

## August 18, 2025 Business Office of Contract Management (BOCC) Annual Performance Monitoring

Sect.	Contract ID	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
BHS	1000033380	HealthRIGHT/360								
		Street Violence Intervention Program (SVIP)								Not monitored by BOCC.
BHS	1000034271	Glide								
		SHOP - Pilot Project (2 year)								This is a new contract in FY25-26
BHS	1000032402	The Gubbio project								
		Mission Safe Sleeping Site								This contract began 7/15/24. BOCC monitoring for FY24-25 has not commenced.
BHS	1000035567	UCSF Alliance Health Project								
		UCSF Alliance Health Project – Integrated Full-Service Outpatient (IFSO)	3 - Acceptable/Meets Standards	3 - Acceptable/Meets Standards	NA	3 - Acceptable/Meets Standards	2 - Improvement Needed/Below Standards	Yes	23-24	<u>Update to Score of 2 and Plan of Action:</u> In the FY23-24 monitoring report, the program received a score of 2 for client satisfaction because the response rate was <50%. Their actual client satisfaction score was 96%. The program manager will work with the program on increasing the response rate. The program also required a Plan of Action (POA) since the program was not meeting the objective: 100% of new clients referred to a prescriber will receive a medication support service within 15 business days of the referral date. To achieve the POA and objective, the program has obtained approval to hire a full time NP and have recently hired a part time psych NP. The program met 77% of its contracted performance objectives and was exempted from its contracted units of service target.
BHS	1000027670	UCSF CAS NFPPB								
		UCSF Child and Adult Services (at the Nancy Friend Pritzker Psychiatry Center)								This is a new contract in FY25-26
BHS	1000027893	Asian Pacific Islander dba San Francisco Community Health Center								
		SFCHC Relief for PEH - Community Living Room Drop-in								This contract began 7/15/23. BOCC monitoring for FY23-24 is in progress.
		SFCHC Tenderloin Night Navigator Program								This contract began 7/15/23. BOCC monitoring for FY23-24 is in progress.