



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, 2024

SUBJECT: **CSA Performance Update for February 2024 meeting**

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

- [Fiscal Year \(FY\) 2023-23 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 2022-23, including highlights for some of the City's key performance measures across the eight [Scorecards](#) service areas. The report is accompanied by an [interactive dashboard](#) to view all department performance measure details.
- [FY 2022-23 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 2022-23. The Citywide average score was 91 percent in FY 22-23, the same as the prior year. 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 2022-23 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 FY 2022-23, the City spent \$295.7 million on programs that served 27,362 households and added 1,191 units of capacity.

- [FY 2022-23 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 2022-23, the pool consisted of 197 nonprofit contractors with an aggregate of \$1.4 billion in City funding, which is 92 percent of all City funding for nonprofits. This report highlights the activities conducted in FY 2022-23 for capacity building and coaching, as well as results from the annual monitoring cycle. Seventy-six percent of contractors ended the monitoring cycle in full conformance of the standards. Four nonprofits were placed on elevated concern and none were placed on red flag status.

Here is the list of reports and analyses published by City Performance in the period from July 2023 to February 2024:

Date of Publication	Report Title
1/29/2024	Controller's Office Review of 2023 Managed Care Contracts
12/19/2023	Park Maintenance Standards Selected Highlights FY23
12/19/2023	Citywide Nonprofit Monitoring and Capacity Building Program FY23 Annual Report
12/19/2023	Citywide Nonprofit Monitoring and Capacity Building Program FY23 Dataset
12/18/2023	Annual Performance Results FY23
12/13/2023	Policy on Nonprofit Compliance with CA AG Charity Registry – Updated December 2023
9/14/2023	Policy Update: Guidance on the Fiscal Year 2023-2024 and Fiscal Year 2024-2025 Cost of Doing Business Allocation and Minimum Compensation Ordinance Increase within Nonprofit Agreements
7/31/2023	Money Management Services in San Francisco: Assessing Supply and Demand for Representative Payee and Other Money Management Services
7/26/2023	2023 Homelessness Benchmarking Report: Comparing San Francisco to Peer Jurisdictions
7/11/2023	Collaborative Courts Review