



San Francisco Department of Public Health

Behavioral Health Services - Comprehensive Crisis Services

Performance Objectives FY 2026- 2027

Behavioral Health Services-Comprehensive Crisis Services Performance Objectives FY 2026-2027

Measuring client improvement and successful completion of target objectives is an important part of SFDPH contracting. The implementation of the EPIC Electronic Health Record in Fiscal Year 2023-2024 (May.22,2024) increased the ability to collect quality data on a client's presenting issues, demographics, interventions, symptom changes, and discharge status. The Performance Objectives developed for Fiscal Year 2026-27 Health Services (BHS) intend to reduce provider burden in determining objective compliance by using EPIC data to measure objectives - to the extent possible.

The Program Objectives detailed in this document have been carefully defined to measure important behavioral health processes and outcomes. All references to number of days throughout this document mean "Calendar Days" as that is how EPIC is designed to measure days. Not all objectives apply to all programs. This document is posted at: <https://www.sf.gov/resource/2024/performance-objectives>

Contractors are responsible for compliance with all items in the Performance Objectives and the Declaration of Compliance.

This document is comprised of the following 1 tabs:

Tab 1: Objectives for *Comprehensive Crisis Services*

Next to each indicator are columns that describe the following:

- **Client Inclusion Criteria** - identifies which group of clients / programs are included in the measurement of the objective
- **Data Source / Compliance** - identifies the data source used to measure the objective and/or how compliance with the objective is documented and reported
- **Source of Requirement** - e.g., BHS policy, Affordable Care Act, Department of Healthcare Services, etc.
- **Report Availability for Provider**- Epic Reports, Provider's own reports²

In several cases contractors are instructed to send an Annual Summary Report to the System of Care (SOC) Program Manager and the Business Office Contract Compliance (BOCC) Program Manager. Reports for BOCC should be sent by e-mail to: bocc@sfdph.org If unsure of the SOC Program Manager, contact your CDTA Program Manager for assistance.

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	A	B	C	D	E	F
1	Indicator	Type of Objective	Client Inclusion	Data Source / Compliance	Source of Requirement	Report Availability for Providers
2	CCS-OP-1: CCS will respond onsite to 90% of all mobile responses within one hour post time of dispatch	Process	During FY 26-27	Programs will be responsible for tracking and providing information to BOCC prior to site visit	BHS	N/A
3	CCS-OP-2: CCS will complete a follow up phone call within 72 hours of initial call for 100% of the calls received for all mobile crisis services	Outcome	During FY 26-27	Epic Billing	BHS	N/A
4	CCS-OP-2: Ensure all staff complete required training, certifications, and annual compliance requirements within established deadlines.	Outcome	During FY 26-27	CCS Compliance Officer	BHS	N/A
5	CCS-OP-2: Conduct regular internal audits and quality assurance reviews to identify, correct, and prevent compliance issues.	Process	During FY 26-27	CCS QA coordinator and internal audit logs	BHS	N/A