

June 6, 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 #
HHS	Positive Resource Center									1000028537
	Employment Services Program	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	FY21-22	The program met 90% of its contracted performance objectives, 125% of its contracted units of service target, and 100% of its contracted unduplicated client target. The program completed a client satisfaction process, analyzed results, and discussed with staff. Program commended for excellent achievement of its performance objectives.	
	GTZ Employment Services Program	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	FY21-22	The program met 100% of its contracted performance objectives, 102% of its contracted units of service target, and 103% of its contracted unduplicated client target. The program completed a client satisfaction process, analyzed results, and discussed with staff. Program commended for excellent achievement of its performance objectives. BOCC recommends the program work with the HHS administration to revise Objective O.3 (focused on clients from the previous objective O.2 who then secured a permanent placement) to remove mention of the secondary percentage ("60%") in case fewer than 60% of the clients in Objective O.2 were to secure employment as specified.	
	Employment Services Program – On the Job Training/ Lift-UP	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	FY21-22	The program met 100% of its contracted performance objectives, 102% of its contracted units of service target, and 100% of its contracted unduplicated client target. The program completed a client satisfaction process, analyzed results, and discussed with staff. Program commended for excellent achievement of its performance objectives. BOCC recommends the program work with the HHS administration to review Objective O.3 and consider splitting it into two separate objectives. As it is written, there are two measurables in a single objective. This type of compound objective can be problematic for scoring and tracking if one of the measurables is met but the other is not.	
BHS	Program									1000010331
	UCSF Citywide SPR Focus & Forensics	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program met 70% of its contracted performance objectives and 100% of its contracted units of service target. The program completed a client satisfaction process, analyzed results, and discussed with staff. Client satisfaction results were submitted in a timely fashion, the return rate was less than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%. Program achieved mixed results on various performance objectives. BOCC recommends the program work with the SOC to address issues and questions presented by the program in a letter attached to the FY19-20 BOCC report. The program noted difficulties in administering surveys during the pandemic because of the reduced number of clients who could be seen in the clinic, as well as reduced time during face-to-face interactions. Online survey options were also a challenge because of clients' limited ability to complete online surveys. The program anticipates this will improve as operations return to normal.	
HHS	UCSF Ward 86 (@ SFGH)									
	Positive Health Program Ward 86 Outpatient Services	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program met 85.7% of its contracted performance objectives, 174.9% of its contracted units of service target, and 199.0% of its contracted unduplicated client target. Client satisfaction surveys not conducted due to COVID. Client satisfaction surveys not conducted due to COVID.	
	POP-UP	Not yet monitored by BOCC								
	Positive Health Program Golden Compass	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program was exempted from contracted performance objectives. The program met 103.8% of its contracted units of service target and 88.9% of its contracted unduplicated client target. Client satisfaction surveys not conducted due to COVID. This program continues to not have any published performance objectives for the monitoring period. BOCC advises the program to work with the SOC to create objectives in support of the services that the clients receive.	
HHS	AHP Getting to Zero GTZ Intensive Case Management ICM Program (Dean lists as CHEP, BOCC monitored as HHS)	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program met 100% of its contracted performance objectives, 96.2% of its contracted units of service target, and 660.9% of its contracted unduplicated client target. Client satisfaction surveys not conducted due to COVID. The performance objectives were achieved. According to the program notes, short-term navigation support is not sufficient for intensive case management clients to remain engaged in care, achieve or maintain viral suppression, or to connect to the wraparound services necessary for stability and maximized quality of life. Regular distribution of the program's client satisfaction questionnaire was disrupted by the COVID-19 pandemic when services were changed to remote services.	
	HIVE Perinatal AIDS Services (formerly BAPAC)	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program met 73.3% of its contracted performance objectives, 174.9% of its contracted units of service target, and 199.0% of its contracted unduplicated client target. Client satisfaction surveys not conducted due to COVID. Client satisfaction surveys not conducted due to COVID. The performance objectives had mixed results of achievement. The HIVE program continues to honor sixteen years of HIV-free babies born in San Francisco. For the second reporting period, the program did not implement any client satisfaction activities due to the COVID pandemic. They report intentions to conduct client satisfaction activities via the phone or virtual for the 2021/22 contract period.	

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	DSAAM Ward 93 HIV Medical / Psych Clinic	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program met 100.0% of its contracted performance objectives, 82.0% of its contracted units of service target, and 118.9% of its contracted unduplicated client target. The program completed a client satisfaction survey, analyzed the results, and shared with staff. The performance objectives were achieved. Individuals continued to be identified as having inconsistent or no primary care and this service is linking them to primary care. Eighteen individuals were linked to primary care services during this reporting period. This is high given that the majority of the individuals served in this clinic were previously homeless.	
CHEP	UCSF Ward 86 (@ SFGH)									
	Alliance Health Project PrEP Navigation Program	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program met 33.3% of its contracted performance objectives and 32.9% of its contracted units of service target. The program did not complete a client satisfaction survey. The performance objectives were partially achieved. The program is seeing fewer clients for sexual health services or other integrated testing services. This decrease has led to fewer referrals for PrEP navigation services. Regular distribution of the programs' paper client satisfaction questionnaire was disrupted by the COVID-19 pandemic and the program's move to remote services.	
	Regents of UCSF DeLiver HCV Care	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program met 100.0% of its contracted performance objectives and 100.0% of its contracted units of service target. The program completed a client satisfaction survey, analyzed the results, and shared with staff. The program is commended for achievement of the performance objectives.	
	PHP HIV Testing and Linkage Program aka PHAST (Dean lists as HHS, BOCC monitored as CHP)	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program met 65.0% of its contracted performance objectives and 100.0% of its contracted units of service target. The program did not complete a client satisfaction survey. The performance objectives were not fully achieved. One objective was achieved, two objectives were partially achieved and one objective was not met. Monitor notes: "This is the second contract period for inability to implement and report on client satisfaction."	
	DSAAM HIV Treatment Support	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program met 80.0% of its contracted performance objectives and 54.4% of its contracted units of service target. The program completed a client satisfaction survey, analyzed the results, and shared with staff. The program is commended for achievement of the performance objectives. There were five performance objectives and four of the objectives were achieved and one was not achieved due to the restrictions placed on HIV testing by DPH during the COVID-19 pandemic.	
	Positive Health Program HIVE Perinatal Services	Program scoring suspended for 20-21 due to COVID	NA	NA	NA	NA	No	FY20-21	The program met 100.0% of its contracted performance objectives and 103.8% of its contracted units of service target. The program did not complete a client satisfaction survey. The performance objectives were achieved. This program continues to honor sixteen years of HV-free babies born in San Francisco.	