

san francisco
urban
institute

SF Human Services Network

A Comprehensive Profile of San Francisco's Nonprofit Human Service Providers

Executive Summary

San Francisco Human Services Network

A Comprehensive Profile of San Francisco's Nonprofit Human Service Providers

San Francisco Urban Institute San Francisco State University

Executive Summary:

San Francisco's nonprofit health and human service organizations offer support and assistance to the young, the elderly, the poor, displaced or unemployed families, and those at risk from drugs, homelessness, violence, or HIV/AIDS. Often under contract with City and County agencies, nonprofit providers leverage substantial additional funding from state, federal, corporate, foundation and private sources. In a city whose commitment to human services is nationally recognized, the nonprofit providers are essential to a community-based strategy, one sensitive to the city's ethnic, cultural, linguistic and social diversity.

The San Francisco Urban Institute, in collaboration with the Public Research Institute at San Francisco State University, and on behalf of the San Francisco Human Services Network, conducted a survey of San Francisco's nonprofit human service providers in Summer, 2001. Survey questionnaires were mailed to 272 nonprofit service providers contracting with the City and County and completed by 169 eligible organizations, a response rate of 62%. This survey provides the first comprehensive overview of the nonprofit human service sector in San Francisco.

Budget and Clients:

Based on the survey, we estimate that **nonprofit human service providers had an aggregate budget of over \$773,000,000** in fiscal year 2000 – 2001. San Francisco nonprofit human service agencies received over **\$314,000,000 from the City and County of San Francisco** during the 2000 – 2001 fiscal year, from the **City's estimated total expenditure of \$1.45 billion for health and human services.**

Nonprofit providers **matched the City and County's contribution with over \$459,000,000 in additional funds—from federal and state grants, donations and dues, and corporate and foundation funding.** The nonprofit human service providers matched every city dollar they received with an additional \$1.50 in non-city funds.

Individual contributions alone totaled over \$81,000,000 during the reporting period, equaling 26% of the City and County funding. **Corporate and Foundation grants provided an additional \$105,000,000 while federal and state grants provided \$130,000,000.**

Based on survey responses, the nonprofit providers reach over **970,000 clients each year**. The survey revealed a wide variety of clients and kinds of service. Some client “contacts” were one-time telephone hot-line calls; others were unemployed persons taking six-week training programs. The 970,000 reported client “contacts” do not represent that many individuals, of course, as thousands of San Franciscans receive multiple services from multiple agencies (and are reported by each). Someone with HIV may receive crucial services from five or six agencies; a homeless youth may be seen by three agencies for quite different services, ranging from shelter care to medical care.

Staffing:

By far the largest budget expenditure in the nonprofit sector is in personnel—salaries and benefits for the skilled men and women providing professional and para-professional services that reach clients. **The nonprofit human service providers employ over 15,000 staff, and enroll an additional 1,007 “client trainees”** in the provision of services. This number does not include the estimated 7,200 persons who provide in-home support services through the In-Home Supportive Services Consortium, a quasi-public nonprofit agency. **Annual staff salaries and benefits for San Francisco’s nonprofit service providers total over \$463,500,000. 95.6% of the human service nonprofits offer health benefits to all of their full-time employees. 44% of all nonprofits with 100 or more employees are unionized, while 16% of those responding who had 51 to 99 employees are unionized.**

Challenges:

San Francisco’s nonprofit service providers face a common set of challenges, particularly in a period of economic downturn. **49.7% reported that their largest single problem was adequate funding**, especially in light of escalating caseloads and the need for skilled staff. **42.9% of organizations surveyed reported serious problems in finding and retaining trained staff**, particularly given the cost of living in San Francisco.

Over 20% reported serious difficulty in securing and keeping affordable facilities, even though the nonprofit service providers are among the most stable nonprofit organizations in San Francisco. **Over 45% of human service organizations own one or more of their own facilities, 49% (1,665,439 square feet) of the total 3,370,842 square feet utilized**, giving important security to a sizable share of the sector. (This compares for example, with CompassPoint’s

estimate that 13% of **all** San Francisco nonprofit agencies—including arts, environmental, research and advocacy organizations—own their own facilities). This relatively greater stability issues from the sector's longevity; the majority of these agencies came into being during two periods: the anti-poverty struggles of the seventies and the HIV/AIDS crisis of the 80s.

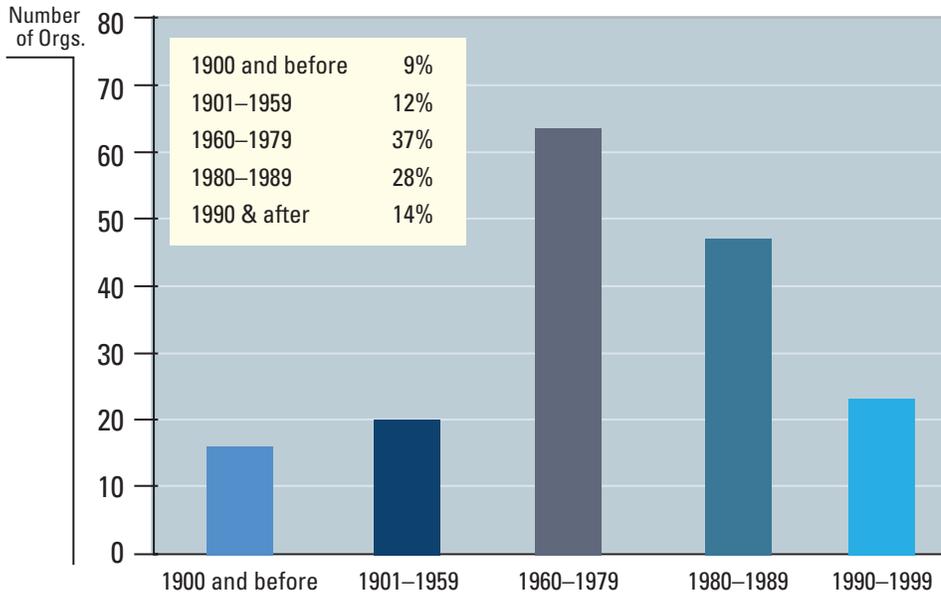
Another 8% report significant difficulties in negotiating the contract process with the City and County of San Francisco. 6.3% cited the cost of doing business with the city as a critical challenge. Some nonprofits reported a level of frustration serious enough to cause them to question continuing to contract with the City and County, while others simply wished for a common set of contracting procedures across city agency lines.

Conclusion:

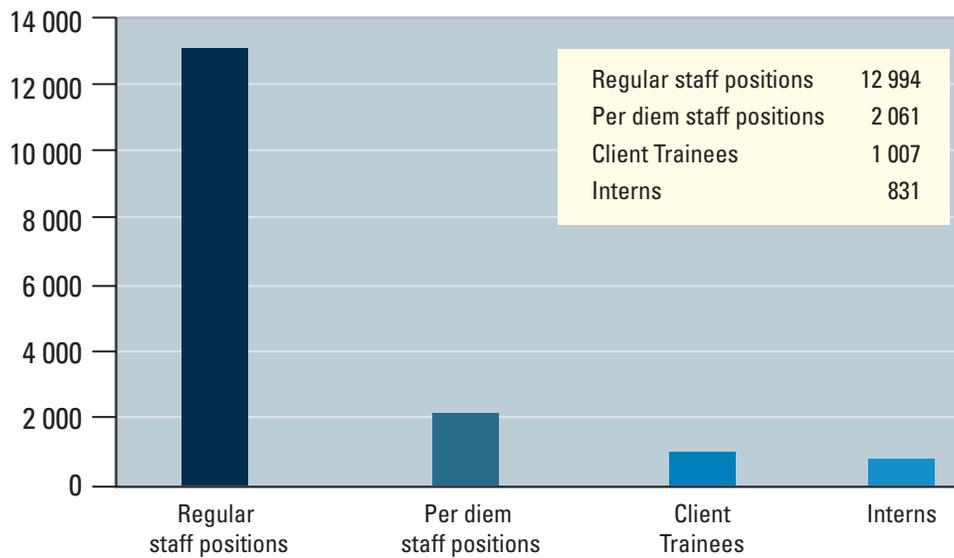
Even before September 11, 2001, the survey revealed widespread anxiety about the adequacy of public and private funding for human services in San Francisco. The announcement of serious budget shortfalls in the City and County, combined with an anticipated diversion of federal funds from human services to the war on terrorism, increases the sector's fear that funding cuts will mean significant reductions in services to the poor and vulnerable.

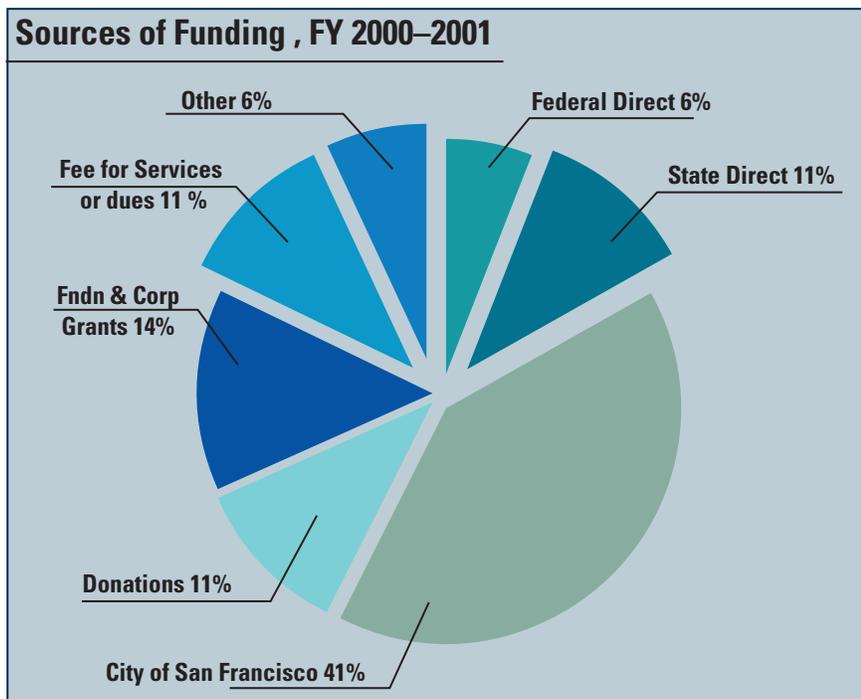
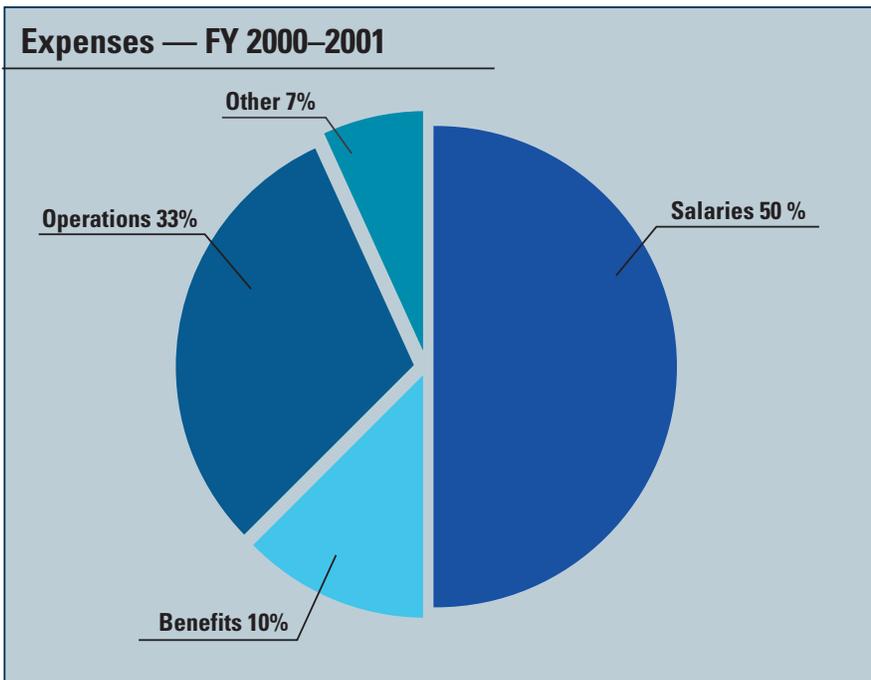
¹Peters, J., Allison, M., et al, "Nonprofits At Risk: The Space and Occupancy Crisis Facing San Francisco's Nonprofit Community," CompassPoint Nonprofit Services, October, 2000.

Year organization began providing services



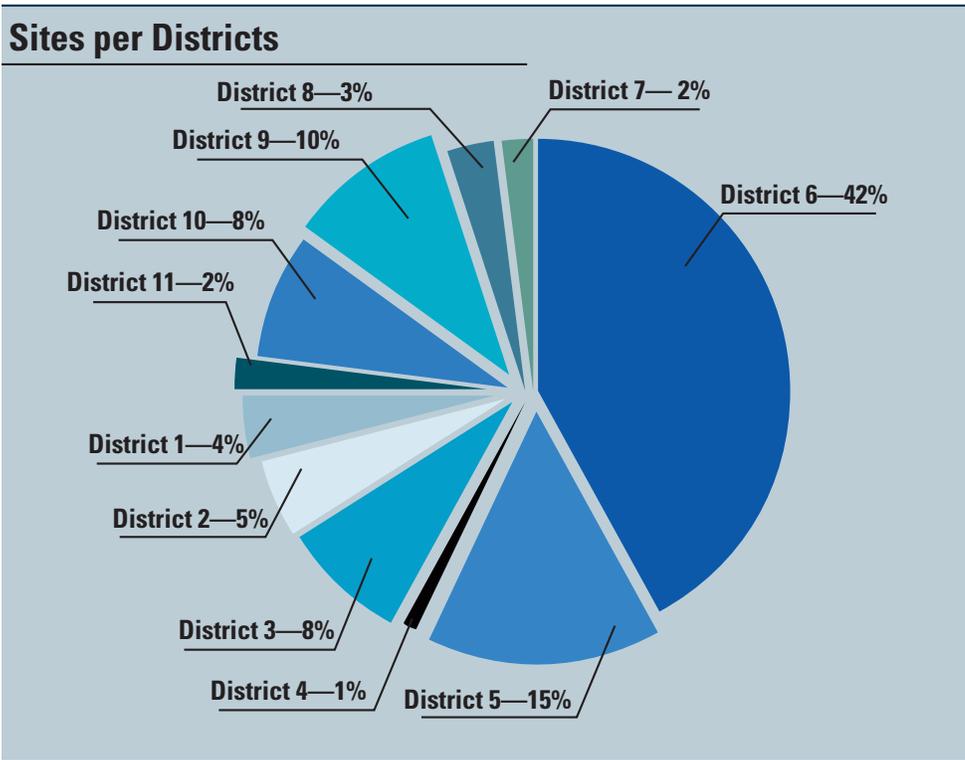
Staffing Estimates

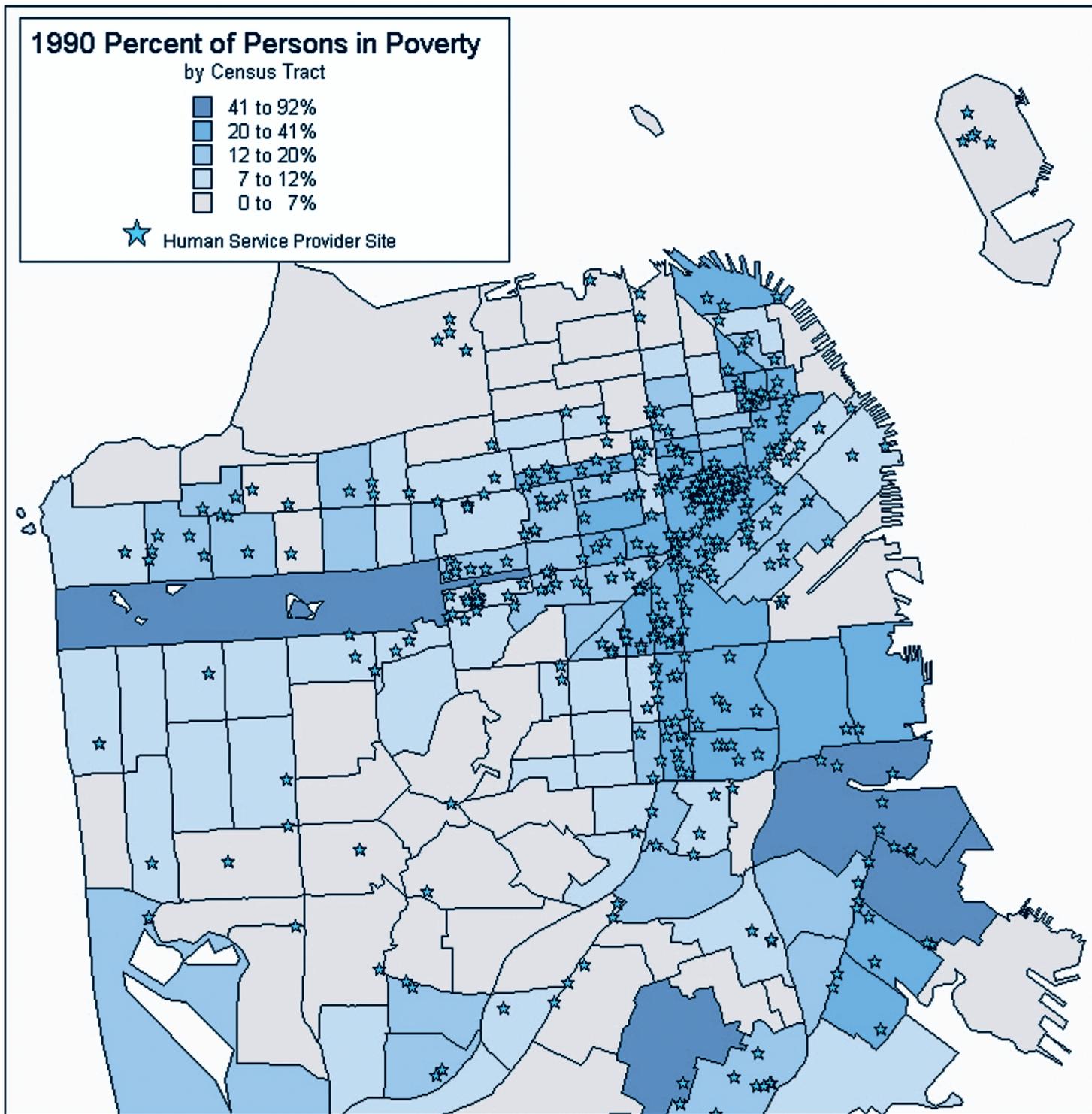




Distribution of Service Delivery Sites

Neighborhood	Number	Percent
Bayview/Hunters Point	20	5%
Bernal Heights	6	1%
Chinatown/North Beach	30	7%
Haight/Buena Vista	29	7%
Inner Sunset/West Portal	7	2%
Lake Merced	8	2%
Marina	3	1%
Mission	71	16%
Noe Valley/Castro	8	2%
OMI/Vis Valley/Excelsior	20	5%
Presidio	4	1%
Richmond	22	5%
SOMA/Potrero Hill	59	14%
Sunset	6	1%
Tenderloin/Downtown	90	21%
Western Addition	48	11%
TOTAL:	431	100%





2000 Census income/poverty information will be available in Fall 2002

Public Research Institute, 2001