

September 3, 2024 Health Commission

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments	CID #
BHS	Asian & Pacific Islander Wellness Center DBA SF Community Health Center									
	New in FY23-24; Monitoring not conducted.									
SFHN/HHS	HealthRight 360									
	Program Administration for HHS, not monitored by BOCC for Performance: See Fiscal and Compliance Review									
PHD/CIU	Heluna Health									
	Program Administration for PHD workforce development, not monitored for Performance- See Agency Fiscal and Compliance Review.									
WPIC	RAMS									
	Wellness in the Streets (WITS)/Whole Person Shelter Care Coordination Services	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	2 - Improvement Needed/Below Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	DRAFT FY22-23	The program met 100% of its contracted performance objectives and 55% of its contracted units of service target. The program completed its satisfaction survey and analyzed the client satisfaction results. BOCC commends program for good work in achieving 100% of their performance objectives.	20708
SFHN/HHS	Shanti Project (HHS)									
	Shanti Integrated Medical Case Management	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	FY22-23	The program met 100% of its contracted performance objectives, 111% of its contracted units of service target, and 110.3% of its contracted unduplicated client target. The program is commended for achieving all performance objectives.	6123
	Shanti Emotional and Practical Support Services Psychosocial Support and Client Advocacy	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	FY22-23	The program met 100% of its contracted performance objectives, 70% of its contracted units of service target, and 99.3% of its contracted unduplicated client target. The program is commended for achieving all performance objectives.	2517
	Shanti HIV Community Planning Council Support	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	No	FY22-23	The program met 100% of its contracted performance objectives, 103% of its contracted units of service target, and was exempted from its contracted unduplicated client target. The program is commended for achieving all objectives during this monitoring period. The program believes that the objectives should change as they overlap. BOCC recommends that the program meet with the SOC to discuss its objectives. SOC leadership in attendance is aware of the recommendation.	2473
	Shanti Emotional and Practical Support Services Senior Survivor Support Program	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	FY22-23	The program met 100% of its contracted performance objectives, 92% of its contracted units of service target, and 208.3% of its contracted unduplicated client target. The program is commended for achieving all performance objectives.	02517/24465
BHS	Felton Institute (TAY)									
	TAY Acute Linkage	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	FY22-23	The program met 100% of its contracted performance objectives and 101% of its contracted units of service target. The program submitted its client satisfaction results in a timely fashion, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%. The program is commended for meeting all the applicable Performance Objectives during this monitoring period.	3660
	TAY Full Service Partnership	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	DRAFT FY22-23	The program met 96% of its contracted performance objectives and 100% of its contracted units of service target. The program submitted its client satisfaction results in a timely fashion, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%. The program is commended for continuing to improve its survey return rate and its overall satisfaction.	9936
	ReMIND (formerly PREP)	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	DRAFT FY22-23	The program met 95% of its contracted performance objectives and 96% of its contracted units of service target. The program submitted its client satisfaction results in a timely fashion, the return rate was more than 50%, and the percentage of clients indicating satisfaction with the program's services was 90-100%. The program is commended for meeting all its site/premises and administrative binder requirements.	9936
BHS	Harm Reduction Therapy Center									
	TAY Homeless Treatment Team	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	DRAFT FY22-23	The program met 95% of its contracted performance objectives and 100% of its contracted units of service target. The program completed its satisfaction survey and analyzed the client satisfaction results. The program is commended for excellent achievement of seven of the performance objectives.	10099
SFHN/HHS	Catholic Charities									
	CCCYO - CYO Assisted Housing	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	FY22-23	The program met 100% of its contracted performance objectives, 78% of its contracted units of service target, and 100% of its contracted unduplicated client target. The program is commended for meeting 100% of its program Performance Objectives.	20913

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	CCCYO - Derek Silva Community	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	FY22-23	The program met 100% of its contracted performance objectives, 128% of its contracted units of service target, and 100% of its contracted unduplicated client target. The program is commended for partial achievement to exceeding the goals of all performance objectives.	20831
	CCCYO - Peter Claver Community Residential Care	3 - Acceptable/Meets Standards	3 - Acceptable/Meets Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	1 - Unacceptable	Yes	FY22-23	The program met 88% of its contracted performance objectives, 98% of its contracted units of service target, and 100% of its contracted unduplicated client target. The program provided its client satisfaction raw data for this monitoring period; however, it did not provide an analysis. POA issued for client satisfaction, compliance item (eligibility policy), and failure to meet one objective.	17198
	CCCYO - Rita da Cascia	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	4 - Commendable/Exceeds Standards	No	FY22-23	The program met 100% of its contracted performance objectives, 128% of its contracted units of service target, and 100% of its contracted unduplicated client target. The program is commended for partial achievement to exceeding the goals of all performance objectives.	20832