



SAN FRANCISCO  
HUMAN SERVICES AGENCY

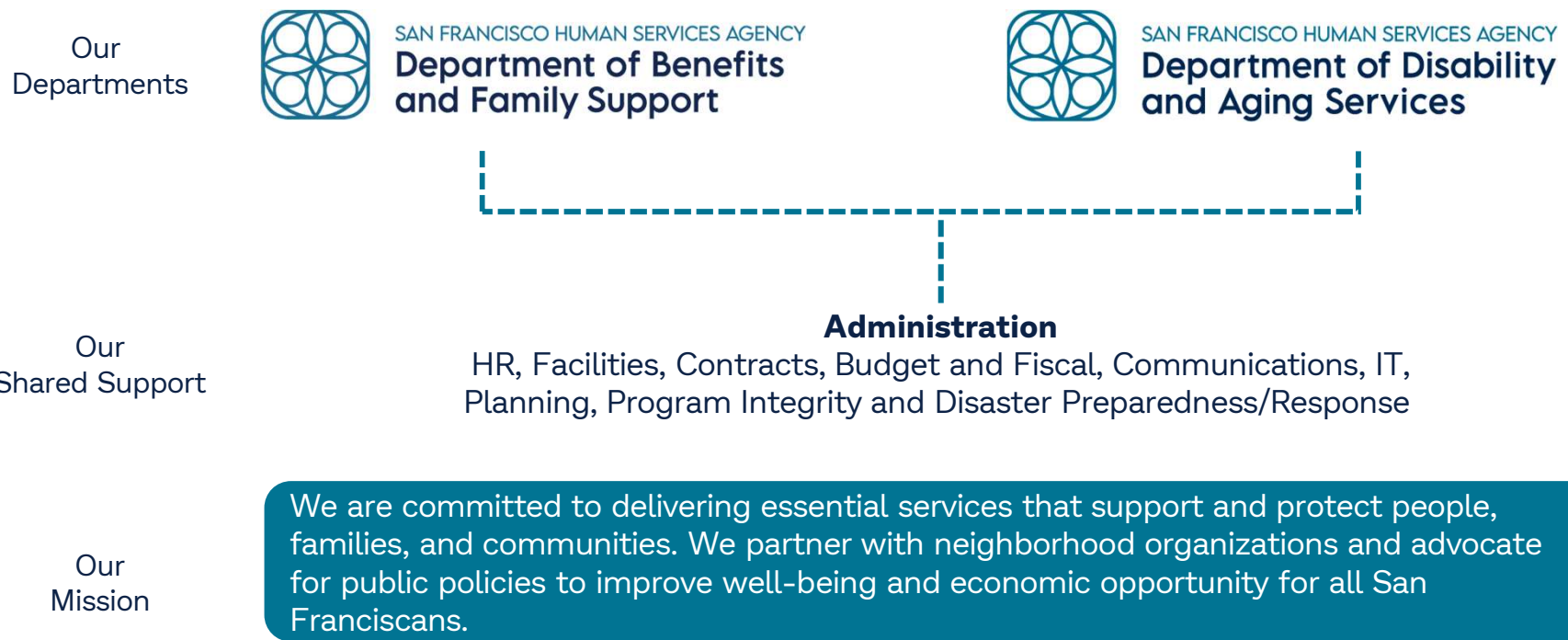
# Human Services Agency FY 2023-24 and FY 2024-25 Proposed Budget

June 15, 2023



# Human Services Agency Overview

HSA is comprised of two city departments, shared administrative support, and one mission:



# Efforts to Alleviate Poverty



**Income support** – cash grants through CalWORKs, CAAP, CAPI, and Refugee Services; Guaranteed Income Pilot; Working Families Credit



**Direct client care** – in-home support services for disabled adults & seniors



**Workforce development** – JobsNow! subsidized employment, Career Pathways, Vocational Immersion/ESL and Community Jobs employment programs



**Food Support** –grocery bags, meals, vouchers, and CalFresh food assistance benefits



**Housing Assistance** – rental assistance, housing navigation, case management, security deposits, utility payments, moving costs, interim shelter assistance, legal services, and credit repair



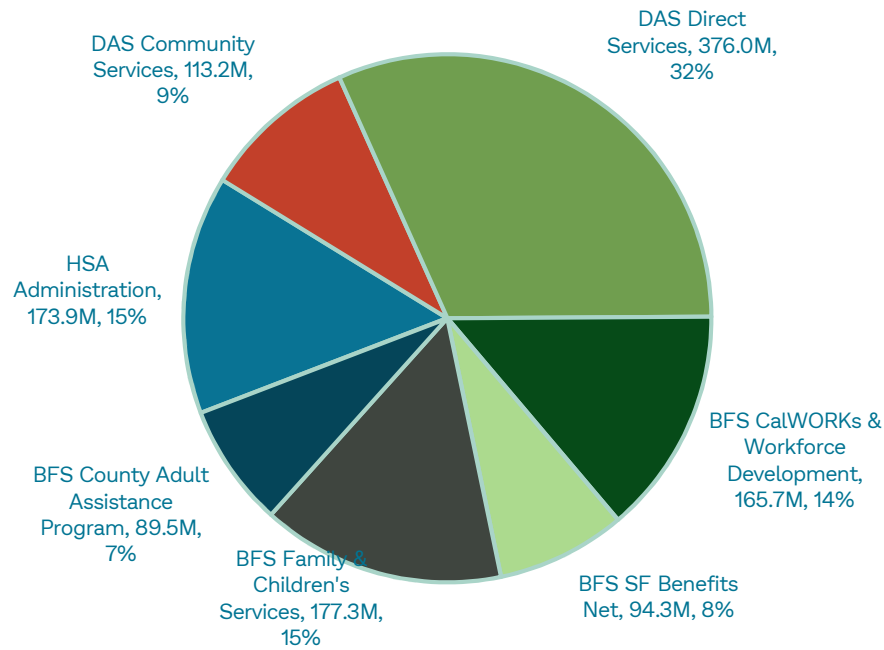
**Other ancillary services to facilitate economic security** – diaper bank, childcare, transportation, uniforms, driver's license fees, and health insurance (Medi-Cal)



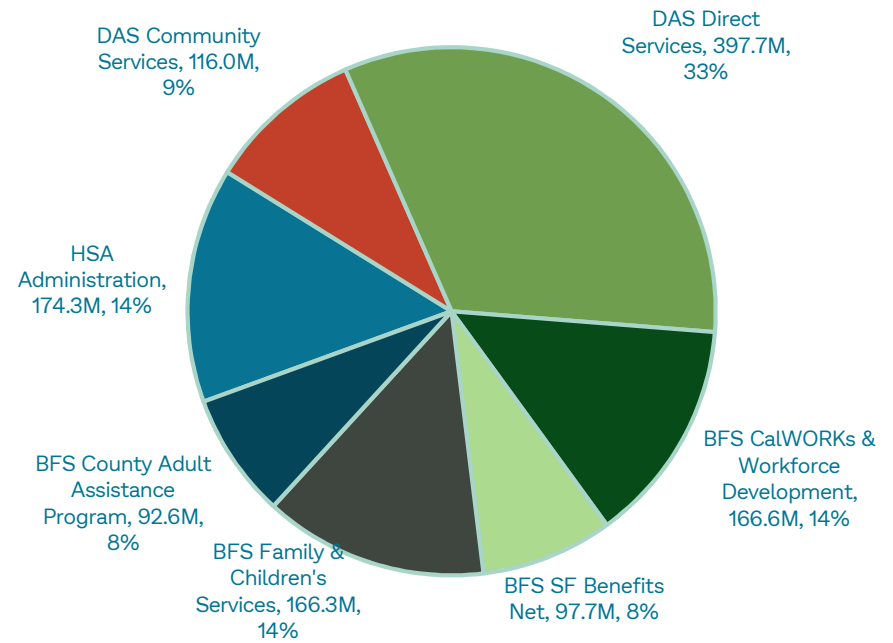
# HSA Proposed FY 2023-24 and FY 2024-25 Budget

By Division

**FY23-24 Proposed Budget  
\$1.19 Billion**

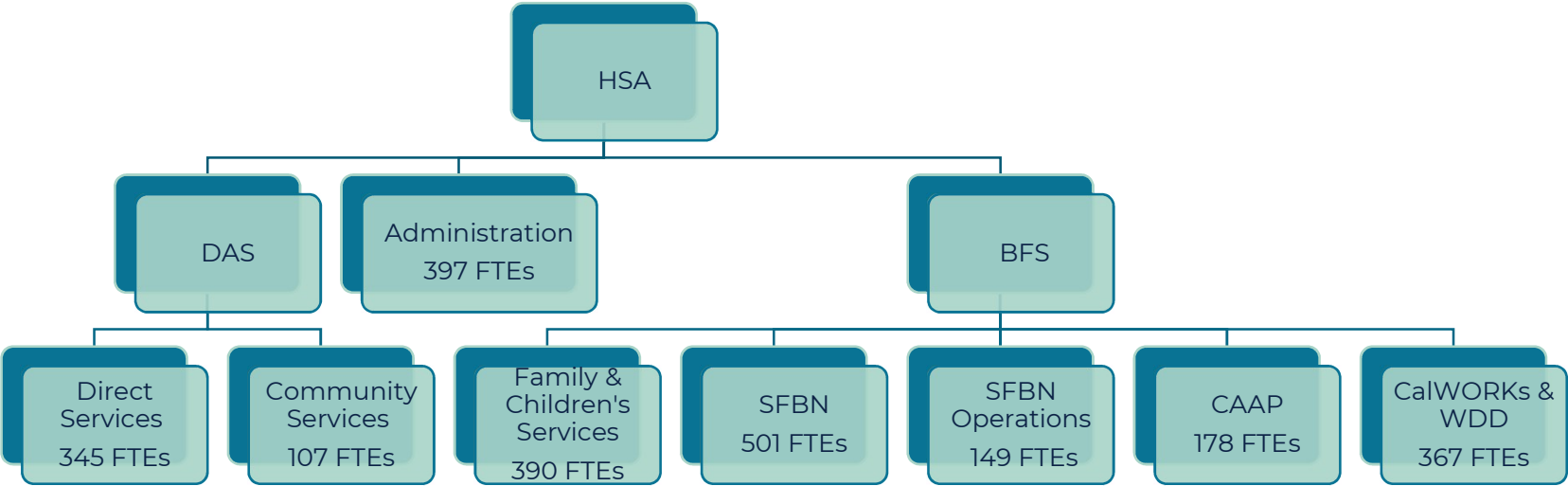


**FY24-25 Proposed Budget  
\$1.21 Billion**



# HSA FY 2023-24 Org Chart

Budgeted FTEs 2,434\*

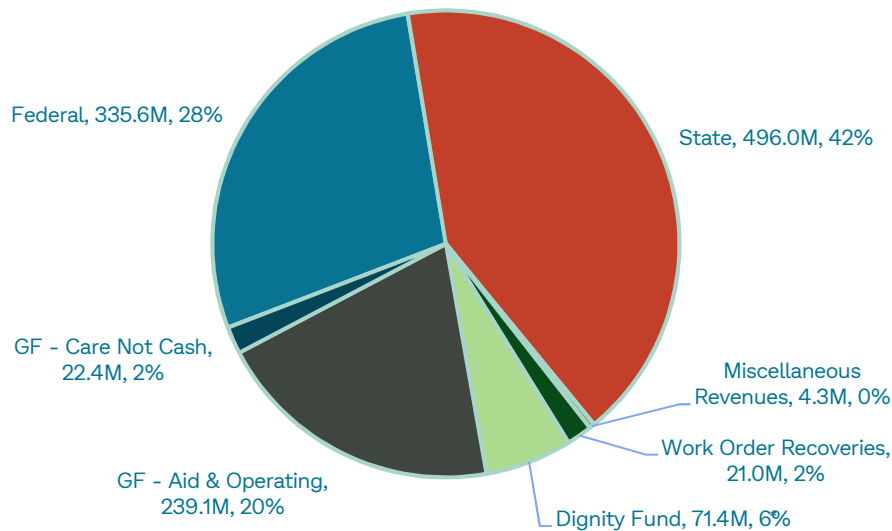


\*Similar FTE count in FY2024-25

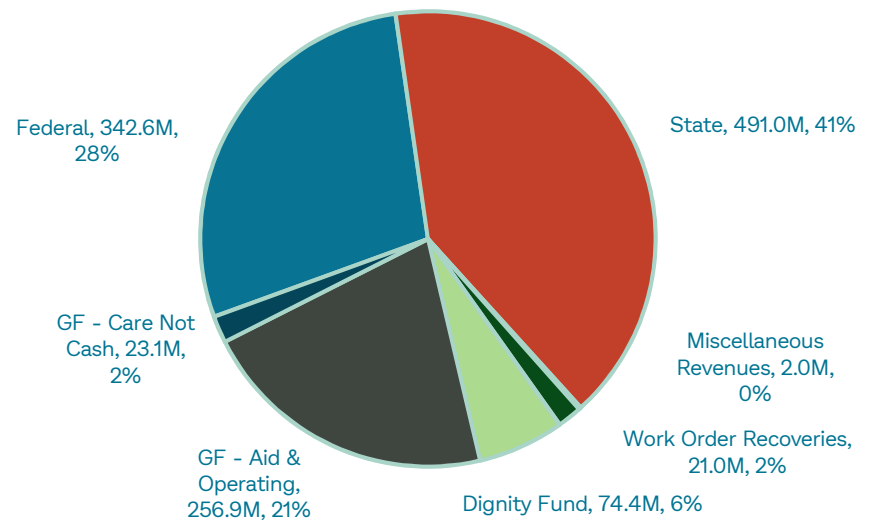
# HSA Proposed FY 2023-24 and FY 2024-25 Budget

By Fund Source

**FY23-24 Proposed Budget  
\$1.19 Billion**



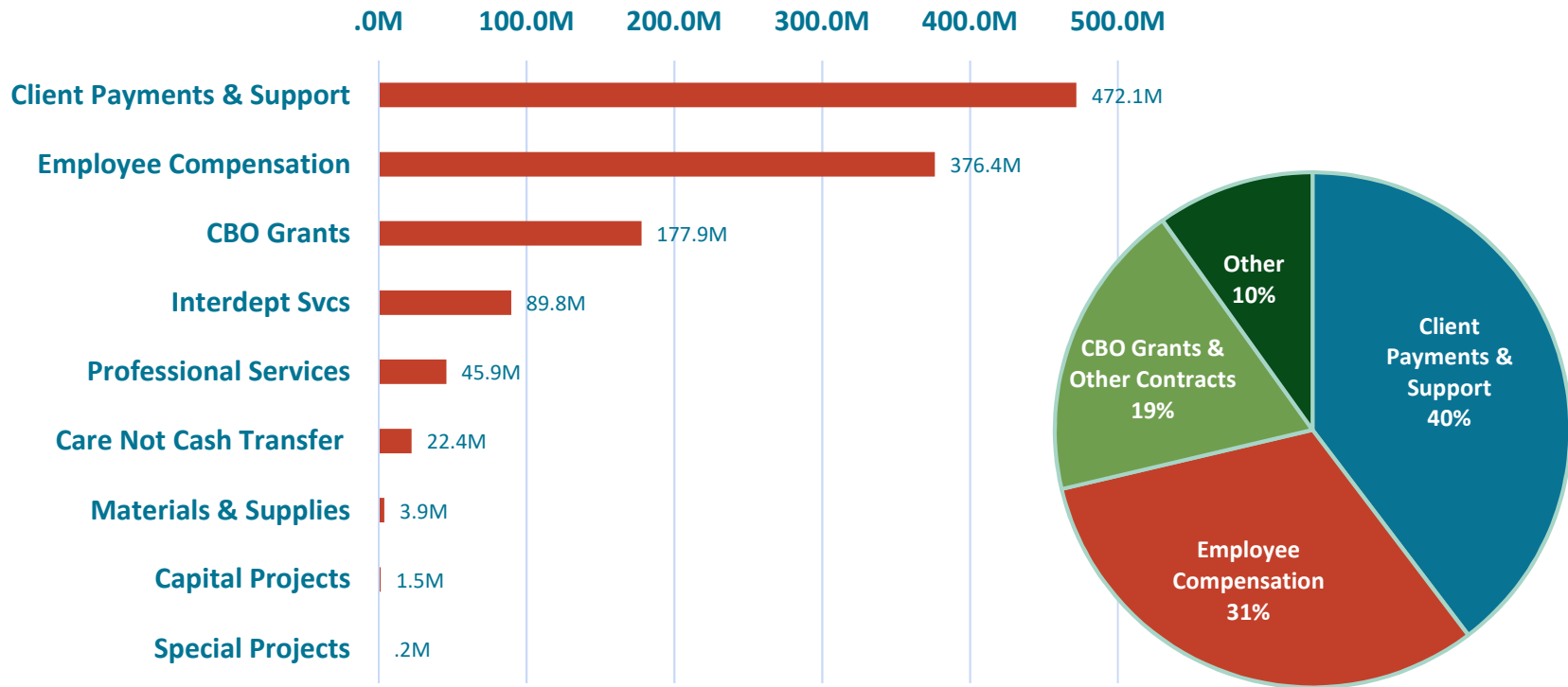
**FY24-25 Proposed Budget  
\$1.21 Billion**



\*Dignity Fund includes baseline & supplemental General Fund

# HSA FY 2023-24 Proposed Budget \$1.19B

By Type of Expenditure



# FY 2023-24 Budget Challenges

## Federal Issues

- Policy changes from Debt Ceiling agreement
  - In CalFresh, age range increased for those subject to the Able-Bodied Adults Without Dependents work requirement and new populations now exempted (former foster youth, veterans, homeless individuals)
  - Certain flexibilities provided to States have been eliminated or tightened

## State Issues

- Slowed growth in realignment revenue - funded by State sales taxes and Vehicle License Fees (VLF)
- End of enhanced one-time funding for social services housing programs
  - Home Safe, Bringing Families Home, Housing Support Program, Housing and Disability Advocacy Program
- Delayed income tax filing deadline makes State revenue uncertain



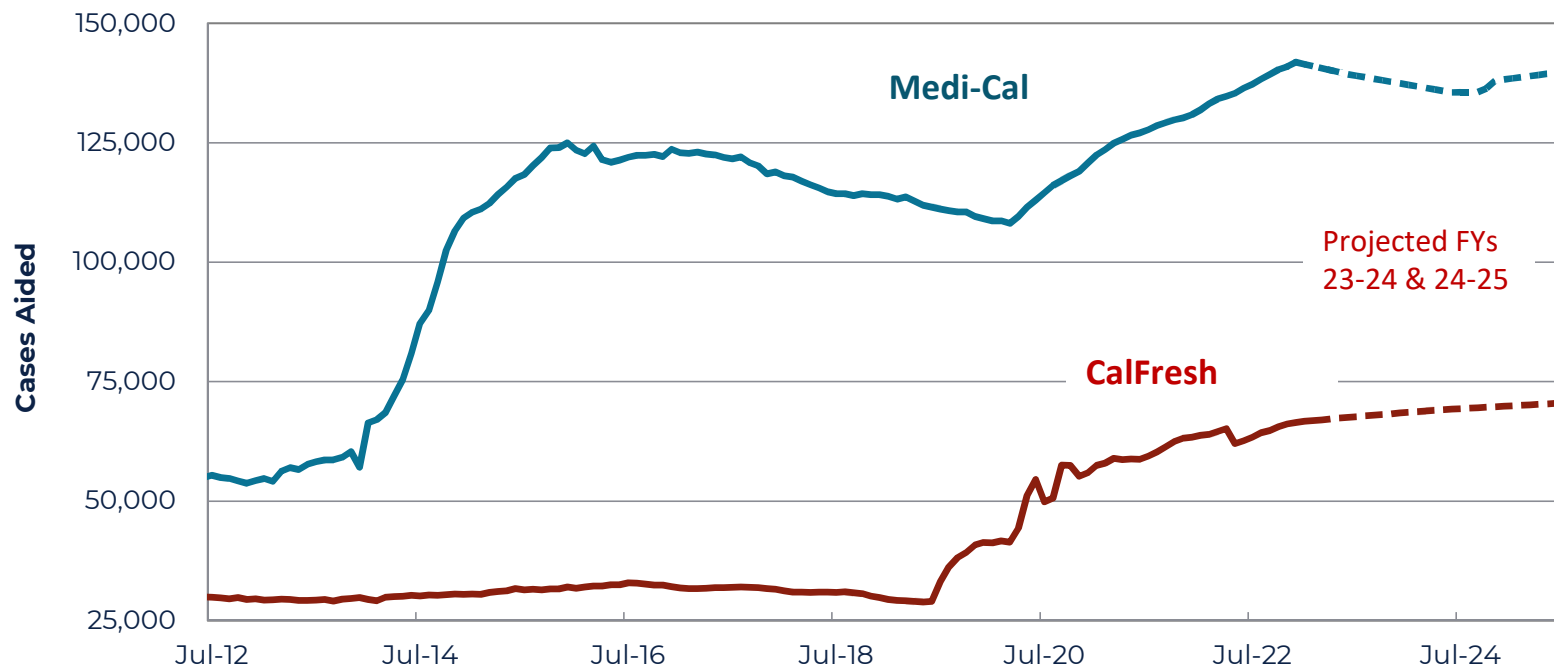


# FY 2023-24 Budget Challenges

## Local Issues

- Persistent inflation and high cost of living makes it increasingly difficult for clients, as well as community provider workforce, to thrive in San Francisco
- No Dignity Fund growth in FY 2023-24
  - Deficit trigger freezes annual \$3M growth
- Nationwide shortage of home care workers
  - Impacts capacity in both independent provider and contract mode IHSS services
- Shortage of local placement options for high needs youth in foster care

# Medi-Cal and CalFresh Caseload Trends



# FY 2023-24 Operational Challenges

## Unprecedented Vacancy levels

- Higher than expected levels of separation this fiscal year, as well as during FY 21-22
- Seeing degraded service including longer wait times, failing to meet service goals in SFBN, and failing to meet state performance standards in IHSS, FCS, and other programs.
- Call abandonment up 12% in CAAP, 3% in SFBN, compared with pre-pandemic
- Increased use of staff overtime

## Policy Changes

- Resumption of pre-pandemic work requirements for CalWORKs clients
- Resumption of eligibility redeterminations for Medi-Cal, HSA's largest individual caseload
- Changes to CalFresh work requirements

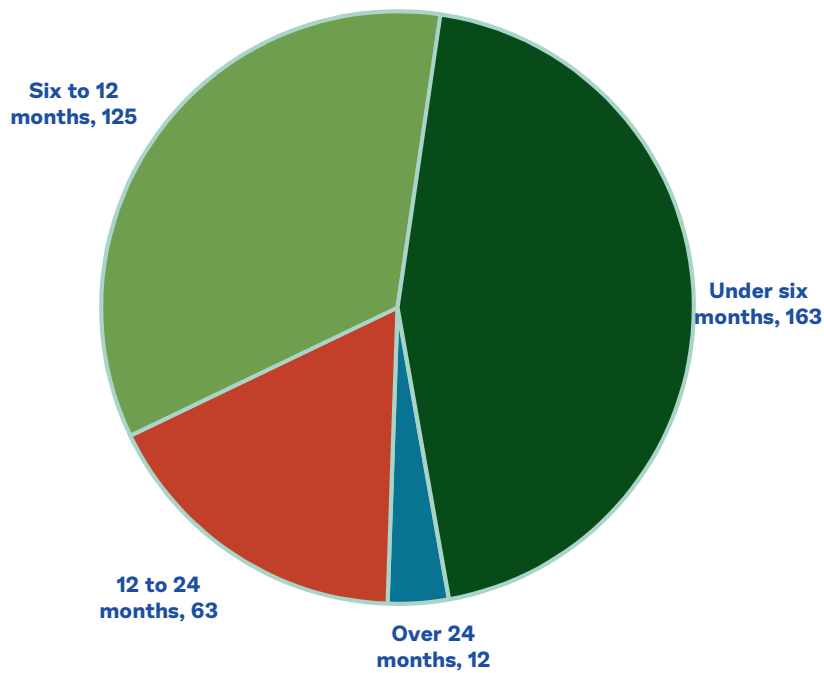
## Transitioning to CalSAWS (October 2023)

- All California counties to use one public assistance benefits client portal
- Will require intensive new user training for 1,290 HSA staff

**Relocation from 170 Otis** – multi-year planning effort, HSA is pursuing various steps to relocate its operations at 170 Otis due to seismic deficiencies



## Length of Current Vacancies



## Exits / Entrances by Year

Year	New Hires to HSA (excludes internal promotions)	Exits from HSA
FY18-19	214	213
FY19-20	146	174
FY20-21	129	140
FY21-22	290	355
FY22-23 (projected)	315	310

# Hiring Efforts

**Revamped Hiring and Training** - Hiring pace well above that of last four fiscal years

- Among these increased hiring efforts, HSA has:
  - Hired additional temporary human resources staff
  - Held career fairs specifically for eligibility workers and social worker classes
  - Hired larger cohorts of 2905 eligibility workers at one time
  - Returned to fully in-person induction training, which has improved rates of successful training completions
  - Leveraging citywide changes to recruitment processes

# HSA General Fund Reductions / Savings

- **GF savings totaling \$8.5 million in FY 2023-24 & \$9.7 million in FY 2024-25**
- **Primary Sources:**
  - Updated salary attrition assumptions in BY to reflect recent vacancy trends; budget largely restored in BY+1 as hiring expected to ramp up by FY25 (\$4.0M FY24 / \$1.0M FY25)
  - Increased state and federal revenue to support administration of core social services programs (IHSS, CalFresh, APS, Medi-Cal, Child Welfare) driven by increasing caseloads, program expansions, policy changes, and other updated revenue assumptions (\$4.0M FY24 / \$5.2M FY25)
  - Contract and administrative "efficiency" savings largely assumed in BY+1 to allow more time to execute changes in a manner that minimizes disruptions to clients, providers and HSA operations (\$0.4M FY24 / \$3.5M FY25)

# Citywide Food Access Team

Program	FY22-23 Budget (millions)	FY23-24 Budget	FY24-25 Budget
<b>Purchasing Power</b> – provides vouchers for redemption at local grocery stores; bolsters CalFresh benefit	\$3	\$2.25	\$2.25
<b>Supplemental Meals</b> – supports populations without access to kitchens/storage; includes Family Meal Pack	\$3	\$2.25	\$1.8
<b>Community Food Production</b> – urban agriculture for training and neighborhood food autonomy	\$1.25	\$0.94	\$0.75
<b>Neighborhood-Based Grocery Access</b> – run by neighborhood CBOs serving hard-to-reach populations with culturally-responsive & dignified service models	\$9.35	\$7.06	\$5.2
<b>Citywide Grocery Access</b> – larger-scale providers with capacity to serve multiple districts/neighborhoods	\$14.35	\$7.5	-
<b>Totals</b>	<b>\$30.95</b>	<b>\$20</b>	<b>\$10</b>

- Projected FY22-23 CFAT distribution: **1 million grocery bags, 250,000 meals and 248,000 grocery vouchers**
- FY 2023-24 budget makes 5 FTE – formerly temp staff – permanent to continue this vital work
- This unit’s programming also includes the Food Empowerment Market, funded at \$2.75 M in FY 2023-24 through one-time funding in the FY 2022-23 budget

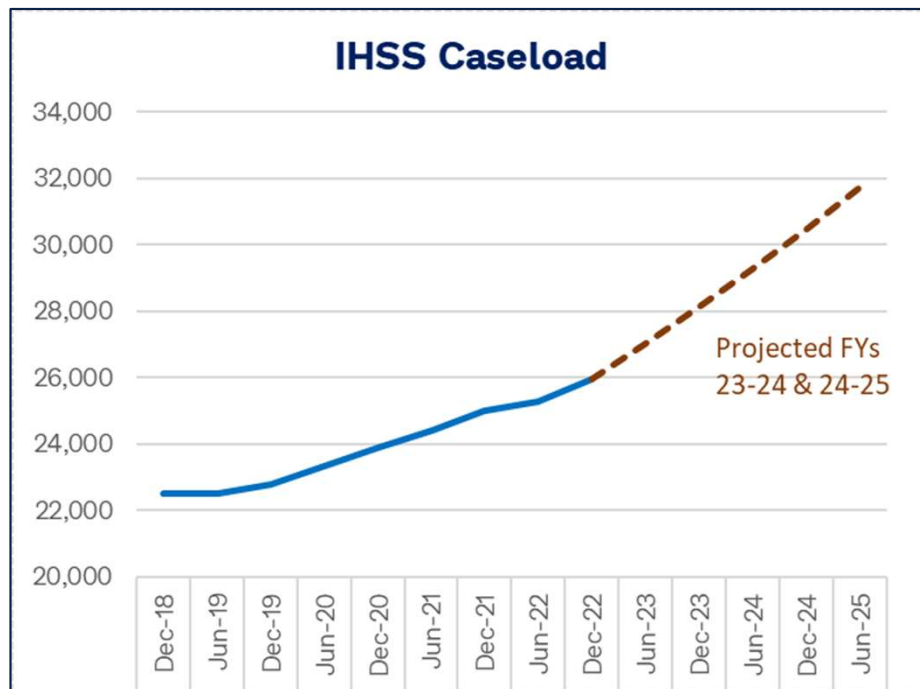
# DAS Overview

**The Department of Disability & Aging Services (DAS)** consists of two distinct divisions supporting older adults and adults with disabilities

- Direct Services
  - In-Home Supportive Services (IHSS)
  - Adult Protective Services (APS)
  - Public Administrator, Conservator, Guardian and Representative Payee
- Direct Services includes the agency's largest single program budget – IHSS – and primarily delivers services via City staff
- Community Services
  - Office of Community Partnerships (OCP)
  - Benefits & Resources Hub
  - County Veterans' Services Office (CVSO)
- Includes the OCP which administers over 235 contracts with Community-Based Organizations - many financed through the Dignity Fund – including:
  - Caregiver support, Case Management, Community Services, Housing support, Nutrition and Wellness, Access & Empowerment and Self-Care and Safety



# In-Home Supportive Services Caseload Trends



The State budget posits IHSS caseload growth of 4.1% in FY 2023-24

# DAS Updates

- Tentative agreement reached for new labor contract between IHSS Public Authority and IHSS Independent Providers (through SEIU Local 2015)
  - Provider wage increase of \$1.00 to \$20.25/hour effective Sept 1
  - Wages go to \$25.50 by Jan 2027
  - IHSS Maintenance of Effort (MOE) – mechanism by which City pays for local share of IHSS wages/benefits – increase relative to current year = \$12.2 M in FY 2023-24, \$13.1 M in FY 2024-25
- CARE Court – SF one of seven counties to launch in Oct 2023
  - Implementation expected to impact DAS offices: Representative Payee, Public Conservator and Public Guardian
- Disability Community Cultural Center (DCCC) - continued progress
- Freeze on Dignity Fund \$3 M growth funding in FY23-24 will curtail new programming / expansion in *Community Connection & Engagement* and *Case Management & Care Navigation* service areas





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**Thank you!**

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