



San Francisco
Department of Public Health



San Francisco Health Network
Behavioral Health Services

Mental Health Services Act (MHSA) FY 18-19 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)*. Those programs under the aforementioned SOCs are not included in this document. If you have questions about those programs, please contact your SOC Program Manager.

MHSA FY 18-19 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 covering the following areas of focus: Peer-to-Peer Support Services (**Tab 1**); Prevention and Early Intervention Services, including Population Focused Mental Health Promotion and Early Intervention (**Tab 2**); Recovery Oriented Treatment Services (**Tab 3**); Behavioral Health Workforce Development (**Tab 4**); and Vocational Services (**Tab 5**). 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.

Lastly, thank you to all the MHSA funded programs' staff who supported the creation of this document. We appreciate all of you and the work you do for the community.

TABLE OF CONTENTS | Comprehensive List of MHSA Programs | FY 18-19 Performance Objectives

Tab	Page	Provider	Program	SOC Program Manager	CDTA Program Manager
1	3	Mental Health Association of San Francisco	Peer Engagement Services	Tracey Helton	Francine Austin
1	3	Mental Health Association of San Francisco	Warmline	Tracey Helton	Francine Austin
1	4	National Alliance on Mental Illness	Peer-to-Peer; Family-to-Family	Tracey Helton	Mario Hernandez
1	4	Richmond Area Multi Services	Peer-To-Peer Linkage	Tracey Helton	Andrew Williams III
1	4	Richmond Area Multi Services	Peer Specialist Mental Health Certificate	Tracey Helton	Andrew Williams III
1	4 & 5	Richmond Area Multi Services	Peer to Peer Employment	Tracey Helton	Andrew Williams III
1	5	San Francisco Department of Public Health	LEGACY	Tracey Helton	N/A
1	5	San Francisco Department of Public Health	Transgender Pilot Project	Tracey Helton	N/A
2	6	Curry Senior Center	Addressing the Needs of Socially Isolated Older Adults	Teresa Yu	James Stroh
2	6 & 7	Curry Senior Center	Senior Drop-in Center	Teresa Yu	James Stroh
2	7	Hospitality House	Community Building Program	Kimberly Ganade	James Stroh
2	8	Hospitality House	Sixth Street Self-Help Center	Kimberly Ganade	James Stroh
2	8 & 9	Hospitality House	Tenderloin Self-Help Center	Kimberly Ganade	James Stroh
2	9 & 10	Instituto Familiar de la Raza	Indigena Health and Wellness Collaborative	Kimberly Ganade	April Crawford
2	10	Native American Health Center	Living In Balance	Kimberly Ganade	Elizabeth Davis
2	10 & 11	Rafiki Coalition of Health & Wellness	Black African American Wellness & Peer Leadership	Vincent Fuqua	Stephanie Yang
2	11 & 12	Richmond Area Multi Services	Asian & Pacific Islander Mental (API) Mental Health Collaborative	Kimberly Ganade	Andrew Williams III
2	12	Westside Community Services	Ajani Program	Kimberly Ganade	Mario Hernandez
2	12 & 13	YMCA Bayview	Black/African American Wellness & Peer Leadership	Vincent Fuqua	April Crawford
3	14	Curry Senior Center	Behavioral Health Services in Primary Care for Older Adults	Teresa Yu	James Stroh
3	14	YMCA Urban Services	PASS Program	Maximilian Rocha & Kimberly Ganade	April Crawford
4	15	City College of San Francisco	Community Mental Health Certificate	Kimberly Ganade	April Crawford
4	15	City College of San Francisco	Drug & Alcohol Studies Certificate	Kimberly Ganade	April Crawford
4	15 & 16	Public Health Institute	FACES for the Future Coalition	Jonathan Maddox	Mario Hernandez
5	17	Richmond Area Multi Services	Clerical and Mailroom Services Program	Juan Ibarra	Andrew Williams III
5	17	Richmond Area Multi Services	Employee Development Program	Juan Ibarra	Andrew Williams III
5	17	Richmond Area Multi Services	Hire-Ability Information Technology (B-Ability) Program	Kimberly Voelker	Andrew Williams III
5	18	Richmond Area Multi Services	Hire-Ability Janitorial Services Program	Juan Ibarra	Andrew Williams III
5	18	Richmond Area Multi Services	TAY Vocational Services Program	Juan Ibarra	Andrew Williams III
5	18	UCSF Citywide Employment Program	First Impressions	Juan Ibarra	Stephanie Yang
5	19	UCSF Citywide Employment Program	Growing Recovery and Opportunities for Work Through Horticulture (GROWTH)	Juan Ibarra	Stephanie Yang
5	19	UCSF Citywide Employment Program	Slice of Life Café and Catering Program	Juan Ibarra	Stephanie Yang

MHSA Program Performance Objectives (PO)
Peer-to-Peer Support Services
FY 18-19



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
Mental Health Association of San Francisco (MHA SF)	Peer Engagement Services	Yes	Tracey Helton	Peers & Behavioral Health Consumers	Process	By June 30, 2019, SOLVE will deliver 12 anti-stigma presentations reaching 250 individuals as measured by sign-up sheets and documented in weekly and quarterly reports.
					Outcome	By June 30, 2019, 80% audience members for SOLVE presentations that filled out surveys will demonstrate decreased stigma towards mental health conditions as measured by post-presentation survey addressing mental health stigma and documented in annual reports.
					Process	By June 30, 2019, SOLVE will conduct one Peer Educator Orientation Training and 3 Advanced Peer Educator trainings as measured by sign-up sheets and documented in quarterly reports.
					Outcome	By June 30, 2019, 80% of participants in community building trainings will report decreased isolation and increase social support as measured by post-training surveys and documented in annual reports.
					Process	By June 30, 2019, 12 behavioral health consumers will receive 1:1 support (which can include phone support, office visits, and home visits), as documented in sign-up sheets and logs.
					Outcome	By June 30, 2019, 80% participants receiving 1:1 support will report increased level of support and decreased isolation in comparison of intake as measured by pre- and post-test surveys.
					Process	By June 30, 2019, 11 support groups will be conducted, reaching at least 25 individuals from disenfranchised communities as documented by sign-up sheets and database logs.
					Outcome	By June 30, 2019, 80% of participants in community building trainings will report decreased isolation and increase social support as measured by post-training surveys and documented in annual reports.
					Process	By June 30, 2019, Peer Educators who will offer 4 community-building trainings focused on nutrition, physical activity, and mind-body awareness, reaching 25 participants as documented in sign-up sheets and logs.
					Outcome	By June 30, 2019, 80% of participants receiving training will increase their consumer knowledge and skills for incorporating healthy and nutritious food options as part of general recovery and wellness as measured by post-training survey and documented in annual reports.
					Process	By June 30, 2019, 15 peer consumers will receive 1:1 health coaching and develop WRAP® for Health Plans as documented by sign-up sheets.
					Outcome	By June 30, 2019, 80% of participants receiving 1:1 health coaching and/or WRAP® for Health Plans, will increase their consumer knowledge and skills for incorporating healthy and nutritious food options as part of general recovery and wellness as measured by post-training survey and documented in annual reports.
Mental Health Association of San Francisco (MHA SF)	Warmline (Not MHSA-Funded)	No	Tracey Helton	Peers, Behavioral Health Consumers, and Community-at-Large	Outcome	By June 30, 2019, Peer Warmline will answer 800 duplicated calls on a monthly basis as tracked by ICarol Data management system. We will track the number of calls through ICarol Data Management system. Logs are reviewed weekly by the Program Manager and quarterly by the Associate Director.
					Client Satisfaction	By June 30, 2019, 80% of callers that filled out surveys will report satisfaction with services and documented in midyear and annual reports. This will be measured through satisfaction questionnaires distributed and collected on-line. Data will be analyzed by internal staff and will be used for both program improvement and reporting purposes. A score of 20 of higher out of a possible 30 will indicate client satisfaction.
					Outcome	By June 30, 2019, Warmline program will recruit, train and support at least 32 Peer Volunteer Counselors to provide quality 1:1 support to the San Francisco community; Will track volunteers by successful completion of the training program and document completion in training log. Logs are reviewed weekly by the Program Manager and quarterly by the Associate Director.

**MHSA Program Performance Objectives (PO)
Peer-to-Peer Support Services
FY 18-19**



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	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, 2019, 80% of participants surveyed in Peer-to- Peer and Family-to- Family classes will increase their understanding of mental illness as a diagnostic medical condition and recognize signs and symptoms of mental illness as evidenced by final class self-report evaluations.
					Outcome	By June 30, 2019, 80% of family members surveyed in Family-to- Family will increase problem solving and communication techniques with their family member living with mental illness, as evidence by end of class self-report evaluations.
					Outcome	By June 30, 2019, 80% of participants surveyed in Peer-to- Peer and Family-to- Family classes will develop awareness and skills for practicing self-care as evidenced by end of class report evaluations.
Richmond Area Multi Services (RAMS)	Peer-To-Peer Linkage (Not MHSA-Funded)	No	Tracey Helton	Peers, Consumers and their Family Members	Process	During 2018-19 Fiscal Year, the RAMS Peer to Peer Linkage program will conduct at least 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, 2018, at least 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.
					Outcome	By June 30, 2018, at least 75% of clients will meet at least one service plan goal, as evidenced by service plan logs.
					Outcome	By June 30, 2018, at least 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, at least 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	At least 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, at least 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.
					Process	By June 30, 2019, the Peer Specialist Mental Health Certificate program will coordinate and hold at least 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, 2019, at least 75% of program employees (working 16+ hours/week) will participate in at least 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, 2019, at least 75% of surveyed clients/participants will report improvement in their overall quality of life. This will be evidenced by items on the client feedback tools.

**MHSA Program Performance Objectives (PO)
Peer-to-Peer Support Services
FY 18-19**



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
Richmond Area Multi Services (RAMS)	Peer to Peer Employment	Yes	Tracey Helton	Peers, Consumers and their Family Members	Outcome	Peer Counseling & Outreach Services and Peer Wellness/Drop-In Center: By June 30, 2019, at least 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, 2019, at least 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 cope and manage symptoms 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 the end of FY 18-19, 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 the end of FY18-19, 10 consumers will consent to a phone consultation to discuss services provided by LEGACY'S program, as evidenced by the outreach sign-in sheets. From this at least 3 consumers will access one type of service through LEGACY program. Such as support groups or peer-to-peer support.
					Process	By the end of FY 18-19, 80 consumers 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.
					Outcome	By the end of FY 18-19, 60 consumers will have successfully completed at least 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 the end of FY 18-19, 20 consumers will have received education and knowledge on community resources, health and well-being of their and/or their children's needs, by participating in monthly Family Support Night group.
					Outcome	By the end of FY18-19, 60% of consumers will report feeling more understood and connected to their community, and 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.
					Process	By the end of FY18-19, 58 consumers will report feeling more empowered to advocate for their/or children's mental health, as evidenced by the LEGACY satisfaction survey, administered twice a year and stored in the LEGACY excel data binder.
					Outcome	By the end of FY 18-19, at least 50% will have participated in at least 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	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	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)
FY 18-19

Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
Curry Senior Center	Addressing the Needs of Socially Isolated Older Adults (Innovation)	Yes	Teresa Yu	Older Adults	Process	Outreach and Engagement: By June 30, 2019, 300 older adults will be reached by Peer Outreach Specialists as evidenced by outreach client contact logs and event sign-in sheets.
					Process	Screening and Assessment: By June 30, 2019, 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, 2019, 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, 2019, 30 isolated older adults will attend at least at least 5 group activities as evidenced by the group activity log.
					Outcome	Wellness Promotion: By June 30, 2019, 60% of older adults who participate in at least 5 group activities will report equal or increased levels of social connectedness or quality of life, as measured by the client satisfaction survey.
					Process	Individual and Group Therapeutic Services: By June 30, 2019, 60 isolated older adults will be screened for the need for clinical individual and/or group therapy as reflected in client logs.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2019, 90% of isolated older adults who indicate the need for clinical individual and/or group therapy will be referred to the appropriate service as evidenced by client log sheets.
					Process	Service Linkage: By June 30, 2019, 60 isolated older adults will be screened for non-behavioral health needs as reflected in client logs.
					Outcome	Service Linkage: By June 30, 2019, 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, 2019, 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, 2019, 20 bilingual 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, 2019, 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.
					Outcome	Screening and Assessment: By June 30, 2019, 20% of bilingual 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, 2019, 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, 2019, 70% of participants attending 5 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.
					Process	Individual and Group Therapeutic Services: By June 30, 2019, 50 seniors will be informally assessed for behavioral health services needs 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)
FY 18-19



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
Curry Senior Center	Senior Drop-in Center	Yes	Teresa Yu	Socially Isolated Older Adults	Process	Individual and Group Therapeutic Services: By June 30, 2019, 50 bilingual seniors will be informally assessed for behavioral health service needs as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2019, 20% of seniors who will be informally assessed for behavioral health needs, will be linked to Behavioral Health services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2019, 20% of bilingual seniors who will be informally assessed for behavioral health needs, will be linked to Behavioral Health services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
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, 2019, 4 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, 2019, 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, 2019, 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, 2019, 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.
					Outcome	Wellness Promotion: By June 30, 2019, 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, 2019, 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, 2019, 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, 2019, 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. For Fiscal Year 2018-2019, 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, 2019, 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.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
FY 18-19

Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	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	Outreach and Engagement: By June 30, 2019, 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.
					Process	Screening and Assessment: By June 30, 2019, 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, 2019, 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, 2019, 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, 2019, 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, 2019, 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, 2019, 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, 2019, 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.
Hospitality House	Tenderloin Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Tenderloin Neighborhood with behavioral health challenges; (Including Unhoused People & Those Living in SRO Hotels, Immigrants, Veterans, People with Disabilities, LGBT Communities, & Ex-Offenders)	Process	Outreach and Engagement: By June 30, 2019, 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, 2019, 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, 2019, 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, 2019, 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.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
FY 18-19



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
Hospitality House	Tenderloin Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Tenderloin Neighborhood with behavioral health challenges; (Unhoused People & Those Living in SRO Hotels, Immigrants, Veterans, People with Disabilities, LGBT Communities, & Ex-Offenders)	Outcome	Wellness Promotion: By June 30, 2019, 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, 2019, 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, 2019, 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.
					Process	Service Linkage: By June 30, 2019, 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	Process	Outreach and Engagement: By June 30, 2019, 400 individuals will participate in group activities (e.g. Vaqueria, Carnival) as evidenced by head count forms stored in the “Units of Service” binder located in the Program Manager’s (PM) office.
					Process	Outreach and Engagement: By June 30, 2019, 100 individuals will be contacted through outreach activities (e.g. street outreach, phone calls, home visits) as evidenced by Logs/Units of Service forms located in the “Units of Service” binder located in PM’s office.
					Process	Screening and Assessment: By June 30, 2019, 70 participants will be screened and/or assessed using the “Information & Referral Form” administered by staff, and as evidenced by the “Summary of I&R” document located in the “Units of Services” binder in PM office.
					Outcome	Screening and Assessment: By June 30, 2019, 100% of participants who are referred to internal & external services will receive (3) attempts for follow up, as evidenced by “I&R” forms stored in the Program Manager’s office.
					Process	Wellness Promotion: By June 30, 2019, at least (100) unduplicated clients will participate in small psychological peer support groups/talleres, as evidenced by signatures on “Attendance Logs” stored in the “Units of Service” binder located in the Program Manager’s & Billing offices.
					Process	Wellness Promotion: By June 30, 2019, at least 50% of individuals participating in the Psychosocial Peer Support groups/talleres will take the “Holistic Wellness Social Connectedness Survey.”
					Outcome	Wellness Promotion: By June 30, 2019, at least 65% of individuals participating in the “Holistic Wellness Social Connectedness Survey” will demonstrate increase or maintain social connectedness as a result of participating in the Peer Support groups/talleres as evidenced by survey results stored in “Program Evaluation” binder located in PM’s office.
					Process	Individual and Group Therapeutic Services: By June 30, 2019, (70) unduplicated clients will receive individual/family therapeutic services as evidenced by a case/care plan in the charts of each client.
					Process	Individual and Group Therapeutic Services: By June 30, 2019, 50% of clients will remain engaged in services as evidenced by “Client Summary of Engagement” developed based on individual records of attendance to sessions. For the purpose of this objective, a client is considered engaged in services if client attends at least four sessions.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
FY 18-19



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	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	Process	Service Linkage: By June 30, 2019, (40) clients receiving non-clinical case management will be referred to behavioral health and/or social services as evidenced by a referral log that evidences 100% of all non-clinical case management clients are referred to social and/or behavioral health services.
					Process	Service Linkage: By June 30, 2019, (40) clients will have a written case/care plan documented in the “C.M. Annual Monitoring Form” stored in the “Evaluation Binder” located in the Program Manager’s office.
					Process	Service Linkage: By June 30, 2019, 100% of clients receiving non-clinical case management will have a written case/care plan that includes a referral to behavioral health and/or social services, which will be evidenced by Case Management summaries.
					Outcome	Service Linkage: By June 30, 2019, at least 80% of clients who receive non-clinical case management will achieve one case/care goal as evidenced by the Program Manager’s documentation in the “C.M. Annual Monitoring Form” stored in the “Evaluation Binder” located in the Program Manager’ office.
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, 2019, Living in Balance (LIB) will reach 150 individuals through street fairs & powwows as evidenced by sign-in sheets, stored in NextGen Practice Management System & summarized in Prevention & Early Intervention (PEI) Events Report.
					Process	Screening and Assessment: By June 30, 2019, 35 individuals will be screened to determine the need of behavioral health services using the NextGen Intake & Assessment Tool, as evidenced by electronic health records, stored in NextGen Practice Management System & summarized in PEI Community Group Report.
					Process	Wellness Promotion: By June 30, 2019, cultural & traditional art groups will reach 150 attendees as evidenced by sign-in sheets, stored in NextGen Practice Management System & summarized in PEI Community Group Report.
					Outcome	Wellness Promotion: By June 30, 2019, 70% of individuals will maintain or increase feelings of social connectedness as measured by our PEI Community Assessment tool, stored in PEI Wellness Binder located in the Evaluator’s office & summarized in PEI Wellness Report.
					Process	Individual and Group Therapeutic Services: By June 30, 2019, 25 individuals will receive one-on-one peer counseling services as evidenced & stored in NextGen electronic health records system & summarized in PEI report.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2019, 25 individuals will complete at least one behavioral health service goal as evidenced through individualized care plans stored in NextGen electronic health records system & summarized in Clients Care Plan report.
					Process	Service Linkage: By June 30, 2019, 25 individuals will be referred to mental health services or other resources as evidenced & stored in NextGen electronic health records system & summarized in PEI Service Linkage report.
					Outcome	Service Linkage: By June 30, 2019, 85% of screened individuals will be referred to behavioral health services as evidenced by electronic health records, stored in NextGen Practice Management System & summarized in a PEI Monthly Referral report.
					Process	Service Linkage: By June 30, 2019, 25 individuals will have a written case/care plan as evidenced through individualized Care Plan Reports stored in NextGen electronic health records system & summarized in Member’s Care Plan report.
Rafiki Coalition of Health & Wellness	Black African American Wellness & Peer Leadership (BAAWPL)	Yes	Vincent Fuqua	Black/African American adults & active seniors at risk for health inequities/have been exposed to trauma/systemic racism; Children, youth & families & TAY in stressed families, failing in school, etc.	Process	Outreach and Engagement: By June 30, 2019, Rafiki will provide outreach contact to 1,000 individuals of the target population as evidenced by contact logs and event sign-in sheets.
					Outcome	Outreach and Engagement: By June 30, 2019, 75 participants will report an increase in their feeling of social connection related to participation and attendance at Rafiki programs and services. Participants at engaged activities will report an increase in social connection as measured by Rafiki’s SF-20+ evaluation survey.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
FY 18-19



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
Rafiki Coalition of Health & Wellness	Black African American Wellness & Peer Leadership (BAAWPL)	Yes	Vincent Fuqua	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: Rafiki will develop and implement social media marketing for each outreach and engagement activity and also distribute materials during engagement activities. Quarterly programming calendars will be distributed to community partners across multiple identified target districts (e.g. SF HOPE sites, Bayview YMCA).
					Process	Screening and Assessment: By June 30, 2019, 50 individual participants will receive wellness navigation intakes and will receive wellness screening referrals and/or warm-handoff linkages to appropriate wellness services needed.
					Outcome	Screening and Assessment: By June 30, 2019, 75% of program participants who complete wellness navigation intakes will complete at least one recommended Rafiki wellness service referral or wellness activity or complete one successful linkage to an external wellness service provider.
					Process	Wellness Promotion: By June 30, 2019, 100 participants in Rafiki Wellness Programs will have taken the SF-20+ Intake Evaluation for pre and post visit.
					Outcome	Wellness Promotion: By June 30, 2019 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 Rafiki's SF-20+ evaluation survey.
					Process	Wellness Promotion: By June 30, 2019, 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.
					Outcome	Wellness Promotion: By June 30, 2019, 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, the SF-20+ Pre/Post Survey, and qualitative data.
					Process	Individual and Group Therapeutic Services: By June 30, 2019, 25 participants completing Rafiki intake will complete a Wellness Activation Plan as documented in the individual participant chart.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2019, 18 of the 25 clients will complete at least one self-identified MH goal as documented in the Wellness Activation Plan.
					Process	Service Linkage: By June 30, 2019, 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, 2019, 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	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	Outreach and Engagement: By June 30, 2019, 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.
					Process	Screening and Assessment: By June 30, 2019, 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, 2019, 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.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
FY 18-19



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	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	Wellness Promotion: By June 30, 2019, 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, 2019, at least 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, 2019, 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, 2019, 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, 2019, 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.
Westside Community Services	Ajani Program	Yes	Kimberly Ganade	African American, Black, People of African Descent	Process	Outreach and Engagement: By June 30, 2019, 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, 2019, 50 individuals will be outreached to through wellness presentations, as evidenced by attendance logs.
					Outcome	Outreach and Engagement: By June 30, 2019, 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, 2019, 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)	Yes	Vincent Fuqua	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, 2019, (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, 2019, 100% of unduplicated individuals who participate in program offerings (Healthy Living, Nature Walks and Membership) will be screened for health needs.
					Outcome	Screening and Assessment: By June 30, 2019, 80% of the unduplicated participants will be referred to internal services/programs and/or external services/programs and tracked by the internal referral form.
					Process	Wellness and Promotion: By June 30, 2019, 30 individuals will participate in at least 5 sessions of continuously offered Wellness and Promotion educational activities (i.e. physical activity classes and/or Senior Wellness physical activity classes, Senior Wellness and/or Mindful Monday), as measured by sign in sheets, and maintained in the Program Database.
					Outcome	Wellness and Promotion: By June 30, 2019, 70% of participants who attended (at least 5 sessions) of any selected Wellness Promotion (physical activity classes, Senior Wellness and/or Mindful Monday) will report a behavioral change toward physical activity as reported on the Wellness Questionnaire.

MHSA Program Performance Objectives (PO)
Prevention Early Intervention Services (including Population Focused Mental Health Promotion)
FY 18-19



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
YMCA Bayview	Black/African American Wellness & Peer Leadership (BAAWPL)	Yes	Vincent Fuqua	African American individuals & families in San Francisco with an emphasis on HOPE SF sites (Potrero Hill, Sunnydale, Hunters View & Alice Griffith)	Process	Individual and Group Therapeutic Services: By June 30, 2019, (10) clients will attend at least 3 individual and/or group therapeutic sessions as indicated on coded sign-in sheets and stored in a secured cabinet.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2019, 70% would have met one or more of their care plan goals.
					Process	Service Linkage: By June 30, 2019, 12 participants will be linked to services such as the Family Resource Center, 1:1 physical wellness coaching sessions, and/or Rafiki Wellness.
					Outcome	Service Linkage: By June 30, 2019, 9 referrals would have received the service(s) needed.

**MHSA Program Performance Objectives (PO)
Recovery Oriented Treatment Services
FY 18-19**



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
Curry Senior Center	Behavioral Health Services in Primary Care for Older Adults	Yes	Teresa Yu	Older Adults	Process	By June 30, 2019, at least 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, 2019, at least 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, 2019, at least 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, 2019, at least 6 (25%) clients of the 25 RN client caseload will demonstrate an increased quality of life as measured by a quality of life survey.
					Outcome	By June 30, 2019, at least 6 (25%) clients of the 25 RN client caseload will demonstrate an increased ability to manage their medications as measured by a to-be-determined survey.
YMCA Urban Services	PASS Program	Yes	Maximilian Rocha & Kim Ganade	Youth who have a history of chronic truancy 5-19 years old: young people & their families who are experiencing chronic truancy. The majority of clients are of Latino, Asian, Pacific Islander, African American, Filipino, White or blended ethnicity descent	Outcome	At least 65% of enrolled participants will re-engage in school as evidenced by tracking of participants' self-reports, file documentation and clinical/school staff reports. The PASS case manager will track outcomes for each client on a spreadsheet maintained for tracking and outcome purposes.
					Outcome	At least 65% of enrolled participants will pass equivalency exams as evidenced by tracking of participants' self-reports, file documentation and clinical/school staff reports. The PASS case manager will track outcomes for each client on a spreadsheet maintained for tracking and outcome purposes.
					Outcome	At least 65% of enrolled participants will be linked with vocational programs as evidenced by tracking of participants' self-reports, file documentation and clinical/school staff reports. The PASS case manager will track outcomes for each client on a spreadsheet maintained for tracking and outcome purposes.
					Process	At least 80% of participating youth and their families will have a Family Needs Assessment completed. Data about outcomes will be individually tracked by collecting client self-reports, file documentation and clinical/support staff report. The PASS care manager will track outcomes for each client on a spreadsheet maintained for tracking & outcome purposes.

**MHSA Program Performance Objectives (PO)
Behavioral Health Workforce Development
FY 18-19**



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	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, 2019 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, 2019, 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, 2019, 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, 2019, 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, 2019, 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, 2019, 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, 2019, 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, 2019, four presentations will have been conducted to community-based agencies, as evidenced by a spreadsheet kept in the program office.
					Process	By June 30, 2019, 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, 2019, results from the Annual Student Survey will be shared with the program's Community Advisory Board for quality assurance.
					Outcome	By June 30, 2019 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, 2019, 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.
Public Health Institute	FACES for the Future	Yes	Jonathan Maddox	Juniors & Seniors at John O'Connell High School	Process	By October 31, 2018, FACES will enroll 60 students as measured by the number of applications and enrollment interviews conducted by the program coordinator.
					Process	By June 30, 2019, the FACES Program Coordinator will participate in at least 30 on-site collaborative meetings with John O'Connell HS 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 January 31, 2019, the FACES Program Coordinator will teach at least 6, 2-hour internship training preparatory workshops as measured by student attendance and learning assessments.

**MHSA Program Performance Objectives (PO)
Behavioral Health Workforce Development
FY 18-19**



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
Public Health Institute	FACES for the Future	Yes	Jonathan Maddox	Juniors & Seniors at John O'Connell High School	Process	By June 30, 2019, the FACES Program Coordinator will coordinate and facilitate at least 6, 2-hour work-based learning opportunities, connecting students with health professionals on-site at John O'Connell High School, to be measured by student attendance and learning assessments.
					Process	By February 28, 2019, 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, 2019, at least 60% of students will participate in off-site internships with health industry partner organizations, as measured by student and preceptor evaluations.
					Outcome	By the end of FY18-19, at least 90% of FACES seniors will graduate from high school, as measured by SFUSD records.
					Outcome	By the end of FY 18-19, at least 75% of FACES seniors will be enrolled post- secondary training, as measured by the program's post-participation survey and student records.
					Outcome	By the end of FY 18-19, at least 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 the end of FY 18-19, at least 75% of students will report an increased interest in pursuing a health profession, as measured by student pre- and post- participation surveys.
					Outcome	By the end of FY 18-19, at least 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 FY 18-19



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
Richmond Area Multi Services (RAMS)	Clerical and Mailroom Services Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Outcome	By June 30, 2019, 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, 2019, 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, 2019, 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.
					Process	By June 30, 2019, 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	No	Juan Ibarra	Peers, Consumers and their Family Members	Outcome	By June 30, 2019, 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, 2019, 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, 2019, 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.
					Process	By June 30, 2019, 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)	Hire-Ability Information Technology (i-Ability) Program	Yes	Kimberly Voelker	Peers, Consumers and their Family Members	Outcome	By June 30, 2019, 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, 2019, 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, 2019, 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, 2019, 75% of trainees will participate in Exit interviews through focus groups or one-on-one interview as evidenced by feedback summary notes.

MHSA Program Performance Objectives (PO) Vocational Services FY 18-19



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
Richmond Area Multi Services (RAMS)	Hire-Ability Janitorial Services Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members.	Outcome	By June 30, 2019, 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.
					Outcome	By June 30, 2019, 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, 2019, 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.
					Process	By June 30, 2019, 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	Outcome	By June 30, 2019, 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, 2019, 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, 2019, 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
					Process	By June 30, 2019, 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, 2019, 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, 2019, the First Impressions Program will have graduated at least 8 enrolled BHS consumers from the program, as evidenced by the final performance evaluation conducted by the First Impressions staff.
					Outcome	By June 30, 2019, 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, 2019, 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.
					Process	By June 30, 2019, 12 BHS consumers will be enrolled in the GROWTH Project as measured by the GROWTH staff and documented in client records.

MHSA Program Performance Objectives (PO) Vocational Services FY 18-19



Agency	Program Name	FY18-19 Year End Report Expected? (Y/N)	SOC Manager	Target Population	Type of PO	PO
UCSF Citywide Employment Program	Growing Recovery and Opportunities for Work Through Horticulture (GROWTH)	Yes	Juan Ibarra	Peers/Consumers	Process	By June 30, 2019, the GROWTH Project will have graduated at least 6 enrolled BHS consumers from the program, as evidenced by the final performance evaluation conducted by the GROWTH staff.
					Outcome	By June 30, 2019, 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, 2019, 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, 2019, 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, 2019, the Slice of Life Café and Catering Program will have graduated at least 16 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, 2019, 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, 2019, 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.