



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Behavioral Health Services - Residential Systems of Care

Performance Objectives FY 2025- 2026

Overview

Measuring client improvement and successful completion of target objectives is an important part of SFDPH contracting. The implementation of the EPIC Electronic Health Record in Fiscal Year 2023-2024 (May.22,2024) increased the ability to collect quality data on a client’s presenting issues, demographics, interventions, symptom changes, and discharge status. The Performance Objectives developed for Fiscal Year 2025-26 Health Services (BHS) intends to reduce provider burden in determining objective compliance by using EPIC data to measure objectives - to the extent possible.

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

Contractors are responsible for compliance with all items in the Performance Objectives and the Declaration of Compliance.
This document is comprised of the following 3 tabs:

- Tab 1:** Objectives for *Adult Outpatient*
- Tab 2:** Objectives for *RSOC Programs*
- Tab 3:** Objectives for **ADU to CSU**

Tabs 1 and 2 provide additional detail about each performance objective. Next to each indicator are columns that describe the following:

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

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

Tab 1 MH Outpatient

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
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
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 FY25-26. Excludes: Outpatient services provided in residential Tx settings & first 60 days for new clients	Epic Hyperspace / Uploaders to Provide Data	BHS Policy/DHCS	DPH BHS Staff Caseload Report (hyperspace users) Uploaders to Run Own Reports
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 FY26-26. Excludes: Outpatient services provided in residential Tx settings & first 60 days for new clients and Citywide Linkage program codes (89114MH)	Epic Hyperspace / Uploaders to Provide Data	BHS Policy/DHCS	DPH BHS Staff Caseload Report (hyperspace users) Uploaders to Run Own Reports

Behavioral Health Services-Residential Systems of Care
Performance Objectives FY 2025-2026

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
Service Type: Emergency Stabilization Unit					
Program Name / Modality : Five Keys Programs and Schools					
Process Metric: Minimum 90% of guests with identified referral needs will receive appropriate referrals within 7 days of intake.	Process	experiencing homelessness and behavioral health issues	HMIS One System	DHCS	Quarterly submission required
Outcome Metric: At least 80% of clients will be successfully transitioned to the next level of housing or care upon discharge from Emergency Stabilization Unit	Outcome				
Program Manager: Luis Calderon (Armando Vallin)					
Service Type: BHBH Shelter/Transitional Housing					
Program Name / Modality : Bayview Hunters Point Multipurpose Senior Services					
Process Metric: 100% of clients living at the BHBH transitional housing site will be registered in Coordinated Entry Services within 30 days of admission	Process	Previously incarcerated older adults with behavioral health challenges	<u>Homeless Management Information System (HMIS)</u> The ONE System used by SF City and County is an example of an HMIS, which is a local	DHCS	Quarterly submission required
Outcome Metric: At least 30 % of residents will maintain continuous employment	Outcome				
Program Manager: Armando Vallin					
Service Type: BHBH Shelter/Transitional Housing					
Program Name / Modality : BHBH Transitional Housing - A Women's Place					
Process Metric: 100% of clients living at the BHBH transitional housing site will be registered in Coordinated Entry Services for permanent housing assessment within 30 days of admission	Process	Adult individuals residing at BHBH-funded transitional housing who experience homelessness	HMIS One System	DHCS	Quarterly submission
Outcome Metric: At least 80% of clients will be successfully transitioned to the next level of housing or care upon discharge from the BHBH Transitional Housing Unit	Outcome		Provider's record system	BHS	Quarterly submission
Program Manager: Armando Vallin					
Service Type: MH Crisis Residential (ADU)					
Program Name / Modality : Avenues 38A41, La Posada 38081, Dore Residence 38GM1, Shrader House 89661					
Process Metric: 100% of clients with an open episode will have the an initial BHS Treatment Plan in Epic ≤ 3 days of episode opening	Process	Clients who remain in an Acute Diversion Unit (ADU) for a 3 days or more	Epic	DHCS	On Demand
Outcome Metric: At least 80% will not be discharged to PES, psych inpatient, or Dore Urgent Care, or Geary Stabilization Unit on the same or next day	Outcome	Clients who remain in an Acute Diversion Unit (ADU) for a continuous 12 days or more.	Epic	BHS	On Demand
Program Manager: Eme Garcia					

Behavioral Health Services-Residential Systems of Care
Performance Objectives FY 2025-2026

Service Type: MH Transitional Residential Treatment (90-Day Transitional)					
Program Name / Modality : La Amistad 39091, Courtland 38631,Progress House 3837, Rypins 38531, Carroll 38541, Baker Street House 3839, Robertson Place 3885, San Jose Place 38BS					
Process Metric: 100% of clients with an open episode will have the an initila BHS Treatment Plan in Epic ≤ 3 days of episode opening	Process	Clients who remain in an TRTP for a 3 days or more	Epic	DHCS	On Demand
Outcome Metric: 60% of clients will improve on at least 30% of their actionable items on the ANSA	Outcome	Clients who remain in an TRTP for a continuous 60 days or more.	Epic	BHS	On Demand
Program Manager: Eme Garcia					
Service Type: MH Transitional Residential Treatment (1-Year Transitional)					
Program Name / Modality : Clay Street 89851, Loso House 38GH1, Ashbury 8984					
Process Metric: 100% of clients with an open episode will have the an initila BHS Treatment Plan in Epic ≤ 3 days of episode opening	Process	Clients who remain in an TRTP for a 3 days or more	Epic	DHCS	On Demand
Outcome Metric: 60% of clients will improve on at least 30% of their actionable items on the ANSA	Outcome	Clients who remain in an TRTP for a continuous 120 days or more.	Epic	BHS	On Demand
Program Manager: Eme Garcia					
Service Type: Supportive Housing & Coop					
Program Name / Modality : Supportive Living Program 3808OP, Assisted Living Program 8908OP, Conard House 89492					
Process Metric: 100% of clients receiving targeted case management will have a Care Plan in Epic.	Process	Clients who remain in an Supportive Housing or Coop for a continuous 30 days or more.	Epic	BHS	On Demand
Outcome Metric: No more than 10% of clients will experience a psychiatric hospitalization.	Outcome	All clients who have been in the program for at least 60 continuous days. Only hospitalizations occurring more than 60 days after the episode opening date are counted.	Epic	BHS	On Demand
Program Manager: Eme Garcia					

Behavioral Health Services-Residential Systems of Care
Performance Objectives FY 2025-2026

Service Type: Crisis Stabilization Units					
Program Name / Modality : Dore Urgent Care 3811					
Process Metric: On any date 100% of clients who have been opened for more than 12 hours will have a Cal AIM 7 Domain Assessment completed with	Process	Client who are served 12 hours or more in a single episode.	Epic	BHS	On Demand
Outcome Metric: 70% of cleints admitted for 20 hours or more will be discharged to a service other than Psychiatric Emergecy Services or Inpatient Ps	Outcome	Clients served by DUCC 20 hours or more in a single episode.	Epic	BHS	On Demand
Program Manager: Eme Garcia					
Service Type: Shelter/ Psych Respite					
Program Name / Modality : Hummingbird					
Process Metric: At least 80% of clients referred by DPH will be admitted to the program.	Process	All clients that hadve been referred☐	Hummingbird Tracking Spreadsheet	BHS	Quarterly submission required
Outcome Metric: At least 35% of the clients in the program will be discharged to a location other than the community (Streets) like residential treatment programs, supportive housing, hotel, and shelter beds.	Outcome	All clients that have been placed☐	Hummingbird Tracking Spreadsheet	BHS	Quarterly submission required
Program Manager: Luis Calderon					
Service Type: Rehabilitative Adult Residential Care Facility					
Program Name / Modality : A&A Health Care					
Process Metric: At least 90% of the clients will attend more than 4 groups per week	Process	All clients that have been placed ☐	A&A Electeronic Health Record (EHR)	BHS	Quarterly submission required
Outcome Metric: At least 50 % of the clients in the program will complete the 1-year treatment program.	Outcome	All clients that have been placed	Epic	BHS	Quarterly submission required
Program Manager: Luis Calderon					
Service Type: Adult Residential Care Facility & Residential Care Facility for the Elderly (as-needed)					
Program Name / Modality : Victorian Manor, County Place, Skypark, Modesto Residential , and Brodetick Street House					
Process Metric: The Contractor shall operate the Facility in full compliance with all applicable rules, regulations, and statutes promulgated by the California Department of Social Services, Community Care Licensing Division (collectively, "CCLD Regulations"). For each fiscal year during the term of this Agreement, the Contractor shall not exceed the following thresholds for citations issued by CCLD: (a) A maximum of two (2) Class "A" citations. (b) A maximum of three (3) Class "B" citations.	Process	All clients that have been placed ☐	cdss.ca.gov/inforesources/community-care-licen	BHS	Quarterly submission required
Outcome Metric: At least 80% of clients in the program will not return to PES, psych inpatient, Dore Urgent Care, or Geary Stablization Unit for beha	Outcome	All clients that have been placed ☐	Epic	BHS	Quarterly submission required
Program Manager: Luis Calderon (for Victorian Manor, Skypark, and County Place) / Perrie Ancheta (for Modesto Residential and Broderick Street House)					

Behavioral Health Services-Residential Systems of Care
Performance Objectives FY 2025-2026

Service Type: MHRC (as-needed beds)					
Program Name / Modality : Crestwood Fallbrook, San Francisco Healing Center, and Canyon Manor					
Process Metric: 100% of clients will have a Care Plan with a designated discharge LOC identified within 30 days of admission.	Process	All clients that have been admitted in the quarter	FACILITY EHR	BHS	Quarterly submission required
Outcome Metric: At least 80% of clients in the program will not return to the hospital for behavioral health reasons during their stay in the program.	Outcome	To be measured against clients who have been admitted for more than 24 hours and excluding hospitalizations due to physical and medical emergencies	Epic	BHS	Quarterly submission required
Program Manager: Perrie Ancheta					
Service Type: MHRC (dedicated beds)					
Program Name / Modality : Crestwood Vallejo, San Jose, Angwin, and Champion					
Process Metric: 100% of clients will have a Care Plan with a designated discharge LOC identified within 30 days of admission.	Process	All clients that have been admitted in the quarter	FACILITY EHR	BHS	Quarterly submission required
Process Metric: At least 90% of secured beds will be utilized with the minimum units of service.	Process	To maximize bed utilization			
Outcome Metric: At least 80% of clients in the program will not return to the hospital for behavioral health reasons during their stay in the program.	Outcome	To be measured against clients who have been admitted for more than 24 hours and excluding hospitalizations due to physical and medical emergencies	Epic	BHS	Quarterly submission required
Program Manager: Perrie Ancheta					
Service Type: SNF and SNF/STP					
Program Name / Modality : Crestwood (Stevenson, Stockton and Helio Idylwood), Telecare (Morton Baker and Garfield), Spyglass (Eden and Briedgewood), Generations Health (Bayberry and Gramercy)					
Process Metric: 100% of clients that require Psychiatrist court testimony for conservatorship renewals will receive expert court testimony by the atte	Process	All clients where psychiatrist testimony is required. <i>*Garfield SNF won't be assessed for process metric.</i>	HSA	DHCS	Quarterly submission required
Outcome Metric: At least 80% of clients in the program will not return to the hospital for behavioral health reasons during their stay in the program.	Outcome	To be measured against clients who have been admitted for more than 24 hours and excluding hospitalizations due to physical and medical emergencies	FACILITY EHR	BHS	Quarterly submission required
Program Manager: Perrie Ancheta					

Tab 3 ADU to CSU

Indicator	Type of Objective	Client Inclusion Criteria	Data Source / Compliance	Source of Requirement	Report Availability for Providers
MH Crisis Residential (ADU) Avenues 38A41, La Posada 38081, Dore Residence 38GM1, Shrader House 89661					
At least 80% will not be discharged to PES, psych inpatient, or Dore Urgent Care on the same or next day.	Outcome	Clients who remain in an Acute Diversion Unit (ADU) for a continuous 12 days or more.	Epic	BHS	n/a
100% of clients with an open episode will have the an initila BHS Treatment Plan in Epic ≤ 3 days of episode opening	Process	Clients who remain in an Acute Diversion Unit (ADU) for a 3 days or more	Epic	DHCS	TBD Epic Report in development
MH Transitional Residential Treatment (90-Day Transitional) La Amistad 39091, Courtland 38631,Progress House 3837, Rypins 38531, Carroll 38541, Baker Street House 3839, Robertson Place 3885, San Jose Place 3885					
60% of clients will improve on at least 30% of their actionable items on the ANSA	Outcome	Clients who remain in an TRTP for a continuous 60 days or more.	Epic	BHS	TBD Epic Report in development
100% of clients with an open episode will have the an initila BHS Treatment Plan in Epic ≤ 3 days of episode opening	Process	Clients who remain in an TRTP for a 3 days or more	Epic	DHCS	TBD Epic Report in development
Clay Street 89851, Loso House 38GH1, Ashbury 8984					
60% of clients will improve on at least 30% of their actionable items on the ANSA	Outcome	Clients who remain in an TRTP for a continuous 120 days or more.	Epic	BHS	TBD Epic Report in development
100% of clients with an open episode will have the an initila BHS Treatment Plan in Epic ≤ 3 days of episode opening	Process	Clients who remain in an TRTP for	Epic	DHCS	TBD Epic Report in development
Supportive Housing & Coop Supportive Living Program 3808OP, Assisted Living Program 8908OP, Conard House 89492					
No more than 10% of clients will experience a psychiatric hospitalization.	Outcome	All clients who have been in the program for at least 60 continuous days. Only hospitalizations occurring more than 60 days after the episode opening date are counted.	Epic	BHS	n/a
100% of clients receiving targeted case management will have a Care Plan in Epic.	Process	Clients who remain in an Supportive Housing or Coop for a continuous 30 days or more.	Epic	BHS	TBD Epic Report in development
Crisis Stabilization Units Dore Urgent Care 38I1					
70% of cleints admited for 20 hours or more will be discharged to a service other than Psychiatric	Outcome	Clients served by DUCC 20 hours	Epic	BHS	n/a
On any date 100% of clients who have been opened for more than 12 hours will have a Cal AIM 7 Domain Assessment completed within the last 3 years.	Process	Client who are served 12 hours or more in a single episode.	Epic	BHS	TBD Epic Report in development