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CITY & COUNTY OF SAN FRANCISCO

HUMAN SERVICES AGENCY

*promotes well-being and self-sufficiency
among individuals, families and communities*

Human Services Agency
FY15-16 and FY16-17 Budget

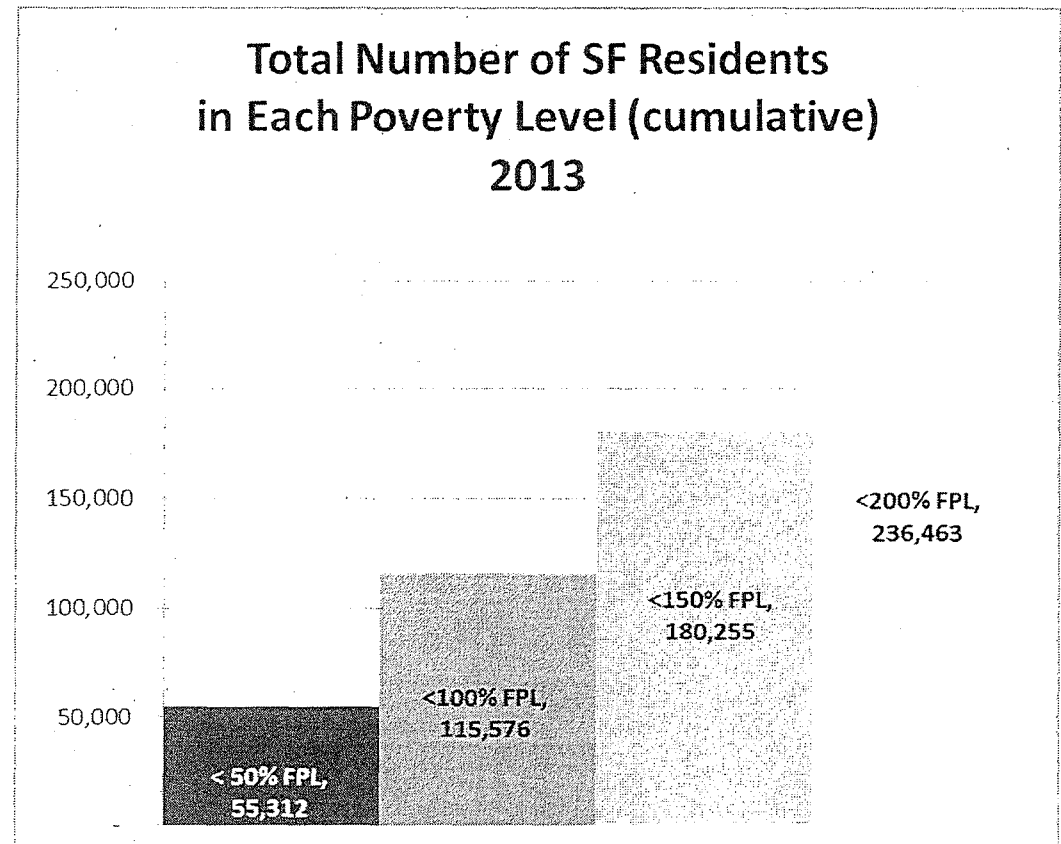


Budget & Finance Committee – May 13, 2015

CITY & COUNTY OF SAN FRANCISCO

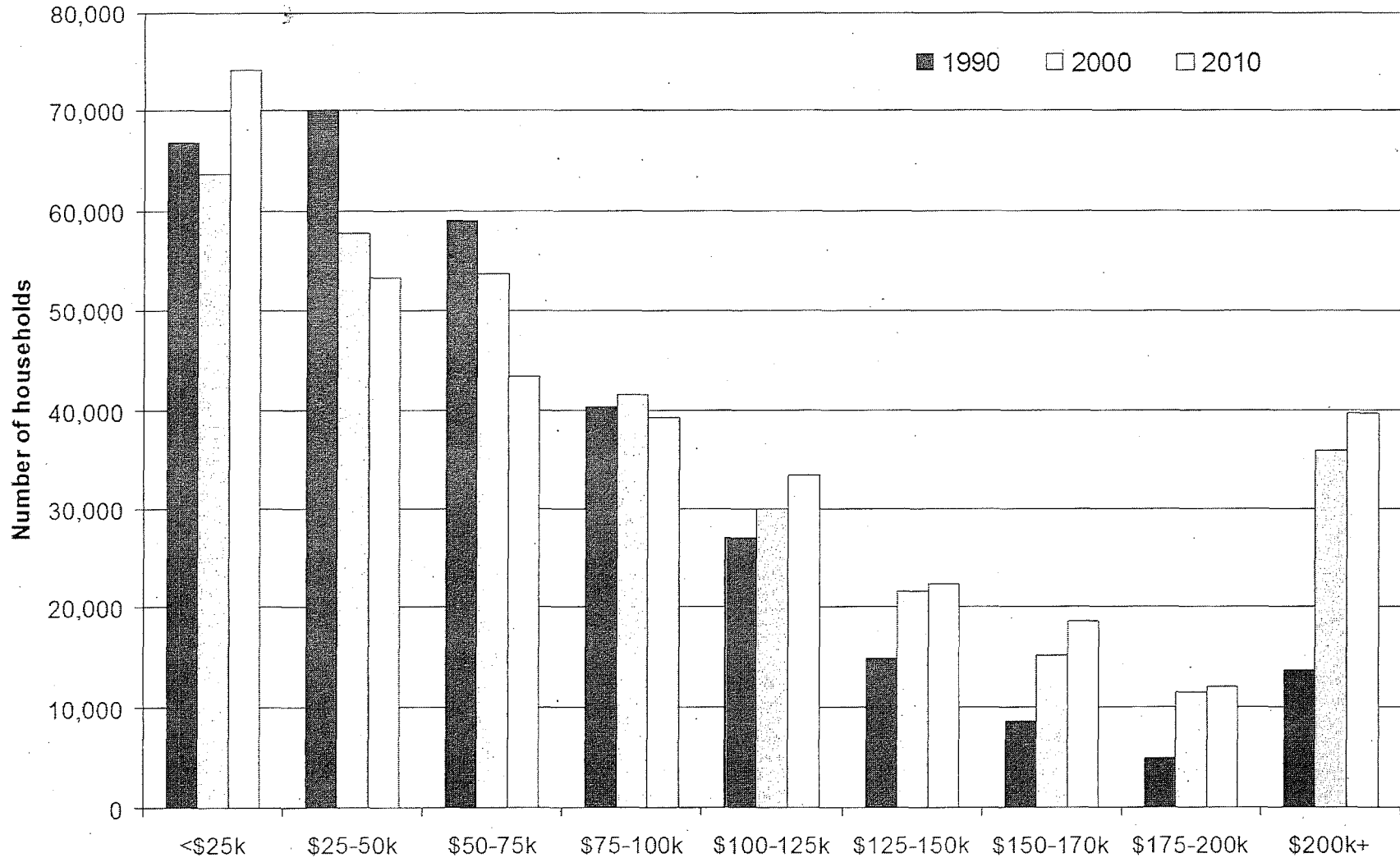
Poverty in San Francisco and Project 500

- Despite economic growth, over 236,000 SF residents still struggling financially.
- **Project 500:** Mayor Lee has committed to Project 500, which will bring intensive resources, wrap-around services and case management across City departments for at least 500 of the most at-risk families, to give them meaningful pathways up and out of poverty.



Household Income Distribution in San Francisco

1990-2010*



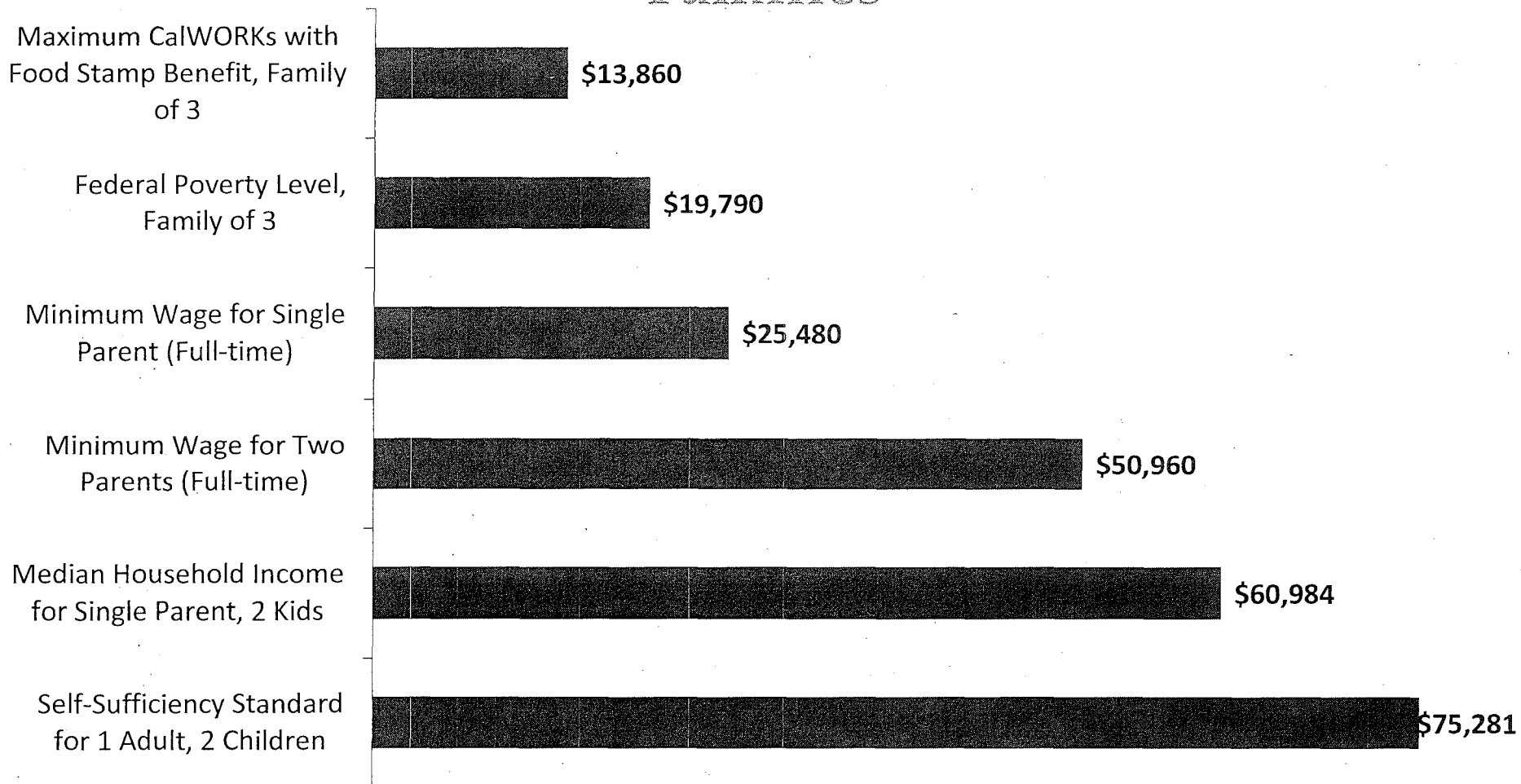
Source: IPUMS; 1990 Census 5%, 2000 Census 5%, and 2010 ACS 1-year estimates

* Real household income, 2010 adjusted dollars

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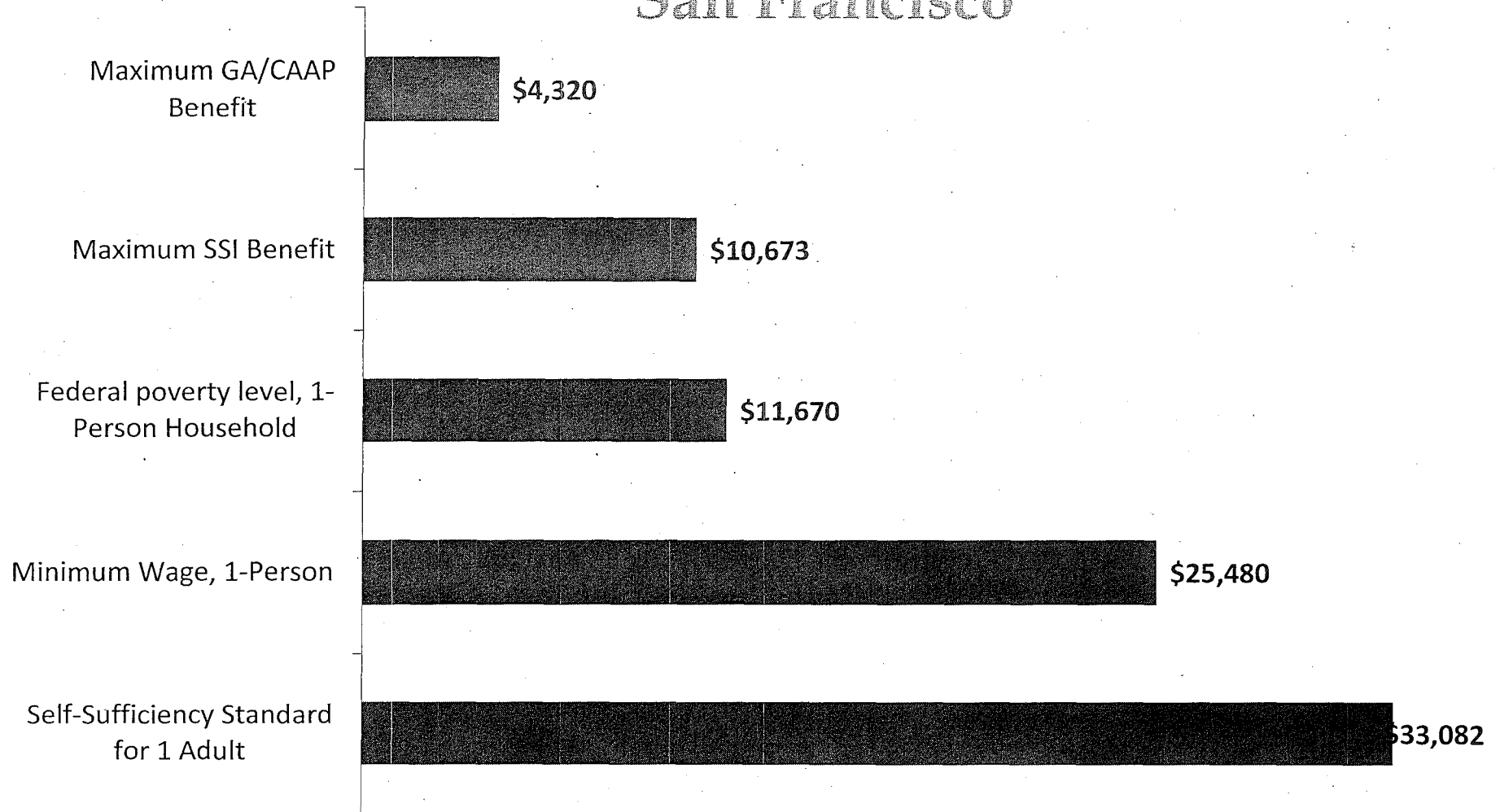
HUMAN SERVICES AGENCY

Income Standards for San Francisco Families



Sources: The Insight Center for Community Economic Development for Self-Sufficiency Standard, 2014; 2011 3-Year American Community Survey for Median HH Income (single parent with two kids); US Department of Health and Human Services for 2014 FPL standard; 2014 SF-HSA CalWORKs for maximum aid benefit; 2015 SF minimum wage (\$12.25/hour).

Income Standards for Single Adults in San Francisco

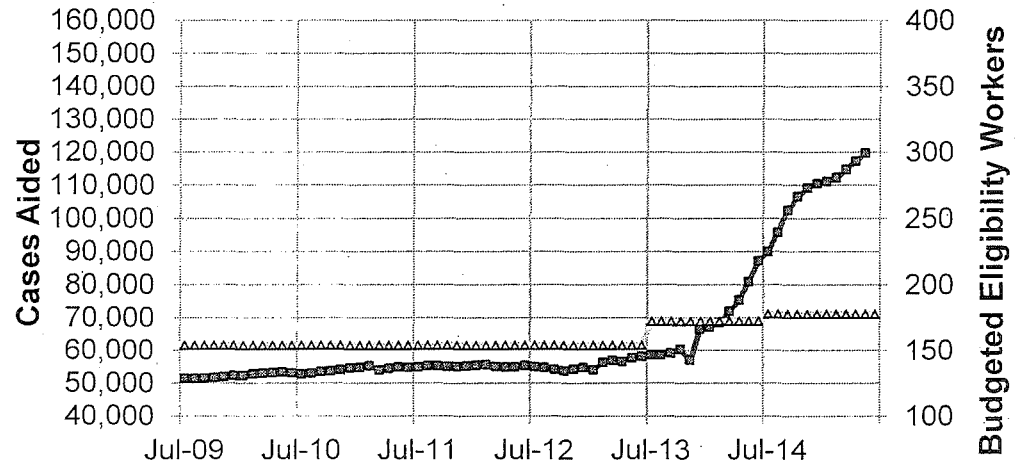


Sources: The Insight Center for Community Economic Development for Self-Sufficiency Standard, 2014; US Department of Health and Human Services for 2014 FPL standard; 2014 GA/CAAP and 2015 SSI maximum aid benefits; 2015 SF minimum wage (\$12.25/hour). According to the 2013 3-Year American Community Survey, the median earnings for workers (full-time or part-time) was \$45,470. The household income of nonfamily households was \$61,363 (sum of all wages in the nonfamily household which could include only one person or additional persons who are unrelated).

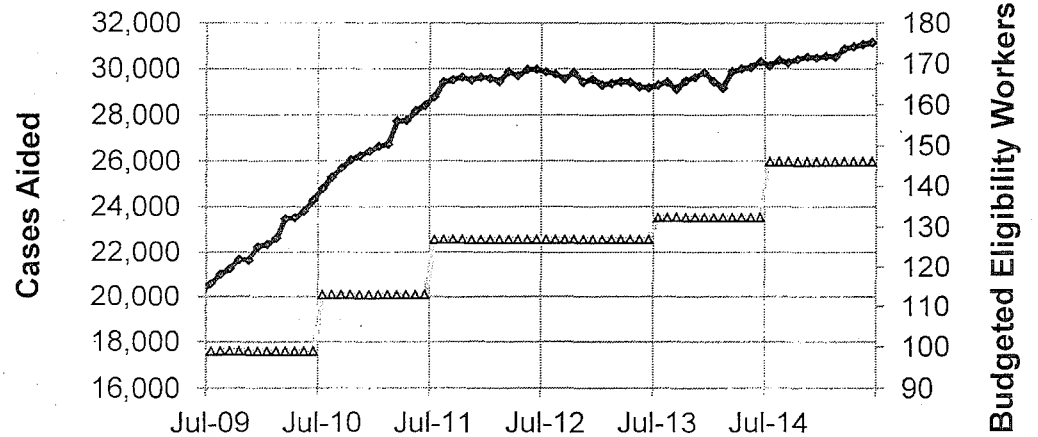
Health Care / Food Security

- Medi-Cal has added more than 90,000 individuals in SF since January 2014, reaching nearly 170,000 people across more than 111,000 cases by February 2015 and CalFresh continues to grow, although many eligible clients remain unenrolled
- HSA has moved to integrate Medi-Cal and CalFresh eligibility work to create efficiencies
- Challenges remain:
 - While many calls are answered within a few minutes, clients may still experience 30+ min plus wait times and ~15% of callers hang up
 - During ACA open enrollment, clients had average wait times of 30-40 minutes at HSA lobbies

Medi-Cal Caseload and Eligibility Staffing



CalFresh Caseload and Eligibility Staffing



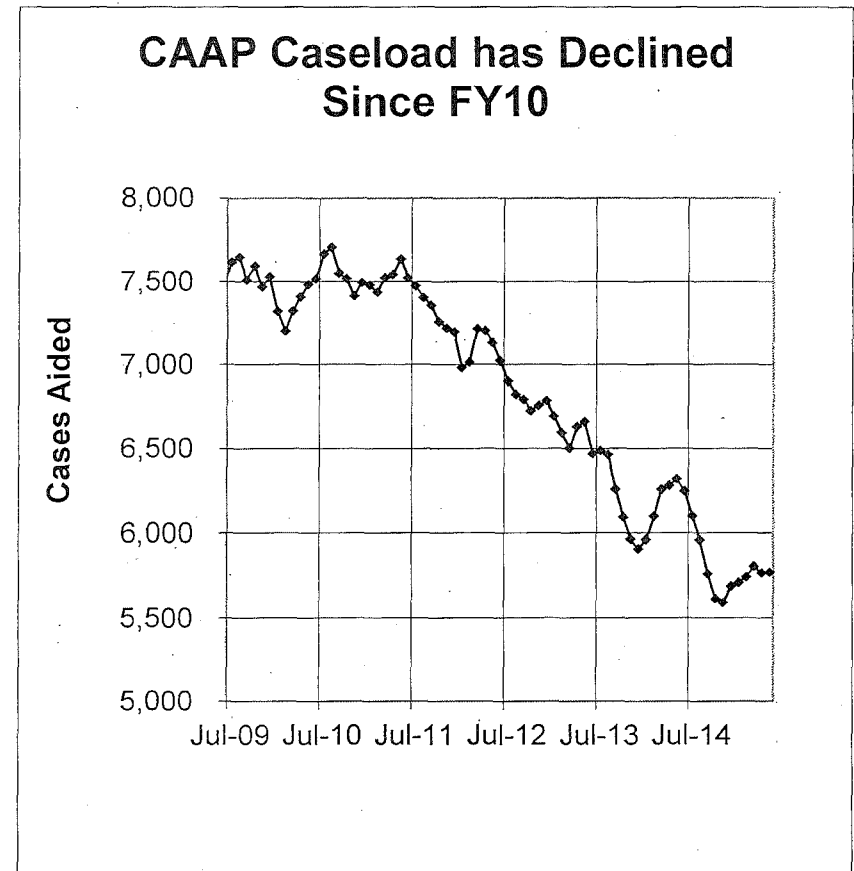
Families: CalWORKs

CalWORKs has implemented program changes and service expansions passed by the Legislature in FY13-14 and FY14-15:

- Standardized Assessments
- Family Stabilization
- Subsidized Employment / JobsNow!
 - 832 CalWORKs clients have been placed in subsidized jobs this year
 - 114 of those are placed in private sector jobs, with an average wage of \$14.58
- Housing Subsidies
 - Through April, new \$2M Housing Subsidy Program has provided 66 homeless families with ongoing rental subsidies

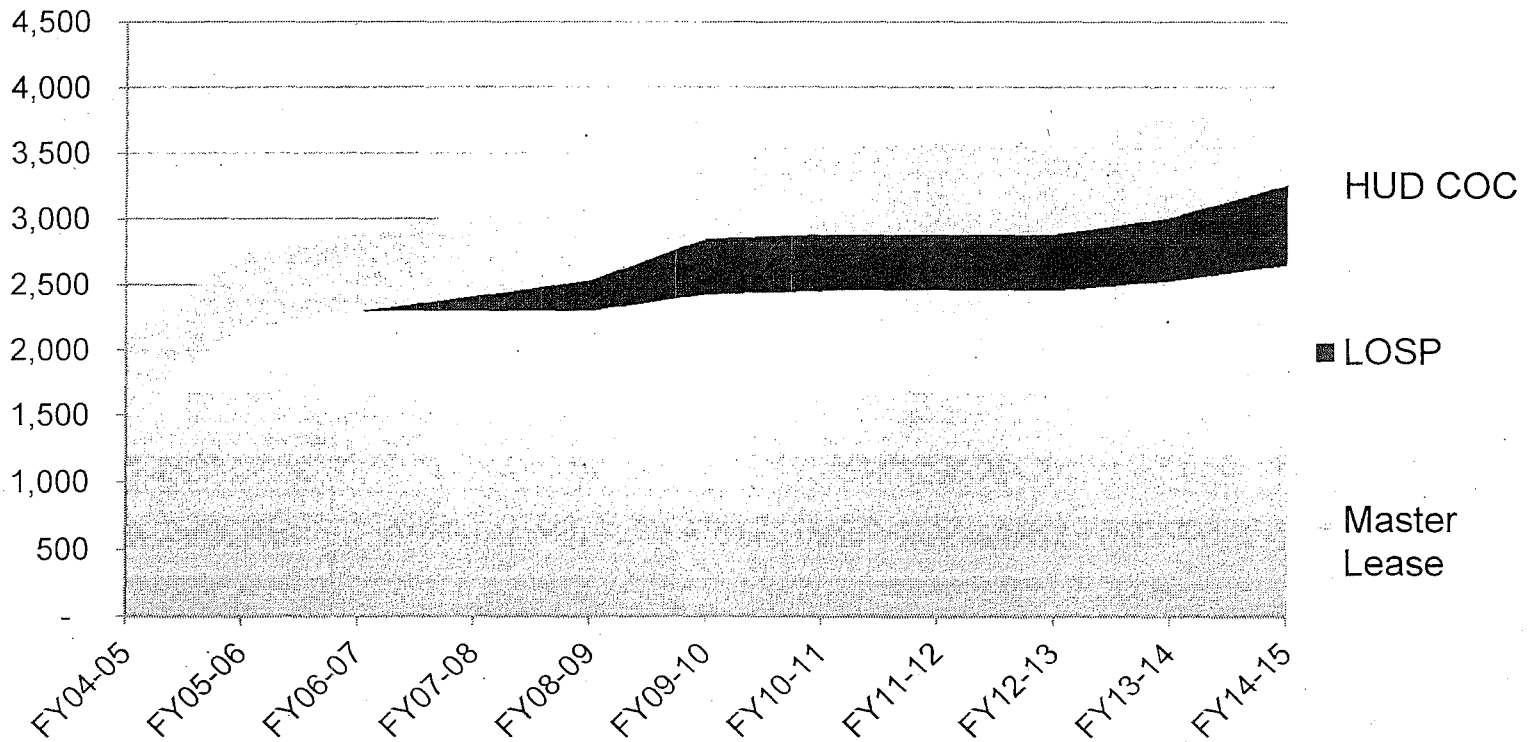
Single Adults: CAAP

- CAAP caseloads have declined with the economic recovery
- However, many CAAP clients still face substantial barriers to self-sufficiency
- HSA continues to re-work its CAAP program design to keep clients
 - **eligible and housed**
 - while they work toward **employment**
 - or **SSI** eligibility.



Housing and Homeless

HSA Has Added 1,880 Supportive Housing Units from FY05 to FY15



Housing & Homeless (continued)

- Opened new buildings for veterans, TAY and families in FY14-15 (255 units):

Site	Type	# units
1100 Ocean Avenue	TAY	19
1180 4th Street	Families	50
255 Broadway-Sansome Apartments	Families	32
Edward II - 3155 Scott Street	TAY	24
250 Kearny	Veterans	130

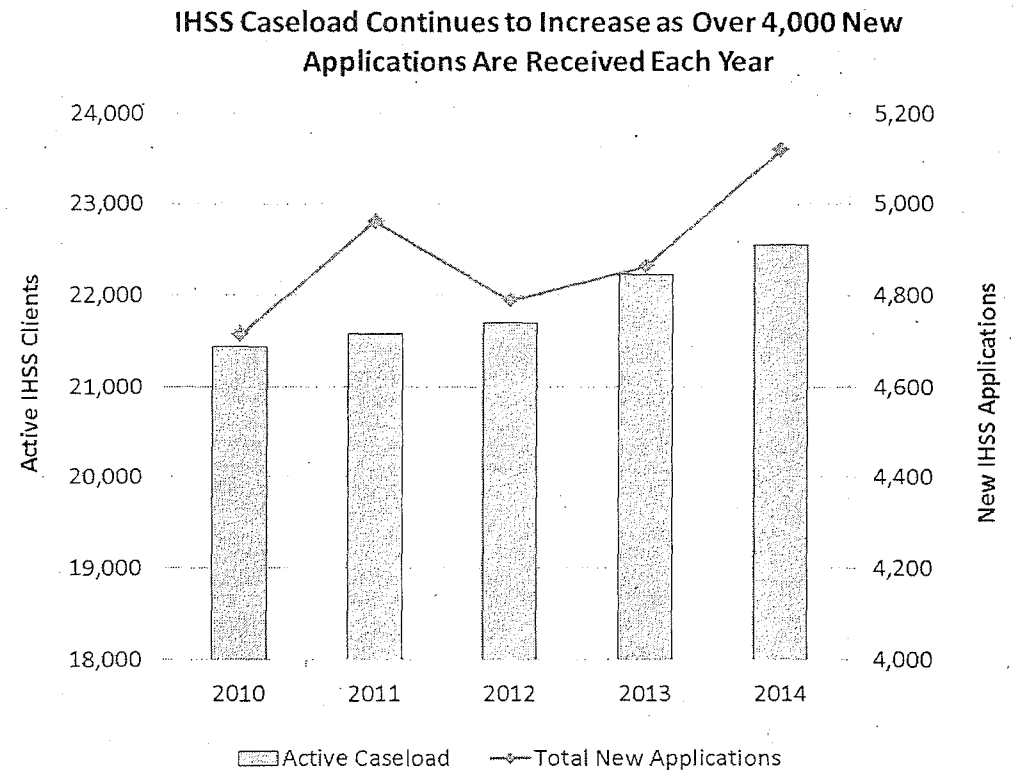
- Opened the pilot Navigation Center in late March
 - Mayor has committed to additional units of supportive housing and HSA is exploring masterlease sites at the Baldwin House (186 units) and Henry Hotel (126 units) as well as short-term placements at the Civic Center Hotel (156 units)
 - Received federal McKinney funding to cover some costs of the Baldwin House project

Department of Aging and Adult Services

IHSS Division

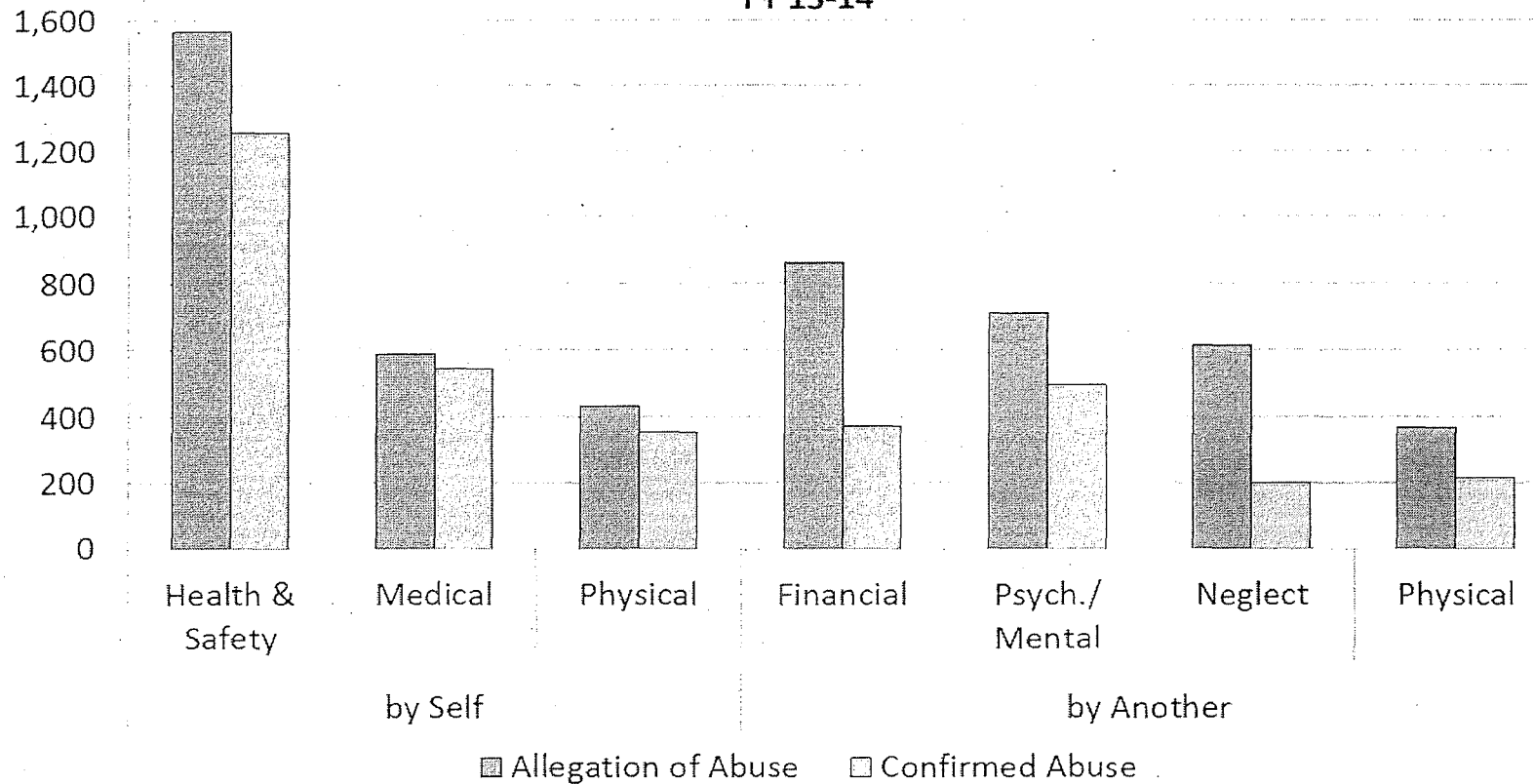
- In-Home Support Services (IHSS) pays for non-medical, home-based care for disabled and elderly individuals at risk of institutionalization.

- Current caseload: 22,556
 - 73% seniors
 - 40% live alone
- Independent Providers: 19,381
 - 62% are relative caregivers



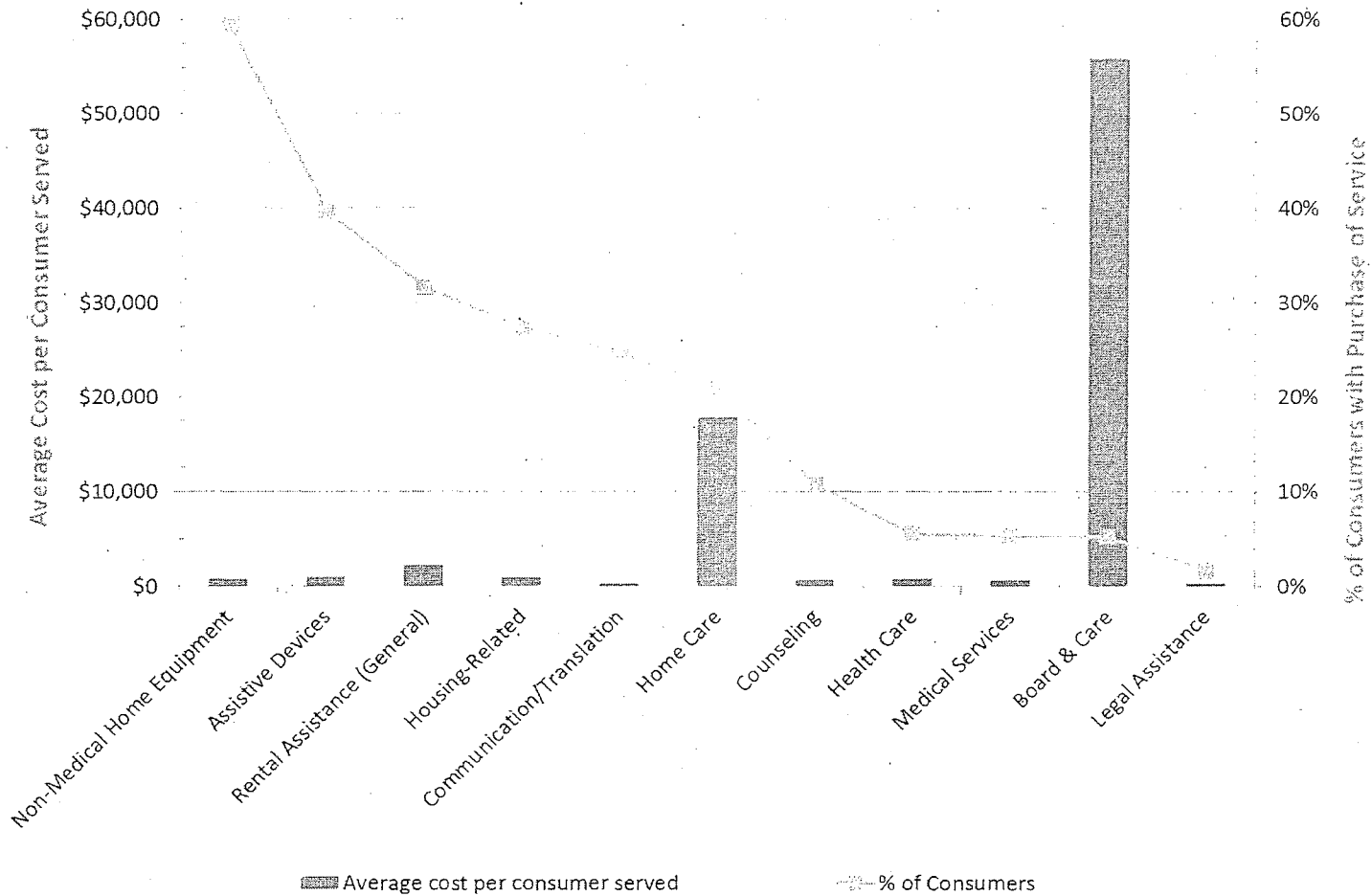
Department of Aging and Adult Services Protective Services Division

Adult Protective Services: Investigated Allegations and Substantiated Abuse
by Most Common Types of Abuse
FY 13-14



Department of Aging and Adult Services Long Term Care Operations Division

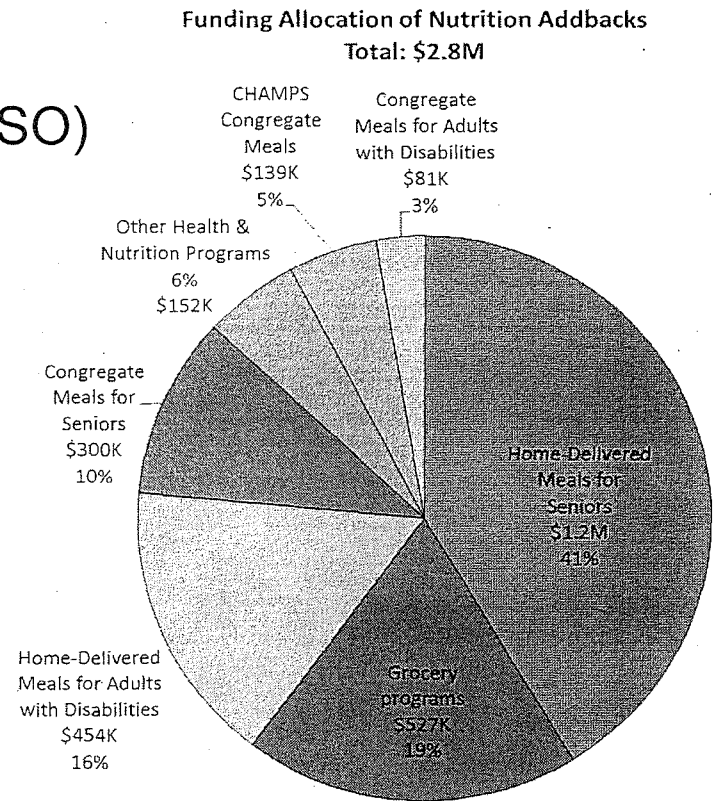
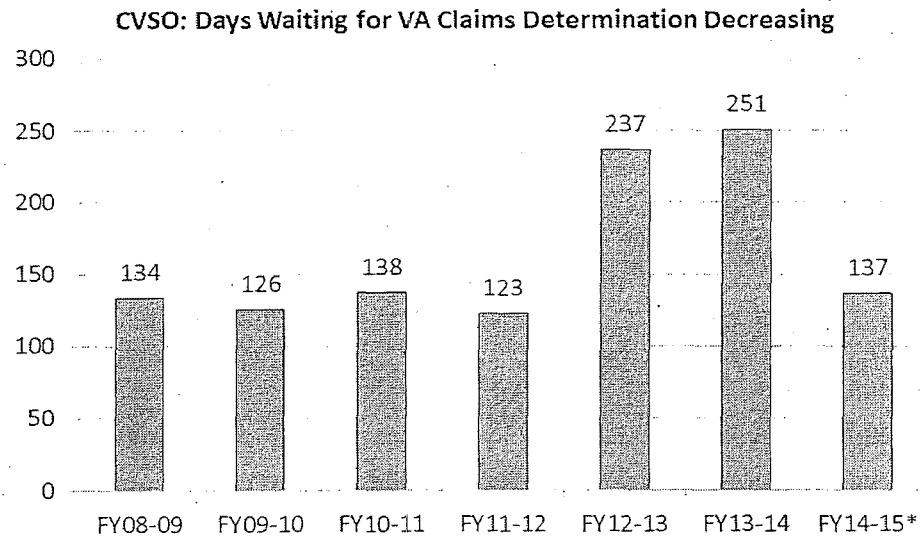
Community Living Fund: Cost per Consumer Served in Select Purchase Areas



Department of Aging and Adult Services Community Services / Intake Division

Includes:

- Office on the Aging
- County Veterans Services Office (CVSO)
- Integrated Intake



Department of Aging and Adult Services Seniors and People with Disabilities (SPDs) Hub

Objectives:

- Local facility offering all services for SPDs
- SF BenefitsNET and DAAS spectrum of benefits
- “No Wrong Door” approach to service
- Identify counseling options for clients aging out of MAGI Medi-Cal
- Increase ability to analyze and report workflow and time frames for application processing
- CVSO will be co-located