

SAN FRANCISCO HUMAN SERVICES COMMISSION

M I N U T E S

December 21, 2023 Regular Meeting

The regular meeting of the Human Services Commission was held on Thursday, December 21, 2023 in person at the Born auditorium at 170 Otis Street, virtually via Webex and telephonically.

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

MEMBERS ABSENT DARSHAN SINGH

OTHERS PRESENT IN PERSON Trent Rhorer, Executive Director  
Dan Kaplan, Deputy Director – Finance and Administration  
Ravi Durbeej, Acting Commission Secretary  
Anna Pineda, Deputy Director – Economic Support and Self Sufficiency

ROLL CALL President Kahn called the meeting to order at 9:40am.

Commission Secretary Ravi Durbeej took roll, noting the presence of Commissioners Kahn, McCray, Semel and Coghlan McDonald in person in the Born auditorium. Commissioner Singh was absent.

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

EXECUTIVE DIRECTOR'S REPORT Executive Director Trent Rhorer presented the executive director's report. He provided updates on Human Services Agency ("SFHSA" or the "Agency") programs and state and local policy and activities as they relate to the Agency.

**STATE**

The state is projecting a \$68 billion shortfall. As the City receives funding from the state, this shortfall will directly affect San Francisco.

**LOCAL**

The City is facing a current budget year deficit of \$245 million. The financial outlook is not a recession. Contributing factors include decreased revenue from transfer taxes (fewer transactions, especially in the commercial sector), revenue declines in the technology sector due to depressed levels of venture capital investment (driven by high interest rates) along with tourism not bouncing back as quickly as anticipated. Expenditures are expected to increase by over \$500 million due to employee wage and subsidized housing increases that are already committed.

The Mayor plans to address the current budget shortfall through various strategies including proposing reductions to duplicative services across multiple departments that might have less of a service impact given the multiple funding sources from different city agencies. The Mayor's Budget

Office is leading the effort. Additionally, departments like SFHSA that depend on the City's general fund have been told to reduce general fund spending by 10%, which will require tough decision making by the Agency's budget team. Layoffs are currently not planned.

Department budgets are due to the Mayor's Office on February 21. Per the Budget Transparency Act, SFHSA is required to offer two public hearings to allow the public to hear the proposed budget and comment if they so choose. The two hearings have been calendared: the January 25 Human Services Commission meeting and the February 15 special meeting.

## **AGENCY**

### **FCS**

State Senator Ashby recently hosted virtual listening sessions across the state, including in the Bay Area, to get feedback from local leaders on the state of child welfare and the foster care system in California to then, ultimately, develop a set of proposals in the legislature. Executive Director Rhorer attended the Bay Area session and testified, along with CBO partners Sherilyn Adams (with Larkin Street Youth Services), Jill Jacobs (Family Builders) and a few other community providers and stakeholders. It was a good opportunity to share the Agency's most pressing needs in the child welfare space, which Executive Director Rhorer has on numerous occasions shared with the Commission, namely the service array and continuum of care for youth with very high needs.

### **ESSS**

#### **Workforce Development**

The Chief Deputy Director of CalWORKs at the California Department of Social Services ("CDSS") and other members of the CDSS CalWORKs leadership team recently visited SFHSA and toured the 170 Otis Street and 3120 Mission Street locations. SFHSA staff Tony Lugo, Director of Workforce Development, and Yunny Tai, Director of CalWORKs, met with the state's CalWORKs leadership team after the tour. Executive Director Rhorer thanked Tony, Yunny and staff for showing the state team San Francisco's operation. Apparently, the state team was quite impressed.

### **SFBN**

#### *Medi-Cal*

On January 1, 2024, full scope Medi-Cal will be expanded to cover all income-eligible adults regardless of immigration status. In San Francisco, that means 11,500 additional clients will be added to the Medi-Cal workload. Many of these individuals are currently receiving restricted-scope/limited-scope Medi-Cal. They will automatically be enrolled in full scope Medi-Cal on January 1. Full scope Medi-Cal offers preventative care, vision, dental, etc. This completes the Governor's goal to provide statewide access to affordable health care for all Californians. He started with expanding Medi-Cal to all seniors, then to all children and youth, and now the last age group (ages 26-49) will be covered in the new year.

## CalSAWS

CalSAWS (California Statewide Automated Welfare System) was launched in San Francisco successfully. The Agency has transitioned from logic management to system maintenance operations and enhancements. Wait times for clients have been longer in the lobbies and the phone wait times, where clients need to get applications or renewals processed, have been slower as staff are getting used to CalSAWS. Executive Director Rhorer checks the system dashboard daily; wait times and call abandonment rates are decreasing as staff gain a better understanding of system functionality and refine the business processes to match the system. For example, there were certain functions that were not turned on when SF went live so the team is now assessing which should be turned on to improve operations and client services. Additionally, the team is looking at how to maximize utilization of the lobby kiosks and self-service capabilities to reduce wait times and the need for clients to work directly with staff. The team is cleaning up data that was converted from the old CalWIN system. They are testing enhancements and submitting change requests to make business processes work better. The team continues to actively participate in statewide work groups in order to have a voice in the statewide maintenance and operation of CalSAWS.

Executive Director Rhorer noted that he was providing an extensive overview of CalSAWS for two reasons: 1. it was, and continues to be, a huge undertaking, requiring so much work from staff and a lot of preparation with state vendors, and 2. context for the next item on the agenda, i.e., why the CalSAWS manager, Bernadette Casino, is being honored with the manager of the year award.

President Kahn thanked Executive Director Rhorer for his report. He then thanked the members of the Human Services Agency present in the Born auditorium for their hard work and dedication over the last year, “It has certainly been a trying year for all of us and I so appreciate all of you. I wanted to send a note to everyone, and then I thought, well, better to see you personally here and just know that the Commission very much appreciates everyone in the room.”

### MANAGER OF THE YEAR AWARD

President Kahn announced that BERNADETTE CASINO, Manager of the CalWIN and CalSAWS teams, is the 2023 Manager of the Year. President Kahn presented Bernadette with an engraved desk clock, which she graciously accepted with thanks to all.

### CONSENT CALENDAR

On motion of Commissioner McDonald, seconded and unanimously carried, the Commission approved actions taken by the Executive Director since the November 15, 2023 Regular Meeting in accordance with Commission authorization of December 21, 2023:

1. Submission of request to encumber funds in the total amount of \$309,490 for purchase of services or supplies and contingency amounts.

2. Submission of 11 temporary positions for possible use in order to fill positions on a temporary basis made during the period 11/10/23 to 12/14/23.
3. Submission of 60 temporary appointments for possible use in order to fill positions on a temporary basis made during the period 11/10/23 to 12/14/23.

*COMMISSION BUSINESS – ACTION ITEMS*

CHINATOWN YMCA Cindy Lin, Food Coordination Manager, requested authorization to modify the existing grant agreement with CHINATOWN YMCA for the provision of Food Support for Targeted Neighborhoods.

On motion of Commissioner Coghlan McDonald, seconded and unanimously carried, the Commission approved the request to modify the existing grant agreement with CHINATOWN YMCA for the provision of Food Support for Targeted Neighborhoods; for the period of July 1, 2024 through June 30, 2025; in the amount of \$146,000, plus a 10% contingency, for a new total amount not to exceed \$409,998.

CIVICMAKERS Mieko Yeh, Community Engagement Program Specialist, requested authorization to enter into a new contract agreement with CIVICMAKERS for the provision of co-designing the new SFHSA Mobile Benefits Office.

On motion of Commissioner McDonald, seconded and unanimously carried, the Commission approved the request for a new contract with CIVICMAKERS for the provision of co-designing the new SFHSA Mobile Benefits Office; for the period of January 1, 2024 through June 30, 2025; in the amount of \$75,000, plus a 10% contingency, for a total amount not to exceed \$82,500

GENERAL PUBLIC COMMENT President Kahn’s call for public comment yielded no responses.

ADJOURNMENT President Kahn adjourned the meeting at 10:16am.

*Ravi Durbeej*

Ravi Durbeej, Acting Commission Secretary  
Human Services Commission

Posted: 1/3/24