



**City and County of San Francisco**  
**London N. Breed, Mayor**  
**Department of Public Health**

**Business Office Contract Compliance**  
**1380 Howard Street**  
**San Francisco, CA 94103**

## Monitoring Report Fiscal Year 21-22 Behavioral Health Services

**Section: MHSA**

**Target Population: Adult/Older Adult**

**Agency:** Richmond Area Multi-Services, Inc.

**Site Visit Date:** July 20, 2023

**Program Reviewed:** RAMS Hire-Ability Janitorial Services

**Report Date:** September 6, 2023

**Program Code(s):** N/A

**Review Period:** July 1, 2021-  
June 30, 2022

**Site Address:** 1234 Indiana Street, San Francisco, CA 94107

**Finalized Date:**

**CID/MOU#:** 19291 **Appendix #:** A-1

**Funding Source(s):** General Fund, MHSA

**On-Site Monitoring Team Member(s):** Michelle O'Neal, Melissa Ta, Denise Williams

**Program/Contractor Representatives:** Michele Alexia, Carmen Castorena-O'Keefe, Kristen Hay, Erica Sorrells

**Overall Program Rating:** 4 - Commendable/Exceeds Standards

**Category Ratings:**

4 = Commendable/Exceeds Standards		3 = Acceptable/Meets Standards					
2 = Improvement Needed/Below Standards		1 = Unacceptable					
4	Program Performance	4	Program Deliverables	4	Program Compliance	4	Client Satisfaction

**Sub-Categories Reviewed:**

Program Performance	Program Deliverables	Program Compliance	Client Satisfaction
Achievement of Performance Objectives	Units of Service Delivered Unduplicated Clients (Unscored)	Declaration of Compliance Administrative Binder Site/Premise Compliance Chart Documentation Plan of Action (if applicable)	Satisfaction Survey Completed and Analyzed

## MONITORING REPORT SUMMARY

**Agency/Program:** Richmond Area Multi-Services, Inc./RAMS Hire-Ability Janitorial Services

- Findings/Summary:**
- The services provided by this program were funded by the Sources listed on page 1.
  - The program met 100.0 percent of its contracted performance objectives.
  - The program met 91.9 percent of its contracted units of service target.
  - A review of the administrative binder evidenced 90.0 percent of required compliance items.
  - A review of site premise evidenced 100.0 percent of required items.
  - The program was exempt of Chart Documentation compliance.
  - The program completed its client satisfaction survey.
  - The program analyzed the client satisfaction results.

This program is administered under the Behavioral Health Services (BHS) Adult and Older Adult (AOA) System of Care (SOC) with Mental Health Services Act (MHSA) funding. RAMS Hire-Ability Vocational Services offers vocational training programs; the programs provide employment and internship opportunities to adults and/or TAY who are currently receiving behavioral health services. The positions help increase work skills, improve emotional/physical well-being and quality of life, and increase self-sufficiency. The program services provide on-site work experience, pre-vocational counseling, job coaching, and classes/workshops aimed at building strengths toward employment readiness.

Program provides employment and internship opportunities within the janitorial field for qualified and work ready consumers within behavioral health system. Work sites include various BHS clinics and programs.

Target population are San Francisco residents including transitional age youth, adults & older adults, aged 18 and over who are consumers and are currently receiving behavioral health services through BHS. Particular outreach will be made to underserved populations and those interested in the janitorial industry.

This monitoring was completed on 7/20/23 utilizing a virtual meeting platform as well as telephone and email to gather findings.

Program's services offer internship and employment experience. Program model is 6-months long. Program helps build a bridge for those who need more assistance or do not feel ready for employment through mentorship and support. Due to COVID-19 pandemic, office cleaning services pivoted to incorporate COVID-19 cleaning protocols.

**FY20-21 Plan of Action required?**     **Yes**     **No**

**If "Yes", describe program's implementation.**

**FY21-22 Plan of Action required?**     **Yes**     **No**

Signature of Author of This Report

DocuSigned by:

*Melissa Ta*

Name and Title: Melissa Ta, Business Office Contract Compliance Manager

Signature of Authorizing Departmental Reviewer

DocuSigned by:

*Jenna Reyes*

Name and Title: BOCC designee

Signature of Authorizing System of Care Reviewer

DocuSigned by:

*Maximilian Rocha*

Name and Title: SOC Director

PROVIDER RESPONSE: (please check one and sign below)

- I have reviewed the Monitoring Report, acknowledge findings, no further action is necessary at this time.
- I have reviewed the Monitoring Report, acknowledge findings, and attached a Plan of Action in response to deficiencies and recommendations with issues addresses and timelines for correction stated.
- I have reviewed the Monitoring Report, disagree with findings, response to recommendations attached.

DocuSigned by:

*Angela Tang*

11/14/2023

Signature of Authorized Contract Signatory (Service Provider)

Date

Angela Tang, CEO

Print Name and Title

**RESPONSE TO THIS REPORT DUE:**

**November 16, 2023**

If applicable, please submit any supplemental materials by clicking on the attachment icon below.

## Program Performance & Compliance Findings

### Rating Criteria:

4	3	2	1
<b>Over 90% = Commendable/ Exceeds Standards</b>	<b>71% - 90% = Acceptable/Meets Standards</b>	<b>51% - 70% = Improvement Needed/ Below Standards</b>	<b>Below 51% = Unacceptable</b>

### Overall Score:

<b>Total Points Given:</b> 85/85=100%
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### 1. Program Performance (30 points possible):

<b>Achievement of Performance Objectives (0-30 pts):</b>	30	20 total points out of 20 points (from 4 Objectives) = 100%			
<b>Program Performance Points:</b>	30				
Points Given:	30/30	Category Score:	100%	Performance Rating:	Commendable/ Exceeds Standards

**Performance Objectives and Findings with Points**

O.1	50% of surveyed intern graduates will indicate improvement in their coping abilities in the workplace, as evidenced by items on the program feedback tools.	According to program's year end narrative report, 100% (2 / 2) of intern graduates reported improvement in their coping abilities in the workplace.	Points: 5
O.2	50% of surveyed intern graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training program, employment, volunteer work, etc.), as evidenced by items on the program feedback tools.	According to program's year end narrative report, 100% (2 / 2) of intern graduates reported an increase in readiness for additional meaningful activities related to vocational services.	Points: 5
O.3	50% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities, e.g. obtain employment, referral to Hire-Ability Employment Services, volunteerism, or training/educational programs. This will be evidenced by exit interviews and items on the program feedback tools.	According to program's year end narrative report, 100% (2 / 2) of intern graduates expressed motivation in being engaged in vocational-related activities. Both graduates were hired by RAMS Hire-Ability as Janitors.	Points: 5
P.1	50% of applicable participants who receive services for at least 3 months will successfully complete the program (completion of internship duration; or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program case closure records.	According to program's year end narrative report, 100% (2 / 2) of participants who received services for at least three months successfully completed the program.	Points: 5

**Commendations/Comments:**

Performance objectives findings were provided by the MHSA year-end narrative report. The program is commended for meeting all the performance objectives.

**Identified Problems, Recommendations and Timelines:**

None noted.

**2. Program Deliverables (20 points possible):**

<b>Units of Service Deliverables (0-20 pts):</b>		20	92% of Contracted Units of Service		
<b>Program Deliverables Points:</b>		20			
Points Given:	20/20	Category Score:	100%	Performance Rating:	Commendable/ Exceeds Standards

**Units of Service Delivered**

<b>Program Code</b>	<b>Service Description</b>	<b>Contracted/Actual</b>	
Janitorial Services	10/30-39 DS-Vocational	2,700	2,480

**Unduplicated Clients by Program Code**

<b>Program Code</b>	<b>Contracted/Actual</b>
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**Commendations/Comments:**

Based on the last cost reimbursement invoices #s M01AP22 and M05AP22, program delivered 91.1% of its contracted units of service. According to the contract, UDC is not applicable.

**Identified Problems, Recommendations and Timelines:**

None noted.

**3. Program Compliance (40 points possible):**

<b>A. Declaration of Compliance Score (5 pts):</b>		5	Submitted Declaration		
<b>B. Administrative Binder Complete (0-10 pts):</b>		10	90% of items in compliance		
<b>C. Site/Premises Compliance (0-10 pts):</b>		10	100% items in compliance		
<b>D. Chart Documentation Compliance (0-10 pts):</b>		N/A			
<b>E. Plan of Action (if applicable) (5 pts):</b>		5	<input checked="" type="checkbox"/> No FY20-21 POA was required <input type="checkbox"/> FY20-21 POA was submitted, accepted and implemented <input type="checkbox"/> FY20-21 POA submitted, not fully implemented <input type="checkbox"/> FY20-21 POA required, not submitted		
<b>Program Compliance Points:</b>		30			
Points Given:	30/30	Category Score:	100%	Compliance Rating:	Commendable/ Exceeds Standards

**Commendations/Comments:**

Program is commended for maintaining an organized electronic administrative binder.

**Identified Problems, Recommendations and Timelines:**

BOCC discussed the emergency response plan with and advised the to program identify an alternate site of operations.

When reviewing a sample of staff trainings, some certificates (as listed below plus: aerosol transmittable disease, exposure to bloodborne pathogens, harm reduction, and emergency response) were not available or missing. BOCC recommend that the program develop a process or tracking mechanism for maintaining a training log. BOCC provided technical assistance for the harm reduction training institute (HRTI) and BHS online training websites.

No plans of action are due for the missing items at this time.

The following required item(s) were not located in the program's Administrative Binder:

- SOGI or Transgender Training
- 12N Ordinance (LGBTQ Youth Sensitivity) Training

**4. Client Satisfaction (10 points possible): Program-Specific Client Satisfaction Survey**

Scoring Category	Scoring Criteria	Points
Completed Program Specific Survey	Yes = 2, No = 0	2
Results Analyzed	Yes = 3, No = 0	3
Program Performance as Rated by Clients	50-59% of clients satisfied = 1 60-69% of clients satisfied = 2 70-79% of clients satisfied = 3 80-89% of clients satisfied = 4 90-100% of clients satisfied = 5	N/A
<b>Client Satisfaction Points:</b>		<b>5</b>

Points Given:	5/5	Category Score:	100%	Client Satisfaction Rating:	Commendable/ Exceeds Standards
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**Commendations/Comments:**

According to program's year-end narrative report, it collected feedback from participants via written exit satisfaction survey, oral focus groups, and a post-service telephone survey. The written survey is completed upon graduation, focus groups are held at least annually, and a post-service telephone survey is conducted three-months following program completion.

Results from the feedback are as follows:

- 100% (2/2) participants reported "agree" to the statement, "I am satisfied with the services that Hire-Ability staff provided."
- 100% (2/2) participants reported "agree" they feel confident to use the skills they learned as a result of participating in Hire-Ability services.
- 83% (5/6) participants reported they were currently working three months after.

After reviewing the feedback, program developed a Personal & Professional Development resource list for participants on more vocational/employment preparation. Additionally, program will incorporate more career exploration activities mid-way through the program to help prepare interns for graduation and transition.

**Identified Problems, Recommendations and Timelines:**

None noted.