



**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:**

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

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

**Program Reviewed:** RAMS TAY Leaders - Employment 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-2

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

**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 - Employment 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 61.1 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) Transitional Age Youth (TAY) system of care (SOC). Program helps place TAY who successfully complete the TAY Peer Certificate Program (Youth2Youth) into paid internships within the TAY SOC. Internships will provide TAY with hands-on work experience in an effort to better prepare them for competitive community employment within behavioral health service settings. The paid internship will provide TAY participants to work directly with other TAY in the capacity of outreach and engagement, systems navigation, resourcing, co-facilitation of groups 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. 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. Participants include the underserved and underrepresented San Francisco mental health consumers include 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.

Due to COVID-19, the first half of the fiscal year had training workshops conducted mostly remotely which impacted participants' experience because of lowered service levels at the internship sites.

100% (11/11) of graduates successfully completed the internship, with 5 participants securing competitive community employment and 6 participants declined employment assistance in favor of continuing their education or pursuing employment out of the Bay Area.

**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*

2/16/2024

Signature of Authorized Contract Signatory (Service Provider)

Date

Angela Tang, CEO

Print Name and Title

**RESPONSE TO THIS REPORT DUE:**

**February 16, 2024**

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>	79/85=93%
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### 1. Program Performance (30 points possible):

<b>Achievement of Performance Objectives (0-30 pts):</b>	30	10 total points out of 10 points (from 2 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

Ind.1	By June 30, 2022, 75% of participants will report an increase in leadership 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.	According to the Year-End Program Narrative Report, 82% (9/11) participants surveyed indicated an increase in leadership abilities.	Points: 5
Ind.2	By June 30, 2022, 85% of participants will report experiencing positive youth development supports 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 the Year-End Program Narrative Report, 91% (10/11) participants surveyed reported experiencing opportunities to develop caring and meaningful relationships with adults and other TAY.	Points: 5

### Commendations/Comments:

Performance objectives findings were gathered from the Year-End Program Narrative Report. The program is commended for exceeding the goals of all the performance objectives.

### Identified Problems, Recommendations and Timelines:

None identified.

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

<b>Units of Service Deliverables (0-20 pts):</b>		14	61% of Contracted Units of Service		
<b>Program Deliverables Points:</b>		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 Employment	45/ 10 - 19 OS - MH Promotion (M72JU22SUP)	7,176	4,349
TAY Leaders Employment	45/10 - 19 OS - MH Promotion (M73JU22SUP)	1,040	674

**Unduplicated Clients by Program Code**

Program Code	Contracted/Actual	
TAY Leaders Employment	14	11

**Commendations/Comments:**

Based on the final cost reimbursement invoices #(s) M72JUNSUP and M73JUNSUP, program delivered 61.1% of its contracted units of service. Program did not utilize ADM units. The invoice states UDC is 8, however, contract states 14. The actual UDC is provided by program data.

**Identified Problems, Recommendations and Timelines:**

BOCC recommends to make sure the invoice UDC matches the contract.

**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	100% 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 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
<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 the Year-End Program Narrative Report, post-internship satisfaction surveys and focus groups collect data at graduation on participant satisfaction and collect feedback from internship host sites. Results showed that 100% (11/11) reported a high level of satisfaction with the program and felt an increase in their capacity for work as TAY peer counselors, and an increase in readiness for career opportunities in the field.

Based on the feedback received, program will be recruiting guest speakers on a range of topics including trauma-informed care, cultural humility, competency, harm reduction, health relationships, and responsiveness.

**Identified Problems, Recommendations and Timelines:**

None identified.