



MEMORANDUM

TO: Citizens General Obligation Bond Oversight Committee

FROM: Peg Stevenson, City Performance Director

DATE: November 12, 2014

SUBJECT: Update for November 2014 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 Citywide Nonprofit Monitoring and Capacity Building Program FY 13 – 14 Annual Report on October 15th 2014. The Controller's Office coordinates an ongoing citywide program of fiscal and compliance monitoring for nonprofit organizations that have multiple City contracts. In this program, nine City departments conduct monitoring jointly so that it is done efficiently and uses consistent standards and methods. The program also identifies nonprofits in need of technical assistance or coaching, and provides consulting services at the City's expense. During FY14, 116 nonprofit contractors participated in the monitoring program. Highlights from the report include:
 - Sixty-two of the 116 contractors had findings, meaning that the organizations did not meet a City standard in one or more areas. The remaining 54 contractors met all standards.
 - Nonprofits may be placed in an "elevated concern" or "red flag" status if the organization fits specified criteria and does not respond adequately to the City's efforts to bring it into compliance with contract standards. The Controller's Office has placed two contractors on elevated concern status based on FY14 and historical monitoring data: Booker T Washington Community Services Center and Gum Moon Residence Hall.
 - In FY14, technical assistance was provided to six nonprofits with a focus on fiscal issues, such as cost allocation procedures, budgeting, and fiscal management. These six nonprofits were: African American Arts and Cultural Complex, Collective Impact, Gum Moon Residence Hall, La Raza Community Resource Center, Mission Neighborhood Centers, and Vietnamese Youth Development Center.
 - Building on a previous effort from FY13 that focused on Visitacion Valley, a Bayview Nonprofit Capacity Building Project was launched in FY14. The project provides technical assistance, coaching, and training to selected nonprofits serving Bayview residents.
 - Each year, the Controller's Office organizes a training series for nonprofits in the monitoring program. Overall, 81 nonprofits participated in at least one workshop in FY13, and a total of 199 participated in all six sessions.

- On October 16th 2014, CSA issued the annual Park Maintenance Standards Report for FY14. The report contains a summary and analysis of park evaluations performed between July 1, 2013 and June 30, 2014 and recommendations for improving the park evaluation and maintenance program. Additionally, this report provides milestones and information about the new, revised park evaluation standards that are being implemented for the FY2014-15 fiscal year. The following are highlights of the results and recommendations detailed in the report:
 - After three years of score increases, the citywide average for park scores decreased from 91.1 % to 90.7 % since last year. This decrease is the first since FY 2010 – 11 when scores decreased by 1 %. A score above 85 % indicates that a park is well maintained and that its features are in good condition.
 - Most parks (82 %) continue to score above 85 %. Additionally, of the 159 parks that had scores for both FY13 and FY14, more than half (76 parks) saw increases in score.
 - Five of 11 Supervisorial districts saw increases in scores ranging from 0.7 % to 4 %, while six districts saw decreases in scores ranging from 0.7 to 3.8 %.
 - Citywide, open space and parking lot features significantly improved since last year. Most features continued to score consistently well, with few feature scores decreasing by significant amounts.
 - CSA is recommending that the Recreation and Parks Department (Rec Park) continuously assess their use of park evaluation data to improve maintenance planning and activities and develop new reports based on the implementation of the new standards.
 - CSA recommends that evaluation data be used to strategically plan for improvement to consistently low-performing parks, Park Services Areas, or certain facilities or features.
 - CSA suggests that Rec Park provide quarterly outreach to staff in the form of trainings, newsletters, or other means to provide current information, refresh staff understanding of the evaluation guidelines, ask questions, and provide feedback about the park evaluation program.
- CSA has recently completed a pilot set of performance measurement dashboards for the Department of Public Health. These interactive reports allow managers at SFGH and specialty clinics to look at patient volume, appointment wait times, no-show rates and other measures of patient flow, financial performance and efficiency. The work will be expanded through DPH's business intelligence unit throughout this fiscal year.

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

10/16/2014	Park Maintenance Standards Annual Report FY 2013-14
10/15/2014	Citywide Nonprofit Monitoring and Capacity Building Program FY13-14 Annual Report