



SAN FRANCISCO
HUMAN SERVICES AGENCY

Fiscal Year 2023–2024 Annual Report



SFHSA
Department of Benefits
and Family Support



SFHSA
Department of Disability
and Aging Services



Our Vision

We envision a San Francisco where everyone has the opportunity and support to achieve their full potential through all stages of life.

Our Mission

We are committed to delivering essential services that support and protect people, families, and communities. We partner with neighborhood organizations and advocate for public policies to improve well-being and economic opportunity for all San Franciscans.

Values

We are guided by our values:

- Work with purpose
- Advancement of diversity and racial equity
- Dedication to discovering what works
- Strength in partnership
- Policies for good
- Act with integrity

Advancing Racial Equity

For SFHSA, advancing racial equity means ensuring that San Franciscans have both equitable access to and outcomes from all our programs, policies, and practices – regardless of race, ethnicity, age, ability, gender identity, sexual orientation, or immigration status. As a social services agency whose mission is to promote the well-being and economic security of San Francisco’s diverse residents, SFHSA is uniquely poised to address issues of racial inequity and make a positive impact on individuals, families, and communities who call the City home. Our racial equity commitment also extends inward to create a culture of inclusion and belonging for our employees.

Message from the Executive Directors

Dear Partners and Stakeholders:

On behalf of the San Francisco Human Services Agency, we are thrilled to share our annual report for **Fiscal Year 2023-2024**. This report highlights the incredible accomplishments and collaboration of our employees and partners, who support San Francisco residents and families not only to meet their basic needs but ultimately to thrive. This report also showcases program accomplishments and metrics from the past year that advance our agency's five strategic goals, while recognizing the importance of equitable access to nutritious food, health care, employment, and other supports.



We are inspired by the collaboration among staff, partners, and the community, each of whom work to fulfill our common mission to support our clients, and to help them to make progress toward a better life for themselves, their families, and our communities. We strive to continually improve our service delivery and operations, build on our commitment to engage with authenticity and transparency, and work closely with our partners to make a positive change for people we serve in the City that we love.

In community and in partnership,

Trent Rhorer, Executive Director

San Francisco Human Services Agency

Kelly Dearman, Executive Director

Department of Disability and Aging Services

About Us

The San Francisco Human Services Agency provides the foundation for two City Departments, each with a unique role in supporting San Franciscans.

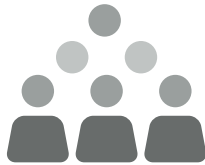
Together, we build well-being in our communities by offering programs that make children and adults feel connected, valued, and supported. From financial assistance to nutrition, health care coverage, employment, and protective services, we serve over 250,000 people each year and offer help to all those in need.



**SERVING 1 IN 4
SAN FRANCISCANS**



**ONE AGENCY,
2 DEPARTMENTS**



**2,400
EMPLOYEES**



**170+ COMMUNITY
SERVICES**



**HUNDREDS OF
COMMUNITY
PARTNERS**



**OVER \$1 BILLION
BUDGET**

About Us

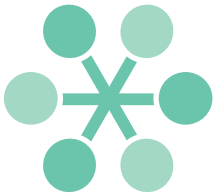
FIVE STRATEGIC GOALS

Over the next five years, we are focused on providing high-quality and impactful services to reduce inequities of income, health, and wellness. Our work will help shape San Francisco's recovery from the COVID-19 emergency for years to come—and ensure that our staff and partners feel supported and successful along the way.



1. Equity, Inclusion, and Accessibility

Everyone has equitable access and outcomes across race, ethnicity, age, ability, gender identity, sexual orientation, immigration status, and neighborhood in all of our programs, services, and systems.



2. Strong Workforce and Collaboration

Our staff and community partners feel supported, heard, valued, and connected to one another and our common mission.



3. Employment and Economic Security

Everyone has a stable source of income and an opportunity to increase their economic well-being.



4. Health and Well-being

Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.



5. Safety and Care

Everyone is safe and connected in all stages of life, free from abuse, neglect, and exploitation.

Our Budget

SFHSA's budget supports two large City Departments, the Department of Benefits and Family Support and the Department of Disability and Aging Services, with shared administrative functions that include budget, fiscal, communications, contracts, disaster preparedness and response, facilities, human resources, information technology, planning, and program integrity.

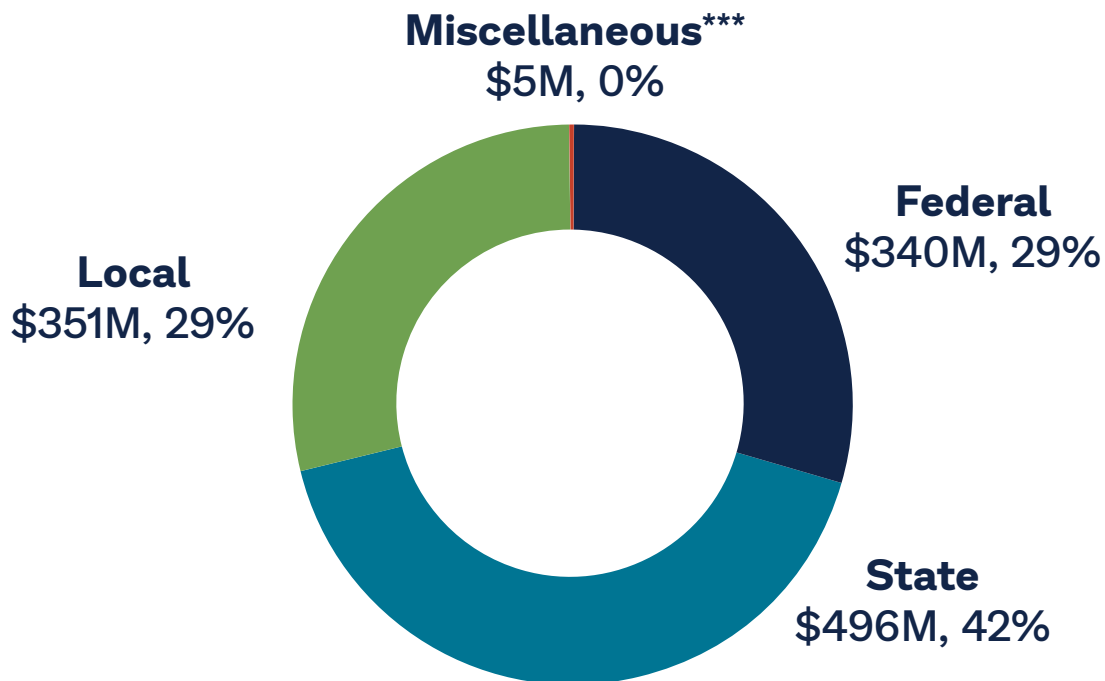
Total Agency Budget for Fiscal Year 23-24*	\$1.19B
Department of Benefits and Family Support	\$529M
Public Benefit Programs	\$351M
CalWORKs and Workforce Development	\$168M
County Adult Assistance Programs	\$90M
Medi-Cal and CalFresh**	\$94M
Family and Children's Services	\$177M
Department of Disability and Aging Services (DAS)	\$489M
Division of Direct Programs	\$376M
In-Home Supportive Services	\$345M
Adult Protective Services	\$19M
Legal & Guardianship Services	\$13M
Division of Community Services	\$113M
Office of Community Partnerships	\$102M
DAS Benefits and Resource Hub	\$11M
SFHSA Administration	\$173M

* Due to rounding, numbers may not add up to totals exactly.

** For certain programs like CalFresh and Medi-Cal, SFHSA's budget includes program administration functions, but does not account for the value of benefits delivered.

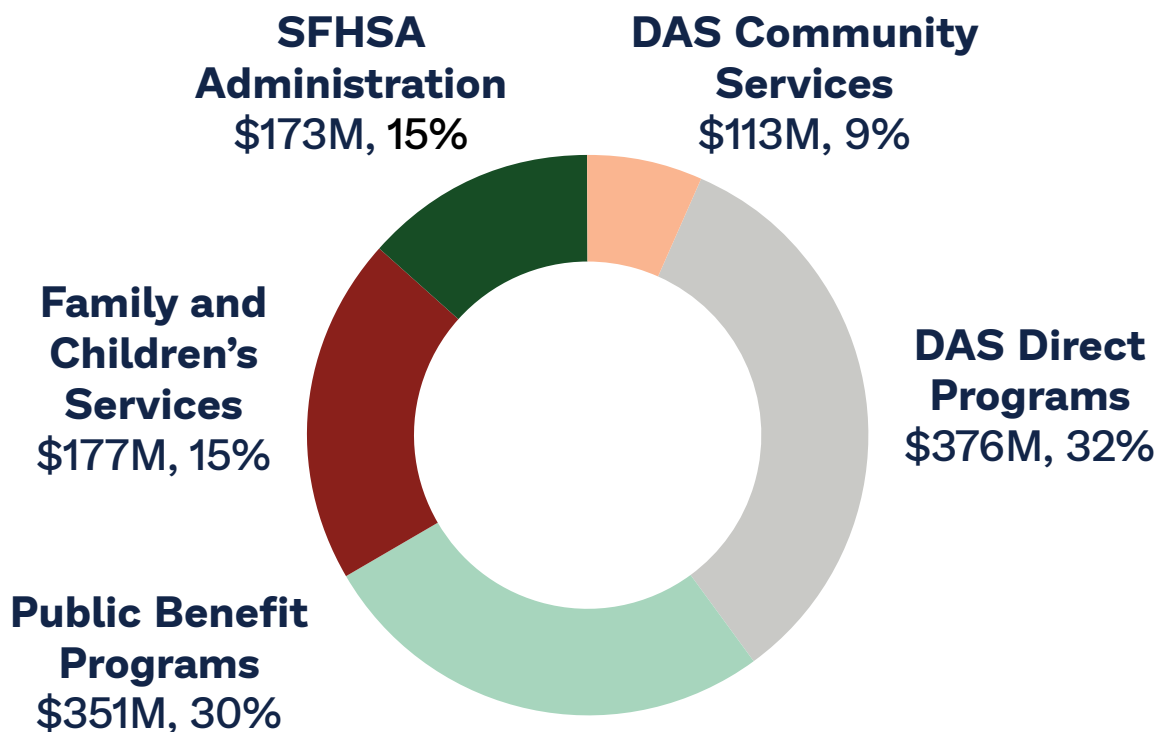
Our Budget

Fiscal Year 23-24 Budget by Sources \$1.19 Billion



***SFHSA receives a small portion of its revenues from non-government tax sources such as private grants and administrative fees.

Fiscal Year 23-24 Budget by Division \$1.19 Billion



Goal 1:

Equity, Inclusion, and Accessibility

Everyone has equitable access and outcomes across race, ethnicity, age, ability, gender identity, sexual orientation, immigration status, and neighborhood in all of our programs, services, and systems.



43%

of our clients speak a primary language other than English

88%

of our clients are from Black, Indigenous, and People Of Color (BIPOC) communities (August 2023)*

5,000

connections to aging and disability resources through the DAS Benefits and Resources Hub

71,200

applications approved for public benefits that provide food, healthcare, financial support, employment help, and homecare

Data is from Fiscal Year 2023-24 unless otherwise indicated.

* Based on clients who have shared their race/ethnicity identity with us.

This year, SFHSA expanded eligibility for full-scope **Medi-Cal to people ages 26-49, regardless of immigration status**, as long as they meet income and other Medi-Cal requirements. Previous initiatives granted full-scope Medi-Cal for all other age groups, and this year's expansion closes the coverage gap. All San Francisco residents can now access a full scope of services with their Medi-Cal coverage, including preventative care, management of chronic illness, and vision and dental benefits.



“

Since joining the immigrant outreach project, we have been able to help our community get familiarized with public benefits they may qualify for, update them on new information, apply for and renew public benefits. Through different collaborations and with the recent Medi-Cal expansion, we have been able to fulfill our clients' medical needs, while also providing other resources. Helping our community and supporting more families and individuals in their native language in getting health coverage has been a wonderful experience.

”

— Alondra Cruz, Intake and Data Specialist, Good Samaritan Family Resource Center

Goal 1:

Highlights from Last Year



SUPPORTING ACCESS TO CARE:

Our County Veterans Service Office (CVSO) launched a program to provide **transportation assistance**. This helps veterans travel to in-person appointments at the DAS Benefits & Resources Hub located at 2 Gough, the San Francisco VA Medical Center, and other key access points for veteran services throughout the city. The program provided **\$1,500 worth of taxi vouchers** in its first year.



MAKING CONNECTIONS BEYOND OUR SERVICES:

Many of our clients need help in areas beyond our services. In 2023, we launched an **Information, Referral, and Assistance Pilot** to connect our CalFresh and Medi-Cal clients with resources to help holistically meet their needs. When our eligibility workers identify a client in need of extra support, our partner, **the Felton Institute**, reaches out to learn more about their specific situation and facilitate connections to providers in housing, food access, legal support, and other services. This program has helped **376 people** to date.

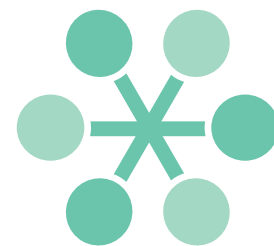
CO-LOCATING OUR SERVICES:

Families visiting our Service Center at 1440 Harrison can also receive additional food assistance from the **Women, Infants, and Children Supplemental Nutrition Program (WIC)**, operated in the City by the SF Department of Public Health (SFDPH). WIC offers extra nutrition supports for pregnant people and families with children under age 5. WIC staff at 1440 Harrison have helped over **1,400 people** this year. More than half of WIC families speak a primary language other than English, so WIC staff are fluent in Spanish and Cantonese and provide services in other languages via translation.



Goal 2:

Strong Workforce and Collaboration



Our staff and community partners feel supported, heard, valued, and connected to one another and our common mission.

83%

new employees hired
last year identify as BIPOC

83%

staff promoted
identify as BIPOC

\$178.1M

invested in community-directed services

115

community-based organizations funded

Data is from Fiscal Year 2023-24 unless otherwise indicated.



Led by our agency's Office of Diversity, Equity, Inclusion, Belonging, and Accessibility (DEIBA), this year's **Racial Equity Work Group** worked on projects to improve the representation of diverse racial and ethnic groups within our recruitment materials, develop a racial equity workshop to educate staff on providing unbiased client services, and establish a toolkit to support our Employee Resource Groups. Informed by staff's unique experiences, these initiatives assessed equity more deeply, not just at the agency level, but also more intimately at the program level.



Leading the design, facilitation and implementation of our Racial Equity Work Group Cohort has been a profound journey of growth and resilience. Each step forward has been illuminated by the stories and insights of those around us, reminding us that the work of equity is not just about policy changes, but about the connections we forge and the lives we touch.

— Emonee Richard, SFHSA HR Senior Analyst, DEIBA



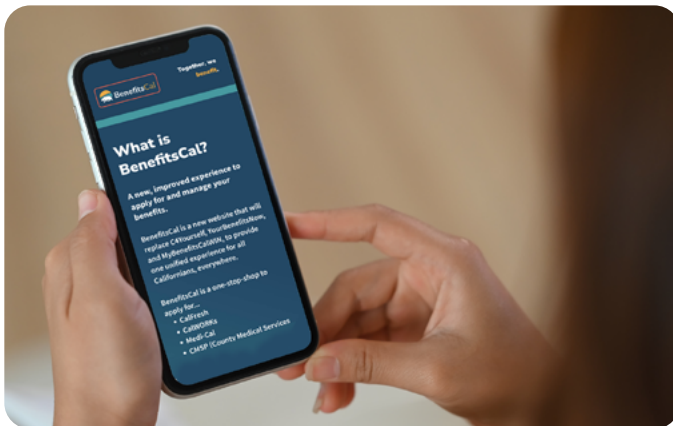
Goal 2:

Highlights from Last Year



CREATING TREATMENT PATHWAYS FOR CHANGE:

In March 2024, San Francisco voters passed **Proposition F**, requiring people with a substance use disorder who want to access county-funded cash assistance to participate in some form of treatment. This complex initiative requires extensive planning and program development both within SFHSA and in conjunction with external partners. To prepare for implementation in January 2025, we convened community stakeholders, representatives from SFDPH, Department of Homelessness and Supportive Housing (HSH), nonprofit treatment providers, and people with lived experience to partner on implementing an approach focused on engaging people wherever they are in their recovery journey and supporting them along the way to take next steps.



EXPANDING ACCESS THROUGH TECHNOLOGY:

In October 2023, we launched a new and improved online portal with tools that help community partners connect their clients and community members to public assistance benefits. With [BenefitsCal](#), community organizations can easily and securely help their clients apply for and maintain SFHSA public assistance benefits. Since its launch, **88 partner organizations** have helped over **26,000 people** apply for benefits.

PARTNERING WITH THE COMMUNITY FOR PREVENTION:

Our child welfare team partners with community organizations to enhance safety, permanency, and well-being of children in San Francisco. To address challenges before they rise to a level necessitating child welfare involvement, we refer families in need of extra support to our Differential Response program, which connects them to a community-based **Family Resource Center (FRC)** that provides free case management services, parenting classes, support groups, community events, and referrals for basic needs. Over the last year, we referred over **300 families to work with 10 FRCs** in the city. Our Differential Response program is just one facet of the San Francisco Prevention Plan, a larger initiative in accordance with the Federal Family First Prevention Services Act to build a community network and bolster prevention services for families.



Goal 3:

Employment and Economic Security



Everyone has a stable source of income and an opportunity to increase economic well-being.

3,700

low-income families received monthly cash assistance, free child care, employment and supportive services through CalWORKs each month

1,800

jobseekers found employment with our help—spanning all of the populations we serve—single adults, parents, older adults, and people with disabilities

3,100

veterans were supported to apply for financial, educational, and other benefits from the U.S. Department of Veterans Affairs

6,300

low-income adults without dependents benefited from monthly cash assistance and help getting a job or disability benefits through the County Adult Assistance Programs

\$59.5M

 in cash assistance provided through CAAP and CalWORKs

Data is from Fiscal Year 2023-24 unless otherwise indicated.

We know words matter. Our **“Finding the Right Words”** initiative helps our CalWORKs team communicate in ways that align with our mission and serve our clients. Public assistance programs get weighed down with obscure rules and technical jargon – an effect of federal, state, and local rules that apply to our work. Our CalWORKs staff work together to identify jargon and unintentionally harmful language, and replace it with language that is clear, dignified, and empowering. This helps our agency develop new or redesigned program materials that better serve families. For instance, families applying for CalWORKs now get a simple guide that shows them what to expect and where to turn for support during the multi-step onboarding process.



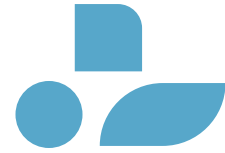
Many families who are new to public benefits, or new to the country, have no reason to understand our jargon or acronyms we use to label certain services. As staff, we need to move away from using acronyms and technical terms, and start using language that helps clients easily understand what supports might be available to them.



— Yasmin Landaverde, SFHSA CalWORKs Social Work Specialist

Goal 3:

Highlights from Last Year



BUILDING FOUNDATIONS FOR OUR FUTURE:

In October 2023, we launched a [guaranteed income pilot](#) for foster youth aging out of care. This provides **\$1,200 a month** without restrictions for 18 months and includes optional support services, such as financial literacy classes, benefits counseling, and help establishing a bank account. We achieved full enrollment of **150 former foster youth** in May, and to date, have disbursed over **\$1 million**.



UNDERSTANDING AND MEETING THE UNIQUE NEEDS OF CLIENTS:

For many people who participate in benefit programs such as Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), the complex rules around benefits eligibility can pose barriers to employment. To help adults with disabilities and older adults make informed employment-related decisions, we launched a pilot partnership with the Felton Institute to provide comprehensive benefits counseling.

In the pilot's first year, we served **150 clients**, providing one-on-one benefits counseling, educational and resource workshops, and connections to legal advocacy services to assist with benefits issues. Over **98% of clients surveyed** indicated that the program helped them better understand how their employment income interacts with their benefits eligibility. Given this early success and ongoing need, this program has been extended beyond its initial one-year pilot period.

IMPROVING CLIENT SERVICES BASED ON WHAT WORKS:

SFHSA is on the forefront of a statewide initiative to foster innovation in **CalWORKs services**. San Francisco is part of the first cohort of local CalWORKs agencies to adopt a five-year cycle of peer learning and continuous quality improvement. For this cycle, our CalWORKs team focused on achieving two goals: **1) engage more clients in services and activities that help them achieve their career goals; and 2) ensure that families who leave CalWORKs because their financial circumstances improve are able to maintain self-sufficiency**. We identified nine new strategies to achieve these goals and are closely monitoring their success. As we learn what works for families, we will share promising practices with other local CalWORKs agencies.



Goal 4:

Health and Well-Being



Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.

140,000

households received free or low-cost health insurance through Medi-Cal

\$206M

in flexible food funds distributed through CalFresh

27,600

people with disabilities received help at home through In-Home Supportive Services (IHSS)

80,000

households enrolled in CalFresh

4.4M

meals provided to older people, adults with disabilities, and families through community-based organizations and restaurant partnerships

Data is from Fiscal Year 2023-24 unless otherwise indicated.



Equitable access to medical services is essential for older people and adults with disabilities — particularly for individuals who are unable to leave their homes without significant support. To promote vaccine access during flu season, our Clinical and Quality Improvement nurses hosted a **mobile vaccination clinic** in partnership with SFPD and San Francisco State University's School of Nursing. Over six weeks in the fall of 2023, we administered flu vaccines to approximately 280 seniors and adults with disabilities across

11 residential sites. DAS Benefits and Resource Hub staff also attended these clinics to provide residents with information about aging and disability services. In addition, to promote emergency preparedness among this at-risk population, we distributed more than 120 first aid kits to residents and conducted an interactive presentation on ways to stay safe during extreme weather events.



From day one of my nursing internship with DAS, I was able to feel the passion that the DAS team has for our SF residents, which illuminated in each interaction with community members. As an intern, I assisted with providing flu vaccines, wellness checks, observed IHSS home visits/intakes, and much more. What made every day and interaction special was deep interpersonal connection with each individual. Together with the DAS team and a fellow nursing classmate, we went to community centers, senior living facilities, apartments, and Single Room Occupancies in the Tenderloin to provide information about services, offer vaccinations, or to simply listen to community members' concerns. DAS does extraordinary work by spending effort to listen to our underserved members and advocating for change and services.



— Tiffany Jiang, Former DAS Nursing Student Intern, San Francisco State University

Goal 4:

Highlights from Last Year



PRIORITIZING CHILD MENTAL HEALTH:

We are committed to supporting the mental health and well-being of children and youth. We partner with the SFDPH to ensure that every child in foster care receives the **California Integrated Practice Child and Adolescent Needs and Strengths (CANS) Assessment**. The CANS Assessment, combined with collaboration between the child, social worker, and support network, is used to identify and address each child's unique mental health needs. We ensure those with complex behavioral health needs are placed in **Intensive Services Foster Care (ISFC)** homes, which are family-based placements that receive additional training, in-home support, intensive case management, and additional resources. In recognition of the benefits of a family-based, less restrictive environment, ISFC homes are an alternative to group-based residential treatment or psychiatric hospitalization.



MEETING PEOPLE WHERE THEY ARE:

Last year, IHSS joined an **interdepartmental multi-disciplinary team** coordinated by HSH and Supportive Housing to enhance access to IHSS services for people with **disabilities experiencing homelessness**. As members of the multi-disciplinary team, IHSS social workers help plan visits to City shelters, coordinate with on-site staff to identify shelter guests who may need home care support, conduct in-person outreach to guests, and assist eligible guests

to enroll in IHSS services. Once enrolled, clients receive home and personal care support at the shelter site-support which typically continues once they move into Permanent Supportive Housing, so they can remain safely and stably housed. IHSS visited **13 shelters** in Fiscal Year 2023-24, where they assessed **73 guests** for IHSS, and successfully enrolled **60**.

MAKING IT EASIER TO LEARN ABOUT BENEFITS:

This year, we participated in **42 community events to raise awareness about CalFresh, Medi-Cal, CAAP, and CalWORKs**. We also co-located SFHSA eligibility workers with community organizations to **better reach underserved groups**. Currently, SFHSA staff can be found helping people enroll in or maintain public assistance benefits at Chinese Newcomers Service Center, Wu Yee Children's Services, and the Community Assessment and Services Center (CASC).



Goal 5:

Safety and Care



Everyone is safe and connected in all stages of life, free from abuse, neglect, and exploitation.

300

adults under probate conservatorship due to cognitive impairment

800

adults under mental health conservatorship due to serious mental illness

9,000

reports of abuse and neglect of older and disabled adults assessed and investigated

215

foster youth reunified with their families or found another safe and stable home

610 children and youth in foster care

Data is from Fiscal Year 2023-24 unless otherwise indicated.

While the majority of children who have contact with child welfare remain in their homes with their families, we know it is critical for children removed for their own safety to maintain connection with their family and community. Youth in foster care have the right to remain in their school of origin to avoid disruptions in their education and separation from their support network. Research shows that consistent, regular parent-child visitation increases the likelihood of successful reunification. Each week, our Technicians supervise approximately **70 visits** and complete over **300 trips** to support children in foster care with vital connections, such as transportation to visitation with family, their school of origin, and medical appointments.



“

Visitation is the heart of reunification – one of the key goals of our work. As part of the Human Services Technician Unit, our role is to supervise visits and provide transportation to connect children to those visits and go to school. We spend a good deal of time with some of the kids as we provide transportation regularly. And as we get to know them, we find ways to make them feel comfortable, which could provide a sense of comfort to them during these challenging times.

”

— FCS Human Services Technicians Unit

Goal 5:

Highlights from Last Year



PARTNERING TO HELP CLIENTS STAY HOUSED:

In Fiscal Year 2023-24, Adult Protective Services (APS) concluded the fifth year of the state-funded **Home Safe pilot program**. Home Safe provides APS clients experiencing or at imminent risk of homelessness with intensive case management and other supportive services to keep them safely and stably housed in the community. Last year, we provided homelessness prevention services to **166 clients**, and helped **39 medically complex clients** residing in City shelters transition into nursing-supported Permanent Supportive Housing. In addition, we facilitated assisted living facility placement and/or subsidies for **27 clients** who can no longer safely live in an independent setting with available supports.



INCREASING CONNECTIONS FOR SAFETY AND CARE:

In January, San Francisco became the first California county to implement [new policies and procedures](#) for mental health conservatorships under **State Senate Bill 43**. This law expanded the criteria for “gravely disability” to include individuals with severe substance use disorders who cannot take care of their basic needs. It also changed the definition of these basic needs to include inability to manage necessary critical medical care and stay safe in the community. Our Office of the Public Conservator has seen more than a **40% increase in referrals** for conservatorship in the first half of 2024. We are also developing new processes in collaboration with SFDPH to ensure we are connecting people with the appropriate mental health and substance use treatment services.

EXPANDING YOUTH SUPPORTS:

Our child welfare team is one of several local and state partners of **SF Safety, Opportunity, and Lifelong Relationships (SF SOL)**, a pilot continuum designed to create specialized foster care placements and services for youth who are at risk of or experiencing commercial sexual exploitation. We have supported innovative efforts such as the [HYPE Center](#), a multi-service drop-in center in the Mission District that hosts service providers for youth and offers laundry facilities, a shower, a clothing boutique, and a food pantry. SF SOL has also developed a home-based care model that provides additional training and support for foster care placements serving youth at risk of commercial sexual exploitation.





Connect with Us

Together with you, our staff, partners, and communities, we will keep striving to ensure all San Franciscans have what they need to reach their full potential.

Visit us at SFHSA.org

Engage with us on social media:
[@sfhumanservices](https://twitter.com/sfhumanservices)



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