

November 2026 Business Office of Contract Management (BOCC) Program and Fiscal Monitoring												
Sect.	Contract ID	Agency/ Program	Overall Program Score	Program Performance	Program Deliverables	Program Compliance	Client Satisfaction	Plan of Action Required?	Fiscal Year	Program Monitoring Comments	Fiscal Monitoring	
BHS	32806	HealthRIGHT/360									FY25-26 Citywide Fiscal and Compliance Montioring completed with no findings/issues.	
		HR360 Drug Sobering Center - (DSC) aka SoMa RISE	3 - Acceptable/ Meets Standards	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	3 - Acceptable/ Meets Standards	1 - Unacceptable	Yes	24-25	The program met 100% of its contracted Performance Objectives and 100% of its contracted Units of Service target. The program failed to submit the Program Declaration of Compliance. The program failed to complete either a standardized or customized Client Satisfaction Survey. Plan of Action issued for failure to complete a Client Satisfaction Survey. HR360 reported that they received an Unacceptable rating in the Client Satisfaction category for FY24–25, due primarily to administrative staffing barriers that resulted in a lapse in meeting this annual contractual requirement. Changes implemented by HR360 for FY25-26 monitoring year, include: •Surveys are now available anytime/any day and on an available/rolling basis to clients. •In addition to paper surveys, the surveys are now available through a QR code/URL (in addition to the paper format). •Flyers are posted in the common areas throughout the facility with the QR code/URL along with instructions for how to take the survey using encouraging and understandable language, as well as how to seek help. •Administratively mapping out the process to ensure that client satisfaction requirements are met.		
CHEP	8932 (previous CID)	Public Health Foundation Enterprises									FY25-26 Citywide Fiscal and Compliance Montioring completed with no findings/issues.	
		PHFE Refugee Health Assessment Program and Refugee Health Promotion Project	3 - Acceptable/ Meets Standards	4 - Commendable/ Exceeds Standards	2 - Improvement Needed/Below Standards	4 - Commendable/ Exceeds Standards	NA	No	24-25	The program met 100% of its contracted Performance Objectives and 57% its contracted Units of Service target. The program was exempt from Administrative Binder and Site/Premises review and the Client Satisfaction Survey. The Department advises that the reason for the low score in the category of Program Deliverables was due to the delayed program implementation in FY 24-25 because of a change in the scope of work which required an Amendment. The program was implemented once the Amendment was certified.		
BHS	32402	The Gubbio Project										
		The Gubbio Project Mission-Safe Sleeping Site	4 - Commendable/ Exceeds Standards	NA	4 - Commendable/ Exceeds Standards	4 - Commendable/ Exceeds Standards	NA	No	24-25	The program was exempt from its contracted Performance Objectives and met 100% of its contracted Units of Service target. The program was also exempt from Program Declaration of Compliance, Administrative Binder, Site/Premises review, and the Client Satisfaction Survey.	FY 25-26 Citywide Fiscal and Compliance Monitoring completed with two findings: 1. Agency did not complete the audited financial statements. However, after careful review with the Controller's Office, the agency is not required to complete an audit as they do not meet the revenue threshold. Controller's Office will be revising their policy on requirements for completing the audit and this may change in subsequent years. 2. They are missing Fiscal Policies and Procedures, and based on the last communications we recieved from they are currently drafting the policies and will let us know once they are finalized and approved by their board. The monitoring will be checking on this finding in the next monitoring cycle , which will be conducted around January to March.	