



**SFIHSS** PUBLIC  
AUTHORITY



**2024-25**  
ANNUAL REPORT



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# San Francisco's Legacy of Disability Rights and the Right to Choose Where We Age

This year marked a powerful convergence of two anniversaries: the 35th anniversary of the Americans with Disabilities Act (ADA) and the 30th anniversary of the founding of the San Francisco In-Home Supportive Services (IHSS) Public Authority. Both milestones are rooted in the same core principle—that every person deserves the right to live with dignity, autonomy, and inclusion.

Few cities can claim to be the birthplace of a civil rights movement, but San Francisco can. In 1977, a group of fearless disability activists staged the longest non-violent occupation of a federal building in U.S. history—the 504 Sit-In at the UN Plaza Federal Building. The 26-day protest led to the implementation of Section 504 of the Rehabilitation Act, laying the groundwork for the ADA and fundamentally changing how our country recognizes the rights of people with disabilities.

That same spirit of advocacy and community-led progress inspired the founding of the San Francisco IHSS Public Authority in 1995. Now celebrating its 30th year, the Public Authority continues to play a vital, though often under-recognized, role in upholding the rights won through those early struggles.

Today, more than 28,000 San Franciscans rely on the IHSS program to remain safely and independently in their homes. The Public Authority offers comprehensive support to both IHSS recipients and home care providers across multiple areas. For those receiving IHSS, the Public Authority offers personalized assistance in navigating the IHSS system and accessing other community resources, connects them to trained in-home care providers through its Registry, and provides urgent back-up provider services for immediate short-term needs.

IHSS providers, many of whom are family members or dedicated professional caregivers, also receive critical support from the Public Authority. This includes job placement, free background checks, access to high-quality training, and medical and

dental benefits. In a city where caregiving is both essential and often undervalued, the Public Authority plays a key role in supporting this vital workforce.

The Public Authority is more than an administrative agency; it is a lifeline. For thousands of San Franciscans, it is what makes it possible to get out of bed, cook a meal, manage medications, or attend a doctor's appointment. It is the living embodiment of what the ADA promises: access, choice, and community integration.

Yet today, that promise is under threat. Ongoing and proposed cuts to Medicaid, which funds IHSS, could severely weaken these supports. As policymakers debate budgets, it's crucial for all San Franciscans to understand what's at stake. Programs like IHSS aren't just about services; they're about freedom. Without them, many of our neighbors—friends, family members, colleagues—could be forced into nursing homes or left without the care they need to survive.

San Francisco has always been a national leader on disability rights. From the 504 Sit-In to the creation of the Public Authority, we have demonstrated that justice includes the right to live at home, participate in community life, and choose one's own path. As we celebrate these two landmark anniversaries, we must recommit to protecting the programs and principles that make that vision possible.

Now is the time to stand with the disability and aging communities—not just in memory of where we've been, but in defense of where we're going.

**Eileen Norman**

EXECUTIVE DIRECTOR

# Governing Body Members

Robin Wilson-Beattie  
PRESIDENT

Sascha Bittner  
VICE PRESIDENT

Alex Madrid  
TREASURER

Daisy McArthur  
SECRETARY

Ted Jacksom  
MEMBER AT LARGE

Mara Math  
MEMBER AT LARGE

Jane Redmond  
MEMBER AT LARGE

Jesse Nichols  
MEMBER AT LARGE

Luana McAlpine  
MEMBER AT LARGE

Edda Mai Johnson  
MEMBER AT LARGE



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# Provider Services: Improving Efficiency & Expanding Access

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We are proud and committed in supporting San Francisco IHSS providers workforce through essential services that help providers onboard, stay safe on the job, and access the benefits they have earned. The key services provided include Live Scan processing, distribution of personal protective equipment (PPE), and enrollment for health, vision, and dental insurance benefits. Each year, we actively explore opportunities to enhance and improve how these services are delivered to better meet the evolving needs of our IHSS provider community.

## Key Highlights

### ▶ **Expanded Digital Access to Benefits**

Successfully launched and implemented the online dental application in April 2025, building on the momentum of the online health application introduced in September 2024. These digital applications improve accessibility, enhance record keeping and visibility, streamline the processing of insurance benefits, and contribute to environmental sustainability by reducing paper use and lowering our carbon footprint.

### ▶ **Ongoing Distribution of Free PPE**

Continued efforts to provide free personal protective equipment (PPE) to help San Francisco IHSS providers stay safe and protected while caring for clients, without the added financial burden and greater confidence and peace of mind.

### ▶ **Record Utilization of Free Live Scan Services**

During this fiscal year, we experienced the highest utilization to date of our free Livescan program. By offering Live Scan at no cost, we remove a key financial barrier to completing required background checks.

### ▶ **Ongoing Process of IHSS ID Badges**

IHSS ID badges are a practical tool that supports safety, trust, and professionalism. For many providers, these badges are required to access their consumer's building thus helping ensure smooth and secure entry while on the job.

## Impact & Data

- ▶ Maintained health coverage for approximately **11,700 Providers** and dental coverage for **9,400 Providers**.
- ▶ During the fiscal year, a total of **1,979 Providers** enrolled in health benefits, with **648 enrollments completed online**.
- ▶ A total of **1,277 Providers** enrolled in dental coverage. Since the launch of the online dental application in April 2025, **165 of 332 applications (49%)** were submitted digitally, demonstrating strong adoption of online enrollment.
- ▶ Distributed **7,372 personal protective equipment (PPE) packages** to IHSS providers.
- ▶ Conducted **3,781 LiveScan appointments** and processed **5,615 DOJ clearances**, accounting for **67% of San Francisco IHSS clearances** and supporting timely completion of the enrollment process.
- ▶ Created and distributed **869 IHSS identification cards**.



### COMMUNITY VOICES

*“The partnership created a supportive space for providers to explore difficult topics. Through collaborative training, we built trust and confidence to have conversations that matter.”*

# Mentorship & Community Outreach

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The Community Outreach & Mentorship program significantly impacted the community by expanding outreach, enhancing awareness, and improving access to services. While we still are met with challenges in addressing eligibility gaps and complex needs, the program positively affected numerous consumers, fostering a sense of care and support. We strive to continue improving equity, access, and outcomes for those who need IHSS and PA services.

## Key Highlights

### EXPANDED OUTREACH

- ▶ In-person visits with IHSS Consumers more than **tripled from the previous year (from 21 to 68)**.
- ▶ Participation in community events **increased 47% (from 30 to 44)**.
- ▶ The number of phone-based outreach projects run by the Mentorship staff **increased from one to three**.

## Impact & Data

- ▶ More than **2,500 contacts** or contact attempts were made to **300 engaged IHSS Consumers**.
- ▶ **80% of Consumers** who accepted support from the Mentorship program successfully achieved their goals.
- ▶ **83% of IHSS Consumers** who succeeded in accessing services with Mentorship help continued to be served 90 days after case closure.
- ▶ Provided training and information on IHSS and Public Authority services in **40+ community contexts**, adjusting content based on audience needs.
- ▶ Sessions ranged from **general overviews** of IHSS and PA services to **detailed guidance** for onsite providers at supportive housing sites on eligibility, benefits, and supporting residents.
- ▶ Outreach calls were made to more than **600 potential Consumers**, resulting in program engagement for more than **70 additional people**.



### COMMUNITY VOICES

*“Providers shared that the trainings were useful and that they would recommend them to others. They especially valued peer-to-peer learning and in-person sessions as opportunities for connection and support.”*

# Back-Up Provider Services (BUPS): Health, Independence, and Continuity of Care

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BUPS plays a critical role in protecting IHSS consumers from dangerous gaps in care—whether due to a provider illness, a sudden hospital discharge, or unexpected emergencies. When a consumer is at their most vulnerable, BUPS deploys a trained provider within hours, delivering personal care, meal preparation, and essential daily living support. This rapid response keeps consumers safe at home and prevents costly hospital readmissions.

Since its launch in 1997, BUPS has continuously evolved—expanding provider training, adopting new technologies, and strengthening its rapid response capacity. Today, it remains a cornerstone of IHSS support and a vital safety net for the community.



## COMMUNITY VOICES

*"The mentorship program has been a lifeline. Knowing someone is there to guide me through the complexities of IHSS has made all the difference. I feel supported and understood."*

## New Training Program

- ▷ **194 cases** related to hospital discharges
- ▷ **498 cases** related to transitions between independent providers
- ▷ **72 cases** due to provider vacation or sick leave

## Key Highlights

### Bolstering training and skill building for BUPS

This year, the PA launched a **comprehensive online training program**, expanding access to flexible, ongoing education beyond existing in person classes. Courses included:

- ▷ Compassionate strategies for supporting individuals experiencing hoarding behavior
- ▷ Best practices for dementia care
- ▷ Communication approaches for consumers and providers who speak different languages

### Training Impact

- ▷ **100% of BUPS providers (27 total)** enrolled in the new online training system after migrating modules to a remote-access platform.
- ▷ **50% completion rate in the first quarter**, demonstrating early and strong engagement.
- ▷ **100 total trainings completed** by year end, tracked through a newly implemented reporting dashboard.

### Program Outcomes & Impact

Every referral answered, every hour of service delivered, and every provider trained results in stronger, more reliable care for IHSS consumers during their most critical moments. By investing in training and maintaining a high performing rapid response team, BUPS is building a smarter, more compassionate safety net for the entire community:

- ▷ **100% fulfillment rate** for all accepted service requests—ensuring no consumer was left without care.
- ▷ **2,757 service visits (7% increase from FY24)**, reflecting the program's growing reach and responsiveness.
- ▷ **539 consumers served (6% increase from FY24)**, representing hundreds of individuals who avoided harmful care disruptions.
- ▷ **11,550 hours authorized and 6,632 hours delivered (11% increase from FY24)**, supporting continuity of care during emergencies. *(Remaining hours were cancelled due to consumer or other requests.)*

# Registry Program: Strengthening Connections, Supporting Choice

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The Registry Program continues to serve as a vital pillar of the San Francisco IHSS Public Authority, ensuring older adults and people with disabilities can live safely and independently in their homes. By recruiting, screening, and supporting IHSS Providers—and by helping IHSS Consumers find reliable in home support—the Registry remains an essential connector within the IHSS system.

In FY 2024–2025, the program demonstrated strong performance, measurable growth, and meaningful impact for both Consumers and Providers across San Francisco.

## Expanding Access to In Home Support

This year, **2,518 Consumers were referred to the Registry** for assistance finding a suitable IHSS Provider. Among them, **1,402 unduplicated Consumers received services**, representing an impressive **81% engagement rate**. This reflects the Registry's commitment not only to processing referrals, but actively supporting Consumers through each stage of their provider search.

On average, the program served **167 Consumers each month**, a consistent volume that demonstrates both community need and the Registry's capacity to meet it.

To support timely matches between Consumers and Providers, the program generated **3,036 tailored Provider lists**, averaging **253 lists per month**. These lists play a central role in empowering IHSS Consumers with choice—allowing individuals and families to make informed decisions aligned with their personal needs, language preferences, and care goals.

## Creating Better Matches and Better Outcomes

The ongoing success of the Registry Program stems from its ability to bring together Consumers seeking trustworthy support and Providers committed to delivering quality care. The year's outcomes demonstrate:

- ▶ High Consumer engagement and service completion
- ▶ Steady growth in the active Provider workforce
- ▶ Strong recruitment pipelines and onboarding efficiency
- ▶ Sustained capacity to generate individualized Provider lists

These achievements reflect the Registry's role as an essential resource within the IHSS ecosystem—one that supports individual independence, stabilizes the local caregiving workforce, and strengthens the overall delivery of home care across San Francisco.

## Strengthening the IHSS Workforce Through Targeted Recruitment

A stable, well prepared workforce is the foundation of effective in home support. The Registry Program continued to invest deeply in Provider recruitment and onboarding throughout FY 2024–2025.

- ▶ **1,117 Provider applications** were received, averaging **93 per month**, reflecting ongoing interest in caregiving professions.
- ▶ Through a thorough and quality-focused onboarding process, **523 Providers were activated** this fiscal year.
- ▶ Providers completed onboarding in an average of **38 days**, balancing efficiency with required screenings and trainings to safeguard Consumers.
- ▶ The Registry's pool of **active Providers grew from 520 at the start of July 2024 to 649 by June 2025**, an increase of nearly 25%.

This growth meaningfully expanded the system's capacity to respond to Consumer needs, reduce wait times, and support more successful matches.

In addition, **692 Providers** were not currently seeking work but remained connected to the Registry, representing a flexible reserve workforce available to re-engage as needs change in the community.

# Strengthening the IHSS Workforce Through Provider Training

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The San Francisco IHSS Public Authority, in partnership with multiple nonprofit community partners, offered Providers many training opportunities to expand access to high-quality, practical training for IHSS Providers across San Francisco. Developed in response to the conclusion of California’s Career Pathways Program, the initiative filled a critical gap in ongoing education and professional development—supporting workforce stability and quality of care.

## Key Highlights

- ▶ **150+ Providers Trained**
- ▶ **21 Training Courses Offered**
- ▶ **3 Languages: English, Spanish, Chinese**

During the program’s first six months, more than **150 IHSS Providers** participated in trainings delivered through a flexible mix of **live virtual sessions, in-person classroom and hands-on instruction, and self-paced online modules**. This multi-format approach reduced barriers related to scheduling, caregiving responsibilities, and transportation, allowing Providers to participate in ways that best fit their needs.

All trainings were offered in **English, Spanish, and Chinese**, ensuring equitable access for San Francisco’s diverse Provider community and reinforcing the Public Authority’s commitment to inclusive workforce development.

## Training Topics Offered

The Provider Training Program covered essential, real-world caregiving skills, including:

- ▶ Personal Care & Hygiene
- ▶ Workplace Safety & Injury Prevention
- ▶ Effective Communication with Consumers and Care Teams
- ▶ Chronic Condition Management
- ▶ CPR & First Aid Certification
- ▶ Infection Control & Disease Prevention

- ▷ Safe Transferring & Mobility Assistance
- ▷ Medication Management
- ▷ Care Transitions & Continuity of Care

These trainings were designed to strengthen Provider competency, build confidence, and improve consumer safety and care outcomes.

The program placed special emphasis on Back-Up Providers by conducting **in-person skills assessments** and renewing **CPR certifications** to ensure continued compliance and emergency readiness for urgent care situations.

## Lasting Impact

Through hands-on learning and live engagement, the Provider Training Program strengthened Provider preparedness, reduced professional isolation, and fostered a stronger sense of connection and professional identity. The program established a sustainable training model that supports Provider retention, job satisfaction, and high-quality care for IHSS consumers across San Francisco.



### COMMUNITY VOICES

*“Providers shared that the trainings were useful and that they would recommend them to others. They especially valued peer-to-peer learning and in-person sessions as opportunities for connection and support.”*

# Community Voices

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## Agency and Choice: Empowering San Francisco's Latinx community through Advance Care Planning in partnership with the Palliative Care Work Group

This year the San Francisco IHSS Public Authority, along with UCSF and select community-based organizations, has assisted in the roll out of an initiative of the Palliative Care Work Group (PCWG) designed to significantly expand access to Advance Care Planning (ACP) for members of the city's Latinx community.

The initiative, funded by the Patient-Centered Outcomes Research Institute, aims to collaboratively develop, evaluate, and deliver a culturally tailored train-the-trainer program to multiple Latinx-serving community organizations.

ACP ensures that medical care aligns with each individual's values and preferences—respecting a person's dignity even when they may be unable to speak for themselves. When ACP discussions happen with empathy and cultural understanding, they help build genuine, trust-based relationships. ACP helps prepare families and providers for future situations, easing emotional and decisional stress during difficult care moments. Evidence shows that ACP is linked to greater satisfaction, better alignment of care to patients' wishes, and lower distress among caregivers.

Historically, Latinx communities have had lower ACP participation due to language, cultural, and resource barriers. This program improves equity by delivering accessible, community-informed ACP engagement.

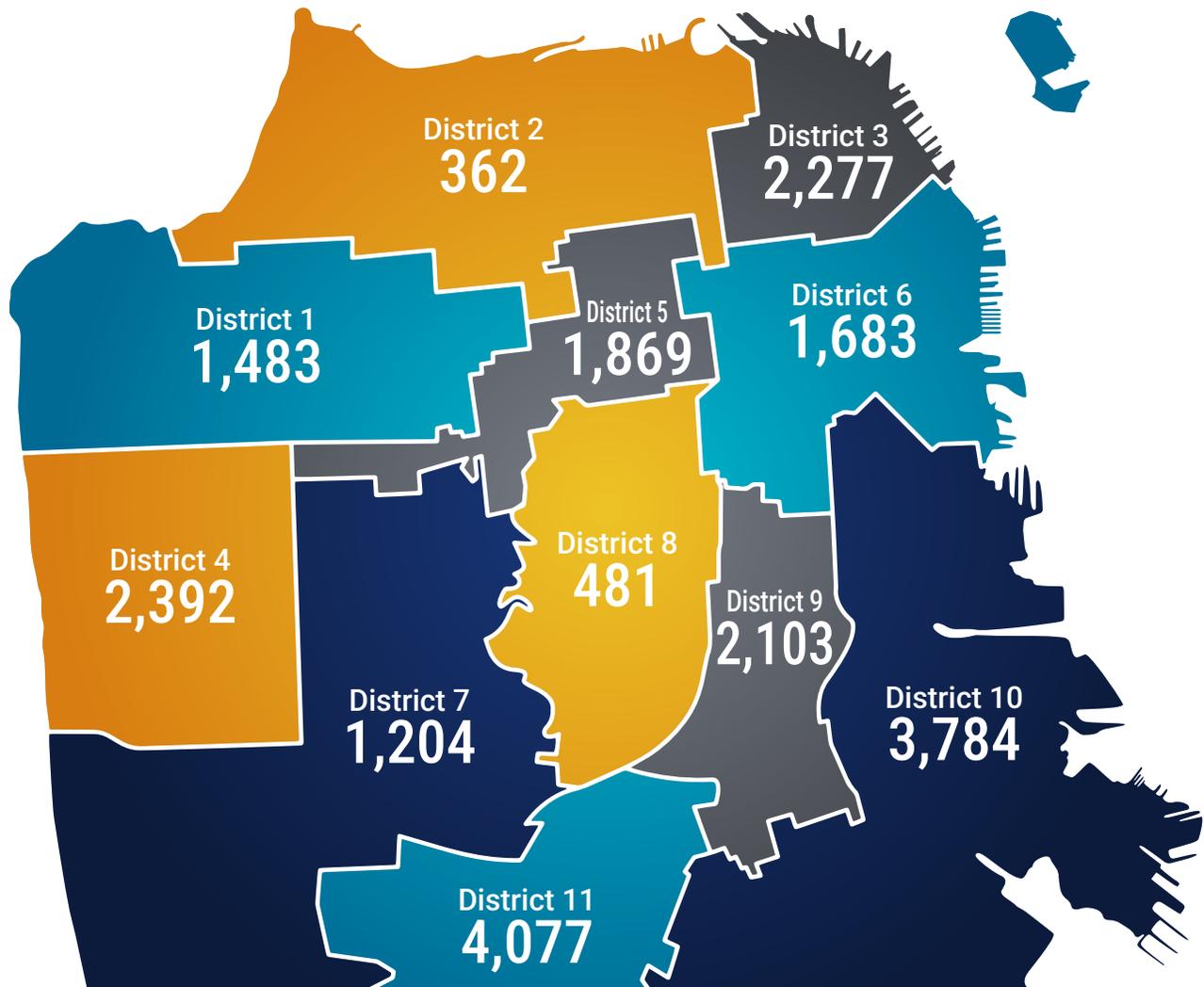
Led by PCWG Executive Director Loren Pogir, and with guidance from UCSF Palliative Care professors and physicians, the project has utilized community-based participatory research to co-design culturally informed workshops, materials, and outreach strategies for Latinx and other underserved populations. Members of the PA staff and leadership team have participated in strategy meetings and public outreach on behalf of the project, and Community Engagement Coordinator Rosseli Balk has joined the team of ACP training champions who will deliver the content in various settings over the coming



year. In addition to training provision, champions will assist with planning and delivering related events, attend media functions, and help with feedback facilitation and outcome evaluation.

At the PA, we're excited to support an initiative that elevates Advance Care Planning in a culturally responsive, actionable way for our Latinx Consumers and Providers. Backed by PCORI funding and led by UCSF, PCWG, and trusted partners, this program opens doors for profoundly meaningful conversations, equipping our community with the knowledge and skills needed to ensure greater agency, dignity, and peace of mind in the most challenging of times.

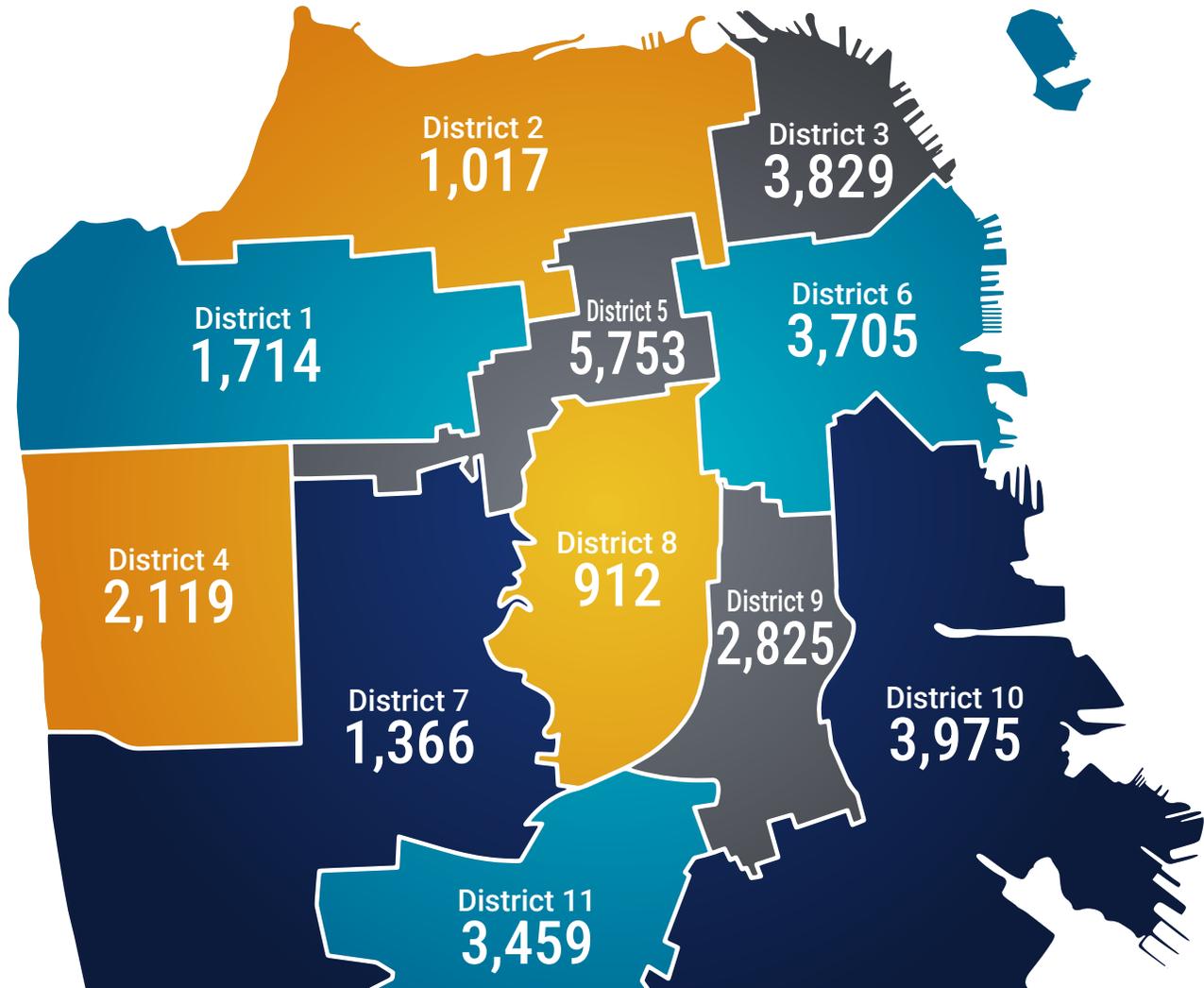
# SF District Map of Providers



## IHSS Providers in San Francisco

<span style="color: teal;">■</span> DISTRICT 1	1,483	<span style="color: darkblue;">■</span> DISTRICT 7	1,204
<span style="color: orange;">■</span> DISTRICT 2	362	<span style="color: orange;">■</span> DISTRICT 8	481
<span style="color: darkgrey;">■</span> DISTRICT 3	2,277	<span style="color: darkgrey;">■</span> DISTRICT 9	2,103
<span style="color: orange;">■</span> DISTRICT 4	2,392	<span style="color: darkblue;">■</span> DISTRICT 10	3,784
<span style="color: darkgrey;">■</span> DISTRICT 5	1,869	<span style="color: teal;">■</span> DISTRICT 11	4,077
<span style="color: teal;">■</span> DISTRICT 6	1,683	<b>TOTAL IHSS PROVIDERS</b>	<b>21,715</b>

# SF District Map of Consumers



## IHSS Consumers in San Francisco

<span style="color: #00838f;">■</span> DISTRICT 1	1,714	<span style="color: #002060;">■</span> DISTRICT 7	1,366
<span style="color: #e69d00;">■</span> DISTRICT 2	1,017	<span style="color: #e69d00;">■</span> DISTRICT 8	912
<span style="color: #555555;">■</span> DISTRICT 3	3,829	<span style="color: #555555;">■</span> DISTRICT 9	2,825
<span style="color: #e69d00;">■</span> DISTRICT 4	2,119	<span style="color: #002060;">■</span> DISTRICT 10	3,975
<span style="color: #555555;">■</span> DISTRICT 5	5,753	<span style="color: #00838f;">■</span> DISTRICT 11	3,459
<span style="color: #00838f;">■</span> DISTRICT 6	3,705	<b>TOTAL IHSS CONSUMERS</b>	<b>30,674</b>

# District Data Breakdown

## DISTRICT 1

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Inner Richmond	444	570
Lake Street	40	38
Lone Mountain	37	36
Outer Richmond	876	977
Presidio Terrace	13	18
Seacliff	2	7
Sutro Heights	71	68
<b>TOTAL</b>	<b>1,483</b>	<b>1,714</b>

## DISTRICT 2

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Anza Vista	13	17
Aquatic Park / Fort Mason	0	2
Cathedral Hill	100	360
Cow Hollow	10	47
Laurel Heights / Jordan Park	29	43
Lone Mountain	55	101
Lower Pacific Heights	31	52
Marina	25	28
Pacific Heights	37	172
Presidio Heights	28	132
Presidio National Park	12	32
Russian Hill	3	1
Union Street	13	20
Western Addition	6	10
<b>TOTAL</b>	<b>362</b>	<b>1,017</b>

## DISTRICT 3

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Chinatown	831	1110
Downtown / Union Square	35	64
Financial District	27	17
Fisherman's Wharf	29	19
Lower Nob Hill	197	401
Nob Hill	307	654
North Beach	454	578
Northern Waterfront	81	125
Pacific Heights	0	1
Polk Gulch	112	312
Russian Hill	190	342
Telegraph Hill	14	29
<b>TOTAL</b>	<b>2,277</b>	<b>3,652</b>

## DISTRICT 4

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Golden Gate Park	2	0
Inner Sunset	0	1
Lakeshore	32	16
Merced Manor	64	41
Outer Sunset	1666	1571
Parkside	625	488
Stonestown	3	2
<b>TOTAL</b>	<b>2,392</b>	<b>2,119</b>

## DISTRICT 5

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Alamo Square	19	20
Anza Vista	14	8
Buena Vista	8	43
Cathedral Hill	11	61
Civic Center	83	220
Downtown / Union Square	3	70
Duboce Triangle	4	3
Golden Gate Park	0	1
Haight Ashbury	25	33
Hayes Valley	128	167
Japantown	72	248
Lower Haight	79	121
Lower Pacific Heights	64	162
Mint Hill	1	3
Panhandle	50	185
Tenderloin	789	3095
Western Addition	519	1313
<b>TOTAL</b>	<b>1,869</b>	<b>5,753</b>

## DISTRICT 6

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Civic Center	66	79
Financial District	34	16
Lower Height	8	17
Mission Bay	290	442
Rincon Hill	57	110
Showplace Square	76	105
South Beach	67	138
South of Market	995	2702
Treasure Island	88	96
Yerba Buena Island	2	0
<b>TOTAL</b>	<b>1,683</b>	<b>3,705</b>

# District Data Breakdown *(cont.)*

## DISTRICT 7

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Balboa Terrace	19	20
Clarendon Heights	14	8
Forest Hill	8	43
Forest Knolls	11	61
Golden Gate Heights	83	220
Ingleside Terraces	3	70
Inner Sunset	4	3
Laguna Honda	0	1
Lakeshore	25	33
Merced Heights	128	167
Merced Manor	72	248
Midtown Terrace	79	121
Miraloma Park	64	162
Monterey Heights	1	3
Mt. Davidson Manor	50	185
Parkmerced	789	3095
Parnassus Heights	519	1313
Parkside	0	1
Sherwood Forest	20	14
St. Francis Wood	7	7
Stonestown	41	63
Sunnyside	111	105
West Portal	67	44
Westwood Highlands	8	6
Westwood Park	63	59
<b>TOTAL</b>	<b>2,186</b>	<b>6,052</b>

## DISTRICT 8

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Ashbury Heights	8	7
Buena Vista	9	11
Castro	7	24
Clarendon Heights	2	2
Cole Valley	7	11
Corona Heights	6	9
Diamond Heights	42	80
Dolores Heights	25	33
Duboce Triangle	34	102
Eureka Valley	23	42
Fairmount	51	61
Glen Park	28	40
Holly Park	10	21
Midtown Terrace	5	6
Mint Hill	39	76
Mission	5	11
Mission Dolores	65	214
Noe Valley	49	81
Parnassus Heights	9	13
South of Market	2	1
St. Marys Park	37	37
Sunnyside	5	5
Upper Market	13	25
<b>TOTAL</b>	<b>481</b>	<b>912</b>

## DISTRICT 9

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Apparel City	19	20
Bernal Heights	14	8
Dolores Heights	8	43
Holly Park	11	61
Mission	83	220
Mission Dolores	3	70
Peralta Heights	4	3
Portola	0	1
St. Mary's Park	25	33
University Mound	128	167
<b>TOTAL</b>	<b>2,103</b>	<b>2,825</b>

## DISTRICT 11

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Cayuga	385	377
Crocker Amazon	698	589
Excelsior	914	730
Ingleside	480	389
Merced Heights	235	180
Mission Terrace	381	369
Oceanview	501	369
Outer Mission	373	335
University Mound	103	88
<b>TOTAL</b>	<b>4,077</b>	<b>3,459</b>

## DISTRICT 10

NEIGHBORHOOD	PROVIDERS	CONSUMERS
Bayview	806	1090
Bret Harte	377	367
Candlestick Point SRA	102	70
Central Waterfront	4	5
Crocker Amazon	4	6
Dogpatch	32	32
Hunters Point	228	254
India Basin	18	1090
Little Hollywood	115	367
Portola	97	70
Potrero Hill	119	5
Produce Market	9	6
Silver Terrace	721	32
Sunnydale	219	254
Visitacion Valley	932	26
<b>TOTAL</b>	<b>3,784</b>	<b>3,975</b>

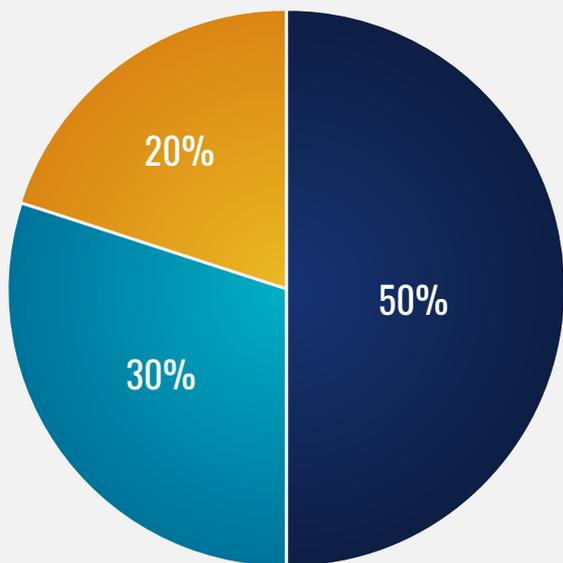


### COMMUNITY VOICES

*"Before, I had to leave a message and wait for someone to call me back. Now I can get my benefits questions answered right away—it saves me so much time."*

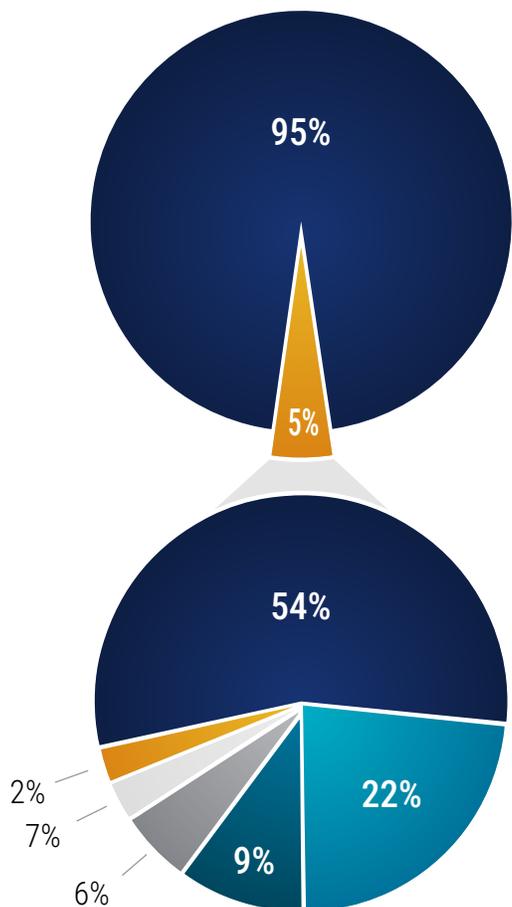
# Fiscal Year 2024-25 Revenue & Expenses

Program revenue and expenses for the 2024-25 fiscal year.



## Funding Sources

San Francisco General Funds	\$21,584,467
California State Funds	\$32,376,700
US Federal Funds	\$53,961,167
<b>Total Invoiced Revenue</b>	<b>\$107,922,334</b>



## Expenses

IP Health & Dental	\$102,648,933
Programs & Operations	\$5,273,401
Staff Compensation	\$2,853,481
Operating Expenses	\$1,124,495
Fingerprinting	\$490,799
Back-Up Providers (BUPS)	\$320,071
IP Bus Passes	\$371,859
Mentorship Program	\$112,696
<b>Total Expenses</b>	<b>\$107,922,334</b>







**SFIHSS** PUBLIC  
AUTHORITY

**2024-25**  
ANNUAL REPORT

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