

# Building a Volunteer Marketplace to Meet Medi-Cal Work Requirements

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## Executive Summary

This project recommends that San Francisco’s Human Services Agency (SFHSA) build an online marketplace enabling Medi-Cal clients to find and report volunteer hours to meet new federal work requirements. Without intervention, the anticipated influx of clients seeking volunteer placements will strain SFHSA staff and community partner organizations alike. A centralized “SFVolunteers” page on [SF.gov](https://www.sf.gov) would allow partners to post opportunities, clients to sign up seamlessly, and verified hours to automatically enter the state welfare system. This streamlined platform would not only eliminate administrative burden for clients and staff but also proactively safeguard against unnecessary loss of Medi-Cal coverage.

## Problem

SFHSA expects that 50,000 current California Medi-Cal clients could lose benefits if they fail to meet new community engagement requirements. Under the federal One Big Beautiful Bill Act, enacted in 2025, many Californians must complete 80 hours per month of work, volunteering, or education to maintain their coverage. Many clients will turn to volunteering to meet at least part of this requirement, including those already working part-time or in job training who still need additional hours to reach the 80-hour threshold. San Francisco currently lacks the staff capacity to verify volunteer hours, and no centralized system currently exists for clients to find volunteer opportunities. Current community partner sites are also already operating at capacity. Together, these gaps risk clients either failing to meet requirements, or meeting them but being unable to report compliance efficiently.

To learn more about this project, visit [aspenpolicyacademy.org](https://www.aspenpolicyacademy.org). Please note that all authors’ opinions published here are their own. This publication does not reflect the views of the Aspen Policy Academy or the Aspen Institute.

## Solution

This project proposes that SFHSA create SFVolunteers — a new volunteer marketplace on [SF.gov](https://www.sf.gov) where Medi-Cal clients could find and log their community engagement hours in one place. The platform would automatically transmit verified hours to the California Statewide Automated Welfare System for compliance reporting, reducing administrative burden on both clients and existing SFHSA staff. By consolidating volunteer opportunity discovery, hour logging, and compliance reporting into a single system, SFVolunteers would help establish clear oversight to address the anticipated surge of Medi-Cal clients seeking volunteer placements. Paired with human-centered website design and stakeholder feedback, the platform could ultimately help clients navigate the new requirements and maintain their eligibility.

*“By integrating directly with eligibility systems, the SFVolunteers platform would reduce administrative burden, prevent avoidable coverage loss, and scale without requiring significant new staff.”*

If you'd like to learn more, see the full project at [aspennpolicyacademy.org/project/sfvolunteers-marketplace-2026](https://aspennpolicyacademy.org/project/sfvolunteers-marketplace-2026).



## About the Tech Executive Leadership Initiative (TELI)

This project was completed as part of TELI, a partnership between the Aspen Institute's Policy Academy and the Tech Talent Project. TELI is a multiweek skills-building initiative that prepares experienced technology leaders to engage effectively with public sector challenges. Learn more at [aspennpolicyacademy.org/teli](https://aspennpolicyacademy.org/teli).

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