

July 2026 Business Office of Contract Management (BOCC) Program 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	Comments	Fiscal Monitoring
BHS	1000009936	Felton Institute									Fy 24-25 Citywide Fiscal Monitoring Completed. The agency was "In Conformance" by final status and had no remaining findings. One of the items was that the agency had less than 30 days of operating cash reserve. The agency responded with their plan to increase their reserves, and the FY 25-26 preliminary review that is in progress shows that they are almost at the 30 day cash reserve.
		Felton ADULT Full Service Partnership (FSP)	4 - Commendable/ Exceeds Standards	NA	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	No	24-25	The program was exempted from its contracted Performance Objectives and met 100% of its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was greater than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
		Felton Adult ICM (Intensive Case Management)	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	3 - Acceptable/ Meets Standards	No	24-25	The program was exempted from its contracted Performance Objectives and met 91% of its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was greater than 50%, and the percentage of clients indicating satisfaction with the program's services was 80-89%.	
		Felton BH ICM For Older Adults	4 - Commendable/ Exceeds Standards	NA	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	3 - Acceptable/ Meets Standards	No	24-25	The program was exempted from its contracted Performance Objectives and met 93% of its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was less than 50%, and the percentage of clients indicating satisfaction with the program's services was 80-89%.	
		Felton Full Circle Family Program (FCFP)	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 met 100% of its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was greater than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
		Felton Geriatric Outpatient Services	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 met 100% of its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was greater than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
		Felton Geriatric Outpatient Services West	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ /Exceeds Standards	2 - Improvement Needed/Below Standards	No	24-25	The program met 100% of its contracted Performance Objectives and met 99% of its contracted Units of Service target. The program submitted its Client Satisfaction results 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%.	
		Felton Older Adults Full Service Partnership	4 - Commendable/ Exceeds Standards	NA	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	No	24-25	The program was exempted from its contracted Performance Objectives and met 92% of its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was greater than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
BHS	1000032882	Felton Institute									Fy 24-25 Citywide Fiscal Monitoring Completed. The agency was "In Conformance" by final status and had no remaining findings. One of the items was that the agency had less than 30 days of operating cash reserve. The agency responded with their plan to increase their reserves, and the FY 25-26 preliminary review that is in progress shows that they are almost at the 30 day cash reserve.
		Felton TAY Acute Linkage	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 submitted its Client Satisfaction results in a timely fashion, the return rate was greater than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
		Felton Transitional Age Youth (TAY) Full Service Partnership (FSP)	4 - Commendable/ Exceeds Standards	NA	3 - Acceptable/ Meets Standars	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	No	24-25	The program was exempted from its contracted Performance Objectives and met 90% its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was greater than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
		Felton (re)MIND (formerly PREP- Prevention and Recovery in Early Psychosis)	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	Yes	24-25	The program met 90% of its contracted Performance Objectives and 96% of its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was greater than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%. Plan of Action issued for Community Outreach Presentations objective.	
HHS	1000002676	Asian and Pacific Islander Wellness Center dba San Francisco Community Health Center									The FY24-25 Citwyide Fiscal Monitoring was completed with a finding regarding untimely audit completion. The FY25-26 Monitoring is currently in progress. Preliminary results shows the agency has resolved its prior-year issues regarding the untimely completion of audited financial statements and completed its FY24-25 audit within the nine-month deadline.
		SFCHC TransAccess	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	3 - Acceptable/ Meets Standards	4 - Commendable/ Exceeds Standards	Yes	24-25	The program met 93% of its contracted Performance Objectives, 128% of its contracted Units of Service target, and 118% of its contracted Unduplicated Client target. The program conducted a Client Satisfaction process, analyzed the results, and discussed with staff. Plan of Action issued for entering UDC invoice data.	
		SFCHC HHOME	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	Yes	24-25	The program met 90% of its contracted Performance Objectives, 125% of its contracted Units of Service target, and 148% of its contracted Unduplicated Client target. The program conducted a Client Satisfaction process, analyzed the results, and discussed with staff. Plan of Action issued for entering UDC invoice data.	