

SAN FRANCISCO HUMAN SERVICES COMMISSION

MINUTES

October 24, 2024 Regular Meeting

The regular meeting of the Human Services Commission was held on Thursday, October 24, 2024 at 9:30am in person in the Born auditorium at 170 Otis Street and remotely via Webex and telephone for disability accommodations.

MEMBERS PRESENT IN PERSON SCOTT KAHN, President
JAMES MCCRAY, JR., Vice President
SALLY COGHLAN MCDONALD

MEMBERS PRESENT REMOTELY VIA WEBEX DARSHAN SINGH

OTHERS PRESENT IN PERSON Dan Kaplan, Deputy Director – Finance & Administration
Elizabeth LaBarre, Commission Secretary
Anna Pineda, Deputy Director – Economic Support & Self-Sufficiency (ESSS)
Susie Smith, Deputy Director – Policy, Planning & Public Affairs
Joan Miller, Deputy Director – Family & Children’s Services (FCS)

CALL MEETING TO ORDER President Kahn called the meeting to order at 9:35am.

ROLL CALL Commission Secretary Elizabeth LaBarre took roll and noted the presence of Commissioners Kahn, McCray and Coghlan McDonald in person in the Born auditorium. Commissioner Singh was present remotely via Webex from his home and his wife, Olivia Singh, was sitting next to him to assist him with the Webex features.

AGENDA President Kahn’s call for public comment related to the meeting’s agenda yielded no responses.

On motion of Vice President McCray, seconded and unanimously carried, the Commission adopted the agenda as posted.

September 26, 2024 REGULAR MEETING MINUTES President Kahn’s call for public comment related to the September 26, 2024 regular meeting minutes yielded no responses.

On motion of Commissioner Coghlan McDonald, seconded and unanimously carried, the Commission approved the adoption of the September 26, 2024 Regular Meeting minutes.

EXECUTIVE DIRECTOR’S REPORT Deputy Director Dan Kaplan provided updates on Human Services Agency (“SFHSA” or the “Agency”) programs and federal, state and local policy and activities as they relate to the Agency in Executive Director Rhorer’s absence.

STATE

In September, Governor Newsom announced that Dr. Mark Ghaly, who had been the head of the California Health and Human Services Agency since 2019, would be departing. California Social Services Director, Kim Johnson,

would be replacing him. Earlier this month, the Governor announced that Jennifer Troia, California Department of Social Services (CDSS) Chief Program Deputy Director since January 2020, would be replacing Kim. Both appointees are good, stable placements from the point of view of social services programs.

At this time of year, state agencies are finishing their budget submissions due to the Department of Finance in November and then the Governor's budget is released around January 10.

AGENCY

FINANCE

As is the case every year, the state determines its allocations to the various counties almost half-way through the fiscal year. San Francisco is receiving almost \$4 million for CalFresh, which is a larger allocation than the budget team anticipated. The Medi-Cal and CalWORKs allocations are each \$1 million more than anticipated. This is a bit of good news after a fraught fiscal year with large cuts initially proposed. In the end, most of the proposed cuts were not realized. The budget team is still waiting for baselines for realignment revenues, which are significant funding sources for both ESSS and FCS, and for a number of programs in DAS. The Agency received a \$6 million one-time "redistribution allocation" of CalWORKs Housing Support Program (HSP) funds thanks to other counties underspending their HSP allocations. The additional dollars need to be spent this fiscal year. While not enough for ongoing service expansions, SFHSA can use the funding to cover short-term expenses.

Looking to the next fiscal year, internal budget planning for the upcoming biennium, FY26 and FY27, kicks off shortly. The Mayor's Budget Office (MBO) has yet to distribute official budget instructions; they are expected in November. Previously, the MBO reported that the City's budget for the current and following fiscal year is more or less balanced. However, after FY26, the City's budget will have a significant deficit. The MBO asked departments to identify cost savings sooner rather than later by restricting ongoing personnel expenses. Deputy Director Kaplan explained this will be challenging for the Agency and provided some hiring data: last fiscal year, HR made 627 appointments, up 17% from FY 22-23. There were 496 separations, down 11% from FY 22-23. The vacancy rate at the start of the fiscal year was 14.5%; by the end of the fiscal year, the vacancy rate was at 9.1%. This adds up to a net headcount gain of 130 full-time employees (FTE). Operationally, this is great because the Agency is working toward filling essential positions. Fiscally, it is complicated by the fact that not all positions are fully funded, which is a common practice in City budgeting. Dan and his team are working on fully utilizing the personnel budget to support operations.

ESSS

SFBN

The CalSAWS program is making automated calls to households that have not yet submitted their renewal applications in an effort to reduce churn.

The Centers for Medicare and Medicaid Services (CMS) issued guidance requiring all unwinding-related Medi-Cal renewals to be completed by January 31, 2025, with the California Department of Health Care Services (DHCS) monitoring county progress.

CAAP

CAAP continues to work on Prop F planning. Westside Services was awarded the new CAAP Treatment Pathways Program contract and is awaiting Civil Service Commission approval. Once approved, Westside will get situated through the end of the year at 1235 Mission Street to be ready to provide services in January.

FAMILY & CHILDREN'S SERVICES (FCS)

A proclamation declaring November as Adoption month is on today's agenda. In celebration of Adoption month, there will be an event in partnership with the Juvenile Dependency Court on November 15 at noon in the courthouse. Several adoptions will be finalized. Commissioner Kahn will be one of the guest speakers this year and all Commissioners are invited.

Family and Children's Services started a parent advisory council based on a recommendation from the BIPOC Committee on Child Welfare. 20 parents with lived experience navigating the child welfare system will meet monthly to review child welfare practices and provide a parent's perspective on what processes could be improved and what concerns the community has about our practices. Members from the council will sit in FCS workgroups, project meetings, and System Improvement Plan (SIP). The council will begin at the 3rd Street office, then expand across the Agency over the next year.

ADMIN

FACILITIES

Deputy Director Kaplan provided an overview of the Agency's moving plan. This is a once-in-a-generation move with about 60% of staff ultimately moving. It's a big deal. The Facilities team is currently working on two large relocation projects: over the next few years, we will vacate this building (170 Otis St.) and 1235 Mission St. (home to CAAP, some SFBN eligibility, and health services). The Agency would like a Civic Center presence for ESSS services and benefits and is partnering with the Real Estate Department (RED) to lease space at 1455 Market. Dan hopes to be presenting a proposed lease to the Board of Supervisors during the first quarter of 2025. Some Administrative staff would move to 1455 Market from 170 Otis. Most FCS staff at 170 Otis will move across the street to 1650 Mission Street. Additionally, the Agency is working with RED to negotiate the purchase of a Bayview site to house the remaining staff from 170 Otis Street and to set up and provide a new Service Center comprising ESSS, DAS and FCS offerings for Southeast clients. The Agency used to lease 1800 Oakdale in the Bayview but that fell through due to and during the pandemic.

Office of Contract Management (OCM)

This is a busy season for the Agency's Office of Contract Management (OCM). Over the next five months, OCM is planning to release 20 procurements for grants and contracts through the end of the fiscal year: 7 programs will support housing and employment-related services managed by the Workforce Development team, 5 will support FCS programming, 5 will support Food Access Team food programs, and 3 will support agency-wide support services managed by the Administration Division (Employee Coaching, DEIBA Assessments, Contract Management and Reporting).

LOCAL

On Tuesday, the Board of Education appointed Dr. Maria Su as the new Superintendent of SFUSD after Matt Wayne was removed. Dr. Su has served as Executive Director of the Department of Children, Youth and Their Families (DCYF) for the last 15 years. Her leadership team will focus on three priorities: (1) Maintain local control by implementing a budget stabilization plan, which includes a plan to staff schools and deliver educational services and programs critical to student success. (2) Restore trust and public confidence in SF public schools through accurate, timely, and accessible communications, robust community and school outreach, and cultivating strategic partnerships. (3) Restore, remediate, and develop healthy operations systems with improved oversight and accountability.

The Board of Ed put an immediate stop to any school closures this academic year. Dr. Su has the support of the Mayor, the State Superintendent Tony Thurmond, state and local elected, labor and parent groups. There's a new sense of hope.

The City's School Stabilization Team, which includes SFHSA's Susie Smith as a member, has been working in collaboration with SFUSD District staff to improve multiple major structural issues so that the district can restore its operational health and maintain local control. SFHSA is involved because the families we serve are obviously impacted by SFUSD's challenges.

As Deputy Director Kaplan completed his report, President Kahn asked his colleagues if they had any questions. Vice President McCray did indeed. He asked how many of SFHSA staff will be impacted by these moves and what does that look like in terms of Deputy Director Kaplan's earlier discussions about programming and staffing and vacancies? Deputy Director Kaplan responded that about 60% of the people in the Agency will move. He noted that there are about 620 people in the 170 Otis building, and about 425 people in the 1235 Mission building; there will be other staff moving from 1440 Harrison to the 1455 Market St. building and to the Bayview location. There will be some disruption but the Facilities team move plan is intentionally incremental to minimize disruption.

President Kahn asked where the Human Services Commission meetings will be held once the Agency moves out of 170 Otis St. to which Deputy Director Kaplan replied that we could perhaps make use of a hearing room at City Hall. The plan has not been finalized.

President Kahn’s call for public comment related to the Executive Director’s Report yielded no responses.

EMPLOYEE OF THE MONTH

President Kahn presented Jonathan Mei, Eligibility Worker, SFBN, with the October 2024 Employee of the Month award, an engraved desk clock, which he graciously accepted with thanks to all. Mr. Mei gave a special thanks to his supervisor of eight years and to his colleagues as, “...it’s not just about me, [the award] reflects the hard work, dedication and support of many people around me.”

CONSENT CALENDAR

President Kahn’s call for public comment related to the consent calendar yielded no responses.

On motion of Commissioner Coghlan McDonald, seconded and unanimously carried, the Commission approved the consent calendar, comprising actions taken by the Executive Director since the September 26, 2024 Regular Meeting in accordance with Commission authorization of October 24, 2024:

1. Submission of request to encumber funds in the total amount of \$21,766,296 for purchase of services or supplies and contingency amounts.
2. Submission of 5 temporary positions for possible use in order to fill positions on a temporary basis made during the period 9/20/24 to 10/18/24.
3. Submission of 17 temporary appointments for possible use in order to fill positions on a temporary basis made during the period 9/20/24 to 10/18/24.

COMMISSION BUSINESS – ACTION ITEMS

PROCLAMATION:
NOVEMBER IS
ADOPTION MONTH

Angela Ramos Reyes, Program Director, presented the proclamation declaring November as Adoption Month.

WHEREAS, children are key to the state’s future success, prosperity and quality of life; and
WHEREAS, all children and youth deserve a safe, loving family, yet in San Francisco, as of October 20, 2024, there are 610 children, youth and young adults (Non-Minor Dependents) in foster care; and
WHEREAS, adoption creates supportive, loving families for children, youth and young adults; and
WHEREAS, in San Francisco, we finalized 45 adoptions in 2023 and 43 adoptions through October 21 of this year; and
WHEREAS, the stability and permanency for foster children, youth and young adults is of the utmost importance; and
WHEREAS, permanency is defined as both a process and a result that includes the active involvement of the child or youth, and
WHEREAS, there are no restrictions on who can adopt based on race, ethnicity, religion, sexual orientation or expression, gender identity or marital status; and
WHEREAS, during National Adoption Month, we celebrate all those who have invited a child, youth and young adult in need into their hearts and into

their homes, and express our profound appreciation for all who help make adoptions possible.

WHEREAS, there are dedicated community-based organizations within San Francisco that partner with the Human Services Agency to find families for children, youth and young adults in foster care who are waiting to be adopted; now, therefore, be it

RESOLVED, that the San Francisco Human Services Commission proclaims November 2024 as NATIONAL ADOPTION MONTH and urges all community members to support and engage in activities that strengthen families and communities to provide the optimal environment for children to learn, grow and thrive so that all children and youth have the benefit of happy, health, and safe homes.

President Kahn's call for public comment yielded no responses.

On motion of Vice President McCray, seconded and unanimously carried, the Commission approved the request to proclaim November as Adoption Month.

CIVICMAKERS

Kyle Lei, Program Specialist, presented the request to modify the existing contract agreement with CIVICMAKERS.

Vice President McCray wanted to confirm that the Agency has just one mobile unit right now, to which Mr. Lei answered in the affirmative. Additionally, VP McCray was curious as to approximately how much time the mobile unit spends on the road in, say, a given week. Mr. Lei responded that the mobile unit is not running yet. The project is still in the planning phase. The team is in the process of determining how much time the mobile unit should be on the road.

President Kahn's call for public comment yielded no responses.

On motion of Commissioner Coghlan McDonald, seconded and unanimously carried, the Commission approved the request to modify the existing contract agreement with CIVICMAKERS for the provision of a Mobile Benefits Office; for the period of July 1, 2025 through December 31, 2025; in the additional amount of \$54,000, plus a 10% contingency, for a total revised contract amount not to exceed \$141,900.

MISSION ECONOMIC DEVELOPMENT AGENCY (MEDA)

Ken Ho, Program Specialist, presented the request to enter into a new grant agreement with MISSION ECONOMIC DEVELOPMENT AGENCY (MEDA).

President Kahn's call for public comment yielded no responses.

On motion of Commissioner Coghlan McDonald, seconded and unanimously carried, the Commission approved the request for a new grant agreement with MISSION ECONOMIC DEVELOPMENT AGENCY (MEDA) for the provision of Technology Supported Tax Preparation Assistance Services; for the period of November 1, 2024 through June 30, 2028; in the amount of \$833,712, plus a 10% contingency, for a total grant amount not to exceed \$917,083.

GENERAL PUBLIC
COMMENT

President Kahn’s call for public comment yielded 1 response:

Chris Ward Kline representing Paven, “Good morning, Human Services Agency Commission. For the record, my name is Chris Ward Kline. I'm passing out [a packet]. The City and County is allowing users to use One System illegally and the City and County is evicting people that don't vote correctly or publicly stated issues with corruption and or possible bribery. Department of Technology page one states One System is a partnership between several City/County agencies to include HSH, HSA, and others. Page two shows Swords to Plowshares as an agency dealing with HSH grant money as a user of One System, along with over 65 nonprofit agencies within the City and County of San Francisco. Page three Eviction Defense Collaborative Inc. shows as getting HSA Disability and Aging Services grant money but not representing clients facing eviction, even though the City County law requires right to counsel. That's a conflict of interest. Former Disability and Aging employee now working at Swords to Plowshares—another conflict of interest as HSA and others in City and County of San Francisco have maintained digital surveillance on this former employee to illegally influence Swords to Plowshares business. The most important part here is that One System is an AI algorithm price setting software system that has been outlawed by the City and County of San Francisco. The City and County has now and will continue to see drastic increases of evictions to include veteran evictions that are illegal by the City and County. I will be presenting this the first week of November to the DAS Commission. And, as we speak, this letter that was presented to the senior officials within the City and County of San Francisco [dated] December of 2022 is the most important document right now being discussed with Speaker Emerita Nancy Pelosi. It deals with One System and how it was being illegally... and we shared it in 2022 but, all of a sudden, it's the most important document being discussed. I respectfully asked for this commission, the director of HSA, and HSA to immediately launch an investigation into One System and its illegal usage, and if we have to, we are prepared to take this to a grand jury. We do not want to do that. We want HSA and the City officials to deal with this internally before we have to turn it over to a grand jury. If we turn it over to a grand jury, we're talking about potential indictments of City employees and we do not want that. One System, basically, can whisper to people. It's a voice and phone technology... You could ask your spouse to buy you roses and magically you would get roses that night. It's very serious, high-level technology that has to be reined in and controlled, and HSA is a major part of that. Thank you.”

ADJOURNMENT

President Kahn adjourned the meeting at 10:27am.



Elizabeth LaBarre

Commission Secretary
Human Services Commission

Posted: 11/7/24