



SAN FRANCISCO
HUMAN SERVICES AGENCY

Human Services Agency Vacant Manager Positions

June 22, 2026



HSA Manager Positions

- BLA reports that over the last five years, growth in manager, deputy director, and director positions across the City has far outpaced total position growth (20.5% vs 2.9%).
- Over the last five years, HSA's manager positions **increased by only 0.6%**—essentially flat and at a slower rate than our line staff, which grew by about 1.6%.
- HSA managers **represent roughly 4%** of overall positions.
- This demonstrates our continued emphasis on direct service capacity rather than administrative expansion.
- HSA's manager positions remain essential for overseeing complex program operations, ensuring compliance, supporting high-risk service areas, and providing the oversight that enables front-line staff to deliver mandated services effectively and accurately.

Fiscal Year	Total Managers ¹	Other Staff ²	Managers % of Total FTEs
FY 23	104	2,299	4.3%
FY 24	108	2,325	4.4%
FY 25	109	2,327	4.5%
FY 26	108	2,249	4.6%
FY 27	105	2,337	4.3%
5-year % change	0.6%	1.6%	

1. Rounded values

2. Position counts exclude salary attrition and temps



0923 FCS TAY Services / Bringing Families Home Manager

(HSA-6 BLA recommended sub to 1824 – in agreement)

Span of Control: 1:4 Direct Reports

Length of Vacancy: 23 months (Filled by Acting Manager)

Role

- Oversees FCS Transitional Age Services for foster care youth transitioning into young adulthood
- Ensures adherence to program policies, funder guidelines, and performance expectations
- Liaison between State and County for funding certifications and performance reporting

Other factors

- Oversees State initiatives
 - Bringing Families Home (housing for homeless FCS families)
 - Guaranteed Income Pilot (promotes successful independent living among emancipated foster youth)



0922 Induction Training Manager

(HSA-9 - not in agreement)

Span of Control: 1:12 Direct Reports

Length of Vacancy: 9 months

Role

- Manages and improves Eligibility Worker Induction Training for Medi-Cal and CalFresh.
- Leads redesign and rollout of training to ensure consistency and quality.
- Supports a steady pipeline of fully trained staff.

Other Factors

- Directly impacts staffing capacity, retention, and how quickly new employees become fully effective.
- Critical to meeting HR 1 goals around workforce readiness, training quality, and consistent service delivery



0923 Workforce Development Operations Manager

(HSA-9 - not in agreement)

Span of Control: 1:5 Direct Reports
42 Indirect Reports

Length of Vacancy: 7 months

Role

- Oversees division-wide operations and lobby/reception services.
- Manages CFET (including Workfare) and PST programs.
- Leads over 40 staff supporting core Workforce Development functions.

Other Factors

- Supports HR 1 and CFET compliance by providing needed leadership to manage expanded requirements and new HR 1-driven process changes.
- Maintains reliable and timely service delivery as HR1 significantly increases workload volume and operational complexity.
- Ensures balanced supervisory coverage and manageable spans of control as new staff are added.



0923 FC/AAP/KG Eligibility & Special Payments Manager

(HSA-9 - not in agreement)

Span of Control: 1:6 Direct Reports
26 Indirect Reports

Length of Vacancy: 2 months

Role

- Manages FCS' eligibility unit for Foster Care (FC), Adoptions, and Kin-GAP (KG) Programs
- Oversight of FCS payment operations and Medi-Cal billing
- Maximizes revenue generation for eligibility processes and payments

Other factors

- FC, Adoptions, and KG payments overseen by the unit totals roughly \$64M annually.
- Vital to County implementation of CWS-CARES, which rolls out in coming months
 - New Statewide system for child welfare case records management and reporting



0923 SF Benefits Net Eligibility Manager

(HSA-9 - not in agreement)

Span of Control: 1:5 Direct Reports
38 Indirect Reports

Length of Vacancy: 5 months

Role

- Oversees multiple supervisors and eligibility workers across SFBN operations.
- Provides critical management for day-to-day operations and compliance.
- Ensures effective service delivery to meet client needs

Other Factors

- Provides the oversight, leadership needed during HR1 implementation to:
 - Meet HR1-driven compliance demands
 - Support rapid staff growth
 - Maintain reliable service delivery during heightened volume, policy changes and scrutiny of error rates
- No new managers added to support 77 new eligibility workers & supervisors for HR 1 implementation

