Division: Administration & Operations

Program Characteristics:

Program Description

The Business Services team provides the fiscal and operational oversight essential to the Homeless Services Department (HSD). They manage the comprehensive development of annual budgets, ensuring all spending aligns with local, state, and federal authority. Through rigorous grant monitoring and financial reporting, the team maintains strict fiscal compliance across all funding streams.

Business Services also stewards the department’s service network by managing 100 contracts with over 60 community-based organizations. Staff oversee the entire contract lifecycle, including procurement, budget formulation, and annual renewals. By processing over 1,400 invoices and $200 million in annual payments, the team ensures public resources are managed with the highest standards of accountability and transparency.

Equity Statement

Business Services prioritizes equity through low-barrier procurement and responsive cash management. They also provide direct financial technical assistance and grants management support to small and culturally specific organizations. It supports the program teams in the provision of services and the HSD commitment to eliminating racial disparities among people at risk of or experiencing homelessness.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	$3,552,463	$0	$3,422,217	$0
Total GF/non-GF	**$3,552,463**	**$0**	**$3,422,217**	**$0**
Total Expenses:	**$3,552,463**		**$3,422,217**	
Program FTE	19.00	0.00	18.00	0.00
Program Revenues				
Other / Miscellaneous	$2,970,803	$0	$3,420,759	$0
Total Revenue	**$2,970,803**	**$0**	**$3,420,759**	**$0**

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of contracts managed	102	119	100
Number of invoices processed	1,934	1,550	1,450