



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

TO: HUMAN SERVICES COMMISSION
THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR
FROM: SUSIE SMITH, DEPUTY DIRECTOR FOR POLICY & PLANNING
 ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE: AUGUST 18, 2023
SUBJECT: GRANT MODIFICATION: **SAN FRANCISCO-MARIN FOOD BANK**
 (NON-PROFIT) for CITYWIDE GROCERY ACCESS

DS

P.O. Box 7988
 San Francisco, CA
 94120-7988
www.SFHSA.org

GRANT TERM:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	07/01/2022- 06/30/2023	07/01/2023- 06/30/2024	07/01/2022- 06/30/2024		
GRANT AMOUNT:	\$10,207,571	\$6,000,000	\$16,207,571	\$1,620,757	\$17,828,328
ANNUAL AMOUNT:	<u>FY 22/23</u>	<u>FY 23/24</u>			
	\$10,207,571	\$6,000,000			
FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$16,207,571			\$1,620,757	\$17,828,328
PERCENTAGE:	100%				100%



London Breed
 Mayor

Trent Rhorer
 Executive Director

The Human Services Agency (HSA) requests authorization to modify the existing grant agreement with San Francisco-Marin Food Bank (SFMFB), for the period of July 1, 2023 to June 30, 2024 in the amount of \$6,000,000 plus a 10% contingency for a total amount not to exceed \$17,828,328. The purpose of this grant is to distribute groceries to San Franciscans throughout the City focusing on high-need neighborhoods.

Background

Prior to the COVID-19 Pandemic, 1 in 4 San Franciscans were at risk of being food insecure. However, the pandemic worsened food insecurity, especially for San Franciscans who worked jobs that were disrupted by the pandemic. With current inflation, and the ongoing economic consequences of the pandemic, HSA released RFP 1024 Citywide Grocery Access in June 2022 in order to fund a food provider who could serve the highest need neighborhoods with reliable weekly access to groceries.

As a result of the RFP process, San Francisco-Marin Food Bank was selected to provide this service. The San Francisco-Marin Food Bank has been the anchoring food support organization for many San Franciscans and continues to demonstrate their capacity and dedication to provide weekly groceries throughout the City. The SFMFB will continue to leverage their ability to receive free and low-cost food items in order to meet the need of the community. SFMFB is able to leverage their status as the only food bank in San Francisco and Marin counties and warehouse capacity in order to receive USDA food commodities and large donations, which bring down the cost of food provision down significantly.

This modification extends the duration of the grant until June 30th, 2024 and adds \$6,000,000 to the grant. The additional dollars will allow the San Francisco-Marin Food Bank to continue this pandemic response program, which provides critical food resources to thousands of food insecure San Franciscans.

Services to be Provided

The SFMFB will operate at minimum 20 “pop-up” style pantries throughout the City, including most of the zip codes highlighted by HSA as priority areas. These pantries take place outdoors to capitalize on space in order to serve the most participants possible.

This modification will fund the distribution of an additional 354,000 units of groceries and serve at least 6,000 unduplicated participants during the grant term. Each unit shall consist of fresh fruits and vegetables, proteins and grains.

Location

The Pop-up Pantries are generally located outdoors and will be focused on the following zip codes: 94102, 94103, 94112, 94124, 94134, 94109, 94110, 94133, 94115, 94122. During the grant term, some pantries may be located outside of these zip codes due to space limitations and the need in multiple zip codes.

Due to budget limitations, the SF-Marin Food Bank will begin to ramp down the “pop-up” sites in the latter half of the grant and will provide HSA with 30 days notice of site closures.

Selection

Grantee was selected through RFP #1024 issued in June 2022.

Funding

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

ATTACHMENTS

Appendix A-2 Services to be Provided

Appendix B-2 Program Budget

Appendix A-2 – Services to be Provided San Francisco-Marín Food Bank

Citywide Grocery Access

07/01/22– 6/30/2024

Modified July 1, 2023

I. Purpose

This grant will provide a citywide grocery program centered in dignity, choice, and quality to provide free supplemental groceries for food insecure residents in San Francisco.

II. Definitions

BIPOC	Black, Indigenous and People of Color
CARBON	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-appropriate	Ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
Grantee	San Francisco-Marín Food Bank (SFMFB)
Limited-English proficiency	Person limited in ability or unable to speak, read and/or write the English language well enough to understand and be understood without the aid of an interpreter.
Low-income	Having income at or below 300% of the federal poverty line defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. This is only to be used by consumers to self-identify their income status, not to be used as a means test to qualify for the program.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Pop-Up Pantry	A food distribution site run by the San Francisco-Marín Food Bank that distributes grocery bags directly to those in need of food assistance.
Service Unit	One distributed grocery bag
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>).

III. Target Population

This program is designed to serve all populations and ethnicities with a focus on food-insecure children, adults, and other community members of San Francisco, including but not limited to residents of the following high-need neighborhoods: 94102, 94103, 94112, 94124, 94134, 94109, 94110, 94133, 94115, 94122.

IV. Description of Services and Program Requirements

Grantee will administer and maintain a citywide grocery access program, known as the “Pop-Up Pantry” program, to provide free supplemental groceries to food-insecure San Franciscans through various distribution sites across San Francisco. Grantee will be responsible for procuring all food and packaging and will oversee all aspects of grocery distribution while following all applicable local, state, and federal food safety requirements. Grantee will screen and enroll all clients into Grantee’s database and meet all data collection and reporting requirements set forth in section VIII.

Grantee shall, at minimum, meet the service objectives set forth in Section VI. Each grocery unit must include, at minimum, a variety of fresh fruits and vegetables, protein, and grains that are culturally responsive to the participants of each pop-up pantry site. Grocery bags shall at minimum include sufficient supplies for seven (7) meals and shall be 18-28 pounds of food. The grocery bags shall feature fresh and seasonal produce, such as: oranges, potatoes, onions, carrots, bok choy, broccoli, herbs, cauliflower, cabbage, eggplant, collard greens, kale, corn, squash, lettuce, melons, apples, pears, kiwi, peaches, plums, and nectarines. Protein items may include but are not limited to eggs, poultry, tofu, nut butter, dried beans. Grains may include but are not limited to bread, tortillas, pasta, rice, masa, quinoa, and oatmeal. Cooking essentials such as oil, spices, and vinegar may also be included. Other fresh, frozen, canned, and dry goods will be added when availability allows, including dairy, such as yogurt and cottage cheese.

Throughout the grant term, Grantee shall actively seek and incorporate participant feedback into the Pop-Up Pantry program to ensure that distributed items meet participants’ food preferences, are culturally appropriate, and are of high quality. Rotted or spoiled food is not acceptable for distribution. Throughout the grant term, Grantee shall implement a farmers market style participant choice model at as many pop-up pantry sites as possible. For sites where Grantee cannot offer full choice of all items, Grantee shall plan to offer choice on as many items as is practical.

Grantee shall work with the CFAT to ensure that all participants are provided a dignified experience throughout the program, including but not limited to a participant’s experience enrolling in the program, picking up groceries, and providing feedback. Grantee will ensure adequate and culturally competent staffing (paid and/or volunteer) to administer the program and deliver quality services to meet the needs of the program participants.

V. Location and Time of Services

Grantee will distribute groceries within the City and County of San Francisco. Pop-up Pantry site locations and service times are determined by the Grantee with approval by the CFAT. At least one Pop-Up Pantry site will distribute food on weekends.

During FY 2023-2024, Grantee may merge or close certain Pop-up Pantry sites and shall provide SFHSA with 30 days advance notice of such changes.

VI. Service Objectives

	FY 2022-2023	FY 2023-2024
Minimum number of grocery units provided per month:	40,000	24,000
Minimum number of enrolled unduplicated participants actively utilizing the program per month:	10,000	6,000

VII. Outcome Objectives

Grantee will conduct surveys approved by the 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 90% of participants who use the program will report that they had a dignified experience
- B. At least 85% of the participants who use the program will report that they are satisfied with the selection and quality of food items at the program
- C. At least 85% of the participants who use the program will report that the food they received were culturally appropriate
- D. At least 85% of participants who use the program will report that access to the program has decreased their food insecurity

The survey results will be shared with the CFAT by the 15th of the month following the end of each fiscal year and the end of the grant term.

VIII. Data Collection and Reporting Requirements

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

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

B. Monthly service reports

Grantee shall submit monthly reports to the CFAT to provide numbers of service units distributed during the reporting month, unduplicated households and people served during the reporting month, and the year-to-date unduplicated households and people served. This report should include totals by month across all sites, as well as detailed site-level data.

C. Monthly menu report

Grantee shall on a monthly basis report to the CFAT the items and amount/quantity of those items being provided in their supplemental grocery units.

D. Quarterly reports

For FY 2022-2023, Grantee shall submit quarterly reports to provide detailed participant demographic data, including but not limited to:

- Zip code
- Race/Ethnicity
- Language
- Sexual Orientation
- Gender Identity
- Age

E. Fiscal and invoice reports

All fiscal reports and invoices are due to the Program and Contract Manager by the 15th of the following month. These will be submitted in CARBON.

F. Annual Report

Grantee shall submit an Annual Report with aggregate participant survey results by the 15th of the month following the end of each fiscal year and following the end of the grant term.

G. Ad hoc reports

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

H. Grantee will share all requested client-level data with SFHSA. Grantee and SFHSA will agree on data sharing guidelines by August 30th, 2022. Grantee agrees to send the first batch of requested client data no later than December 1st, 2022. Starting FY 2023-2024, quarterly client-level data reports are due October 15, January 15, April 15, and July 15.

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

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

K. Grantee will develop a grievance policy with approval from SFHSA/CFAT.

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

Jennifer.Grant@sfgov.org

Contract Manager, Office of Contract Management

or

Cathy.Huang@sfgov.org

Program Manager, Citywide Food Access Team

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

B. **Data Security and Storage**

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

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 (collectively, "PII"); 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: San Francisco-Marin Food Bank

Grant Term: 7/1/22-6/30/24

(Check One) New Renewal Modification

If modification, Effective Date:

7/1/2023

Modification No.:

2

Program Name: Citywide Grocery Access

	FY22/23	FY 23/24	Total
	7/1/22-6/30/23	7/1/23-6/30/24	7/1/22-6/30/24
Expenditures			
Salaries & Benefits	\$ 2,708,985	\$ 1,592,338	\$ 4,301,323
Operating Expenses	\$ 6,570,626	\$ 3,862,207	\$ 10,432,833
Subtotal	\$ 9,279,611	\$ 5,454,545	\$ 14,734,157
Indirect Percentage (%)	10%	10%	10%
Indirect Costs (Line 16 X Line 15)	\$ 927,960	\$ 545,455	\$ 1,473,415
Capital Expenses			
Total Expenses	\$ 10,207,571	\$ 6,000,000	\$ 16,207,571
HSA Revenues			
General Fund	\$ 10,207,571	\$ 6,000,000	\$ 16,207,571
Total HSA Revenues	\$ 10,207,571	\$ 6,000,000	\$ 16,207,571
Other Program Revenues			
Total Other Program Revenues			

Prepared by: Michael Braude

Date:

Note: Each service unit shall be reimbursed at \$16.94 per distributed unit

HSA Budget Form (6/9/2022)

Agency Name: San Francisco-Marin Food Bank
 Program Name: Citywide Grocery Access

Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		7/1/22-6/30/23	7/1/23-6/30/24	7/1/22-6/30/24
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	FY22/23	FY 23/24	TOTAL
					Budgeted Salary (12 months)	Budgeted Salary (12 months)	
Director of Programs	\$127,371	1.00	27%	0.27	\$ 61,989	\$ 36,437	\$ 98,426
Pop-Up Program Sr. Manager	\$89,137	1.00	45%	0.45	\$ 72,304	\$ 42,500	\$ 114,804
Pop-Up Program Managers	\$75,000	2.00	91%	0.91	\$ 121,670	\$ 71,518	\$ 193,188
Pop-Up Program Supervisors	\$66,893	6.00	273%	2.73	\$ 325,559	\$ 191,363	\$ 516,922
Community Support Coordinators	\$58,448	21.00	955%	9.55	\$ 995,604	\$ 585,215	\$ 1,580,819
Pop-Up Program Associates	\$42,702	2.00	91%	0.91	\$ 69,274	\$ 40,719	\$ 109,993
Drivers	\$53,123	25.00	182%	1.82	\$ 172,361	\$ 101,314	\$ 273,675
Food Sourcing & Allocation Manager	\$78,045	1.00	15%	0.15	\$ 20,891	\$ 12,280	\$ 33,171
Director of Operations	\$127,826	1.00	15%	0.15	\$ 34,216	\$ 20,112	\$ 54,328
Warehouse Workers	\$54,932	25.00	273%	2.73	\$ 267,346	\$ 157,146	\$ 424,492
Volunteer Services Manager	\$80,050	1.00	18%	0.18	\$ 25,973	\$ 15,267	\$ 41,240
TOTALS	\$562,019	82.00		18.22	\$ 2,167,187	\$ 1,273,870	\$ 3,441,057
FRINGE BENEFIT RATE	25%						
EMPLOYEE FRINGE BENEFITS					\$ 541,797	\$ 318,468	\$ 860,265
TOTAL SALARIES & BENEFITS					\$ 2,708,984	\$ 1,592,338	\$ 4,301,322

Agency Name: San Francisco-Marin Food Bank
Program Name: Citywide Grocery Access

Operating Expenses Detail

<u>Expenditure Category</u>	<u>FY22/23</u> <u>7/1/22-6/30/23</u>	<u>FY 23/24</u> <u>7/1/23-6/30/24</u>	<u>TOTAL</u> <u>7/1/22-6/30/24</u>
Rental of Property			
Utilities(Elec, Water, Gas, Phone, Garbage)	\$ 152,635	\$89,719	\$ 242,354
Office Supplies, Postage	\$ 115,440	\$67,856	\$ 183,296
Building Maintenance Supplies and Repair	\$ 126,766	\$74,513	\$ 201,279
Printing and Reproduction	\$ 9,134	\$5,369	\$ 14,503
Insurance	\$ 67,871	\$39,895	\$ 107,766
Staff Training	\$ 11,478	\$6,747	\$ 18,225
Staff Travel-(Local & Out of Town)	\$ 6,889	\$4,049	\$ 10,938
Rental of Equipment	\$ 85,152	\$50,052	\$ 135,204
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE			
Pop-Up Pantry Support (Contracted Labor)	\$ 1,125,097	\$661,331	\$ 1,786,428
OTHER			
Food Purchase (956,534 bags @ \$6.33/bag)	\$ 3,813,367	\$2,241,493	\$ 6,054,860
Food Storage and Distribution	\$ 260,311	\$153,011	\$ 413,322
Food Transportation Costs	\$ 547,700	\$321,938	\$ 869,638
Small Equipment (>\$1,500)	\$ 25,643	\$15,073	\$ 40,716
Program Supplies	\$ 174,075	\$102,321	\$ 276,396
Volunteer Support	\$ 49,068	\$28,842	\$ 77,910
TOTAL OPERATING EXPENSE	\$ 6,570,626	\$3,862,207	\$ 10,432,833