



OFFICE OF THE CONTROLLER
CITY AND COUNTY OF SAN FRANCISCO

Ben Rosenfield
Controller
Todd Rydstrom
Deputy Controller

MEMORANDUM

TO: Citizens General Obligation Bond Oversight Committee

FROM: Natasha Mihal, City Performance Director

DATE: February 21, 2023

SUBJECT: **CSA Performance Update for February 2023 meeting**

Highlights of City Performance's work in the period are:

- [Fiscal Year \(FY\) 2021-22 Annual Performance Measure Report](#). The City Charter requires the City Services Auditor to monitor the level and effectiveness of services provided by the City. This report includes performance measure results for all City departments for FY 2021-22, including highlights for some of the City's key performance measures across the nine [Scorecards](#) service areas. The report is accompanied by an [interactive dashboard](#) to view all department performance measure details.
- [FY 2021-22 Parks Maintenance Standards Annual Report](#). The City Charter requires that the City Services Auditor works with the Recreation and Parks Department (RPD) to establish objective and measurable park maintenance standards. This report highlights the evaluations CSA Performance and RPD staff performed in FY 2021-22, after a year's hiatus in FY 2020-21 due to COVID staff reassignments. The Citywide average score was 91 percent in FY 21-22. A score above 85 percent generally indicates a park is well-maintained and its features are in good condition. In FY 2021-22, 89 percent of parks scored above 85 percent. The report is accompanied by an [interactive dashboard](#) so residents can learn more about individual park results.
- [FY 2020-21 and FY 2021-22 Our City Our Home Annual Report](#). San Francisco voters established the OCOH Fund in 2018 to increase housing and services for people experiencing homelessness. The Fund supports four service areas: Permanent Housing, Mental Health, Homelessness Prevention, and Shelter and Hygiene. This report provides information about the City and County of San Francisco's implementation of services over the first two years of the OCOH Fund, including how much the City spent, how many units of housing and other services the Fund added to the homelessness response system, the types of programs and services added, and characteristics about households served. In the two-year period, the City spent \$209.2 million on new initiatives and services, and served over 18,000 households.

- [FY 2021-22 Citywide Nonprofit Monitoring and Capacity Building Program Annual Report](#). This program, which began in 2005, streamlines and standardizes the City's nonprofit fiscal and compliance monitoring. CSA Performance works with 12 departments to coordinate these monitoring activities. In FY 2021-22, the pool consisted of 192 nonprofit contractors with an aggregate of \$1.2 billion in City funding, which is 85 percent of all City funding for nonprofits. This report highlights the activities conducted in FY 2021-22 for capacity building and coaching, as well as results from the annual monitoring cycle. Eighty-nine percent of contractors ended the monitoring cycle in full conformance of the standards. Two nonprofits were placed on elevated concern and two nonprofits were placed on red flag status.

Here is the list of reports and analyses published by City Performance in the period from July 2022 to February 2023:

Date of Publication	Report Title
2/7/2023	Policy on Nonprofit Compliance with CA AG Charity Registry 2.7.23
2/1/2023	Park Maintenance Standards Selected Highlights FY 2021-22
1/31/2023	Controller's Office Review of 2022 Managed Care Contracts
12/20/2022	Citywide Nonprofit Monitoring and Capacity Building Program FY22 Annual Report
12/20/2022	Citywide Nonprofit Monitoring and Capacity Building Program FY21-22 Dataset
12/5/2022	Annual Performance Results FY22
8/3/2022	Guidance to Departments on the Treatment of the Fiscal Year 2022-2023 Cost of Living Adjustment and Cost of Doing Business Allocation within Nonprofit Contracts and Grants