

October 4, 2022 Health Commission

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments	CID #
PC / HHS	Lutheran Social Services of Northern California									2604
	Money Management & Representative Payee Services	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 50% of its contracted performance objectives, 117% of its contracted deliverable target, and 82.5% of its contracted unduplicated client target. The program conducted a client satisfaction survey, analyzed results, and discussed with staff. Program commended for excellent achievement of its performance objectives.	
PC / HHS	Shanti Project									24465
	Senior Support Survivor Program	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 100% of its contracted performance objectives, 60% of its contracted deliverable target, and 91% of its contracted unduplicated client target. The program conducted a client satisfaction survey, analyzed results, and discussed with staff.	
	Emotional and Practical Support	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 100% of its contracted performance objectives, 110% of its contracted deliverable target, and 42% of its contracted unduplicated client target. The program's client satisfaction survey rate was below 50%.	
BHS	Curry Senior Center (SUD/MH)									10972
	IFSO and Curry Senior Center SUD Outpatient	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 56% of its contracted performance objectives and 98% of its contracted deliverable target. The program's client satisfaction survey return rate was below 50%. The program is commended for working to develop policy and procedure protocols for telehealth, including needing to re-write consents, setting up clients with notebook computers, training of seniors for computer activity, and setting up a client interview room for Zoom meetings with clinicians.	
	Behavioral Health Services in Primary Care	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 65% of its contracted performance objectives and 74% of its contracted deliverable target. The program did not complete a client satisfaction survey.	
	Drop-In Center for Older Adults	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 63% of its contracted deliverable target. The program completed its client satisfaction survey, analyzed the results, and discussed with staff.	
BHS	Episcopal Community Services									11165
	ECS Behavioral Health (formerly SF START)	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 60% of its contracted performance objectives and 39% of its contracted deliverable target. The program failed to complete a client satisfaction survey. Program had mixed results for the objectives but is commended for excellent documentation of closing ANSAs, which was a problem identified in 19-20.	
BHS	HealthRIGHT 360 - SOMA Rise									17171
	Not yet monitored	NA	NA	NA	NA	NA	NA	NA	This program did not exist in FY 20-21, the most recently completed monitoring cycle for which data is available.	
BHS	Mission Council on Alcohol Abuse for the Spanish Speaking									7566
	MC Outpatient Program	Report scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	20-21	The program met 86% of its contracted performance objectives and 141% of its contracted deliverable target. The program failed to submit the Program Declaration of Compliance. The program's client satisfaction survey return rate was below 50% and the overall satisfaction rate between 80-89%. Program commended for scoring high on the majority of its Performance objectives.	
	MC IOP FDT Program								The program met 88% of its contracted performance objectives and 316% of its contracted deliverable target. The program failed to submit the Program Declaration of Compliance. No client satisfaction results reported by QM. Because the program has a receipt of having submitted satisfaction surveys, the program is being credited with submission on time.	