



MEMORANDUM

TO: Citizens General Obligation Bond Oversight Committee

FROM: Peg Stevenson, City Performance Director

DATE: May 16, 2012

SUBJECT: Update for May 2012 CGOBOC Meeting

Following are highlights of the City's Services Auditor's performance and technical assistance work since the last report to the CGOBOC:

- Performance staff compiled and issued the February bimonthly report of government/public service performance statistics—the Barometer. Highlights were:
 - Average daily county jail population increased by 9.4% from Dec. 2011 to February 2012, largely due to the state's realignment of prisoners from California facilities to county jails. Local arrest rates remain relatively low.
 - Healthy San Francisco enrollment dropped by 14.8% from February 2011 primarily due to a transition of over 10,000 participants into a federally-supported low income health care programs (SFPATH). Correcting for this transition, Healthy San Francisco enrollment is continuing to increase
 - Total number of people enrolled in Recreation and Park's recreation courses increased by 21.9% from the prior year, which the department attributes to better tailoring of courses to public interests.
- On March 22, 2012, CSA issued the six month report for the park maintenance standards program. Highlights were:
 - Average scores in all districts were at least 85% for the first time since the evaluation program began in FY2005-06. The two lowest scoring districts from last year had substantial improvements in their scores.
 - Of the 21 parks scoring below 80% in FY2010-11, all but one improved. A handful of parks continue to receive low scores—these include Park Presidio, Lake Merced, and McClaren Park.
- CSA substantially completed its work with the Department of Public Health to integrate primary care and behavioral health in nine clinics: Castro Mission, Chinatown, Curry, Larkin Street, Maxine Hall, Ocean Park, Potrero Hill, Silver Avenue and Southeast Health Centers. Intensive training on the integrated model was provided to all staff, over 4,000 patients were seen by the behavioral specialists (Feb. to Nov. period), and electronic data collection was implemented.

- CSA issued the first of a planned series of quarterly benchmarking reports on May 8, 2012. Eight cities provided a sufficiently complete data set on the subject of street maintenance, paving, tree maintenance and graffiti to allow for comparison. Cities in the report are Chicago, Oakland, Sacramento, Seattle, San Jose, Washington DC and Vancouver Canada. Highlights were:
 - San Francisco spends an average of \$17 more per capita for five of the services we tested with road resurfacing and maintenance being the largest differential—San Francisco spends \$59 per capita, the highest of all eight cities
 - Illegal dumping incidents—San Francisco has a higher number at 19,000 plus than the survey average. Oakland spends the most on illegal dumping, San Francisco is second, and Vancouver spends the least despite handling more than the survey average.
 - San Francisco spends \$4.03 per capita on graffiti abatement on public property, almost twice the average. However SF's response time is better at 72 hours than the average of 82 hours.
- CSA published a memorandum summarizing the findings of the City's joint monitoring of non-profit agencies providing services with City funding. City departments including Public Health, Human Services, Children, Youth and Families, and others together monitor non-profits' budgeting, financial management, reporting and other compliance required under their city contracts. The program covers 126 non profit providers with an aggregate \$382 million in city funding. There are eleven providers with 15 or more findings in FY2010-11 and 23 that had findings in two successive fiscal years. In most cases, the provider and the City are working to have a corrective action plan in place to address the deficiencies however four of the agencies no longer receive city funding or closed during the reporting period.

I am available to answer questions as needed. A table listing performance reports issued since CGOBOC's last meeting is below.

Date	Title
5/10/2012	Citywide Nonprofit Monitoring Program: Findings Memorandum
5/8/2012	Street Maintenance Benchmarking Report FY 2011
4/26/2012	Integration of Behavioral Health and Primary Care Services
4/16/2012	Government Barometer February 2012
3/22/2012	Park Maintenance Standards Six Month Report FY2011-12