September 7, 2021 Health Commission: Performance Information for Contracts Report Monitored by the Business Office of Contract Compliance (BOCC)

Sect.	Agency/	Overall Program	Prog.	Prog.	Program	Client	Plan of	Fiscal	Comments
	Program	Score	Perf.	Deliv.	Comp.	Satisf.	Action	Year	
							Req?		

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
DPH-PHD	Heluna Health (ELC Enhanced Detection COVID)								New FY20-21 COVID Contract; Not monitored by BOCC.
PHD / CHEP	Harm Reduction Coalition								
	HRC DOPE Project - Naloxone Bulk Purchase and Distribution	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service exceeded. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey not conducted. Program commended for being instrumental in reversing 3,043 drug overdoses during the reporting period.
	HRC Harm Reduction Training Institute (HRTI)	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service met. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey revealed positive feedback on workshops in the online format.
PHD / CHEP	San Francisco AIDS Foundation								
	SFAF African American HIV Prevention Initiative	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service exceeded. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey revealed overall satisfaction among clients with the services.
	SFAF HERR to Address Drivers (Stonewall Project)	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service exceeded. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey revealed 93% of clients were satisfied with services and felt the services helped them reach their goals related to their substance abuse. Program recommended to prepare
	SFAF HIV/HCV Opt- In Outreach & Linkage to Care	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	a more complete analysis of the survey tool for the next Program objectives partially met. Deliverable units of service 92% achieved. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey revealed 98% of clients were satisfied with the services received. Program recommended to prepare a more complete analysis of the survey tool for the next

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	SFAF HIV Informed HCV Screening & Linkage to Care	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service partially achieved due to COVID-19 impact and there were days program could not deliver services due to lack of medical staff to provide them (COVID DSW deployment). Aministrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey was implemented during the contract period but a summary for client satisfaction was not submitted for the HIV Informed HCS Screening & Linkage to Care contract. Program recommended to prepare a more complete analysis of the survey tool for the next monitoring cycle.
	SFAF HIV PrEP Navigation Services	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. 94% of deliverable units of service delivered. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey resulted in 97% of clients served responding that services were easy to access and that they would recommend the services to friends.
	SFAF HIV Syringe Access and Disposal Services	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service exceeded. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey resulted in 92% of clients indicating they were satisfied with the services received.
	SFAF HIV Testing in a Substance Use Treatment Setting	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Two of four program objectives met. 94% of deliverable units of service delivered. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey resulted in 70% of clients served responding that services were "excellent" and 23% rating the service as "very good."
	SFAF MSM Drivers	Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. 170% of deliverable units of service delivered. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey resulted in 55% of clients served responding that services were "excellent" and 71% feeling the services helped them reach their substance use goals.

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	SFAF PrEP Services	Scoring					No	19-20	Program objectives acceptably achieved. 170% of
	for African-	suspended for							deliverable units of service delivered. Administrative and
	American MSM	FY19-20 due to							site/premises binder not reviewed due to COVID SIP.
		COVID-19 SIP							Client satisfaction survey resulted in 69% of clients served
									responding that they would recommend these services to
									a friend.
	SFAF Prevention	Scoring					No	19-20	Program objective achieved. 20% of deliverable units of
	With Positives	suspended for							service delivered. Administrative and site/premises
		FY19-20 due to							binder not reviewed due to COVID SIP. The program was
		COVID-19 SIP							unable to conduct client satisfaction activities during the
									review period due to the impact of COVID-19 SIP.
	SFAF Single-Session	Scoring					No	19-20	Program achieved 50% of its performance objectives. 19%
	Intervention Project	suspended for							of contracted units of service delivered due to staffing
	(SIP)	FY19-20 due to							transitions and impact of COVID-19 SIP. Administrative
		COVID-19 SIP							and site/premises binder not reviewed due to COVID SIP.
									The client satisfaction process found 95% of clients
									indicated overall satisfaction with the Cheers Queers
									counseling session. 78% of the respondents indicated that
									the consultation helpped them figure out how to change
									their drinking behavior.
	SFAF Street-	Scoring					No	19-20	Program objective achieved. 186% of contracted units of
	Intercept Data	suspended for							service delivered. Administrative and site/premises
	Collection	FY19-20 due to							binder not reviewed due to COVID SIP. Client satisfaction
		COVID-19 SIP							not applicable.
PHD / CHEP	The Board of								
	Trustees of the								
	Glide Foundation								
	formerly known as								
	the Glide								
	Foundation								

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		Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives not achieved. 74% of contracted units of service delivered. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction not conducted and program instructed to perform a client satisfaction survey process of some kind.
DPH/BHS	Crestwood Behavioral Health								Not monitored by BOCC
DPH-PHD	Heluna Health COVID-19 Vaccination Services								COVID Services; Not monitored by BOCC.
DPH-PHD	Baker Ferguson								
		Scoring suspended for FY19-20 due to COVID-19 SIP					No	19-20	Program objectives met. Deliverable units of service exceeded. Administrative and site/premises binder not reviewed due to COVID SIP. Client satisfaction survey resulted in 100% overall satisfaction.
PHD/Food Secuirty	San Francisco Public Health Foundation								Performance not monitored by BOCC. Vendor prepares and submits a mid-year and final report on the deliverables of the subcontractors.