

Implementation of San Francisco's Guaranteed Income Pilot for Young People Who Aged Out of Extended Foster Care

Chapin Hall Research Brief

This brief focuses on the implementation of the San Francisco Human Services Agency's guaranteed income pilot for young people who aged out of extended foster care. It is based on survey data collected from participants midway through the pilot, program data on participation in optional supportive services, and interviews with staff from Bay Area Legal Aid, First Place for Youth, and San Francisco Human Services Agency.

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January 2026



INTRODUCTION

In 2021, California's legislature approved the first state-funded guaranteed income (GI) pilot program in the U.S and identified young people who aged out of extended foster care as a priority population.¹ The California Department of Social Services (CDSS) selected the San Francisco Human Services Agency (SFHSA) through a competitive process to administer one of seven GI pilots. SFHSA launched its pilot, Foundations for the Future, in October 2023.

Foundations for the Future provides young people who recently aged out of extended foster care with monthly cash payments of \$1,200 and optional supportive services for 18 months. The optional supportive services are provided by [Bay Area Legal Aid \(BayLegal\)](#), which offers benefits counseling, and [First Place for Youth \(FPFY\)](#), which offers financial literacy training and financial coaching.

California residents were eligible for the pilot if they had been supervised in EFC by SFHSA's Family and Children's Services (FCS) or the Juvenile Probation Department (JPD), had aged out of EFC on or after January 1, 2022, and their annual household income did not exceed the income needed for a household to be economically secure based on their county of residence.² Altogether, 150 of the 157 young people who were eligible for the pilot enrolled between October 1, 2023 and May 31, 2024.³

The local evaluation of Foundations for the Future includes 3 components. An **implementation analysis** will explore the experiences of the GI Pilot participants, the optional supportive services providers, and the GI Pilot program coordinator. It will also examine the receipt of optional supportive services. An **outcome analysis** will examine changes in young people’s social, emotional, and financial well-being over time and the relationship between those changes and participant characteristics. An **impact analysis** will use a quasi-experimental design with a matched comparison group of young people who aged out of extended foster care in other counties to estimate the effect of the GI program on a range of outcomes.

We previously published a [brief](#) that focused on participants’ characteristics at enrollment. This brief focuses on the pilot’s implementation; a companion brief focuses on participants’ experiences while they were enrolled. Subsequent briefs will focus on participants’ outcomes soon after they exit the pilot as well as 1 and 2 years post-exit.

METHODS⁴

This brief draws upon data from three sources.

Program data. We analyzed data on participation in the optional supportive services provided by BayLegal and PPFY between October 2023 and April 2025.⁵

Survey data. We collected survey data from 82 pilot participants approximately 9 months after they enrolled in the pilot.⁶ The survey included questions about a range of topics, including engagement in the optional supportive services. Each participant who completed the survey was eligible for a \$25 gift card.

Interview data. Between August 2024 and January 2025, we interviewed two BayLegal attorneys (one staff, one supervising), one PPFY Financial Literacy Specialist, and one current and one former Pilot Coordinator. We also interviewed 6 pilot participants between August 2024 and January 2025. On average, participants had been receiving guaranteed income for 9 months at the time they were interviewed.⁷ Each participant who was interviewed received a \$50 gift card. All the interviews were conducted via Zoom. The interviews with staff lasted about an hour; the interviews with pilot participants lasted about 30 minutes.

FINDINGS

Enrollment

During the pilot’s 6-month enrollment period, the pilot coordinators reached out to all the young people who were eligible to enroll. Young people had two motivations for enrolling in the pilot. One was the prospect of receiving unconditional cash payments. According to the former Pilot Coordinator:

“ It wasn’t too difficult to sell the pilot. I’m trying to give you \$1,200 for 18 months. You don’t have to do nothing but fill out this application. Everything else was voluntary. . . It moved fairly quickly once they knew what the program was.

The other motivation for enrolling in the pilot was young people’s realization that they no longer had access to the supports they received while in extended foster care. As the former Pilot Coordinator explained:

“ I had to have a very real and sometimes uncomfortable conversation with our youth. “Hey, you know you're not in care anymore. You are on your own. This pilot is the only resource that you're gonna have.” So I was having those very real conversations about what life post foster care would look like and how [the pilot] could help assist them in kind of building that foundation to transition into adulthood.

Indeed, several of the staff we interviewed described the pilot as filling a critical need for support during the transition to adulthood because there are not a lot of services and resources for young people once they age out. As one of the BayLegal attorneys noted, “Normally, once someone turns 21, they age out and they're kind of left without any resources fairly suddenly. [It] can make that transition really difficult.”

Despite this critical need for support, enrolling young people in the pilot presented two challenges. According to the former Pilot Coordinator, some young people did not respond to repeated outreach efforts.

“ Reaching out to the youth was kind of difficult in and of itself. [It was] a lot more difficult than we expected to get them to actually do the application and get them enrolled. They weren't responding to emails. They weren't responding to text messages, voicemail. We were looking at Facebook, Instagram trying to get in contact with some of our youth.

Additionally, although SFHSA had tried to make the application as simple as possible and included prompts and clear instructions, a surprising number of young people struggled to understand and correctly respond to some of the questions. The Pilot Coordinators helped these young people complete the application over the phone.

Communication with Pilot Coordinator

The Pilot Coordinators facilitated two virtual on-boarding orientations and were primarily responsible for sharing information about the pilot with young people. Seventy-three percent of the participants who completed the post-enrollment survey rated the amount of information they had received about the pilot as “just right,” 11% rated it as “not enough,” and 5% rated it as “too much.”⁸ Fifty-eight percent of the post-enrollment survey respondents reported communicating with the Pilot Coordinators at least once and 68% of those survey respondents described that communication as “very helpful” (see Figure 1).

Figure 1. Communication with the Pilot Coordinators Was Frequently Described as Very Helpful



AidKit Platform

SFHSA uses a platform developed by [AidKit](#), a social impact company, to support the pilot's implementation. AidKit's platform facilitates the application and eligibility determination process, the disbursement of monthly payments via a debit card or direct deposit, communication with participants, and the collection of survey data for both the state and local evaluations.

Although some young people had difficulty completing the AidKit application, participants seemed to have experienced few problems accessing their monthly payments through the platform. Nearly all the post-enrollment survey respondents reported that accessing their monthly payments through AidKit was either easy (67%) or very easy (26%). Staff also perceived the platform to be working well for participants. The FPFY Financial Literacy Specialist observed that "they made it incredibly easy for folks to get their checks compared to other programs. We've had, really, very few payment issues."

Although participants encountered few problems accessing their monthly payments through the AidKit platform, the Pilot Coordinators did report two challenges with the disbursements. First, AidKit only disbursed payments once a month, typically on the 25th. If a young person enrolled in the pilot after the payments for that month had been disbursed, they had to wait until the end of the following month when that month's payments were disbursed. Second, payments were scheduled to go out at the end of each month so that the funds were available to participants at the start of the next month. In some months, payments were intentionally issued early to avoid holiday-related processing delays. Participants would then expect their payments to be issued early in subsequent months. When that did not happen, they became frustrated and angry.

Staff also reported some other challenges with the AidKit platform early on. The platform was not intuitive to use, the instructions staff received from user support were inconsistent, and the platform experienced occasional glitches. The situation improved markedly once the current Pilot Coordinator began meeting regularly with the AidKit team. Another challenge involved AidKit's integration with [BenefitKitchen](#), a customizable screening tool that is supposed to calculate how guaranteed income can affect eligibility for government benefits. According to one of the BayLegal attorneys, the BenefitKitchen did not work as expected, and hence, was not used as planned.

After those early problems had been resolved, the AidKit platform generally met the needs of the pilot partners. One of the BayLegal attorneys noted that, "Once we got those bugs out, I actually think that it was a helpful way of getting cases to us because we had all the information right there."

OPTIONAL SUPPORTIVE SERVICES

Benefits Counseling

The goal of benefits counseling was to help young people understand how participating in the pilot might affect their eligibility for any public benefits they were receiving. This would allow young people to make an informed decision about whether to enroll. As one of the BayLegal attorneys explained:

“ We didn't want anyone to enroll [if] it might have a negative impact on one of their benefits without them being informed. There have been a lot of waivers that have been established kind of exempting guaranteed income from counting against different benefits, but I think a lot of people really wanted reassurance, just to know for sure that their CalFresh [SNAP benefits] would [not] be cut off.

93% of survey respondents reported that accessing their monthly payments through AidKit was either easy or very easy.

BayLegal attorneys were particularly focused on making sure that young people who were receiving Supplemental Security Income (SSI) understood that they could experience a dollar-for-dollar reduction in their monthly SSI payment and potentially become ineligible for SSI after 12 months if they enrolled in the pilot. As one of the attorneys noted:

“ There's a very small number in this pilot of people who are receiving SSI. It's not our role to tell someone what they should or shouldn't do. [Our role is] just to make sure that they understand what the risks are.

One of the BayLegal attorneys also explained why it is important for benefits counseling to be available to young people not only during the pilot's enrollment phase, but also after participants began receiving their monthly payments.

“ I think that the focus for a lot of these [GI pilots] is on having an opportunity pre-enrollment to talk to someone. And I do think that's best practice. But for most people this doesn't feel very urgent or very real to them until they actually start getting these checks. And then they're like, “Oh, wait! I actually do have questions.”

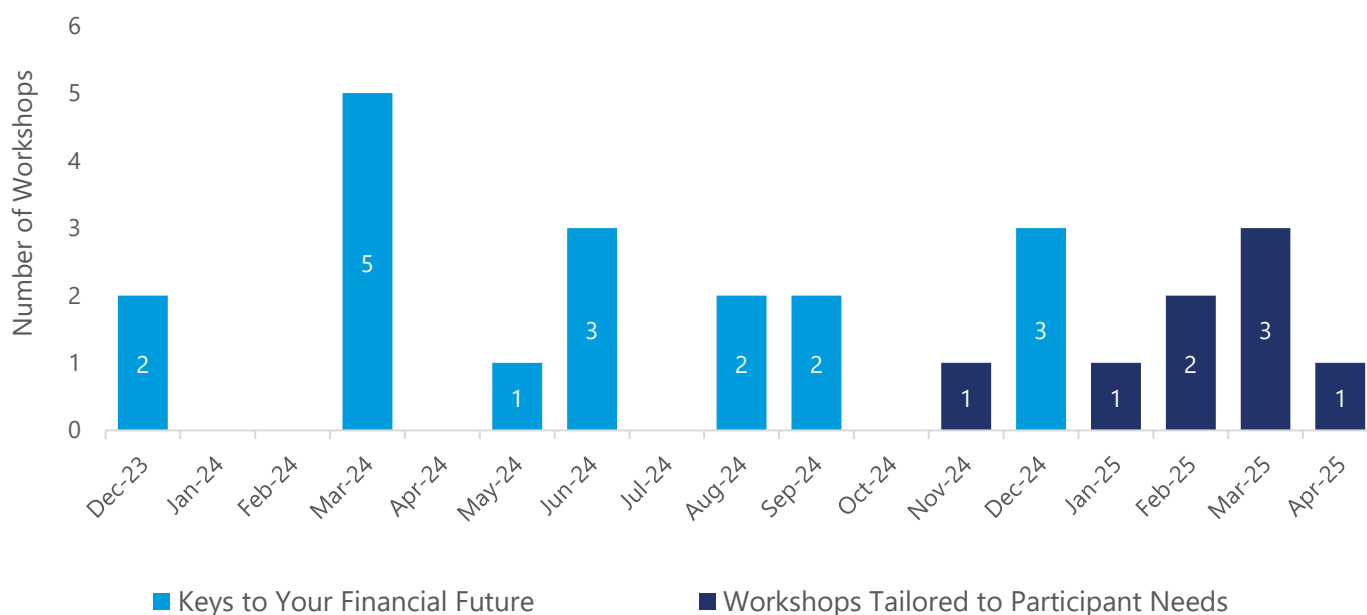
Additionally, although SFHSA received waivers that exempted the monthly guaranteed income payments from being counted as income for the purpose of determining eligibility for **some** public benefit programs, some participants experienced reductions or even terminations of their CalFresh benefits. BayLegal was able to provide assistance when this happened. BayLegal had helped two of the participants we interviewed get their CalFresh benefits restored. As one of these participants explained, “They tried to say that I made too much to get CalFresh, so I had to have the lawyers from Bay Area Legal Aid to help me out with settling that matter.”

Financial Literacy Training and Financial Coaching

FPFY offers financial literacy training through in-person or virtual workshops and one-on-one financial coaching to help participants build financial skills and make informed decisions about their finances. Between December 2023 and April 2025, FPFY offered 26 financial literacy workshops (see Figure 2). During the pilot's first year, almost all the workshops were based on the 8-module Keys to Your Financial Future curriculum developed by the Annie E. Casey Foundation's Jim Casey Youth Opportunities Initiative. Subsequently, FPFY began offering workshops on topics more immediately relevant to the participants.

Of the 37 participants who attended at least one financial literacy workshop, 20 attended only Keys to Your Financial Future workshops, 9 attended only other workshops, and 8 attended both. Half of the 28 participants who attended at least one Keys to Your Financial Future workshop completed all eight Keys to Your Financial Future modules, and 24 completed at least four modules.

Figure 2. More Financial Literacy Workshops Tailored to Participants' Needs Were Offered in 2025



The FPFY Financial Literacy Specialist explained how she tailored the financial literacy training and financial coaching based on participants' needs. With participants who were making progress towards their education or employment goals, the Financial Literacy Specialist took a future-oriented approach that focused on building savings. By contrast, with participants who were still struggling just to stay afloat, the Financial Literacy Specialist focused on debt management and personal finance basics. Although some of these participants seemed to be absorbing what the Financial Literacy Specialist was teaching, others wanted to skip over "the basics" in favor of more advanced topics, such as passive income and cryptocurrency, that they were hearing about on social media platforms like TikTok.

Because most pilot participants did not live in San Francisco, the financial literacy training and one-on-one financial coaching were often delivered virtually. Consequently, it took more time than usual for the Financial Literacy Specialist to develop relationships with participants, as the Financial Literacy Specialist explained:

“ We like to do things in person, and it's been almost impossible to do that because so few [participants] are in San Francisco, or even the East Bay. So, we've ended up doing everything hybrid. I think that makes it harder to develop relationships. It happens slower. I have really strong relationships with actually a lot of those young people, but the ramp to getting there was three or four meetings instead of one. ”

Uptake of Supportive Services

According to the BayLegal and FPFY data, about half of the pilot participants had received at least one support service as of April 2025, and pilot participants were more likely to have received financial coaching than either financial literacy training or benefits counseling (see Figure 3).⁹

Figure 3. About Half of the Participants Received at Least One Optional Supportive Service

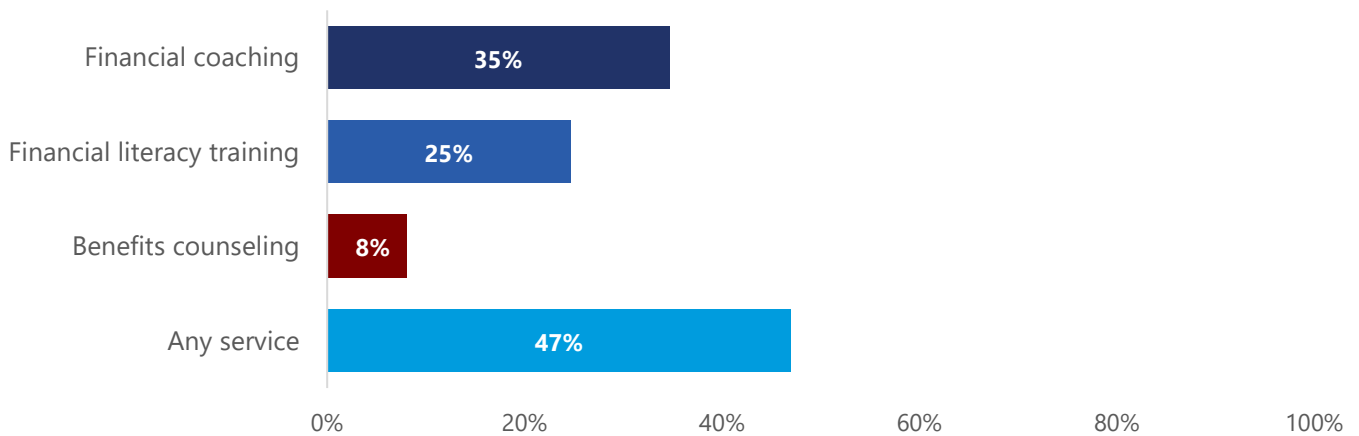
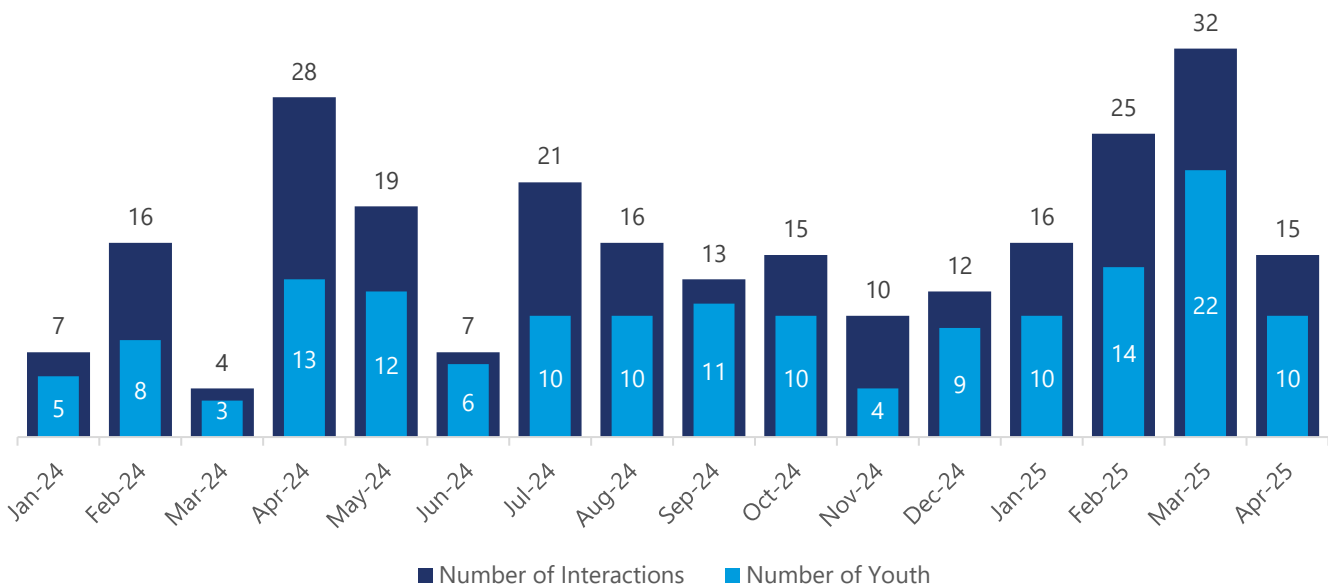


Figure 4 shows the number of participants who received financial literacy training or financial coaching each month (light blue bars) and the total number of interactions FPFY staff had with those participants each month (dark blue bars) between January 2024 and April 2025.¹⁰ Because some participants interacted with FPFY staff more than once in a given month, the number of interactions is consistently higher—and sometimes considerably higher—than the number of participants who received financial coaching or financial literacy training. During those 16 months, FPFY staff interacted with participants 256 times and averaged 16 interactions per month. Fifty-one percent of the interactions were in person, 27% were by phone, 20% were virtual, and 3% were by text. On average, 10 of the 150 participants received financial coaching or financial literacy training each month. Both the number of interactions and the number of participants who received financial coaching or financial literacy training peaked in March 2025. This was the last month of guaranteed income payments for participants who were the first to enrolled in the pilot. FPFY staff also engaged in outreach activities during the month related to the April 15th deadline for filing income tax returns.

Figure 4. Interactions with Participants Receiving Financial Coaching or Financial Literacy Training Peaked in March 2025



The current Pilot Coordinator expressed disappointment that more participants did not engage in the supportive services, saying, “I am disappointed. I feel like the utilization—it’s lower than I would like to see.” She was hopeful that engagement in the supportive services would increase as participants realized that their guaranteed income was going to end. In fact, participants could still access the optional supportive services for up to 6 months after their last guaranteed income payment.

The BayLegal attorneys attributed the low uptake of benefits counseling to a couple of factors. One was that participants may not have understood what benefits counseling was or why it was being offered, even though BayLegal tried to make that clear in the application. Another was that participants who opted into benefits counseling may not have responded when they received a call or text from an unfamiliar number.

The PPFY Financial Literacy Specialist hypothesized that uptake of financial literacy training and financial coaching was lower than expected because participants were overwhelmed by all the pilot-related communication they were receiving.

“ Everyone's reaching out to them. The [Pilot Coordinator] sends them texts from HSA. BayLegal reaches out to them, and I'm reaching out to them both about coaching and monthly workshops. It's a lot. And I think that it probably does affect their engagement with us because we're just being drowned out.

Two of the participants we interviewed offered additional explanations for why uptake of financial literacy training was not higher. One said that he did not attend any of the workshops because he did not think he would learn anything. The other said that she had not attended any of the workshops because they were optional and “there’s so many things that I have to do per month.”

PPFY took several steps to increase engagement in their services, such as reaching out to participants by phone, meeting with participants at convenient times and in convenient locations (including virtually), providing incentives for attending workshops, and having other service providers in young people’s networks reinforce the value of financial literacy education. The current Pilot Coordinator also tried to increase engagement by sending messages like this about their monthly payments:

“ Your payment of \$1,200 has been sent to your bank account. Please allow 2-3 business days for the funds to show up in your account. This is X of 18 payments. Your final payment will be sent in March 2025. Need financial advice? Call [phone number] to talk to a financial coach. Looking for additional resources? Visit [link] for a list of benefits and programs you may be eligible for. Have questions? Contact [email address]

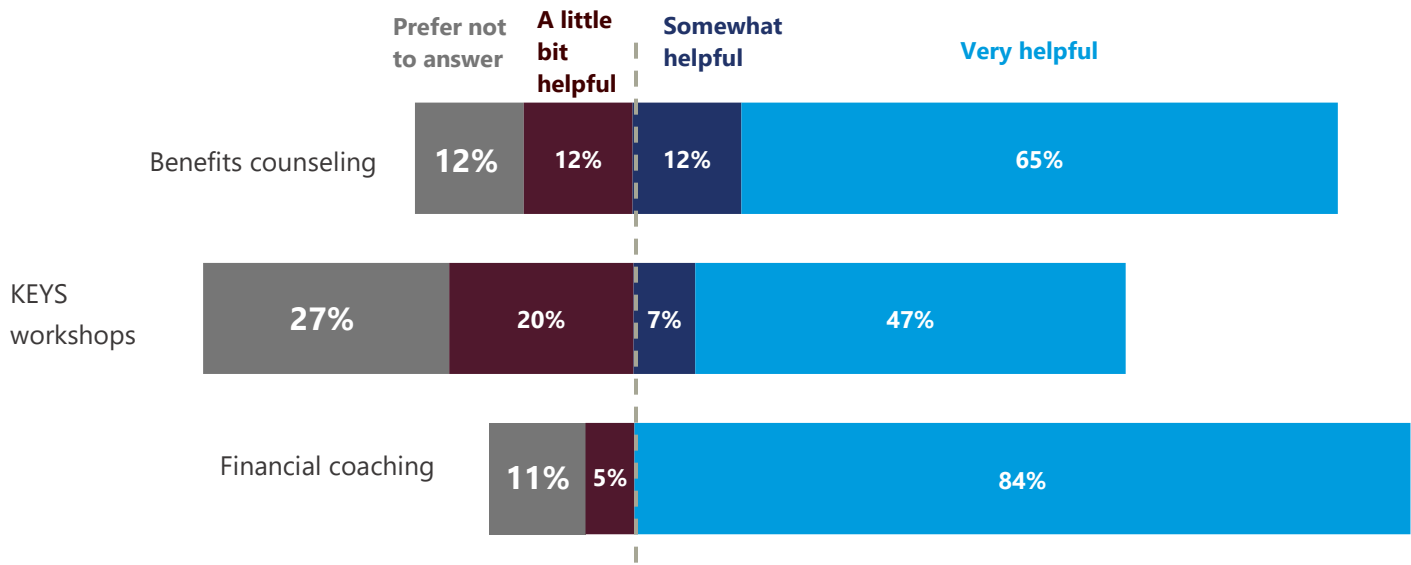
These messages seemed to be working. According to the PPFY Financial Literacy Specialist, participants were reaching out to them as the end of their monthly payments was approaching.

“ We've had a number of young people reach out to us because they're starting to feel the heat of their time coming to an end and they want support. They're starting to come out of the woodwork. Mostly they're like, “Can I reapply?”

Perceived Helpfulness of Supportive Services

Survey respondents who reported receiving optional support services were asked how helpful those services were.¹¹ Financial coaching was perceived to be the most helpful, with 85% of the 19 survey respondents who received financial coaching rating it very helpful. By comparison, 65% of the 17 survey respondents who received benefits counseling rated it very helpful and 47% of the survey respondents who received financial literacy training rated it very helpful (see Figure 5). None of the supportive services were found to be “not at all helpful.”

Figure 5. Financial Coaching Was Perceived as Very Helpful by Most Participants Who Received It



Four of the six participants we interviewed received financial coaching or attended at least one financial literacy workshop. They described learning how to manage their money, use credit cards wisely, and set aside money for an emergency fund. As one participant explained:

“ I'm making sure I have my budget set out where I have money that I can put off to the side in case of an emergency. I also got help with learning how much I can put aside from my budget into savings as well. ”

Partner Relationships

Several staff remarked on how positive their involvement with the pilot had been. The FPFY Financial Literacy Specialist commented on the “really good flow of information between us and HSA.” Likewise, one of the BayLegal attorneys remarked:

“ I've really enjoyed being able to work on this pilot. I'm really excited by doing this work. I think SFHSA has been really easy to work with. They're really communicative and open to hearing our opinions and our points of view, which has been really helpful and really validating and confirming, and I think leads to a good relationship. ”

Partners also appreciated both the discretion they were given around service delivery and their ability to make adjustments as needed. As the FPFY Financial Literacy Specialist put it:

“ I think we had a lot of flexibility in how to stand up the program. HSA wasn't very prescriptive about how we would do our work. But we've had latitude to experiment, and I think that's been really good, because, as with any pilot, you are learning on the fly.

Recommendations

Both the staff and participants we interviewed offered recommendations for improving the guaranteed income program if it were to be extended beyond the pilot. Most of the recommendations made by staff centered around the supportive services. One BayLegal attorney recommended providing benefits counseling to young people while they are completing the application:

“ They could come in person for an appointment and everything would be there. They'd have the application packet. They'd have someone there who, while they're applying, could tell them exactly how this might impact any benefits. They could get all the information in kind of like one setting.

A more controversial suggestion is to mandate some level of engagement in supportive services. SFHSA made the supportive services optional because they wanted to minimize barriers to participation. The FPFY Financial Literacy Specialist really appreciated “that engagement in our program is voluntary. That feels essential to the ethos of the guaranteed income thing.” However, she also observed that some participants seemed to have limited understanding of the program. Consequently, she recommended that participants be required to attend an orientation. Among other things, the mandatory orientation would give participants an opportunity to hear from each of the partners about the supportive services they offer, which might increase engagement. The former Pilot Coordinator also recognized that making the supportive services completely optional might not have been the best decision.

“ But I do think, looking back, it would have been beneficial to make [financial literacy training] mandatory because we didn't. We started noticing that the engagement we hoped we would get with that wasn't as high. So yeah, I think that's the only thing in terms of the kind of auxiliary services that I think we should have made mandatory.

Most of the recommendations made by participants involved either the timing, amount, or duration of the guaranteed income payments. The payments were intentionally scheduled to be made towards the end of a month (typically on the 25th) so that participants would have the money to pay rent or other bills that were due at the beginning of the following month. However, several of the participants we interviewed recommended that the payments be disbursed on the 1st of the month when rent and bills are due. As one participant explained:

“ Instead of sending out the checks on the 25th they should honestly do the 1st because the 1st is where mostly everyone else's bills always hit, and they would be able to at least pay their stuff right then on the first. Instead of paying us so late in the month, they should pay us early in the month.

Most of the participants we interviewed recommended keeping the guaranteed income payment at \$1,200 per month. One said, “\$1,200 is right...it also puts you into that bracket where you're still low income, but you still also have enough to make it through your through your month.” Another remarked that \$1,200 is “a substantial amount of money, but it's not so much that you're gonna think that you can just not do anything and be fine forever.”

However, one participant thought that monthly guaranteed income payment should be higher than \$1,200 because “everything’s more expensive [in San Francisco].”

A majority of the participants we interviewed advocated for extending the duration of any future guaranteed income program to at least 24 months. In particular, they noted that 2 years would allow young people starting community college to receive guaranteed income long enough to complete their degree. One participant recommended that whether young people continue to receive guaranteed income should be based on an annual assessment of “how they’re doing, what they’ve used the money towards, and how it has been helping them.”

The other recommendation we heard from participants was to provide more staff support. One participant suggested having a “support team” of people who would “check in with you, want to meet you where you’re at, want to give you that hand.” This was echoed by another participant who proposed “having someone either to be a practical or an emotional support really like whatever the person needs.”

SUMMARY OF FINDINGS

Implementation revealed both the strong demand for guaranteed income and the importance of clear communication, flexible systems, and proactive engagement

The staff we interviewed viewed the pilot as addressing the critical need for additional support during the transition to adulthood among young people who age out of extended foster care. The prospect of receiving unconditional monthly payments motivated young people to participate in the pilot. However, enrollment was still challenging. Some young people did not respond to repeated outreach efforts; others struggled to complete the application.

About half of the participants engaged in at least one of the optional supportive services provided by BayLegal and FPFY, and most of those who engaged in those services found them to be helpful. However, uptake of the optional supportive services was lower than expected. Several strategies were implemented to increase engagement. Reminding participants that their guaranteed income would soon be ending seemed to have a positive effect.

Although participants encountered few problems accessing their monthly payments through AidKit, staff did report some challenges with the platform, particularly early in its implementation. Despite those challenges, staff found the platform relatively easy to navigate. Pilot partners appreciated the collaborative relationship with SFHSA, the opportunity to provide feedback during the planning process, and the flexibility they were given to design the services they offered and modify them as needed.

Staff and participants offered several recommendations for improving the program if it continues beyond the pilot. The recommendations made by staff focused on ways to increase engagement in the optional supportive services. Participants’ recommendations centered around the payment timing, amount, and duration of payments as well as providing more staff support.

LESSONS LEARNED

Our examination of the implementation of San Francisco’s GI pilot for young people who aged out of extended foster care reveals several lessons for other jurisdictions that may be thinking about implementing a similar program.



Recruitment and Enrollment

Guaranteed income is a strong motivator, but a variety of recruitment strategies are likely to be needed to reach enrollment goals. Additionally, providing support with the application is important because some young people may have difficulty understanding the questions.

Guaranteed Income Payments

It is important to choose a platform that makes it easy for young people to access their payments and offers flexibility with disbursement. Eliciting input from young people about the timing of the payments during the planning process can help ensure that young people will have access to the income when it is most needed.

Impact of Guaranteed Income on Public Benefits

Young people should have access to benefits counseling not only during the enrollment process but also after they enroll. Organizations providing benefits counseling should monitor compliance with waivers that exempt guaranteed income from counting as income for determining eligibility for public benefits and be prepared to intervene when benefits are terminated or reduced.

Supportive Services

Young people benefit from optional supportive services, but engagement may be low if those services are not perceived as relevant or their purpose is not clear. Hence, it is important to ask young people about the services they need during the planning process. Requiring some level of engagement in supportive services, such as attending an orientation or financial literacy workshop, may be worth considering.

Partner Relationships

Collaboration and effective communication among partners are key to success. Partners should also have flexibility to adapt service delivery as new needs become apparent.

COMPANION BRIEF AND NEXT STEPS

A companion brief describes the experiences of pilot participants midway through pilot, including how they were using their guaranteed income. It is based on survey and interview data collected from participants while they were enrolled. The next brief will provide a snapshot of participants as they exit the program.

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Chapin Hall partners with policymakers, practitioners, and philanthropists at the forefront of research and policy development by applying a unique blend of scientific research, real-world experience, and policy expertise to construct actionable information, practical tools, and, ultimately, positive change for children and families.

Established in 1985, Chapin Hall's areas of research include child welfare systems, community capacity to support children and families, and youth homelessness. For more information about Chapin Hall, visit www.chapinhall.org or @Chapin_Hall.

Suggested Citation

Dworsky, A., Brooks, L., & Van Drunen, M. (2026). *Implementation of San Francisco's guaranteed income pilot for young people who aged out of extended foster care*. Chapin Hall.

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ENDNOTES

¹ See [Assembly Bill 153](#) which was signed by the Governor on July 16, 2021.

² The threshold was approximately \$60,000 for a single individual with no children and \$120,000 for a single adult with one preschool-age child in 2021. <https://insightcced.org/the-cost-of-being-californian-san-francisco-county-fact-sheet/>

³ Eligible young people did enroll for three main reasons. In some cases, young people were receiving SSI and did not want to jeopardize their SSI benefits. In other cases, SFHSA did not have up-to-date contact information or young people did not respond despite multiple outreach attempts.

⁴ The design of the local evaluation is described in *Findings from an Evaluation of San Francisco's Guaranteed Income Pilot for Young People Who Aged Out of Extended Foster Care: Participant Characteristics at Enrollment*.

⁵ Optional support services are available to participants for 6 months following their final monthly GI payment. Because the last participants exited the program in August 2025, the optional supportive services will be available through April 2026.

⁶ The time between enrollment and completion of the post-enrollment survey ranged from 5.2 to 13.0 months. The mean number of months was 8.6.

⁷ The time between enrollment and completion of the interview ranged from 5.5 to 10.8 months. The mean number of months was 9.4.

⁸ The other 11% either did not know or chose not to answer the question.

⁹ Seven of the 12 participants who received benefits counseling only received benefits counseling before enrolling in the pilot, four only received benefits counseling after enrolling in the pilot, and one received benefits counseling both before and after enrolling in the pilot.

¹⁰ These interactions do not include the outreach efforts that FPFY staff engaged in each month. Those outreach efforts involved calling and sending text messages to all participants (except those who indicated that they did not want to be contacted) reminding them about the optional supportive services, including any upcoming financial literacy workshops, being provided by FPFY.

¹¹ Overall, 40% of the survey respondents reported receiving at least one optional supportive service: 21% reported receiving benefits counseling, 23% reported receiving financial coaching, and 13% reported receiving financial literacy training. Several factors likely contributed to the difference between these percentages and the percentages based on the data from BayLegal and FPFY. First, the program data are for the entire sample of 150 participants; only 82 participants completed the post-enrollment survey. The survey respondents may not be representative of the pilot population, at least with respect to their receipt of supportive services. Second, the program data were collected by BayLegal and FPFY; the survey data are self-reported. Some survey respondents may have misremembered or failed to remember engaging in the supportive services. Third, the program data reflect service provision through April 30, 2025, and participants may have engaged in the supportive services after completing the post-enrollment survey.