



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 Information Technology

Report Date: September 21, 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-3

Funding Source(s): 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, Shante Parker

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	2	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 Information Technology

- 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 65.1 percent of its contracted units of service target.
 - A review of the administrative binder evidenced 100.0 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.

The 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.

This program provides IT support services to CBHS (Avatar Helpdesk; Desktop; Advanced Avatar Helpdesk; Advanced Desktop; Consumer Portal) and engage consumers for improved emotional/physical well-being and quality of life, positive engagement in the community, increase self-sufficiency, and obtain & retain competitive employment.

The target population are San Francisco residents who are adults and older adults 18 and over, including transitional age youth, who are receiving behavioral health services. Outreach is to consumers who have an interest in computer technical support services but minimal work skills and/or work exposure. There is a special focus on Asian and Pacific Islander American (APIA) communities (Chinese and Tagalog), both immigrants and US-born, a group that is traditionally underserved.

This report was completed utilizing a virtual meeting platform as well as telephone and email to gather findings. Program is referred to as Vocational IT Program (i-Ability).

Due to COVID-19 pandemic, it limited the number of staff and trainees onsite, program worked in a hybrid schedule and thus the total number of trainees accepted into the program was reduced by 25%.

Program did not experience significant staff turnover, which highlighted how smooth the program ran. Program has a strong partnership with DPH IT, which allowed access to e-waste computer equipment and thus launched a refurbishment project. This project helps reduce electronics into the waste stream and provides complete desktop workstations to low-income Hire-Ability participants free of cost.

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

Program Performance & Compliance Findings

Rating Criteria:

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

Overall Score:

Total Points Given:	79/85=93%
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1. Program Performance (30 points possible):

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

Performance Objectives and Findings with Points

O.1	By June 30, 2022, 75% of surveyed trainee graduates will indicate improvement to their coping abilities (e.g. emotional control on the job, adjust to changes on the job etc.). This will be evidenced by items on program feedback tools.	According to program's year end narrative report, 100% (18 out of 18) of surveyed trainee graduates indicated improvement to their coping abilities.	Points: 5
O.2	By June 30, 2022, 75% of surveyed graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training programs, employment, volunteer work, etc.), as evidenced by items on program feedback tools.	According to program's year end narrative report, 100% (18 out of 18) of surveyed graduates reported an increase in readiness for additional meaningful activities related to vocational services.	Points: 5
P.1	By June 30, 2022, 75% of enrolled trainees will successfully complete the program (completion of training; or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program completion records.)	According to program's year end narrative report, 82% (18 out of 22) of enrolled trainees have successfully completed the program.	Points: 5
P.2	By June 30, 2021, 75% of trainees will participate in exit interviews through focus groups or one-on-one interviews as evidenced by feedback summary notes.	According to program's year end narrative report, 82% (18 out of 22) trainees participated in exit interviews in which they completed the program feedback tools.	Points: 5

Commendations/Comments:

Performance objectives findings were provided by the MHSa year-end narrative report. Given the challenges of COVID-19 pandemic, the program is commended for meeting all the performance objectives.

Identified Problems, Recommendations and Timelines:

None noted.

2. Program Deliverables (20 points possible):

Units of Service Deliverables (0-20 pts):		14	65% of Contracted Units of Service		
Program Deliverables Points:		14			
Points Given:	14/20	Category Score:	70%	Performance Rating:	Improvement Needed/ Below Standards

Units of Service Delivered

Program Code	Service Description	Contracted/Actual	
RAMS IT	10/30-39 DS-Vocational Advanced Helpdesk	343	262
RAMS IT	10/30-39 DS-Vocational Desktop	343	163
RAMS IT	10/30-39 DS-Vocational Helpdesk	521	361

Unduplicated Clients by Program Code

Program Code	Contracted/Actual	
RAMS IT	34	19

Commendations/Comments:

Based on the last cost reimbursement invoice #M08AP22 Supplemental, program delivered 65.1% of its contracted units of service. This is a decrease from the previous monitoring period and program notes it is due to COVID-19 restrictions, which required a reduction in the number of staffing onsite. UDC data is obtained from program's MHSA year-end demographic report.

Identified Problems, Recommendations and Timelines:

None noted.

3. Program Compliance (40 points possible):

A. Declaration of Compliance Score (5 pts):	5	Submitted Declaration
B. Administrative Binder Complete (0-10 pts):	10	100% of items in compliance
C. Site/Premises Compliance (0-10 pts):	10	100% items in compliance
D. Chart Documentation Compliance (0-10 pts):	N/A	
E. Plan of Action (if applicable) (5 pts):	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
Program Compliance Points:	30	
Points Given:	30/30	Category Score: 100%
		Compliance Rating: Commendable/ Exceeds Standards

Commendations/Comments:

Program is commended for maintaining an organized electronic admin binder.

Identified Problems, Recommendations and Timelines:

BOCC discussed with program and recommends to identify an alternate site in its emergency response plan.

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.

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
Client Satisfaction Points:		5

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 client feedback in three formal stages: 1) written satisfaction surveys during closure, 2) exit interviews during graduation (1:1 and focus group), and 3) three-month post-program survey via phone or online.

Results indicate 100% (18/18) of surveyed trainee graduates reported that the program improved their coping abilities and better prepared them for employment.

Results from the Hire-Ability post-service survey for graduates indicated that 100% (7/7) would return to Hire-ability services if they needed to.

After feedback is received, program reviewed the findings with staff and implemented plans for improvement, such as flexibility in the amount of hours worked and more consistency with hands-on work experience with DPH IT department.

Identified Problems, Recommendations and Timelines:

None noted.