



MEMORANDUM

TO: Citizens General Obligation Bond Oversight Committee

FROM: Peg Stevenson, City Performance Director

DATE: March 17, 2015

SUBJECT: Update for March 2015 CGOBOC Meeting

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

- The City's Human Services Agency asked CSA to analyze the work effort and skills needed for social workers within the In-Home Supportive Services (IHSS) program in order to meet state requirements and provide high-quality services. IHSS enables clients to receive home-based care by paid caregivers. IHSS deploys social workers who conduct assessments to determine the appropriate types of assistance and number of hours that clients can receive. Intake Social Workers (ISWs) conduct initial assessments with all applicants and Carrying Social Workers (CSWs) conduct annual follow-up reassessments with applicants who are approved for the IHSS programs. Highlighted findings from the report include:
 - Social workers are available to work approximately 78 percent of their total possible work time, net of leave and paid breaks. In an eight-hour work day, they are available 6.24 hours.
 - Nineteen ISWs are needed to serve San Francisco's existing IHSS caseloads which is an increase of one ISW from current staff levels.
 - CSWs carry an average of 351 cases per year and require approximately 6.6 hours to fulfill each case. Currently, approximately 70 to 72 CSWs are needed, which is an increase of six to eight CSWs from current staff levels.
 - IHSS plans to introduce mobile technology in 2015, which could reduce the time required to complete assessments.
- CSA issued the San Francisco Public Library (SFPL): Security Assessment in late January 2015. The objective of the assessment, conducted from September 2013 to March 2014, was to evaluate incident reporting and tracking and security staffing and deployment. CSA found that Library staff and security guards are reporting security incidents inconsistently due to unclear standards and protocols. Serious security incidents are concentrated in the afternoon throughout the system and SFPL security staff hours could be better matched to this pattern. The Controller's Office made 11 recommendations for SFPL including developing incident reporting standards and devoting additional security resources to high incident areas.
- The City Services Benchmarking: Population Health report issued on February 4th compares the general health of the population of San Francisco to that of thirteen peers including Los Angeles, Sacramento, Denver, Washington DC, and Philadelphia. The highlights of the report include:

- San Francisco ranks best or among the best in its peer group at many measures of general health. It enjoys the lowest smoking, obesity, and breast cancer mortality rates and ranks among the best for level of physical activity, air quality, food security, and pre-term births.
 - While the health of the general population is robust, San Francisco’s African-American population shows higher mortality rates than most.
 - San Francisco has a lower rate than its peers in cycling fatalities but a higher rate of cycling injury and pedestrian fatalities and injuries.
- CSA issued the Controller’s Office Government Barometer – Quarter 2, Fiscal Year 2015 report. The report highlights the Department of Public Works and the Pavement Condition Index (PCI). PCI rates City blocks on a 0-100 scale, assigning a low score of zero for a badly deteriorated road and a high of 100 for a freshly paved block. In 2015, Public Works reports a citywide average PCI score of 67 for 2014, up from a score of 66 in 2013. Roughly half of San Francisco City blocks are rated good or excellent. Paving is proceeding at faster rates due to bond funding.
 - The DPWStat: A Case Study of San Francisco Public Works’ Performance Management Program report was issued on February 12. CSA documents the lessons learned from DPW’s Stat program and discusses how the program works, insights that the department has gained and gives examples of the improvements achieved. DPW is able to monitor time trends, seasonal variation, geographic differences, and productivity. Managers and colleagues understand field conditions and issues, the staff understands management expectations, and Public Works staff share information across operational units and with external partners or clients.
 - The SFPUC Ratepayer Assurance Scorecard for FY2013-14 issued in February notes that the SFPUC’s outreach and public education efforts have resulted in a decrease of SF residents’ daily water use, SFPUC exceeded the Local Hire Ordinance requirements by an average of 14 percent over three years for SF resident workers on construction projects and SFPUC’s services remain affordable when compared to the California average combined utilities bill.
 - On March 3, 2015 CSA issued the San Francisco Police Department District Station Boundary Analysis report in connection with the move of SFPD’s Southern Station to the new public safety building in Mission Bay and other demographic changes underway in the City. The analysis used feedback from stakeholders, assessment of call volume and incidents and a variety of other factors to align proposed boundaries to meet service goals.

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

3/3/2015	San Francisco Police Department District Station Boundary Analysis
2/18/2015	SFPUC Ratepayer Assurance Scorecard FY2013-14
2/12/2015	DPWStat: A Case Study Of San Francisco Public Works’ Performance Management Program
2/11/2015	Controller's Office Government Barometer – Quarter 2, Fiscal Year 2015
2/4/2015	City Services Benchmarking: Population Health
1/22/2015	San Francisco Public Library: Security Assessment
1/9/2015	In-Home Supportive Services Social Worker Staffing Analysis