



SAN FRANCISCO
HUMAN SERVICES AGENCY

Fiscal Year 2022–2023 Annual Report



SFHSA
Department of Benefits
and Family Support



SFHSA
Department of Disability
and Aging Services



Our Vision

We envision a San Francisco where everyone has the opportunity and support to achieve their full potential through all stages of life.

Our Mission

We are committed to delivering essential services that support and protect people, families, and communities. We partner with neighborhood organizations and advocate for public policies to improve well-being and economic opportunity for all San Franciscans.

Values

We are guided by our values:

- Work with purpose
- Advancement of diversity and racial equity
- Dedication to discovering what works
- Strength in partnership
- Policies for good
- Act with integrity

Advancing Racial Equity

For SFHSA, advancing racial equity means ensuring that San Franciscans have both equitable access to and outcomes from of all our programs, policies, and practices – regardless of race, ethnicity, age, ability, gender identity, sexual orientation, or immigration status. As a social services agency whose mission is to promote the well-being and economic security of San Francisco’s diverse residents, SFHSA is uniquely poised to address issues of racial inequity and make a positive impact on individuals, families, and communities who call the City home. Our racial equity commitment also extends inward to create a culture of inclusion and belonging for our employees.

Message from the Executive Directors

Dear Partners and Stakeholders:

We are thrilled to share the **San Francisco Human Services Agency's (SFHSA) Fiscal Year 2022–2023 Annual Report**. This new report celebrates the incredible work of our employees and partners, who work tirelessly—every single day—to help San Franciscans not just meet basic needs but, ultimately, to thrive.

Building on our Five Year Strategic Plan released last year, this report showcases key metrics and program accomplishments from the past year that advance our strategic vision across our five main goals.



Together with our staff, partners, community, and clients, we strive to make San Francisco a city where everyone has the opportunity and support to achieve their full potential through all stages of life. We are inspired by so many of our clients who, despite the many facets of systemic and institutional racism, fight for—and achieve—a better life for themselves, their families, and their communities.

We look forward to continuing our work with you and building on our commitment to engage with authenticity and transparency. We cannot and must not do this work alone.

With gratitude,

Trent Rhorer, Executive Director

San Francisco Human Services Agency

Kelly Dearman, Executive Director

Department of Disability and Aging Services

About Us

The San Francisco Human Services Agency provides the foundation for two City Departments, each with a unique role in supporting San Franciscans.

Together, we build well-being in our communities by offering programs that make children and adults feel connected, valued, and supported. From financial assistance to nutrition, health care coverage, employment, and protective services, we serve over 250,000 people each year and offer help to all in need.



**SERVING 1 IN 4
SAN FRANCISCANS**



**ONE AGENCY,
2 DEPARTMENTS**



**2,500
EMPLOYEES**



**170+ COMMUNITY
SERVICES**



**HUNDREDS OF
COMMUNITY
PARTNERS**



**OVER \$1 BILLION
BUDGET**



About Us

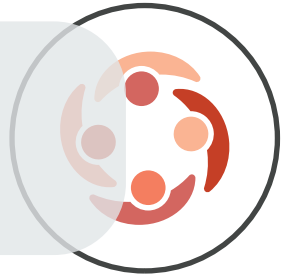
FIVE STRATEGIC GOALS

Over the next five years, we are focused on providing high-quality and impactful services to reduce inequities of income, health, and wellness. Our work will help shape San Francisco's recovery from the COVID-19 emergency for years to come—and ensure that our staff and partners feel supported and successful along the way.

1

Equity, Inclusion, and Accessibility

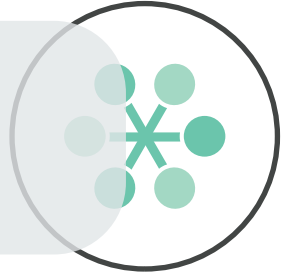
Everyone has equitable access and outcomes across race, ethnicity, age, ability, gender identity, sexual orientation, immigration status, and neighborhood in all of our programs, services, and systems.



2

Strong Workforce and Collaboration

Our staff and community partners feel supported, heard, valued, and connected to one another and our common mission.



3

Employment and Economic Security

Everyone has a stable source of income and an opportunity to increase their economic well-being.



4

Health and Well-being

Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.



5

Safety and Care

Everyone is safe and connected in all stages of life, free from abuse, neglect, and exploitation.



Our Budget

SFHSA's budget supports two large city departments, the Department of Benefits and Family Support and the Department of Disability and Aging Services, with shared administrative functions that include budget, fiscal, communications, contracts, disaster preparedness and response, facilities, human resources, information technology, planning, and program integrity.

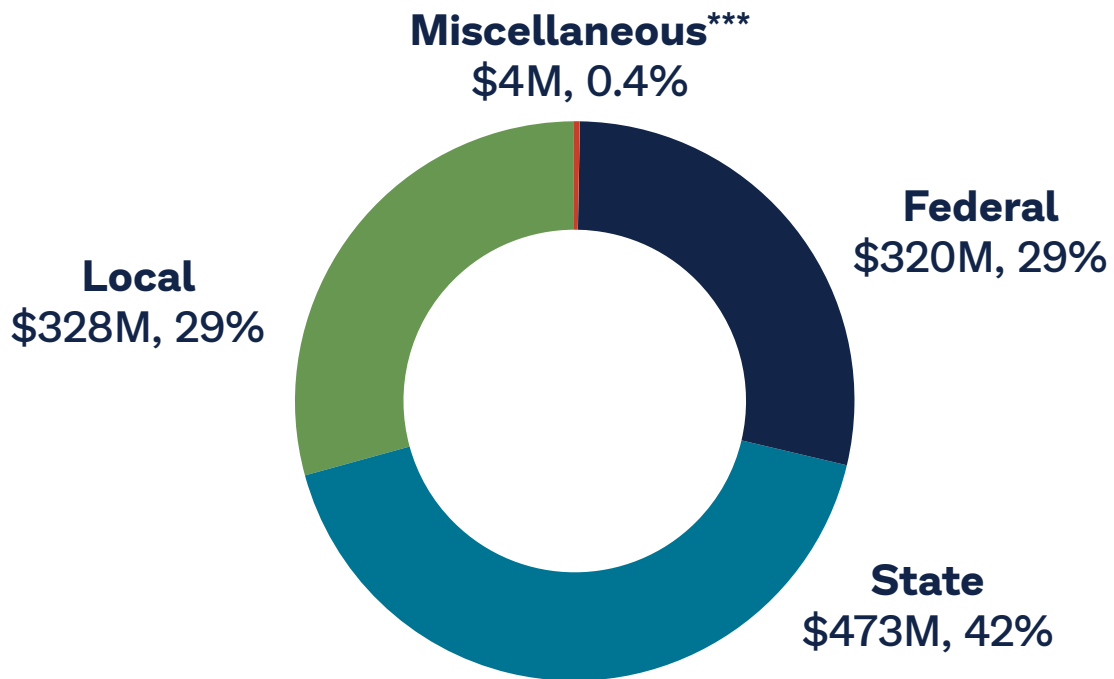
Total Agency Budget for Fiscal Year 22-23*	\$1.125B
Department of Benefits and Family Support	\$491M
Public Benefit Programs	\$333M
CalWORKs and Workforce Development	\$155M
County Adult Assistance Programs	\$90M
Medi-Cal and CalFresh**	\$89M
Family and Children's Services	\$158M
Department of Disability and Aging Services (DAS)	\$483M
Division of Direct Programs	\$356M
In-Home Supportive Services	\$326M
Adult Protective Services	\$17M
Legal & Guardianship Services	\$13M
Division of Community Services	\$128M
Office of Community Partnerships	\$102M
DAS Benefits and Resource Hub	\$26M
SFHSA Administration	\$150M

* Due to rounding, numbers may not exactly sum to totals.

** For certain programs like CalFresh and Medi-Cal, SFHSA's budget includes program administration functions, but does not account for the value of benefits delivered.

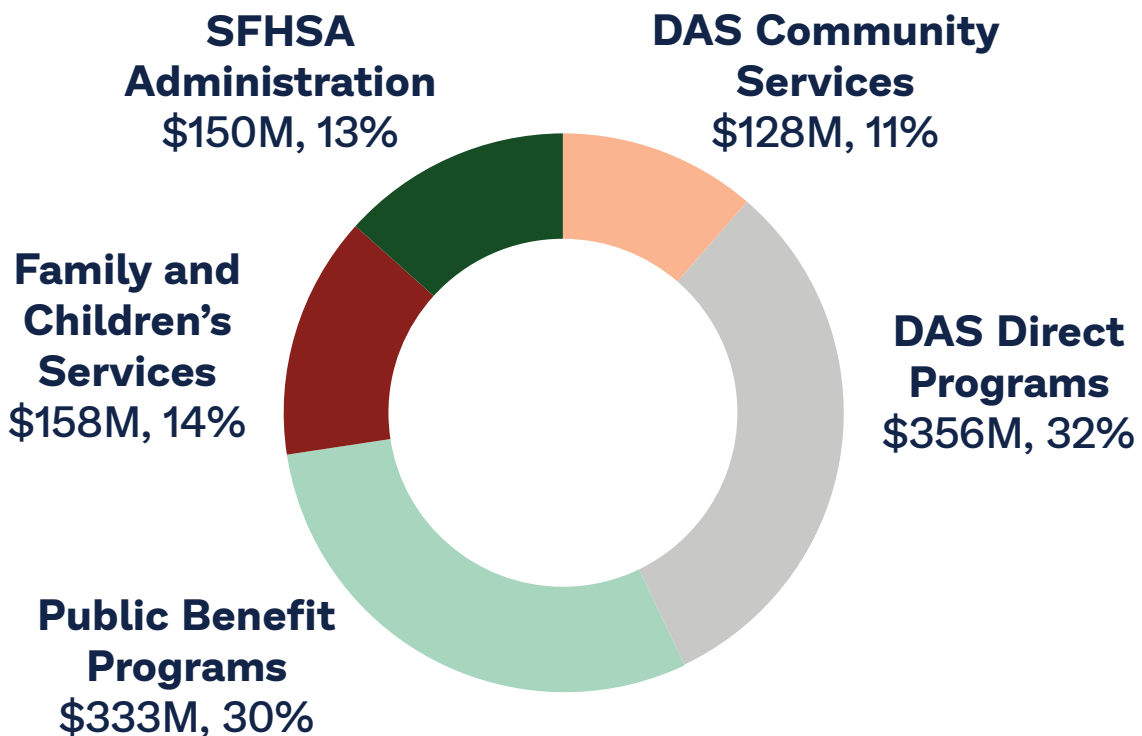
Our Budget

Fiscal Year 22-23 Budget by Sources \$1.125 Billion



***SFHSA receives a small portion of its revenues from non-government tax sources such as private grants and administrative fees.

Fiscal Year 22-23 Budget by Division \$1.125 Billion



Goal 1: Equity, Inclusion, and Accessibility



Everyone has equitable access and outcomes across race, ethnicity, age, ability, gender identity, sexual orientation, immigration status, and neighborhood in all of our programs, services, and systems.

43%

of our clients speak a primary language other than English

85%

of our clients are from Black, Indigenous, and People Of Color (BIPOC) communities (June 2023)¹

4,600

conversations with the DAS Benefits and Resource Hub about aging and disability resources

65,000

applications approved for public benefits that provide food, healthcare, financial support, employment help, and homecare

Data is from FY 2022-23 unless otherwise indicated.

1. Based on clients who have shared their race/ethnicity identity with us.

Every day, tens of thousands of people visit San Francisco's world-renowned museums and cultural institutions, but high fees make admission out of reach for many low-income San Franciscans. In partnership with the Treasurer's Office, we launched [San Francisco's Museums for All](#) in 2019 to ensure that everyone, regardless of income, has access to our city's cultural resources. Medi-Cal and CalFresh recipients can receive up to four free tickets to any participating museum or cultural institution anytime they visit. For many, San Francisco Museums for All provides not just opportunities to view art, but also spaces for learning, inspiration, and community. In 2022, our agency's clients redeemed more than **130,000 free museum visits** at 22 museums throughout the City.



“

In the words of one participant,

[San Francisco Museums for All] shows that my city has compassion and investment in all citizens, and values opportunities for the least fortunate...that sharing cultural experiences can change minds and change lives.

”

Goal 1:

Highlights from Last Year



Expanding data sharing for inclusion: With San Francisco Treasurer's Office and the Mayor's Office, we created an **Income Verification Database** to make it easier for people with low income to use **fee waivers and discount programs**. Using our public benefit enrollment data, this database instantly confirms eligibility for reduced parking and towing fines, discounted water bills, and more. For example, low-income San Franciscans can **save up to \$500 in towing fees** and enroll in an extended payment plan timeline for parking tickets. Last year, our City colleagues used this system **1,500 times each month** to give our clients easy access to these resources.

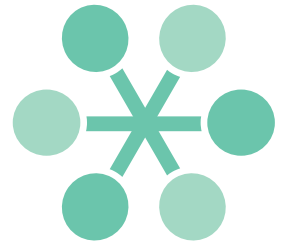


Making technology more accessible: Across more than 40 computer labs throughout the City, **the SF Connected program** provides **customized training and educational programs** for older adults and adults with disabilities. The program helps participants develop and maintain basic computer and internet skills, empowering them to overcome barriers to social connection, reduce isolation and loneliness, and access digital resources for healthy aging. To ensure we are reaching adults with disabilities, we brought in **LightHouse for the Blind and Visually Impaired** and **The Arc** as partners. Last year, we provided more than **15,000 hours** of multilingual technology training and support to **2,800 clients**.

Enhancing culturally responsive communications: This past year, we launched a program to increase **engagement and enrollment among immigrants in our services**. We partnered with community-based organizations that have recognition and trust with Hispanic/Latinx and Chinese immigrant communities to explore how different messaging strategies and outreach approaches can increase participation in public benefits by eligible immigrants. With thousands of immigrants on our caseloads, we apply these community-driven lessons throughout our Agency.



Goal 2: Strong Workforce and Collaboration



Our staff and community partners feel supported, heard, valued, and connected to one another and our common mission.

340

new employees hired
last year identify as BIPOC

88%

staff promoted
identify as BIPOC

\$175M

invested in community-directed services

106

community-based organizations funded

Data is from FY 2022-23 unless otherwise indicated.



To best serve the City's diverse residents, we work collaboratively with non-profit organizations with deep roots in the communities they serve. We are fortunate to partner with the **Booker T. Washington Community Service Center** to support innovative food and neighborhood-based services. Serving all generations, for decades, Booker T. Washington Community Service Center has been a pillar of support for BIPOC residents of the **Fillmore and Western Addition**.

“

The Booker T. Washington Community Service Center is grateful for our partnership with San Francisco's Human Services Agency to nourish our community. The funding we receive has helped us expand and sustain our Food Justice programs, which uplift our community and provide farm fresh, organic produce direct from Black-stewarded farms and culturally-appropriate hot meals by local Black chefs for more than 2,500 neighbors each month.

Good food with dignity, culture, and respect is a much-needed resource in our Fillmore and Western Addition community. Our Food Justice program provides fresh, healthy, and high quality options for our older adults, families, and youth.

— Shakirah Simley, Executive Director,
Booker T. Washington Community Service Center



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Goal 2:

Highlights from Last Year



Expanding the caregiver workforce: Facing a nationwide caregiver shortage, this past year we made it easier for people to become **In-Home Supportive Services caregivers** by offering a free and centralized **background check process**. Over **300 people participated** in free Livescan background check appointments during our four month pilot, saving each low-income jobseeker **\$47**. We will be making the program permanent in the year ahead.



Connecting with each other: SFHSA's **Employee Resource Groups (ERGs)** are formed by staff with common identities or interests. These groups support a **culture of belonging in the workplace** through regular meetings, social gatherings, and Agency-wide cultural celebrations. In the past year, our colleagues established three new ERGs, bringing our total to **nine groups**. This year, the ERGs hosted incredible celebrations for Lunar New Year, Dia de los Muertos, and Black History Month, among others.

Partnering for innovation: Working in partnership across sectors and regions, we secured state support to pilot innovative ways to fill gaps for current and former foster youth. We were competitively awarded **\$8.5 million** as part of the **Children's Crisis Continuum of Care Pilot Program**. Through this Pilot, we will offer an expanded range of intensive services that support the mental health of foster youth moving from residential therapeutic programs to home-based settings. In another state pilot, we were **one of seven agencies across California** to be awarded funding for a **guaranteed income program** that gives foster youth aging out of care **\$1,200 a month—without restrictions—for 18 months**.



Goal 3: Employment and Economic Security



Everyone has a stable source of income and an opportunity to increase economic well-being.

3,400 low-income families received monthly cash assistance, free child care, employment and supportive services through CalWORKs each month (June 2023)

2,800 veterans supported to apply for financial, educational, and other benefits from the U.S. Department of Veterans Affairs

1,400 jobseekers found employment with our help—spanning all of the populations we serve—single adults, parents, older adults, and people with disabilities

5,100 low-income single adults benefited from monthly cash assistance and help getting a job or disability benefits through the County Adult Assistance Programs (June 2023)

\$73M in cash assistance through CAAP and CalWORKs

Data is from FY 2022-23 unless otherwise indicated.

The Working Families Credit (WFC) is a local supplement that adds a \$250 boost to a state or federal Earned Income Tax Credit for low-income, working parents. Families with children claim the WFC by applying with SFHSA at tax time. We make it easy to apply online or by mail, and work with community groups and tax preparers to raise awareness and help with applications.

Last year, the program reached over **3,400 families**. We are working on awareness and utilization of this benefit. Prior to 2019, this was a once in a lifetime benefit, but now families can [receive the WFC every year](#).



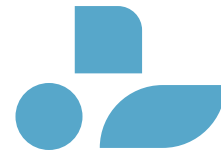
I'm a San Francisco resident and a mother of three boys. I heard about the SFHSA free tax prep program through a family member and also learned about it online. Overall, my experience working with the tax prep staff was excellent. The positive impact of receiving the working family tax credit—and the timing of receiving it—was particularly beneficial. It enabled me to acquire necessary back-to-school supplies and clothing for my two older children, who are in middle school and high school.

— Monika Mean, San Francisco Resident



Goal 3:

Highlights from Last Year



Connecting to federal income support: Case managers and clinicians in the **County Adult Assistance Programs (CAAP)** help clients with disabilities and older adults apply for federal Supplemental Security Income (SSI) benefits. A federally funded entitlement, SSI typically provides **over \$1,000 per month for a single person**—more than doubling our client’s income. At the same time, this program reduces costs to the City’s General Fund as clients transition from the locally-funded CAAP program to the federally-funded SSI program. This year, **92% of SSI applications that we supported were approved.**



Responding to community needs: In DAS, we fund community-based legal services for older adults and adults with disabilities, providing counsel, representation, and other assistance to **2,000 people each year.**

Income maintenance is consistently a top issue for our clients. This issue includes help accessing and navigating Social Security and other benefits. In response to community needs, this past year we funded additional Spanish and Chinese-speaking attorneys and a legal services office in the Sunset—expanding both our in-language capacity and our services in the western part of the City.

Reducing trade offs: The cost of diapers can be a significant financial burden for low-income families, forcing difficult choices between diapers and other necessities such as groceries and rent. In partnership with **Help a Mother Out**, our **San Francisco Diaper Bank** provides a **free monthly supply of diapers to families receiving Medi-Cal, CalWORKs or CalFresh.** Last year, we doubled our reach by expanding to serve families enrolled in Medi-Cal: we reached more than **4,000 kids**—most of whom are from BIPOC communities—and we distributed our **five millionth diaper.**

“Diapers are not cheap. Even when I grew up in the Philippines, having diapers was a privilege,” said **Darius Noriega, a SF Diaper Bank participant in 2022.** *“Now, we don’t have to worry about budgeting for diapers or worry about our child. It gives us peace of mind.”*



Goal 4: Health and Well-Being



Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.

148,000

households received free or low-cost health insurance through Medi-Cal (June 2023)

\$318M

million in flexible food funds distributed through CalFresh

26,600

people with disabilities received help at home through In-Home Supportive Services (June 2023)

72,300

households received CalFresh (June 2023)

4.4M meals provided to older adults, adults with disabilities, and families through community-based organizations and restaurant partnerships

Data is from FY 2022-23 unless otherwise indicated.

Our Collaborative Caregiver Support Team (CCST) initiative makes it easier for formerly homeless San Franciscans to get homecare, supporting their housing stability and health outcomes. Our specialized team of **In-Home Supportive Services** social workers coordinate with staff at permanent supportive housing sites to tailor services and support residents who often have complex physical and behavioral needs that can put their housing at risk. The model has improved access to homecare help, reduced use of inpatient and emergency care, and improved sense of well-being for participants and staff. Building on lessons learned during the pandemic, this initiative began as a pilot in 2021 with the Department of Homelessness and Supportive Housing. Over this last year, we expanded to bring this service to **63 sites** and reached more than **900 residents**.



We have had clients with units that were on the verge of being condemned, but due to the close coordination within CCST, and being able to access deep cleanings, the tenant has been saved from being evicted.

— Travis Hamilton, Episcopal Community Services



Goal 4:

Highlights from Last Year



Centering dignity and choice: We funded **248,000 grocery vouchers** through the [EatSF program](#), subsidizing the high cost of food for San Franciscans in need. **Redeemable at over 30 grocery stores across the City**, the vouchers allow flexibility and choice for participants. This program has been a particularly effective way for us to support Muslims who observe a halal diet, since it allows people to grocery shop for their own needs rather than receive set items at a grocery pantry.



Expanding food access: Through the state's [Market Match program](#), CalFresh clients get extra funds to purchase fresh, local food at farmers' markets. San Franciscans make tremendous use of this option: last year, San Franciscans spent **\$5.3 million in CalFresh benefits** across SF Farmers' Markets. The Civic Center's weekly Heart of the City market is especially popular: more CalFresh dollars are spent here than anywhere else in the nation.

Building connection and support: Findings from the community-driven San Francisco LGBTQ Aging Research Partnership brought to light the severity of depression, loneliness, isolation and stress experienced by LGBTQ+ older adults during Shelter In Place. In response, this past year, we launched the [LGBTQ+ Mental Health Connections pilot program](#) in partnership with [Curry Senior Center](#). The program provides short-term counseling and therapy services to LGBTQ+ people and HIV long-term survivors ages 50 and older, who self-report serious depression, anxiety, and trauma related to the COVID-19 pandemic crisis. It also offers technology support to break down the digital divide, reaching **110 clients** last year.



Staying connected to healthcare: With the recent resumption of Medi-Cal renewal requirements, we are working hard to prevent people from losing their health care coverage. We partnered closely with the [SF Department of Public Health](#), the [SF Health Plan](#), and [community organizations](#) to reach out and raise awareness. We are also texting every Medi-Cal client to ensure they know about the change and can stay connected to their healthcare benefits.

Goal 5: Safety and Care



Everyone is safe and connected in all stages of life, free from abuse, neglect, and exploitation.

330

adults under probate conservatorship due to cognitive impairment (June 2023)

780

adults under mental health conservatorship due to mental illness (June 2023)

8,300

reports of abuse and neglect of older and disabled adults assessed and investigated

220

foster youth reunified with their families or found another safe and stable home

650 children and youth in foster care (June 2023)

Data is from FY 2022-23 unless otherwise indicated.



Over the last year, we built the foundation for a major reorientation in our child welfare services to reduce the number of children who enter the system by supporting youth and families earlier.

The Families First Prevention Services Act (FFPSA) provides a new opportunity to leverage federal funds for prevention services, such as

evidence-based mental health programs and substance abuse prevention and treatment.

We engaged in deep collaboration with public and private partner agencies, local tribal representation, as well as youth and families with lived expertise, to develop a holistic prevention-oriented system, and will implement the plan together in the coming year.

“

We appreciate SFHSA collaborating and working with us and other community based organizations, who are on the front-line supporting and building a sustainable way to help San Francisco families. Working together to allocate resources and identify challenges before problems arise and before children fall into the child welfare system, the resources spent on prevention services are way more effective than resources spent on treating problems. Prevention services support children and their families to heal from trauma and continue to grow in a healthy environment, and fosters a thriving society.

”

— Fanny Lam, Executive Director, APA Family Support Services

Goal 5: Highlights from Last Year



Expanding resources and assistance: Under state guidance, we lowered the age threshold for seniors in [Adult Protective Services](#) from 65 to 60. As of January 2022, all adults age 60, as well as people with disabilities age 18 to 59, who are experiencing abuse or neglect are eligible for assistance and support. Over the last year, we received an additional **1,000 reports for investigation and support**. We increased staffing to handle the additional workload and also bolstered our community partnerships to raise awareness about this critical expansion.



Increasing options for help: We implemented a **new outpatient referral pathway for mental health conservatorships** for community-based providers to refer people in crisis. Historically, the primary process for mental health conservatorship has been through inpatient psychiatric settings. Our new approach is one way we are making it easier for people to get connected to help. This year, we received **29 referrals** from community sources.



Extending youth supports: Our child welfare team is focused not just on immediate crises but also on supporting the long-term stability of our children, youth, and families—including their [housing stability](#) in our high cost market. Last year, we connected **39 young adult foster youth and 14 families to housing vouchers**. An additional 98 youth who emancipated from foster care at age 21 received a **\$1,060 housing stipend for 18 months** to enhance housing stability and ease their transition out of care. We also advocated successfully with the federal government to secure access to additional housing vouchers for families and former foster youth in San Francisco.



Strengthening community networks: If a child must be removed from their family for safety reasons, [resource families](#) provide foster youth with an opportunity to grow and develop in a caring environment. This past year, we recruited and approved **15 community homes and 76 relative and non-relative resource families** to take care of foster children with very diverse backgrounds and needs.





Connect with Us

Together with you, our staff, partners, and communities, we will keep striving to ensure all San Franciscans have what they need to reach their full potential.

Visit us at [SFHSA.org](https://www.sfhsa.org)

Engage with us on social media:
[@sfhumanservices](https://www.instagram.com/sfhumanservices)



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