SF Board of Supervisors Budget & Finance Committee

October 15, 2025

San Francisco Department of Early Childhood

File 250968
Children's Council
of San Fransico

File 250969
Wu Yee Children's Services

Contract Overview & Rationale

Purpose & Scope

Administer comprehensive early learning access, enrollment, and subsidy management services serving San Francisco families from birth through age 12 (emphasis birth to five).

Three Integrated Service Areas

- **ECE Information & Family-Child-Program Connection:** Reliable access to ECE information, vacancies, and "best fit" referrals
- **Enrollment & ECE Program Reimbursement:** Seamless enrollment into DEC-qualified programs with timely reimbursement
- **Public Child Care Subsidies Administration:** Efficient enrollment mechanisms, timely payments, and system supports

Performance Metrics & Accountability

Target Population

- **Tier 1 (Priority):** Low-income families ≤110% AMI, CalWORKs-eligible, CPS/Foster Care cases
- **Tier 2:** Middle-income families 111-150% AMI
- **Age Range:** Birth through age 12 (emphasis on birth-5)

Service Area 1: Access & Connection

- 7,400 families engaged with information and referral services
- 37,000 child care referrals provided
- 24-hour response time to all inquiries
- 5-day maximum service completion time

Performance Metrics & Accountability

Service Area 2: Enrollment & Reimbursement

- 3,250 ELFA voucher enrollments
- 2,250 CalWORKs Stage 1 enrollments
- 1,124 CalWORKs Stage 2 enrollments

Service Area 3: Systems & Subsidies

- 75% payment rate in Month 1 (ramping to higher percentages)
- 100% vacancy tracking by Q4 (daily updates)
- 12 alignment meetings/year with agency leadership
- Monthly comprehensive reporting (enrollment, payments, projections)

Performance Metrics & Accountability

Quality Standards

- Maximum 2 points of contact per family/provider
- Real-time vacancy tracking validated by DEC
- Trauma-informed training 2x/year for targeted programs

Accountability Framework

- Quarterly performance reviews with DEC leadership
- Real-time data dashboards for enrollment and payment tracking
- Annual fiscal and compliance monitoring
- Corrective action plans within 30 days for underperformance

Key Performance Indicators

- Over 20,000 children and their families are served annually with DEC's Early Learning for All programming and services.
- Every local dollar maximized leveraging federal/state match funding
- 545 Early Learning for All providers through a mixed delivery system of licensed Center-based and Family Child Care programs.

Appendix

FAMILY AND PROGRAM JOURNEY

Exploring, Learning., Connecting, Enrolling and Supporting

Families connect with programs and select the "best fit" for their child

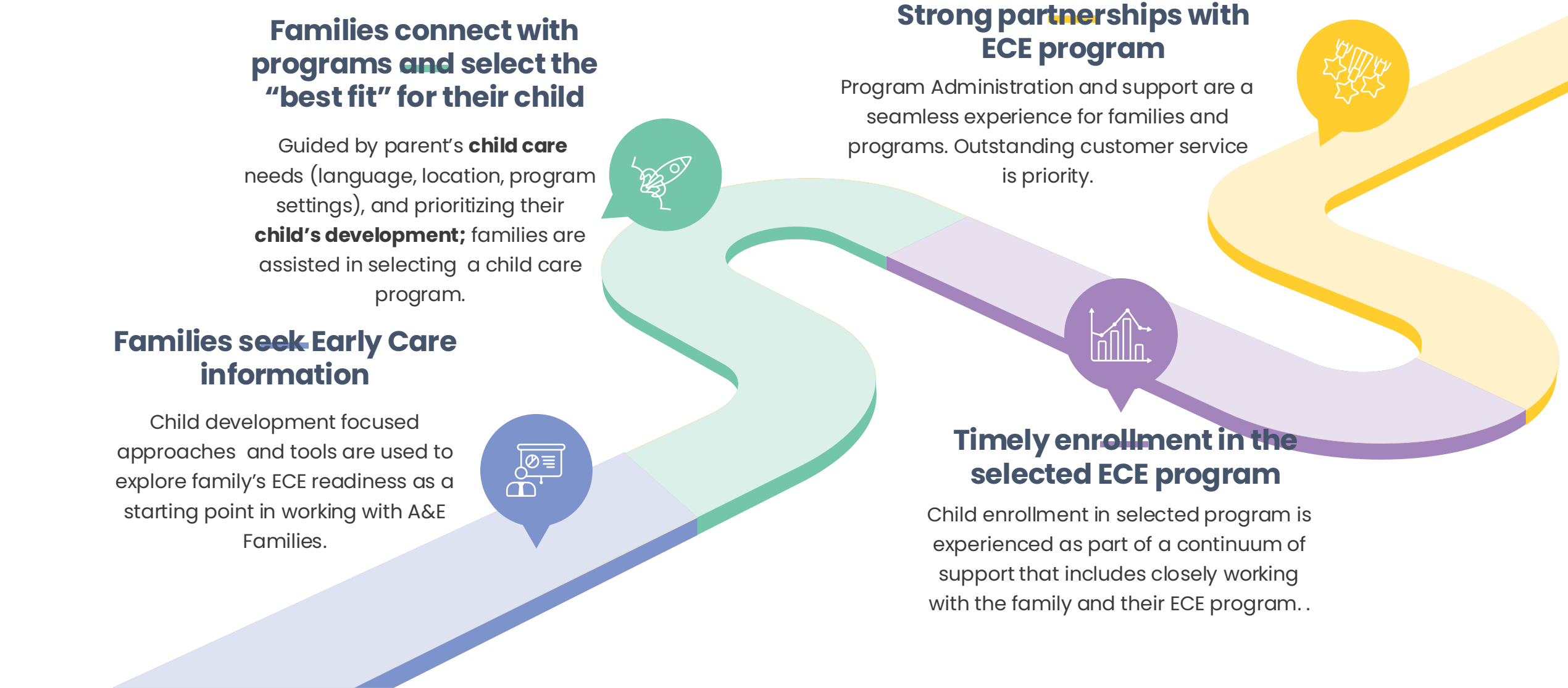
Guided by parent's **child care** needs (language, location, program settings), and prioritizing their **child's development;** families are assisted in selecting a child care program.

Families seek Early Care information

Child development focused approaches and tools are used to explore family's ECE readiness as a starting point in working with A&E Families.

Strong partnerships with ECE program

Program Administration and support are a seamless experience for families and programs. Outstanding customer service is priority.



Timely enrollment in the selected ECE program

Child enrollment in selected program is experienced as part of a continuum of support that includes closely working with the family and their ECE program. .