



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: TAY

Target Population: TAY

Agency: Richmond Area Multi-Services, Inc.

Site Visit Date: July 20, 2023

Program Reviewed: RAMS TAY Leaders - Certificate Program

Report Date: September 8, 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#: 22767 **Appendix #:** A-1

Funding Source(s): MHSA, General Fund, Work Order

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

Program/Contractor Representatives: Carmen Castorena-O'Keefe, Kristen Hay, Steven Taka, Michele Alexia

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 TAY Leaders - Certificate Program

- 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 62.2 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.

Richmond Area Multi-Services (RAMS) Inc.'s TAY Leaders Certificate Program is an entry-level program under the Behavioral Health Services (BHS) Transitional Age Youth (TAY) System of Care (SOC). This program is designed to prepare TAY with the basic skills and knowledge for entry-level employment in the behavioral health field and to provide foundational knowledge on the continuum of behavioral health issues, services, resources, skill sets in outreach and engagement, systems navigation, and peer counseling.

The target population are TAY (18-24 years old) who wish to be trained to support others in similar age group and the community, recruited from community programs, behavioral health clinics, Wellness Centers at SFUSD, RAMS Hire-Ability Vocational Services, and other youth workforce development programs. Participants will be TAY who are underserved and underrepresented San Francisco residents who have experience in the community behavioral health system and/or are interested in a mental health career path, and may benefit from hands-on work experience within the TAY SOC. The target population includes and is not limited to African Americans, Asian and Pacific Islanders, Latino/as, Native Americans, and Lesbian, Gay, Bisexual, Transgender, Queer and Questioning (LGBTQ) individuals. This report was completed utilizing a virtual meeting platform as well as telephone and email to gather findings. This program's name is Youth2Youth. 2021 was the startup year for this program. The program's goal is to become state certified.

Training workshops were conducted in a hybrid model (roughly half of meetings were in-person). Enrollment was capped at 8 participants to allow for in-person meetings with social-distancing due to COVID-19.

Closures, reduced services, and staffing changes throughout the TAY SOC impacted referrals and recruiting of participants as well as the availability and reliability of guest speakers. A total of 14 participants enrolled in the Fall and Spring cohorts and all 13 participants successfully completed the program with one participant withdrawn to take more hours with their place of employment.

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:

Jerna Reyes

Name and Title: Jerna Reyes, BOCC Director

Signature of Authorizing System of Care Reviewer

DocuSigned by:

Kali Cheung

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

2/15/2024

Signature of Authorized Contract Signatory (Service Provider)

Date

Angela Tang, CEO

Print Name and Title

RESPONSE TO THIS REPORT DUE:	February 16, 2024
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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	10 total points out of 10 points (from 2 Objectives) = 100%
Program Performance Points:	30	
Points Given:	30/30	Category Score: 100%
		Performance Rating: Commendable/ Exceeds Standards

Performance Objectives and Findings with Points

Ind.1	By June 30, 2022, 75% of participants will report an increase in leadership skills (i.e. decision-making, problem-solving, communicating, public speaking, active listening, and relationship building) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected leadership skill survey items as administered by the end of FY21/22. {Data Source;} End of year report. Program will retain evaluation summary and end of year report for BOCC's annual site visit.	According to the Year-End Program Narrative Report, there were 13 participants and 1 withdrew from the program to accept more hours in their employment position. 100% (12/12) of the remaining surveyed participants reported an increase in leadership skills.	Points: 5
Ind.2	By June 30, 2022, 85% of participants will report experiencing positive youth development support by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to program-selected youth development survey items as administered by the end of FY21/22.	According to Year-End Program Narrative Report, 100% (13/13) of participants surveyed reported experiencing opportunities to develop caring and meaningful relationships with adults and other TAY.	Points: 5

Commendations/Comments:

Performance objectives findings were provided by the BH TAY SOC Year-End Program Narrative report. Objective Ind.1 was re-calculated by BOCC. This program was the first to be up and running remotely after shut-down. 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	62% 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	
TAY Leaders Cert	45/ 10 - 19 OS - MH Promotion	3,744	2,328

Unduplicated Clients by Program Code

Program Code	Contracted/Actual	
TAY Leaders Certificate	14	14

Commendations/Comments:

Based on the final cost reimbursement invoice # M71JU22, program delivered 62.2% of contracted units of service. The invoice states that the target UDC is 16, however, the contract states 14. The actual UDC is obtained from program data: 14 enrolled with 13 completed.

Identified Problems, Recommendations and Timelines:

BOCC recommends that the program ensure that the target UDC in the invoice matches the contract and its programming.

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 administrative binder.

Identified Problems, Recommendations and Timelines:

BOCC advises the program to identify an alternate site in its emergency response plan.

When staff training was reviewed, some certificates (aerosol transmittable disease, site specific emergency response plan, exposure to blood borne pathogens, and harm reduction) were unavailable or missing. BOCC recommends for the program to develop a process or tracking mechanism to maintain a training log. BOCC also provided technical assistance regarding the Harm Reduction Training Institute and BHS online training websites.

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 the Year-End Program Narrative Report, mid-program focus group reviews were conducted to collect feedback and for participants to make suggested changes during the program. Post-internship satisfaction surveys and focus groups collect data at graduation on participant satisfaction, as well as feedback from internship site hosts.

100% (13/13) graduates reported good satisfaction and felt prepared for other next employment opportunity.

Identified Problems, Recommendations and Timelines:

None noted.