



MEMORANDUM

TO: Citizens General Obligation Bond Oversight Committee

FROM: Peg Stevenson, City Performance Director

DATE: January 13, 2015

SUBJECT: Update for January 2015 CGOBOC Meeting

Highlights of the City Services Auditor's (CSA) performance and technical assistance work in the period are:

- The City Services Auditor issued the Moving Beyond Stability: Service Utilization and Client Trajectories in San Francisco's Permanent Supportive Housing report in November 2014. We analyzed data, case files and survey information for clients placed in supportive housing by the Human Services Agency (HSA). Research goals were to identify the types of services clients in supportive housing sites utilize, the degree of utilization, how clients' needs may change over time and whether the services are supporting client transitions to other forms of stable housing. Highlighted findings from the report include:
 - Supportive housing programs are successful at stabilizing their clients and helping them to maintain their housing. However, HSA has not made self-sufficiency a priority in its program goals and some clients are unable or unwilling to transition to other forms of housing.
 - CSA recommends that HSA develop a roving services function that can fill both clinical and self-sufficiency service gaps. Roving teams can focus services on relevant populations and provide deeper levels of support than the on-site case managers whose time is often fully occupied by addressing immediate crises for their clients. HSA should clarify and strengthen its expectations and standards about service delivery from non-profit site managers and case managers particularly regarding client contact and eviction-related services.
- CSA issued the annual Street and Sidewalk Maintenance Standards Report for FY 13-14. The report provides an overview of the standards, results of evaluations and recommendations to improve the City's work in this area. Highlights from the report are:
 - Evaluation standards were revised in response to the 2011 Street and Sidewalk Perception Study, notably to add two new standards regarding odors. Over 90% of residential and commercial streets evaluated passed the new odor standards.
 - Most frequent problems included tree well cleanliness, graffiti on public surfaces that are not maintained by Public Works, and feces/needles/condoms (automatic fail). Commercial corridors in particular failed standards for graffiti and cleanliness around trash receptacles.

- The Citywide Performance Measurement FY 13–14 report was issued on November 25th, 2014, providing annual performance data for all City departments. In FY14, the Citywide Performance Measurement Program met with 31 of the 48 City departments to provide technical assistance on the robustness and relevance of their performance measures. An upgrade to the performance measurement system was developed and will be launched in January 2015. Report highlights include:
 - Over the last year, the number of enrollees in Healthy San Francisco, a comprehensive health coverage program for uninsured residents, has decreased by 50%. The decrease in HSF participation is a positive result of the Affordable Care Act as more individuals became eligible for public programs or could access the private market for health coverage through the exchange. The number of Department of Public Health Medi-Cal members increased by roughly 7%.
 - San Francisco General Hospital’s Emergency Department (ED) was on ambulance diversion 39% of the time – up almost 20% from FY12. Ambulance diversion means that SFGH’s ED is at capacity and unable to accept certain low-priority cases.
 - The use of eBooks and eMedia in Library services continues to increase, while physical books and materials usage decreased. In FY12, eBooks and eMedia represented roughly 3.5% of circulation and now in FY14 these categories make up nearly 8% of circulation.
 - The Department of Public Works’ timely delivery of services has steadily improved since FY10. In FY14, over 90% of requests for street cleaning, street use permits, pothole repairs, and graffiti abatement were fulfilled within target timeframes of two to three days.
- CSA issued the Controller’s Office Government Barometer – Quarter 1, Fiscal Year 2015 report. The current report highlighted the 311 customer service and its outcomes:
 - SF311 is 311’s mobile application. The app allows 311 to intake and route requests without using staff time, greatly reducing the cost of handling requests.
 - More users have moved to using the app, improving services levels due to a reduced volume of calls and customer service ability to handle more complex tasks.
 - Shortly after the app’s release, 311 was able to use a Federal Urban Areas Security Initiative (UASI) grant to add a mobile alerts feature to push emergency alerts to app users.

A table listing performance reports issued since CGOBOC’s last meeting is below.

12/16/2014	Controller's Office Government Barometer – Quarter 1, Fiscal Year 2015
11/25/2014	Citywide Performance Measurement FY 2013-14 Annual Report
11/20/2014	Street and Sidewalk Maintenance Standards Annual Report FY 2013-14
11/18/2014	Moving Beyond Stability: Service Utilization and Client Trajectories in San Francisco's Permanent Supportive Housing