



**INDEPENDENT CITY AUDITOR. REPORTING DIRECTLY TO THE RESIDENTS.**

**September 19, 2022**

## Homelessness Services Audit Released

Today, my Office released a performance audit on the City's homelessness services. This audit report is the second of two audit reports on homelessness. [The first report, Performance Audit of the City of Oakland's Homeless Encampment Management Interventions and Activities](#), was released in April 2021.

This audit focuses on the City's performance in delivering crisis response, longer-term housing, and other supportive services. Specifically, the audit objectives were to 1) quantify the number of people receiving short-term, long-term, and permanent housing and their lengths of stay, 2) evaluate the performance of contracted service providers against intended program outcomes, 3) identify disparities in how the City's short-term, long-term, and permanent housing are provided to various subpopulations, and 4) assess the coordination and partnerships between City departments, other governmental agencies, and select service providers.

The report contains the following six sections and key findings:

- Section 1: The City had mixed results in helping program participants exit to permanent housing. In addition, many crisis response and longer-term housing participants' long-term outcomes are unknown, and lengths of stay need more analysis.
- Section 2: The City had mixed results in facilitating enrollments in benefit programs critical to improving homelessness services participants' life circumstances and housing stability.
- Section 3: The City lacked access to timely, accurate, and complete data to fully understand service provider performance, bed utilization, and participants' returns to homelessness.
- Section 4: The City provided homelessness services to participants of different races roughly proportionately to their share of Oakland's homeless population, except for the RV Safe Parking program, and more data is needed to ensure the City is meeting racial equity goals and identifying disparities affecting groups underserved or underrepresented by the City's homelessness services.
- Section 5: Improvements are needed in the monitoring, oversight, and administration of the City's homelessness services contracts.
- Section 6: The City needs to move homelessness services forward by adopting an actionable strategic plan and increasing oversight.

Overall, this audit provides critical information to City policymakers, leaders, and staff to assist them in overseeing and managing the City's delivery of homelessness services. In April 2022, Alameda County released a draft of the Home Together 2026 Community Plan (Plan) that stated every year new people experience homelessness in Alameda County,

but the homelessness response system does not currently have enough capacity to keep up with annual inflow. The Plan predicts that by 2026, Alameda County will need an inventory of approximately 26,000 permanent housing units. As of 2021, there were 3,215 existing units, meaning the permanent housing inventory must increase eightfold by 2026. Knowing that Oakland's homeless population is roughly half of the County's homeless population, this is a staggering reality to consider, and it places an urgency on the City to implement the audit's recommendations to ensure people, plans, strategies, and oversight are in place to permanently house our homeless over the long-term, and to make certain they are in safe, clean, and secure temporary housing arrangements until then.

The report includes 30 recommendations, of which 27 are for the Administration and the Administration has agreed to implement all 27 recommendations. The remaining three recommendations include two that are addressed to the City Council and one that is addressed to the Commission on Homelessness for their consideration.

To learn more about the audit released today, we encourage you to read the [press release](#), the report's executive summary, and/or the full report.

[Read the Full Homelessness Services Audit Report](#)

## Update Audits in Progress



The following audits are in progress:

**Development Services Fund Audit:** The development service fund (Fund) is a restricted fund that holds revenues collected from building permit fees and other development fees used to support development and enforcement activities in the City. The objective of this audit is to identify why the Fund has a large balance.

**Building Permitting Process Audit:** The objective of this audit is to evaluate the internal controls over the building permit fee processes. The audit is specifically looking at the following: 1) training, 2) processes and procedures in place, 3) use of technology and access controls, 4) quality reviews, and 5) project workflow.

**Recommendation Follow-Up Audit:** The Office is wrapping up its inaugural recommendation follow-up process, which entails identifying all the relevant open audit recommendations made by the Office since 2010, determining the status of the recommendations (implemented vs. partially implemented vs. not implemented), and publicly reporting findings.

**Measures M and N:** In 1997, Oakland voters passed Measure N – the Paramedic Services Act and Measure M – the Emergency Medical Services Retention Act, imposing parcel taxes to fund medical services (Measure M) and paramedic services (Measure N) provided by the Oakland Fire Department (OFD). The Office of the City Auditor is required to perform audits providing assurance to taxpayers that OFD is spending the proceeds from the parcel tax appropriately. The scope of the audits includes fiscal years 2017-18, 2018-19, 2019-20, and 2020-21.

**Business Tax Refunds:** City business owners are required to pay business taxes based on gross income receipts. The objectives of this audit are to evaluate internal controls and ensure that requirements of the Oakland Municipal Code 5.04.540 and department policies and procedures have been met. The scope of the audit includes fiscal years 2018-19, 2019-20, and 2020-21.

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