



**Memorandum of Understanding**  
**Between SF-Marin Food Bank and University of California at San Francisco**  
**July 1, 2025, through June 30, 2026**

This Memorandum of Understanding (MOU) formalizes the partnership between the SF-Marin Food Bank (SFMFB) and University of California at San Francisco (hereafter referred to as University of California at San Francisco) as it pertains to the CalFresh Outreach Partnerships Program.

**Mission:**

The SF-Marin Food Bank CalFresh Outreach Partnerships program aims to build a network of agencies within San Francisco and Marin counties to participate in community outreach, education, benefits application assistance, and client advocacy to increase access and participation in CalFresh food benefits, formerly known as the Food Stamps program. As a collective, CalFresh Outreach Partners will focus on reaching communities that are historically underserved, under-resourced, and that face multiple barriers to food access. By increasing access to CalFresh food benefits, a well-known poverty reduction tool, this network of agencies will work towards a more equitable and just food system.

**Purpose and Scope:**

The purpose of this document is to provide the framework for partnership and to pursue the following:

- Provide opportunities to collaborate and create countywide strategies to increase awareness of the CalFresh program among food insecure communities in San Francisco and Marin counties.
- Increase CalFresh participation among low-income San Francisco and Marin residents to improve regular access to food.
- Foster a supportive relationship among the Food Bank, agencies in the CalFresh Outreach Partnerships program the San Francisco Human Services Agency, Marin Health and Human Services, for the benefit of low-income communities.

### **CalFresh Application Assistance**

**As a CalFresh Application Assistance partner**, you will join us in providing direct one-on-one application assistance to the community. We count on you to advocate for clients and share new and best practices during network meetings so that together we can best understand and alleviate the systemic barriers to access and participation in this program. Partners can assist with NEW CalFresh applications, Dual CalFresh/Medi-Cal applications, SAR7 reports, and Recertification (RRR) reports. Please see page 5 for incentive amounts. ***Indicate your goals for each type of application on page 7.***

### **Agency would be responsible for the following:**

#### *Trainings and Meetings*

*[\*all training and meetings will be held virtually or in person and meetings dates, locations, and times will be provided with at least 3 weeks of notice.*

- I. Staff providing application assistance are required to attend one (1) CalFresh Application Assistance training annually to stay updated on relevant changes to program guidelines and business practices. Trainings will be provided by the SF-Marin Food Bank and/or an expert third party agency and will always be free of charge.
- II. Staff are strongly encouraged to attend Technical Assistance (TA) meetings, which cover a variety of topics within CalFresh eligibility (such as immigrant eligibility, the CalFresh budget, Student rules, etc.). The CalFresh program rules and regulations change regularly, and these TA meetings provide an opportunity to further build capacity and knowledge of CalFresh. Meeting dates are provided in advance.
- III. It is strongly recommended that one agency representative (preferably staff completing application assistance) be present at CalFresh Outreach Coalition meetings, which will occur 2-3 times per year, and recommended to be present at other ad hoc meetings as they occur.

#### *Outreach and Application Assistance Activities*

- IV. Promote CalFresh Application Assistance through outreach activities to encourage likely eligible, non-participating households to apply for CalFresh. Outreach activities include, but are not limited to, promoting calfresh application assistance with posters and/or educational materials at the agency location(s), community presentations, tabling at health fairs and resource events, social media awareness campaigns, canvassing, automated marketing calls, promoting CalFresh assistance on the agency website, integrating CalFresh screening into other relevant program screening, etc.
- V. Assist CalFresh applicants in completing and submitting NEW CalFresh applications

through the available online portal: [www.benefitscal.com](http://www.benefitscal.com).

- a. If your agency also submits paper applications, please let us know so that we can document your process.
- VI. Assist CalFresh participants in understanding their role in maintaining CalFresh benefits and help to submit SAR7(semi-annual reports) and RRR (annual recertification) reports online via the available county website: [www.benefitscal.com](http://www.benefitscal.com).
  - a. If your agency also submits paper reports and/or renewals, please let us know so that we can document your process.
  - b. The client may choose to submit a paper report/renewal by mailing it or in-person at a county office drop box or kiosk. Please note this in Oasis.
- VII. Provide follow-up to CalFresh clients to ensure applicants complete the entire application process, including support for submission of verification documents and/or reminders to complete a benefits determination interview (as needed).
  - a. Assist client in sending additional verifications requested by SFHSA and Marin HHS whenever possible via: [www.benefitscal.com](http://www.benefitscal.com) or providing information on other methods to submit requested verifications.
- VIII. Report case issues requiring escalation/mediation with SF or Marin County administrators directly to Ada Lai or Alexandra Danino. Requests for escalation and support should be made as soon as possible (no later than 2 business days from when the issue arises).
- IX. Withhold from giving a final determination of eligibility or from predicting benefit amounts to applicants (e.g. “you will be approved/denied” or “you will receive \$50/month). Only qualified SFHSA or Marin HHS Eligibility personnel shall make final CalFresh eligibility and benefits determination.
- X. Protect confidentiality of client information. Keep all client information under password protected and/or encrypted computers and databases to prevent unauthorized access.
- XI. Maintain a consistent defined process for outreach and application assistance for each of the methods that the Program engages (e.g., in person, electronic application, paper application, phone assistance, etc.)

### *Reporting and Compliance*

- XII. All application assistance partners must **submit all monthly application data by the 5<sup>th</sup>** calendar day of the following month to SFMFB via Oasis Insight database to receive payment for approved applications and completed, submitted reports. (Training and log-in info will be provided by the SFMFB).

- XIII. Discuss and Set application assistance goals for New, SAR7, RRRs with SFMFB staff
- XIV. Agrees to work collaboratively to ensure that applications submitted are at a 75% approval rating. Progress towards this target will be monitored, and both parties commit to implementing necessary strategies to achieve and maintain this approval rate.
  - a. **Please include goal(s) on page 8.**
- XV. Meet with SFMFB staff for one compliance check-in and one end of year evaluation check-in. Food Bank staff will send instructions for each prior to requesting these meetings. Meetings can be held on-site, over the phone, or over video conferences.
- XVI. Allow SFMFB to monitor the CalFresh application assistance site at least every two years as mandated by the State and our funders.
- XVII. Agency must notify the SFMFB of any staffing changes within Agency that pertains to CalFresh outreach and application submission. This allows SFMFB to provide additional training support when needed.
- XVIII. Ensure relevant program staff remain informed of state CalFresh eligibility rules (SFMFB will provide policy and guideline information)
- XIX. Abide by the policies, procedures, and record keeping requirements outlined in this document.
- XX. Communicate problems and requests to the SFMFB in a timely manner. Should either party decide to terminate the partnership for any reason, written notification must be given with 30-day notice.
- XXI. Agency will not duplicate CalFresh applications /reports submitted to the Food Bank with those submitted for payment to any other funders. If your agency currently receives CalFresh application assistance funding from another entity, you must inform SFMFB within 48 hours. The SFMFB will determine if a paid partnership MOU will move forward and specify the terms for which activities will be incentivized.
- XXII. Applications and reports submitted to Oasis Insight for payment must be for applicants living in San Francisco or Marin counties only. If your agency provides services to community members outside of SF or Marin counties, please let us know so that we may connect you with the appropriate Food Bank. Applications submitted for people living outside of the SFMFB service area will not be incentivized.

### *Civil Rights*

Ensure that staff or volunteers will not engage in discrimination and will be in accordance to the following federal and USDA law: In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and

sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

**SF-Marin Food Bank Will:**

- I. Ensure a successful partnership, by working through meeting the capacity to support the CalFresh program. For example, the agency requires a dedicated partner and staff to effectively support the program, fostering a collaborative relationship that benefits both parties and the community.
- II. Ensure Agency receives CalFresh program overview and application process training. Ensure the program complies with all applicable local, State and Federal statutes, ordinances and regulations.
- III. Track and report monthly application data outcomes by Agency, including benefit allotments resulting from approved applications. \* Reporting of individual case outcomes will occur in Oasis Insight with approval/denial and other relevant information acquired directly from SFHSA or Marin HHS.
- IV. Provide monthly support, such as reviewing and reconciling goals set by each agency with actual outcomes, sharing approval rates and denial reasons, and building more capacity through retraining and creating tools as needed by the partner. Consider preparing additional reports as requested by agency; Requests must be submitted with 7 working days' notice and SFMFB maintains the right to approve or deny a request based on feasibility and internal capacity.
- V. Ensure timely payment for approved Agency activities as described below in the Amount and Method of Payment section
- VI. Facilitate CalFresh Coalition meetings 2-3 times per year, providing a space for agencies to network, share best practices, and bring issues to the attention of the SFMFB, SFHSA, and Marin HHS.
- VII. Provide ongoing learning opportunities through optional Technical Assistance meetings.
- VIII. Provide access to an online calendar where agencies can post availability to support CalFresh assistance appointments.
- IX. Provide reporting and case management tool (Oasis Insight) at no cost to Agency, up to 5 user accounts. (If more are needed, please reach out directly to Alexandra Danino or Ada Lai).
- X. Facilitate opportunity to collaborate with the SFMFB, SFHSA, and Marin HHS to host Same Day Enrollment Events, whereby Agency can connect clients with CalFresh benefits at their site.

- XI. Provide re-training on specific eligibility topics as needed, assist the Agency in creating intake procedures to screen clients for CalFresh, and create a plan for community outreach for CalFresh.
- XII. Uphold partner and client confidentiality.

#### I. Amount and Method of Payment

SFMFB shall pay Agency the rate of **\$55 for every APPROVED NEW CalFresh only or Dual CalFresh and Medi-Cal application that** was submitted through [www.benefitscal.com](http://www.benefitscal.com) or directly to SFHSA or Marin HHS by Agency with all required documentation. Final determination decisions of what applications are approved and denied are made by the respective County Administrative body, SFHSA and Marin HHS. The Food Bank has access to a read-only version of CalSAWS and accesses this site to confirm the application determination decision prior to making payment to Agency. Information for approved CalFresh applications is entered into Oasis Insight by Food Bank CFO partnerships staff. SFMFB shall pay the Agency the rate of **\$10 for every SAR7 and RRR submitted with required documentation** via the online application site ([www.benefitscal.com](http://www.benefitscal.com)) or as is reported by Agency as being submitted by the client to SFHSA or MHHS directly. The Food Bank will process payments on a quarterly basis. Only applications and reports that are entered into Oasis by the 5<sup>th</sup> of the month following the end of the quarter and that are approved by the end of the quarter will be processed for payment. The Food Bank will create payment invoices and submit them for payment no later than the 15<sup>th</sup> of the month following the end of the quarter. Payments will be sent out before the end of the month in which the invoice is created. Cases pending determination by the end of the quarter will be tracked for status changes. Any applications determined to be approved after the end of the quarter will be paid out in the following invoice period (next quarter).

The Food Bank uses Tipalti, a finance automation system to track and issue vendor payments. As a CalFresh application assistance partner, the designated Agency Fiscal Contact will receive an email with instructions on how to register Agency as a vendor within Tipalti and will also be able to choose a method of payment for CalFresh activities as cited in this MOU. Example: Agency X submits 20 applications from July to September 2025 and only 15 are approved by September 30, 2025. The 15 approved applications are invoiced and submitted for payment no later than October 12<sup>th</sup>, 2025. The payment for the quarter of July to September 2025 will be processed and sent to the AGENCY by the end of October 2025. The 5 cases that were in pending status until late October will be tracked for final determination and if approved, will be added to the following quarter's invoice (October to December 2025). Any changes to the invoice processing and payment schedule will be communicated by SFMFB CalFresh Outreach staff via email or phone call and an amendment to this MOU will be created for review and

signature by both the AGENCY and SFMFB.

II. Disclaimer: Each party agrees to indemnify, defend, and hold harmless the other party and its officers, directors, trustees, employees and agents from any claim, liability or loss (including reasonable attorneys' fees) arising out of or resulting from the acts or omissions of the indemnifying party or any of its employees or agents in connection with this Agreement (a "Claim"), but only in proportion to and to the extent such claim, liability or loss (including reasonable attorneys' fees) are caused by or result from the negligent or intentional acts or omissions of the indemnifying party, its officers, employees, or agents.

**By signing below, Agency agrees:**

1. To all provisos in this agreement;
2. That the requirements of this agreement pertaining to the protection of proprietary rights and confidentially shall survive termination of this agreement;
3. That violation of any of the policies or conditions of this agreement, of any rules or regulations of the SFMFB, the SFHSA, the California Department of Social Services, the United States Department of Agriculture or of any County, State or Federal laws may result in the termination of the agreement and jeopardize pending payments for services rendered;
4. that this agreement is voluntary and that either party may terminate the agreement by notifying the other party in writing.

### Signatures

**SF-Marin Food Bank Staff:** Michael Braude **Title:** Chief Financial Officer

**Signature:**  **Date:** 6/5/2025 | 5:59 PM PDT

**Agency Name:** University of California San Francisco

**Staff:** Student Financial Services Team

**Title:** Executive Director, Student Financial Services

**Signature:**  **Date:** 6/4/2025 | 3:45 PM PDT

**Application Assistance goal(s):** Please fill in a goal that you think your agency can achieve, even if the goal is zero (0). Your goals help us to estimate our annual CalFresh Outreach

**partnership budget for application assistance payments. Goals will be evaluated annually or upon request by the AGENCY.**

45 NEW applications/month 55 SAR7 reports/month 55 RRR reports/ month

### **Contact Person(s)**

As outlined in the MOU, each agency must appoint staff as contact person(s) for this partnership. Please include contact information for the following: Program contacts (staff who will be submitting applications and their manager), Executive contact, and Fiscal contact. If you have additional staff contacts to include in the roles listed, please submit their information in writing using the same format as below so that we can include them in our records and in the MOU.

#### **Program Contact (this should be the person who will be completing applications)**

Name: Kristee Ono  
 Title: Financial Aid Advisor  
 Email: kristee.ono@ucsf.edu  
 Phone: \_\_\_\_\_

#### **Program Contact (Supervisor or Manager)**

Name: Carol Garcia  
 Title: Advising Supervisor  
 Email: carol.garcia@ucsf.edu  
 Phone: 415-476-4181

#### **Agency Executive Contact (Executive Director, CEO, or similar titled person)**

Name: Jerry Lopez  
 Title: Executive Director Student Financial Services  
 Email: jerry.lopez@ucsf.edu  
 Phone: 415-476-4181

#### **Agency Fiscal Contact (CFO, Controller, Accountant, or similar titled person)**

Name: Matthew Tout



Title: Financial Analysis Education and Student Affairs

Email: matthew.tout@ucsf.edu

Phone: 415-670-9674

**Provide 501(c)(3) Tax Exemption Identification number for incentive payments.**

94-6036493

**We appreciate your commitment and look forward to a successful partnership.**