

October 4, 2022 Health Commission

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
BHS	Progress Foundation CID # 1000010016								
	ADU Avenues	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 122% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being greater than 50% and percentage of clients indicating satisfaction with the program's services between 90 - 100%. Program commended for excellent performance on the performance objectives and exceeding its units of service contractual obligation.
	ADU La Posada	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 117% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being greater than 50% and percentage of clients indicating satisfaction with the program's services between 80-89%. Program commended for excellent performance on the performance objectives (except for one repeated issue) and exceeding its units of service contractual obligation.
	ADU Shrader House	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 123% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being greater than 50% and percentage of clients indicating satisfaction with the program's services between 90 - 100%. Program commended for improvement on objective MHSRES1 over previous year and exceeding its units of service contractual obligation.
	ADU Dore Residence	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program was exempted from contracted performance objectives and units of service target but still exceeded both. Program failed to complete either a standardized or customized client satisfaction survey.
	RTF Ashbury House	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 132% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being greater than 50% and percentage of clients indicating satisfaction with the program's services between 80-89%. Program commended for excellent improvement on all performance objectives except one. Program commended for exceeding its contractual obligation for units of service.

Notes

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	RTF Clay Street	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 95% of its contracted performance objectives and 137% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being greater than 50% and percentage of clients indicating satisfaction with the program's services between 80-89%. Program commended for exceeding its units of service contractual obligation.
	RTF Cortland House	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 95% of its contracted performance objectives and 119% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being greater than 50% and percentage of clients indicating satisfaction with the program's services between 90-100%. Program had good results regarding all performance objectives and is commended for improving on Objectives MHRES-7 over previous year. Program commended for exceeding its units of service contractual obligation.
	RTF Dorine Loso House	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 90% of its contracted performance objectives and 125% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being less than 50% and percentage of clients indicating satisfaction with the program's services between 70-79%. Program had mixed results on all performance objectives and is advised to focus on a few areas of documentation (MHRES1 and MHRES5). Program commended for exceeding its units of service contractual obligation.
	RTF La Amistad	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 95% of its contracted performance objectives and 115% of its contracted units of service target. The program failed to submit the Program Declaration of Compliance. The program conducted a client satisfaction survey in a timely fashion, with the return rate being less than 50% and percentage of clients indicating satisfaction with the program's services between 90-100%. Program had mixed results on all performance objectives but is commended for improving the rating on the objective focused on closing ANSAs. Program commended for exceeding its units of service contractual obligation.

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	RFT Progress House	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 123% of its contracted units of service target. The program failed to submit the Program Declaration of Compliance. The program conducted a client satisfaction survey in a timely fashion, with the return rate being greater than 50% and percentage of clients indicating satisfaction with the program's services between 80-89%. Program achieved excellent results with performance objectives, scoring maximum ratings with each except one. Program commended for exceeding its units of service contractual obligation.
	Senior Programs - Rypin House	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 118% of its contracted units of service target. The program failed to submit the Program Declaration of Compliance. The program failed to complete either a standardized or customized Client Satisfaction Survey. Program achieved excellent results with performance objectives. Program commended for exceeding its units of service contractual obligation.
	Seniors - Carroll House	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 118% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being greater than 50% and percentage of clients indicating satisfaction with the program's services less than 50%. Program had mixed results with performance objectives, with generally excellent results except for two objectives. Program commended for exceeding its units of service contractual obligation.
	Supported Living Program	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA	No	20-21	Program met 100% of its contracted performance objectives and 108% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being less than 50% and percentage of clients indicating satisfaction with the program's services between 90-100%. Program had mixed results with performance objectives. Program commended for exceeding its units of service contractual obligation.

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	Supported Living Program - TAY	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA		19-20	NOTE: FY20-21 monitoring report not yet completed. 19-20 data included here. Program met 67% of its contracted performance objectives and 91% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being greater than 50% and percentage of clients indicating satisfaction with the program's services between 90-100%. The program is commended for excellent achievement of two of the performance objectives. Three objectives were deemed not applicable by the SOC.
BHS	Special Services for Groups- OTTP CID # 1000011457								
	SSG Occupational Therapy Training Program – Outpatient Services	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA		20-21	Program met 91% of its contracted performance objectives and 108% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being less than 50% and percentage of clients indicating satisfaction with the program's services between 70-79%. Program commended for excellent achievement of performance objectives.. Program commended for exceeding its contractual obligation for units of service.
	SSG Occupational Therapy Training Program - Family Mosaic Services	scoring suspended due to COVID impact	NA	NA	NA	NA		20-21	Program was exempt of contracted performance objectives and met 85% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being less than 50% and percentage of clients indicating satisfaction with the program's services between 90-100%.
BHS	Westside Community Mental Health CID# 1000011455								
	Westside Outpatient Clinic	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA		20-21	Program met 69% of its contracted performance objectives and 70% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being less than 50% and percentage of clients indicating satisfaction with the program's services between 90-100%. Program failed to achieve the following performance objectives; however, due to the continuing pandemic, no POA is required at this time: MHOP-4 and MHOP-5.

AOAMHOP4 - Psych Referral Date Recorded,
AOAMHOP5 - Med Service w/in 15 Days of Referral Date

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	Westside Assertive Community Treatment ACT	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA		20-21	Program met 57% of its contracted performance objectives and 80% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being less than 50% and percentage of clients indicating satisfaction with the program's services between 90-100%. Program failed to achieve five (NH note - typo on report reads '5') performance objectives failed); however, due to the continuing pandemic, no POA is required at this time.
	Westside Crisis Clinic	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA		20-21	Program met 87% of its contracted performance objectives and 56% of its contracted units of service target. The program conducted a client satisfaction survey in a timely fashion, with the return rate being less than 50% and percentage of clients indicating satisfaction with the program's services between 90-100%.
	Westside Ajani Child and Adolescent Services	Desk Audit completed of vendor program results, however category scoring suspended due to COVID impact	NA	NA	NA	NA		20-21	Program met 100% of its contracted performance objectives and 0% of its contracted units of service target. The program completed its client satisfaction survey and analyzed the results. Program commended for successfully achieving all of its objectives. There were no services billed during FY 20-21 according to Avatar. There were no contracted units of service deliverables reflected on program's final JUN 21 invoices: M09, M10 (cost reimbursement basis).

*Tom's text in the report says 5 objectives failed but it should read 3. Those objectives were AOA.MHICM1 - Psych Inpatient Recidivism, AOAMHICM6 - Vocational/Meaningful Activity Enrollment, AOMHICM7 - Treatment Plan of Care Finalized.