



**Monitoring Report Fiscal Year 22-23
 Behavioral Health Services**

Section: TAY

Target Population:

Agency: Harm Reduction Therapy Center

Site Visit Date: August 27, 2024

Program Reviewed: HRTC TAY Homeless Treatment Team

Report Date:

Program Code(s):

Review Period: July 1, 2022-
June 30, 2023

Site Address: 21 Merlin Street, San Francisco, CA 94107

Finalized Date:

CID/MOU#: 100999 **Appendix #:** A-1

Funding Source(s) General Fund, Other and Work Order

On-Site Monitoring Team Member(s): Craig Wenzl

Program/Contractor Representatives: Anna Berg

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: Harm Reduction Therapy Center/HRTC TAY Homeless Treatment Team

- Findings/Summary:**
- The services provided by this program were funded by the Sources listed on page 1.
 - The program met 95.0 percent of its contracted performance objectives.
 - The program met 100.0 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.

This program is under the administration of SFDPH Behavioral Health Services (BHS) Transitional Age Youth (TAY). The program is designed to engage Transitional Age Youth (TAY) with unmet behavioral health needs in Harm Reduction Therapy (HRT), a low-threshold integrated mental health and substance use treatment model, with the goals of stabilizing their mental health, reducing the harm of substance use, and increasing their housing stability. A secondary goal is to help the TAY System of Care (SOC) develop the skills to meet the low-threshold needs of homeless and/or unstable TAY.

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

If "Yes", describe program's implementation.

FY22-23 Plan of Action required? **Yes** **No**

Signature of Author of This Report

Name and Title: Craig Wenzl, Business Office Contract Compliance Manager

Signature of Authorizing Departmental Reviewer

Name and Title: Jerna Reyes, BOCC Director

Signature of Authorizing System of Care Reviewer

Name and Title: SOC Director

PROVIDER RESPONSE: (please check one and sign below)

- | | |
|--------------------------|---|
| <input type="checkbox"/> | I have reviewed the Monitoring Report, acknowledge findings, no further action is necessary at this time. |
| <input type="checkbox"/> | 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. |
| <input type="checkbox"/> | I have reviewed the Monitoring Report, disagree with findings, response to recommendations attached. |

Signature of Authorized Contract Signatory (Service Provider)

Date

Print Name and Title

RESPONSE TO THIS REPORT DUE:	
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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: 85/85=100%

1. Program Performance (30 points possible):

Achievement of Performance Objectives (0-30 pts):	30	38 total points out of 40 points (from 8 Objectives) = 95%			
Program Performance Points:	30				
Points Given:	30/30	Category Score:	100%	Performance Rating:	Commendable/ Exceeds Standards

Performance Objectives and Findings with Points

Ind.1	During the current fiscal year, participants engaged in program identified activity will complete a program identified post-engagement /outreach activity tool (e.g., survey, etc).	According to the Year-End Program Narrative Report, HRTC therapists implemented quarterly post-engagement surveys, in the form of feedback walls, for TAY who drop in at each of 6 TAY mobile service sites. A total of 47 people participated and shared in narrative form the impact of engaging with HRTC, as well as comments on the program/services.	Points: 5
Ind.2	During the current fiscal year, 60% of TAY participating in program identified activity will demonstrate increased wellness, connection or engagement as measured by program identified post-activity tool.	According to the Year-End Program Narrative Report, HRTC therapists engaged 312 vulnerable houseless TAY at 4 mobile service sites and 3 fixed sites (TAY Navigation Center, Tenderloin Center, Homeless Youth Alliance Syringe Exchange) staffed in partnership with other TAY SOC partners. Of these 312 TAY engaged by HRTC clinicians, 246 (79%) demonstrated increased connection by meeting with a clinician for a specific service; and, of these 246 TAY, 148 (60%) returned to engage more than once with a specific site and/or clinician.	Points: 5
Ind.3	During the current fiscal year, 50% of TAY who are connected by program staff to internal or external behavioral health services (i.e., mental health services, substance use services, or other services intended to support emotional and mental health and wellness) will attend an initial appointment or meeting with the behavioral health service, as recorded in program identified tool.	According to the Year-End Program Narrative Report, HRTC therapists engaged 312 vulnerable, houseless TAY and connected 215 (69%) of these TAY to a HRTC therapist for therapy or harm reduction counseling sessions. A total of 170 referrals for this group were made to external health resources (mental health or physical health), with connections documented in HRTC's clinical database.	Points: 5
Ind.4	During the current fiscal year, participants enrolled in program treatment and healing services will complete either a program identified designed treatment outcome measure or an assessment tool to measure treatment and healing outcomes.	According to the Year-End Program Narrative Report, HRTC clinicians developed collaborative care plans with 57 TAY who completed HRTC intake forms during FY22-23. As part of intake form completion, 100% (57/57) completed a biopsychosocial assessment and identified goals for integrated mental health and substance use treatment work done with an HRTC clinician, as documented in HRTC's electronic database.	Points: 5
Ind.5	During the current fiscal year, 60% of participants receiving program treatment and healing services will demonstrate an intended treatment outcome as measured by either a program designed treatment outcome measure or an assessment tool.	According to the Year-End Program Narrative Report, HRTC clinicians developed collaborative care plans with 57 TAY who completed HRTC intake forms during FY22-23. Of these 57 clients who were provided ongoing, integrated mental health and substance misuse treatment, 48 (84%) met at least one treatment goal and demonstrated reduced risk, as documented in therapy progress notes in HRTC's clinical database.	Points: 5
Ind.6	By December of current fiscal year, program will implement an outreach and communications plan to increase TAY provider participation in TAY SOC training & capacity building strategies as documented by developed workplan.	According to the Year-End Program Narrative Report, HRTC's Director of Training developed an outreach and communications plan that included the following activities: advertisement on agency website, timely (2-3 days) response to training inquiries, HRTC staff increasing direct communication with TAY service providers around training availability, increased pro-active communication following a training and/or consultation around feedback and potential additional support HRTC can provide, as well as maintaining relationships with key DPH and TAY SOC staff to help facilitate connections with partners who may benefit from training or consultation support.	Points: 5

Ind.7	By the end of current fiscal year, 85% of training participants surveyed will report increased knowledge on key competencies in working with TAY (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction/Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating a 4 or higher on a 5-point scale (1 = strongly disagree to 5 = strongly agree) to survey items as measured by [post skills survey] administered at the end of each training.	According to the Year-End Program Narrative Report, 86% of participants who completed post-training surveys (86/100) reported an increase in one or more key areas.	Points: 5
Ind.8	By the end current fiscal year, 40% of training participants surveyed will report improved skills and comfort working with TAY due to trainings on key competencies (e.g., Healing Practices for TAY, TAY & Their Families and Communities, Harm Reduction / Intersection of Substance Use & MH, Trauma-Informed Interventions, brain development, DBT, MI) by rating training applicability on a 5-point scale measured by [post skills survey] from TAY SOC administered 1-3 months after implemented training/training series.	According to the Year-End Program Narrative Report, follow up training evaluations were sent out to training partners but the response was very low. However, verbal and group-self assessment of skills during follow-up trainings and in consultation groups confirmed that more than 50% of the training participants were retaining and implementing material covered during HRTC training sessions. BOCC awarded 3 points for this objective for the program's work to partially achieve this objective and has noted the issues reported by the program.	Points: 3

Commendations/Comments:

The program is commended for excellent achievement of seven of the performance objectives.

Identified Problems, Recommendations and Timelines:

Regarding Objective Ind.7, the program reported that a lack of survey response and/or completion by training attendees continues to be a challenge. HRTC reported that it completed a total of 7 trainings with 3 TAY SOC partner agencies, delivered to approximately 190 staff. However, surveys were not returned from trainings provided to 2 of the TAY SOC partners. HRTC's Director of Training plans to develop survey tools that can be administered real-time during remote, Zoom-based trainings as a way to help increase survey completion and provide a more complete picture of training impact. BOCC awarded full credit of 5 points for this objective because 86% of the respondents who did complete a survey indicated increased knowledge as required by this objective.

Regarding Objective Ind.8 and the difficulty the program reported with gathering data to meet this objective, the program reported that follow up training evaluations sent to two TAY SOC partner agencies were not returned. Additionally, the other training partner was a 3 month training program, with HRTC's training piece taking place at the 6 week point, so staff/interns had moved on before HRTC was able to get follow-up evaluations. The program noted that, "If this continues to be a TAY SOC objective, future training work plans will need to include measures for our trainers to hold the roster information on training attendees and their contact information to help increase participation and return of evaluation materials." BOCC discussed this objective with the program and recommends the program continue to investigate with the TAY administration how this objective might be better met as it is designed.

2. Program Deliverables (20 points possible):

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

Units of Service Delivered

Program Code	Service Description	Contracted/Actual	
TAY Homeless Tx Team	45/10-19 OS-MH Promotion M01	1,927	1,927
TAY Homeless Tx Team	45/10-19 OS-MH Promotion M02	1,096	1,096

Unduplicated Clients by Program Code

Program Code	Contracted/Actual	
TAY Homeless Tx Team	100	129

Commendations/Comments:

The totals for units of service are from the program's final cost reimbursement invoices (M01JU23, M02JU23). The actual unduplicated client count achieved is from invoice M01JU23. The program provided 100% of the contracted UOS and 129% of the UDC based on these data sources.

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 FY21-22 POA was required <input type="checkbox"/> FY21-22 POA was submitted, accepted and implemented <input type="checkbox"/> FY21-22 POA submitted, not fully implemented <input type="checkbox"/> FY21-22 POA required, not submitted			
Program Compliance Points:	30				
Points Given:	30/30	Category Score:	100%	Compliance Rating:	Commendable/ Exceeds Standards

Commendations/Comments:

The review of the administrative binder and site/premises requirements found all items present. BOCC examined a sample of employee training logs and certificates and found all had been completed as required.

Identified Problems, Recommendations and Timelines:

BOCC advised the program to order new BHS Grievance/Appeal posters and forms because they were recently updated. The program was given credit for having the previous versions posted and available for participants while awaiting the new ones.

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:

The program conducted Client Satisfaction activities during the year and provided BOCC with a summary of results. According to this summary report, HRTC conducted “feedback wall” sessions at 5 different service sites in August 2022, March 2023, and June/July 2023. A planned December 2022 Client Satisfaction activity was delayed repeatedly due to weather challenges. HRTC therapists posted 3 large blank posters on the fences, walls, or sides of the mobile van at 4 unique sites where the program works with San Francisco residents who are dealing with homelessness. These were also posted at the program's fixed brick & mortar site at 21 Merlin Street where many clients also present for appointment-based services. The posters asked the following questions in English and Spanish:

1. What do you like about coming here?
2. How can we do to make coming here better for you? What do you need?
3. How are you today? Feel free to write or draw anything!

Staff left markers and other art supplies out by the posters and were available for participant/client questions, as asked. Clients participated as they were interested/able. The program's goal was to create an open, de-pressurized way for service participants to offer feedback on its services. HRTC plans to conduct these activities, ongoing, on a quarterly basis.

In total, 47 program participants who responded, and 100% (47/47) reported liking HRTC services or finding services helpful; 100% (47/47) of all respondents stated plans to return for continued contact with HRTC. Additionally, 30% (14/47) of feedback wall participants noted ways services could improve for them. Suggestions included: “more phone charging stations,” “be open more hours, particularly for drop-in services,” and “I'd like to volunteer and wish there were more options for this.”

BOCC commends the program for finding a creative way to engage with participants to gather feedback on Client Satisfaction.

Identified Problems, Recommendations and Timelines:

None noted.