



**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 22-23**  
**Behavioral Health Services**

**Section: MHSA**

**Target Population:**

**Agency:** Mental Health Association of San Francisco

**Site Visit Date:** August 29, 2024

**Program Reviewed:** MHASF Technology Assisted Mental Health Solutions (TAMHS) Project

**Report Date:** September 18, 2024

**Program Code(s):** TAMHS

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

**Site Address:** 870 Market Street, Suite 928, San Francisco, CA 94102

**Finalized Date:**

**CID/MOU#:** 9738 **Appendix #:** B-3

**Funding Source(s):** MHSA

**On-Site Monitoring Team Member(s):** Denise Williams

**Program/Contractor Representatives:** Erik Henriques

**Overall Program Rating:** 3 - Acceptable/Meets 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:** Mental Health Association of San Francisco/MHASF Technology Assisted Mental Health Solutions (TAMHS)

- 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 50.8 percent of its contracted units of service target.
  - A review of the administrative binder evidenced 83.3 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 administered under Behavioral Health Services (BHS) Transitional Age Youth (TAY) System of Care (SOC) with Mental Health Services Act (MHSA) funding. The Technical Assisted Mental Health Solutions (TAMHS) program provides technology to increase access to mental health care and support for all San Francisco residents with a focus on transition age youth (TAY) ages 16-25 and socially isolated trans-identified adults.

The Tech@Hand Technology Distribution Project distributes loaned tablet technology to increase access to digital literacy, mental health support, and MHASF wellness resources for with a focus on transition age youth (TAY) ages 16-25 and socially isolated trans-identified adults. Tech@Hand provides digital literacy workshops in the community and promotes a Peer-to-Peer live chat interface using the internet, where Live Peer Counselors engage with community members in real-time conversations about emotional wellness and help chat visitors build resiliency when life is difficult.

BOCC conducted an onsite monitoring review for FY22-23 on August 29, 2024.

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

**If "Yes", describe program's implementation.**

**FY22-23 Plan of Action required?**     **Yes**     **No**    **See Section 5: Plan of Action Required Report.**

Signature of Author of This Report

DocuSigned by:

*Denise Williams*

Name and Title: Denise Williams, Business Office Contract Compliance Manager

Signature of Authorizing Departmental Reviewer

Signed by:

*Jerna Reyes*

Name and Title: Jerna Reyes, BOCC Director

Signature of Authorizing System of Care Reviewer

DocuSigned by:

*Jessica Brown*

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:

*Erik Henriques*

12/30/24

Signature of Authorized Contract Signatory (Service Provider)

Date

Erik Henriques

Print Name and Title

**RESPONSE TO THIS REPORT DUE:**

**December 27, 2024**

If applicable, please submit any supplemental materials by clicking on the attachment icon below.



**Program Performance & Compliance Findings**

**Rating Criteria:**

<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<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> 76/85=89%
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**1. Program Performance (30 points possible):**

<b>Achievement of Performance Objectives (0-30 pts):</b>	30	35 total points out of 35 points (from 7 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**

I.1	Process: By June 30, 2023, MHASF will enroll 25-60 unduplicated San Francisco residents in its Technology Borrowing & Distribution project or Digital Literacy trainings, as evidenced by a tracking log.	According to the Year-End Program Narrative Report, MHASF has achieved 100% of this goal, 58 individuals were enrolled in the Tech Borrowing and Distribution project (later renamed Tech@Hand).	Points: 5
I.2	Process: By June 30, 2023, MHASF will distribute 25-60 devices (tablet, keyboard) to unduplicated San Francisco Residents through its Technology Borrowing & Distribution project, as evidenced by a tracking log.	According to the Year-End Program Narrative Report, 58/58 devices were loaned out to unduplicated San Francisco residents, achieving 100% of this goal.	Points: 5
I.3	Process: By December 30, 2023, MHASF will recruit 25 participants to participate in TakeMyHand peer chat pilot as evidenced by a chat log.	Not applicable. According to the Year-End Program Narrative Report, TakeMyHand was pending approvals throughout the fiscal year. In June 2023, due no definitive resolution in sight for TakeMyHand, MHASF and SFDPH elected to reallocate funds from TakeMyHand to Tech at Hand (technology borrowing program).	Points:
I.4	Outcome: By June 30, 2023 80% of Technology Borrowing & Distribution project participants will report that they are somewhat or very comfortable using a tablet," as evidenced by satisfaction survey.	According to the Year-End Program Narrative Report, 89% of participants who completed a satisfaction survey reported they feel somewhat or very comfortable using a tablet.	Points: 5
I.5	Outcome: By June 30, 2023, 80% Technology Borrowing and Distribution project participants will respond agree or strongly agree to the following statement "Technical support hours helped increase my understanding of digital literacy".	According to the Year-End Program Narrative Report, 83% of participants who attend support hours and completed a satisfaction survey reported somewhat or strongly agreeing that Tech Support Hours helped increase their understanding of digital literacy.	Points: 5
I.6	Outcome: By June 30, 2023, 80% of Technology Borrowing & Distribution project's Digital Literacy trainings will respond agree or strongly agree to the following statement: "The training increased my understanding of technology use," as evidenced by post training evaluations.	According to the Year-End Program Narrative Report, MHASF ran two digital skills workshops at Conard House in May and June of 2023. In the May workshop, 86% of participants who filled out a survey said they agreed or strongly agreed that the training increased their understanding of technology use. In the June workshop, 69% of participants agreed or strongly agreed that the training increased their understanding of technology use.	Points: 5
I.7	Outcome By June 30, 2022 80% of Technology Borrowing & Distribution project participants will respond agree or strongly agree with the statement "Attending a MHASF virtual resources supported my mental health and wellness," as evidenced by satisfaction survey.	According to the Year-End Program Narrative Report, MHASF ran two digital skills workshops at Conard House in May and June of 2023. In the May workshop, 86% of participants who filled out a survey said they agreed or strongly agreed that the training increased their understanding of technology use. In the June workshop, 69% of participants agreed or strongly agreed that the training increased their understanding of technology use. MHASF is investigating the reason for the drop, to keep its scores consistently above 80% in the future.	Points: 5
I.8	Outcome: December 30, 2022, 80% of Take My Hand peer chat participants will respond agree or strongly agree to the following statement: Overall, I am satisfied with the support I received from Take My Hand.	Not applicable. According to the Year-End Program Narrative Report, TakeMyHand was pending approvals throughout the fiscal year 2022-2023. In June 2023, due no definitive resolution in sight for TakeMyHand, MHASF and SFDPH elected to reallocate funds from TakeMyHand to Tech at Hand (technology borrowing program).	Points:
I.9	Outcome: By June 30, 2022, 25% of TAMHS program participants enrolled will identify as transgender and/or TAY as evidenced by TakeMyHand's pre-chat survey, Tech Procurement tracking log, and Digital Literacy sign-up log.	According to the Year-End Program Narrative Report, MHASF achieved this goal. Over 80% of TAMS participants identify as transgender and/or TAY.	Points: 5

**Commendations/Comments:**

The program is commended for meeting 100% of its applicable Performance Objectives.

**Identified Problems, Recommendations and Timelines:**

The program is reminded to submit raw data (numerator/denominator) in the calculation of POs with percentage targets.

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

<b>Units of Service Deliverables (0-20 pts):</b>		12	51% of Contracted Units of Service		
<b>Program Deliverables Points:</b>		12			
Points Given:	12/20	Category Score:	60%	Performance Rating:	Improvement Needed/ Below Standards

**Units of Service Delivered**

Program Code	Service Description	Contracted/Actual	
TAMHS	45/ 10 - 19 OS - MH Promotion	2,038	1,751
TAMHS	45/10-19 OS - MH Promotion & Support	7,365	3,134
TAMHS	45/20-29 OS - Cmnty Client Svcs	1,350	574

**Unduplicated Clients by Program Code**

Program Code	Contracted/Actual	
TAMHS	25	189

**Commendations/Comments:**

According to the final invoices, the program delivered 51% (5,459/10,753) of their contracted Units of Service (UOS) targets and 232% (58/25) of their Unduplicated Client (UDC) contracted target.

**Identified Problems, Recommendations and Timelines:**

No Plan of Action (POA) is requested for this category at this time. The program reported that it continued to have some delays in programming due to the pandemic, which resulted in low achievement of the UOS. The program added that utilization is now on target and that compliance should be evident in next monitoring review.

**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>		9	83% 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 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		
<b>Program Compliance Points:</b>		29			
Points Given:	29/30	Category Score:	97%	Compliance Rating:	Commendable/ Exceeds Standards

**Commendations/Comments:**

On August 29, 2024, an in-person monitoring review was conducted, during which the program was found to be in adherence to all Premises and most of the Administrative Binder requirements. The program is commended for its outstanding organization and compliance on all BHS Policy requirements.

**Identified Problems, Recommendations and Timelines:**

The program was unable to provide evidence that it completed the annual Cultural Competence Staff Report online. The program was also unable to provide evidence that staff completed the following trainings:

- Aerosol Transmittable Disease
- Exposure to Blood Borne Pathogens
- SOGI
- 12N Ordinance

BOCC requires POAs for the program to describe a process to ensure that it will submit the Annual Cultural Competence reporting online, and that staff will complete all required trainings.

The following required item(s) were not located in the program's Administrative Binder:

- Cultural Competence Staff Report
- Required Trainings

**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:**

Client Satisfaction Survey Results:

- 89% of participants who completed a satisfaction survey reported that they feel somewhat or very comfortable using a tablet.
- 83% of participants who attend support hours and completed a satisfaction survey reported somewhat or strongly agreeing that Tech Support Hours helped increase their understanding of digital literacy.

MHASF also ran two digital skills workshops in May and June of 2023.

- 86% of participants who filled out a survey said they agreed or strongly agreed that the training increased their understanding of technology use. (May)
- 69% of participants agreed or strongly agreed that the training increased their understanding of technology use. MHASF is exploring the reason for this drop in rating, to keep its scores consistently above 80% in the future.

**Identified Problems, Recommendations and Timelines:**

BOCC recommends that the program include in its Year-End Program Narrative Report the survey response rate (respondents/surveys distributed), how and when the survey results are shared with program staff, and if any program changes are made in response to the feedback received from the surveys.

**5. Plan Of Action Required Report**

**Attach your Plan Of Action to the signed Monitoring Report for submission to DPH within the deadline on page 3.**

**Other Deficiencies**

Administrative Binder	The program is required to submit a POA to document how it is currently complying with the online reporting requirements for the Annual Cultural Competence.
Trainings	The program must submit a POA describing how it is currently monitoring and ensuring that all staff will complete all the required trainings.





The mission of MHAOSF is to cultivate peer leadership, build community, and advance social justice in mental health.

## Plan of Action (POA) Form

**Fiscal Year:** FY23-24  
**System of Care:** INN  
**Program Name:** Technology Assisted Mental Health Solutions (TAMHS)  
**Agency Name:** Mental Health Association of San Francisco (MHAOSF)

Issue/Deficiency (refer to Section 5 of monitoring report)	<i>Planned action steps to correct or improve</i>	Assigned to	Target completion date
1. Document how program is currently complying with the online reporting requirements for the Annual Cultural Competence	All program staff have been notified of this deficiency and have been given a deadline to complete the Annual Cultural Competence Training	Erik Henriques- VP of Peer Services and Jasmine Gabb – TAMHS Program Manager	January 31, 2025
2. Describe how program is currently monitoring and ensuring staff are completing all required trainings	The Department of Peer Services' Assistant Manager is responsible for tracking the progress of this required request	Sydnie So – Peer Services Assistant Manager	January 31, 2025

**Program/Agency:** Mental Health Association of San Francisco (TAMHS)  
**Name:** Erik Henriques – Vice President of Peer Services  
**Signature:**

**Date:** 12/26/24