

November 7, 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 - SFHN	Hatchuel Tabernik and Associates (HTA)									
	Support and Coordination of SFDPH data collection, program planning, and provision of technical assistance for special projects.	No scoring for FY-20-21 due to impact of COVID	N/A	N/A	N/A	N/A	No	20-21	HTA met 80% of its contracted performance objectives and 69.5% of contracted Units of Service (UOS) targets. A client satisfaction survey was completed and the results were analyzed by the agency.	
HIV Health Services	Shanti Project/ Medical Case Management									
	Provision of Tenderloin Integrated Medical Case Management services for persons living with HIV>	4 - Commendable/ Exceeds Standards	4	3	4	4	Yes	21-22	Shanti met 100% of its contracted performance objectives as well as 63% of contracted Units of Service (UOS) targets and 75% of target UDC (UnDuplicated Clients). A client satisfaction survey was completed (with 17% of clients completing a survey) and the results were analyzed by the agency. A Plan of Action was required for the agency to submit documentation of a Fire and Life Safety Inspection, which was submitted by Shanti prior to the due date and accepted by BOCC.	
BHS	Richmond Area Multi Services, Inc. (RAMS)									
	Vocational Rehabilitation Training Program services	No scoring for FY-20-21 due to impact of COVID	N/A	N/A	N/A	N/A	No	20-21	The RAMS Vocational Rehabilitation Training Program met 70% of the contracted Units of Service,(UOS) an 11% increase from the previous monitoring period. Based on the Year-End Demographic Data Program Report, this program served 14 UDC, with the target UDC being 9 (or 155%). A client satisfaction survey was completed and the results were analyzed by the agency.	
BHS - CYF	A Better Way (ABW)									
	Early Childhood Mental Health services	No scoring for FY-20-21 due to impact of COVID	N/A	N/A	N/A	N/A	No	20-21	For their Early Childhood Mental Health Services , ABW obtained mixed results on the performance of the Objectives, fully meeting three of its seven contracted performance objectives and partially met a fourth, with three missing the threshold goal of the objectives. ABW also met 63% of contracted Units of Service (UOS) targets and served 35 clients, with the target UDC being 9. At the time of the writing of the BOCC Monitoring Report no client satisfaction survey was yet submitted.	
BHS - CYF	A Better Way (ABW)									
	Outpatient Mental Health services	No scoring for FY-20-21 due to impact of COVID	N/A	N/A	N/A	N/A	No	20-21	For their Outpatient Mental Health services, ABW obtained mixed results on the performance of the Objectives, fully meeting three of its nine contracted performance objectives, partially meeting another three objectives, and were missing the threshold goal of the remaining three of their objectives. ABW also met 88% of contracted Units of Service (UOS) targets for their Outpatient Mental Health program and served 87 clients, exceeding the target UDC with 147% of the UDC goal being met. A client satisfaction survey for the Outpatient Mental Health program was completed and the results were analyzed by the agency.	
BHS - CYF	Horizons Unlimited of San Francisco									
	Horizons Outpatient Program (Juventud)	3 - Acceptable/ Meets Standards	4	1	4	4	Yes	21-22	Horizons Outpatient Program (Juventud) met 98% of its contracted performance objectives as well as 42% of contracted Units of Service (UOS) targets and 85% of target UDC (UnDuplicated Clients). A client satisfaction survey was completed and the results were analyzed by the agency. A Plan of Action was required for the agency program to consider if the contractual units of service obligation is achievable and whether to negotiate an adjustment with the SOC, a response was submitted by Horizons prior to the due date which BOCC accepted. Horizons responded that challenges in hiring and staffing had contributed to their low UOS and confidence was expressed that strides were being made to correct this performance issue for future years.	

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BHS - CYF	Horizons Unlimited of San Francisco									
	Horizons Treatment Pre-Enrollment Program	4 - Commendable/ Exceeds Standards	3	4	4	4	Yes	21-22	Horizons Treatment Pre-Enrollment Program met 80% of its contracted performance objectives as well as 105% of contracted Units of Service (UOS) targets and 100% of target UDC (UnDuplicated Clients). A client satisfaction survey was completed and the results were analyzed by the agency. A Plan of Action was required for Horizons recommending that the program and the SOC agree to/confirm objectives, and eliminate objectives included in contract appendices to avoid confusion. The program was directed to indicate its plan to meet with the SOC to clarify its objectives for FY 22-23, a response was submitted by Horizons prior to the due date and accepted by BOCC.	
BHS - CYF	Bayview Hunters Point Foundation (BVHPP)									
	Horizons Treatment Pre-Enrollment Program	4 - Commendable/ Exceeds Standards	4	4	4	2	No	21-22	BVHPP School-based Mental Health Program met 100% of its contracted performance objectives as well as 183% of contracted Units of Service (UOS) targets and 188% of target UDC (UnDuplicated Clients). A client satisfaction survey was completed and the results were analyzed by the agency.	