

January 3, 2023 Health Commission

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments	CID #
BHS	Richmond Area Multi-Services (RAMS)									1000010838
	RAMS - Adult Outpatient Services	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 92.5% of its contracted performance objectives and 150.5% of its contracted units of service target. The program's client satisfaction survey rate was below 50% and the percentage of clients indicating satisfaction with the program's services was 70-79%. Program commended for exceeding contractual obligation, especially during a very challenging pandemic environment.	
	RAMS Broderick Street Residential	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 48% of its contracted performance objectives and 180% of its contracted units of service target. The program completed its own client satisfaction survey, analyzed the results, and discussed with staff. BOCC recommended program focus on improving on performance objectives concerning ANSA actionable items, completion of the Psychiatric Referral form, and the initial Treatment Plan of Care.	
	RAMS Asian & Pacific Islander Mental Health Collaborative	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 100% of its contracted performance objectives and 99.8% of its contracted units of service target. The program completed its own client satisfaction survey, analyzed the results, and discussed with staff. Program commended for excellent achievement of all performance objectives, especially given the diversity of agencies involved during a very challenging pandemic response environment.	
BHS	Richmond Area Multi-Services (RAMS)									1000010839
	RAMS Children's Outpatient and Children's Managed Care	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 90% of its contracted performance objectives and 126% of its contracted units of service target. The program's client satisfaction survey rate was below 50% and the percentage of clients indicating satisfaction with the program's services was 90-100%. Program commended for excellent performance objective achievement during a challenging year. Program reports particular pride of its staff that quickly adapted to the pandemic response environment and pivoted to remote sessions, with both clients and families. BOCC recommends that program consider a method of documenting with staff logs the solicitation of feedback and suggestions received on an ongoing basis throughout the year; this could be summarized in a Year End Report.	
	RAMS ECMHCI - Fu Yau	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 0% of its contracted performance objectives and 123% of its contracted units of service target. The program completed its own client satisfaction survey, analyzed the results, and discussed with staff. BOCC commends program for preparing an outstanding Year End Report (the best ECHMI Report received from all providers) that details the dedicated and persistent effort to deliver services during an unprecedented time. BOCC believes the combined systems of care of CYF and MHSA have failed to construct meaningful performance objectives for this program, and have not done so since fiscal year 18-19, which should not be considered a program deficiency.	
	RAMS Wellness Centers and SF TRACK Treatment Recovery Accountability Collaboration Knowledge	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 88% of its contracted performance objectives and 97% of its contracted units of service target. The program completed its own client satisfaction survey, analyzed the results, and discussed with staff. Program commended for excellent achievement of performance objectives, especially during the pandemic response environment. Program commended for excellent delivery of expected units of service during a challenging time of pandemic response.	
BHS	Regents of UCSF									1000009127
	UCSF Infant-Parent Program - Psychotherapy Services - ICAP Division	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 83% of its contracted performance objectives and 68% of its contracted units of service target. The program's client satisfaction return rate was greater than 50% and the overall client satisfaction was between 90-100%. The program is commended for excellent achievement of nine of the performance objectives. BOCC noted in the report for FY19-20 (dated 5/17/21) the recommendation that the CYF SOC develop individualized objectives for this program that are applicable to the parent/caregiver-child work since the client is actually the dyad, rather than separate individuals. This is applicable also to FY20-21. The program is commended for obtaining excellent survey return and client satisfaction ratings.	
	UCSF Infant-Parent Program Daycare Consultants Program	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 0% of its contracted performance objectives and 0% of its contracted units of service target. The program did not complete a client satisfaction survey but the monitor noted that it is the intention of the Network to create a survey for providers in the coming months. Due to the pandemic response environment, the program did not specifically address the one-time essay objective, but the Year End Report provides a detailed account of the program's challenges while it continued to deliver services to families and providers. (Note to Dean: I put the referenced Year End report in the folder with the monitoring reports.)	

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	UCSF Infant Parent Program - Spring Project - ICAP Division	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 40% of its contracted performance objectives and 73% of its contracted units of service target. The program failed to submit the Program Declaration of Compliance. The program completed its own client satisfaction survey, analyzed the results, and discussed with staff. Program submitted an excellent, comprehensive, and impressive Year End Report that details and chronicles the experiences of the program as it worked remotely (even with staff shortages) and faced the challenges and yet there are many indicators that the staff succeeded in their mission creatively and with dedication even though some of the specific performance objectives could not be addressed due to the pandemic response environment. For example, 20 out of the 29 pregnant women served 20 had at-term delivery outcomes measured by 37 weeks or more. (Note to Dean: I put the referenced Year End report in the folder with the monitoring reports.)	
HHS	San Francisco AIDS Foundation									
	San Francisco AIDS Foundation - Rental Subsidies HUH	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 100% of its contracted performance objectives, 77% of its contracted units of service target, and 105% of its contracted unduplicated client target. The program completed its own client satisfaction survey, analyzed the results, and discussed with staff. The program is commended for exceeding the mandate of the contract for all deliverables.	
HHS	San Francisco Community Health Center, dba APIWC									100002676
	SFCHC Early Intervention Services (TransAccess and HHOME Programs)	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 73% of its contracted performance objectives, 185% of its contracted units of service target, and 104% of its contracted unduplicated client target. The program completed its own client satisfaction survey, analyzed the results, and discussed with staff. The performance objectives were partially achieved. These early intervention services to clients are provided through multidisciplinary teams. The team is organized around a primary case manager. Other members of the team include a physician, nurse practitioner, registered nurse, psychiatrist and/or psychologist, mental health or substance use counselor, health worker, and volunteers. The teams do an excellent job monitoring the referrals into care and treatment and supportive services and it is demonstrated through client outcomes.	
	SFCHC HIV Early Intervention TACE	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 83% of its contracted performance objectives, 55% of its contracted units of service target, and 71% of its contracted unduplicated client target. The program completed its own client satisfaction survey, analyzed the results, and discussed with staff. An acceptable level of achievement was obtained for the performance objectives given the severe need of the populations being served. Patients served under this scope of work did not have access to computers, and the libraries were closed during the COVID-19 pandemic, and they wanted to come to the center for in-person services. Thus, a majority of the clients wanted to come into the clinic for various health issues. The program actually had to limit the number of primary care visits to fifty per day during this reporting period.	
	SFCHC Integrated Medical Case Mngt	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 70% of its contracted performance objectives, 156% of its contracted units of service target, and 104% of its contracted unduplicated client target. The program completed its own client satisfaction survey, analyzed the results, and discussed with staff. The performance objectives were partially achieved. Face to face visits were reduced at the Center and the program reports inaccuracies in data due to data being transferred from Epic to ARIES. Staff from DPH was entering program data from Epic to ARIES then it suddenly stopped without notice to the program. The bigger picture demonstrates that individuals not in care with HIV infection are being identified and linked to primary care services in a timely manner.	
	SFCHC Intensive Case Mngt Getting to Zero	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 83% of its contracted performance objectives, 74% of its contracted units of service target, and 108% of its contracted unduplicated client target. The program completed its own client satisfaction survey, analyzed the results, and discussed with staff. An acceptable level of achievement was obtained for the performance objectives. Fifty individuals who were formerly identified as street homeless became housing ready or were housed during this reporting period. Forty-five clients who were in need of psychiatric care received psychiatric services. The program activities met the mandate for Ryan White funded medical case management services which included: an initial assessment of service needs, development of a comprehensive service plan, coordination of services required to implement the plan, continuous client monitoring to assess the efficacy of the plan and periodic re-evaluation of the plan as necessary.	

Dean's notes:

1. RAMS - Adult Mental Health (CID# 1000010838)
2. RAMS – Children’s MH (CID# 1000010839)
3. UCSF – Infant Parent Program (CID# 1000009127)
(RAMS and Felton that follow have recently moved for are moving to new contracts – I’ve included their former CID#s for the BOCC details)
4. SFAF – Rental Subsidies (HHS) (CID#1000020925)

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5. APIWC – HHS (CID#1000002676)