate (e.g., consumer is sick, medical appointment, temporary transportation issues, etc.)

3. Grantee will develop and maintain program policies and procedures that meet the standards set forth by the California Retail Food Code (CRFC), local health department, and DAS OCP Policy Memorandum.
4. Grantee will have written guidelines regarding the contents of the bags of food and employ practices that support the provision of culturally responsive food for the target population(s) served through the program.
5. Grantee will ensure that all the food procured must be protected from contamination and comply with all applicable federal, state, and local regulations related to general food safety requirements. Grantee will follow the food procurement and standards described below that align with the most current Dietary Guidelines for Americans (DGA). The grantee will not procure foods for distribution that have added sugar, are high in saturated fat, or high in sodium
  - a) Grantee must provide a minimum of 3 varieties of fruits and 3 varieties of vegetables twice per month for consumers.
    - i. Prioritize offering variety (i.e., vegetables of all types—dark green; red and orange; beans, peas, and lentils; starchy; and other vegetables; whole fruits)
  - b) Grantee must provide grains once a month and ensure that at least half of the daily grains are whole grains.
  - c) Grantee must provide protein once a month.
    - i. Prioritize lean meats, poultry and eggs; seafood; beans, peas and lentils; and nuts, seeds and soy products.
  - d) Grantee must provide dairy once a month and ensure that dairy contents are fat-free or low-fat milk, yogurt, cheese, and/or lactose-free versions of fortified soy beverages and yogurt as alternatives.
6. Grantee will screen consumers for food security upon enrollment and annually thereafter. The grantee will document individual responses in SF DAS GetCare within a month.
7. Grantee will ensure there is enough qualified staff, paid and/or volunteer, with the appropriate education, experience, and cultural competency to carry out the requirements of the program and deliver quality services to meet the needs of the consumers, including at minimum, one paid staff member or consultant who speaks Cantonese dedicated to the program and available to program participants.
8. Grantee will conduct orientation and training at least two times per year for paid and volunteer staff to perform their assigned responsibilities and tasks. At least one of the training sessions shall include the prevention of food borne illness/ appropriate food handling and storage. Grantee will maintain attendance records with signatures or proof of completion of these training sessions.
9. Grantee will conduct program outreach and marketing for the target population. Outreach strategies may include activities such as disseminating materials at community meetings and other group settings or special events/fairs, announcements in bulletins, electronic bulletins, and other mass media.
10. Grantee will arrange for the availability of groceries to participants during a major disaster where feasible and appropriate.
11. Grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. The grantee will share the survey results with DAS OCP by March 15 each grant year or on a mutually agreed upon date between OCP and the grantee. At minimum, the completed number of surveys shall be a sample size of at

least forty percent (40%) of the unduplicated consumer enrollment at the time the grantee administers the survey.

12. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share the information with their staff and volunteers.

## VII. Service Objectives

On an annual basis, the grantee will enroll at minimum the number of unduplicated consumers and provide the units of service detailed in Table A below:

<b>Table A</b>	<b>FY 23/24</b>
Number of Unduplicated Consumers (UDC)	150
Number of grocery bags (UOS)	7,800

## VIII. Outcome Objectives

1. At least 85% of participants surveyed were satisfied with the available food choices.
2. At least 90% of participants surveyed were satisfied with the quality of the food provided.
3. At least 95% of participants surveyed expressed that they felt welcomed and responded to when accessing services.
4. At least 85% of the participants surveyed reported that they food they received was culturally appropriate.

\*Based on a consumer survey and a sample size of at least forty percent (40%) of the unduplicated consumer enrollment at the time the survey is administered.

## IX. Reporting and Other Requirements

1. Grantee will enroll eligible consumers annually into the program funded through this grant agreement by entering the consumer data obtained from consumers using the DAS approved intake form, which includes demographic details and the food security screening, into the SF DAS GetCare database in accordance with DAS OCP policy memorandum.
2. Grantee will enter in the SF DAS GetCare Service Unit section all Service Objectives by the 5th working day of the month for the preceding month.
3. Grantee will enter monthly reports and metrics into the CARBON database system by the 15th of the following month that includes all the Service Objectives in section VII that include the following information:
  - Number of unduplicated consumers served
  - Number of supplemental bags or boxes of groceries provided
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 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.
6. Grantee will track and keep record of the food items procured for the program and offered to consumers each week and submit to DAS OCP once per quarter. Quarterly



reports are due October 15; January 15; April 15; and June 15.

7. Grantee shall develop and deliver ad hoc reports as requested by SF-HSA, DAS and OCP.
8. 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.
9. Grantee shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules to the extent applicable.
10. Grantee will develop a grievance policy consistent with DAS OCP policy memorandum.
11. Grantee will assure that services delivered are consistent with professional standards for this service.
12. 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

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

<p>Tiffany Dang Nutritionist DAS, Office of Community Partnerships Tiffany.Dang@SFGov.org</p>	<p>Patrick Garcia Contract Manager HSA, Office of Contract Management Patrick.Garcia@SFGov.org</p>
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**X. Monitoring Activities**

1. **Nutrition Program Monitoring:** Program monitoring will include review of compliance to specific program standards or requirements; client 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 monthly service unit reports on SF DAS GetCare, maintenance of service unit logs; agency and organization standards, which include current organizational chart, evidence of provision of training to staff and volunteers regarding the Elder Abuse Reporting; evidence of provision of the California Department of Aging (CDA) Security Awareness training to staff and volunteers; program operation, which includes a review of a written policies and procedures manual of all DAS 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; a board of directors list and whether services are provided appropriately according to Sections VI and VII, the log of service units which are based on the hours of scheduled activities; sign-in sheets of consumers who participated in each activity; documentation that shows reported units of service are based on scheduled activities at the site, not activities that are always available at the facility such as cards or pool; translation and social services are based on staff hours.
  
2. **Fiscal Compliance and Contract Monitoring:** Fiscal monitoring will include review of the Grantee's organizational budget, 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 the Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, MOUs, the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
 BY PROGRAM**

Name <b>Southwest Community Corp</b>			
(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>			
If modification, Effective Date of Mod. _____ No. of Mod. _____			
<b>Program: Food Support for Targeted Neighborhoods</b>			
Budget Reference Page No.(s)			
Program Term	7/1/23 - 6/30/24	Total	Average cost/bag
<b>Annual # Bags Contracted</b>	7,800	7,800	
<b>DAS Expenditures</b>			
Salaries & Benefits	\$47,565	\$47,565	\$6.10
Operating Expenses	\$153,105	\$153,105	\$19.63
<b>Subtotal</b>	<b>\$200,670</b>	<b>\$200,670</b>	<b>\$25.73</b>
Indirect Percentage (%)	15%	15%	
Indirect Cost	\$30,100	\$30,100	\$3.86
Capital/Subcontractor Expenditures			
<b>Total DAS Expenditures</b>	<b>\$230,770</b>	<b>\$230,770</b>	<b>\$29.59</b>
<b>DAS Revenues</b>			
General Fund	\$230,770	\$230,770	\$29.59
<b>Total DAS Revenue</b>	<b>\$230,770</b>	<b>\$230,770</b>	<b>\$29.59</b>
<i>PER BAG DELIVERY COST, DAS</i>	\$29.59	\$29.59	
<i>PER BAG DELIVERY COST, Non DAS</i>			
<b>TOTAL DAS REVENUE</b>	<b>\$230,770</b>	<b>\$230,770</b>	<b>\$29.59</b>
<i>PER BAG DELIVERY COST, Total</i>	\$29.59	\$29.59	
Full Time Equivalent (FTE)	0.55	0.55	
Prepared by:	Date:		
HSA-CO Review Signature:	_____		
<b>HSA #1</b>			

**Salaries & Benefits Detail**

DAS Salaries & Benefits	Agency Totals		HSA Program		7/1/23 - 6/30/24	Total
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Budgeted Salary	Budgeted Salary
Executive Director	\$140,000	0.10	100%	0.10	\$14,000	\$14,000
Program Manager	\$62,088	0.15	100%	0.15	\$9,313	\$9,313
Data/Translation	\$52,500	0.15	100%	0.15	\$7,875	\$7,875
Facilities	\$45,760	0.15	100%	0.15	\$6,864	\$6,864
<b>Totals</b>	<b>\$300,348</b>	<b>0.55</b>	<b>400.00%</b>	<b>0.55</b>	<b>\$38,052</b>	<b>\$38,052</b>
Fringe Benefits Rate	25%					
Employee Fringe Benefits	\$75,087				\$9,513	\$9,513
<b>Total DAS Salaries and Benefits</b>	<b>\$375,435</b>				<b>\$47,565</b>	<b>\$47,565</b>

HSA #2

**Operating Expense Detail**

	<u>7/1/23 - 6/30/24</u>	<u>Total</u>
Annual # Grocery Bags Contracted	7,800	7,800

**DAS Operating Expenses**

Expenditure Category

Rental of Property	\$7,500	\$7,500
Utilities (Elec, Water, Gas, Phone, Garbage)	\$3,000	\$3,000
Office Supplies, Postage		
Building Maintenance Supplies and Repair	\$1,200	\$1,200
Printing and Reproduction		
Insurance	\$2,400	\$2,400
Staff Training	\$215	\$215
Staff Travel-(Local & Out of Town)	\$1,800	\$1,800
Rental of Equipment		

Consultant

Other

Grocery & Produce bags	\$134,410	\$134,410
Volunteer Stipends	\$2,580	\$2,580

<b>Total DAS Operating Expenses</b>	<b>\$153,105</b>	<b>\$153,105</b>
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**HSA #3**