

# San Francisco Human Services Agency: Investments, Clients, and Services in Lakeview/OMI

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# San Francisco Human Services Agency

Our Departments



SFHSA  
**Department of Benefits  
and Family Support**



SFHSA  
**Department of Disability  
and Aging Services**



San Francisco Office  
of Early Care & Education



Foundation



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**



# San Francisco Human Services Agency



3 Departments



2,500 Employees



60+ Community Services



Hundreds of Community Partners



Serving 1 in 4 San Franciscans



Over \$1 Billion Budget



# Department of Benefits and Family Support (BFS): Public Benefit Programs

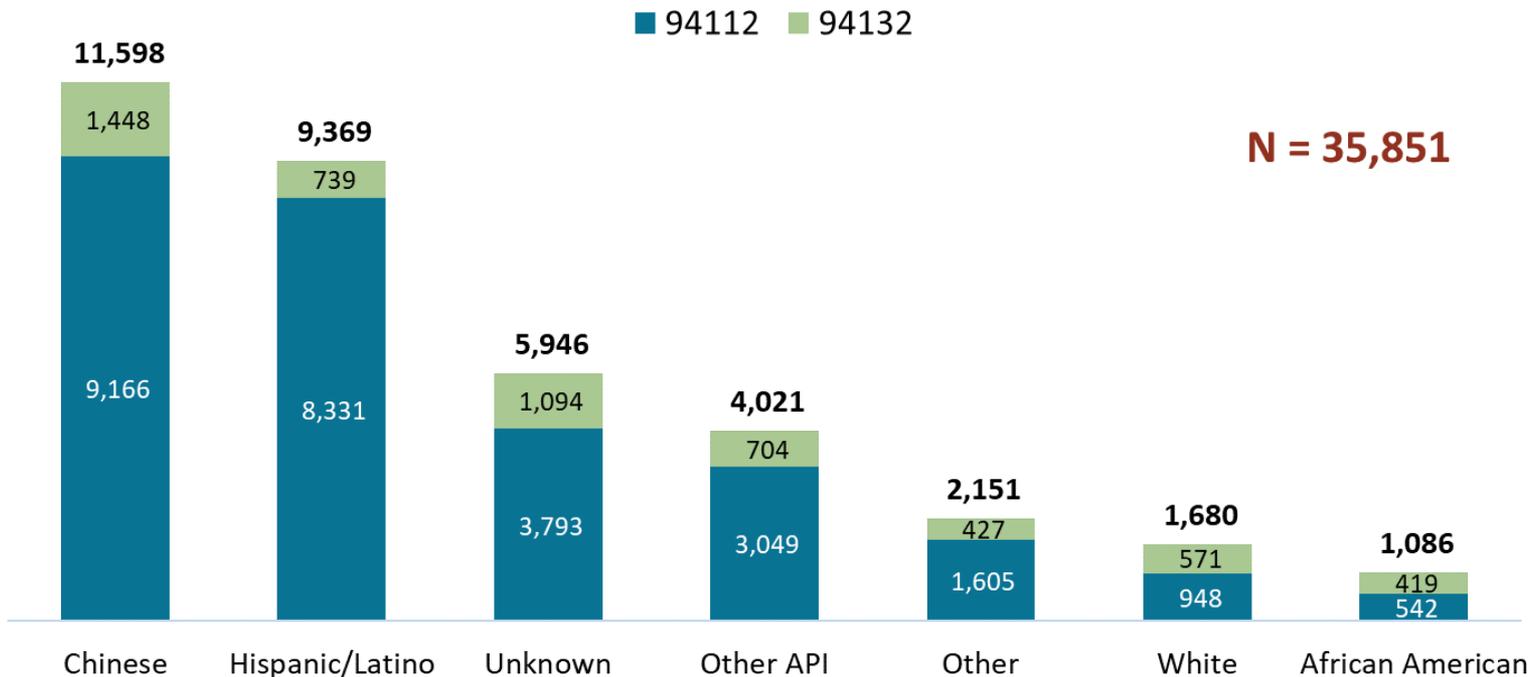
Data as of December 2020

- Almost 36,000 residents of the Lakeview and OMI receive one or more public benefits through BFS.
- 83% reside in the 94112 zip code (versus the 94132).
- Clients in these two zip codes represent 17% of all public benefit clients in San Francisco.

<i>Program</i>	<b>94112 Clients</b>	<b>94132 Clients</b>	<b>Total</b>
Medi-Cal	27,434	5,402	<b>32,836</b>
CalFresh	8,794	2,136	<b>10,930</b>
CalWORKs	576	161	<b>737</b>
CAAP	177	57	<b>234</b>
Any of Above	29,779	6,072	<b>35,851</b>

# BFS Demographics: Public Benefits Recipients Across Four Main Programs (Medi-Cal, CalFresh, CalWORKs & CAAP)

94112 & 94132 Zip Codes as of December 2020



# BFS: Workforce Development - JobsNOW!

Between 2013 and 2020

- BFS placed over 700 Lakeview/OMI residents in jobs, about 160 of which were unsubsidized
- BFS placed nearly 300 residents in 94112 and over 94132 residents in Public Service Trainee (City employment opportunities)

<i>Type of Job/Wage Subsidy</i>	<i>94112</i>	<i>94132</i>	<i>Total</i>
Career Pathways	6		6
Individualized Training Internship Program	22	11	33
On the Job Training	7	6	13
Public Service Trainee (subsidized City job)	292	109	401
Unsubsidized Job	119	39	158
Wage Subsidy (subsidized private market job)	90	35	125
<b>TOTAL</b>	<b>536</b>	<b>200</b>	<b>736</b>

# BFS: Neighborhood Programs

## Family Resource Centers

OMI Family Resource Center (CBO: Urban Services YMCA)

- Basic needs assistance, food pantry, parenting support, educational workshops, community and family events, service referrals
- Food pantry in-person; other services remote/hybrid, including:
  - Regular wellness checks
  - Distribution of COVID relief Give2SF-funded food relief cards
  - Delivery of emergency baby supplies for quarantined families
- 485 individuals served in FY 18-19

Excelsior Family Connections (CBO: Portola Family Connections)

- Same services as above
- 461 individuals served in FY 18-19

# BFS: Neighborhood Programs & Expansion

## CalFresh/Medi-Cal Enrollment Outstation

- At Catholic Charities OMI Senior Center on Beverly Street
  - Initiated to help SSI recipients enroll in CalFresh
  - Now, about 2,000 SSI recipients in 94112 are enrolled in CalFresh, and over 500 in 94132
  - Location determined based on analysis of community demographics and needs

## Possible D11 HSA-BFS Satellite Office

- High concentration of public benefit enrollees in D11 (17% of Citywide)
- Need only growing
- Community residents cited food security and employment services as high priorities at Invest in Black Town Hall
- Exploring opening a BFS satellite office pre-pandemic; now want to partner with Supervisor's Office and the community to revisit interest

# Office of Early Care and Education (OECE)

## Overview of Investments and Services in Lakeview/OMI

- In FY 19/20, OECE invested about \$17M in 100 family child care homes and 18 child care centers in 94112 and 94132
- Most of the sites funded (78%) were family child care homes in 94112
- Nearly 2,000 children were served, two-thirds in 94112
- Assessing current capacity
- Committed to increasing access to serve more children and sites over the next 5 years

# Office of Early Care and Education

## Overview of Investments and Services in Lakeview/OMI

Fiscal Year 2019-2020	94112	94132	94112 + 94132
Total # of City-funded sites:	100	18	118
Centers	8	10	18
Family child care homes	92	8	100
Total # of children:	1274	638	1912
In centers	654	577	1231
In family child care homes	620	61	681
Total amount of City Investment:	\$ 13,729,103	\$ 3,211,595	\$ 16,940,698
Centers	\$ 4,856,184	\$ 2,371,396	\$ 7,227,581
Family child care homes	\$ 8,872,918	\$ 840,199	\$ 9,713,117



# Disability and Aging Services (DAS)

Data as of December 2020

- Residents of the Lakeview, Oceanview, Merced Heights, and Ingleside communities represent about 12% of our clients in In-Home Supportive Services (IHSS) and our community partnerships
- Most DAS clients in Lakeview/OMI reside in 94112 (over 70%)

Program	94112 Clients	94132 Clients	Total
Community Partnerships	2,420	887	<b>3,307</b>
<i>Meals and Groceries</i>	1,666	537	<b>2,203</b>
<i>Community Centers</i>	874	451	<b>1,325</b>
IHSS	2,142	662	<b>2,804</b>

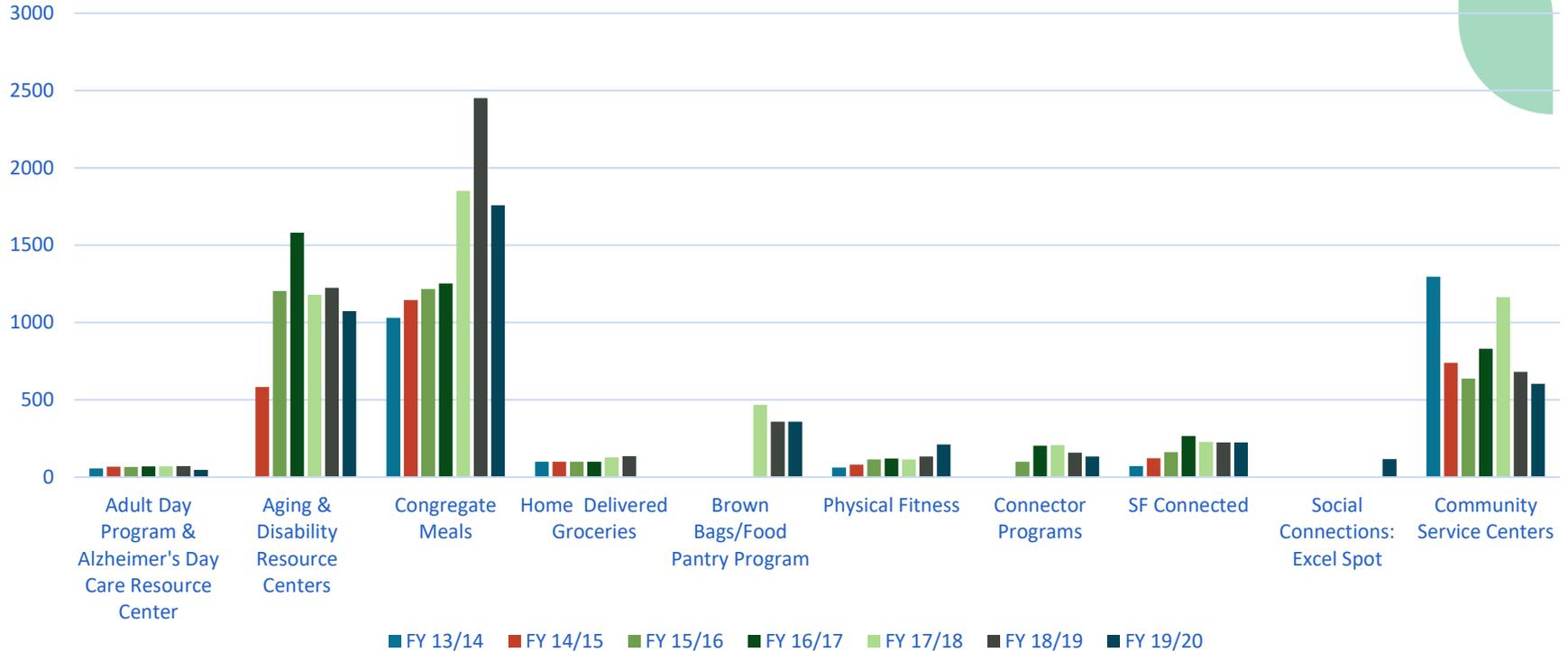
# DAS Community Services in 94112 and 94132

Data as of December 2020

- Community Service Centers\*
  - Recreational and educational activities
  - SF Connected computer labs
  - Communal dining
- Always Active physical fitness classes
- Adult Day and Alzheimer's Day Programs
- Aging & Disability Resource Center
- Community Connector neighborhood program
- Case management
- Food pantries and home-delivered meals and groceries
- Legal services

***\*OMI Senior Center, IT Bookman Community Center, Excelsior Community Center, YMCA Mission, YMCA Park Merced, YMCA Stonestown, CHAMPSS at Henry's Hunan***

# DAS Client Enrollment in Community Services by Year: 2013-2020



# Expanded DAS Community Engagement & Investments in 94112 and 94132

- Commitment: Increase support of anchor organizations for the Black/African-American community in OMI
  - DAS funded IT Bookman to launch a new dinner service through a recent \$100,000 Board addback
  - DAS providing additional funding for IT Bookman and BHNC for culturally relevant groceries
- Commitment: Identify funds to allocate through a participatory process with community
  - DAS identified \$75K for this year and \$150K for each of the next 3 years to be allocated through this community process

# Expanded DAS Community Engagement & Investments in 94112 and 94132

- Commitment: Recruit homecare providers for IHSS from the Black/African-American residents in the OMI
  - Met with CBOs to discuss strategy
  - DAS to include a flyer in 1,600 home-delivered groceries, encouraging older adults and people with disabilities to motivate their family and friends to apply to be a home care provider
  - IHSS Public Authority is partnering with Family Connections (in 94112) and other CBOs to conduct virtual outreach and recruitment.

# Thank you! Questions?



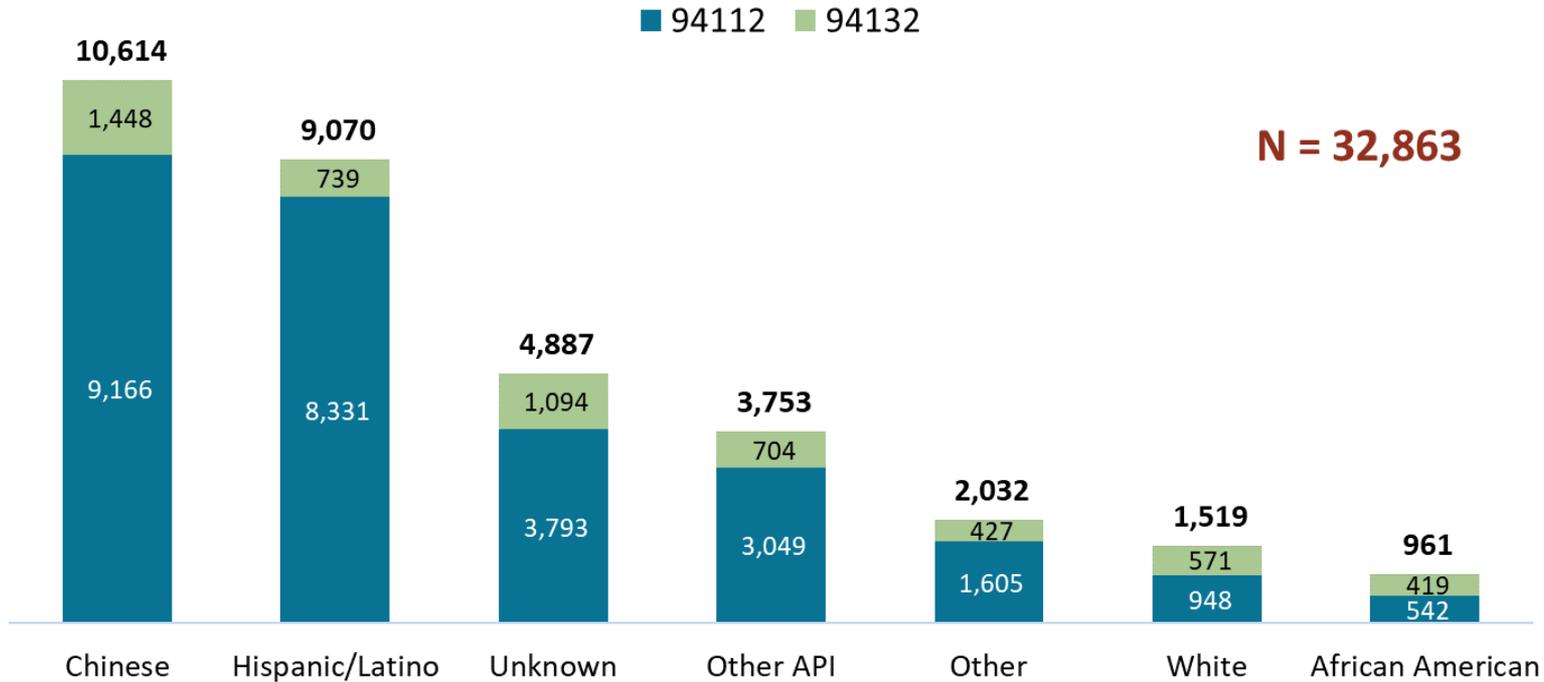


# Additional Demographic Detail on HSA Clients in the Lakeview/OMI



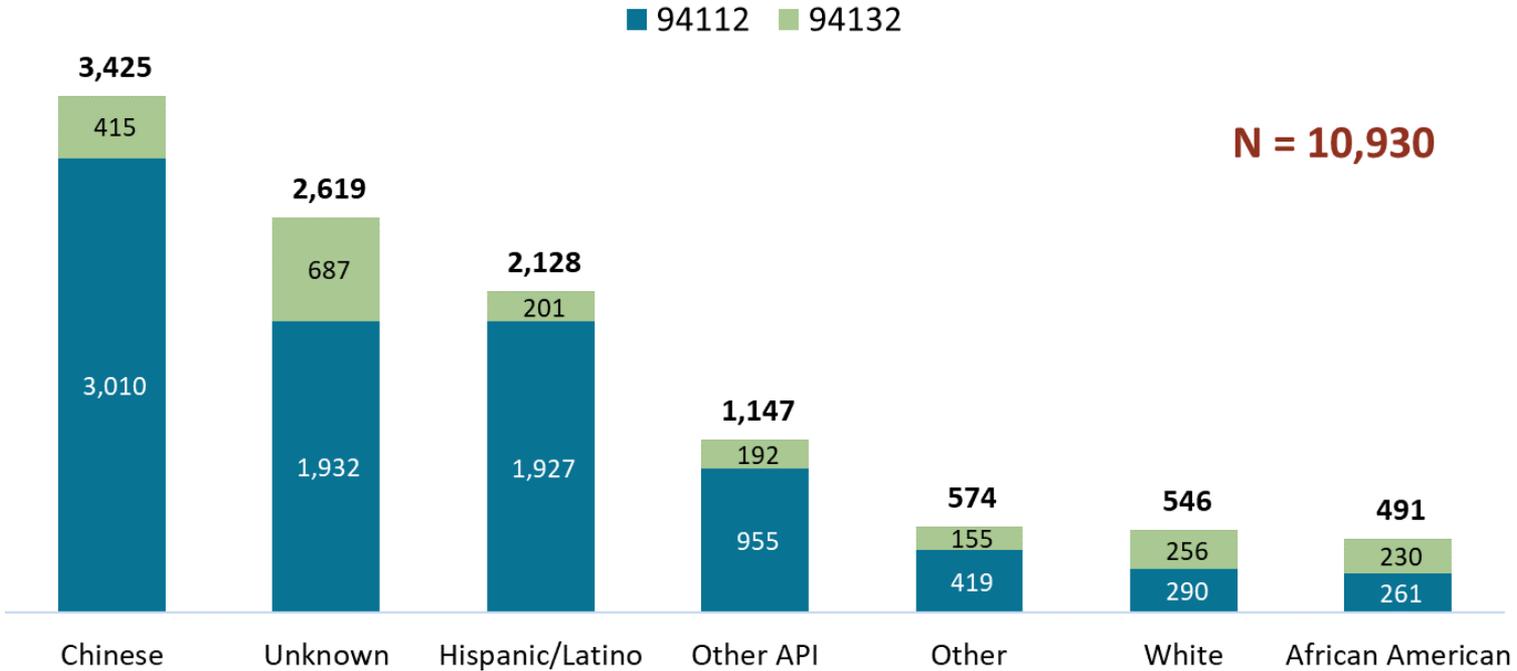
# Medi-Cal Recipients

94112 & 94132 Zip Codes as of December 2020



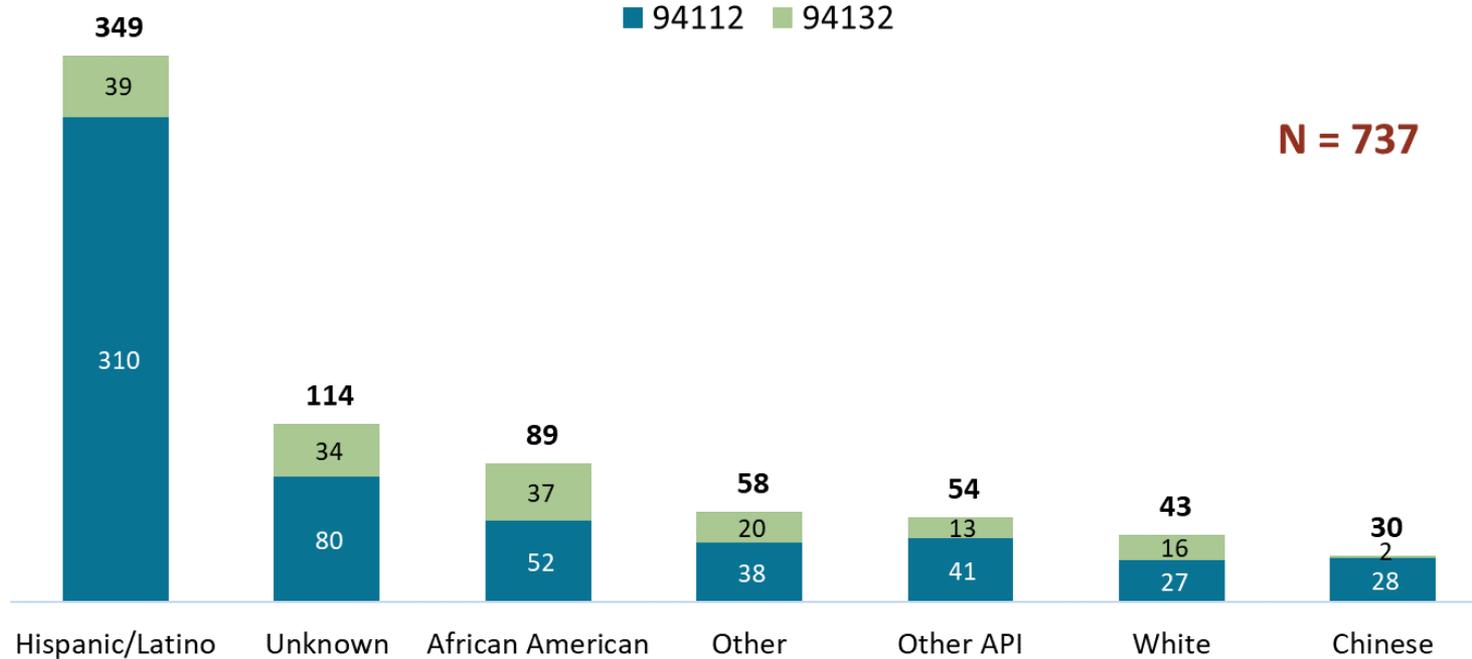
# CalFresh Recipients

94112 & 94132 Zip Codes as of December 2020



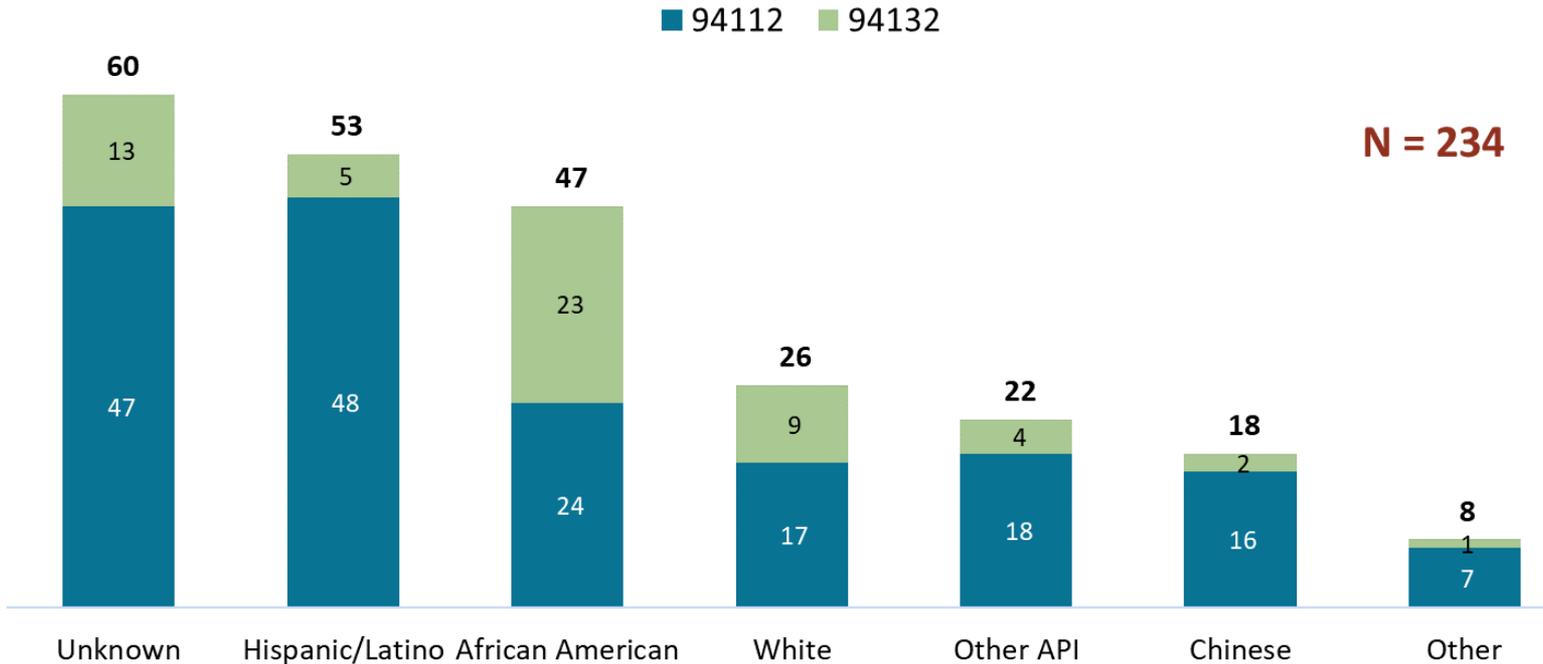
# CalWORKs Recipients

94112 & 94132 Zip Codes as of December 2020



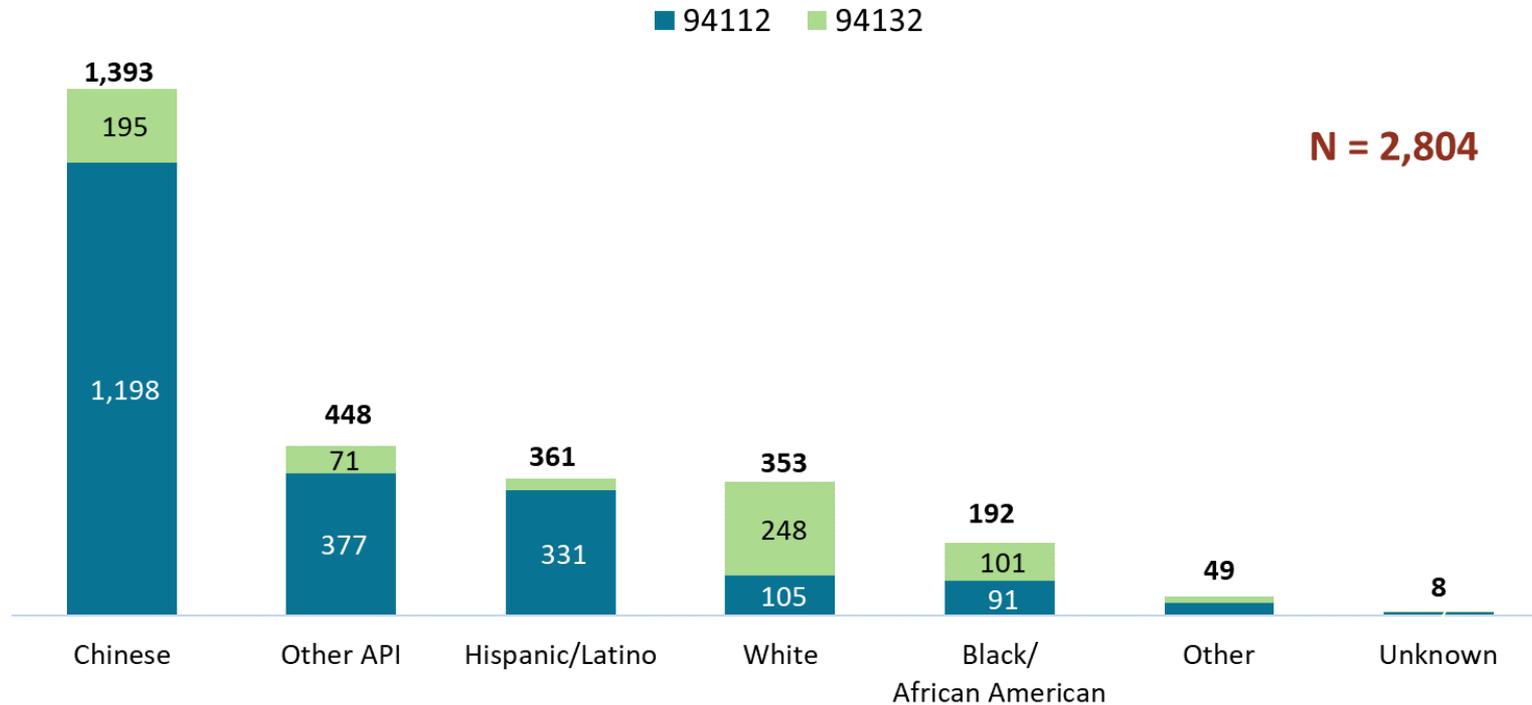
# County Adult Assistance Programs (CAAP)

94112 & 94132 Zip Codes as of December 2020



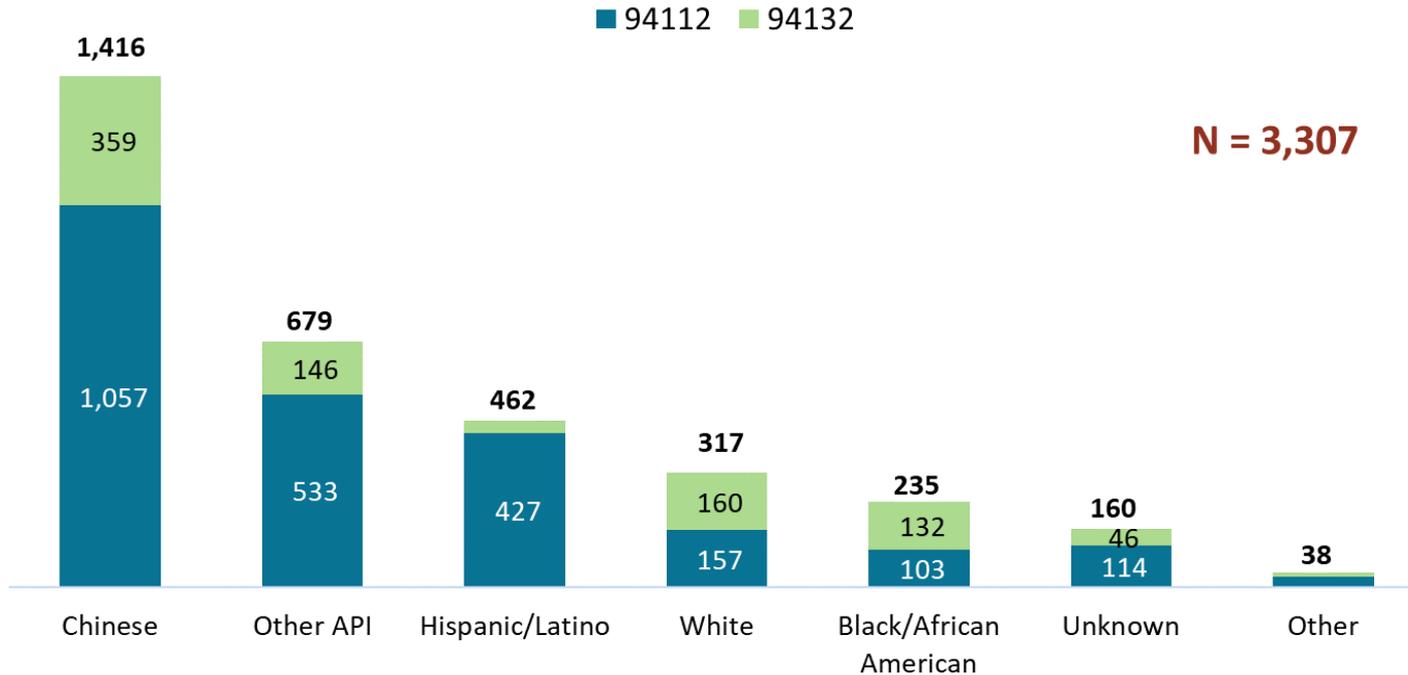
# DAS: In-Home Supportive Services Clients

94112 & 94132 Zip Codes as of December 2020



# DAS: Office of Community Partnerships

94112 & 94132 Zip Codes as of December 2020



# Enrollment in DAS Community Services by Year

Program	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20
Adult Day & Alzheimer's Day Care	57	67	66	69	69	71	47
Aging & Disability Resource Centers	n/a	583	1203	1581	1179	1225	1074
Community Service Centers	1295	739	637	830	1164	681	604
Congregate Meals	1029	1144	1216	1252	1851	2450	1759
Connector Programs	n/a	n/a	100	204	207	158	133
Groceries	n/a	n/a	n/a	n/a	468	358	358
Physical Fitness	61	80	115	120	114	133	211
SF Connected	72	123	161	265	228	225	225
Social Connections: Excel Spot	n/a	n/a	n/a	n/a	n/a	n/a	117