



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 HIV Employment Services Program

**Report Date:** December 18, 2023

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

**Funding Source(s):** GF

**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 HIV Employment Services Program

**Findings/Summary:** At the time of the site visit, the program did not have a waitlist.  
The program met 90.0 percent of its contracted performance objectives.  
The program met 142.3 percent of its contracted units of service target.  
The program met 98.1 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). This contract provides assistance to individuals with HIV/AIDS who want or are seeking to re-enter or enter the workforce. The employment services offered include: counseling, training, and employment preparation to assist individuals in maximizing their employment opportunities.

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*

01/08/24

Signature of Authorized Contract Signatory (Service Provider)

Date

Chuan Teng, CEO

Print Name and Title

<b>RESPONSE TO THIS REPORT DUE:</b>	<b>January 9, 2024</b>
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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
<b>Over 90% = Commendable/ Exceeds Standards</b>	<b>90% - 71% = Acceptable/Meets Standards</b>	<b>70% - 51% = Improvement Needed/ Below Standards</b>	<b>Below 51% = Unacceptable</b>

**Overall Score:**

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

<b>Achievement of Performance Objectives</b>	40	18 points out of 20 total points (from 4 Objectives) = 90%
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<b>Total Points:</b>	40
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Points Given:	40/40	Category Score:	90%	Performance Rating:	Commendable/ Exceeds Standards
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**Performance Objectives and Findings with Points**

O.1	≥ 20% of clients who develop an ISP will submit applications to work with a CA Dept. of Rehab (DOR) Vocational Counselor on an Employment Plan.	According to the program's self-report, 100% of clients assigned to the contract (157/157) developed Individual Service Plans. Of these, 37% submitted applications to work with DOR (58/157).	Points: 5
O.2	PRC tracks client income and benefits before and after clients secure a permanent placement to quantify the impact of employment for all clients that secure a placement.	According to the program's self-report, this was fully achieved: 100% of clients who secured long-term placements (15/15) had their income and benefits tracked before and after securing placement.	Points: 5
P.1	≥ 70% of clients who develop an ISP will enroll in single or multi-session group or 1:1 trainings designed to increase capacity to become employed.	According to the program's self-report, 49% (77/157) of clients who developed ISPs participated in training curricula including PRC job search skills workshops, computer or administrative skills classes, one-on-one instruction, or educational endeavors.	Points: 3
P.2	≥ 25% of clients who develop an ISP will secure a permanent or temporary, full time or part-time job placement.	According to the program's self-report, 32% of clients who developed ISPs (51/157) secured job placements.	Points: 5

**Commendations/Comments:**

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

For the clients in Objective O2: Four clients previously had no income, six were receiving SSI, SSDI or SDI disability benefits, two were on Unemployment benefits, one was working part-time, and two were working full-time. On average, the monthly income of these 15 clients increased by 257%. The program also noted that the actual impact of employment was even greater than this since many clients were in a Trial Work Period under Social Security regulations and were therefore able to receive disability benefits in addition to earned income. Nine of these placements also included healthcare benefits: three for clients who previously had only MediCal and/or Medicare.

Three points were awarded for Objective P1 because the program met 70% of the target and partial points are permissible for this objective per HHS protocol.

**Identified Problems, Recommendations and Timelines:**

None noted.

**2. Program Deliverables (20 points possible):**

<b>A. Units of Service Deliverables (0-10 pts):</b>		10	142% of Contracted Units of Service.		
<b>B. Unduplicated Client Count (0-10 pts):</b>		10	98% of Target		
<b>Total Points:</b>		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	1,152	1,752
Pre-Employment Services, Group Hours	250	243

**B. Unduplicated Client Count**

**Actual UDC:** 157 /**Targeted UDC:** 160 = 98%

**Commendations/Comments:**

The totals for units of service and unduplicated client count are from the program's final invoice (380623041iJUN23). The program provided 142% of the contracted UOS and 98% of the UDC based on this invoice.

**Identified Problems, Recommendations and Timelines:**

None noted.

**3. Program Compliance (25 points possible):**

<b>A. Declaration of Compliance Score (0-5 pts):</b>	5	Submitted Declaration
<b>B. Client files documentation (0-10 pts):</b>	5	100% compliance achieved.
<b>C. Administrative Binder Complete (0-5 pts):</b>	5	100% of items in compliance
<b>D. Site/Premises Compliance (0-5 pts):</b>	5	100% items in compliance
<b>E. Plan of Action (if applicable) (5 pts):</b>	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
<b>Total Points:</b>	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 requirements, employee files, employee training logs, and client charts found all items present and current.

**Identified Problems, Recommendations and Timelines:**

None noted.

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

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