

January 2026 Business Office of Contract Management (BOCC) Annual Performance 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
BHS		Rafiki Coalition for Health and Wellness										The FY24-25 Citywide Fiscal and Compliance Monitoring identified several initial findings due to insufficient documentation. Most of these findings were resolved by the time of the Final Status Letter. Only two findings remained out of conformance: <b>1.</b> Negative cash outflow in the agency's financial results, caused by invoicing delays. The agency's accounting net income was positive, and it maintained sufficient cash reserves. The monitoring team does not foresee any risks associated with this finding. <b>2.</b> Untimely board approval of the budget. This finding has been corrected, and the agency confirmed it approved its FY25-26 budget already.
		Black African American Community Wellness Initiative (BAACWHI)	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	Yes	23-24	The program met 100% of its contracted performance objectives and 72% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for meeting 100% of its contracted performance objectives. Plan of action issued for timeline for requesting technical assistance to ensure UDC invoice data matches BHSA Year-End Demographic Data Report.		
CHEP	1000037460	Facente Consulting										
		Facente Consulting Programs	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	NA	No	23-24	The program met 100% of its contracted performance objectives and 98% of its contracted units of service target. Client satisfaction survey not applicable.		Not Applicable
BHS	1000032797	Baker Places										
		Ferguson Place	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 90% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for excellent achievement of all performance objectives.		
BHS	1000037581	Baker Places										
		Supported Living Program and Rental Subsidies	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	Yes	23-24	The program met 67% of its contracted performance objectives and 123% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Plan of action issued for completion of individualized service plans within 14 days of initial assessment.		The FY24-25 Monitoring was completed for Baker PLaces and PRC with no findings or issues.