



Civil SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure Number Two for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Number: _____ - _____ -
2. For Civil Service Commission Meeting of: November 3, 2025
3. Check One: Ratification Agenda
 Consent Agenda
 Regular Agenda
 Human Resources Director's Report
4. Subject: DHRPSC0005867 with San Francisco Human Services Agency
5. Recommendation: Approve DHRPSC0005867
6. Report prepared by: Leslie Lau Telephone number: 415-557-5507
7. Notifications: **see attached page**
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director:

Date:

9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:

**Executive Officer
Civil Service Commission
25 Van Ness Avenue, Suite 720
San Francisco, CA 94102**

10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

Attachment

CSC RECEIPT STAMP

Contact information for notifications:

1. Trent Rhorer, trent.rhorer@sfgov.org
2. Daniel Kaplan, daniel.kaplan@sfgov.org
3. Katrina Williams, katrina.williams@sfgov.org



Memorandum

To: Civil Service Commission
From: San Francisco Human Services Agency
Date: October 30, 2025
Subject: Request for Emergency Approval of Personal Services Contract (ServiceNow No. DHRPSC0005867)

Introduction

The San Francisco Human Services Agency seeks an emergency retroactive approval for DHRPSC0005867, for an emergency contract starting October 30, 2025, through December 31, 2025. This contract is essential to provide food access to approximately 112,000 San Franciscans who will lose their CalFresh benefits as of this Saturday, November 1, 2025, unless the federal government provides funding. On October 29, 2025, Per Section 21.15 of the San Francisco Administrative Code, the President of the Human Services Commission approved an emergency contract these services.

Background

Due to the ongoing federal government shutdown, funding for the Supplemental Nutrition Assistance Program (SNAP) is set to lapse on November 1, 2025. This will cause 112,000 San Franciscans living in 82,000 households to lose access to food assistance. In response, San Francisco is working to put in place an emergency stopgap program to provide food assistance dollars to these residents.

Justification for Contracting

This agreement supports the process of secure disbursement of stopgap benefits for CalFresh eligible households that will not receive benefits due to the Federal shutdown. The regular system for disbursing benefits is not available to us because of the shutdown. The City and the Crankstart Foundation have partnered to fund ~\$18 million of benefits in November. Through this agreement with the contractor, we are gaining access to a system to facilitate the distribution of these benefits. GiveCard's platform and technology infrastructure is ready and capable of rapidly disbursing millions of dollars to eligible recipients. Their system has a proven track record of delivering rapid response emergency aid (including the recent Texas floods and LA wildfires). The City has no existing mechanism to distribute funds with comparable speed or relative accessibility for our clients outside of the State/Federal platforms, which are unavailable for this purpose due to the shutdown. The dollars in the agreement are supporting the benefits themselves. This short-term stopgap program has been developed to handle a one-month surge in need. Work that can be done by City staff (e.g., generating and mailing 82,000 letters to CalFresh-eligible households, call center support, as-needed onsite distribution) is being done by City staff.

Additionally, this is a short-term contract with a duration of 2 months. The services will be terminated upon the resolution of this situation.

Union Notification

On October 30, 2025, SFHSA notified SEIU 1021 of the emergency contract and formally requested a waiver of the standard review period. The request was approved by Oumar Fall, SEIU Local 1021's San Francisco Field Director.

Consequences of Denial

The USDA Food and Nutrition Service has indicated that SNAP (CalFresh in California) benefits will not be issued on November 1. In San Francisco, these benefits provide food support for 112,000 low-income people living in





82,000 households. In a normal month, eligible San Franciscans receive ~\$20 million in food support from this program. This stoppage will be devastating for these individuals and families who are living in poverty and rely on these benefits to meet daily nutritional needs; many will be forced to choose between putting food on the table and paying rent or meeting other essential needs. Without these benefits, food insecurity in San Francisco will rise quickly and steeply. This short-term stopgap program is being put in place to avoid the worst impacts of this loss of federal safety net benefits.

Conclusion

In conclusion, we recommend that the Civil Service Commission retroactively approve PSC DHRPSC0005867 to address this emergency.



Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: HSA

Submitted By: Rocio Duenas

Department Coordinator: Tara Alvarez,
tara.alvarez@sfgov.org

Project Manager: Cathy Huang

ServiceNow Number: DHRPSC0005867

Version: 0.01

Version Type: New

Brief description of proposed work: Provide gift cards to San Francisco CalFresh households to help purchase food during the federal government shutdown, jointly funded through philanthropic and City contributions.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Amount

Amount

PSC Amount: \$9,100,000

Does contract include items other than services?: Yes

- Commodities & Equipment: \$9,100,000

Duration

Is PSC by Duration or Continuing: Duration

PSC Duration (Months): 2

Funding

Funding Source: City Funds, Private Grant

Special circumstances related to funding: Yes

Explain the special circumstances: This is an emergency contract to provide gift cards to San Francisco CalFresh households to help purchase food during the federal government shutdown, jointly funded through philanthropic and City contributions.

Scope of Work

Clearly describe scope and detail the services to be performed: Contractor shall provide the following services during the term of this contract:

- Receive and manage contracted funds from Crankstart and the City (via SFHSA)
- Have a gift card policy that ensures separation of duties as well as secure and safe holding to prevent theft or loss

- Complete GiveCard's Know Your Customer (KYC) onboarding form (approximately 15 minutes) to verify organizational identity for compliance purposes.
- Authorize GiveCard to open a dedicated custodial bank account at Sutton Bank "on behalf of SFMFB" to hold and distribute funds. This means that while the account belongs to SFMFB as do the funds within the account, GiveCard is authorized to be an agent of the account, allowing GiveCard to transfer funds out of the account (when GiveCard transfers funds onto the cards of recipients).
- Partner with GiveCard to issue prepaid gift cards to individuals identified by the City.
- Coordinate with the City on timelines and public communication alignment.
- Include the program in financial statements and audit as restricted income and program pass-through expense (pending auditor confirmation).
- Review periodic transaction and reconciliation reports from GiveCard.
- Support reporting to Crankstart.

Why are these services required and what are the consequences of denial?: The USDA Food and Nutrition Service has indicated that SNAP (CalFresh in California) benefits will not be issued on November 1. In San Francisco, these benefits provide food support for 112,000 low-income people living in 82,000 households. In a normal month, eligible San Franciscans receive ~\$20 million in food support from this program. This stoppage will be devastating for these individuals and families who are living in poverty and rely on these benefits to meet daily nutritional needs; many will be forced to choose between putting food on the table and paying rent or meeting other essential needs. Without these benefits, food insecurity in San Francisco will rise quickly and steeply. This short-term stopgap program is being put in place to avoid the worst impacts of this loss of federal safety net benefits.

Has your department contracted out these services in the last three years?: No

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:
No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: No

Q4 - Does City lacks necessary facilities/equipment?: No

Q5 - Are the services required on a temporary basis or on a long-term basis?: Temporary Basis

Q5a) Explain the Temporary basis of the services: Immediately needed services to respond to a declared emergency

Q5b) What department(s) have declared this emergency?: HSA

Q5c) How many days do you anticipate this situation to last?: 60

Q5d) Describe the required skills and expertise needed to perform the services: This agreement supports the process of securing disbursement of stopgap benefits for CalFresh eligible households that will not receive benefits due to the Federal shutdown. The regular system for disbursing benefits is not available to us because of the shutdown. The City and the Crankstart Foundation have partnered to fund ~\$18 million of benefits in November. Through this agreement with the contractor, we are gaining access to a system to facilitate the distribution of these benefits. The platform and technology infrastructure is ready and capable of near immediately disbursing millions of dollars to eligible recipients with a proven track record delivering rapid response emergency aid (including the recent Texas floods and LA wildfires). The City has no existing mechanism to distribute funds with comparable speed or relative accessibility for our clients outside of the State/Federal platforms which are unavailable for this purpose due to the shutdown. The dollars in the agreement are supporting the benefits themselves. This short-term stopgap program has been developed to handle a one-month surge in need. Work that can be done by City staff (e.g., generation and mailing of 82,000 letters to CalFresh eligible households) is being done by City staff. In addition, the contractor is a widely known and trusted nonprofit community food support partner - with credibility in San Francisco's immigrant communities, many whom are fearful of government at this time. Having them as our partner builds credibility and legitimacy.

Q5e) Does the Department have employees with the required skills and expertise?: No

Q5f) not needed

Q5g) Will the services terminate upon resolution of the situation?: Yes

Additional information to support your request (Optional):

Union Notifications

Job Class(es): 1632 - Senior Account Clerk, 1630 - Account Clerk

Labor Unions: 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses: PSCreview@seiu1021.org

Union Review Sent On: 10/30/2025

Union Review End Date: 11/9/2025

Union Review Duration Met On:

From: [CCSF IT Service Desk](#)
To: [DHR-Personal Services Contracts](#); [Duenas, Rocio \(HSA\)](#); [Huang, Cathy \(HSA\)](#); [Alvarez, Tara \(HSA\)](#)
Subject: HSA [DHRPSC0005867] submitted for Union Review
Date: Thursday, October 30, 2025 3:43:08 PM
Attachments: [image](#)
[Personal Service Contract Summary \(PSC Form 1\) \(1\).pdf](#)

Hello union representatives,

HSA is requesting your review of PSC [DHRPSC0005867]. Please see relevant details of this request below and in the attached document(s). **Should you have any questions or objections, please state them by replying all to this email by 2025-11-09.**

PSC Summary

Record Number: DHRPSC0005867 v 0.01

Description of Proposed Work: Provide gift cards to San Francisco CalFresh households to help purchase food during the federal government shutdown, jointly funded through philanthropic and City contributions.

Request Type: New

Approval Type: CSC Approval

CSC Review Reason(s):

✔ CSC Approval by Amount

Submitting Department: HSA

Dept PSC Coordinator: Tara Alvarez

Dept PSC Coordinator Email: tara.alvarez@sfgov.org

Dept PSC Coordinator Phone: +1 (628) 271-2195

PSC Amount: \$9,100,000.00

PSC Duration (months): 2

Funding Source(s): City Funds, Private Grant

Special Funding Circumstances: This is an emergency contract to provide gift cards to San Francisco CalFresh households to help purchase food during the federal government shutdown, jointly funded through philanthropic and City contributions.

Scope of Work: Contractor shall provide the following services during the term of this contract: • Receive and manage contracted funds from Crankstart and the City (via SFHSA) • Have a gift card policy that ensures separation of duties as well as secure and safe holding to prevent theft or loss • Complete GiveCard's Know Your Customer (KYC) onboarding form (approximately 15 minutes) to verify organizational identity for compliance purposes. • Authorize GiveCard to open a dedicated custodial bank account at Sutton Bank "on behalf of SFMFB" to hold and distribute funds. This means that while the account belongs to SFMFB as do the funds within the account, GiveCard is authorized to be an agent of the account, allowing GiveCard to transfer funds out of the account (when GiveCard transfers funds onto the cards of recipients). • Partner with GiveCard to issue prepaid gift cards to individuals identified by the City. • Coordinate with the City on timelines and public communication alignment. • Include the program in financial statements and audit as restricted income and program pass-through expense (pending auditor confirmation). • Review periodic transaction and reconciliation reports from GiveCard. • Support reporting to Crankstart.

Job Class(es): 1630 - Account Clerk, 1632 - Senior Account Clerk

Labor Unions: 790 - SEIU, Local 1021, Misc

PSC Justification(s)

✔ Temporary services to respond to a declared emergency

Ref:TIS6239765_uiXDJFTQujsmroYtWNH8

From: [Oumar Fall](#)
To: [Lau, Leslie \(HSA\)](#); [Daniela Gonzalez](#); [XiuMin Li](#); [Wright, Jonathan \(HRD\)](#)
Cc: [Huang, Cathy \(HSA\)](#); [Duenas, Rocio \(HSA\)](#); [De Leon, Andrea \(HSA\)](#); [Alvarez, Tara \(HSA\)](#); [Williams, Katrina \(HSA\)](#); [Wright, Jonathan \(HRD\)](#); [Eng, Sandra \(CSC\)](#); [Holmes, Lavena \(CSC\)](#); [Grant, Jennifer \(HSA\)](#); [Zapien, Esperanza \(HSA\)](#)
Subject: RE: HSA [DHRPSC0005867] submitted for Union Review
Date: Thursday, October 30, 2025 4:27:42 PM
Attachments: [image001.png](#)
[image002.png](#)

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi Leslie, Andrea & Jonathan

SEIU has approved your request to waive the review period as requested.

Oumar Fall
SEIU Local 1021
SF Field Director
Cell: (415) 307-3244
Office: (415) 848-3676
Email: oumar.fall@seiu1021.org



From: Lau, Leslie (HSA) <leslie.lau1@sfgov.org>
Sent: Thursday, October 30, 2025 3:57 PM
To: Daniela Gonzalez <Daniela.Gonzalez@seiu1021.org>; XiuMin Li <XiuMin.Li@seiu1021.org>; Oumar Fall <Oumar.Fall@SEIU1021.ORG>
Cc: Huang, Cathy (HSA) <cathy.huang@sfgov.org>; Duenas, Rocio (HSA) <rocio.duenas@sfgov.org>; De Leon, Andrea (HSA) <andrea.deleon@sfgov.org>; Alvarez, Tara (HSA) <tara.alvarez@sfgov.org>; Williams, Katrina (HSA) <katrina.williams@sfgov.org>; Wright, Jonathan (HRD) <jonathan.wright@sfgov.org>; Eng, Sandra (CSC) <sandra.eng@sfgov.org>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>; Grant, Jennifer (HSA) <jennifer.grant@sfgov.org>; Zapien, Esperanza (HSA) <Esperanza.Zapien@sfgov.org>
Subject: RE: HSA [DHRPSC0005867] submitted for Union Review
Importance: High

You don't often get email from leslie.lau1@sfgov.org. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To SEIU 1021,

The San Francisco Human Services Agency requests a waiver of the review period for DHRPSC0005867 due to the urgent need for services caused by the potential loss of funding for the Supplemental Nutrition Assistance Program (SNAP).

Background: Due to the ongoing federal government shutdown, funding for the SNAP is set to lapse on November 1, 2025. This will cause 112,000 San Franciscans living in 82,000 households to lose access to food assistance. In response, San Francisco is working to put in place an emergency stopgap program to provide food assistance dollars to these residents. This would be in place October 30, 2025 – December 31, 2025.

Justification: This agreement supports the process of secure disbursement of stopgap benefits for CalFresh-eligible households that will not receive benefits due to the Federal shutdown. This includes generating and distributing TIFT cards to those who are affected by this shutdown. This short-term stopgap program has been developed to handle a one-month surge in need. The dollars in the agreement are supporting the benefits themselves, as work that can be done by City staff (e.g., generating and mailing 82,000 letters to CalFresh-eligible households, call center support, as-needed onsite distribution) is still being performed by City staff.

Let us know if you have any questions.

From: CCSF IT Service Desk <ccsfedt@service-now.com>

Sent: Thursday, October 30, 2025 3:43 PM

To: DHR-Personal Services Contracts <DHR-PersonalServicesContracts@sfgov.org>; Duenas, Rocio (HSA) <rocio.duenas@sfgov.org>; Huang, Cathy (HSA) <cathy.huang@sfgov.org>; Alvarez, Tara (HSA) <tara.alvarez@sfgov.org>

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Job Class(es): 1630 - Account Clerk, 1632 - Senior Account Clerk

Labor Unions: 790 - SEIU, Local 1021, Misc

PSC Justification(s)

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✔ Temporary services to respond to a declared emergency

Ref:TIS6239765_uiXDJFTQujsmroYtWNH8

CCSF-HSA - All outbound HSA email is automatically scanned for PII and PHI by Zix Email Encryption



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Memorandum

To: San Francisco Civil Service Commission

**From: Kunal Modi, Policy Chief of Health & Human Services-
Office of Mayor Daniel Lurie**

Date: October 31, 2025

Subject: Authorization for One-time Emergency Supplemental SNAP Aid

The City and County of San Francisco seeks the consent of the Civil Service Commission to authorize and expedite its partnership with the Crankstart Foundation, GiveCard, and the San Francisco-Marin Food Bank to distribute emergency food-assistance to San Francisco residents that will miss Supplemental Nutrition Assistance Program (SNAP) – known in California as CalFresh – benefits due to the federal government shutdown and failure to fund this essential benefit.

Background

Per Governor Gavin Newsom's October 20, 2025, press release, the continued federal shutdown will delay CalFresh benefits for the month of November. "The federal government has directed states to hold November 2025 benefit data that would normally allow CalFresh funds to be allocated to persons with CalFresh benefit cards."¹

In San Francisco, approximately 112,000 residents in 82,000 household rely on CalFresh benefits. With the federal funding lapse beginning November 1, 2025, these households face an imminent loss of vital food assistance. In response, the City and County of San Francisco, with unanimous support from the Board of Supervisors, has launched an emergency \$18 million public-private relief initiative to ensure that these households do not go without food in November.

Request

The City and County of San Francisco requests emergency approval of Personal Service Contract DHRPSC0005867 from the Civil Service Commission that will enable its partnership to immediately support vulnerable San Francisco residents.

¹ <https://www.gov.ca.gov/2025/10/20/trump-shutdown-could-soon-halt-food-support-for-millions-in-california-calfresh-cards-face-possibility-of-no-new-funds-in-november/>

