

March 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/C HEP	1000025062	YMCA									FY24-25 Citywide Fiscal and Compliance Monitoring completed. No issues/findings.
		Black African-American Community Wellness Health Initiatives (BAACWHI)	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 98% of its contracted Performance Objectives and 100% of its Units of Service target. The program completed its Client Satisfaction survey and analyzed the results.	
BHS/C HEP	1000025063	Booker T. Washington Community Service Center									The FY24-25 fiscal monitoring was completed with no findings/issues.
		BTW BSAFE (Black Safety Access Freedom Equity)	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	1 - Unacceptable	3 - Acceptable/ Meets Standards	4 - Commendable/ Exceeds Standards	No	23-24	The program met 100% of its contracted Performance Objectives and 9% of its Units of Service target. The program completed its Client Satisfaction survey and analyzed the results. The program was unable to hire staff in a timely manner as it received the funding for this program later in the fiscal year. BOCC reviewed the invoice for FY24-25: the program already hired staff, and it exceeded its UOS, therefore, no Plan of Action (POA) is required for this monitoring period.	
BHS/C HEP	1000025064	Rafiki Coalition									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: 1. 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. 2. Intimely board approval of the budget. This finding has been corrected, and the agency confirmed it approved its FY25-26 budget already.
		Black African American Wellness Community 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 Units of Service target. The program completed its Client Satisfaction survey and analyzed the results. Plan of Action (POA) issued for UDC invoice data not matching program year-end report.	
BHS	1000033340	API Wellness dba San Francisco Community Health Center									The FY 2024-25 Citywide Fiscal and Compliance Monitoring has been completed. The agency received two final findings related to invoicing and the audited financial statement.
		SFCHC Tenderloin Night Navigator Program	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	1 - Unacceptable	Yes	23-24	The program met 97% of its contracted Performance Objectives and 100% of its Units of Service target. The program failed to complete either a standardized or customized Client Satisfaction survey. Plan of Action (POA) issued for failure to complete Client Satisfaction process and inaccurate reporting of deliverables.	The first finding pertains to the agency's delay in submitting invoices within the required 60-day timeframe. In response, the agency has implemented a new process to ensure timely submission of all invoices going forward and has designated a staff member responsible for this task. Compliance with this corrective action will be assessed during the FY 2025-26 review. The second finding relates to the agency's audited financial statement, which was not completed within the required nine-month timeframe. This delay was due to leadership changes and staffing transitions within the finance department, which significantly impacted the preparation and submission of audit materials. Despite these issues, Asian and Pacific Islander Wellness Center has demonstrated consistent
DOS	1000031422	Civic Edge Consulting, LLC									Not Applicable
		Expand awareness of and access to substance use treatment options throughout San Francisco	Not monitored								
DOS	1000037460	Facente Consulting Programs									Not Applicable
		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 Units of Service target. The program was exempted from conducting a Client Satisfaction survey.	