



City and County of San Francisco
London N. Breed, Mayor
Department of Public Health

Business Office Contract Compliance
1380 Howard Street
San Francisco, CA 94103

Programmatic and Fiscal Monitoring Report FY 22-23

General Fund Services

HIV Health Services

Agency: PRC

Site Visit Date: December 18, 2023

Program Reviewed: PRC Employment Services Program - Lift UP SF
Occupational Skills Training Program

Report Date: December 18, 2023

Site Address: 170 9th St., San Francisco, CA 94103

Funding Source(s):

Review Period: General Fund: July 1, 2022 - June 30, 2023

On-Site Monitoring Team Member(s): Craig Wenzl, Bill Blum (HHS), Tony Buckman (CDTA), Beth Neary (HHS)

Program/Contractor Representatives: Beth Mazie, Joe Ramirez-Forcier, Pat Riley, Jim Wegman

Overall Program Rating: 4 - Commendable/Exceeds Standards

4 = Commendable/Exceeds Standards	3 = Acceptable/Meets Standards
2 = Improvement Needed/Below Standards	1 = Unacceptable

Category Ratings:

4	Program Performance	4	Program Deliverables	4	Program Compliance	4	Client Satisfaction
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Sub-Categories Reviewed:

Program Performance	Program Deliverables/Fiscal	Program Compliance	Client Satisfaction
Achievement of Performance Objectives	Units of Service Delivered Unduplicated Client Count Delivered	Declaration of Compliance Invoice vs. ARIES Analysis Administrative Binder Site/Premise Compliance Plan of Action (if applicable)	Satisfaction Survey Completed and Analyzed

MONITORING REPORT SUMMARY

Agency/Program: PRC/PRC Employment Services Program - Lift UP SF Occupational Skills Training Program

Findings/Summary: At the time of the site visit, the program did not have a waitlist.
The program met 100.0 percent of its contracted performance objectives.
The program met 105.8 percent of its contracted units of service target.
The program met 100.0 percent of its contracted unduplicated client target.
Client file review evidenced 100.0 percent files in compliance.
The program received 5 points from Declaration of Compliance.
A review of the administrative binder evidenced 100.0 percent of required compliance items.
A review of site premises evidenced 100.0 percent of required items.
The program conducted a client satisfaction process during the review period.
Client satisfaction results were reviewed, analyzed and discussed with program staff.

This program is under the administration of SFDPH HIV Health Services (HHS). The goal of the PRC's Employment Services Program-Lift UP SF Occupational Skills Training Program is to offer new occupational skills in peer-to-peer occupations in public social services settings. This training program directly addresses the increased need for supportive training services as a solution to combat behavioral health issues, particularly addressing individuals in recovery from methamphetamine addiction. Lift UP SF trains and places people with lived personal experience into direct social services settings to improve quality of care, cultural competency, and to represent the demographics of people served such as age 50 +, previously homeless, Black/Latinx, LGBTQI, HIV+, and past behavioral health history.

Monitoring of this program was conducted online and during an onsite visit on 12/11/23 to review the administrative binder, site/premises, employee files, training logs, and client charts requirements. A second meeting was held online on 12/18/23 utilizing a virtual meeting platform to discuss the program and gather BOCC findings.

At the time of the site visit, the program did not have a client waitlist.

Previous Year Plan of Action required? Yes No

If "Yes", describe program's implementation.

Current Year Plan of Action required? Yes No

Signature of Author of This Report

DocuSigned by:

Craig Wenzl

Name and Title: Craig Wenzl, Business Office Contract Compliance Manager

Signature of Authorizing Departmental Reviewer

DocuSigned by:

Jenna Reyes

Name and Title: BOCC Designee

Signature of Authorizing System of Care Reviewer

DocuSigned by:

Bill Blum

Name and Title: Bill Blum, HIV Health Services Administrator

PROVIDER RESPONSE: (please check one and sign below)

- I have reviewed the Monitoring Report, acknowledge findings, no further action is necessary at this time.
- I have reviewed the Monitoring Report, acknowledge findings, and attached a Plan of Action in response to deficiencies and recommendations with issues addresses and timelines for correction stated.
- I have reviewed the Monitoring Report, disagree with findings, response to recommendations attached.

DocuSigned by:

Chuan Teng

1/10/24

Signature of Authorized Contract Signatory (Service Provider)

Date

Chuan Teng, CEO

Print Name and Title

RESPONSE TO THIS REPORT DUE:	January 16, 2024
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If applicable, please submit any supplemental materials by clicking on the attachment icon below.

Program Performance & Compliance Findings**Rating Criteria:**

4	3	2	1
Over 90% = Commendable/ Exceeds Standards	90% - 71% = Acceptable/Meets Standards	70% - 51% = Improvement Needed/ Below Standards	Below 51% = Unacceptable

Overall Score:

Total Points Given:	95/95=100%
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1. Program Performance (40 points possible):

Achievement of Performance Objectives	40	15 points out of 15 total points (from 3 Objectives) = 100%
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Total Points:	40
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Points Given:	40/40	Category Score:	100%	Performance Rating:	Commendable/ Exceeds Standards
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Performance Objectives and Findings with Points

O.1	80% of clients who enroll in Lift UP SF will have completed the Occupational Skill Training as documented in the client file by the end of the contract year.	According to the program's self-report, 100% of clients who enrolled in Lift UP SF (36/36) completed the Occupational Skill Training as documented in the client file.	Points: 5
O.2	50% of clients who enroll in Lift UP SF will be placed in either an employment position, volunteer opportunity, or internship according to their interest as documented in the client file.	According to the program's self-report, 58% of clients who enrolled in Lift UP SF (21/36) were placed in either an employment position, volunteer opportunity, or internship according to their interest as documented in the client file.	Points: 5
O.3	50% of clients who enroll in Lift UP SF will enroll in post-secondary education or training as documented in the client file.	According to the program's self-report, 72% of clients who enrolled in Lift UP SF (26/36) enrolled in post-secondary education or training as documented in the client file.	Points: 5

Commendations/Comments:

The program is commended for excellent achievement of all of the performance objectives.

Identified Problems, Recommendations and Timelines:

None noted.

2. Program Deliverables (20 points possible):

A. Units of Service Deliverables (0-10 pts):		10	106% of Contracted Units of Service.
B. Unduplicated Client Count (0-10 pts):		10	100% of Target
Total Points:		20	
Points Given:	20/20	Category Score:	100%
Performance Rating:		Commendable/ Exceeds Standards	

A. Units of Service Delivered**Units of Service Delivered**
Service Description**Contracted/Actual**

Lift UP Training and Support Group Hours	482	510
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B. Unduplicated Client Count

Actual UDC: 36 /**Targeted UDC:** 36 = 100%

Commendations/Comments:

The total for units of service is from the program's final invoice (380623044CJUN23). The unduplicated client count is from the program's self-report. The program met 106% of the contracted UOS and 100% of the UDC based on these data sources.

Identified Problems, Recommendations and Timelines:

None noted.

3. Program Compliance (25 points possible):

A. Declaration of Compliance Score (0-5 pts):	5	Submitted Declaration
B. Client files documentation (0-10 pts):	5	100% compliance achieved.
C. Administrative Binder Complete (0-5 pts):	5	100% of items in compliance
D. Site/Premises Compliance (0-5 pts):	5	100% items in compliance
E. Plan of Action (if applicable) (5 pts):	5	<input checked="" type="checkbox"/> No previous FY POA was required <input type="checkbox"/> Previous FY POA was submitted, accepted and implemented <input type="checkbox"/> Previous FY POA submitted, not implemented <input type="checkbox"/> Previous YR POA required, not submitted
Total Points:	25	

Points Given:	25/25	Category Score:	100%	Compliance Rating:	Commendable/ Exceeds Standards
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Commendations/Comments:

The review of the program's administrative binder, site/premises, employee files, employee training logs, and client chart requirements found all items present and current.

Identified Problems, Recommendations and Timelines:

None noted.

4. Client Satisfaction (10 points possible): Client Satisfaction Survey

A. Client Satisfaction Completed During Year (0-5 possible)	5
B. Client Satisfaction Survey Results Reviewed, Analyzed and Discussed with Staff (0-5 possible)	5
Total Points:	10

Points Given:	10/10	Category Score:	100%	Client Satisfaction Rating:	Commendable/ Exceeds Standards
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Commendations/Comments:

PRC conducted Client Satisfaction Surveys during the year across all Workforce Development programs. A total of 92 completed surveys were received from participants in these programs. PRC provided BOCC with a summary of results, which indicated a satisfaction rate of 96% overall (88/92) and over 92% in all categories, including courtesy, accuracy, respect, confidentiality, and cultural competency. Many positive client comments were received on the surveys to indicate that clients benefitted from Workforce Development services and that services improved their quality of life. Samples of these comments include:

- I enjoyed the mentoring and service with my employment specialist. He was really detailed and efficient. I look forward to my service here at PRC. Thank you for your service and support.
- Such a beautiful place to grow. The training services are such a plus for everyone, with so much quality, empathy, and love.
- I had not used Microsoft office in 20 years. I needed a refresher - it was great, now I feel confident about my computer skills, which I know will help w/my job search.
- PRC has been instrumental in my job search journey. [My employment specialist] has been incredible support in my workforce development, interview/resume preparation, and has been life changing in my recovery journey. [She] helped me get my current Job, in a new industry, and I have a second (2nd) interview coming up in my field.
- The facilitators were incredibly helpful- knowledgeable, organized, patient, good listeners, kept the orientation focused and timely. Thank you! I have no suggestions for improvement.
- I enjoyed the PRC NextStep class and has encouraged me to continue on the next 6-week course. This was an achievement, and I am very proud of how much I've learned and was able to graduate.

The program reported that it made some changes based on client feedback, including: added agency security staff to ensure client and staff safety; and added program staff to Workforce Development: Program Assistant, Workforce Development Navigator, and Supervising Employment Specialist.

Identified Problems, Recommendations and Timelines:

None noted.