

December 1, 2025 Business Office of Contract Compliance (BOCC) Annual Program Performance and Fiscal Monitoring

Sect.	Contract ID	Agency/ Program	Overall Program Score	Program Performance	Program Deliverables	Program Compliance	Client Satisfaction	Plan of Action Required?	Fiscal Year	Program Monitoring Comments	Fiscal Monitoring Comments (Agency Level)
		Urban Services YMCA									FY24-25 Citywide Fiscal monitoring completed. No findings/issues.
BHS	10841	Urban Services YMCA of San Francisco EPSDT Program	3 - Acceptable/Meets Standards	3 - Acceptable/Meets Standards	NA	3 - Acceptable/Meets Standards	2 - Improvement Needed/Below Standards	No	23-24	The program met 68% of its contracted Performance Objectives and was exempted from Units of Service target. The program submitted its clients satisfaction data in a timely fashion, the return rate was less than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
		Regents of UCSF									Not Applicable
BHS	10136	UCSF Citywide Assisted Outpatient Treatment (AOT)	4 - Commendable/ Exceeds Standards	3 - Acceptable/Meets Standards	NA	4 - Commendable/ Exceeds Standards	NA	No	23-24	The program met 80% of its contracted Performance Objectives and was exempted from Units of Service target. The program was exempted from the Client Satisfaction survey.	
		San Francisco AIDS Foundation									The Citywide Fiscal and Compliance Monitoring initially identified findings related to the agency's net losses in its financial results. The agency has since submitted its strategic plan and provided updated income statements indicating that it is on track to achieve balanced financial results. Therefore, the monitoring team deemed the agency "In Conformance" by Final Status.
CHEP	24734	SFAF The HAP Capacity Building Activities (HIV/STI/HEP C Infrastructure) Program	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 100% of its contracted Units of Service target. The program completed the Client Satisfaciton survey, analyzed the results, and shared with staff.	