

## October 6, 2025 Business Office of Contract Management (BOCC) Annual Performance Monitoring

Sect.	Contract ID	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
BHS	10833	Hyde Street Community Services								
		Hyde St. Outpatient and Full-Service Partnership (FSP)	4-Commendable/Exceeds Standards	4-Commendable/Exceeds Standards	NA	4-Commendable/Exceeds Standards	2 - Improvement Needed/Below Standards	No	23-24	The program met 93% of its contracted Performance Objectives and was exempt from Program Deliverables. The program submitted its Client Satisfaction results in a timely fashion, the return rate was less than 50%, (return rate is the basis for the score) but the percentage of clients indicating satisfaction with the program's services was 90-100%. To increase the return rate, the program plans to create a more user friendly survey in FY 25-26 that will be easier for clients to use.
HHS	20913	Catholic Charities								
		Catholic Charities CYO (CCCYO)/Assisted Housing 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, 100% of its contracted Units of Service target, and 110% of its contracted Unduplicated Client target. The program conducted a Client Satisfaction process, analyzed the results, and discussed with program staff.
HHS	17145	Regents of UCSF								
		UCSF Black Health Center of Excellence (BHCoE)	3-Acceptable/Meets Standards	3-Acceptable/Meets Standards	1-Unacceptable	4-Commendable/Exceeds Standards	4-Commendable/Exceeds Standards	Yes	23-24	The program met 83% of its contracted Performance Objectives, 69% of its contracted Units of Service target, and 50% of its contracted Unduplicated Client target. The program conducted a Client Satisfaction process, analyzed the results, and discussed with program staff. Plan of Action issued for failure to meet all performance objectives.
BHS	35448	Regents of UCSF								
		UCSF DSAAM OBOT (TW, PH, CBHS & SFGH Pharm, Pos Health Prog)	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 96% of its contracted Performance Objectives and 115% 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%.
		UCSF DSAAM Office-Based Buprenorphine Induction Clinic (OBIC)	3-Acceptable/Meets Standards	3-Acceptable/Meets Standards	4-Commendable/Exceeds Standards	4-Commendable/Exceeds Standards	4-Commendable/Exceeds Standards	No	23-24	The program met 80% of its contracted Performance Objectives and 148% 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%.
		UCSF DSAAM Office-Based Buprenorphine Induction Clinic (OBIC) - SORT	3-Acceptable/Meets 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 110% 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%.
PHD	35999	SFPHF								
		SFPHF Program Administration Sugary Drink Distributor Tax Project	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 100% of its contracted Units of Service target. Client Satisfaction survey deemed not applicable.
PHD	36060	SFPHF								