



CITY AND COUNTY OF SAN FRANCISCO
OFFICE OF THE CONTROLLER

Ben Rosenfield
Controller

Todd Rydstrom
Deputy Controller

September 9, 2016

The Honorable John K. Stewart
Presiding Judge, Superior Court of California, County of San Francisco
400 McAllister Street, Room 008
San Francisco, CA 94102

**Re: Controller's Office response to the 2015-16 Civil Grand Jury Report entitled
"SF Homeless Health & Housing: A Crisis Unfolding on our Streets"**

Dear Judge Stewart:

Pursuant to Penal Code Section 933 and 933.05, the following is in response to the Civil Grand Jury report issued on July 12, 2016.

Finding: F.C.2. MONITORING: The non-profit agencies that perform services for the homeless monitor their own Outcome Performance. The Controller's Office only performs fiscal and compliance monitoring, except for the Navigation Center.

Controller's Response: Disagree, in part.

In FY2015-16, 136 nonprofit agencies, with an aggregate of over \$460 million in City funding from nine departments, were monitored through the Controller's Citywide Nonprofit Monitoring and Capacity Building Program that focuses on fiscal and compliance measures. The Controller also reported on the outcomes and challenges of the Navigation Center in a series of dashboards and reports. Outcomes, performance and results of nonprofit service agencies are tracked by the departments that hold the contracts. The City has considered a joint monitoring program for outcome performance in the past, but in general the subject matter expertise required, and the variety of service types is so wide that joint outcome performance monitoring did not seem practicable. As the new Homelessness and Supportive Housing Department is developed, the monitoring approach can be revisited. In addition, the Controller's Whistleblower Unit investigates complaints related to non-profit agencies in all service areas, and the Controller's Audit Division carries out compliance and performance audits as part of its on-ongoing programs. These audits test results, productivity and compliance with contract requirements.

If you have any questions about this response, please contact Deputy Controller Todd Rydstrom or me at 415-554-7500.

Respectfully submitted,


Ben Rosenfield
Controller

cc: Todd Rydstrom, Deputy Controller, City and County of San Francisco
Angela Calvillo, Clerk of the Board, City and County of San Francisco

2015-16 Civil Grand Jury
 SF Homeless Health Housing
 Office of the Controller :FINDINGS Response Template

CGJ Year	Report Title	Findings	Respondent assigned by CGJ	2016 Responses (Agree/Disagree)Use the drop down menu	2016 Response Text
2015-16	SF Homeless Health & Housing: A Crisis Unfolding on our Streets	<p>F.C.2. MONITORING: The non-profit agencies that perform services for the homeless monitor their own Outcome Performance. The Controller's Office only performs fiscal and compliance monitoring, except for the Navigation Center.</p>	Controller	disagree with it, partially (explanation in next column)	<p>In FY2015-16, 136 nonprofit agencies, with an aggregate of over \$460 million in City funding from nine departments, were monitored through the Controller's Citywide Nonprofit Monitoring and Capacity Building Program that focuses on fiscal and compliance measures. The Controller also reported on the outcomes and challenges of the Navigation Center in a series of dashboards and reports. Outcomes, performance and results of nonprofit service agencies are tracked by the departments that hold the contracts. The City has considered a joint monitoring program for outcome performance in the past, but in general the subject matter expertise required, and the variety of service types is so wide that joint outcome performance monitoring did not seem practicable. As the new Homelessness and Supportive Housing Department is developed, the monitoring approach can be revisited. In addition, the Controller's Whistleblower Unit investigates complaints related to non-profit agencies in all service areas, and the Controller's Audit Division carries out compliance and performance audits as part of its on-going programs. These audits test results, productivity and compliance with contract requirements.</p>