



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 GTZ Employment Services - Workforce Development Program

Report Date: December 18, 2023

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

Funding Source(s): GF

Review Period: General Fund: October 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 GTZ Employment Services - Workforce Development 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 111.9 percent of its contracted units of service target.
The program met 101.5 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 Getting to Zero (GTZ) program is under the administration of SFDPH HIV Health Services (HHS). The GTZ Employment Services Program works to reduce stigma and health disparities for people who are living with HIV/AIDS by addressing barriers to employment that individuals face including disabling conditions, deficiencies in vocational skills, lack of credentialing, limited educational levels, and discrimination against racial minorities, LGBTQ, and older adults. The program subcontracts with the San Francisco Community Health Center to reach members of the trans-identified women of color community who are living with HIV and want to be gainfully employed.

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 and 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	20 points out of 20 total points (from 4 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	≥ 45% of GTZ clients who complete an ISP will begin further education, training, or an "On the Job" training internship within 12 mos. of assessment.	According to the program's self-report, 69% (46/67) of GTZ clients who completed ISPs began further education, training, or an Internship/OJT.	Points: 5
O.2	≥ 60% of GTZ clients who complete an ISP will secure short or long-term employment (part time, full time, temporary or permanent) within 12 mos. of assessment.	According to the program's self-report, 63% (42/67) of GTZ clients who completed ISPs secured short or long-term employment.	Points: 5
P.1	100% of GTZ clients will complete an ISP within 30 days.	According to the program's self-report, 100% of GTZ clients (67/67) developed Individual Service plans within 30 days.	Points: 5
P.2	≥ 90% of GTZ clients who complete an ISP will receive a vocational evaluation and career exploration appt. with a Vocational Counselor and/or Employment Specialist ≤ 90 days of intake.	According to the program's self-report, 100% of GTZ clients (67/67) received a vocational evaluation and career exploration appointment within 90 days of intake.	Points: 5

Commendations/Comments:

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

In addition to the four objectives reported above, the program also provided the following data for an objective that was not included in the final version of the FY22-23 objectives but had been in the past (and for which a revision had been suggested):

Objective O.3: ≥ 25% of GTZ clients that secured short or long term employment will secure a permanent placement in competitive employment. (90 day retention).

EXCEEDED – 36% (15/42) of the GTZ clients who secured employment (as noted in Objective O.2) secured placements lasting 90 days or more by the end of the contract year. Additional retentions may have occurred after June 30.

Identified Problems, Recommendations and Timelines:

BOCC recommends for the program work with the HHS administration to review its objectives and determine if the additional objective should be included going forward and/or if any other changes to the objectives should be made.

2. Program Deliverables (20 points possible):

A. Units of Service Deliverables (0-10 pts):		10	112% of Contracted Units of Service.	
B. Unduplicated Client Count (0-10 pts):		10	102% 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**

Employment Development Hours	3,910	4,376
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B. Unduplicated Client Count

Actual UDC: 67 /**Targeted UDC:** 66 = 102%

Commendations/Comments:

The totals for units of service and unduplicated client count are from the program's final invoice (380623042MJUN23). The program provided 112% of the contracted UOS and 102% of the UDC based on the final invoice.

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	[X] No previous FY POA was required [] Previous FY POA was submitted, accepted and implemented [] Previous FY POA submitted, not implemented [] 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.