



SAN FRANCISCO
HUMAN SERVICES AGENCY

SFHSA Services in District 11's OMI/Lakeview Communities

Response to Inquiry from Supervisor Safai

May 17, 2023



Methodology

This report provides information about our major programs and services across our agency.

Program information: As a county welfare department, most of our services are Federal and State entitlement programs, such as Medi-Cal and CalFresh. These programs are person-based, not neighborhood-based—and available to anyone who meets Federal and State eligibility criteria. While we do not have client level data readily available by neighborhood, we include unduplicated counts of clients on benefits living in the 94112 and 94132 zip codes. We also provide programmatic highlights and community partners, by neighborhood, and demographic profile of clients by program.

Funding information: Budget data represents an estimate based on the proportion of program clients that live in these neighborhoods. We are not able to allocate program funding by neighborhood or population but instead draw down Federal and State revenue based on enrolled clients who meet strict State and Federal eligibility criteria

Key Highlights

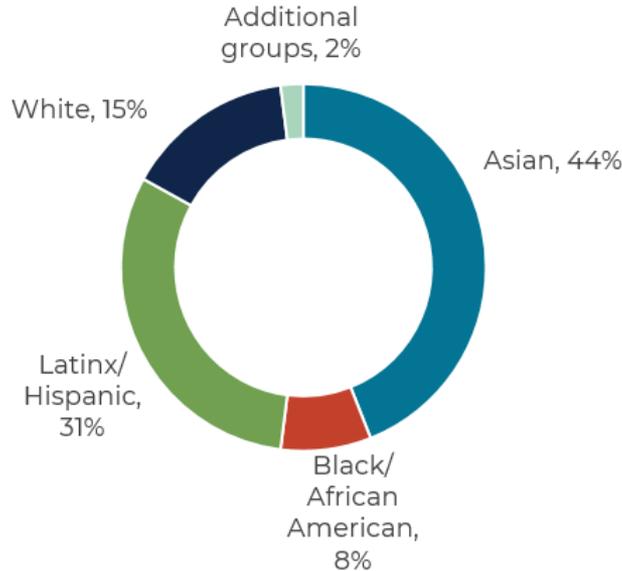
- Based on participation in the programs included in this report, we estimate over \$107M of our agency's annual budget supports District 11 residents living in the 94112 and 94132 zip codes. This is about 12% of our total budget for these programs.
 - Additional Federal and State funds that are outside of SFHSA's budget provide an estimated \$59M for In-Home Supportive Services caregiver wages and \$32M in CalFresh's flexible food funds for District 11 residents.
- District 11 highlights include but are not limited to:
 - Over 42,000 people are supported by SFHSA-administered public benefit programs (Medi-Cal, CalFresh, CalWORKs, and CAAP).
 - Close to 4,000 residents receive meals, groceries, and food vouchers through programs we've developed in close partnership with community organizations since the pandemic.
 - We facilitate homecare for more than 3,000 seniors, adults, and children with disabilities in District 11 through the In-Home Supportive Services (IHSS) program.
 - The racial/ethnic profile of District 11 residents participating in our programs generally aligns with those living in poverty in these neighborhoods.



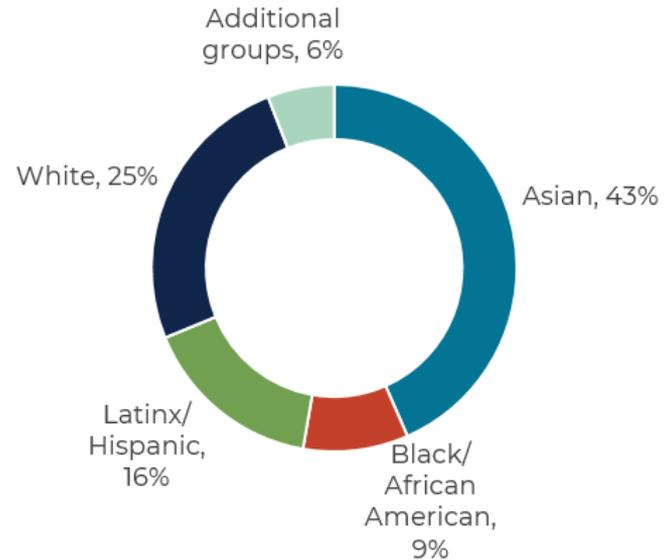
Profile of District 11 Residents in Poverty

Data from 2019 American Community Survey 5-Year Estimates

94112 Residents in Poverty
Total = 6,600



94132 Residents in Poverty
Total = 4,500



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

Data as of December 2022

- Over 42,000 residents in 94112 and 94132 receive one or more public benefits through BFS.
- Clients in these two zip codes represent 17% of all public benefit clients in San Francisco.
- As a proportion of our overall budget for BFS services, this represents about \$34.3M annually.
- We serve about 41% of 94112 residents and 26% of 94132 residents.
- By comparison, we serve about 30% of all San Franciscans citywide through these programs.

Program	94112 Clients	94132 Clients	Total D11
Medi-Cal	31,510	6,471	37,981
CalFresh	10,828	3,137	13,965
CalWORKs	707	242	949
CAAP	237	77	314
Any of Above	34,364	7,698	42,062



BFS: Workforce Development - JobsNOW!

Data from FY 21-22

- Our Workforce Development services assess job readiness and offer a variety of educational, training, and job placement opportunities based on an individual's circumstances.
- A hallmark within our workforce services is the JobsNOW! Program: JobsNOW! places people looking for jobs with open positions in part by providing temporary wage subsidies that help jobseekers get a “foot in the door” and employers fill positions and save money
- About 11% of clients in our JobsNOW! program live in the 94112 and 94132 areas.
- Using this program as a proxy for our broader Workforce Development portfolio, District 11 clients represent about \$7.8M in our annual funding.

Program	94112	94132	Total
JobsNOW!	118	39	157



BFS Public Benefits Programmatic Highlights

- **CalFresh benefits:** Federal and State funds for CalFresh benefits – which are outside of SFHSA's budget – provide an estimated \$32M in flexible food dollars for residents in 94112 and 94132 each year.
- **Outreach:** SFHSA conducts outreach for benefits and job training programs at community events
 - Coming soon: thanks to a recent competitive grant award, a new SFHSA “Mobile Office” will bring outreach staff to more community events in District 11 in 2024
- **SF Diaper Bank:** Free diapers for low-income families with young children distributed in partnership with community-based organizations
 - About 20% of participating kids live in District 11
 - Through our partnerships with Help a Mother Out and the OMI Family Resource Center (94112), we've distributed 800 packs of diapers so far this year

Citywide Food Access Team (CFAT)

Data from FY 21-22 and FY 22-23

- Residents of 94112 and 94132 communities represent about 15% of our clients in our community-based food programs. The table to the right provides a look at enrollment volume in a subset of CFAT programs.
- Enrollment in CFAT programs by D11 residents represents approximately \$4.6M of our funding for these resources.

Program	94112 Clients	94132 Clients	Total D11
Any CFAT Program	3,367	456	3,823
<i>Pop-Up Pantries</i>	2,133	246	2,379
<i>Family Meal Pack</i>	109	22	131
<i>EatSF Vouchers</i>	320	70	390



CFAT Programmatic Highlights

- **EatSF:** Free produce vouchers that help address food inflation and offer flexible redemption options
 - Can redeem at six markets in D11
 - 13% of participating households live in D11 zip codes
- **Family Meal Pack:** On demand restaurant meal-ordering for low-income families with young children attending select preschool/childcare centers
 - 15% of participating households live in D11 zip codes
- **Pop-up Food Pantries:** Contactless options for supplemental food
 - OMI/Lakeview site at Minnie & Lovie Ward Rec Center serves 1,100 households with about 4,100 grocery bags per month
- **Culturally-relevant Groceries:** trusted neighborhood locations, focus on client choice
 - Currently distributed out of three D11 sites with two more coming soon, including IT Bookman Community Center in July 2023

Department of Disability and Aging Services (DAS): In-Home Supportive Services (IHSS)

Data as of December 2022

- Residents of 94112 and 94132 neighborhoods represent about 12% of our clients receiving homecare help through the In-Home Supportive Services (IHSS) program.
- As a proportion of our budget for these services, this represents about \$46M. This includes county costs to administer the program and also a portion of the wages and benefits paid to IHSS caregivers.
- Factoring in additional Federal and State funds* for caregiver compensation that are outside of SFHSA's budget, the estimated IHSS funding for D11 residents is closer to \$105M annually.

Program	94112 Clients	94132 Clients	Total D11
IHSS	2,441	737	3,178

DAS: Community Partnerships

Data as of December 2022

- About 12% of seniors and adults with disabilities served through our community partnerships live in D11 neighborhoods. The programmatic areas with greatest participation are nutrition supports and community centers.
- As a proportion of our budget for the Office of Community Partnerships that manages these services, this represents about \$14.7M.
- Please see next page for a list of site-based services available in D11

Program	94112 Clients	94132 Clients	Total D11
Any Office of Community Partnerships	3,148	1,061	4,209
<i>Meals and Groceries</i>	2,427	750	3,177
<i>Community Centers</i>	1,139	480	1,619



DAS Community Services in 94112 and 94132

Data as of December 2022

- 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

*Sites include OMI Senior Center and IT Bookman Community Center in the OMI neighborhood, as well as Excelsior Community Center, YMCA Mission, YMCA Park Merced, YMCA Stonestown

DAS Programmatic Highlights

Building capacity for service expansion at anchor organizations in OMI

- More than 500 seniors and adults with disabilities participate in activities at the OMI Senior Center. This includes the award-winning Senior Choir program.
- Over 400 people participate in programs at IT Bookman. Staff from our Office of Community Partnerships closely collaborated with IT Bookman to build their experience to apply/qualify as a provider in our Communal Dining program. They are now funded at \$300,000 annually for a dinner service.

Connecting people to resources throughout the city

- DAS Benefits and Resource Hub provides information and referrals for aging and disability resources to more than 1,000 D11 residents each year
- The Aging & Disability Resource Center located at the OMI Senior Center provides in-person help in a community setting to 1,200 people annually.



SFHSA-Supported Community Sites in OMI/Lakeview

- 1. OMI Senior Center:** DAS services: Communal Dining, Recreational and Educational Programming, Aging & Disability Resource Center, Case Management, Always Active/Physical Fitness, Neighborhood Choir, Senior Companion, and SF Connected
- 2. IT Bookman Community Center:** DAS services: Communal Dining, Recreational and Educational Programming, Always Active/Physical Fitness, Food Pantry, Neighborhood Choir, and SF Connected (*will become distribution site for CFAT's community grocery program in July 2023*)
- 3. OMI Family Resource Center:** SF Diaper Bank, DAS Food Pantry
- 4. San Francisco Adult Day:** DAS services: Adult Day Care, Alzheimer's Day Care, Communal Dining, Food Pantry, SF Connected
- 5. Minnie & Lovie Ward Recreational Center:** CFAT Pop Up Pantry
- 6. Ingleside Community Center:** DAS Food Pantry



Key SFHSA Community Partners Serving OMI/Lakeview

- Catholic Charities
- Community Living Campaign
- Community Music Center
- Community Technology Network
- Felton Institute
- Help a Mother Out
- On Lok/30th St Senior Center
- Project Open Hand
- San Francisco-Marin Food Bank
- Southwest Community Corporation
- Urban Services YMCA

+ Additional providers that provide home-based services – such as Home-Delivered Meals and Case Management – for older adults and adults with disabilities living in OMI/Lakeview include: Bayview Hunters Point Senior Services, Centro Latino de San Francisco, Episcopal Community Services, Kimochi, Institute on Aging, Meals on Wheels, and Self-Help for the Elderly



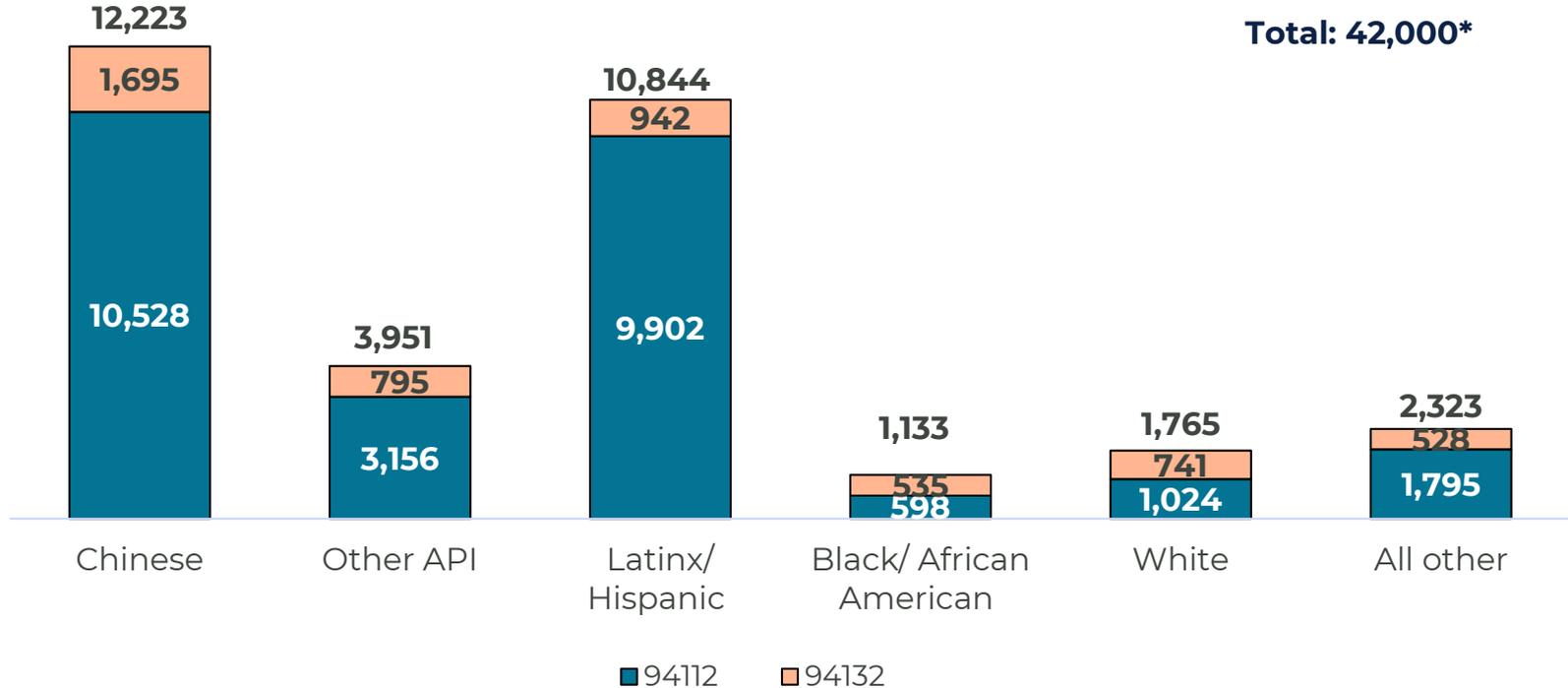


Additional Demographic Detail on HSA Clients in the Lakeview/OMI



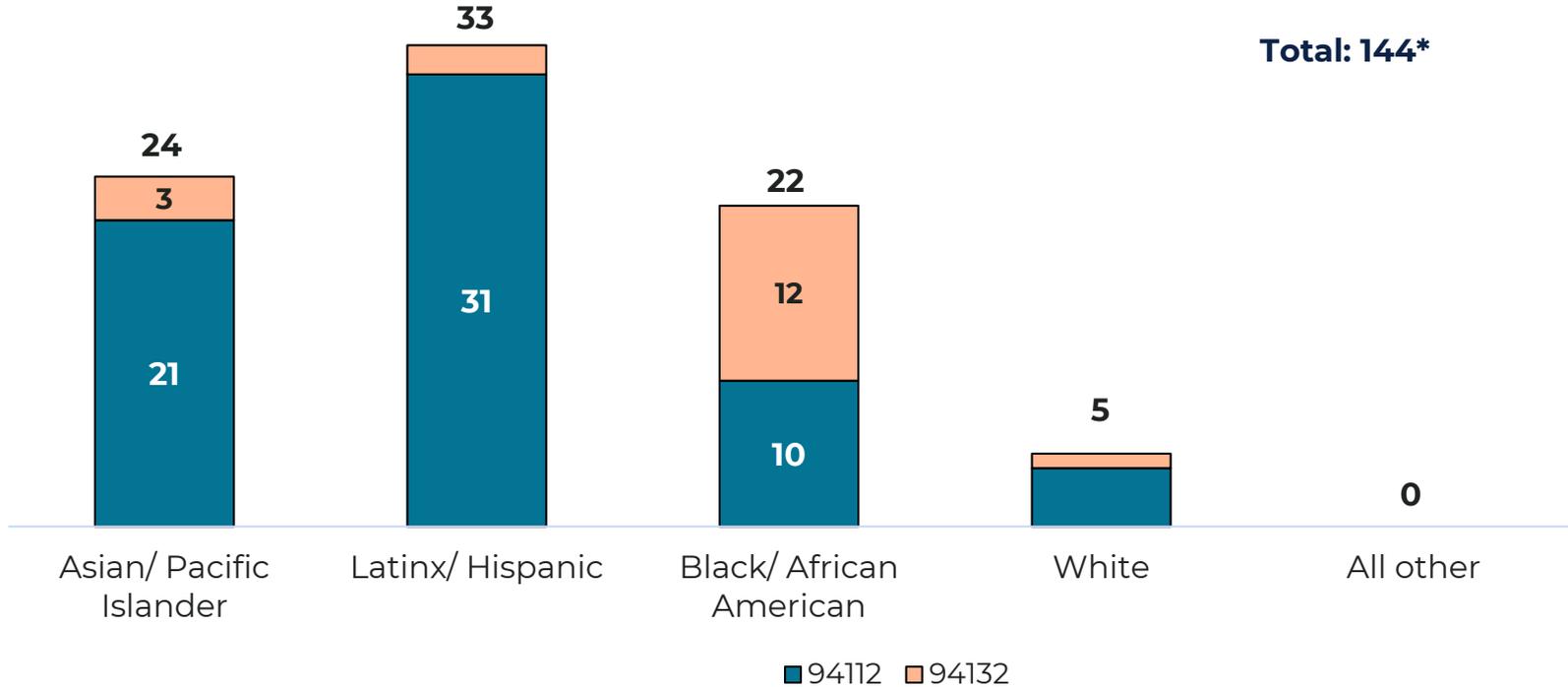
Public Benefits Recipients Across Four Main Programs (Medi-Cal, CalFresh, CalWORKs & CAAP)

94112 & 94132 Zip Codes as of December 2022



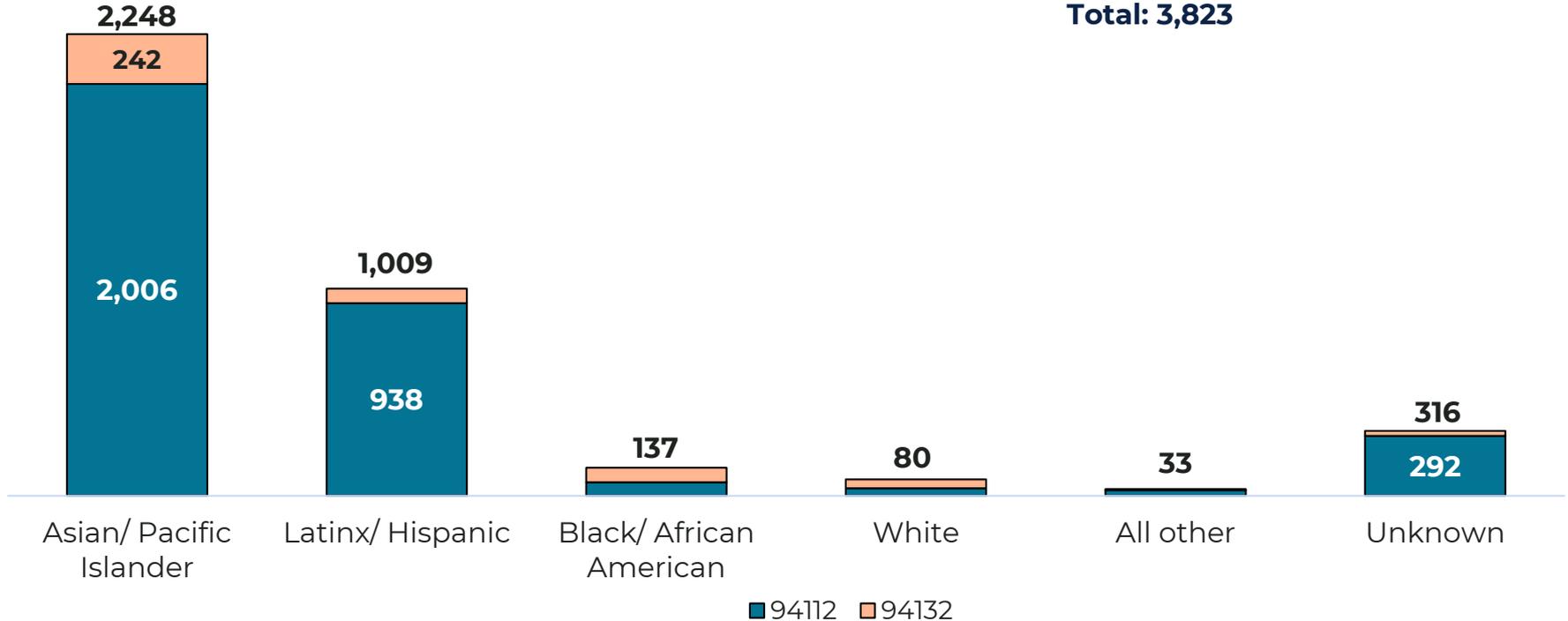
Workforce Development: JobsNOW!

94112 & 94132 Zip Codes as of FY 21-22



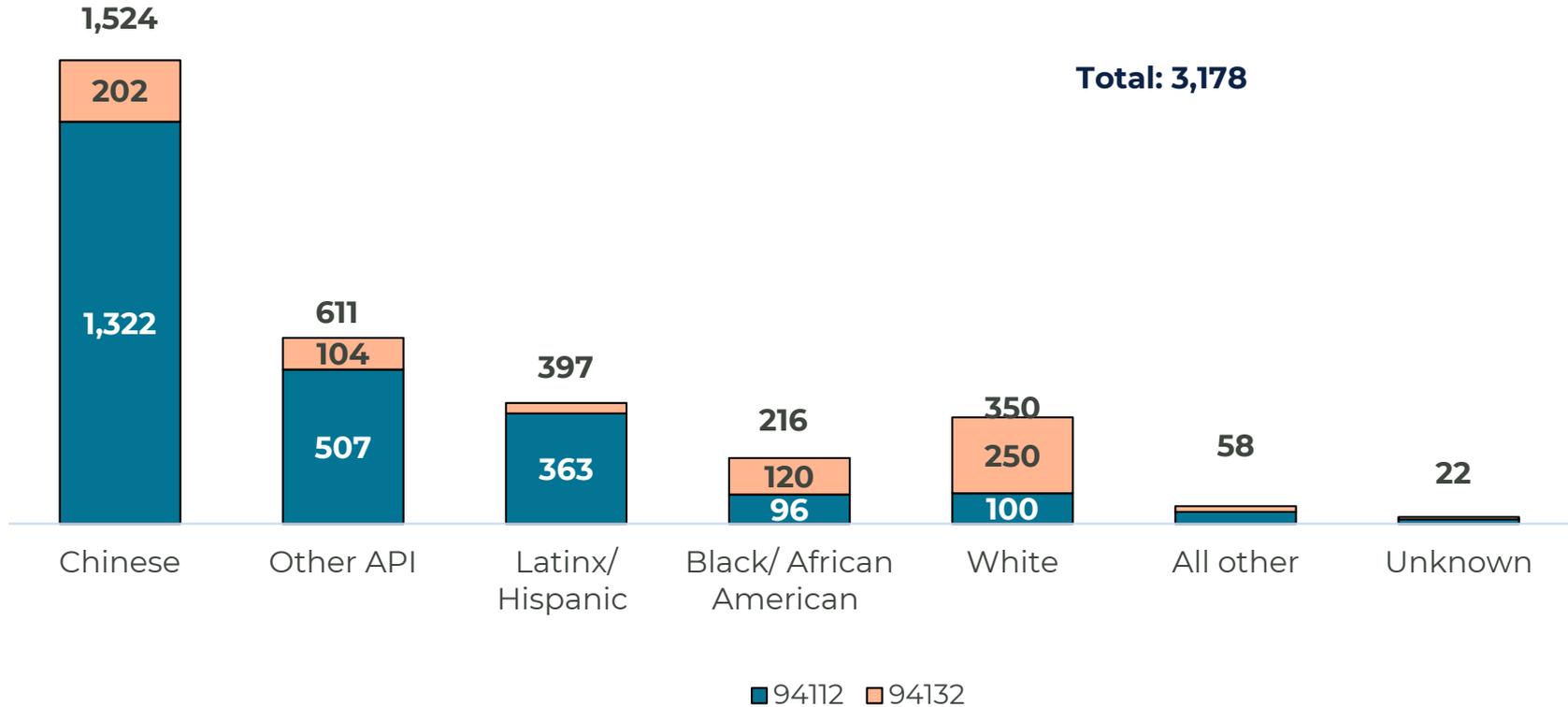
Citywide Food Access Team Clients

94112 & 94132 Zip Codes over FY 21-22 and FY 22-23



In-Home Supportive Services Clients

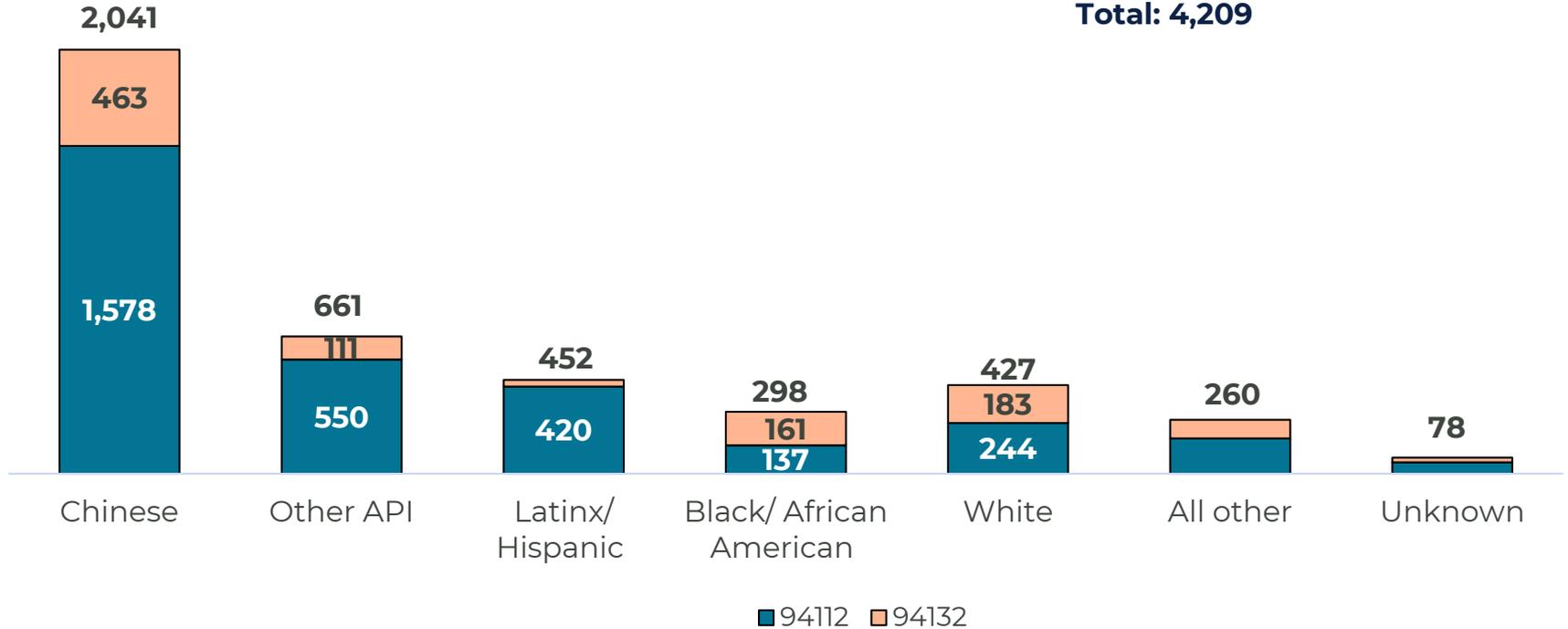
94112 & 94132 Zip Codes as of December 2022



Office of Community Partnerships Clients

94112 & 94132 Zip Codes as of December 2022

Total: 4,209



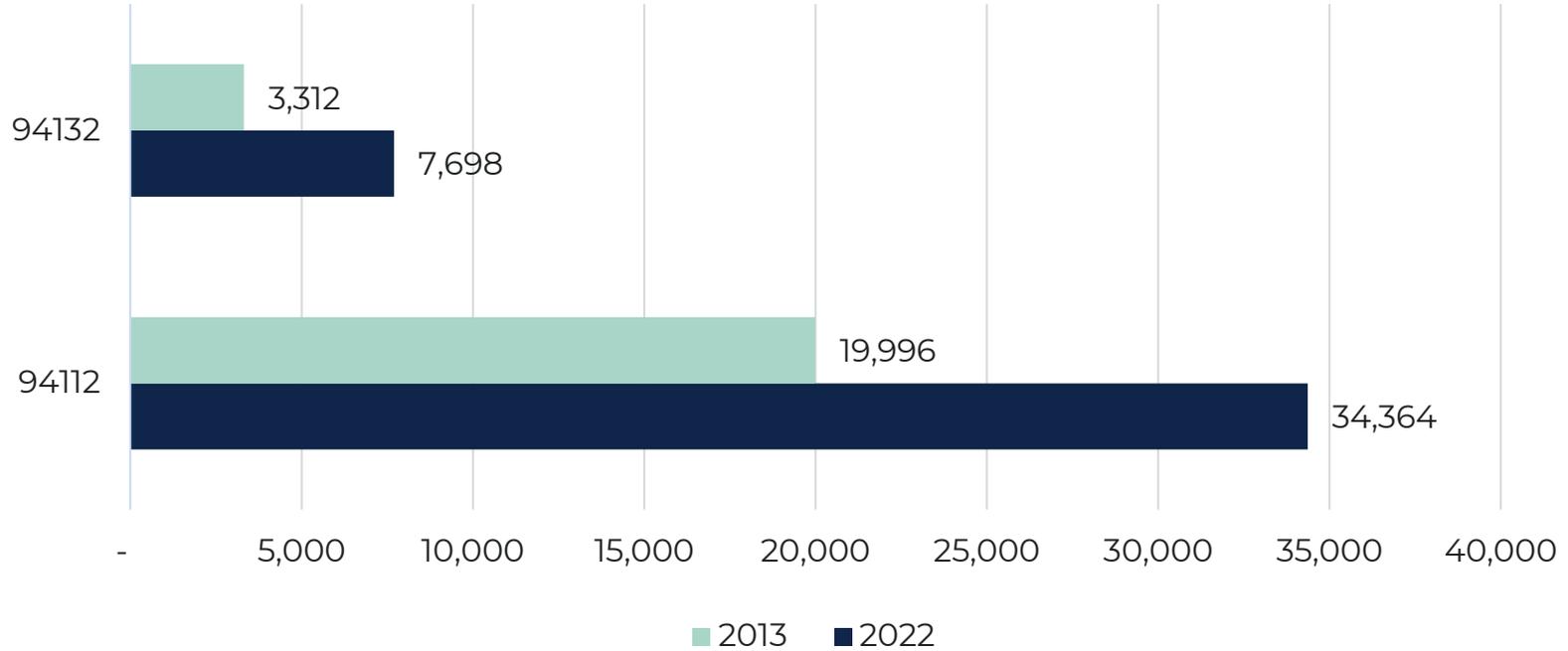


Historic Enrollment Information on HSA Clients in the Lakeview/OMI

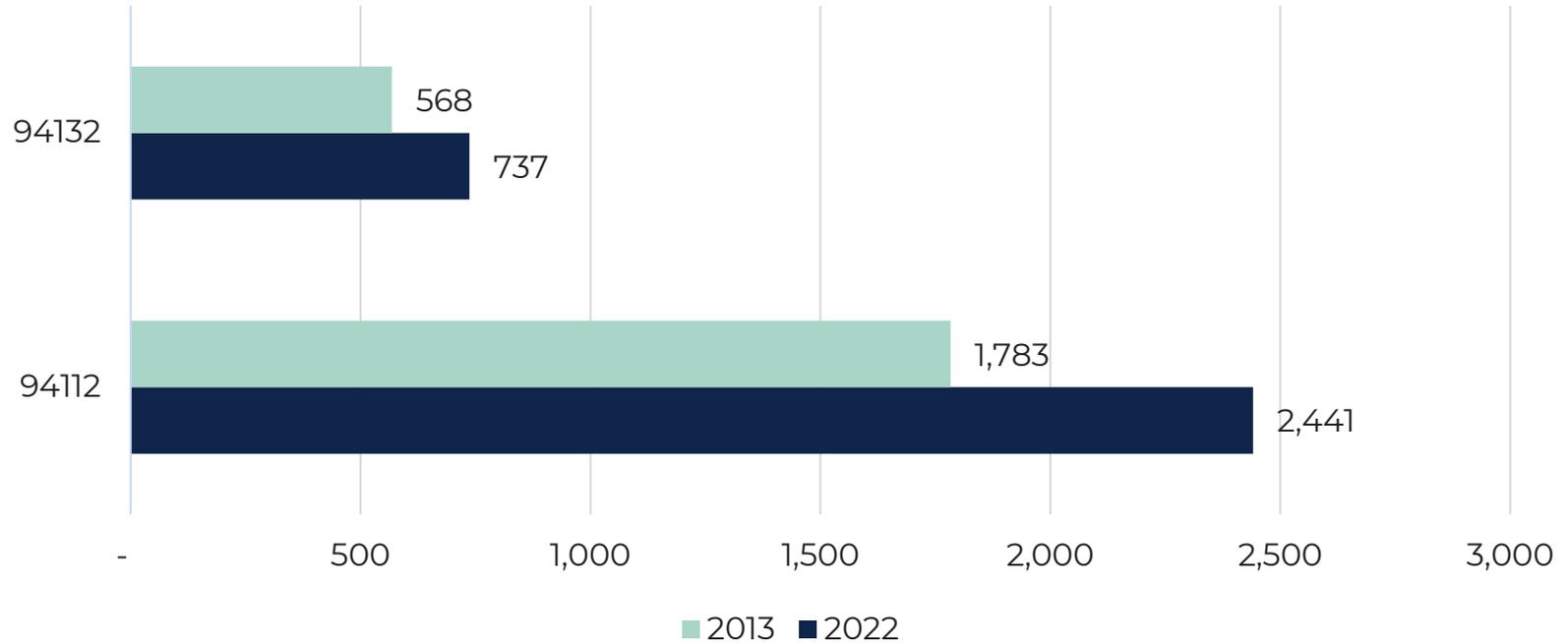
Does not include Citywide Food Access Team since this is a new programmatic area for SFHSA



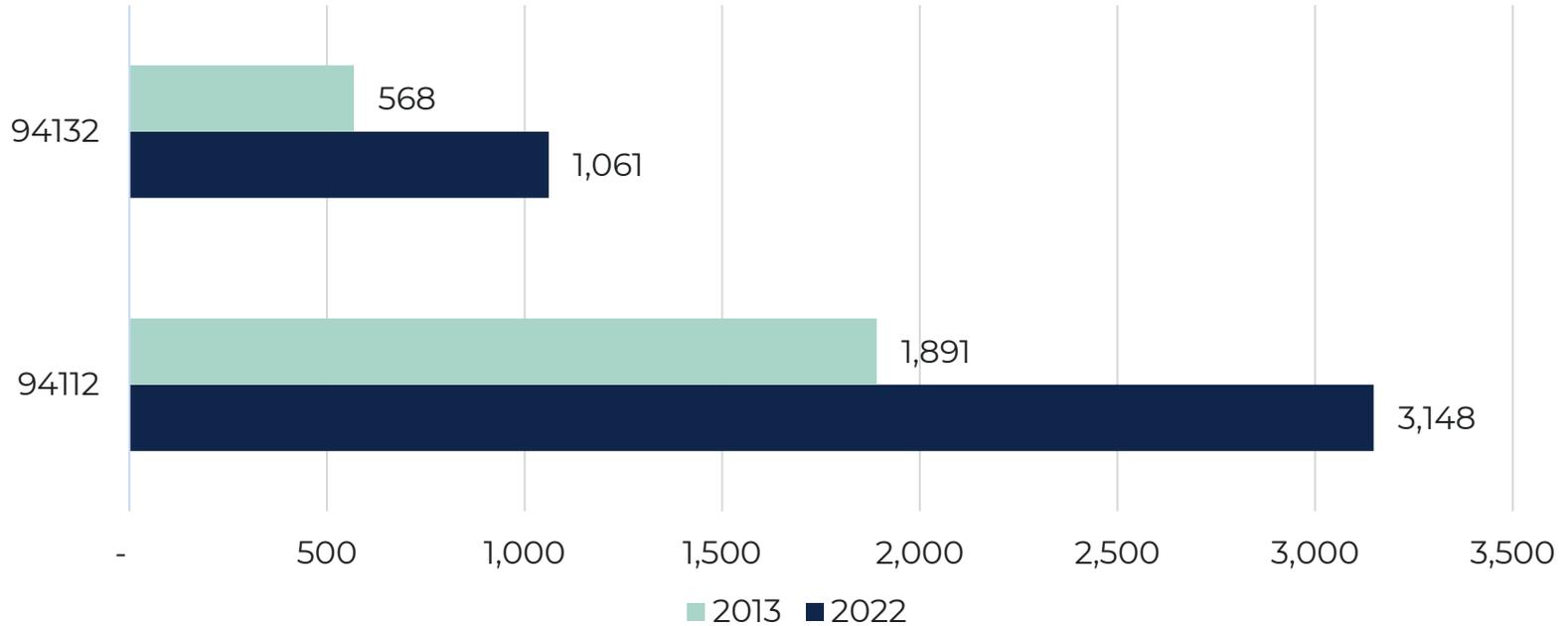
BFS: Client Enrollment in Public Benefits from 2013 to 2022 (Medi-Cal, CalFresh, CalWORKs, CAAP)



In-Home Supportive Services Client Enrollment from 2013 to 2022



Office of Community Partnerships Client Enrollment from 2013 to 2022





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Data Overview

Budget and Enrollment Data: FY 22-23

Program	FY 2022-23 Budget	Client Enrollment				Proportional Budget Estimate			
		Total	D11 Total	94112	94132	Total	D11 Total	94112	94132
Department of Benefits and Family Support									
Any ESSS Public Benefit	\$ 315,032,601	254,518	42,062	34,364	7,698	\$ 315,032,601	\$ 34,324,350	\$ 26,765,986	\$ 7,558,364
Medi-Cal	\$ 102,167,291	222,716	37,981	31,510	6,471	\$ 102,167,291	\$ 16,275,256	\$ 13,264,964	\$ 3,010,293
CalFresh		103,373	13,965	10,828	3,137				
CalWORKs	\$ 109,343,241	8,319	949	707	242	\$ 109,343,241	\$ 12,473,463	\$ 9,292,664	\$ 3,180,799
CAAP	\$ 103,522,069	5,830	314	237	77	\$ 103,522,069	\$ 5,575,631	\$ 4,208,359	\$ 1,367,273
Workforce Development/JobsNOW!*	\$ 69,685,636	1,294	144	107	37	\$ 69,685,636	\$ 7,754,816	\$ 5,762,259	\$ 1,992,557
Citywide Food Access Team^	\$ 36,868,006	24,668	3,823	3,367	456	\$ 36,868,006	\$ 4,594,744	\$ 3,638,490	\$ 456,254
Department of Disability and Aging Services									
In-Home Supportive Services	\$ 376,031,034	25,944	3,178	2,441	737	\$ 376,031,034	\$ 46,061,772	\$ 35,379,731	\$ 10,682,041
Office of Community Partnerships	\$ 117,500,301	33,745	4,209	3,148	1,061	\$ 117,500,301	\$ 14,655,764	\$ 10,961,356	\$ 3,694,409

*WDD enrollment data is from our JobsNOW! program for FY21-22

^Participation data for CFAT programs reflects various periods in FY21-22 and FY22-23

Budget and Enrollment Data: FY 13-14

Program	FY 2013-14 Budget	Client Enrollment				Proportional Budget Estimate				
		Total	D11 Total	94112	94132	Total	D11 Total	94112	94132	
Department of Benefits and Family Support										
Any ESSS Public Benefit	\$ 205,697,073	137,614	23,308	19,996	3,312	\$ 205,697,073	\$ 25,614,483	\$ 21,288,986	\$ 4,325,497	
Medi-Cal	\$ 63,078,806	117,015	20,903	18,068	2,835	\$ 63,078,806	\$ 10,661,217	\$ 9,156,349	\$ 1,504,868	
CalFresh		52,663	7,775	6,562	1,213					
CalWORKs	\$ 85,371,488	9,680	1,169	962	207	\$ 85,371,488	\$ 10,309,842	\$ 8,484,233	\$ 1,825,609	
CAAP	\$ 57,246,779	6,041	490	385	105	\$ 57,246,779	\$ 4,643,424	\$ 3,648,404	\$ 995,019	
Workforce Development*	\$ 36,544,167	1,252	-	-	-	-				
Citywide Food Access Team^	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Department of Disability and Aging Services										
In-Home Supportive Services	\$ 150,739,184	22,222	2,351	1,783	568	\$ 150,739,184	\$ 15,947,611	\$ 12,094,679	\$ 3,852,932	
Office of Community Partnerships	\$ 35,671,853	21,199	2,459	1,891	568	\$ 35,671,853	\$ 4,137,794	\$ 3,182,012	\$ 955,782	

*Historic data not available by zip code

^Program did not exist in 2013

