

## May 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	32804	Community Youth Center of San Francisco									FY24-25 Citywide Fiscal Monitoring completed with no issues/findings.
		CYC TAY - Asian Pacific Islander Youth Family Community Support Services APIYFCSS	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	NA	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	23-24	The program met 100% of its contracted Performance Objectives and was exempted from its contracted Units of Service target. The program completed its Client Satisfaction survey and analyzed the results.	
		EPSDT Outpatient Program	3 - Acceptable/Meets Standards	3 - Acceptable/Meets Standards	NA	4 - Commendable/Exceeds Standards	1 - Unacceptable	No	23-24	<b>NOTE: The program code and associated data with this report was incorrectly applied. The scores are accurate but the name of this program should be "CYC ISCS/EPSTD Outpatient Program". Leaving as-is for now as the reports were finalized and signed under this name.</b> The program met 78% of its contracted Performance Objectives and was exempted from its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was less than 50%. Monitor notes "After discussing possible reasons for the low satisfaction rate, BOCC recommended that the program resume the use of paper surveys, ensuring MRNs and Program Codes are pre-filled to improve accuracy and response rates. A Plan of Action (POA) will not be assigned, as the program is already aware of the issue and has a strategy in place to mitigate low scores in future survey cycles."	
		ISCS EPSDT Outpatient Program	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	NA	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	23-24	<b>NOTE: The program code and associated data with this report was incorrectly applied. The scores are accurate but the name of this program should be "CYC EPSDT Outpatient Program". Leaving as-is for now as the reports were finalized and signed under this name.</b> The program met 83% of its contracted Performance Objectives and was exempted from its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
BHS	32808	Homeless Children's Network									FY24-25 Citywide Fiscal Monitoring completed with no issues/findings.
		Homeless Children's Network Maat	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	NA	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	23-24	The program met 80% of its contracted Performance Objectives and was exempted from its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
		Homeless Children's Network Ma'at - Dream Keeper Initiative	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	NA	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	23-24	The program met 100% of its contracted Performance Objectives and was exempted from its contracted Units of Service target. The program completed its Client Satisfaction survey and analyzed the results.	
BHS	28952	Hospitality House									FY24-25 Citywide Fiscal Monitoring completed with no issues/findings.
		Community Building Program	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 100% of its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
		Sixth Street Homeless Mentally Ill Outreach Treatment Program HMIOT	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 98% of its contracted Performance Objectives and 100% of its contracted Units of Service target. The program completed its Client Satisfaction survey and analyzed the results. Plan of Action issued for compliance with training requirements.	
		Tenderloin Self-Help Center	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 100% of its contracted Units of Service target. The program completed its Client Satisfaction survey and analyzed the results.	
		Sixth Street Self-Help Center	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 98% of its contracted Units of Service target. The program completed its Client Satisfaction survey and analyzed the results.	
BHS	22465	Instituto Familiar de la Raza									FY24-25 Citywide Fiscal Monitoring completed with no issues/findings.
		ISCS EPSDT Services La Cultura Cura and Family FIRST	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	NA	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	23-24	The program met 91% of its contracted Performance Objectives and was exempted from its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	
		Sana Sana SSIP Child Care MH Consultation Initiative	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 108% of its contracted Units of Service target. The program was exempted from its Client Satisfaction survey.	
SFHN	38003	UC Alliance Health Project									NA
		UCSF - AHP Getting to Zero GTZ Intensive Case Management ICM Program	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	24-25	The program met 100% of its contracted Performance Objectives, 77% of its contracted Units of Service target and 89% of its contracted Unduplicated Client target. The program completed its Client Satisfaction survey and analyzed the results.	

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WPIC	29525	Richmond Area Multi-Service, Inc.									FY24-25 Citywide Fiscal Monitoring completed with no issues/findings.☒
		RAMS Peer to Peer Whole Person Care	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	1 - Unacceptable	4 - Commendable/Exceeds Standards	NA	No	23-24	The program met 100% of its contracted Performance Objectives and 49% of its contracted Units of Service target. The program was exempted from its Client Satisfaction survey. Monitor notes: "The program attributed low deliverables in UOS to staff turnover during the fiscal year. No Plan of Action (POA) is required at this time as program and SOC leadership reported that program staffing has stabilized since, and that the program is on track to meet FY25-26 contract targets."	
		RAMS Street Medicine POET/SORT	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	NA	No	24-25	The program met 100% of its contracted Performance Objectives and 101% of its contracted Units of Service target. The program was exempted from Client Satisfaction survey.	
BHS	37481	San Francisco Aids Foundation									FY25-26 Citywide Fiscal Monitoring completed and no findings were recorded. The agency is facing some financial challenges and undergoing restructuring; however, it has submitted a financial sustainability plan and is taking action in accordance with that plan. The agency continues to maintain significant cash reserves and is well positioned to manage this period of financial imbalance. The monitoring team reviewed the agency's financial plan and its progress and concluded that there are no findings to report. The team will continue to monitor the agency and follow up as needed.
		HIV Syringe Access and Disposal Services	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	1 - Unacceptable	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	Yes	23-24	The program met 100% of its contracted Performance Objectives and 47% of its contracted Units of Service target. The program completed its Client Satisfaction survey and analyzed the results. Plan of Action issued for compliance with mandated DPH trainings.	
BHS	33281	YMCA									FY24-25 Citywide Fiscal Monitoring completed with no issues/findings.☒
		Urban Services of San Francisco Intensive Supervision and Clinical Services (ISCS) Program	2 - Improvement Needed/Below Standards	1 - Unacceptable	NA	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	23-24	The program met 34% of its contracted Performance Objectives and was exempted from its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%. Monitor notes: "Given the substantial impact of the EHR transition and the fact that many of these Objectives will not carry forward into FY24-25, no Plans of Action (POAs) will be assigned at this time. In addition, FY24-25 has concluded at the time of the completion of this report. The program is advised to seek technical assistance from the SOC to ensure awareness of all documentation standards in Epic."	
		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 its contracted Units of Service target. The program submitted its Client Satisfaction results in a timely fashion, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%.	