



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

**MEMORANDUM**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

Office of Early Care  
and Education

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

**TO:** HUMAN SERVICES COMMISSION

**THROUGH:** TRENT RHORER, EXECUTIVE DIRECTOR

**FROM:** SUSIE SMITH, DEPUTY DIRECTOR FOR POLICY & PLANNING  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** APRIL 22, 2022

**SUBJECT:** GRANT MODIFICATION: **CHINATOWN COMMUNITY DEVELOPMENT CENTER (CCDC) (NON-PROFIT) FOR PROVISION OF PREPARED MEAL SUPPORT/SROS**

**GRANT TERM:**

Current	Modification	Revised	Contingency	Total
11/01/2021- 6/30/2022	04/01/2022- 6/30/2022	11/01/2021- 6/30/2022		
\$440,000	\$154,543	\$594,543	\$59,454	\$653,997

**GRANT AMOUNT:**

**FUNDING SOURCE:**

<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
			\$59,454	\$653,997

**MODIFICATION FUNDING:**

\$594,543			\$59,454	\$653,997
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**PERCENTAGE:**

100%				100%
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**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

The Human Services Agency requests authorization to modify the existing grant agreement with Chinatown Community Development Center (CCDC) for the period of April 1, 2022, through June 30, 2022, in the additional amount of \$154,543 plus a 10% contingency for a revised total amount not to exceed \$653,997. The purpose of this modification is to support the annual Chinatown Food Giveaway event which has been disrupted by COVID-19 for the past two years.

### **Background**

CCDC was awarded this grant as a result of RFP 953 which supports the continuation of food access programming for the Chinatown community.

This grant modification supports the return of Chinatown Annual Food Giveaway which targets the Chinatown community, one of the lowest income areas of the City. This modification would allow CCDC to act as the fiscal sponsor for the event, which has been cancelled the last two years due to the ongoing effects of COVID-19.

The Chinatown Annual Food Giveaway started in 1996 to provide low-income residents with culturally responsive kitchen essentials. The event serves approximately 5,000 low-income residents each year and is one of the largest food distribution events in the City. All recipients are low-income by definition of being on CalFresh and/or Medi-Cal.

Recently, the Chinatown community has shared with HSA that the annual Chinatown Food Giveaway has been disrupted by COVID-19 and severe supply chain issues. The event has been cancelled in the last two years and no longer has the fiscal resources to continue without the support from HSA. The demand for food support increased during COVID-19 and is expected to remain high as recent inflation makes it more difficult for low-income residents to afford food items.

### **Services to be Provided**

With this grant modification, CCDC will serve as the fiscal sponsor of this event. In collaboration with other partnering organizations, 5,000+ individuals who are current CalFresh and/or Medi-cal recipients will be served. The event is a onetime event and will offer culturally responsive cooking essentials to participants.

### **Location**

Services are provided in Chinatown, including the event this modification is for.

### **Selection**

Grantees were selected through RFP #953 issued in July 2021.

### **Funding**

Funding for these grants is provided by City and County General Funds.

## **ATTACHMENTS**

### **Chinatown Community Development Center**

Appendix A-1-Services to be Provided

Appendix B-1- Program Budget

## Appendix A-1 – Services to be Provided

### Chinatown Community Development Center

#### Prepared Meal Support: SROs

(Meal Pick up for Residents of Single Room Occupancy Buildings with Limited Food Preparation Space)

**November 1, 2021– June 30, 2022**

#### I. Purpose

The purpose of this grant is to provide a meal voucher program to link SRO residents with free meals from local restaurants, in order to supplement the City’s food security network by improving food access and security for Single Room Occupancy (SRO) residents in San Francisco.

#### II. Definitions

City	City and County of San Francisco, a municipal corporation
BIPOC	Black, Indigenous and People of Color
COVID Food Coordination Group (CFCG)	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 HSA.
Culturally-Appropriate Meals	Meals that use ingredients and preparations of foods that acknowledge and appreciate the experiences, traditions, and diverse preferences of a particular population.
SF HSA	San Francisco Human Services Agency
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.
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.
Marginalized Population	This population can be defined by race, ethnic status, religion, immigration status, sexual orientation, and gender status.
Service Unit	One meal voucher
Grantee	Chinatown Community Development Center (CCDC)
CARBON	Contracts Administration, Reporting, and Billing On-line System
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> ).
SRO	Single Room Occupancy

**III. Target Population**

SRO residents in District 3 of San Francisco.

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

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

Grantee will develop and administer a meal voucher program for SRO residents in District 3 of San Francisco. Voucher recipients will be able to exchange each meal voucher for a free preapproved meal from a participating restaurant. Each meal voucher is valued at maximum \$10, which includes sales tax. Vouchers will have no cash redemption value.

Grantee will develop partnerships with restaurants based in District 3 to provide nutritious and culturally appropriate meals to residents of District 3 SROs. Meals will be a substantial portion and include a combination of grains, protein and vegetables. Restaurants will provide multiple meal options for voucher recipients to choose from.

Grantee will screen and enroll all clients into Grantee's database and meet all data collection and reporting requirements set forth in section VIII. Clients enrolled in the program will receive up to 60 vouchers throughout the grant term. Grantee will maintain a record of enrolled clients and voucher distribution. Grantee shall, at minimum, meet the service objectives set forth in Section VI.

As part of the grant modification effective May 1, 2022, Grantee will also serve as a fiscal sponsor for the Annual Chinatown Food Drive in addition to administering the SRO meal voucher program.

Grantee will ensure that the procurement of food and the packing and distribution of food meet the state and local food safety and sanitation requirements, and the standards described in the most recent California Retail Food Code (CRFC). Grantee will have quality control policy and procedures in place to ensure that food items distributed are of high quality.

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 consumers.

**V. Location and Time of Services**

Vouchers will be distributed in June 2022, at in-person pick up locations based in District 3, easily accessible to program participants.

Meal vouchers can be redeemed at the discretion of clients any day of the week at participating restaurants during their normal operating hours.

## **VI. Service Objectives**

Between November 1, 2021 and June 30, 2022, Grantee will meet the following service objectives:

1. Serve at minimum 555 unduplicated clients during grant term.
2. Distribute at minimum 33,300 service units over grant term.
3. Partner with at least 20 participating restaurants and provide at least 6 cuisine options to voucher recipients to choose from.
4. As part of the grant modification effective May 1, 2022, Grantee will administer the funds to support the Annual Chinatown Food Drive.

## **VII. Outcome Objectives**

Grantee will meet the following outcome objectives by the end of the Grant term (June 30, 2022) using data collection methods and, if applicable, surveys approved by CFCG:

Grantee will administer a consumer satisfaction survey using a survey tool approved by HSA. The survey results will be shared with HSA by July 15th or on a mutually agreed upon date between CFCG and the Grantee to measure these outcome objectives:

1. At least 80% of voucher recipients liked the meal based on client survey.
2. At least 85% expressed that they felt the service decreased their food insecurity as measured by client survey.
3. At least 85% of clients were satisfied with food choices and locations.
4. At least 75% of clients report reduced use of shared kitchen facilities.

## **VIII. Data Collection and Reporting Requirements**

Grantee must work with assigned Program Lead 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 of the beginning of the grant term.

**B. Monthly Reporting:** Grantee will provide a monthly report of activities, referencing the tasks as described in Section VI & VII- Service and Outcome Objectives. The monthly report shall at minimum include the total units of service, the total number of unique clients served, and the total number of unique households served, as well as unique clients and households served year-to-date. If you distribute food at more than one site, please submit the report by site, and in aggregate, each month. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month. Grantee shall use the following template for monthly reporting:

Month	Units of Service	Unduplicated SRO Rooms	Unduplicated Households	Unduplicated Individuals	Year to Date SRO Rooms	Year to Date Households	Year to Date Individuals
November							
December							
January							
February							
March							
April							
May							
June							

This template will be available for download from the CARBON system. Grantee shall also submit a monthly breakdown of voucher redemption by restaurant.

C. Quarterly Reporting: Grantee will enroll all clients into grantee database and will provide a quarterly report of client-level information. Grantee will enter the quarterly metrics in the CARBON database:

- by **February 15, 2022** for services provided between November 1, 2021 through January 31, 2022;
- by **May 15, 2022** for services provided between February 1, 2022 through April 30, 2022;
- and by **July 15, 2022** for services provided between May 1, 2022 through June 30, 2022.

In addition, the Grantee shall submit an initial registration list for review by the City one month into the grant term (December 1, 2021). A client's refusal to answer any question does not preclude them from participating in the program.

Grantee's quarterly report shall provide the following information:

1. Recipient First Name
2. Recipient Last Name
3. Recipient Date of Birth
4. Recipient Address
5. Recipient Zip Code
6. Household Size
7. Race
8. Ethnicity
9. Primary Language
10. Gender identity
11. Sex at birth
12. Sexual orientation<sup>1</sup>

<sup>1</sup> Items 11 through 13 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 Chinatown Community Development Center

13. Whether the recipient receives CalFresh (Note: This does not disqualify the recipient from receiving your services.)

A template including these fields will be available for download in CARBON.

- D.** The Grantee will be required to conduct the 6-item food security survey with clients at the beginning of the grant term and at the end of the grant term, as well as the 1-item food program utilization assessment during the beginning and end of the contract term. The two surveys, as well as translations in Spanish and Chinese, will be available for download in CARBON. Contact the City if you need support getting the surveys translated into additional languages. The Grantee will be required to submit aggregate results from these surveys to the City once they are complete, but no later than **July 15, 2022**.
- E.** Grantee will provide an annual report summarizing grant activities, referencing the tasks as described in Section VI & VII- 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 the 15th of the month following the end of the program year.
- F.** Grantee shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31 each grant year. This report must be submitted in the CARBON system.
- G.** Grantee shall develop and deliver ad hoc reports as requested by HSA/CFCG.
- H.** If and when the City develops a shared registration database, Grantee shall utilize this system for their client and program data. The City will provide support and training over a 60-day period for this transition. This database will become the system of record for HSA and reports to the Board of Supervisors, as well as the basis of contract monitoring and verification for grantee invoicing. It will also provide reporting functions for the grantee.
- I.** Grantee program staff will complete a data security awareness training on an annual basis; 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 HSA/CFCG.

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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*).

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

Jennifer.Grant@sfgov.org  
Senior Contract Manager, Office of Contract Management, HSA  
or  
Cathy.Huang@sfgov.org  
Program Manager, Food Coordination Group, HSA

## **IX. Monitoring Activities**

### **A. Program Monitoring**

Program monitoring will include review of:

- 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);
- Food procurement policies and planning;
- Participant files if applicable;
- Staff development and training activities (i.e. monthly trainings attended by staff);
- Program policies and procedures (i.e. house rules, ADA, denial of service, grievance procedures);
- Customer satisfaction materials (i.e. client satisfaction surveys);
- Programmatic and physical accessibility/cultural competence (i.e. facility/materials available to person with disabilities, written material in Spanish and Cantonese);
- Outreach procedure/materials (i.e. written policy how clients will be outreached, flyers, newsletters, and other outreach material); and,
- 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:

- i. 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
- ii. 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 HSA 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 HSA 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.

	A	C	D	E
1			Appendix B-1, Page 1	
2				
3	<b>HUMAN SERVICES AGENCY BUDGET SUMMARY</b>			
4				
5	Name		Term	
6	<b>Chinatown Community Development Center</b>		<b>11/1/2021-6/30/2022</b>	
7	(Check One) New <input type="checkbox"/> Renewal <input type="checkbox"/> Modification <input checked="" type="checkbox"/>			
8	If modification, Effective Date of Mod. April 1, 2022		No. of Mod. <u>1</u>	
9	<b>Program: Prepared Meal Support Services/SRO</b>			
10		<b>11/1/21-6/30/22</b>	<b>11/1/21-6/30/22</b>	<b>Total</b>
11	<b>Program Term</b>	<b>Current Budget</b>	<b>Modification</b>	<b>11/1/21-6/30/22</b>
12	<b>Expenditures</b>			
13	Salaries & Benefits	\$ 82,602		\$ 82,602
14	Operating Expense	\$ 344,623	\$ 150,000	\$ 494,623
15	<b>Subtotal</b>	<b>\$ 427,225</b>	<b>\$ 150,000</b>	<b>\$ 577,225</b>
16	Indirect Percentage (%)	3%	3%	3%
17	Indirect Cost (Line 16 X Line 15)	\$ 12,774	\$ 4,544	\$ 17,318
18	Capital Expenditure			
19	Total Expenditures	\$ 440,000	\$ 154,544	\$ 594,543
20	<b>HSA Revenues</b>			
21	General Fund	\$ 440,000	\$ 154,544	\$ 594,544
22				
23				
24				
25				
26				
27	TOTAL HSA REVENUES	\$ 440,000	\$ 154,544	\$ 594,544
28	<b>Other Revenues</b>			
29	Chinatown CDC Fundraising Revenue	\$ 10,000	\$ 10,000	\$ 10,000
30				
31				
32				
33	Total Other Revenues	\$ 10,000	\$ 10,000	\$ 10,000
34	Total Revenues	\$ 450,000	\$ 164,544	\$ 604,544
35				
37	Prepared by: Wai Ching Kwan	Telephone No.: 415-984-1459		Date: 3/16/2022
38	HSA-CO Review Signature:			
39	<b>HSA #1</b>			<b>10/25/2016</b>

	A	B	C	D	E	G	H	I
1						Appendix B-1, Page 2		
2								
3								
4	<b>Chinatown Community Development Center</b>							
5	<b>Program: Prepared Meal Support Services/SRO</b>							
6								
7	<b>Salaries &amp; Benefits Detail</b>							
8								
9						11/1/21-6/30/22		
10		Agency Totals		HSA Program				TOTAL
11	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Current Budget	Modification	PROJECT BUDGET
12	Community Organizer (lead)	\$60,000	1.00	60%	0.60	\$24,000		\$ 24,000
13	Planning Manager	\$85,000	1.00	19%	0.19	\$10,600		\$ 10,600
14	Sr. Community Organizer	\$60,000	1.00	46%	0.46	\$18,400		\$ 18,400
15	Program Associate & Database Administrator	\$72,000	1.00	21%	0.21	\$10,200		\$ 10,200
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29	TOTALS	\$ 277,000	4.00	146%	1.46	\$ 63,200		\$ 63,200
30								
31	FRINGE BENEFIT RATE	30.7%						
32	EMPLOYEE FRINGE BENEFITS					\$ 19,402		\$ 19,402
33								
34								
35	TOTAL SALARIES & BENEFITS					\$ 82,602		\$ 82,602
36	<b>HSA #2</b>							<b>10/25/2016</b>

	A	B	C	D	F	G	H	I	J	K
1	Appendix B-1, Page 3									
2										
3										
4	<b>Chinatown Community Development Center</b>									
5	<b>Program: Prepared Meal Support Services/SRO</b>									
6										
7	<b>Operating Expense Detail</b>									
8										
9										
10										
11	<b>TOTAL</b>									
12	<u>Expenditure Category</u>		<u>TERM</u>			<u>Current Budget</u>		<u>Modification</u>		<u>11/1/21-6/30/22</u>
13	Rental of Property					\$ 2,000				\$ 2,000
14	Utilities(Elec, Water, Gas, Phone, Garbage)					\$ 650				\$ 650
15	Office Supplies, Postage					\$ 500				\$ 500
16	Building Maintenance Supplies and Repair					\$ 400				\$ 400
17	Printing and Reproduction					\$ 9,500				\$ 9,500
18	Insurance									
19	Staff Training					\$ 10				\$ 10
20	Staff Travel-(Local & Out of Town)									
21	Rental of Equipment									
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE									
23										
24										
25										
26	OTHER									
27	Meal Vouchers (\$10/voucher x 33,560 x 97%)					\$ 325,600				\$ 325,600
28	Computer (database) subscription & supplies					\$ 5,963				\$ 5,963
29	Chinatown Food Giveaway						\$ 150,000			\$ 150,000
30										
31	TOTAL DIRECT OPERATING EXPENSES					\$ 344,623	\$ 150,000			\$ 494,623
32										
33	<b>HSA #3</b>									<b>10/25/2016</b>