



San Francisco
Health Network



San Francisco
Department of Public Health

Mental Health Services Act (MHSA)

Fiscal Year 2019-2020 Performance Objectives

For

Programs Managed by the MHSA Administrative Office

Please note: There are other MHSA-funded programs managed within the *Child, Youth and Families (CYF)*, *Transitional Age Youth (TAY)*, and the *Adult/Older Adult (A/OA) Systems of Care (SOC)*.
Programs under the aforementioned SOC are not included in this document.

If you have questions about those programs, please contact your SOC Program Manager.

MHSA FY 19-20 Performance Objectives for Programs Managed by MHSA Administration

Purpose: This document includes the process and outcome objectives for Mental Health Services Act (MHSA)-funded programs, grouped by the focus areas listed below.

- I. **(Tab 1) | Peer-to-Peer Support Services,**
- II. **(Tab 2) | Prevention and Early Intervention Services,** including **Population Focused Mental Health Promotion and Early Intervention,**
- III. **(Tab 3) | Recovery Oriented Treatment Services,**
- IV. **(Tab 4) | Behavioral Health Workforce Development**
- VI. **(Tab 5) | Vocational Services,** and
- VII. **(Tab 6) | Evaluation Support Services**

These individualized objectives apply the SMART (Specific, Measurable, Achievable/Attainable, Realistic, and Timely) format. While all these programs welcome and serve all ethnicities and populations, many of these programs are designed to meet the cultural and linguistic needs of various underserved populations. This document contains MHSA-funded programs managed within the MHSA Administrative office.

This document will be referenced in the Appendix A section of each applicable contract. Contractors should understand that these objectives will be used as a factor for contract compliance. All MHSA-funded programs in this document are required to submit a mid-year and end of year report. All aspects of an agency's program - including these deliverables - are subject to the certified contract with the Department of Public Health. It is the responsibility of the agency to understand their contract with the City. **Thank you to staff of all the MHSA-funded programs! We appreciate your great work!**

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MHSA Program Performance Objectives (PO)
Peer-to-Peer Support Services
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Agency	Program Name	FY19-20 Year End Report Completed?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Mental Health Association of San Francisco (MHA SF)	Peer Engagement Services	Yes	Tracey Helton	Peers & Behavioral Health Consumers	Process	By June 30, 2020, SOLVE will deliver 25 anti-stigma presentations reaching 500 individuals as measured by sign-up sheets and documented in weekly and quarterly reports.
					Outcome	By June 30, 2020, 80% of audience members for SOLVE presentations who completed surveys will demonstrate decreased stigma towards mental health conditions, as measured by average responses of "Agree" or "Strongly Agree" on the post-presentation survey and summarized in annual reports.
					Outcome	By June 30, 2020, 80% of Peer Educators will report experiencing reduced self-stigma to be measured by surveys conducted at the six and twelve month point of their participation, and from written statements collected throughout the course of trainings and support meetings.
					Process	By June 30, 2020, 50 individuals will receive 1:1 wellness coaching support (which can include phone support, office visits, and home visits), as documented in sign-up sheets and logs.
					Outcome	By June 30, 2020, 80% of individuals receiving 1:1 coaching will achieve one personal wellness goal from their care plan, as documented in the 1:1 individual care plan.
					Outcome	By June 30, 2020, 80% individuals receiving group support will report an increase in social connectedness, as measured by having an average of 2 or greater on the adapted Loneliness items in the participant feedback form.
Mental Health Association of San Francisco (MHA SF)	Warmline (Not MHSA-Funded)	No	Tracey Helton	Peers, Behavioral Health Consumers, and Community-at-Large	Process	By June 30, 2020, 30% of callers to the PWL will be from marginalized or underserved communities, as measured by voluntary demographic and geographic information in their caller profile and caller feedback surveys.
					Outcome	By June 30, 2020, 80% of surveyed callers will respond that they "Agreed" or "Strongly Agreed" to feeling heard/listened to as a results of the PWL call, as measured by the PWL evaluation survey item.

MHSA Program Performance Objectives (PO)
Peer-to-Peer Support Services
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Agency	Program Name	FY19-20 Year End Report Completed?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
National Alliance on Mental Illness (NAMI)	Peer-to-Peer; Family-to-Family	Yes	Tracey Helton	Peers, Consumers and their Family Members	Outcome	By June 30, 2020, 80% of participants surveyed in Peer-to- Peer and Family-to- Family classes will increase their understanding of mental illness and recognize signs and symptoms of mental illness as evidenced by final class self-report evaluations.
					Outcome	By June 30, 2020, 80% of family members surveyed in Family-to-Family will increase communication techniques with their family member living with mental illness, as evidence by end of class self-report evaluations.
					Outcome	By June 30, 2020, 80% of participants surveyed in Peer-to- Peer and Family-to- Family classes will develop skills for practicing self-care as evidenced by end of class report evaluations.
Richmond Area Multi Services (RAMS)	Intensive Case Management (ICM)- Outpatient (OP) Peer Transition Team	Yes	Tracey Helton	TAY and Adult Peers (Consumers of Services)	Process	By June 30th, 2020, 80% of clients enrolled with the Peer Transition Team will meet with a Peer Counselor within 30 days of date of enrollment.
					Outcome	Outcome Objective: By June 30th 2020, 75% of surveyed clients will report feeling heard and understood by their peer counselor.
					Outcome	By June 30th, 2020, 75% of surveyed clients will report that they feel more comfortable with their new provider.
					Outcome	By June 30th, 2020 75% of surveyed referral clinics will report that the Peer Transition Team was helpful in transitioning clients to less intensive services.
Richmond Area Multi Services (RAMS)	Peer-To-Peer Linkage (Not MHSA-Funded)	No	Tracey Helton	Peers, Consumers and their Family Members	Process	During 2019-2020 Fiscal Year, the RAMS Peer to Peer Linkage program will conduct quarterly site visits to meet with each Service Coordinator and Site Supervisor(s) regarding staffing, work duties and assignments, and address any concerns with the program. This will be documented in program reports.
					Outcome	By June 30, 2020, 80% of surveyed clients will indicate an increased knowledge about the community, health and cultural resources available to them. This will be evidenced by items on client feedback tools.

MHSA Program Performance Objectives (PO)
Peer-to-Peer Support Services
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Completed?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Peer-To-Peer Linkage (Not MHSA-Funded)	No	Tracey Helton	Peers, Consumers and their Family Members	Outcome	By June 30, 2020, 80% of surveyed clients will indicate improvements in achieving goals that improve quality of life. This will be evidenced by items on client feedback tools.
					Outcome	By June 30, 2020, 80% of surveyed clients will indicate improvements in overall well-being. This will be evidenced by items on client feedback tools.
Richmond Area Multi Services (RAMS)	Peer Specialist Mental Health Certificate	Yes	Tracey Helton	Peers, Consumers and their Family Members	Outcome	Upon completion of the Entry and/or Advanced Certificate program, 75% of surveyed participants will indicate plans to pursue and/or continue a career (job, volunteer, further education) in the health & human services field (behavioral health, health, community services). This will be evidenced by items on post-program evaluations.
					Outcome	75% of Entry and/or Advanced Certificate program participants will successfully complete the program (i.e. graduate). This will be evidenced by program participant completion records.
					Outcome	Upon completion of the Entry and/or Advanced Certificate, 75% of participants will report an increase in skills and knowledge due to participation in the program. This will be evidenced by items on post-program/training evaluations.
					Outcome	By June 30, 2020, the Peer Specialist Mental Health Certificate program will coordinate and hold four social networking events (connecting/linking program alumni with current participants for professional network and support) intended for wellness and promotion, as evidenced by attendance records.
Richmond Area Multi Services (RAMS)	Peer to Peer Employment	Yes	Tracey Helton	Peers, Consumers and their Family Members	Process	RAMS Peer to Peer Employment: By June 30, 2020, 75% of program employees (working 16+ hours/week) will participate in four or more skills development and/or wellness trainings/sessions. This will be evidenced by program attendance records.

MHSA Program Performance Objectives (PO)
Peer-to-Peer Support Services
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Agency	Program Name	FY19-20 Year End Report Completed?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Peer to Peer Employment	Yes	Tracey Helton	Peers, Consumers and their Family Members	Outcome	RAMS Peer to Peer Employment: By June 30, 2020, 75% of program employees (working 16+ hours/week) will participate in four or more skills development and/or wellness trainings/sessions. This will be evidenced by program attendance records.
					Outcome	Peer Counseling & Outreach Services and Peer Wellness/Drop-In Center: By June 30, 2020, 75% of surveyed clients/participants of group services and/or Wellness Center services will report that they feel socially connected. This will be evidenced by items on the client feedback tools.
					Outcome	Peer Internship: By June 30, 2020, 75% of enrolled interns will successfully complete (i.e. graduate) the training or have exited the program early due to obtaining employment related to this field. This will be evidenced by program enrollment records.
					Outcome	Peer Internship: At program completion, 75% of surveyed intern graduates will indicate improvements in their abilities to manage stress in the workplace. This will be evidenced by items on post-program evaluations.
San Francisco Department of Public Health (SFDPH)	LEGACY	Yes	Tracey Helton	Peers, Consumers and their Families/Parents	Process	By June 30, 2020, LEGACY will participate in 7 community/health fair events, as evidenced by the LEGACY excel outreach event log, stored in the outreach binder.
					Outcome	By June 30, 2020, 20% of consumers who signed LEGACY's log at the health fairs, and provided a working phone number, will access one type of service provided by LEGACY program, as evidenced by the outreach sign-in sheets.
					Process	By June 30, 2020, 80% of consumers identified as seeking services will be screened to receive culturally and linguistically appropriate services through one-on-one, peer-to-peer support to address their and/or their children's mental health needs, as evidenced by the referral tracking log.

MHSA Program Performance Objectives (PO)
Peer-to-Peer Support Services
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Agency	Program Name	FY19-20 Year End Report Completed?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
San Francisco Department of Public Health (SFDPH)	LEGACY	Yes	Tracey Helton	Peers, Consumers and their Families/Parents	Outcome	By June 30, 2020, 60 consumers will have successfully completed one self-identified behavioral health service goal as evidenced through the biannual chart audits, administered by supervisors, and analyzed in the excel LEGACY outcome log.
					Process	By June 30, 2020, 20 consumers will have received education and knowledge on community resources as well as health and well-being of their and/or their children's needs, by participating in our monthly Family Support Night group, as evidenced by Family Support Night sign-in sheets.
					Process	By June 30, 2020, 60% of consumers will report feeling empowered to share their experiences as consumers of Behavioral Health Services, as evidenced by the LEGACY FSN survey, administered quarterly and stored in the LEGACY excel data binder.
					Outcome	By June 30, 2020, 50% of consumers will have participated in one internal service, as evidenced by the LEGACY group referral binder.
San Francisco Department of Public Health (SFDPH)	Transgender Pilot Project	Yes	Tracey Helton	Transgender Women of Color who are Peers/Consumers	Outcome	By June 30, 2020, program participants will report increased social connection as evidenced by 75% of participants rating 4 or above on a client survey administered by SFDPH, collected by the program manager and stored in a locked cabinet.
					Outcome	By June 30, 2020, program participants will report improvements to health, wellness and recovery as a direct result of program as evidenced by 75% of participants rating 4 or above on evaluations provided after the Trans Health and Wellness fair on a client survey administered by SFDPH, collected by the program manager and stored in a locked cabinet.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Curry Senior Center	Addressing the Needs of Socially Isolated Older Adults (Innovation)	Yes	Teresa Yu	Socially Isolated Older Adults	Process	Outreach and Engagement: By June 30, 2020, 300 older adults will be reached by Peer Outreach Workers as evidenced by outreach client contact logs and event sign-in sheets.
					Process	Screening and Assessment: By June 30, 2020, 75 isolated older adults will be screened for behavioral health needs using a preclinical Behavioral Health screening tool, administered by Peer Outreach Specialists as evidenced by screening log.
					Outcome	Screening and Assessment: By June 30, 2020, 75% of isolated older adults screened and identified as having a behavioral health need will be referred to appropriate behavioral health series, as evidenced by a referral tracking system.
					Process	Wellness Promotion: By June 30, 2020, 30 isolated older adults will attend 3 group activities as evidenced by group activity log.
					Outcome	Wellness Promotion: By June 30, 2020, 60% of older adults who participate in 3 group activities, and completed the survey, will report equal or increased levels of social connectedness, as measured by the client satisfaction survey.
					Process	Service Linkage: By June 30, 2020, 60 isolated older adults will be screened for non-behavioral health needs as reflected in client logs.
					Outcome	Service Linkage: By June 30, 2020, 90% of isolated older adults who indicate the need for non-behavioral health services will be referred to the appropriate service as evidenced by client log sheets.
Curry Senior Center	Senior Drop-in Center	Yes	Teresa Yu	Socially Isolated Older Adults	Process	Screening and Assessment: By June 30, 2020, 25 seniors will be informally assessed for non-behavioral health services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Process	Screening and Assessment: By June 30, 2020, 20 limited English speaking seniors will be informally assessed for non-behavioral health services needs as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Outcome	Screening and Assessment: By June 30, 2020, 20% of seniors who will be informally assessed for non-behavioral health needs, will be referred to services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
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Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Curry Senior Center	Senior Drop-in Center	Yes	Teresa Yu	Socially Isolated Older Adults	Outcome	Screening and Assessment: By June 30, 2020, 20% of limited English speaking seniors who will be informally assessed for non-behavioral health needs, will be referred to services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Process	Wellness Promotion: By June 30, 2020, 150 seniors will attend wellness-based activities offered by peer staff as evidenced by the peer-staff administered participant log. Examples of activities are: tournaments of games, exercise, and discussion groups.
					Outcome	Wellness Promotion: By June 30, 2020, 70% of participants attending 3 activities or more will report an increase in socialization as measured by client participation surveys administered by Program Manager and Peer staff on a quarterly basis and tracked by data analyst.
Hospitality House	Community Building Program	Yes	Kimberly Ganade	Multi-Diagnosed, Multi-Traumatized, Adults residents of the Tenderloin; Individuals and "families," understood as a primary social group sharing common beliefs & activities, as defined by its members – e.g. African American, American Indian, Veterans	Process	Outreach and Engagement: By June 30, 2020, community events will be held to reach 150 participants, as documented in sign-in sheets, maintained by the Program Associate and stored in the file room.
					Process	Screening and Assessment: By June 30, 2020, 60 participants will be screened and/or assessed for behavioral health concerns measured by the Case Management Assessment conducted by the program case managers, and documented in Monthly Outcome Forms, maintained by the Program Associate and stored in the file room.
					Outcome	Screening and Assessment: By June 30, 2020, 75% of participants screened and/or assessed will be referred to behavioral health services as measured by a harm reduction plan in the Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.
					Process	Wellness Promotion: By June 30, 2020, 8 participants will enroll in wellness promotion activities, as evidenced by participation in the 18-week Healing, Organizing & Leadership Development internship, and documented in sign-in sheets, maintained by the Program Associate and stored in the file room.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
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Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Community Building Program	Yes	Kimberly Ganade	Multi-Diagnosed, Multi-Traumatized, Adults residents of the Tenderloin; Individuals and "families," understood as a primary social group sharing common beliefs & activities, as defined by its members – e.g. African American, American Indian, Veterans	Outcome	Wellness Promotion: By June 30, 2020, 4 participants will increase social connectedness as assessed by staff through observation of participants conducting community organizing (i.e., presenting at a community event) documented in event programs, maintained by the Program Associate and stored in the file room.
					Process	Individual and Group Therapeutic Services: By June 30, 2020, 50 Harm Reduction Therapy Center (HRTC) individual therapy participants will have a stated case plan, as measured by the HRTC case plan and documented in the HRTC Unicorn database that will be maintained by HRTC staff and stored electronically.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2020, 75% will complete at least one case plan goal, as measured by the HRTC case plan and documented in the HRTC Unicorn database that will be maintained by HRTC staff and stored electronically.
					Process	Service Linkage: By June 30, 2020, 80 participants will be referred to behavioral health services, as measured by creation of a harm reduction plan, and documented in Monthly Outcome Forms, maintained by the Program Associate and stored in the file room.
					Process	Service Linkage: By June 30, 2020, 60 participants will have a written case plan, as documented in the Monthly Outcome Forms, maintained by the Program Associate and stored in the file room.
					Outcome	Service Linkage: By June 30, 2020, 25 participants will achieve at least one case plan goal, as measured by the case plan, and documented in Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.
Hospitality House	Sixth Street Self-Help Center	Yes	Kimberly Ganade	Listed on next page	Process	Outreach and Engagement: By June 30, 2020, 1,000 participants will be contacted through participation in a range of socialization and wellness services (e.g. immediate survival and support services, wrap-around services, socialization and cultural activities, case management, housing assistance fund, holistic behavioral health services) as documented in sign-in sheets, maintained by the Data Entry Clerk and stored in the file room.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
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Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Sixth Street Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Sixth Street Corridor/South of Market Area with behavioral health challenges; (Including Unhoused People & Those Living in SRO Hotels, Immigrants, Veterans, People with Disabilities, LGBT Communities, & Ex-Offenders)	Process	Screening and Assessment: By June 30, 2020, 60 participants will be screened and/or assessed for behavioral health concerns as measured by the Case Management Assessment conducted by the program case managers, and documented in Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.
					Outcome	Screening and Assessment: By June 30, 2020, 75% of participants screened and/or assessed will be referred to behavioral health services as measured by a harm reduction plan in the Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.
					Process	Wellness Promotion: By June 30, 2020, 75 participants will attend Harm Reduction support groups conducted by the Harm Reduction Therapy Center, as measured by group sign-in sheets, and documented in the HRTC Unicorn database that will be maintained by HRTC staff and stored electronically.
					Outcome	Wellness Promotion: By June 30, 2020, 50% of Harm Reduction support group participants will demonstrate reduced risk behaviors (e.g. reduction in substance use, unsafe substance use practices, sexual risk, self-injurious behavior, or other-injurious behavior) as reported by group participants as documented by facilitator on the sign-in sheet and documented in the HRTC Unicorn database.
					Process	Service Linkage: By June 30, 2020, 40 participants will be referred to behavioral health services, as measured by creation of a harm reduction plan, and documented in Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.
					Outcome	Service Linkage: By June 30, 2020, 25 participants will achieve at least one case plan goal, as measured by the case plan, and documented in Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.
					Process	Service Linkage: By June 30, 2020, 30 participants will have a written case plan, as documented in the Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
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Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Tenderloin Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Tenderloin Neighborhood with behavioral health challenges	Process	Outreach and Engagement: By June 30, 2020, 2,500 participants will be contacted through participation in a range of socialization and wellness services (e.g. immediate survival and support services, wrap-around services, socialization and cultural activities, case management, housing assistance fund, holistic behavioral health services, primary care triage) as documented in sign-in sheets, maintained by the Data Entry Clerk and stored in the file room.
					Process	Screening and Assessment: By June 30, 2020, 80 participants will be screened and/or assessed for behavioral health concerns as measured by the Case Management Assessment conducted by the program case managers, and documented in Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.
					Outcome	Screening and Assessment: By June 30, 2020, 75% of participants screened and/or assessed will be referred to behavioral health services as measured by a harm reduction plan in the Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.
					Process	Wellness Promotion: By June 30, 2020, 175 participants will attend Harm Reduction support groups conducted by the Harm Reduction Therapy Center, as measured by group sign-in sheets, and documented in the HRTC Unicorn database that will be maintained by HRTC staff and stored electronically.
					Outcome	Wellness Promotion: By June 30, 2020, 50% of Harm Reduction support group participants will demonstrate reduced risk behaviors (e.g. reduction in substance use, unsafe substance use practices, sexual risk, self-injurious behavior, or other-injurious behavior) as reported by group participants and documented by facilitator on the sign-in sheet and documented in the HRTC Unicorn database.
					Process	Service Linkage: By June 30, 2020, 80 participants will be referred to behavioral health services, as measured by creation of a harm reduction plan, and documented in Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.
					Outcome	Service Linkage: By June 30, 2020, 50 participants will achieve at least one case plan goal, as measured by the case plan, and documented in Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
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Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Tenderloin Self-Help Center	Yes	Kimberly Ganade	Listed on previous page	Process	Service Linkage: By June 30, 2020, 60 participants will have a written case plan, as documented in the Monthly Outcome Forms, maintained by the Data Entry Clerk and stored in the file room.
Instituto Familiar de la Raza	Indigena Health and Wellness Collaborative (IHWC)	Yes	Kimberly Ganade	Indigena immigrant families – comprised mostly of newly arrived young adults representing Maya-Yucatecos, Mayan immigrant community, emerging Maya communities from Mam & Quiche from Guatemala and Tzeltal & Chol from Chiapas	<p>Process</p> <p>Process</p> <p>Outcome</p> <p>Process</p> <p>Process</p> <p>Process</p>	<p>Outreach and Engagement: By June 30, 2020, Health Promoters will provide outreach contact to 720 individuals through phone calls, community walk-through, and open community events, as evidenced by contact logs stored in the "Units of Service" binder and documented in Exponent Case Management "Verdades" System & summarized in Outreach Activity Report.</p> <p>Screening and Assessment: By June 30, 2020, 100 individuals will be informally assessed for non-behavioral health services using the Exponent Case Management "Verdades" System Quick Referrals Tool, as evidenced by electronic health records, stored in ECM "Verdades" System & summarized in Quick Referrals Report.</p> <p>Screening and Assessment: By June 30, 2020, 75% of participants who are informally assessed for non-behavioral health services will complete one successful internal or external referral as documented in Exponent Case Management "Verdades" System Quick Referrals Tool & summarized in Quick Referrals Report.</p> <p>Wellness Promotion: By June 30, 2020, 300 individuals will participate in cultural/ceremonial/social events (e.g. Dia de los Muertos, Water Walk) as evidenced by head count forms stored in the "Units of Service" binder and documented in Exponent Case Management "Verdades" System & summarized in Ceremonias Activity Report.</p> <p>Wellness Promotion: By June 30, 2020, 100 unduplicated participants will participate in psychological peer support groups/talleres, as measured by group sign-in sheets that will be stored in the "Units of Service" binder and documented in the ECM "Verdades" System.</p> <p>Wellness Promotion: By June 30, 2020, 50% of individuals participating in the Psychosocial Peer Support groups/talleres will take the "Holistic Wellness Social Connectedness Survey."</p>

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Instituto Familiar de la Raza	Indigena Health and Wellness Collaborative (IHCW)	Yes	Kimberly Ganade	Indigena immigrant families – comprised mostly of newly arrived young adults representing Maya-Yucatecos, Mayan immigrant community, emerging Maya communities from Mam & Quiche from Guatemala and Tzeltal & Chol from Chiapas	Outcome	Wellness Promotion: By June 30, 2020, 65% of surveyed individuals participating in the Psychosocial Peer Support groups/talleres will demonstrate increase or maintain social connectedness as measured by responses to the items on the "Holistic Wellness Social Connectedness Survey."
					Process	Service Linkage: By June 30, 2020, 50 individuals receiving non-clinical case management will be referred to behavioral health and/or social services as documented and stored in ECM "Verdades" System Referrals Tool, as evidenced by electronic health records & summarized in Referrals Report.
					Process	Service Linkage: By June 30, 2020, 50 individuals will have a written case/care plan documented and stored in the ECM "Verdades" System Care Plans Tool, as evidenced by electronic health records & summarized in Care Plans Report.
					Outcome	Service Linkage: By June 30, 2020, 75% of individuals receiving non-clinical case management will achieve at least one goal in their case/care plan as evidenced by Care Plans "Goals" Tool Report documented and stored in the ECM "Verdades" System.
Native American Health Center (NAHC)	Living In Balance	Yes	Kimberly Ganade	Native American Adults with Exposure to Trauma; Native American Children & Transitional Aged Youth in Stressed Families	Process	Outreach and Engagement: By June 30, 2020, NAHC will reach 150 unduplicated clients (UDC) through outreach efforts including tabling community events, such as Pow Wows, as evidenced by sign-in sheets, stored in Project Management Software & summarized in Prevention & Early Intervention (PEI) Outreach and Engagement Report.
					Process	Screening and Assessment: By June 30, 2020, 10 unduplicated clients will be screened to determine the need of behavioral health services using the Intake & Assessment Tool, as evidenced by electronic health records, stored in Practice Management System & summarized in PEI Intake Report.
					Outcome	Screening and Assessment: By June 30, 2020, 85% of UDC whose screening results indicate a need for Behavioral Health Treatment will be referred to behavioral health services as evidenced by electronic health records, stored in Practice Management System and summarized in a PEI Individual Therapy report.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Native American Health Center (NAHC)	Living In Balance	Yes	Kimberly Ganade	Native American Adults with Exposure to Trauma; Native American Children & Transitional Aged Youth in Stressed Families	Process	Wellness Promotion: By June 30, 2020, cultural & traditional art groups will reach 150 attendees (45 UDC) as evidenced by sign-in sheets, stored in Practice Management System & summarized in PEI Community Group Report.
					Outcome	Wellness Promotion: By June 30, 2020, 70% of individuals who participate in wellness promotion groups, will maintain or have an increase feeling of social connectedness as measured by our PEI Follow-up Questionnaire, stored in Practice Management System in the PEI Satisfaction Survey Report.
					Process	Individual and Group Therapeutic Services: By June 30, 2020, 10 UDC will receive therapeutic counseling services as evidence, stored in Practice Management System, and summarized in PEI Individual Therapy report.
					Outcome	Individual and Group Therapeutic Services: By the end of the fiscal year 2019-2020, 7 UDC will complete at the least one behavioral health service goal as evidenced through individualized care plans stored in Practice Management System and summarized in Clients Care Plan report.
					Process	Individual/Group Therapeutic Services: Traditional Group Services: By June 30, 2020, Living in Balance will offer (2) group traditional healing services, reaching 40 UDC as evidenced by sign-in sheets, stored in Practice Management System & summarized in PEI Traditional Healer Event Report.
					Process	Individual/Group Therapeutic Services: Individual Traditional Services: By June 30, 2020, 30 UDC will receive individual traditional services as evidenced by sign-in sheets and stored in Practice Management System and summarized in individual Traditional Service Report.
					Process	Service Linkage: By June 30, 2020, 15 UDC will be referred and linked to mental health services or other resources as evidenced and stored in locked PEI Case Management files and summarized in PEI Case Management Report.
					Process	Service Linkage: By June 30, 2020, 15 UDC will have a written case/care plan as evidenced through individualized Care Plan Reports stored in locked PEI Case Management files and summarized in PEI Case Plan report.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
Fiscal Year 2019-2020

Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Native American Health Center (NAHC)	Living In Balance	Yes	Kimberly Ganade	Listed on previous page	Outcome	Service Linkage: By the end of fiscal year 2019-2020, 7 UDC will achieve at least one case management plan goal as evidenced and stored in locked PEI Case Management files and summarized in PEI Case Management Report.
Rafiki Coalition of Health & Wellness	Black African American Wellness & Peer Leadership (BAAWPL) (Funded in Collaboration with Community Health Equity & Promotion [CHEP])	Yes	Vincent Fuqua & Josephine Ayankoya	Black/African American adults and active seniors who have or at risk for health inequities and/or have been exposed to trauma/systemic racism, as well as children, youth & families & transitional aged youth who are in stressed families, failing in school or at risk or involved with the juvenile justice system	Process	Outreach and Engagement: By June 30, 2020, Rafiki will provide outreach to 1,000 contacts from the target population, as evidenced by contact logs and event sign-in sheets.
					Outcome	Outreach and Engagement: By June 30, 2020, 75 participants will report an increase in feelings of social connection, as measured by Rafiki's activity feedback surveys.
					Process	Outreach and Engagement: By June 30, 2020, the Rafiki Program Calendar will be distributed quarterly to community partners across multiple identified target sites.
					Process	Screening and Assessment: By June 30, 2020, 40 individual participants will complete the biomarker health screening, as evidenced by the biomarker dashboard.
					Outcome	Screening and Assessment: By June 30, 2020, 25% of those completing the biomarker screening will report an increase in positive health behaviors, as evidenced by self-report on the Rafiki feedback survey.
					Process	Wellness Promotion: By June 30, 2020, 100 participants in Rafiki Wellness Programs will have taken the <i>Updated Rafiki Evaluation</i> for pre and post visit.
					Outcome	Wellness Promotion: By June 30, 2020 75% of participants will report an increase in feelings of social connection related to participation and attendance at Rafiki programs and services. This outcome will be measured by <i>Updated Rafiki Evaluation</i> survey.
					Process	Wellness Promotion: By June 30, 2020, 65 participants in Rafiki Wellness Programs will attend 1 community event or social/cultural enrichment activity, 1 movement class, and 1 MH or healing circle. This will be tracked by event sign-in sheets.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Rafiki Coalition of Health & Wellness	Black African American Wellness & Peer Leadership (BAAWPL) (Funded in Collaboration with Community Health Equity & Promotion [CHEP])	Yes	Vincent Fuqua & Josephine Ayankoya	Black/African American adults and active seniors who have or at risk for health inequities and/or have been exposed to trauma/systemic racism, as well as children, youth & families & transitional aged youth who are in stressed families, failing in school or at risk or involved with the juvenile justice system	Outcome	Wellness Promotion: By June 30, 2020, 50% of participants will report improvement of overall physical health/mobility (e.g. less falls, increased mobility, successful pain management) or increased awareness of mental health as measured by Rafiki pre-post program evaluations, Updated Rafiki Evaluation, and qualitative data.
					Process	Wellness Promotion: By April 30, 2020, BAAWPL contractors will identify service provision needs at Southeast Health Clinic (SEHC) for FY 2020-2021, in collaboration with the Quality Management (QM) and SEHC teams, as evidenced by a written program plan for BAAWPL service provision at SEHC, to be submitted to the BAAWPL SOC.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2020, 25 participants completing the Rafiki Intake, and identified for Individual or Group Therapy, will complete a Wellness Activation Plan, as documented in the individual participant chart.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2020, 70% of clients participating in 4 sessions of Individual or Group Therapy will have completed one goal from their Wellness Activation Plan..
					Process	Service Linkage: By June 30, 2020, 50 individual participants completing Wellness Navigation intakes will receive referrals for linkage to appropriate wellness service linkages (physical/medical, MH, or social/community support).
					Outcome	Service Linkage: By June 30, 2020, 50% of participants screened and given referrals will report successful linkages as documented by completion of 1 encounter with linked provider.
Richmond Area Multi Services (RAMS)	Asian & Pacific Islander Mental (API) Mental Health Collaborative	Yes	Kimberly Ganade	Listed on next page	Process	Outreach and Engagement: By June 30, 2020, 2,000 Asian American and Pacific Islander (AA & PI) individuals will be contacted through community-specific events (such as cultural specific or community gatherings, celebrations, festivals, workgroup meetings) as shown by signatures on a sign-in log collected by community partners and their staff and stored in a labeled binder at community partner's site. Other outreach data collection methods include # of outreach materials given out, ticker count, and/or raffle tickets.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Asian & Pacific Islander Mental (API) Mental Health Collaborative	Yes	Kimberly Ganade	Asian & Pacific Islander; Filipino, Samoan, & Southeast Asian (Cambodian, Laotian, & Vietnamese) communities, with large pockets of migrant and immigrant Asian & Pacific Islanders residing in predominantly low-income areas	Process	Screening and Assessment: By June 30, 2020, 80 AA & PI individuals will be screened and/or assessed for behavioral health needs and/or basic / holistic needs using an AA-PI specific assessment tool developed by RAMS and community partners, as evidenced by assessment summary reports generated by community partners and their staff and stored in a labeled binder in community partner's locked file on site.
					Outcome	Screening and Assessment: By June 30, 2020, 80 AA & PI individuals screened for behavioral health and/or basic/holistic services will be referred to such services as evidenced by summary assessment reports generated by community-partners and their staff and stored in a labeled binder in community partner's locked file on site.
					Process	Wellness Promotion: By June 30, 2020, 400 AA & PI individuals will participate in culturally-relevant psycho-education workshops as evidenced by signatures on a sign-in sheet collected by community-partners and their staff and stored in a labeled binder in community partner's locked file on site.
					Outcome	Wellness Promotion: By June 30, 2020, 80% of participants in culturally-relevant wellness promotion activities will demonstrate increased knowledge about mental health issues as measured by responses to the items on the Participant Feedback Survey administered and collected by community partners and stored in a labeled binder in community partner's locked file on site.
					Process	Service Linkage: By June 30, 2020, 80 AA & PI individuals will receive case management for behavioral health &/or basic/holistic services as evidenced by the completed forms & case management client list (with unique identifier) in a labeled binder & stored in community partner's locked file on site.
					Process	Service Linkage: By June 30, 20220, 80 AA & PI individuals will have a written case/care plan as evidenced by completed forms in a labeled binder & stored in community partner's locked file on site.
					Outcome	Service Linkage: By June 30, 2020, 70 AA & PI individuals will achieve at least one goal in their case/care plan as evidenced by caseload summary report generated & stored in a labeled binder by community partners & their staff & stored in community partner's locked file on site.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Westside Community Services	Ajani Program	Yes	Kimberly Ganade	African American, Black, People of African Descent	Process	Outreach and Engagement: By June 30, 2020, 350 African American residents of San Francisco will be outreached to through health fairs and other large community events, as evidenced by outreach summary sheets (to be created).
					Process	Outreach and Engagement: By June 30, 2020, 50 individuals will be outreached to through wellness presentations, as evidenced by attendance logs.
					Outcome	Outreach and Engagement: By June 30, 2020, 25% of individuals at group presentations will report an increased willingness to seek mental health services when needed, as evidenced by positive responses on the Ajani Outreach Presentation Feedback Form (to be created).
					Outcome	Outreach and Engagement: By June 30, 2020, 55% of San Francisco community residents attending health fairs and large community events will report an increased knowledge of where to access mental health services, through health fairs and large community events, as evidenced by outreach summary sheets (to be created).
YMCA Bayview	Black/African American Wellness & Peer Leadership (BAAWPL) (Funded in Collaboration with Community Health Equity & Promotion [CHEP])	Yes	Vincent Fuqua & Josephine Ayankoya	African American individuals & families in San Francisco with an emphasis on HOPE SF sites (Potrero Hill, Sunnydale, Hunters View & Alice Griffith)	Process	Outreach and Engagement: By June 30, 2020, (45) new persons will be reached out to and added to the program announcement email distribution list as evidenced by new contacts list database.
					Process	Screening and Assessment: By June 30, 2020, (15) unduplicated individuals who participate in program offerings (Mindful Mondays, Healthy Living and Men's Harambee') will be screened for behavioral health needs as evidenced by Assessment questionnaire.
					Process	Screening and Assessment: By June 30, 2020, 20 unduplicated individuals who participate in program offerings (Healthy Living, Nature Walks and Membership) will be screened for health and wellness needs as evidenced by screening tool.
					Outcome	Screening and Assessment: By June 30, 2020, 70% of the unduplicated participants screened for behavioral health needs will be referred to internal and/or external services/programs and tracked by the internal referral form.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
YMCA Bayview	Black/African American Wellness & Peer Leadership (BAAWPL) (Funded in Collaboration with Community Health Equity & Promotion [CHEP])	Yes	Vincent Fuqua & Josephine Ayankoya	African American individuals & families in San Francisco with an emphasis on HOPE SF sites (Potrero Hill, Sunnydale, Hunters View & Alice Griffith)	Outcome	Screening and Assessment: By June 30, 2020, 80% of the unduplicated participants screened for health and wellness needs will be referred to internal and/or external services/programs and tracked by the internal referral form.
					Process	Wellness and Promotion: By June 30, 2020, (50) individuals will participate in at least 5 sessions of continuously offered Wellness and Promotion educational activities (physical activity classes) as measured by sign in sheets, and maintained in the Program Database.
					Outcome	Wellness and Promotion: By June 30, 2020, 80% of participants who attended (at least 5 sessions) of any selected Wellness Promotion (physical activity classes) will report a behavioral change toward physical activity as reported on the Physical Activity Wellness Questionnaire.
					Process	Wellness Promotion: By April 30, 2020, BAAWPL contractors will identify service provision needs at Southeast Health Clinic (SEHC) for FY 2020-2021, in collaboration with the Quality Management (QM) and SEHC teams, as evidenced by a written program plan for BAAWPL service provision at SEHC, to be submitted to the BAAWPL SOC.
					Process	Individual and Group Therapeutic Services: By June 30, 2020, (15) clients will attend a therapeutic group series as indicated on the sign-in sheets and stored in a secured file cabinet.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2020, 70% of clients who completed 4 group therapy sessions will show a positive change in perceived stress levels, as measured on the Perceived Stress Scale questionnaire.
					Process	Service Linkage: By June 30, 2020, (15) participants will be linked to health and wellness services such as the Family Resource Center, 1:1 physical wellness coaching session, or Rafiki Wellness, Wellness as indicated on the internal referral form.

MHSA Program Performance Objectives (PO)
Recovery Oriented Treatment Services
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Curry Senior Center	Behavioral Health Services in Primary Care for Older Adults	Yes	Teresa Yu	Older Adults	Process	By June 30, 2020, 450 face-to-face client encounters will be completed as evidenced by the Behavioral Health Navigator Face-to-Face Statistical Encounter Log, administered by the Data Analyst Manager.
					Process	By June 30, 2020, 100 Medical Clinic clients will be screened using one of the following tools: PHQ-9, Brief Psychiatric Scale, Cage-Aid Questionnaire as evidenced by the Nurse Practitioner (NP) Statistical Encounter Log, administered by the Data Analyst Manager.
					Process	By June 30, 2020, 50 clients who were screened by the NP will be referred to Behavioral Health Services as evidenced by the Case Manager Statistical Log, administered by the Data Analyst Manager.
					Outcome	By June 30, 2020, 6 clients of the 25 RN client caseload (25%) will demonstrate an increased quality of life as measured by a quality of life survey.
					Outcome	By June 30, 2020, 6 clients of the 25 RN client caseload (25%) will demonstrate better compliance with their medications as measured by an RN medication compliance tracking log.
Seneca Family of Agencies	AIIM Higher	Yes	Alison Lustbader & Josephine Ayankoya	Justice Involved Youth	Process	By June 30, 2020, AIIM Higher will screen 150 probation-involved youth for behavioral health needs and eligibility, as measured by the Crisis Assessment Tool (CAT), as evidenced by service logs and client database.
					Process	By June 30, 2020, 100% of AIIM Higher clinical staff will be trained in the Crisis Assessment Tool (CAT) and certified in the Child and Adolescent Needs and Strengths (CANS) Screen, as evidenced by staff training plans and Human Resource Department records.
					Outcome	By June 30, 2020, 95% of clients receiving the CANS Screen will be referred to behavioral health services appropriate to clients' level of need, as evidenced by service logs and client database.
					Outcome	By June 30, 2020, 85% of clients who receive the CANS Screen and are referred to behavioral health services will connect successfully to services, as measured by attending 3 appointments/sessions with community-based providers, as evidenced by service logs and client database.
					Outcome	By June 30, 2020, 75% of clients who receive the CANS Screen and are referred to behavioral health services will report that their family was connected to the type of services that they need, as evidenced by favorable responses on the Warm Handoff Survey Tool.

**MHSA Program Performance Objectives (PO)
Behavioral Health Workforce Development
Fiscal Year 2019-2020**



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
City College of San Francisco	Community Mental Health Certificate (CMHC)	Yes	Kimberly Ganade	Consumers of mental health services, their family members & others who represent marginalized communities that utilize mental health services in San Francisco. Students represent economically underserved communities of color (e.g. African Americans, Latinos, Native Americans, LGBTQ)	Process	By June 30, 2020 80% (18 of 22) of the CMHC cohort enrolled at the beginning of the academic year will successfully complete the certification program as evidenced by the Argos student tracking system.
					Process	By June 30, 2020, 80% (52 of 65) of students enrolled in Health 91D throughout the academic year will successfully complete the course as evidenced by the City College of San Francisco's BANNER database.
					Process	By June 30, 2020, 80% (18 of 22) of CMHC cohort enrolled at the beginning of the academic year will successfully complete their internship (120 hours of field placement over the semester), as evidenced by the internship binder.
					Outcome	By June 30, 2020, 70% of the graduating students will express readiness to pursue the next work/educational opportunity as measured by the CMHC exit survey.
					Outcome	By June 30, 2020, 70% of the graduating students will express an interest in pursuing a health related career as measured by the CMHC exit survey.
					Outcome	By June 30, 2020, 70% of the graduating students will demonstrate knowledge of pathways into health careers as evidenced by the CMHC exit survey.
City College of San Francisco	Drug & Alcohol Studies Certificate	Yes	Kimberly Ganade	Counselors Employed through BHS-Funded Programs for Working Adults	Process	By June 30, 2020, 70% (21 of 25) of enrolled cohort students will be provided with academic support and/or advising as evidenced by tracking logs and spreadsheets kept in the program office.
					Process	By June 30, 2020, four presentations will have been conducted to community-based agencies, as evidenced by a spreadsheet kept in the program office.

MHSA Program Performance Objectives (PO)
Behavioral Health Workforce Development
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
City College of San Francisco	Drug & Alcohol Studies Certificate	Yes	Kimberly Ganade	Counselors Employed through BHS-Funded Programs for Working Adults	Process	By June 30, 2020, the Annual Student Survey will be administered anonymously to 25 Cohort students (which consists of students entering into Health 100 during the summer, and tracked through Health 30 and Health 78) and upper division students (those students that are in their final tier which include students taking Health 73, Health 86, Health 79A and Health 79B) and analyzed for satisfaction rates, as evidenced by the client satisfaction report kept in the program's office.
					Outcome	By June 30, 2020, results from the Annual Student Survey will be shared with the program's Community Advisory Board for quality assurance.
					Outcome	By June 30, 2020, at least 70% (21 of 25) Drug & Alcohol Studies Certificate (DASC) students will successfully complete their internship fieldwork as evidenced by the program's internship binder and spreadsheet kept in the program's office.
					Outcome	By June 30, 2020, at least 70% (21 of 25) students will be eligible to petition for the Drug & Alcohol Studies Certificate program from City College of San Francisco, as evidenced by the Argos student tracking system and spreadsheets kept in the program's office.
Crossing Edge Consulting, Inc	Community Mental Health Academy	Yes	Kimberly Ganade	Adults age 18-70 from economically disadvantaged communities of color	Process	By June 30, 2020, up to twenty (20) Community Mental Health Academy (Academy) students will participate in one of the 16-week semester cycles (i.e. Fall 2019 semester or Spring 2020 semester), as evidenced by sign-in sheets for each class taught.
					Outcome	By June 30, 2020, Community Mental Health Academy participants will report an increase in knowledge about San Francisco community mental health supports and resources.
					Outcome	By June 30, 2020, Community Mental Health Academy participants will be able to recognize someone who may be experiencing mental health distress.
					Outcome	By June 30, 2020, Community Mental Health Academy participants will report an increased confidence to respond to mental health distress situations in culturally affirming ways.

MHSA Program Performance Objectives (PO)
Behavioral Health Workforce Development
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Public Health Institute	FACES for the Future	Yes	Jonathan Maddox	Juniors & Seniors at John O'Connell High School	Process	By October 31, 2019, 50 students will enroll in the FACES Program as measured by the number of applications, enrollment interviews conducted by the program coordinator, and completion of the "FACES Participation Agreement" form.
					Process	By January 31, 2020, 40 students will receive at least 6, 2-hour internship training preparatory workshops as measured by student attendance records.
					Process	By February 28, 2020, 100% of students participating in health-related internships will complete a mandatory health clearance as evidenced by immunization records, TB testing results and verification of flu shots.
					Process	By June 30, 2020, the FACES Program Coordinator will participate in 30 hours of on-site collaborative meetings with John O'Connell High School partners, including but not limited to the College and Career Advisory Committee. Documentation of completion will be housed in the program's administrative binder.
					Process	By June 30, 2020, 50 students will receive at least 12-hours of work-based learning on-site at John O'Connell High School, as measured by student attendance records.
					Process	By June 30, 2020, 60% of students will participate in off-site internships with health industry partner organizations, as measured by student and preceptor evaluations.
					Outcome	By June 30, 2020, 90% of FACES seniors will graduate from high school, as measured by SFUSD records.
					Outcome	By June 30, 2020, 75% of FACES seniors will be enrolled post-secondary training, as measured by the program's post-participation survey and student records.
					Outcome	By June 30, 2020, 50% of students will report an increase in their ability to navigate a health system, as measured by student pre- and post-participation surveys.
Outcome	By June 30, 2020, 75% of students will report an increased interest in pursuing a health profession, as measured by student pre- and post-participation surveys.					

**MHSA Program Performance Objectives (PO)
Behavioral Health Workforce Development
Fiscal Year 2019-2020**



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Public Health Institute	FACES for the Future	Yes	Jonathan Maddox	Juniors & Seniors at John O'Connell High School	Outcome	By June 30, 2020, 25% of students will report an increase in willingness to access mental and behavioral health services, as measured by student pre- and post-participation surveys.

MHSA Program Performance Objectives (PO)
Vocational Services
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Clerical and Mailroom Services Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Process	By June 30, 2020, 65% of applicable participants who receive services for at least three months will successfully complete the program (completion of internship duration; or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program case closure records.
					Outcome	By June 30, 2020, 75% of surveyed intern graduates will indicate improvement in their coping abilities in the workplace, as evidenced by items on program feedback tools.
					Outcome	By June 30, 2020, 75% of surveyed intern graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training programs, employment, volunteer work, etc.), as evidenced by items on program feedback tools.
					Outcome	By June 30, 2020, 75% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities (e.g. obtain employment, referral to Hire-Ability Employment Services, volunteerism, or training/educational programs). This will be evidenced by exit interviews and items on the program feedback tools.
Richmond Area Multi Services (RAMS)	Employee Development Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Process	By June 30, 2020, 65% of clients who complete the visitation period will successfully complete the program, as evidenced by program case closure records and reasons for discharge.
					Outcome	By June 30, 2020, 75% of surveyed clients who complete the program will indicate improvement in their coping abilities. This is evidenced by items on program feedback tools.
					Outcome	By June 30, 2020, 75% of surveyed clients who complete the program will report an improvement in work readiness abilities (soft skills) to use toward future opportunities (work/education/volunteering). This is evidenced by the items on program feedback tools.

MHSA Program Performance Objectives (PO)
Vocational Services
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Employee Development Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Outcome	By June 30, 2020, 75% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities (e.g. obtain employment, referral to Hire-Ability Employment Services, volunteerism, or training/educational programs). This will be evidenced by exit interviews and items on the program feedback tools.
Richmond Area Multi Services (RAMS)	Information Technology (i-Ability) Program	Yes	Kimberly Voelker	Peers, Consumers and their Family Members	Process	By June 30, 2020, 75% of enrolled trainees will successfully complete the program (completion of training, or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program completion records.
					Outcome	By June 30, 2020, 75% of surveyed trainee graduates will indicate improvement to their coping abilities (e.g. emotional control on the job, adjust to changes on the job, etc.). This will be evidenced by items on program feedback tools.
					Outcome	By June 30, 2020, 75% of surveyed graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training programs, employment, volunteer work, etc.), as evidenced by items on program feedback tools.
					Process	By June 30, 2020, 75% of trainees will participate in Exit interviews through focus groups or one-on-one interviews as evidenced by feedback summary notes.
Richmond Area Multi Services (RAMS)	Janitorial Services Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Process	By June 30, 2020, 65% of applicable participants who receive services for at least 3 months will successfully complete the program (completion of internship duration; or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program case closure records.

MHSA Program Performance Objectives (PO)
Vocational Services
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Janitorial Services Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members.	Outcome	By June 30, 2020, 75% of surveyed intern graduates will indicate improvement in their coping abilities in the workplace, as evidenced by items on the program feedback tools.
					Outcome	By June 30, 2020, 75% of surveyed intern graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training program, employment, volunteer work, etc.), as evidenced by items on the program feedback tools.
					Outcome	By June 30, 2020, 75% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities, e.g. obtain employment, referral to Hire-Ability Employment Services, volunteerism, or training/educational programs. This will be evidenced by exit interviews and items on the program feedback tools.
Richmond Area Multi Services (RAMS)	TAY Vocational Services Program (Career Connections)	Yes	Juan Ibarra	Transitional Age Youth	Process	By June 30, 2020, 75% of participants will successfully complete (i.e. graduate) the training or have exited the program early (due to obtaining employment, enrollment in educational program, advanced internship, advanced training programs, or volunteer work) as evidenced by program completion records.
					Outcome	By June 30, 2020, 75% of surveyed graduates will report an increase in readiness for additional meaningful activities related to vocational services, as evidenced by items on program feedback tools.
					Outcome	By June 30, 2020, 75% of surveyed graduates will indicate improvement to their coping abilities (e.g. emotional control on the job, adjust to changes on the job etc.). This will be evidenced by items on program feedback tools.

MHSA Program Performance Objectives (PO)
Vocational Services
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
					Process	By June 30, 2020, 100% of participants completing Phase II, who are interested in competitive community employment, will be referred to an appropriate program to receive employment services as evidenced by the case closure notes.
UCSF Citywide Employment Program	First Impressions	Yes	Juan Ibarra	Peers/ Consumers	Process	By June 30, 2020, 15 BHS consumers will be enrolled in the First Impressions Program as measured by the First Impressions staff and documented in client records.
					Process	By June 30, 2020, the First Impressions Program will have graduated 8 enrolled BHS consumers from the program, as evidenced by the final performance evaluation conducted by the First Impressions staff.
					Outcome	By June 30, 2020, 75% of trainee graduates will report an improvement in development of work readiness skills to use toward future opportunities (work/education/volunteering) as evidenced by the final performance evaluation conducted by the First Impressions staff.
					Outcome	By June 30, 2020, 75% of trainee graduates will report an improvement in confidence to use the new skills learned as evidenced by the final performance evaluation conducted by the First Impressions staff.
	Growing Recovery				Process	By June 30, 2020, 12 BHS consumers will be enrolled in the GROWTH Project as measured by the GROWTH staff and documented in client records.
					Process	By June 30, 2020, the GROWTH Project will have graduated 6 enrolled BHS consumers from the program, as evidenced by the final performance evaluation conducted by the GROWTH staff.

MHSA Program Performance Objectives (PO)
Vocational Services
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
UCSF Citywide Employment Program	and Opportunities for Work Through Horticulture (GROWTH)	Yes	Juan Ibarra	Peers/ Consumers	Outcome	By June 30, 2020, 75% of trainee graduates will report an improvement in development of work readiness skills to use toward future opportunities (work/education/volunteering) as evidenced by the final performance evaluation conducted by the GROWTH staff.
					Outcome	By June 30, 2020, 75% of trainee graduates will report an improvement in confidence to use the new skills learned as evidenced by the final performance evaluation conducted by the GROWTH staff.
UCSF Citywide Employment Program	Slice of Life Café and Catering Program	Yes	Juan Ibarra	Peers/ Consumers	Process	By June 30, 2020, 20 BHS consumers will be enrolled in the Slice of Life Café and Catering Program as measured by the Slice of Life Café and Catering staff and documented in client records.
					Process	By June 30, 2020, the Slice of Life Café and Catering Program will have graduated 14 enrolled BHS consumers from the program, as evidenced by the final performance evaluation conducted by the Slice of Life Café and Catering staff.
					Outcome	By June 30, 2020, 75% of trainee graduates will report an improvement in development of work readiness skills to use toward future opportunities (work/education/volunteering) as evidenced by the final performance evaluation conducted by the Slice of Life Café and Catering staff.
					Outcome	By June 30, 2020, 75% of trainee graduates will report an improvement in confidence to use the new skills learned as evidenced by the final performance evaluation conducted by the Slice of Life Café and Catering staff.

MHSA Program Performance Objectives (PO)
Evaluation Support Services
Fiscal Year 2019-2020



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Learning For Action (LFA)	Evaluation and Program Planning	Yes	Jessica Brown	N/A	Outcome	By June 30, 2020, LFA will have conducted an assessment of Gender Health SF's patient navigation model, including an analysis of its strengths and areas for improvement and recommendations for how to strengthen the system of care.
					Process	By June 30, 2020, LFA will have created a document to codify best practices and lessons learned Gender Health SF. LFA may also support and participate in presentations, such as to the Health Commission and/or conferences relating to transgender health care.
					Outcome	By June 30, 2020, LFA will have completed any additional evaluation and technical support tasks and activities as determined collaboratively with the MHSA Director.
Harder + Company	Innovation Planning and Technical Assistance	Yes	Jessica Brown	N/A	Process	By January 1, 2020, Harder+Company staff will complete the gathering and synthesizing contractor program data under the direction of the MHSA Director, as measured by an internal process tracking spreadsheet.
					Outcome	By January 1, 2020, Harder+Company will develop a first draft of contractor FY18/19 outcomes and develop charts and graphs to present the data for 3-Year Integrated Plan.
					Outcome	By June 30, 2020, will have drafted assigned sections of the report and completed revisions as requested by MHSA and BHS staff, as measured by submission of the report sections.
					Outcome	By June 30, 2020, Harder+Company staff will support the development and revision of the FY 2020-2023 MHSA 3-Year Integrated Plan, as measured by submission of this report.
					Outcome	By June 30, 2020, Harder+Company staff will completed additional evaluation and technical support tasks and activities as assigned by MHSA Director.
Hatchuel Tabernik + Associates (HTA)	Planning Support	Yes	Jessica Brown	N/A	Outcome	By December 31, 2019, HTA will draft RFQs assigned by DPH leadership to disseminate to appropriate individuals/committees for obtain feedback.
					Outcome	By June 30, 2020, HTA will finalize RFQs as assigned by DPH leadership to publish, working with relevant stakeholders.
					Outcome	By June 30, 2020, HTA will have facilitated meetings, drafted documents and plans, and provided support for DPH programs as assigned by DPH leadership.

**MHSA Program Performance Objectives (PO)
Evaluation Support Services
Fiscal Year 2019-2020**



Agency	Program Name	FY19-20 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hatchuel Tabernik + Associates (HTA)	Planning Support	Yes	Jessica Brown	N/A	Outcome	By June 30, 2020, HTA will submit a report to BHS explaining how HTA has worked toward this goal and the other goals listed in the HTA contract. This report will also indicate whether or not each deliverable was met for the dates indicated.
					Outcome	By June 30, 2020, HTA will draft five (5) reports, per direction of BHS.