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## NEW REALITIES: RECOMMENDATIONS 2010

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### Caring for Vulnerable San Franciscans: Our System of Care

#### Organizational Capacity, Sustainability and Growth

##### **Recommendations:**

Recommendation #1: Promote the implementation of the recommendation in HSN's Caring for Vulnerable San Franciscans report that calls for the creation a 10 year plan for Health and Human Services

Recommendation #2: HSN develop a status report on the current realities of the non-profit human services sector in San Francisco to respond to and amplify the findings and recommendations of the Mayor's Task Force on the non-profit sector.

Recommendation #3: HSN member agencies commit to active involvement in the political system in San Francisco. HSN Member agencies create an active and engaged political response network that can utilized throughout the year.

Recommendation #4: Open a dialogue with the Foundation community on addressing the changing needs of the non-profit human services community including community needs, accountability and funding cycles

Recommendation #5: HSN examine additional sources of non-profit funding including exploring a public/private partnership business and other approaches that would support sustain the mission of specific agencies.

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#### Nonprofit workforce: breakdown or breakthrough?

##### **Workforce Group**

- **Safety of workforce**
- Low morale
- Increasingly High Workload
- Wage Parity
- Hiring clients and proper training
- Lack of staff training
- Team Building
- Impact/costs of turnover
- Cultural competency – Conflicts in Hiring
- Uniform conception of healthy boundaries
- Stress
- Opportunities for advancement

- Recruitment of talent
- Lack of bilingual/bicultural staff
- **Role of the union**

### **Work Place**

- **Safety of workforce**
- Communication of expectations, roles, and responsibilities: CLARITY
- Communication between workforce and administration
- Wage Parity
- Lack of Infrastructure especially around tools of trade we use
- Impact/costs of turnover
- Cultural competency – Conflicts in Hiring
- Opportunities for advancement
- Shortage of management
- Paperwork and tracking system
- Lack of communication between organizations
- Maintaining staff with changing city strategies
- Competent leadership
- Building consensus within the workforce
- **Role of the union**

### **Policy Arena**

- **Safety of workforce**
- Funding
- Service Cuts
- Wage Parity – economic justice, how we seek it and fail to find it.
- Instability of Positions
- Hiring clients and proper training
- Systematic Change around mandated technology
- Informing and training city activists
- Maintaining core services – Funding
- **Role of the union**

### **Workforce Amendments**

- Advocate for the addition of “Standards of Employee Care” as a line item in city contracts.
- This will be mandated and funded at agreed upon levels, even if that means a reduction of required units of service.

### **“Standards of Employee Care”**

- Standards of employee care would encompass funding for proper items such as employee training, as well as health and safety.
- Proper training for staff, employees have a right to know what is expected of them
- Ensure adequate resources to help complete jobs smoothly and successfully

- Self-care
- To ensure safety within the workplace
- Help with Turnover

### **Workplace Amendments**

- The mandating of communication between consumers, staff, and management by having forums and discussions about issues at all levels before policies are created.

### **Policy Arena Amendments**

- The 2 year budget cycle is supposed to be put in the context of a 5 year financial plan
- What is missing are a standards analysis plan and a narrative on the impact of services, from the perspective of professional service providers and consumers.
- The Mayor and Board of Supervisors should require this of the department heads and their commissions.
- Also, in connection, with the new Avatar system and other technology changes, data should be shared across the system, including system statistics made available to service providers.

Additional comments:

Loan forgiveness program

Just walk away and how to say no

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## **Nonprofits and San Francisco Partnership**

- PR Campaign for NPs
- Political **mobilizing** for NP staff educating policymakers, support the revenue measures
- Collaborate service – admin efficiency
- Require NP participation in policy development
- Articulating what the vision is of partnership

### **Action Plan**

- A coordinated health and human services needs assessment driven by neighborhoods and communities
- Move the RFP process out of city departments and into the Controllers Office so that it's non politicized
- A body that coordinates city resources and private foundations around health and human services needs, focusing on public/CBO partnerships
- Legislation/charter amendment that defines CBO's roles in health and human services.