

November 3, 2025 Business Office of Contract Management (BOCC) Annual Performance Monitoring

Sect.	Contract ID	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
WPIC	1000032803	Community Forward SF								
		CFSF SoMa Recover, and Sobering Center (RISE) Transportation Shuttle	4 - Commendable/ Exceeds Standards	NA	4 - Commendable/Exceeds Standards	4 - Commendable/ Exceeds Standards	NA	No	23-24	The program was exempted from contracted performance objectives. The program met 100% of its contracted units of service target. The program was exempted from client satisfaction survey.
		CFSF Medical Respite & Sobering Center	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	No	23-24	The program met 100% of its contracted performance objectives and 100% of its contracted units of service. The program completed the client satisfaction survey and shared with staff.
BHS	1000025225	Victor Treatment Center								
		Victor Treatment Centers CCR (aka Santa Rosa)								report pending
CHEP	1000024731	Asian and Pacific Islander Wellness Center (AIPWC) dba San Francisco Community Health Center								
		UCSF AHP Health Access Point (HAP) for Asian and Pacific Islander API MSM and API Transgender Women Communities	4 - Commendable/ Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	No	24-25	The program met 100% of its contracted performance objectives and 117% of its contracted units of service. The program completed the client satisfaction survey and shared with staff.
CHEP	1000024732	Rafiki Coalition (Formerly BCA)								
		Rafiki Health Access Point (HAP) - Umoja							24-25	The final report scores will be presented during the Health Commission meeting. The program met 100% of its contracted performance objectives and was exempted from its contracted units of service. The program completed the client satisfaction survey and shared with staff. The final invoice for FY24-25 is not available at the time of monitoring. BOCC is waiving the Units of Service (UOS) scoring for this monitoring period as the program is on an extension from DPH to submit the final invoice. The program reported that it is still awaiting some subcontractor submissions before it can submit its final invoice.
CHEP	1000024733	IFR Instituto Familiar (IFR)								
		IFR Health Access Point for Latinx (Category 1)	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	No	23-24	The program met 100% of its contracted performance objectives and 115% of its contracted units of service. The program completed the client satisfaction survey and shared with staff.
CHEP	1000024734	San Francisco AIDS Foundation (SFAF)								
		SFAF The HAP Capacity Building Activities (HIV/STI/HEP C Infrastructure) Program	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/ Exceeds Standards	No	24-25	The program met 100% of its contracted performance objectives and 100% of its contracted units of service. The program completed the client satisfaction survey and shared with staff.

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		SFAF Capacity Building Activities: The Black Health Clinical Assistant Program	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	No	24-25	The program met 100% of its contracted performance objectives and 100% of its contracted units of service. The program completed the client satisfaction survey and shared with staff.
		SFAF Health Access Point Program: Gay/MSM	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	No	24-25	The program met 100% of its contracted performance objectives and 217% of its contracted units of service. The program completed the client satisfaction survey and shared with staff.
		SFAF Training Academy & Clinical Assistant Program	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	No	24-25	The program met 100% of its contracted performance objectives and 105% of its contracted units of service. The program completed the client satisfaction survey and shared with staff.
		SFAF Clinical Services Sustainability Program	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	No	24-25	The program met 100% of its contracted performance objectives and 100% of its contracted units of service. The program completed the client satisfaction survey and shared with staff.
CHEP	1000024735	Lavender Youth Recreation & Information Center (LYRIC)								
		LYRIC Health Access Point (HAP) for Transitional Aged Youth (TAY)	2 - Improvement Needed/Below Standards	3 - Acceptable/ Meets Standards	2 - Improvement Needed/Below Standards	2 - Improvement Needed/Below Standards	1 - Unnacceptable	Yes	24-25	The program met 89% of its contracted performance objectives and 64% of its contracted units of service. The program did not complete a client satisfaction survey. Plan of Action issued for failing to provide proof of required trainings, failure to conduct a client satisfaction survey, and failure to meet the UoS deliverables target.
CHEP	1000024736	Regents of the University of San Francisco - UCSF Ward 86								
		UCSF Health Access Point for People Who Use Drugs (PRO-TEST)	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	24-25	The program met 100% of its contracted performance objectives and 170% of its contracted units of service. The program completed the client satisfaction survey and shared with staff.
CHEP	1000024737	Regents of the University of San Francisco - UCSF AHP								
		UCSF AHP Health Access Point (HAP) for Asian and Pacific Islander API MSM and API Transgender Women Communities	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	24-25	The program met 100% of its contracted performance objectives and 206% of its contracted units of service. The program completed the client satisfaction survey and shared with staff.
BHS	1000032999	A&A Health Services LLC								
		A&A Health Services - San Francisco (aka Victoria's House)	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	NA	4 - Commendable/Exceeds Standards	NA	No	23-24	The program met 100% of its contracted performance objectives and was exempted from its contracted units of service and client satisfaction.