

December 7, 2021 Program Monitoring Information

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
SFHN/HHS	Positive Resource Center (PRC)								
	PRC AIDS Emergency Fund (AEF)	4 - Commendable/ Exceeds Standards	4 - Commendab le/Exceeds Standards	4 - Commendab le/Exceeds Standards	4 - Commendab le/Exceeds Standards	4 - Commendab le/Exceeds Standards	No	FY19-20	Program commended for achieving all contracted performance objectives, particularly for keeping the 98 applicants who filed for eviction protection from losing their housing.
SFHN/BHS	A Better Way								
	A Better Way Outpatient Mental Health Program	Program scoring suspended due to COVID-19 impact	NA	NA	NA	NA	Yes	FY19-20	Program fell short in achievement of performance objectives but delivered all contracted units of service. Plan of Action (POA) issued for failure to submit Cultural Competence Staff Report and Client Satisfaction data, required by BHS Administration.
	A Better Way Early Childhood Mental Health Program	Program scoring suspended due to COVID-19 impact	NA	NA	NA	NA	Yes	FY19-20	Program fell short in achievement of performance objectives and delivery of contracted units of service. Plan of Action (POA) issued for failure to submit Cultural Competence Staff Report and Client Satisfaction data, required by BHS Administration.
	A Better Way Therapeutic Visitation Program	Program scoring suspended due to COVID-19 impact	NA	NA	NA	NA	Yes	FY19-20	Program fell short in achievement of performance objectives and delivery of contracted units of service. Plan of Action (POA) issued for failure to submit Cultural Competence Staff Report and Client Satisfaction data, required by BHS Administration