

June 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	1000032801	Bayview Hunter's Point Foundation									
		BVHP Jelani Family Residential 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 105% of its Contracted Units of Service target. The program completed its Client Satisfaction survey and analyzed the results.	<p>Bayview Hunter's Point Foundation is currently on a Tier 3 Corrective Action Plan with the City due to prior invoicing, financial and audit issues. The City, including Controller's Office, and the agency meets regularly to discuss the progress with the corrective action plan. In general, with the new leadership it was able to complete several milestones and city departments are in agreement about the significant positive progress the agency has made. Most items on the Corrective Action Plan, including issues with invoicing and financial management, have been resolved. The only outstanding issue on the Tier 3 Corrective Action Plan is completing a clean audit, timely and with no major findings.</p> <p>The FY22-23 and FY23-24 audits are still not complete as of May 2026. The significant delay in the FY21-22 audit, combined with turnover in finance staff, caused subsequent audits to fall behind. The agency and City departments remain in regular communication about this issue, which is the final item outstanding in the agency's Tier 3 corrective action plan. Management is taking steps to address the delays, including conducting pre-audits, in an effort to catch up. The department acknowledges that it will likely take at least another year for the agency to become fully current on its audits.</p> <p>As for the financial metrics, the monitoring team is currently reviewing the documents for the FY25-26 Citywide Fiscal and Compliance Monitoring. As a preliminary review, the FY25-26 year-To-Date financial picture shows significant improvements. The agency's statements reports a surplus, which is the first it incurred from several years.</p>
BHS	1000038468	Mt. St. Joseph - St. Elizabeth (dba Epiphany Center)									
		MSJ Epiphany Residential	3 - Acceptable/ Meets Standards	3 - Acceptable/ Meets Standards	3 - Acceptable/ Meets Standards	3 - Acceptable/ Meets Standards	2 - Improvement Needed/Below Standards	No	24-25	The program met 68% of its contracted Performance Objectives and 87% 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 60-69%.	No Findings FY 24-25
		MSJ Epiphany Residential Step Down	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 96% of its Contracted Units of Service target. The program completed its Client Satisfaction survey and analyzed the results.	N/A
BHS	1000032806	HealthRIGHT/360									
		HR360 Drug Sobering Center - (DSC) aka SoMa RISE	3 - Acceptable/ Meets Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	3 - Acceptable/ Meets Standards	1 - Unacceptable	Yes	24-25	The program met 100% of its contracted Performance Objectives and 100% of its Contracted Units of Service target. The program failed to complete either a standardized or customized Client Satisfaction Survey. Plan of Action issued for failure to complete a Client Satisfaction survey during the reporting period.	No Findings FY 25-26
		Heluna Health									No Findings FY 25-26
		Garfield Nursing Home									N/A
		Jeweld Legacy									N/A
		Marina Security Services									N/A
		Royal Ambulance									N/A
		Safer Together									N/A
		Sky Blue Health dba Victorian Manor									N/A
		The Salvation Army									No Findings FY 24-25