



# San Francisco Department of Public Health

## Behavioral Health Services - Adult and Older Adult

### Performance Objectives FY 2026-2027

## OVERVIEW - Adult and Older Adult Performance Objectives FY 26-27

Measuring client improvement and successful completion of target objectives is an important part of SFDPH contracting. The implementation of the EPIC Electronic Health Record in Fiscal Year 2023-2024 (May.22,2024) increased the ability to collect quality data on a client's presenting issues, demographics, interventions, symptom changes, and discharge status. The Performance Objectives developed for Fiscal Year 2026-27 Health Services (BHS) intend to reduce provider burden in determining objective compliance by using EPIC data to measure objectives - to the extent possible.

The Program Objectives detailed in this document have been carefully defined to measure important behavioral health processes and outcomes. All references to number of days throughout this document mean "Business Days" as that is how EPIC is designed to measure days. Not all objectives apply to all programs. This document is posted at: <https://www.sf.gov/resource/2024/performance-objectives>

Contractors are responsible for compliance with all items in the Performance Objectives and the Declaration of Compliance.

This document is comprised of the following 4 tabs:

**Tab 1:** Objectives for *Outpatient Mental Health Services and Intensive Outpatient Services*

**Tab 2:** Objectives for *Intensive Case Management & Full Service Partnership Programs*

**Tab 3:** Objectives for *SSI Advocacy and Representative Payee Programs*

**Tab 4:** Objectives for *Individualized Program Specific Services* ( to be published on June 30th 2026)

Tabs 1 through 4 provide additional detail about each performance objective. Next to each indicator are columns that describe the following:

- **Client Inclusion Criteria** - identifies which group of clients / programs are included in the measurement of the objective
- **Data Source / Compliance** - identifies the data source used to measure the objective and/or how compliance with the objective is documented and reported
- **Source of Requirement** - e.g., BHS policy, Affordable Care Act, Department of Healthcare Services, etc.
- **Report Availability for Provider**- Epic Reports, Provider's own reports

In several cases contractors are instructed to send an Annual Summary Report to the System of Care (SOC) Program Manager and the Business Office Contract Compliance (BOCC) Program Manager. Reports for BOCC should be sent by e-mail to: [bocc@sfdph.org](mailto:bocc@sfdph.org) If unsure of the SOC Program Manager, contact your CDTA Program Manager for assistance.

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**Report Availability for Providers**

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Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
<b>AOA-ICMFSP-1:</b> 90% of clients receiving Targeted Case Management (TCM) will have BHS Care Plan	Process	All clients receiving targeted case management only during fiscal year	Epic Hyperspace / Uploaders to Provide Data	BHS Policy/DHCS	Epic SSRS Report (hyperspace users) Uploaders to Run Own Reports
<b>AOA-ICMFSP-2:</b> On any date, 90% of clients will have a Cal AIM 7 Domain Assessment completed within the last 3 years	Process	<u>Excludes:</u> Outpatient services provided in residential Tx settings & first 75 days for new clients	Epic Hyperspace / Uploaders to Provide Data	BHS Policy/DHCS	Epic SSRS Report (hyperspace users) Uploaders to Run Own Reports
<b>AOA-ICMFSP-3:</b> 80% of clients will improve on at least 1 of their prioritized actionable ANSA items	Outcome	All Providers	Epic Hyperspace / Uploaders to Provide Data	BHS Policy	TBD Epic Report in development
<b>AOA-ICMFSP-4:</b> 80% of clients will either maintain or develop at least 1 of their prioritized ANSA strength item	Outcome	All Providers	Epic Hyperspace / Uploaders to Provide Data	BHS Policy	TBD Epic Report in development

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Indicator	Type of Objective	Client Inclusion Criteria	Data Source/Compliance	Source of Requirement	Report Availability for Providers
<b>Section J: BAR Association Justice &amp; Diversity Center - SSI Advocacy / Benefits Counseling Program</b>					
<b>AOA-SSIBEN-1:</b> 85% of the client cases in which claims for benefits have been filed and that have been fully adjudicated by program representation during the contract period will result in a favorable decision or an award for the client.	Outcome	Clients who filed claims for benefits which have been fully adjudicated by representation from the Homeless Advocacy Project or Positive Resource Center between 7/1/25 – 6/30/26	Contractor collects data, including % of claims awarded at initial, reconsideration, Admin Law Hearing, or Appeals Council levels. Decisions for clients at any level, & Continuing Disability Reviews measured by receipt of proof of award e.g., SSA Notice of Awards, other documentation received from SSA, or documented in SSA or CalMED database. Contractor prepares Annual Summary Report documenting achievement for SOC Program Manager by 9/1/25	BHS Policy	N/A
<b>AOA-SSIBEN-2:</b> The program must meet 75% percent of their contracted units of service.	Process	All UOS reported on invoice report for 7/1/25 - 6/30/26	Budget office invoice reports	BHS Policy	N/A

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Section K: HR360 & Conard - Representative Payee Program					
<b>AOA-REPPAY-1:</b> 100% of authorized rent payments will be disbursed within two business days of date benefit checks are received.	Process	All clients enrolled in Conard and HealthRight 360 Rep. Payee programs during FY25-26	Contractors collect data routinely & conduct annual internal audit; contractor prepares Annual Summary Report documenting achievement for SOC Program Manager by 9/1/25	BHS Policy	N/A
<b>AOA-REPPAY-2:</b> 75% of clients receiving money management services will maintain stability in housing for a period of at least six months.	Outcome	All clients enrolled for ≥ 6 months in Conard or HealthRight 360 Rep. Payee programs during FY25-26	Contractors audit client files (physical or electronic); contractor prepares Annual Summary Report documenting achievement for SOC Program Manager by 9/1/25	BHS Policy	N/A

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