

California Penal Code Section, 933.05 (b), requires the responding party to report for each recommendation of the Civil Grand Jury one of the following actions:

1. Recommendation Implemented - Date Implemented - Summary of Implemented Action	2. Will Be Implemented in the Future - Anticipated Timeframe for Implementation	3. Requires Further Analysis - Explanation - Timeframe <i>(Not to exceed six months from date of publication of Grand Jury report)</i>	4. Will Not Be Implemented: Not Warranted or Not Reasonable - Explanation
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For each recommendation below, indicate one of the four actions you have taken or plan to take in the "Action Plan" column and provide the required explanation in the "2024 Response Text" column.

CGJ Year	Report Title	Recommendation	Response Required	2023 Action Plan	2023 Response Text	2024 Action Plan	2024 Response Text
2019-20	2019-20 Continuity Report	1. The tracking document from the ABC department, with the addition of the CGJ's findings and recommendations for 2018-19, should be put online. As a working document, it should be updated as new information becomes available.	ABC department	Will Be Implemented in the Future	The tracking document will be put online in July 2022.	Recommendation Implemented	The tracking document was put online in August 2022.
2022-23	Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]	By the end of Fiscal Year 2024, HSH, working with the Controller's Office and the Homelessness Oversight Commission, should develop a set of contract performance outcomes that will be consistently applied across all contracts for the provision of homelessness services and that will link directly to HSH's Home By the Bay strategic goals.	Homelessness Oversight Commission			Will Be Implemented in the Future	In FY 23-24, HSH made substantial progress on a list of comprehensive service and outcome objectives that will be included in the Performance Measurement Plan (PMP) anticipated to be published by the end of the calendar year. The PMP, as referenced in the citywide Strategic Plan on homelessness, Home by the Bay, includes performance outcomes for each intervention that will align with the new system-wide goals described in Home by the Bay. The process to update Appendix A service and outcome objectives for all of HSH's agreements to reflect PMP metrics is a substantial undertaking and will take place over the next few years as part of the department's multi-year procurement plan which will reprocure services by program area. Due to the varied nature of programs, mixed funding streams with associated requirements, and different agreement term durations, adding updated objectives to contracts will require a high level of effort and thoughtfulness. This work will include tailoring some of the outcome objectives and targets unique to that program, and eliminating measures that may be less meaningful, as the Civil Grand Jury identified (ex. 100% of guests with referral needs shall be provided referrals"). Part of the department's work in FY 23-24 was to develop the data infrastructure needed to ensure we can track all metrics included in the PMP. The department is currently working on developing calculations for the PMP metrics and will review and analyze performance metrics in advance of their integration into contracts. This baselining will inform program-specific targets as we begin to integrate these measures into our contracts. Integrating these metrics into our contracts will also enable our ability to hold providers accountable to agreed upon performance targets. In addition, we are beginning work with the Harvard Government Performance Lab who will provide recommendations and strategies for implementing the performance measures, setting targets, and driving towards results-based contracting.
2022-23	Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]	By the end of Fiscal Year 2024, HSH should include, in all contracts for the provision of homelessness services, measures to facilitate tracking the outcome of the services provided across all homelessness subpopulations identified in the Home By the Bay plan, including the chronically homeless.	Homelessness Oversight Commission			This Recommendation has been implemented	Under the oversight of the Commission, HSH includes requirements in all agreements to hold providers accountable to tracking client-level data in the Department's centralized data system, the ONE System. This database is the tool that allows HSH to track outcomes for most of the populations referenced in the Home by the Bay plan. The Home by the Bay plan references that the City will develop strategies and track outcomes related to 11 populations: veterans, youth, families, people who are justice-involved, people with behavioral health care needs, transgender and gender non-conforming people, survivors, people with disabilities, older adults, people experiencing chronic homelessness, and immigrant communities. HSH's Performance Measurement Plan (PMP) related to the citywide Home by the Bay plan is near completion. This PMP informs the outcomes and measures that are tracked for the groups above. Broadly speaking, the goal is to ensure subpopulations are

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