

# SAN FRANCISCO HUMAN SERVICES COMMISSION

## MINUTES

December 21, 2017 Regular Meeting

The regular monthly meeting of the Human Services Commission was held on Thursday, December 21 2017, in the Ronald H. Born Auditorium at 170 Otis Street, San Francisco.

- MEMBERS PRESENT** SCOTT KAHN, President  
JAMES MCCRAY, JR., Vice President  
RITA SEMEL  
PABLO STEWART, M.D.  
GEORGE YAMASAKI, JR.
- OTHERS PRESENT** Trent Rhorer, Executive Director – Human Services Agency  
Krista Ballard, Executive Assistant to the Executive Director / Interim Secretary – Human Services Commission  
Noelle Simmons, Deputy Director – Economic Support and Self-Sufficiency  
Dan Kaplan, Deputy Director – Finance and Administration  
Other department staff and interested citizens
- ROLL CALL** President Kahn called the meeting to order at 9:33 a.m. noting the Commission was present.
- AGENDA** On motion by Commissioner Semel, seconded and unanimously carried, the Commission adopted the agenda as posted
- MINUTES** On motion by Commissioner Stewart, seconded and unanimously carried, the Commission unanimously approved the minutes of the November 16, 2017 regular meeting as circulated. .
- EXECUTIVE DIRECTOR'S REPORT** Executive Director Trent Rhorer furnished an update re the State and City's budget processes, and program activities.
- The passing of Mayor Lee last week was unexpected, sudden, surreal, and very sad for the City family, his staff, and his family. It's a tremendous loss for our Agency, and his commitment to the disadvantaged, his support of our agency and the work we do, whether it be our work with the homeless or foster youth, he was a steadfast supporter of HSA. He cared a lot about the population we serve and it is a deep loss.
- In San Francisco, the political town it is, it didn't take long for his successors to line up, Executive Director Rhorer provided a helpful overview of this process. For now, London Breed is Acting Mayor as the President of the Board of Supervisors. The Board has the ability to appoint a successor mayor to serve as Mayor until the next regular election in June with six votes, and it doesn't have to be a member of the Board - it can be anyone with the exception of the rule that a Board Member cannot vote for his or herself. If the Board does not act, then London Breed will act until the election in June; if they do act, that individual will be Mayor until the June election. Already, there Senator Mark Leno, Supervisor Jane Kim, and Angela Alioto, former Supervisor. The deadline for filing is January 9<sup>th</sup>, and the next Board Meeting is January 9<sup>th</sup>, and they likely won't act until they see who is running for Mayor, so the first action would likely be at their January 16 meeting.
- In response to a question made by Commissioner Stewart, Executive Director Rhorer elaborated that there will still be a regular election in 2019, with a new Mayor being inaugurated in 2020.
- FEDERAL UPDATES**
- Tax Cut Bill has passed and at the top of the Republican agenda for next year is entitlement reform, which doesn't include Medicare or Social Security, but it does include Medicaid, SNAP (CalFresh in California), and TANF (CalWORKs in California).
    - While there is nothing formal being put forward yet, concerns include cuts, potential for block granting, and increased work requirements for able-bodied recipients across all of the entitlement programs.
    - Another concern is that they could do this through the Budget Reconciliation process, which would mean they wouldn't need any Democratic votes, just 51 in the Senate. The Democrats can filibuster.
- STATE 2018 BUDGET AND POLICY**
- CWDA met a few weeks ago to develop their platform for 2018:
    - Budget priorities include administrative appropriations for Medi-Cal, CalWORKs, and IHSS. The Governor's budget will be released in January, and early word is that it's expected to see a steady state or maybe even increases.
    - Legislative Priorities/Packages:
      - Movement to align CalFresh benefits for foster youth in the same way they are for Medi-Cal
      - Improving the system of care for kids in foster care who have high needs, significant behavioral problems, or mental health needs that make them difficult to place.
- LOCAL BUDGET**
- The Mayor's Budget Office, Controller, and Legislative Analyst's Office have worked together on an four-year projection that shows mounting deficits as we go through time - \$88 million in 18/19, \$173 million in 19/20, \$561 million in 20/21, and \$709 million in 20/22.
  - Revenues are expected to continue to rise during this period, though expenses are expected to rise faster. Key drivers on the expense side are: employee salaries, pension costs, health care costs, cost of doing business (CODB), and inflation in other basic costs.
  - As a result of the fiscal situation, Departments have been instructed to add no new staff, and reduce City General Funds by 2.5% in the budget year and a further 2.5% in budget year +1.
    - For HSA (including DHS, DAAS, and OECE), the reductions are \$1.3 million in the budget year and \$2.6 million in budget year +1.
  - The Mayor's Budget Office is encouraging departments to make these reductions without impacting services to clients.
    - Our ability to do this will be dependent on growth of state revenues, which may in fact grow a small amount in the budget year.
    - On the service side, we benefit from stable caseloads in Medi-Cal and CalFresh, and gently declining caseloads in CAAP, CalWORKs, and Foster Care.
  - HSA will be holding their annual Community Budget Meeting on January 8, 2017, 3:30-5:00 p.m. in the Born Auditorium. The Commission presentations will be in mid-February. Budget submission will be February 21, 2017.

## LOCAL

- HSA received notice from the state of receipt of a \$2 million grant under the new state Housing Disability Assistance Program (HDAP) for housing and SSI Advocacy support with the hope to stabilize the housing of adults with disabilities while they go through the SSI application process.
- Last month, the Mayor's office approved a new position that allows HSA to hire a Benefits Linkages Manager to oversee the entitlement system of care we have for individuals who are homeless. This came out up under the Whole Person Care Pilot.
- The Board of Supervisors passed the Substandard Housing Rental Assistance Program Ordinance on the 1<sup>st</sup> reading which would provide short-term rental subsidies for people who have to leave their housing due because it is sub-standard, red-flagged, or was never intended to be housing. It will be heard again in January and is likely to pass and be signed by the Mayor.

## ECONOMIC SUPPORT AND SELF-SUFFICIENCY

- P500 program: It seems appropriate to acknowledge that the Project 500 initiative was launched almost exactly three years ago at the behest of the late Mayor Ed Lee. We owe the Mayor a debt of gratitude for challenging us to think creatively about how to break the cycle of intergenerational poverty in SF, and we look forward to carrying forward the legacy of his vision in the years to come.
  - Working to grow the caseload from the current 81 families
  - Recently expanded outreach to the full Medi-Cal caseload with new pregnancies and beginning to successfully find and recruit participants from the Chinese community
  - Recent past months and the first two months of 2018 will see lots of activities in partnership with two national think tanks (Mathematica and Urban Institute) regarding program evaluation and refinement of the program model
  - Cross-departmental training for P500 staff is ongoing

## FAMILY AND CHILDREN'S SERVICES

- Continuum of Care Reform (CCR): With the new level of care under CCR, there is a need to recruit more foster parents. HSA has partnered with the Housing Authority for a new pilot that will provide 20 Section 8 rental assistance vouchers to individuals who want to become foster parents, provided they go through the process.
  - HUD approved last month, and the word is already starting to spread among families interested to learn more.

**MANAGER OF THE YEAR** President Kahn announced Noel Panelo, Acting Director of Program Support Operations, as the 2017 Manager of the Year. The Commission recognized Noel for his hard work overseeing the "Ops" team who provide daily operational support to nearly every program under the HSA umbrella. Noel's team plays a vital role in eligibility operations, performing the first step in processing nearly 100,000 applications for assistance each year. Noel Panelo was presented an engraved desk clock and graciously accepted with thanks to all.

**CONSENT CALENDAR** On motion by Vice President McCray, seconded and unanimously carried, the Commission ratified actions taken by the Executive Director since the November 16, 2017 regular meeting in accordance with Commission authorization of December 21, 2017:

1. Submission of requests to encumber funds in the total amount of \$522,613 for purchase of services or supplies and contingency amounts;
2. Submission of 1 temporary position for possible use in order to fill positions on a temporary basis;
3. Submission of report of 38 temporary appointments made during the period of 11.11.17 thru 12.5.17.

**NATIONAL COUNCIL ON CRIME AND DELINQUENCY** FCS Program Analyst Pamela Salsedo presented the request to authorize the modification of the existing contract agreement with National Council on Crime and Delinquency.

Pamela Salsedo explained that this modification would allow the National Council on Crime and Delinquency to provide technical assistance and coaching for the implementation of Safety Organized Practice (SOP), including 20 days of on-site technical assistance and coaching, web and phone consultations, and web demos and web coaching.

In response to a question from Vice President McCray regarding how the web-based sessions are being perceived in the community, Deputy Director of Family and Children's Service Sylvia Depoto elaborated that a primary reason for doing this is to help the management team become as well-versed in SOP as the staff are in order to build a more team-based consultation model going forward, versus hierarchical. Sylvia Depoto affirmed that the web-based aspects are going to be used more internally and will allow them to reach staff on a broader scale.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission granted authorization to modify the existing contract agreement with NATIONAL COUNCIL ON CRIME AND DELINQUENCY to provide Child Welfare Reporting and Analysis Services; for the period of July 1, 2017 to June 30, 2018; in an additional amount of \$40,900 plus a 10% contingency for a revised total contact amount not to exceed \$632,473.

**JOHN SNOW, INC.** Special Projects Coordinator Olga Stavinskaya-Velasquez – on behalf of SFBenefitsNet Manager Tiana Wertheim who could not attend the meeting – presented the request to authorize entering into a new contract with John Snow, Inc.

Olga Stavinskaya-Velasquez provided additional context that it is estimated that approximately 50,000 individuals in the City are likely eligible for CalFresh but not all are accessing benefits. Since over one third of CalFresh applications are received online, this contract will include researching and developing content that can be posted on social media by HSA and community based organizations with the goal of reaching eligible individuals of target populations, including Spanish-speaking households, which are currently under-represented in the CalFresh caseloads.

In response to a question from Commissioner Semel regarding why it has been so difficult to reach Spanish-speaking households, Executive Director Rhorer explained there are a myriad of reasons, one of which may be concerns about immigration status/public charge, but they need to do additional research to have a clearer understanding. This project would assist in this research and further efforts to reach these populations.

On motion by Commissioner Semel, seconded and unanimously carried, the Commission granted authorization to enter into a new contract with JOHN SNOW, INC. for provision of CalFresh marketing services; during the period of January 1, 2018 through December 31, 2018; in the amount of \$50,000 plus a 10% contingency for a total contract amount not to exceed \$55,000.

**ALLIED UNIVERSAL** Director of Program Integrity and Investigations Vladimir Rudakov presented the request to authorize the modification of the existing contract with Allied Universal.

Vladimir Rudakov explained that Allied Universal provides unarmed security at 24 HSA and HSH (Department of Homelessness and Supportive Housing) sites. The reason for this extension is because HSA and HSH have been working in partnership with the Office of Contract Administration

(OCA) to RFP these services. There have been a number of changes in this process, most recently splitting the RFP into two separate RFPs for each department, and it was determined this process would take additional time to complete, requiring this extension. At the end of this process, HSA and HSH will each have their own contract for security services.

On motion by Commissioner Stewart, seconded and unanimously carried, the Commission granted authorization to modify the existing contract with ALLIED UNIVERSAL for the provision of Security Guard Services; for the period of February 1, 2018 through June 30, 2018; in an additional amount of \$2,524,459 plus a 2-month contingency for a revised total contract amount not to exceed \$26,062,288.

PUBLIC COMMENT

President Kahn's call for public comment did not yield an immediately evident response, resulting in adjournment of the meeting at 10:29 a.m.; however, there was one respondent who submitted their request moments later. On motion by Commissioner Yamasaki, seconded and unanimously carried, President Kahn reopened the meeting at 10:30 a.m. to call for public comment.

President Kahn's call for public comment yielded a response from Nancy Cross representing Healthy Seniorhood who voiced concerns with the arbitration process in the City for women living in shelters facing eviction. Ms. Cross stated that she was unable to get a fair hearing after being evicted from a shelter and has spoken with various City Departments, including the Department of Homelessness and Supportive Housing, without resolution.

President Kahn thanked Nancy Cross for her comments and indicated he had met her before at the Shelter Grievance Monitoring Committee and would be willing to speak to her more about her points at a later time.

PUBLIC MEETING  
ADJOURNED

On motion by Commissioner Semel, seconded and unanimously carried, President Kahn adjourned the meeting at 10:37 a.m. in memory of Mayor Edwin Lee.



Krista Ballard, Interim Commission Secretary  
Human Services Commission