



**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**

<b>TO:</b>	HUMAN SERVICES COMMISSION				
<b>THROUGH:</b>	TRENT RHORER, EXECUTIVE DIRECTOR				
<b>FROM:</b>	SUSIE SMITH, DEPUTY DIRECTOR FOR POLICY AND PLANNING ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS				
<b>DATE:</b>	SEPTEMBER 22, 2023				
<b>SUBJECT:</b>	NEW GRANT: <b>DOLORES STREET COMMUNITY SERVICES FOR PROVISION OF COMMUNITY CENTERED GROCERY ACCESS/LGBTQ+ GROCERY GRANT</b>				
<b>GRANT TERM:</b>	OCTOBER 1, 2023 TO JUNE 30, 2025				
<b>GRANT AMOUNTS:</b>	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
	\$742,500	\$74,250	\$816,750		
<b>ANNUAL AMOUNT:</b>	<u>FY 23/24</u>	<u>FY 24/25</u>			
	\$450,000	\$292,500			
<b>FUNDING SOURCE:</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$742,500			\$74,250	\$816,750
<b>PERCENTAGE:</b>	100%				100%

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The San Francisco Human Services Agency (SFHSA) requests authorization to enter into a new grant agreement with Dolores Street Community Services for the period of October 1, 2023 through June 30, 2025, in the amount of \$742,500 plus a 10% contingency for a total amount not to exceed \$816,750. The purpose of this grant is to provide free, high quality, and culturally tailored groceries to low-income, LGBTQ+ San Franciscans.



## SAN FRANCISCO HUMAN SERVICES AGENCY

### **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.

The Citywide Food Access Team released Request for Proposals ("RFP") 1091, Community Centered Grocery Access, on June 5, 2023. This RFP provided for two categories of grants: Priority Service Area Grocery Grants<sup>1</sup> and LGBTQ+ Grocery Grants. The LGBTQ+ Grocery Grants category sought to initiate partnerships with trusted providers for the provision of community centered and culturally responsive grocery programs for low-income LGBTQ+ San Franciscans. The Citywide Food Access Team focused a category of RFP 1091 on the LGBTQ+ community because this community faces disproportionately high food insecurity rates in San Francisco, even when controlling for other socio-economic factors.

### **Services to be Provided**

This grant will focus on providing culturally tailored and high quality groceries to low-income LGBTQ+ San Franciscans in a manner that centers dignity and consumer choice. Grantee will expand its reach across San Francisco by partnering with trusted community-based organizations across San Francisco that serve the LGBTQ+ community. Grantee shall provide groceries to a minimum of 150 households per week during Fiscal Year 2023-2024 and a minimum of 150 households every other week during Fiscal Year 2024-2025. Grantee's distribution model shall incorporate on-going feedback and preferences of the consumers receiving the food. Grantee and partnering community-based organizations shall implement the program in a manner that is accessible to clients by means of being not only ADA compliant but also linguistically and culturally appropriate for the diversity of clients served.

### **Locations**

Services will be provided at The Little Market, 1050 South Van Ness, San Francisco, CA 94110.

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<sup>1</sup> The Citywide Food Access Team presented the grant awarded under the Priority Service Area Grocery Grants category at the August meeting of the DHS Commission.



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

**Selection**

Grantee was selected through Request for Proposals #1091, issued in June 2023.

**Funding**

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

**ATTACHMENTS**

Appendix A - Services to be Provided

Appendix B - Program Budget

**Appendix A – Services to be Provided**  
**Dolores Street Community Services (DSCS)**  
**Community Centered Grocery Access: LGBTQ+ Grocery Grant**  
**10/1/2023 - 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 who identify as LGBTQ+.

**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	Dolores Street Community Services (DSCS)
LGBTQ+	Lesbian, gay, bisexual, transgender, queer or questioning, and more.
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.
Service Unit	One distributed bag/box of groceries
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>

**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 within San Francisco’s LGBTQ+ community.

**IV. Description of Services and Program Requirements**

Grantee shall provide culturally-relevant Service Units free of charge to the Priority Population. Grantee may partner with trusted community-based organizations to distribute Service Units to the Priority Population. Service Units must reflect and incorporate client preferences.

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.

**V. Location and Time of Services**

Main Distribution Location: The Little Market, 1050 South Van Ness, San Francisco, CA 94110

Time of services shall be agreed upon between Grantee and CFAT with input from program participants.

**VI. Service Objectives**

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

- A. Distribute 150 Service Units per week in FY 23-24;
- B. Provide service units to 150 unduplicated households per week in FY 23-24;
- C. Distribute 150 Service Units every other week in FY 24-25;
- D. Provide service units to 150 unduplicated households every other week in FY 24-25;
- E. Grantee and each community-based organization distribution partner shall 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 in FY 23-24 and up to a maximum of \$40 per Service Unit in FY 24-25.

**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 identity<sup>1</sup>
- Sexual orientation<sup>2</sup>
- 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 15<sup>th</sup> 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 15<sup>th</sup> 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.

**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.

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<sup>1</sup> 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*).

<sup>2</sup> 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*).

- 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:

Tommy McClain

[Thomas.McClain@sfgov.org](mailto:Thomas.McClain@sfgov.org)

Program Analyst, Citywide Food Access Team, SFHSA

or

Jennifer Grant

[Jennifer.Grant@sfgov.org](mailto: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

<b>Agency Name: Dolores Street Community Services</b>		Grant Term:	
(Check One)    New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>		<b>10/1/23-6/30/25</b>	
If modification, Effective Date: <input type="text"/>		Modification No.: <input type="text"/>	
<b>Program Name: Community Centered Grocery Access</b>			
	<b>10/1/23-6/30/24</b>	<b>7/1/24-6/30/25</b>	<b>10/1/23-6/30/25</b>
	<b>FY 23-24</b>	<b>FY 24-25</b>	<b>Total</b>
	<b>(9 months)</b>	<b>(12 months)</b>	<b>(21 months)</b>
<b>Expenditures</b>			
Salaries & Benefits	\$ 72,353	\$ 67,588	\$ 139,941
Operating Expenses	\$ 318,951	\$ 186,760	\$ 505,711
<b>Subtotal</b>	<b>\$ 391,304</b>	<b>\$ 254,348</b>	<b>\$ 645,652</b>
Indirect Percentage (%)	15%	15%	
Indirect Costs (Line 16 X Line 15)	\$ 58,696	\$ 38,152	\$ 96,848
Capital Expenses			
Total Expenses	\$ 450,000	\$ 292,500	\$ 742,500
<b>HSA Revenues</b>			
General Fund	\$ 450,000	\$ 292,500	\$ 742,500
Total HSA Revenues	\$ 450,000	\$ 292,500	\$ 742,500
<b>Other Program Revenues</b>			
Total Other Program Revenues			
Prepared by: Saúl Hidalgo L.		Telephone No.: (415) 857-7700	Date: 9/12/23
<b>HSA Budget Form (6/9/2022)</b>			

Agency Name: Dolores Street Community Services  
 Program Name: Community Centered Grocery Access

**Salaries & Benefits Detail**

POSITION TITLE	Agency Totals		HSA Program		10/1/23-6/30/24	7/1/24-6/30/25	10/1/23-6/30/25
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	FY 23-24 (9 months)	FY 24-25 (12 months)	Total (21 months)
Program Director	\$ 125,000	0.05	100%	0.05	\$ 4,688	\$ 6,250	\$ 10,938
Program Coordinator	\$ 58,240	1.00	100%	1.00	\$ 43,680	\$ 40,768	\$ 84,448
Food Justice Specialist	\$ 45,760	0.20	100%	0.20	\$ 6,864	\$ 4,576	\$ 11,440
TOTALS	\$ 229,000	1.25	300%	1.25	\$ 55,232	\$ 51,594	\$ 106,826
FRINGE BENEFIT RATE	31%						
EMPLOYEE FRINGE BENEFITS					\$ 17,122	\$ 15,994	\$ 33,116
TOTAL SALARIES & BENEFITS					\$ 72,353	\$ 67,588	\$ 139,941

**Agency Name: Dolores Street Community Services**  
**Program Name: Community Centered Grocery Access**

### Operating Expenses Detail

<u>Expenditure Category</u>	TERM	10/1/23-6/30/24	7/1/24-6/30/25	10/1/23-6/30/25
		FY 23-24 (9 months)	FY 24-25 (12 months)	Total (21 months)
Rental of Property		\$ 2,250	\$ 3,000	\$ 5,250
Utilities(Elec, Water, Gas, Phone, Garbage)		\$ 260	\$ 153	\$ 413
Office Supplies, Postage		\$ 1,500	\$ 1,500	\$ 3,000
Building Maintenance Supplies and Repair		\$ 250	\$ 125	\$ 375
Printing and Reproduction		\$ 1,000	\$ 1,000	\$ 2,000
Insurance		\$ 875	\$ 625	\$ 1,500
Staff Training		\$ 600	\$ 600	\$ 1,200
Staff Travel-(Local & Out of Town)		\$ 75	\$ 38	\$ 113
Rental of Equipment		\$ 400	\$ 480	\$ 880
CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE				
Garbage		\$ 9,000	\$ 12,000	\$ 21,000
OTHER				
Program Supplies		\$ 8,243	\$ 11,240	\$ 19,483
Food		\$ 294,498	\$ 156,000	\$ 450,498
<b>TOTAL OPERATING EXPENSE</b>		<b>\$ 318,951</b>	<b>\$ 186,760</b>	<b>\$ 505,711</b>