



San Francisco
Department of Public Health



San Francisco Health Network
Behavioral Health Services

**Transitional Age Youth
System of Care (TAY SOC)
FY 25-26 Performance Objectives**

Transitional Age Youth System of Care (TAY SOC) FY25-26 Performance Objectives Table of Contents								
TAB #	Type of OBJECTIVE MANDATE	AGENCY NAME	DPH Contract Listed Program Name	Agency's Community Branded Program Name	SOC Program Manager	CDTA Program Manager	BOCC Program Manager	Program # Count
0	TAY SOC developed Standardized Performance Objectives						BOCC PM changes annually	n/a
1a	BHS Standardized Performance Objectives - MH Outpatient							n/a
1b	BHS Standardized Performance Objectives - FSP/ICM							n/a
2	TAY SOC Standardized Objectives	Community Youth Center of SF (CYC)	TAY Engagement & Treatment - Asian & Pacific Islander	APIYFCSS	Kali Cheung	Henry Ekwoke		1
1a & 3a	1) BHS Standardized MH OP 2) Individualized 3) Grant Related Objectives (i.e., MHBG)	Felton Institute	Prevention & Recovery of Early Psychosis (PREP) <i>(aka, reMIND [includes BEAM UP previously/integrated])</i>	(re)MIND	Kali Cheung	April Crawford		2
1b & 3b	BHS Standardized FSP/ICM	Felton Institute	TAY Full Service Partnership	TAY FSP	Kali Cheung	April Crawford		3
1a & 3c	1) BHS Standardized MH OP 2) Individualized	Felton Institute	TAY Acute Linkage	TAL	Kali Cheung	April Crawford		4
4	TAY SOC Standardized Objectives	Harm Reduction Therapy Center (HRTC)	TAY Homeless Treatment Team	Come As You Are (CAYA)	Kali Cheung	Andrew Williams III		5
5	TAY SOC Standardized Objectives	Huckleberry Youth Programs	CES TAY Behavioral Health (YAP)(Coordinated Entry TAY Behavioral Health TAY Youth Access Point)	CES TAY Behavioral Health (YAP)	Kali Cheung	Andrew Williams III		6
1a & 6	1) BHS Standardized MH OP 2) TAY SOC Standardized Objectives	Instituto Familiar de la Raza Inc. (IFR)	TAY Engagement & Treatment - Latino & Mayan	La Cultura Cura	Kali Cheung	Maria Lacayo		7
7a	TAY SOC Standardized Objectives	Larkin Street Youth Services (LSYS)	TAY Homeless Treatment Team	TAY Homeless Treatment	Kali Cheung	Richelle-Lynn Mojica		8
7b	TAY SOC Standardized Objectives	Larkin Street Youth Services (LSYS)	CES TAY Behavioral Health (YAP)(Coordinated Entry TAY Behavioral Health TAY Youth Access Point)	CES TAY Behavioral Health (YAP)	Kali Cheung	Richelle-Lynn Mojica		9
8	Individualized	Progress Foundation	TAY Supported Living Program (SLP)	TAY SLP	Kali Cheung/Yoonjung Kim	Valeria Wiggins		10
9a	TAY SOC Standardized Objectives	Richmond Area Multiservices, Inc. (RAMS)	TAY Leaders - Peer Certificate	Youth 2 Youth	Kali Cheung	Elizabeth Davis		11
9b	TAY SOC Standardized Objectives	Richmond Area Multiservices, Inc. (RAMS)	TAY Leaders - Peer Employment	Peer Employment	Kali Cheung	Elizabeth Davis		12
10	TAY SOC Standardized Objectives	San Francisco Lesbian Gay Bisexual Transgender Community Center (SF LGBT Center)	TAY Engagement & Treatment - LGBTQ+	SF LGBT Center Youth Services	Kali Cheung	Andrew Williams III		13
1b & 11	BHS Standardized FSP/ICM	Seneca Center	TAY Full Service Partnership	TAY FSP	Kali Cheung	Richelle-Lynn Mojica		14
12	TAY SOC Standardized Objectives	3rd Street Youth Center & Clinic	TAY Engagement & Treatment - Black/African American		Kali Cheung	Richelle-Lynn Mojica		15
1b & 13a	BHS Standardized FSP/ICM	BHS TAY System of Care Civil Service	BHS TAY Full Service Partnership	BHS TAY FSP	Kali Cheung	N/A		16
1a & 13b	BHS Standardized MH OP	BHS TAY System of Care Civil Service	BHS TAY Outpatient Program (incl CC - BI/AA services & Mobile Outreach services)	TOP	Kali Cheung	N/A		17
14	TAY SOC Standardized Objectives	Hatchuel Tabernik & Associates (HTA)	TAY SOC Capacity Building	n/a	Kali Cheung	Andrew Williams III		18

<p style="text-align: center;">Standardized TAY SOC Performance Objectives.</p> <p style="text-align: center;">See Table of Contents tab - <i>Column B</i> for list of programs that follow these Performance Objectives.</p> <p style="text-align: center;">Individual program tabs lists which modalities and objectives they are required to report on AND the activities and tools they must do to measure objectives.</p>				
TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> Flexible approaches to engage with TAY Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services Locate hard to reach, known or referred TAY in Medi-Cal-eligible related/similar activities to support possible access to mental health services. Services designed to identify TAY with mental health or substance use concerns Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administered the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND: 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-consultative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Strategy to be implemented: [program to clarify engagement strategy activity to be approved by TAY SOC] - Program would have to use the named strategy in the survey item Engagement... Outcome Objective When tool implemented/how often to yield analysis: [program to clarify when /how (see inclusion crit)] Tool: [program to clarify 1) if using TAY SOC survey standalone or with additional program survey items and 2) have internal tracking process in place]	SOC mandate
	Linkage Process Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: [program to clarify tool used for both internal and external tracking]	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. Therapeutic activities that: <ul style="list-style-type: none"> promote wellness help address impact of MH/SUD concerns/symptoms support increased engagement in meaningful activities support daily functioning and living skills support social connection/relationship building support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	Process Objective TAY SOC will provide instructions for programs not in Epic on how to submit client metrics data. Outcome Objective Programs not in Epic will submit aggregate client data metrics.	BHS & SOC mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development – OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectiveness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Skill Dev...Outcome Objective Activity: Tool: Youth Dev...Outcome Objective Activity: Tool:	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale <i>measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series.</i> BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	Participation Process Objective Tool: [program to share developed plan to TAY SOC] Knowledge Outcome Objective Activity: Tool: Post Skill Outcome Objective Activity: [program to identify which training or series and administered when (1, 2, 3 months post)] Tool:	SOC mandate
5. Client Satisfaction N/A	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.		Satisfaction Survey Process Objective Tool: [program to clarify BHS CPS mandatory survey or TAY SOC modified CSS survey tool used AND frequency administering modified survey]	BHS mandate

BHS Standardized & Compliance - Related Objectives for MH-OP

Programs Mandated	Objective	Type	Client Inclusion Criteria	Data Source	Objective Mandate	Report Availability for Providers
Outpatient Mental Health Applies to: CYC - Tay Eng & Tx (Tab 2) Felton – PREP/reMIND (Tab 3a) Felton – TAY Acute Linkage (Tab 3c) IFR - TAY Eng & Tx (Tab 6) BHS TAY Outpatient (Tab 13b)	TAY-MH-OP-1: 80% of encounters will be signed within 3 business days.	Compliance	All Providers	Epic Hyperspace / Uploaders to Provide Data	DHCS	Epic BHS Encounter Stats Reports (hyperspace users) Uploaders to Run Own Reports
	TAY-MH-OP-2: 100% of clients receiving Targed Case Management (TCM) and/or Intensive Care Coordination (ICC) will have BHS Care Plan	Compliance	All clients receiving targeted case management only in current fiscal year. <i>Excludes: Outpatient services provided in residential Tx settings & first 60 days for new clients</i>	Epic Hyperspace / Uploaders to Provide Data	BHS Policy/DHCS	Epic BHS Encounter Stats Reports (hyperspace users) Uploaders to Run Own Reports
	TAY-MH-OP-3: On any date 100% of clients who have been opened for more than 60 days will have a Cal AIM 7 Domain Assessment completed within the last 3 years.	Compliance	All clients with Assessment due in current fiscal year. <i>Excludes: Outpatient services provided in residential Tx settings & first 60 days for new clients and Citywide Linkage program codes (89114MH)</i>	Epic Hyperspace / Uploaders to Provide Data	DHCS	Epic BHS Encounter Stats Reports (hyperspace users) Uploaders to Run Own Reports
	TAY-MH-OP-4: 80% of clients will improve on at least 1 of their prioritized actionable ANSA items	Outcome	All Providers	Epic Hyperspace / Uploaders to Provide Data	BHS Policy	TBD Epic Report in development
	TAY-MH-OP-5: 80% of clients will either maintain or develop at least 1 of their prioritized ANSA strength item	Outcome	All Providers	Epic Hyperspace / Uploaders to Provide Data	BHS Policy	TBD Epic Report in development

BHS Standardized & Compliance-Related Objectives for TAY FSPs

Programs Mandated	Objective	Type	Client Inclusion Criteria	Data Source	Objective Mandate	Report Availability for Providers
FSP/ICM <i>Applies to:</i> Felton TAY FSP (Tab 3b) Seneca TAY FSP (Tab 11) BHS TAY FSP (Tab 13a)	TAY-ICMFSP-1: 100% of clients receiving targeted case management will have a Care Plan.	Process	All clients receiving targeted case management only in current fiscal year	EPIC	BHS Policy/DHCS	DPH BHS Staff Caseload Report (hyperspace users) Uploaders to Run Own Reports
	TAY-ICMFSP-2: On any date 100% of clients who have been open more than 60 days will have a CalAIM 7 domain assessment completed within the last 3 years.	Process	Excludes: Outpatient services provided within residential Tx settings & first 60 days for new clients	EPIC	BHS Policy/DHCS	DPH BHS Staff Caseload Report (hyperspace users) Uploaders to Run Own Reports
	TAY-ICMFSP-3: 80% of clients will improve on at least 1 of their prioritized actionable ANSA items	Outcome	All Providers	Epic Hyperspace / Uploaders to Provide Data	BHS Policy	TBD Epic Report in development
	TAY-ICMFSP-4: 80% of clients will either maintain or develop at least 1 of their prioritized ANSA strength item	Outcome	All Providers	Epic Hyperspace / Uploaders to Provide Data	BHS Policy	TBD Epic Report in development

Agency: Community Youth Center of San Francisco (CYC)
Contract Program Name: TAY Engagement & Treatment - Asian & Pacific Islander

This program follows MH/Outpatient Standardized Objectives (listed on Tab 1a).
This program also follows TAY SOC "Service Access Through Outreach & Engagement " & "Client Satisfaction Objectives " listed below in this tab.

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> Flexible approaches to engage with TAY Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. Services designed to identify TAY with mental health or substance use concerns Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administered the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: Program staff will host 5 - 6 workshops citywide, with 2 new (i.e. CCSF & TBA) and 2 existing CBOs partners (i.e. YMCA & TBA), to engage into TAY (18-24 yr old) Health & Wellness Awareness groups that will include Medi-Cal outreach & support. Engagement...Outcome Objective Activity: Participant Engagement Survey, with TAY SOC engagement survey items, will be implemented at the end of each Health & Wellness Awareness groups. Tool: Participant Engagement Survey	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: Agency Referral Tracking Tool	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Follows MH/Outpatient Standardized Objectives (tab 1a) for Treatment			BHS & SOC mandate

Agency: Community Youth Center of San Francisco (CYC)
Contract Program Name: TAY Engagement & Treatment - Asian & Pacific Islander (cont.)

This program follows MH/Outpatient Standardized Objectives (listed on Tab 1a).
This program also follows TAY SOC "Service Access Through Outreach & Engagement" & "Client Satisfaction Objectives" listed below in this tab.

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Activity: Program will implement the full BHS client satisfaction survey (CSS), during the May designated period only. Tool: BHS client Satisfaction Survey (CSS)	BHS mandate

Agency: Felton Institute
Contract Program Name: Prevention & Recovery of Early Psychosis (PREP) / (re)MIND
(incl BEAM UP previously now integrated into reMIND)

This program follows:
1) MH/Outpatient Standardized Objectives (listed on Tab 1a)
2) TAY SOC Standardized Objectives and Approved Individualized [Process / Outcome Objectives] (see program tab below)
3) Grant Related Objectives (i.e., MHBG)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> • Flexible approaches to engage with TAY • Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services • Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. • Services designed to identify TAY with mental health or substance use concerns • Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services • Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective (Individualized) During the current fiscal year, (re)MIND* will conduct a minimum of 50 phone screenings and/or consultations regarding potential referrals to determine need for further comprehensive diagnostic assessment. These screening and/or consultations will be provided to caregivers, providers, and individuals seeking mental health services. BOCC Data Source: End of year program report.	Engagement - OUTCOME Objective (Individualized) During the current fiscal year, a minimum of 40% of new (re)MIND* enrollments will be representative of San Francisco Southeast Sector residents and other marginalized populations (i.e., LGBTQ+, BIPOC, AAP), as evidenced by client's demographic and SOGI data documented in Epic / CIRCE records. BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: Program staff to conduct eligibility screening and consultation. Tool: Referral Log, stored in Box PHI folder and EHR (CIRCE) Engagement... Outcome Objective Activity: Program staff will engage referents and clients, throughout the referral process, to expand client referral source(s), calculated and reported once annually.	SOC mandate
		Linkage - OUTCOME Objective (Individualized) By the end of current fiscal year, 80% of CYF SOC referrals will receive consultation and troubleshooting support and for all participants screened but found ineligible for (re)MIND* program, they will be linked to appropriate resources as tracked and documented in Epic / program's EHR system (CIRCE) and internal tracking tool. BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit. Engagement - OUTCOME Objective (Individualized) During the current fiscal year, a minimum of 10% of new (re)MIND* enrollments will be representative of San Francisco Children, Youth and Families System of Care, as evidenced by client's reported age documented in Epic / CIRCE records. BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Tool: Report generated from CIRCE's Contact Page and participants' reported Zip Code	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> • Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. • Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	See additional - MH/Outpatient Standardized Objectives (Tab 1a) for Treatment		Process Objective Activity: Program staff will administer Comprehensive Assessment and Deliver CSC services by multidisciplinary team providing family support, employment support, peer support, medication services, and therapy. Outcome Objective Activity: Deliver CBTp for FEP/CHR-P Tool: Service notes in Epic / CIRCE records.	BHS & SOC mandate

Agency: Felton Institute
Contract Program Name: Prevention & Recovery of Early Psychosis (PREP) / (re)MIND (cont.)
(incl BEAM UP previously now integrated into reMIND)

This program follows:
1) MH/Outpatient Standardized Objectives (listed on Tab 1a)
2) TAY SOC Standardized Objectives and Approved Individualized [Process / Outcome Objectives] (see program tab below)
3) Grant Related Objectives (i.e., MHBG)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop knowledge, skills & key competencies, support retention, completion and applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	Participation Process Objective Activity: Program will update and implement an outreach and communications plan and share with SOC and offer trainings in the fiscal year. Tool: SCW, Outreach Log/Sign in sheets, stored in Box PHU folder. Knowledge Outcome Objective Activity: Program staff will provide SOC Programs with increased early psychosis knowledge, trainings, and re(MIND) referral pathway education throughout the fiscal year and administer post-test surveys at the end of each training to participants Tool: Presentation Post-Test Survey Post Skill Outcome Objective Activity: Program will administer post-test survey 1 month after, presentation training post test was provided, to evaluate participant's retention of skills from trainings. Tool: Presentation post-test re-administered 1 month following the presentation.	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Activity: Program will implement the full BHS client satisfaction survey (CSS), during the May designated period only. Tool: BHS client Satisfaction Survey (CSS)	BHS mandate

Agency: Felton Institute
Contract Program Name: TAY Full Service Partnership

This program follows FSP/ICM Standardized & and Client Satisfaction Objectives (listed on Tab 1b).

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
<p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT:</p> <p>Definitions...</p> <ul style="list-style-type: none"> • Flexible approaches to engage with TAY • Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services • Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. • Services designed to identify TAY with mental health or substance use concerns • Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services • Promote solid linkages, coordination and warm handoffs to other services/providers 	<p style="text-align: center; font-size: 2em; color: red;">See Tab 1b - This program follows FSP/ICM Standardized Objectives and Client Satisfaction Objective.</p>			SOC mandate
				SOC mandate
<p>2. TREATMENT & HEALING:</p> <p>Therapeutic activities that include culturally specific or community-driven healing modalities</p> <ul style="list-style-type: none"> • Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. • Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 				BHS & SOC mandate

Agency: Felton Institute
Contract Program Name: TAY Full Service Partnership (cont.)

This program follows FSP/ICM Standardized & and Client Satisfaction Objectives (listed on Tab 1b).

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
<p>3. TAY Leadership and Wellness Promotion (for TAY) Definitions...</p> <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	<p style="text-align: center; color: red; font-size: 24pt;">See Tab 1b - This program follows FSP/ICM Standardized Objectives and Client Satisfaction Objective.</p>			SOC mandate
<p>4. Training Education and Capacity Building (for Providers) Definitions...</p> <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 				SOC mandate
<p>5. Client Satisfaction</p>	<p>UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool.</p> <p><i>(programs may also survey more than once, please confirm with TAY SOC)</i></p> <p>Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.</p>	N/A	<p>Satisfaction Survey Process Objective</p> <p>Activity: Program will implement the full BHS client satisfaction survey (CSS), during the May designated period only.</p> <p>Tool: BHS client Satisfaction Survey (CSS)</p>	BHS mandate

Agency: Felton Institute
Contract Program Name: TAY Acute Linkage

This program follows follows Individualized and Standardized MH OP Objectives (listed on Tab 1a).
This program also follows TAY SOC & Approved Individualized [Outcome Objective]

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> • Flexible approaches to engage with TAY • Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services • Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. • Services designed to identify TAY with mental health or substance use concerns • Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services • Promote solid linkages, coordination and warm handoffs to other services/providers 	Follows MH/Outpatient Standardized Objectives (tab 1a) for Treatment			SOC mandate
	Linkage Process Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective (Individualized) 80% of clients open in the program will be referred to ongoing outpatient behavioral health services. Inclusion Criteria: Clients who were open in the program for at least 45 days. BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: Program Log	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> • Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. • Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANIS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective (Individualized) 40% of clients will demonstrate reduction in the use of emergency and acute services after completing the program, as measured by reduction in the number of psychiatric inpatient episodes in the 6 months following program discharge compared to the 6 months prior to program admission. Inclusion Criteria: Clients who were open in the program for at least 45 days and had at least 1 psychiatric hospitalization in the 6 months prior to program admission.	Treatment & Healing – OUTCOME Objective Tool: Epic / CIRCE records.	BHS & SOC mandate

Agency: Felton Institute
Contract Program Name: TAY Acute Linkage (cont.)

This program follows follows Individualized and Standardized MH OP Objectives (listed on Tab 1a).
This program also follows TAY SOC & Approved Individualized [Outcome Objective]

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale <i>measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series.</i> BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Tool: TAY Acute Linkage Satisfaction Survey	BHS mandate

Agency: Center for Harm Reduction Therapy (HRTC)
Contract Program Name: TAY Homeless Treatment Team

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> Flexible approaches to engage with TAY Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. Services designed to identify TAY with mental health or substance use concerns Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administred the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: HRTC will hold behavioral health drop in service hours at three TAY service sites on a weekly basis (hours vary daily/site, e.g. 3-7): TAY Navigation Center, HRTC Merlin Drop-in Center, Homeless Youth Alliance Haight Outreach (as identified/modified with TAY SOC). Engagement...Outcome Objective Activity: Program staff will offer feedback walls and TAY SOC Modified Survey, on a quarterly basis. Tool: Feedback Wall & TAY SOC Modified Survey	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: HRTC Tracking System & Clinical Database	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	Treatment & Healing Process Objective Activity: HRTC Clinicians will conduct a program-identified intake assessment at the start of a client's treatment episode and/or throughout the first few sessions. Treatment & Healing Outcome Objective Activity: TAY engaging in short- to medium-term therapy with HRTC clinicians will complete at least one treatment plan goal and will self-report feeling more stable or having reduced their risk. Tool: HRTC's clinical database (Treatment Plan and Outcome Form)	BHS & SOC mandate

Agency: Center for Harm Reduction Therapy (HRTC)
Contract Program Name: TAY Homeless Treatment Team (cont.)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	Participation Process Objective Activity: During the FY, HRTC will offer three trainings developed in collaboration with the TAY SOC focused on skill building in working with TAY who use drugs, have trauma histories and/or additional mental health and psychosocial challenges and will develop an outreach and communications plan for the trainings. Tool: HRTC TAY Training Outreach and Communication Plan Knowledge Outcome Objective Activity: HRTC will offer three trainings developed in collaboration with the TAY SOC and administer the Training Evaluation Form at the end of each training. Tool: Training Evaluation Form Post Skill Outcome Objective Activity: HRTC will follow-up with training participants via email 1 month, after training completion with a post-skills evaluation survey Tool: Post-skill Evaluation Survey	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Activity: HRTC will administer the TAY SOC modified CSS survey, during the May designated period only. Tool: Client Satisfaction Survey with TAY SOC CSS questions	BHS mandate

Agency: Huckleberry
Contract Program Name: CES TAY Behavioral Health (YAP)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> Flexible approaches to engage with TAY Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. Services designed to identify TAY with mental health or substance use concerns Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administred the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: YAP Clinician will outreach clients at Coordinated Entry Sites in SF and TAY Housing Sites (LGBT Center, TAY NAV, and Lark Inn), Internal HYHC Programming (Clinic, Health Education, Clinical Case Management, and Create 2 Activate), Groups within Huckleberry Youth Programs (HART, CARC, & Huckleberry House), and other external CHPY Clinics throughout the FY year, on a quarterly basis. Engagement...Outcome Objective Activity: Program staff will administer Youth Feedback Survey, once monthly, and include TAY SOC modified questions. Tool: Youth Feedback Survey, with TAY SOC Engagement Survey items.	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: Agency-Specific Salesforce Database	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	Treatment & Healing Process Objective Activity: Therapists will provide individual therapy clients with the Partners for Change Outcome Ratings Scale at the end of every appointment. Tool: Partners for Change Outcome Rating Scale Treatment & Healing Outcome Objective Activity: Clinicians will administer rating scale to participants receiving individual therapy clients. Tool: Partners for Change Outcome Rating Scale. Compile data for clients core an average of 7 or higher across a minimum of one therapy sessions within the program year.	BHS & SOC mandate

Agency: Huckleberry
Contract Program Name: CES TAY Behavioral Health (YAP) (cont .)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Activity: Huckleberry program designed Client Satisfaction Survey will be given to all clients who receive behavioral health services or a clinic service, survey will include TAY SOC modified CSS survey items, once a month. Tool: Client Satisfaction Survey with TAY SOC modified CSS survey items	BHS mandate

Agency: Instituto Familiar de la Raza Inc. (IFR)
Contract Program Name: (Population Specific) TAY Engagement & Treatment - Latino & Mayan

This program follows MH/Outpatient Standardized Objectives (listed on Tab 1a).
This program also follows TAY SOC "Service Access Through Outreach & Engagement " & "Client Satisfaction Objectives " listed below in this tab.

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> Flexible approaches to engage with TAY Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. Services designed to identify TAY with mental health or substance use concerns Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administered the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: Program staff will offer TAY participants (18-25 years old) population/culturally based Wellness Workshops (two offerings) and Wellness Activities (two offerings), four offerings in total, in the Fiscal Year. Engagement...Outcome Objective Activity: Program staff will implement identified post-activity feedback tool with TAY SOC Survey Items at the end of each workshop/activity. Tool: Tool: Post Activity Survey with TAY SOC Survey Items	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: Master Referral List	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Follows MH/Outpatient Standardized Objectives (tab 1a) for Treatment			BHS & SOC mandate

Agency: Instituto Familiar de la Raza Inc. (IFR)
Contract Program Name: (Population Specific) TAY Engagement & Treatment - Latino & Mayan (cont.)

This program follows MH/Outpatient Standardized Objectives (listed on Tab 1a).
This program also follows TAY SOC "Service Access Through Outreach & Engagement" & "Client Satisfaction Objectives" listed below in this tab.

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Activity: Program will implement the full BHS client satisfaction survey (CSS) <u>AND</u> TAY SOC Modified Modified 5 item CSS Survey <i>(for non-Epic clients)</i> , during the May designated period only. Tool: BHS client Satisfaction Survey (CSS) + TAY SOC Modified Modified 5 item CSS Survey	BHS mandate

Agency: Larkin Street Youth Services
Contract Program Name: TAY Homeless Treatment

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> • Flexible approaches to engage with TAY • Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services • Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. • Services designed to identify TAY with mental health or substance use concerns • Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services • Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administred the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: Program staff will conduct outreach to TAY at the HYPE Center (four times a week) and at the LSYS Engagement & Community Center (ECC) (daily) to engage with TAY to connect them to wraparound services at LSYS, including drop-in counseling, groups, and ongoing therapy. Engagement...Outcome Objective Activity: Program staff will administer the LSYS Wellness Drop-In Client Satisfaction Survey, four times throughout the FY on a quarterly basis. Tool: LSYS Wellness Drop-In Client Satisfaction Survey	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: LSYS ETO database.	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> • Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. • Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	Treatment & Healing Process Objective Activity: Clinicians will administer the LSYS Mental Health Continuum Assessment (MHCA) with individual therapy clients upon start of treatment, quarterly, and at termination of services. Treatment & Healing Outcome Objective Activity: Clinicians will assess client progress on treatment outcomes using LSYS Mental Health Continuum Assessment (MHCA) administered upon start of treatment, quarterly, and at termination of services. Tool: LSYS Mental Health Continuum Assesment	BHS & SOC mandate

Agency: Larkin Street Youth Services
Contract Program Name: TAY Homeless Treatment (cont .)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Tool: TAY SOC Modified CSS Survey, administered during the May designated period only.	BHS mandate

Agency: Larkin Street Youth Services
Contract Program Name: CES TAY Behavioral Health (YAP)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> Flexible approaches to engage with TAY Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. Services designed to identify TAY with mental health or substance use concerns Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administred the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: Clinicians will offer onsite drop-in counseling to unhoused TAY at LSYS Youth Access Point (three to four times a week) and Lark Inn Emergency Shelter (once weekly). Engagement...Outcome Objective Activity: Clinicians will administer the LSYS Wellness Drop-In Client Satisfaction Survey, four times throughout the FY on a quarterly basis. Tool: LSYS Wellness Drop-In Client Satisfaction Survey	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: LSYS ETO database.	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	Treatment & Healing Process Objective Activity: Clinicians will administer the LSYS Mental Health Continuum Assessment (MHCA) with individual therapy clients upon start of treatment, quarterly, and at termination of services. Treatment & Healing Outcome Objective Activity: Clinicians will assess client progress on treatment outcomes using LSYS Mental Health Continuum Assessment (MHCA) administered upon start of treatment, quarterly, and at termination of services. Tool: LSYS Mental Health Continuum Assesment	BHS & SOC mandate

Agency: Larkin Street Youth Services
Contract Program Name: CES TAY Behavioral Health (YAP) (cont.)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Tool: TAY SOC Modified CSS Survey, administered during the May designated period only.	BHS mandate

Agency: Progress Foundation
Contract Program Name: TAY Supported Living Program (SLP) - TAY Residential Treatment

This program also follows TAY SOC & Approved Individualized [Process / Outcome Objective]

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> Flexible approaches to engage with TAY Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. Services designed to identify TAY with mental health or substance use concerns Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement: PROCESS Objective (Individualized Objective) During the current fiscal year, program staff will work with community referents to evaluate client appropriateness for programing, as tracked in program identified tool BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: TAY SLP staff will collaborate with the client and their providers to identify the client's goals and treatment needs and determine if TAY SLP is a good fit for the client at the time of the referral. This collaboration will be tracked in an internal tool to monitor the client's progress and readiness. Engagement...Outcome Objective Activity: TAY SLP staff will screen and engage 60% of internal-referrals and/or Community Partner referrals, within 30 days of receiving the referral. Tool: Agency Internal Tracking Tool (Excel)	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: Agency Internal Tracking Tool (Excel)	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	Treatment & Healing Process Objective Activity: Staff will complete ANSA assessment with clients who are active in the TAY Supportive Living Program. Treatment & Healing Outcome Objective Activity: TAY SLP clients will have ANSA assessments completed annually and/or at discharge. Tool: ANSA Assessment within Epic	BHS & SOC mandate

Agency: Progress Foundation
Contract Program Name: TAY Supported Living Program (SLP) - TAY Residential Treatment (cont.)

This program also follows TAY SOC & Approved Individualized [Process / Outcome Objective]

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Activity: Program will implement the full BHS client satisfaction survey (CSS), during the May designated period only. Tool: BHS client Satisfaction Survey (CSS)	BHS mandate

Agency: Richmond Area Multiservices, Inc. (RAMS)
Contract Program Name: TAY Leaders - Peer Certificate (Youth2Youth)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> Flexible approaches to engage with TAY Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. Services designed to identify TAY with mental health or substance use concerns Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administred the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: Program staff will recruit participants for their Youth2Youth's: 16-week, activity-based, culturally competent, gender affirming, trauma-informed curriculum. Tool: Enrollment records for fall and spring cohorts. Engagement...Outcome Objective Activity: 75% of TAY participants enrolled for more than two weeks will demonstrate targeted engagement in the program by successfully graduating from Youth2Youth. Tool: Enrollment & Graduation records for Fall and Spring cohorts.	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	N/A	BHS & SOC mandate

Agency: Richmond Area Multiservices, Inc. (RAMS)
Contract Program Name: TAY Leaders - Peer Certificate (Youth2Youth) (cont.)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Leadership Skill and Positive Youth Development Process Objective Activity: Program will survey TAY, with implement TAY SOC survey items, at graduation for fall and spring cohorts Leadership Skill Development Objective Activity: Program manager, program coordinator and program assistant will provide a 16-week, culturally-competent, peer counseling training curriculum. Tool: Satisfaction Survey administered at graduation (Fall & Spring) Positive Youth Development Outcome Objective Activity: 75% of TAY participants enrolled for more than two weeks will demonstrate targeted engagement in the program by successfully graduating from Youth2Youth. Tool: Enrollment and Graduation Records	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Activity: Program will administer TAY SOC Client Perception Survey at Fall and Spring cohort graduations. Tool: TAY SOC Client Perception Survey	BHS mandate

Agency: Richmond Area Multiservices, Inc. (RAMS)
Contract Program Name: TAY Leaders - Peer Employment

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> Flexible approaches to engage with TAY Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. Services designed to identify TAY with mental health or substance use concerns Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administred the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: 75% of participants who completed the Y2Y Fall cohort of the current fiscal year, will enter the TAY Peer Employment program in the Spring of current fiscal year. Tool: Y2Y Enrollment records for Fall and Spring cohorts. Engagement...Outcome Objective Activity: Successful graduates of Youth2Youth who participate in TAY Peer Employment will be placed in internships as peer counselors/system navigators to learn about service delivery throughout the TAY System of Care and help lower barriers for TAY accessing behavioral health services and reduce stigma. Tool: Internship placement records.	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	N/A	BHS & SOC mandate

Agency: Richmond Area Multiservices, Inc. (RAMS)
Contract Program Name: TAY Leaders - Peer Employment (cont.)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Leadership Skill and Positive Youth Development Process Objective Activity: Program will survey TAY, with implement TAY SOC survey items, at graduation for fall and spring cohorts Leadership Skill Development Objective Activity: Program Manager, Program Coordinator, and the Peer Counselor/Case-Manager will provide training and supervision to build leadership skills during the 22-week internship. Tool: Satisfaction Survey administered at completion of internship cohort. Positive Youth Development Outcome Objective Activity: TAY Peer Employment participants will demonstrate targeted engagement around their employment and academic goals. Tool: Satisfaction Survey administered at graduation	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	Satisfaction Survey Process Objective Activity: Program will administer TAY SOC Client Perception Survey at Fall and Spring cohort graduations. Tool: TAY SOC Client Perception Survey	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Activity: Program will administer TAY SOC Client Perception Survey at Fall and Spring cohort graduations. Tool: TAY SOC Client Perception Survey	BHS mandate

Agency: SF LGBT Center
Contract Program Name: (Population Specific) TAY Engagement & Treatment - LGBT+

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> • Flexible approaches to engage with TAY • Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services • Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. • Services designed to identify TAY with mental health or substance use concerns • Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services • Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administred the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: Youth Leadership Committee (YLC) members will conduct weekly outreach across 8 identified community sites* to recruit new participants into Drop-In services. Mental Health specialists will engage participants at Drop-in twice weekly. *Sites include: SF LGBT Center, Larkin Street Drop-In, LYRIC, Huckleberry Cole Street Clinic, Homeless Youth Alliance (Haight), CCSF Ocean Campus, Mission High, and GLIDE.* Engagement... Outcome Objective Activity: Program Staff will administer the Youth Services Satisfaction Survey w/TAY SOC modified survey items to TAY youth at drop-in. Tool: Youth Services Satisfaction Survey	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: EHR/Apricot Client Profile.	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> • Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. • Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	Treatment & Healing Process Objective Activity: Clinician will administer CANS and or ANSA in individual or Group Therapy services at intake, and every 6 months into therapy until client graduates/terminate services. Treatment & Healing Outcome Objective Activity: 60% of TAY clients will improve on 1 prioritized actionable ANSA/CANS item and will maintain or develop 1 prioritized ANSA/CANS strength item. Tool: CANS/ANSA results tracked in EHR/Apricot.	BHS & SOC mandate

Agency: SF LGBT Center
Contract Program Name: (Population Specific) TAY Engagement & Treatment - LGBT+ (cont.)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Leadership Skill Development Objective Activity: Program staff will administer the Youth Leadership Survey with TAY SOC modified CSS survey questions, to each Youth Leadership Committee (YLC) cohort, throughout the fiscal year. Tool: Youth Leadership Survey with TAY SOC modified CSS survey questions included. Positive Youth Development Outcome Objective Activity: Program staff will administer the Youth Leadership Survey with TAY SOC modified CSS survey questions, to each Youth Leadership Committee (YLC) cohort, throughout the fiscal year. Tool: Youth Leadership Survey with TAY SOC modified CSS survey questions included.	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Tool: SF LGBT Center Mental Health Satisfaction Survey, including TAY SOC modified CSS survey items, during May designated survey week (required) and an additional November administration.	BHS mandate

Agency: Seneca
Contract Program Name: TAY FSP

This program follows FSP/ICM Standardized & and Client Satisfaction Objectives (listed on Tab 1b).

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
<p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT:</p> <p>Definitions...</p> <ul style="list-style-type: none"> • Flexible approaches to engage with TAY • Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services • Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. • Services designed to identify TAY with mental health or substance use concerns • Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services • Promote solid linkages, coordination and warm handoffs to other services/providers 	<p style="text-align: center; color: red; font-size: 24pt;">See Tab 1b - This program follows FSP/ICM Standardized Objectives and Client Satisfaction Objective.</p>			SOC mandate
				SOC mandate
<p>2. TREATMENT & HEALING:</p> <p>Therapeutic activities that include culturally specific or community-driven healing modalities</p> <ul style="list-style-type: none"> • Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. • Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 				BHS & SOC mandate

Agency: Seneca
Contract Program Name: TAY FSP (cont.)

This program follows FSP/ICM Standardized & and Client Satisfaction Objectives (listed on Tab 1b).

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	<h1 style="text-align: center; color: red;">See Tab 1b - This program follows FSP/ICM Standardized Objectives and Client Satisfaction Objective.</h1>			SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 				SOC mandate
5. Client Satisfaction	<p>UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool.</p> <p><i>(programs may also survey more than once, please confirm with TAY SOC)</i></p> <p>Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.</p>	N/A	<p>Satisfaction Survey Process Objective</p> <p>Activity: Program will implement the full BHS client satisfaction survey (CSS), during the May designated period only.</p> <p>Tool: BHS Client Satisfaction Survey (CSS).</p>	BHS mandate

Agency: 3rd Street Youth Center & Clinic
Contract Program Name: (Population Specific) TAY Engagement & Treatment - Black/African American

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> • Flexible approaches to engage with TAY • Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services • Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. • Services designed to identify TAY with mental health or substance use concerns • Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services • Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administred the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	Engagement...Process Objective Activity: 3rd Street will perform Outreach at the HYPE Center 2 days/week for 4/hrs each day to engage Black/AA and Latinx TAY 18-25+. Engagement... Outcome Objective Activity: 3rd Street will administer the TAY SOC Engagement Survey, once annually. Tool: TAY SOC Engagement Survey	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	Linkage...Outcome Objective Tool: Referral Tracker	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> • Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. • Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	Treatment & Healing Process Objective Activity: During the course of the year, clients who complete an intake will be assessed using the CANS or ANSA (depending on age). Clients who complete more than four sessions with a clinician will be assessed using either the CANS or ANSA (depending on age) Tool: CANS/ANSA	BHS & SOC mandate

Agency: 3rd Street Youth Center & Clinic
Contract Program Name: (Population Specific) TAY Engagement & Treatment - Black/African American (cont.)

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	Participation Process Objective 3rd Street will provide trainings such as Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI. Both our own staff and external CBO partners will be included to increase equity and impact. Knowledge Outcome Objective Activity: 3rd Street will provide trainings such as Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI. Both our own staff and external CBO partners will be included to increase equity and impact and administer post-training surveys (5-point Likert scale) and follow-up checks to measure knowledge retention Tool: Post-training surveys (5-point Likert scale) Post Skill Outcome Objective Activity: 3rd Street will provide a training follow-up google form with a rating training applicability on a 5-point scale measured by [using post skills survey questions from TAY SOC] administered 3 and 6 months after implemented training/training series. Tool: Brief Google Form, sent out three months and six months post-trainings	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	Satisfaction Survey Process Objective Activity: Program Staff will administer the TAY SOC modified CSS survey, during the May designated period only. Tool: TAY SOC modified CSS survey.	BHS mandate

BHS TAY Civil Service
Contract Program Name: TAY FSP

This program follows FSP/ICM Standardized & and Client Satisfaction Objectives (listed on Tab 1b).

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
<p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT:</p> <p>Definitions...</p> <ul style="list-style-type: none"> • Flexible approaches to engage with TAY • Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services • Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. • Services designed to identify TAY with mental health or substance use concerns • Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services • Promote solid linkages, coordination and warm handoffs to other services/providers 	<p align="center">See Tab 1b - This program follows FSP/ICM Standardized Objectives and Client Satisfaction Objective.</p>			SOC mandate
				SOC mandate
<p>2. TREATMENT & HEALING:</p> <p>Therapeutic activities that include culturally specific or community-driven healing modalities</p> <ul style="list-style-type: none"> • Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. • Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 				BHS & SOC mandate

BHS TAY Civil Service
Contract Program Name: TAY FSP (cont.)

This program follows FSP/ICM Standardized & and Client Satisfaction Objectives (listed on Tab 1b).

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
<p>3. TAY Leadership and Wellness Promotion (for TAY) Definitions...</p> <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	<p align="center">See Tab 1b - This program follows FSP/ICM Standardized Objectives and Client Satisfaction Objective.</p>			SOC mandate
<p>4. Training Education and Capacity Building (for Providers) Definitions...</p> <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 				SOC mandate
<p>5. Client Satisfaction</p>	<p>UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool.</p> <p><i>(programs may also survey more than once, please confirm with TAY SOC)</i></p> <p>Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.</p>	N/A	<p>Satisfaction Survey Process Objective</p> <p>Activity: Program will implement the full BHS client satisfaction survey (CSS), during the May designated period only.</p> <p>Tool: BHS Client Satisfaction Survey (CSS).</p>	BHS mandate

BHS TAY Civil Service
Contract Program Name: BHS TAY Outpatient Program (TOP)

This program follows MH OP Standardized Objectives and Client Satisfaction Objective (listed on Tab 1a).

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
<p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT:</p> <p>Definitions...</p> <ul style="list-style-type: none"> • Flexible approaches to engage with TAY • Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services • Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. • Services designed to identify TAY with mental health or substance use concerns • Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services • Promote solid linkages, coordination and warm handoffs to other services/providers 	<p align="center">See Tab 1a - This program follows MH OP Standardized Objectives and Client Satisfaction Objective (below).</p>			SOC mandate
				SOC mandate
<p>2. TREATMENT & HEALING:</p> <p>Therapeutic activities that include culturally specific or community-driven healing modalities</p> <ul style="list-style-type: none"> • Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. • Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 				BHS & SOC mandate

BHS TAY Civil Service
Contract Program Name: BHS TAY Outpatient Program (TOP) (cont.)

This program follows MH OP Standardized Objectives and Client Satisfaction Objective (listed on Tab 1a).

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
<p>3. TAY Leadership and Wellness Promotion (for TAY) Definitions...</p> <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	<p style="text-align: center; color: red; font-size: 24pt;">See Tab 1a - This program follows MH OP Standardized Objectives and Client Satisfaction Objective (below).</p>			SOC mandate
<p>4. Training Education and Capacity Building (for Providers) Definitions...</p> <ul style="list-style-type: none"> • Activities designed to build staff, program and systems capacity • Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues • Strategies that promote collaborative relationships, sharing of resources and network development • Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 				SOC mandate
<p>5. Client Satisfaction</p>	<p>UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool.</p> <p><i>(programs may also survey more than once, please confirm with TAY SOC)</i></p> <p>Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.</p>	N/A	<p>Satisfaction Survey Process Objective</p> <p>Activity: Program will implement the full BHS client satisfaction survey (CSS), during the May designated period only.</p> <p>Tool: BHS Client Satisfaction Survey (CSS).</p>	BHS mandate

Agency: Hatchuel Tabernik and Associates (HTA)
Contract Program Name: TAY SOC Capacity Building

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions... <ul style="list-style-type: none"> • Flexible approaches to engage with TAY • Client centered engagement strategies to reduce stigma and support understanding and entry to mental health services • Locate hard to reach, known or referred TAY in identified field base sites to engage TAY in Medi-Cal-eligible realted/similar activities to support possible access to mental health services. • Services designed to identify TAY with mental health or substance use concerns • Engagement strategy that build/maintain trust and relationships in order to connect TAY to mental health/Medi-Cal eligible services • Promote solid linkages, coordination and warm handoffs to other services/providers 	Engagement – PROCESS Objective During the current fiscal year, participants will engage in program's population/culturally based strategy and be administred the TAY SOC engagement survey. BOCC Data Source: End of year program report.	Engagement OUTCOME Objective: 1) By the end of the current fiscal year, 50% of all TAY participants in program identified engagement strategy, will demonstrate engagement by rating 4 or 5 to the questions in the TAY SOC engagement survey that is administered by program staff. AND 2) By the end of the current fiscal year, 10% of all TAY participants engaged in program identified engagement strategy, will confirm engagement strategy as a main reason they accessed mental health services as documented by program's internal tracking. (Inclusion Criteria to measure outcome: For mostly consistent participation measure sample once annually. If program serves higher numbers and infrequent participation, measure 3-4 times a year then aggregate. Programs must use TAY SOC survey items for this objective. Denominator guidance: your denominator is everyone who participated in your engagement strategy each time OR most of the time. These participants should all be administered the survey. If participant chooses not to take survey, they still count as part of your denominator. Your denominator is not who just took the survey, e.g. 50 engaged, only 35 took survey. Denominator is still 50. (Definition of Engagement: Engagement here is defined as pre-engagement activities to entering into treatment services. It focuses on an intentional non-treatment activity that is tailored to the TAY populations/cultures specific of whom the program serves, to create a trusted pathway for TAY to enter into treatment services because of this targeted engagement. Pre-contemplative stage.) BOCC Data Source: End of year program report. Program shall retain records if requested at and for BOCC's inspection at annual program audit site visit.	N/A	SOC mandate
	Linkage - PROCESS Objective By October of the current fiscal year, programs will set up their referral database to capture internal and external referral data points required by BHS TAY. BOCC Data Source: End of year program report. Program shall retain records for BOCC's inspection at program's annual site audit.	Linkage to Behavioral Health Services – OUTCOME Objective FOR INTERNAL: During the current fiscal year, 80% of new MH OP clients who have not received a BH service within the last 12 months at your organization and referred by program staff to <u>internal</u> behavioral health services, will have the referral date and first offered appointment date within 10 business days recorded in their EHR for that episode. FOR EXTERNAL: a) During the current fiscal year, 100% TAY who are referred by program staff to external behavioral health services (i.e., mental health and/or substance use services) will record the date, program referred to and initial service appointment (i.e., inquiry, intake, drop-in service, therapy appt) needed in their EHR system. b) During the current fiscal year, 30% of TAY who are referred by program staff to <u>external</u> behavioral health services (i.e., mental health and/or substance use services) will attend an initial appointment (i.e., inquiry, intake, drop-in service, therapy appt), as recorded in their EHR system (please track client declined service). BOCC Data Source: End of year report. Program shall retain EHR log records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
2. TREATMENT & HEALING: Therapeutic activities that include culturally specific or community-driven healing modalities <ul style="list-style-type: none"> • Therapeutic activities for individuals, families and groups with the goal of addressing an identified behavioral health (mental health and/or substance use) concern or barrier to wellness. • Therapeutic activities that: <ul style="list-style-type: none"> o promote wellness o help address impact of MH/SUD concerns/symptoms o support increased engagement in meaningful activities o support daily functioning and living skills o support social connection/relationship building o support increased sense of hope and optimism 	Treatment & Healing – PROCESS Objective During the current fiscal year, participants enrolled in program treatment and healing services will complete the CANS or ANSA to measure treatment and healing outcomes. <i>(Inclusion criteria to be updated and mirror BHS system process)</i> BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	Treatment & Healing – OUTCOME Objective BHS Client metrics For NEEDS: 1) During the current fiscal year, 80% of clients will improve on at least 1 of their prioritized actionable ANSA / CANS items. AND For STRENGTHS: 2) During the current fiscal year, 80% of clients will either maintain or develop at least 1 of their prioritized ANSA / CANS strength item. For extra lo threshold programs: TAY SOC to provide guidance of metrics	N/A	BHS & SOC mandate

Agency: Hatchuel Tabernik and Associates (HTA)
Contract Program Name: TAY SOC Capacity Building

TAY SOC Modality	Process Objective	Outcome Objective	Data Source: STRATEGY & TOOL USED to measure outcome objective	Objective Mandate
3. TAY Leadership and Wellness Promotion (for TAY) Definitions... <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities 	Leadership Skill Development & Positive Youth Development – PROCESS Objective By May of current fiscal year, program will implement TAY SOC TAY survey at identified frequency as instructed via TAY Leaders and Wellness modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Leadership Skill Development - OUTCOME Objective By June 30 of current fiscal year, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered before the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit. Positive Youth Development - OUTCOME Objective By June 30 of current fiscal year, 85% of participants will report experiencing positive youth development supports (i.e., meaningful positive relationships, safe spaces, skill-building, social-connectedness, leadership opportunities, community engagement) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to youth development survey items required by TAY SOC as administered by the end of current fiscal year. BOCC Data Source: End of year report. Program shall retain records for BOCC's inspection at program's annual site audit.	N/A	SOC mandate
4. Training Education and Capacity Building (for Providers) Definitions... <ul style="list-style-type: none"> Activities designed to build staff, program and systems capacity Activities that increase TAY provider participation, comfort and abilities in working with TAY with BH issues Strategies that promote collaborative relationships, sharing of resources and network development Trainings and other learning opportunities that develop Knowledge, Skills & Key Competencies, Support Retention, Completion and Applicability 	Knowledge – PROCESS Objective By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit. Post Skill – PROCESS Objective By May of current fiscal year, program will implement post skills survey at identified frequency as instructed via TAY training & capacity building modality instructions. BOCC Data Source: End of year report. Program shall retain workplan for BOCC's inspection at program's annual site audit	Knowledge – OUTCOME Objective By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training. BOCC Data Source: End of year report. Program shall retain evaluation summary reports and TAY SOC end of year report for BOCC's inspection at program's annual site audit. Post Skill – OUTCOME Objective (retention of skills 1-3 month after implemented training(s)) By the end current fiscal year, 40% of surveyed responders of training participants surveyed, will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by using post skills survey questions from TAY SOC administered 1-3 months after implemented training/training series. BOCC Data Source: End of year report. Program shall retain summarized analysis and TAY SOC end of year report for BOCC's inspection at program's annual site audit.	Participation Process Objective Activity: Work with TAY SOC to develop an outreach and communications plan for trainings and provider capacity building. Tool: TAY Training and Capacity Building Outreach and Communications Plan. Knowledge Process Objective Activity: Develop and maintain the TAY SOC Data Dashboard with providers' year-end reporting and EPIC health data to build systems capacity. Tool: TAY SOC Data Dashboard Knowledge Outcome Objective Activity: Administer post-training survey after each training session to assess training participants self-reported knowledge level on the key competencies. Tool: Post-training survey Post Skill Outcome Objective Activity: Administer post-training survey after each training session to assess training participants self-reported improved skill and comfort level in working with TAY. Tool: Post-training survey	SOC mandate
5. Client Satisfaction	UPDATED Process Objective: During the May designated survey administration week of the current fiscal year, program will implement the full BHS client satisfaction survey (CSS) or the TAY SOC modified 5 item CSS survey as stand alone or integrated into program client satisfaction tool. <i>(programs may also survey more than once, please confirm with TAY SOC)</i> Data source: Program will summarize results for end of year TAY SOC program report and retain in administrative binder for BOCC's annual audit visit.	N/A	N/A	BHS mandate