



**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**

## Monitoring Report Fiscal Year 21-22 Behavioral Health Services

**Section: MHSA**

**Target Population: Adult/Older Adult**

**Agency:** Richmond Area Multi-Services, Inc.

**Site Visit Date:** July 20, 2023

**Program Reviewed:** RAMS Hire-Ability Clerical & Mailroom Services

**Report Date:** September 6, 2023

**Program Code(s):** N/A

**Review Period:** July 1, 2021-  
June 30, 2022

**Site Address:** 1234 Indiana Street, San Francisco, CA 94107

**Finalized Date:**

**CID/MOU#:** 19291 **Appendix #:** A-2

**Funding Source(s):** General Fund, MHSA

**On-Site Monitoring Team Member(s):** Michelle O'Neal, Melissa Ta, Denise Williams

**Program/Contractor Representatives:** Michele Alexia, Carmen Castorena-O'Keefe, Erica Sorrells, Kristen Hay

**Overall Program Rating:** 4 - Commendable/Exceeds Standards

**Category Ratings:**

4 = Commendable/Exceeds Standards		3 = Acceptable/Meets Standards					
2 = Improvement Needed/Below Standards		1 = Unacceptable					
4	Program Performance	2	Program Deliverables	4	Program Compliance	4	Client Satisfaction

**Sub-Categories Reviewed:**

Program Performance	Program Deliverables	Program Compliance	Client Satisfaction
Achievement of Performance Objectives	Units of Service Delivered Unduplicated Clients (Unscored)	Declaration of Compliance Administrative Binder Site/Premise Compliance Chart Documentation Plan of Action (if applicable)	Satisfaction Survey Completed and Analyzed

## **MONITORING REPORT SUMMARY**

**Agency/Program:** Richmond Area Multi-Services, Inc./RAMS Hire-Ability Clerical & Mailroom Services

- Findings/Summary:**
- The services provided by this program were funded by the Sources listed on page 1.
  - The program met 100.0 percent of its contracted performance objectives.
  - The program met 69.7 percent of its contracted units of service target.
  - A review of the administrative binder evidenced 90.0 percent of required compliance items.
  - A review of site premise evidenced 100.0 percent of required items.
  - The program was exempt of Chart Documentation compliance.
  - The program completed its client satisfaction survey.
  - The program analyzed the client satisfaction results.

This program is administered under the Behavioral Health System (BHS) Adult and Older Adult (AOA) System of Care (SOC) with Mental Health Services Act (MHSA) funding. RAMS Hire-Ability Vocational Services offers vocational training programs; the programs provide employment and internship opportunities in areas of business operations support such as clerical, mailroom, reception, messenger and driving positions for those with personal experience with the community behavioral health system. The positions help increase work skills, improve emotional/physical well-being and quality of life, and increase self-sufficiency. The program services provide on-site work experience, pre-vocational counseling, job coaching, and classes/workshops aimed at building strengths toward employment readiness.

The priority population are San Francisco residents including transitional age youth, adults & older adults, aged 18 and over, who are currently receiving behavioral health services. Outreach is made to underserved populations and those interested in an administrative field.

This program operated in a full fiscal year but is split into two contract periods: 7/1/21 - 10/31/21 and 11/1/21 - 6/30/22. This report was completed utilizing a virtual meeting platform as well as telephone and email to gather findings.

Program provides internship and employment for those interested in working in an administrative role. The program provides a 9-month long experience. After completion, several enrollees moved on to RAMS' Mental Health Certificate Program.

Due to the COVID-19 pandemic workplace restrictions and remote work, some clinics were not able to resume the internship positions at their sites. During this fiscal year, 8 out of 13 internship positions were active. Program is proud of its clients' dedication and motivation to show up and put in work.

**FY20-21 Plan of Action required?**     **Yes**     **No**

**If "Yes", describe program's implementation.**

**FY21-22 Plan of Action required?**     **Yes**     **No**

Signature of Author of This Report

DocuSigned by:

*Melissa Ta*

Name and Title: Melissa Ta, 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:

*Maximilian Rocha*

Name and Title: SOC Director

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:

*Angela Tang*

11/14/2023

Signature of Authorized Contract Signatory (Service Provider)

Date

Angela Tang, CEO

Print Name and Title

<b>RESPONSE TO THIS REPORT DUE:</b>	<b>November 16, 2023</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>71% - 90% = Acceptable/Meets Standards</b>	<b>51% - 70% = Improvement Needed/ Below Standards</b>	<b>Below 51% = Unacceptable</b>

### Overall Score:

<b>Total Points Given:</b> 79/85=93%
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### 1. Program Performance (30 points possible):

<b>Achievement of Performance Objectives (0-30 pts):</b>	30	20 total points out of 20 points (from 4 Objectives) = 100%			
<b>Program Performance Points:</b>	30				
Points Given:	30/30	Category Score:	100%	Performance Rating:	Commendable/ Exceeds Standards

**Performance Objectives and Findings with Points**

O.1	50% of surveyed intern graduates will indicate improvement in their coping abilities in the workplace, as evidenced by items on program feedback tools.	According to program's year end narrative report, 100% (5 / 5) of intern graduates reported improvement in their coping abilities in the workplace.	Points: 5
O.2	50% of surveyed intern graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training programs, employment, volunteer work, etc.), as evidenced by items on program feedback tools.	According to program's year end narrative report, 100% (5 / 5) of intern graduates reported an increase in readiness for additional meaningful activities related to vocational services.	Points: 5
O.3	50% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities, e.g. obtain employment, referral to Hire-Ability Employment Services, volunteerism, or training/educational programs. This will be evidenced by exit interviews and items on the program feedback tools.	According to program's year end narrative report, 100% (5 / 5) of intern graduates expressed motivation in being engaged in vocational related activities: Four were referred to Hire-Ability's Employment Services program, one was referred back to Citywide's Employment Services program. One is now participating in a second internship, and two obtained employment at the time of case closure.	Points: 5
P.1	50% of applicable participants who receive services for at least three months will successfully complete the program (completion of internship duration; or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program case closure records.	According to program's year end narrative report, 83% (5 / 6) of participants who received services for at least three months successfully completed the program.	Points: 5

**Commendations/Comments:**

Performance objectives findings were provided by the MHSA year-end narrative report. The program is commended for meeting all the performance objectives.

**Identified Problems, Recommendations and Timelines:**

None noted.

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

<b>Units of Service Deliverables (0-20 pts):</b>		14	70% of Contracted Units of Service		
<b>Program Deliverables Points:</b>		14			
Points Given:	14/20	Category Score:	70%	Performance Rating:	Improvement Needed/ Below Standards

**Units of Service Delivered**

<b>Program Code</b>	<b>Service Description</b>	<b>Contracted/Actual</b>	
Clerical&Mailroom	10/30-39 DS-Vocational (M05AP22 Supplemental)	2,336	1,626
Clerical&Mailroom	10/30-39 DS-Vocational (M40AP22 Supplemental)	608	426

**Unduplicated Clients by Program Code**

<b>Program Code</b>	<b>Contracted/Actual</b>
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**Commendations/Comments:**

Based on the last cost reimbursement invoices #s M06AP22 Supplemental and M40AP22 Supplemental, program delivered 69.7% of its contracted units of service. This is a 18% increase in usage of services from previous monitoring period. Program states low usage continues to be attributed to COVID-19 worksite restrictions, with only 62% (8/13) of clinics accepted interns. According to the contract, UDC is not applicable.

**Identified Problems, Recommendations and Timelines:**

None noted.

**3. Program Compliance (40 points possible):**

<b>A. Declaration of Compliance Score (5 pts):</b>		5	Submitted Declaration		
<b>B. Administrative Binder Complete (0-10 pts):</b>		10	90% of items in compliance		
<b>C. Site/Premises Compliance (0-10 pts):</b>		10	100% items in compliance		
<b>D. Chart Documentation Compliance (0-10 pts):</b>		N/A			
<b>E. Plan of Action (if applicable) (5 pts):</b>		5	<input checked="" type="checkbox"/> No FY20-21 POA was required <input type="checkbox"/> FY20-21 POA was submitted, accepted and implemented <input type="checkbox"/> FY20-21 POA submitted, not fully implemented <input type="checkbox"/> FY20-21 POA required, not submitted		
<b>Program Compliance Points:</b>		30			
Points Given:	30/30	Category Score:	100%	Compliance Rating:	Commendable/ Exceeds Standards

**Commendations/Comments:**

Program is commended for maintaining an organized electronic admin binder.

**Identified Problems, Recommendations and Timelines:**

BOCC discussed the emergency response plan with and advised the to program identify an alternate site of operations.

When reviewing a sample of staff trainings, some certificates (as listed below plus: aerosol transmittable disease, exposure to bloodborne pathogens, harm reduction, and emergency response) were not available or missing. BOCC recommend that the program develop a process or tracking mechanism for maintaining a training log. BOCC provided technical assistance for the harm reduction training institute (HRTI) and BHS online training websites.

No plans of action are due for the missing items at this time.

The following required item(s) were not located in the program's Administrative Binder:

- SOGI or Transgender Training
- 12N Ordinance (LGBTQ Youth Sensitivity) Training

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

Scoring Category	Scoring Criteria	Points
Completed Program Specific Survey	Yes = 2, No = 0	2
Results Analyzed	Yes = 3, No = 0	3
Program Performance as Rated by Clients	50-59% of clients satisfied = 1 60-69% of clients satisfied = 2 70-79% of clients satisfied = 3 80-89% of clients satisfied = 4 90-100% of clients satisfied = 5	N/A
<b>Client Satisfaction Points:</b>		<b>5</b>

Points Given:	5/5	Category Score:	100%	Client Satisfaction Rating:	Commendable/ Exceeds Standards
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**Commendations/Comments:**

According to program's year-end narrative report, it collected feedback from participants via a written exit satisfaction survey, oral focus groups, and a post-service telephone survey. The written survey is completed at the time of graduation, focus groups were held at least annually, and a post-service telephone survey was conducted three months following completion of the program.

Results from the surveys are as follows:

- 100% (5/5) of participants reported "agree" to the statement, "I am satisfied with the services that Hire-Ability staff provided."
- 83% (5/6) of participants reported they were currently working three months after.
- 100% (6/6) participants reported they would return to Hire-Ability if needed.

Based on the feedback requesting more vocational and employment preparation resources, program developed a Personal & Professional Development resource list for participants.

**Identified Problems, Recommendations and Timelines:**

None noted.