



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

**MEMORANDUM**

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

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

**DATE:** OCTOBER 1, 2025

**SUBJECT:** NEW GRANT: **APA FAMILY SUPPORT SERVICES** (NONPROFIT) FOR PROVISION OF CALFRESH EXPANSION AND OUTREACH ACTIVITIES

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	<u>Full Term</u>	<u>Contingency</u>	<u>Total</u>		
<b>GRANT TERM:</b>	10/1/25- 9/30/26				
<b>GRANT AMOUNT:</b>	\$77,144	\$7,714	\$84,858		
<b>ANNUAL AMOUNT:</b>	<u>FY 25-26</u> \$77,144				
<b>FUNDING SOURCE:</b>	<u>County</u> \$0	<u>State</u> \$38,572	<u>Federal</u> \$38,572	<u>Contingency</u> \$7,714	<u>Total</u> \$84,858
<b>PERCENTAGE:</b>	0%	50%	50%		100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with **APA FAMILY SUPPORT SERVICES** for the period of October 1, 2025, to September 30, 2026, in the amount of \$77,144 plus a 10% contingency for a total amount not to exceed \$84,858. The purpose of this grant is to provide CalFresh expansion and outreach activities for older adults.



## 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 focused on older adults living in San Francisco is needed to help address 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

The grantee shall provide CalFresh expansion and outreach activities focused on reaching senior SSI recipients in San Francisco not currently accessing CalFresh benefits. Outreach and expansion activities include creating, printing, and distributing outreach materials in the community and providing individualized application assistance and follow-up to support application submissions and approvals.

## Selection

The grantees were selected through RFP # 1185 issued on August 1, 2025.

## Funding

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

## ATTACHMENTS

Appendix A, Scope of Services

Appendix B, Budget

**Appendix A – Services to be Provided**  
**APA Family Support Services**  
**CalFresh Expansion and Outreach Services**  
**October 1, 2025 to September 30, 2026**

**I. Purpose of Grant**

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 CalFresh application assistance should be focused on San Francisco communities identified as having a lower rate of CalFresh participation among SSI recipients.

**II. Definitions**

AAA	Area Agency on Aging is a public or private agency designated by a state to address the needs and concerns of all older persons at the regional and local levels. DAS is an Area Agency on Aging.
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 data-driven plan for reaching the identified target audience: CalFresh eligible older adults who are SSI recipients and not currently accessing CalFresh benefits.
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	SFHSA’s web-based Contracts Administration, Reporting, and Billing Online system
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	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Federal Fiscal Year (FFY)	The period that begins October 1 of one year through September 30 of the following year.
Grantee	APA Family Support Services
LGBTQIA+	An acronym/term used to refer to persons who self-identify as non -heterosexual and/or whose gender identity does not correspond to their sex assigned at 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 100% 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 definition of low income is not to be used as a means test to qualify for CalFresh or this CalFresh expansion and outreach program.
OCP	Office of Community Partnerships.
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”.
Service Units	<b>Applications</b> (One unit is one application for CalFresh benefits submitted by grantee on behalf of a client participant) and <b>Partnerships</b> (One unit is one partnership between grantee and a separate organization to raise awareness of CalFresh expansion and application assistance. Partnership should result in at least one outreach activity to meet this goal)
State Supplemental Payment (SSP)	The state-funded cash assistance program which augments SSI.
SFHSA	San Francisco Human Services Agency.
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 disable, blind, or age 65 or older.
USDA	United States Department of Agriculture.

**III. Target Population**

This program is designed to serve all people who can benefit from the services outlined in this Appendix, and particularly those demonstrating the greatest economic and social need. To ensure that the most vulnerable people are aware of and can benefit from this program, grantee shall ensure that program services are accessible to:

- Persons with low to moderate income
- Persons who are socially isolated
- Persons with limited English-speaking proficiency
- Persons from communities of color or historically underserved communities that have historically been under-served
- Members of the LGBTQIA+ community
- Persons at risk of institutionalization

**IV. Eligibility for Services**

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

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

Grantee shall provide the following services during the term of this grant:

**A. Conduct CalFresh Outreach Activities:**

1. Create a data-driven outreach plan with a particular focus on reaching older adults who are SSI recipients and not currently accessing CalFresh benefits.
2. Customize CalFresh outreach materials with City of San Francisco and Grantee contact information.
3. Print outreach materials for distribution to older adults in the Planning and Service Area (i.e., PSA 6, the City and County of San Francisco)
4. Disseminate outreach materials to older adults at sites where programs and services are provided, at community events, through mailings, and through partners.
5. Post outreach messaging on grantee website and on social media utilized by the grantee such as Facebook, Twitter, and Instagram.
6. Ensure compliance with the CalFresh Expansion guidelines for the development of all materials, including outreach materials.

**B. Conduct CalFresh Application Assistance:**

1. 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, and senior residential housing.

2. Coordinate with providers of home-based services, such as home delivered meals, to offer CalFresh application assistance to home-based services participants.
3. Provide one-on-one assistance to older adults to complete the CalFresh enrollment process through any the following methods:
  - Online through CalFresh enrollment portals
  - Paper applications
  - Telephone (with application mailed or emailed to client for signature if the service provider does not have a telephony system with the functionality to record, store, and retrieve telephonic signatures).
4. Review and identify potential income deductions to increase the likelihood of CalFresh eligibility.
5. Assist client with submission of all required paperwork to SFHSA CalFresh eligibility unit.
6. Contact client within two weeks following application submission to ensure client has been contacted for an interview.

C. Comply with Program Requirements:

1. Grantee shall participate in training and technical assistance provided by CDSS and CDA, as deemed necessary by DAS.
2. Grantee will ensure program staff will complete the Civil Rights Training annually.
3. Grantee will ensure that all program staff, regardless of position, receive initial training on elder abuse and mandated reporting. Program staff who interact with consumers must complete this training annually, in accordance with the DAS OCP Policy Memorandum No. 35.
4. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually, in accordance with the DAS OCP Policy Memorandum No. 45. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
5. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy Memorandum No. 33. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.
6. Grantee will have procedures in place to annually obtain the views of program participants about services received. At minimum, the grantee will develop and administer a consumer satisfaction survey to capture feedback on program outcomes and service quality. Both the survey

tool and the administration plan must be reviewed and approved by DAS OCP prior to implementation. Feedback must be collected in a manner that ensures participant anonymity. The results will be shared with DAS OCP by June 15<sup>th</sup> of each grant year, or on a mutually agreed upon date.

**VI. Location and Time of Services**

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

**VII. Service Objectives**

On an annual basis, during the grant term, grantee shall meet the following service objectives:

- A. 219 CalFresh applications submitted per annual grant year
- B. 5 community partnerships per annual grant year.

**VIII. Outcome Objectives**

On an annual basis, during the grant term, grantee will meet the following service objectives:

- A. Consumers rate the quality of services they received as excellent or good. Target: 85%
- B. Consumers feel safe and welcomed by program staff. Target: 85%.
- C. Consumers develop new knowledge of services available to them. 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. Data Collection and Reporting Requirements**

- A. Grantee will provide a monthly report of activities, referencing the tasks described in Section VII & VIII- Service and Outcome Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.
- B. Grantee shall certify, on a semi-annual basis, the time and effort of employees working full time on CalFresh, or certify on a monthly basis the time and effort of employees working part-time on CalFresh via a method determined by CDA or DAS, including:
  - 1. Time logs supporting staffing and salary expenses
  - 2. The dollar amount related to hours spent on administrative duties supported by time logs. The dollar amount spent on administrative activities may not exceed 15% of the grant amount per year.

- C. 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 the following information on the CalFresh applications submitted:
1. Number of CalFresh pre-screenings
  2. Number of CalFresh applications submitted
  3. Number of CalFresh applications approved
  4. Number of CalFresh partnerships
  5. Number of CalFresh recertifications (if applicable)
  6. Number of households with children under the age of 18
  7. Number of older adults (60 years of age and older)
  8. Number of working low-income households
  9. Number of households receiving SSI/SSP
  10. Number of households with language access barriers
  11. Number of veterans and military families

Data shall be submitted in a form prescribed by CDA, and may also include additional measures of program effectiveness.

<b>Quarter</b>	<b>Reporting Period</b>	<b>Due Date</b>
Quarter 1	October 1 – December 31	January 5
Quarter 2	January 1 – March 31	April 5
Quarter 3	April 1 – June 30	July 5
Quarter 4	July 1 – September 30	October 5

- D. Grantee will provide an annual report summarizing the contract activities, referencing the tasks described in Section VII & VIII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the grantee. Grantee will enter the annual metrics in the CARBON database by 15th of month following the end of the program year.
- E. Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to SFHSA no later than October 31 each grant year. Grantee must submit the report in the CARBON system.
- F. Grantee will provide ad hoc reports as required by the Departments.
- G. Pursuant to California Department of Aging requirement, Grantor reserves the right to reduce funding available for this grant in the event that actual costs are below funding levels initially budgeted for the delivery of services.
- H. Through the Older Americans Act Area Plan development process, the City of San Francisco identifies “Focal Points” which are designed to help older adults and adults with disabilities connect to services throughout the City. These Focal Points are:

Name	Address	Phone
30th Street Senior Center	225 30th St, San Francisco, 94131	415-550-2225
Aquatic Park Senior Center	890 Beach St, San Francisco, 94109	415-202-2982
Bayview Senior Connections	1753 Carroll Ave, San Francisco, 94124	415-822-1444 x1200
Canon Kip Senior Center	705 Natoma, St San Francisco, 94103	415-487-3300
Chi Sing Community Center	3133 Taraval St, San Francisco, 94116	415-533-6859
DAS Benefits and Resource Hub	2 Gough St, San Francisco, 94103	415-355-6700
Downtown SF Senior Center	481 O'Farrell St, San Francisco, 94102	415-202-2982
Geen Mun Activity Center	777 Stockton St, San Francisco, 94108	415-438-9804
Geneva Community Center	5050 Mission St., Suite C, San Francisco 94112	
Mission Neighborhood Centers	362 Capp St, San Francisco, 94110	415-653-5750
Openhouse Bob Ross LGBT Senior Center	65 Laguna St, San Francisco, 94102	415-347-8509
Richmond Senior Center	6221 Geary Blvd, San Francisco, 94121	415-405-4672
Self-Help for the Elderly Social Services Department	829 Kearney St, San Francisco, 94133	415-677-7585
Toolworks	22 Battery St. Suite 300, San Francisco, 94111	415-733-0990
Western Addition Senior Center	1390 1/2 Turk St, San Francisco, 94115	415-921-7805
West Portal Clubhouse	131 Lenox Way, San Francisco, 94127	628-502-0828

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

Jennifer.grant@sfgov.org

Contract Manager, Office of Contract Management, SFHSA

Leah.walton@sfgov.org

Nutritionist, DAS Office of Community Partnerships, SFHSA

**X. Monitoring Activities**

A. Program Monitoring: Program monitoring will include back up documentation for reporting progress towards meeting the service and outcome objectives; agency and organization standards, which include current organizational chart, evidence of provision of training to staff regarding the Elder Abuse Reporting, evidence of annual California Department of Aging (CDA) Security Awareness training provided to staff and volunteers, 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; and whether services are provided appropriately according to Sections III to IX.

B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the grantee's organizational budget, quarterly balance sheet, cost allocation procedures and plan, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of subcontracts/MOUs, current board roster, and selected board minutes.

**HUMAN SERVICES AGENCY BUDGET SUMMARY  
BY PROGRAM**

<b>Grantee: APA Family Support Services</b>		10/1/25 - 9/30/26
<b>Program: CalFresh Expansion and Outreach Activities</b>		
New <input checked="" type="checkbox"/> Modification <input type="checkbox"/> Revision <input type="checkbox"/> Check One) <input type="checkbox"/>		
	<b>10/1/25 - 9/30/26</b>	<b>10/1/25 - 9/30/26</b>
<b>Expenses</b>	<b>Original</b>	<b>Total</b>
Salaries & Benefits	\$22,750	\$22,750
Operating-Direct	\$44,332	\$44,332
<b>Subtotal</b>	<b>\$67,082</b>	<b>\$67,082</b>
Indirect Percentage (%)	15%	15%
Indirect Costs (Line 16 X Line 15)	\$10,062	\$10,062
Consultant/Subcontractor (\$50,000+)		
Direct Client Pass-Through		
Capital Expenses		
<b>Total Expenses</b>	<b>\$77,144</b>	<b>\$77,144</b>
<b>HSA / DAS Revenues</b>		
General Fund		
State	\$38,572	\$38,572
Federal (ALN #10.561)	\$38,572	\$38,572
<b>Total HSA / DAS Revenues</b>	<b>\$77,144</b>	<b>\$77,144</b>
<b>Grantee/Contractor Revenues</b>		
Venable Foundation	\$2,000	\$2,000
GBC International	\$2,000	\$2,000
Private donations	\$1,000	\$1,000
<b>Total Grantee/Contractor Revenues</b>	<b>\$5,000</b>	<b>\$5,000</b>
<b>Total Revenues</b>	<b>\$82,144</b>	<b>\$82,144</b>
<b>Prepared by and Date:</b>		
<i>Telephone No. &amp; Email:</i>		<i>HSA Budget Form (3/24)</i>

**Grantee: APA Family Support Services**  
**Program: CalFresh Expansion and Outreach Activities**

**Salaries & Benefits Detail**

POSITION TITLE	Agency Totals		HSA Program		10/1/25 - 9/30/26	10/1/25 - 9/30/26
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Total
<i>Program Coordinator - Cantonese &amp; Mandarin Bilingual (Jasmine Lam)</i>	\$60,750	1.00	20%	0.20	\$12,150	\$12,150
<i>Family Advocate - Lao and Thai Bilingual (Ketkeo Inprasueh)</i>	\$53,500	1.00	10%	0.10	\$5,350	\$5,350
<b>TOTALS</b>	<b>\$114,250</b>	<b>2.00</b>	<b>0.30</b>	<b>0.30</b>	<b>\$17,500</b>	<b>\$17,500</b>
<b>FRINGE BENEFIT RATE</b>						
Salary x 30% - FICA TAX at 7.65% Unemployment (SUI) at 3.10% Workers' Comp at 1.5% Health Insurance at 15.75% Retirement at 2%	30%					
<b>EMPLOYEE FRINGE BENEFITS</b>					\$5,250	\$5,250
<b>TOTAL SALARIES &amp; BENEFITS</b>					\$22,750	\$22,750

*HSA Budget Form (3/24)*

**Grantee: APA Family Support Services** **Appendix B, Page 3**  
**Program: CalFresh Expansion and Outreach Activities**

**Operating Expenses Detail**

	10/1/25 - 9/30/26 Original	10/1/25 - 9/30/26 Total
<b><u>Expenditure Category</u></b>		
Rental of Property	\$5,088	\$5,088
Utilities(Elec, Water, Gas, Phone, Garbage)	\$1,440	\$1,440
Office Supplies, Postage	\$500	\$500
Building Maintenance Supplies and Repair	\$1,271	\$1,271
Printing and Reproduction	\$2,400	\$2,400
Insurance	\$550	\$550
Staff Training	\$400	\$400
Staff Travel-(Local & Out of Town)		
Rental of Equipment	\$183	\$183
<b><u>Consulting/Professional Services</u></b>		
Booker T Washington Community Service Center	\$6,000	\$6,000
Samoan Community Development Center (SCDC)	\$6,000	\$6,000
Filipino Senior Resource Center (PSRC)	\$8,500	\$8,500
Cambodian Community Development, Inc	\$6,000	\$6,000
YMCA - Bayview	\$6,000	\$6,000
<b><u>Other</u></b>		
<b><u>Total Operating Expense</u></b>	<b>\$44,332</b>	<b>\$44,332</b>

*HSA Budget Form (3/24)*