

June 2, 2025 Business Office of Contract Management (BOCC) Annual Performance Monitoring

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action (POA) Req?	Fiscal Year	Comments
BHS	A Better Way (7166)								
CYF	A Better Way Early Childhood Mental Health Program	3 - Acceptable/Meets Standards	4 - Commendable/ Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/ Exceeds Standards	1 - Unacceptable	No	22-23	<u>Update Note for Score of 1 and Plan of Action:</u> The FY22-23 monitoring report indicated a Score of 1 due to lack of distribution of a Client Perception Survey. This was addressed and the program conducted a Client Perception survey in FY23-24.
CYF	A Better Way Outpatient Mental Health Program	4 - Commendable/ Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	No	22-23	No issues
BHS	Horizons Unlimited (28423)								
	Horizons Prevention Education	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	No	22-23	No issues
BHS	Japanese Community Youth Council								
	JCYC Asian Youth Prevention Services	4 - Commendable/ Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	Yes	22-23	<u>Update Note for Plan of Action:</u> The FY22-23 monitoring report required a Plan of Action because JCYC was not meeting one objective to graduate 30 unduplicated high school youth from one of its programs. JCYC provided a POA to address the staff turnover and training issues that contributed to this problem. The DPH Business Owner received and approved.
BHS	Justice & Diversity Center, Bar Association of San Francisco (11731)								

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action (POA) Req?	Fiscal Year	Comments
	Homeless Advocacy Project (HAP)	3 - Acceptable/Meets Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	3 - Acceptable/Meets Standards	1 - Unacceptable	Yes	22-23	<u>Update Note for Score of 1- Unacceptable and Plan of Action.</u> In the FY22-23 monitoring, the program failed to complete either a standardized or customized Client Satisfaction Survey. A Plan of Action was issued for failure to obtain fire clearance, the lack of a client satisfaction survey, and failure to meet required staff trainings. As of June, 2025, the program submitted a POA to address each of the areas; Fire clearance has been obtained, all outstanding staff trainings have been completed, and an active plan is in place pertaining to client satisfaction surveys, which are now being issued, followed up by quarterly reviews by HAP staff.
BHS	The Salvation Army								
	STARR Grant - Harbor Light (Grant)	3 - Acceptable/Meets Standards	3 - Acceptable/Meets Standards	1 - Unacceptable	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	Yes	22-23	<u>UPDATE NOTE for SCORE of 1- Unacceptable and PLAN OF ACTION:</u> The Agency successfully completed their Plan of Action to obtain technical assistance for achieving compliance with DHCS- mandated data standards. The agency is on track to meet their contracted program deliverables.
BHS	Regents of the University of California								
	UCSF Citywide Services for Supportive Housing - Minna	4 - Commendable/ Exceeds Standards	3 - Acceptable/Meets Standards	NA	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	No	22-23	No issues
	UCSF Citywide Roving Team	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	No	22-23	No issues
BHS	Regents of the University of California								

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action (POA) Req?	Fiscal Year	Comments
	UCSF Citywide STOP	3 - Acceptable/Meets Standards	4 - Commendable/ Exceeds Standards	1 - Unacceptable	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	Yes	22-23	<u>UPDATE NOTE FOR SCORE OF 1- UNACCEPTABLE AND PLAN OF ACTION:</u> In FY22-23, the program met 34% of its contracted units of service target and was required to submit a POA. The SUD SOC Director advised that a POA was submitted and approved. Accordingly, CWCM changed their practice to open clients immediately to capture all UOS, provided and participated in BHS training around billing codes to decrease disallowed UOS, built in regular reviews of UOS in Avatar during staff supervision; built in regular monitoring of client engagement, and filled vacant positions.
	UCSF Citywide Substance Use Disorders Intensive Case Management Services (UCSF Citywide SUD ICM)	3 - Acceptable/Meets Standards	4 - Commendable/ Exceeds Standards	1 - Unacceptable	4 - Commendable /Exceeds Standards	4 - Commendable/ Exceeds Standards	No	22-23	<u>UPDATE NOTE FOR SCORE OF 1</u> In FY22-23, the program met 36% of its contracted units of service target. Please see above for UCSF Citywide STOP, as the same remediation steps apply.