



SAN FRANCISCO
HUMAN SERVICES AGENCY

Fiscal Year 2024–2025 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 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 excited to share the **San Francisco Human Services Agency's Annual Report for Fiscal Year 2024-2025**. Our annual report not only lifts up the remarkable accomplishments and collaboration of our employees and partners who support San Franciscans to meet their basic needs and thrive, but it also demonstrates our achievements and progress from the past year toward our agency's strategic goals.

This past year was not without its changes and challenges. We recognize the importance of equitable access to nutritious food, health care, employment, and other supports for all of our communities. This is why we strive for continued improvements in our service delivery and operations, build on our commitment to engage with authenticity and transparency, and work closely with our partners and stakeholders, like you, to make a positive change in San Francisco.

We are so grateful for the dedication and commitment of our employees, community partners, and City stakeholders who share in our vision where everyone has the opportunity and support to achieve their full potential through all stages of life.

In community and in partnership,

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 those in need.



**SERVING 1 IN 4
SAN FRANCISCANS**



**ONE AGENCY,
2 DEPARTMENTS**



**2,400
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.

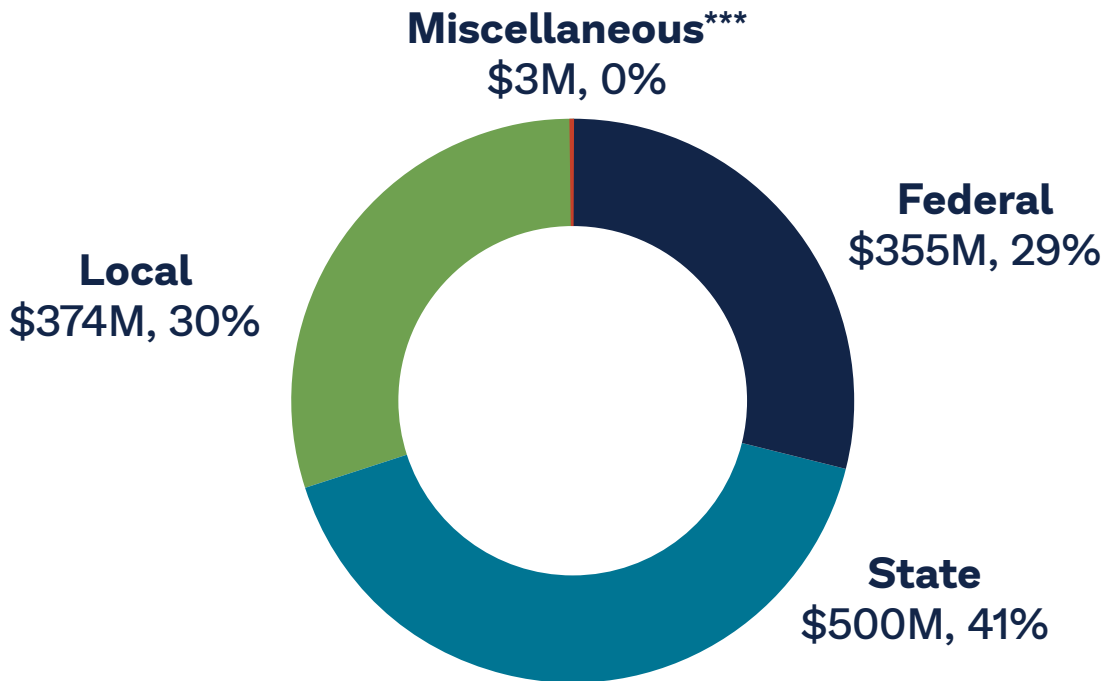
Total Agency Budget for Fiscal Year 24-25*	\$1.23B
Department of Benefits and Family Support	\$553M
Public Benefit Programs	\$376M
CalWORKs and Workforce Development	\$175M
County Adult Assistance Programs	\$100M
Medi-Cal and CalFresh**	\$101M
Family and Children's Services	\$177M
Department of Disability and Aging Services (DAS)	\$509M
Division of Direct Programs	\$391M
In-Home Supportive Services	\$360M
Adult Protective Services	\$17M
Legal & Guardianship Services	\$13M
Division of Community Services	\$118M
Office of Community Partnerships	\$107M
DAS Benefits and Resource Hub	\$10M
SFHSA Administration	\$169M

* Due to rounding, numbers may not add up to totals exactly.

** 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.

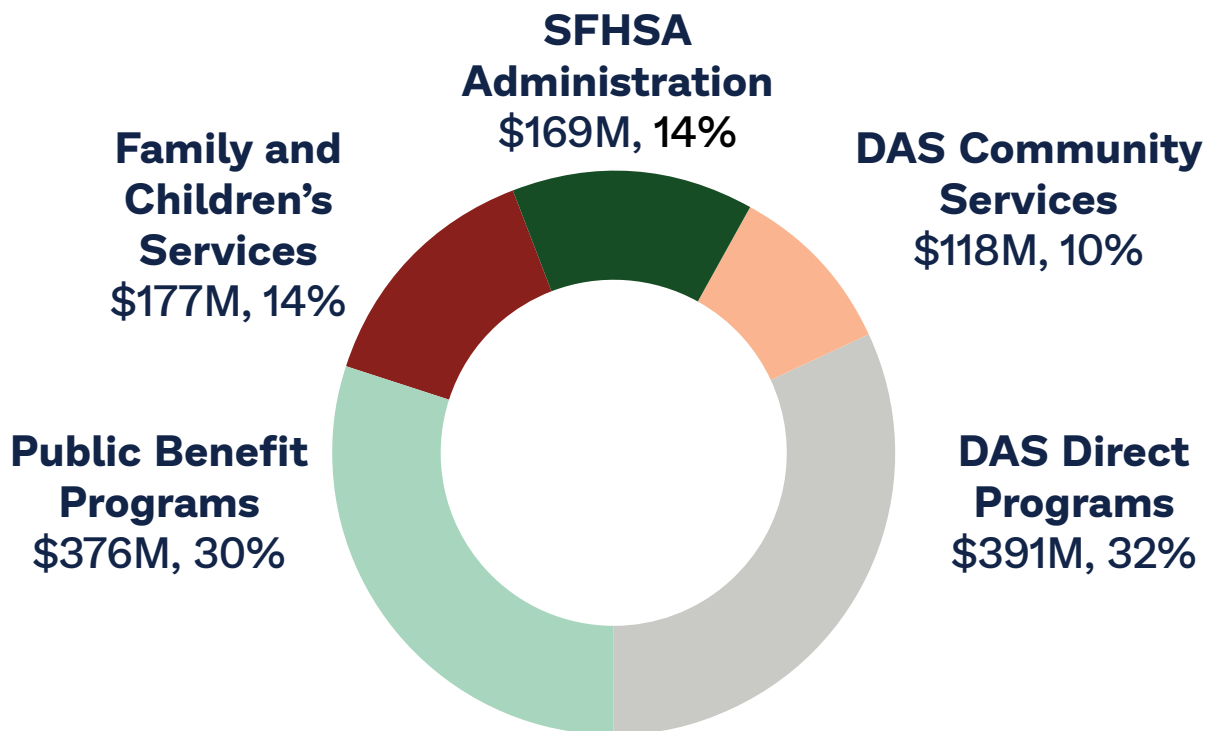
Our Budget

Fiscal Year 24-25 Budget by Sources \$1.23 Billion



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

Fiscal Year 24-25 Budget by Division \$1.23 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

6,250 conversations between clients and the DAS Hub about aging and disability resources

92,800 applications approved for public benefits that provide food, healthcare, financial support, employment help, and homecare

Data is from Fiscal Year 2024-25 unless otherwise indicated.

We continue to pursue creative solutions to meet people where they are. Our dedicated staff participated in over **80 community events** this year to help connect people to needed services, and are working on a new mobile benefits center that will hit the streets in early 2026. This year, we enhanced our outreach strategies and made it more convenient and accessible for San Franciscans to find and keep SFHSA benefits.



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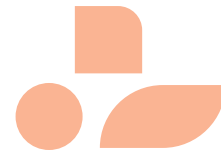
People often feel more comfortable asking questions in a casual, community setting. Many people may not know they qualify for services. Events provide an opportunity to share information, answer questions, and connect people to benefits they may otherwise not seek out.

”

— Gabriella Guerrero, Senior Eligibility Worker, CalFresh/Medi-Cal

Goal 1:

Highlights from Last Year



EXPANDING STAFF ACCESSIBILITY TRAINING:

This past spring, we piloted a new **Disability Awareness training** for DAS staff. This two-part training series began with a webinar by the California Department of Rehabilitation, followed by a program-focused discussion about how to apply learnings within our daily work. Over **210 staff** completed the training, which will be rolled out more broadly across the agency next year.



SUPPORTING SAN FRANCISCO'S VETERANS:

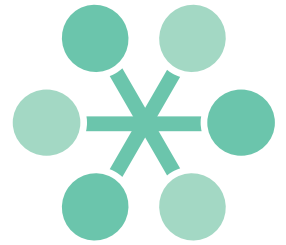
The San Francisco County Veterans Service Office (CVSO) provides dedicated support to veterans and their dependents in filing, submitting, and tracking claims for the benefits they have earned through the U.S. Department of Veterans Affairs. Our staff are all accredited claims representatives with specialized expertise in navigating complex veterans' benefit systems. In the past year alone, we assisted over **2,950 veterans and their families**—ensuring they received the support, compensation, and care they deserve.

EMPOWERING PARENTS THROUGH COLLABORATION:

In late 2024, FCS established a **Parent Advisory Board** to foster collaboration and empower parents within the community. The Board includes parents with firsthand experience in the child welfare system, providing valuable insights and feedback to improve services and policies. **Initially consisting of 10 members, the Board has grown to 15 people and plans to expand to 20 members next year.** Meeting monthly, they worked on best practices for reunification and permanency, best engagement practices for Protective Services Workers, and training to provide feedback to San Francisco's System Improvement Plan. By actively involving parents in decision-making processes, FCS aims to create a more responsive and effective child welfare system that truly meets the needs of the families it serves.



Goal 2: Strong Workforce and Collaboration



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

139 SFHSA employees advanced in their careers with our agency

122 community-based organizations funded

\$166.4M invested in community-directed services

Data is from Fiscal Year 2024-25 unless otherwise indicated.



In April 2025, the Mayor’s Office on Disability (MOD) transitioned to **the DAS and was renamed the Office on Disability and Accessibility (ODA)**. ODA ensures City services, facilities, and information are accessible and comply with the Americans with Disabilities Act (ADA). Beyond compliance, ODA is committed to making San Francisco a city where residents, visitors, and workers with disabilities can fully participate in civic life—applying a holistic approach that blends accessibility with innovation, public engagement, and equity to enhance the City’s livability and resilience.



The transition of Office on Disability and Accessibility into SFHSA and DAS has deepened our ability to support and uplift the disability community. In a short time, we’ve seen tangible progress—from expanding accessibility through initiatives like Beyond the Front Door, to launching capital projects like the redesign of Hallidie Plaza, to celebrating the 35th anniversary of the ADA at City Hall, and engaging directly with Mayor Daniel Lurie and the disability community. Together, we are advancing disability-forward policy across San Francisco.

— Eli Gelardin, Director, ODA



Goal 2:

Highlights from Last Year



ENHANCING TRAINING AND REDUCING VACANCIES:

We significantly reduced our vacancy rate by **improving our induction training for new eligibility workers** and **increasing the number of new staff cohorts we onboard each year**. In the last two years, the vacancy rate for eligibility workers in Medi-Cal and CalFresh dropped from over **28%** to less than **9%**.



RECONNECTING CLIENTS WITH LOVED ONES:

Leading the citywide **Journey Home program**, we helped **209 people** reconnect and relocate to their support networks in other locations throughout the country. Through close collaboration with our partners, we transitioned the program to the **Department of Homelessness and Supportive Housing (HSH) in May 2025**, and it continues to help people return home.

CREATING PIPELINES FOR FRONTLINE WORKERS:

In Spring 2025, FCS established an internal workgroup to **enhance recruitment and retention of skilled frontline staff**, such as social workers and protective service workers, that are committed to SFHSA's mission. The workgroup focused on partnering with Bay Area universities to **align masters-level student selection with agency values, launching a bachelors-level intern program, and continuous hiring efforts for critical positions**. Additionally, FCS is developing a **Master of Social Work (MSW) Cohort Support Program**, which will launch **Fall 2027**. This program will support current employees enrolled in MSW programs, offering professional coaching, onsite collaboration spaces, and field placement opportunities.



Goal 3:

Employment and Economic Security



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

3,960

low-income families received monthly cash assistance, child care, employment, and supportive services through CalWORKs each month

1,400

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

2,950

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

6,100

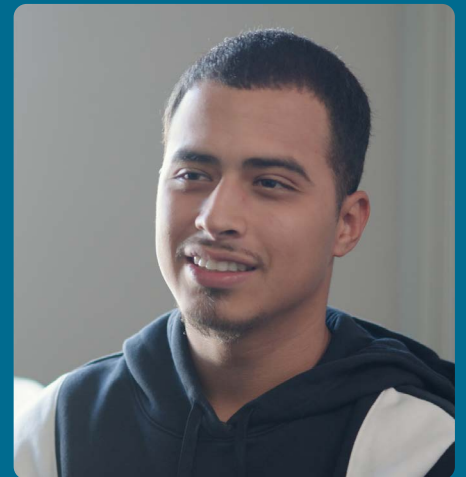
low-income adults without dependents benefited from monthly cash assistance and help getting a job or disability benefits through the County Adult Assistance Programs (CAAP)

\$63.9M

 in cash assistance provided through CAAP and CalWORKs

Data is from Fiscal Year 2024-25 unless otherwise indicated.

Launched in October 2023, the “**Foundations for the Future**” **guaranteed income pilot** provides former foster youth aging out of care with **\$1,200 per month for 18 months**, with no restrictions on use. The initiative aims to improve financial stability, housing security, and overall well-being, and offers optional services such as financial literacy coaching, benefits counseling, and help with signing up for benefits. Our local baseline research brief, published in March 2025, highlighted significant challenges faced by participants, including housing instability, financial hardship, and mental health issues. With the first participants now exiting the program and final exits scheduled for October 2025, we have **disbursed over \$3 million to date**. We share preliminary findings from our mid-point report at the end of 2025.



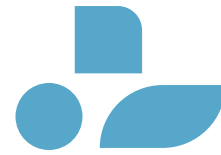
The Foundations for the Future program helped me set goals that I want to achieve. I have the liberty to experience things on my own, which I'm grateful for. Sometimes it was real tough to even find something to eat, but knowing that I have the monthly stipend, I know I can pay rent and just having that in the back of my mind helps ease my anxiety.



— Kevin, Guaranteed Income Pilot Participant

Goal 3:

Highlights from Last Year



SIMPLIFYING ACCESS TO FINANCIAL RELIEF:

We created and maintain a special database to help individuals securely and easily share their verified low-income or unhoused status with other City agencies. **Using information from our public benefit programs and HSH, these systems reduce paperwork and lower barriers for people to access discounts and fee reductions.** The San Francisco Municipal Transportation Agency (SFMTA) has used this system to **forgive over \$7 million in fees and fines for people experiencing homelessness since 2020, such as tow and boot removal fees, transit passes, and parking citation fees.** This support helps individuals who cannot afford these costs while also saving the City from managing unrecoverable debt.



REFOCUSING WORKFORCE SERVICES TO STRENGTHEN CLIENT SUCCESS:

Since **JobsNOW!** started in **2009**, we have successfully placed over **34,800** people in jobs. To keep building on this success and better serve lower-income communities in the face of tightening funding levels, we refocused the program on our core clients: participants in **CalFresh** and our cash-aided programs, **CalWORKs** and **CAAP**. We are also evaluating strategies to better align client needs and local job opportunities and strengthening teamwork between workforce and benefit programs to ensure a strong, coordinated effort that supports clients to become independent and thrive in the long term.

SUPPORTING HOMELESS INDIVIDUALS WITH HOUSING AND BENEFITS:

The **Housing and Disability Advocacy Program (HDAP)** helps people experiencing homelessness access disability benefits and permanent housing. Serving those with the highest needs like chronic homelessness or severe health issues, HDAP provides outreach, case management, disability benefits advocacy, and housing assistance services to effectively support participants. Since our 2018 launch, we have served more than **500 individuals**, including **250 people in the last year.**



Goal 4:

Health and Well-Being



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

144,400

households received free or low-cost health insurance through Medi-Cal

\$232.8M

in flexible food funds distributed through CalFresh

29,400

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

83,000

households enrolled in CalFresh

4.4M

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

Data is from Fiscal Year 2024-25 unless otherwise indicated.



We are proud to offer an array of food support resources to ensure families, older adults, people with disabilities, and others facing food insecurity have access to nutritious meals. These services include home-delivered meals, community dining sites, grocery delivery, and food pantry programs designed to meet a variety of dietary needs and traditions. By partnering with **34 local organizations and community-based providers**, SFHSA ensures that food support is not only accessible but also respectful of the diverse backgrounds of the people it serves. This inclusive approach helps promote food security, dignity, and well-being for all San Franciscans in need.



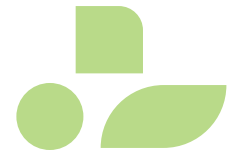
I am deeply grateful to SFHSA and DAS for our long-standing partnership for making it possible to expand our community-centered, culturally responsive grocery program—serving 365 households in the Sunset and 245 in the Excelsior every other week. Together, our collaboration helps us address food insecurity with familiar foods that nourish health and heart.

— Anni Chung, President & CEO, Self-Help for the Elderly



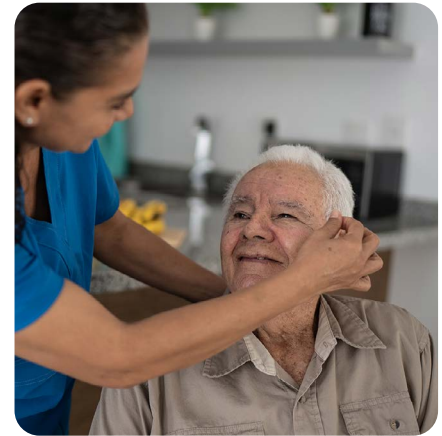
Goal 4:

Highlights from Last Year



PROMOTING COMMUNITY LIVING WITH SERVICES :

The **Community Living Fund program** provides **CalAIM Enhanced Care Management services to 290 clients** annually, supporting these individuals with complex personal care and other needs to live safely in the community instead of in an institutional setting. Last year, the program also launched two new CalAIM Community Supports services: **(1) Nursing Facility Transition to Assisted Living Facilities** and **(2) Community Transition Services**, which help clients discharging from nursing facilities **to access assisted living or to transition to a private residence in their community** depending on their level of care need.



EXPANDING ACCESS FOR HEALTHY FOOD AND MEALS:

CalFresh benefits help people afford healthy, nutritious food at grocery stores and farmer's markets. In order to improve the health and well-being of everyone in our community, CalFresh also has a **Restaurant Meals Program to help people with extra barriers to preparing food at home**. The program is open to people who are age 60 or over, have a disability, or are homeless. Eligible people can use their CalFresh benefits to purchase meals at **over 50 restaurants in San Francisco**. With options all over the City—from the Richmond to Bayview—there is something for everyone.

STRENGTHENING OUR PRESENCE TO MEET COMMUNITY NEEDS:

This year, we enhanced our **3120 Mission St. Service Center** to better serve residents of the Mission District—one of San Francisco's oldest and most vibrant neighborhoods. **The updated center offers a welcoming, one-stop location for accessing SFHSA services, including one-on-one career coaching, support with CalFresh or Medi-Cal benefits, and on-site hiring fairs.** To support working families, we also **provide drop-in child care during appointments and events, and distribute monthly supplies through the San Francisco Diaper Bank.** These improvements reflect our ongoing commitment to meeting community needs with dignity, accessibility, and respect.



Goal 5: Safety and Care



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

280

adults under probate conservatorship due to cognitive impairment

830

adults under mental health conservatorship due to serious mental illness

9,900

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

190

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

580 children and youth in foster care

Data is from Fiscal Year 2024-25 unless otherwise indicated.

In FY 2024-25, Adult Protective Services (APS) concluded the sixth year of the state-funded Home Safe pilot program. Home Safe provides APS clients experiencing or at imminent risk of homelessness with intensive case management and other supportive services to keep them safely and stably housed in the community.

Last year, we provided homelessness prevention services to 156 clients and helped 4 medically complex clients transition into nursing-supported Permanent Supportive Housing from City shelters administered by HSH. In addition, we facilitated assisted living facility placement and/or subsidies for 28 clients who can no longer safely live in an independent setting with available supports.



“

The Home Safe program has been invaluable in preventing evictions and saving multiple clients' homes. We have been able to assist clients at risk of eviction with back rent payments, pairing this with linkage to money management services to help prevent them from falling behind on rent again. In addition, offering deep cleaning services to clients who have been hoarding and living in clutter has resulted in over 150 clients being able to avoid eviction, remain in their homes, and enjoy a better quality of life.

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— Kari Kientzy, Adult Protective Services Section Manager

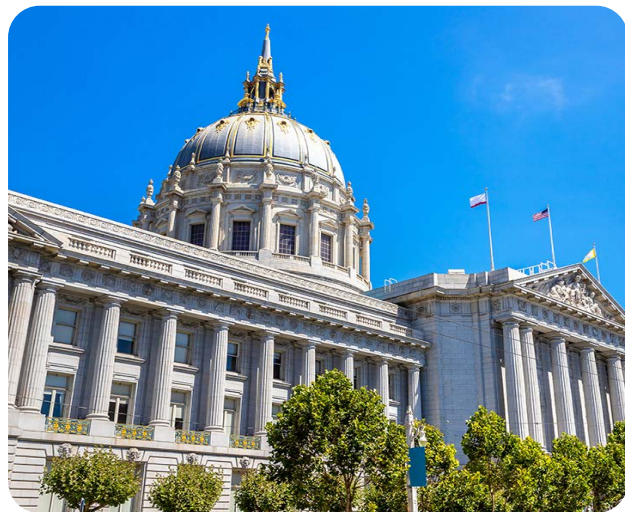
Goal 5:

Highlights from Last Year



ENSURING SUPPORTIVE AND STABLE FOSTER CARE PLACEMENTS:

FCS places over a third of children and young adults with relatives and non-relative extended family members. To increase these kinship placements and comply with new state regulations, FCS launched the **Family Finding and Engagement Unit in September 2024 to help identify prospective caregivers willing to connect with the youth.** This new unit also oversees the Flexible Family Spending budget, which supports placements and maintaining connections with youth. With deep expertise in resource family approval, this team guides relatives through the home approval process, furthering FCS's mission to provide safe and stable homes for children.



EXPANDING SUPPORT THROUGH SB 43:

Launched in **January 2024, Senate Bill 43 (SB 43) expands conservatorship options for individuals unable to care for themselves due to severe substance use disorders or unmanaged mental illness.** We marked the first full year under this law, which helps the City provide earlier intervention and support. Since the program's launch, **over 170 petitions for conservatorship**—nearly all filed—have used the expanded criteria under SB 43. We worked closely with our partners at the Department of Public Health to revise and strengthen referral pathways and shared workflows to support a more effective system.

CULTIVATING PATHWAYS FOR TREATMENT:

In January 2025, we launched the **Treatment Pathways program.** Created under San Francisco's Proposition F in 2024, this program **connects County Adult Assistance Program (CAAP) participants with substance use challenges to treatment and supportive services.** In its first six months, the program supported **over 180 CAAP clients,** most of whom engaged in outpatient treatment and 85% of clients remained engaged in treatment at 90 days.





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.sfhhsa.org)

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



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