



San Francisco
Department of Public Health



San Francisco Health Network
Behavioral Health Services

Transitional Age Youth System of Care (TAY SOC) FY 18-19 Performance Objectives

Final Version - 2.21.19

FY 18-19 Performance Objectives for Programs Managed by TAY SOC

Purpose: This document includes the process and outcome objectives for Transition Age Youth System of Care (TAY SOC) programs covering the following areas of focus: Service Access through Outreach & Engagement; Treatment & Healing; Community Engagement, Leadership Promotion & Support; and Training, Education & Capacity Building (for Providers and TAY). 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 will be referenced in the Appendix A section of each applicable contract but performance objectives will live as an external document on sfdph.org/cdta. Contractors should understand that these objectives will be used as a factor for contract compliance. All TAY contractors will be required to submit a mid-year (for MHSA-funded programs) and end of year report (all programs).

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 TAY SOC programs' staff who supported the creation of this document. We appreciate all of you and the work you do for the community.

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| Tab # | Provider Agency | TAY SOC Contract Program Category Name | Agency's Program Name known by in Community | SOC Program Manager | CDTA Program Manager | BOCC Program Manager |
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| 1 | Adolescent Health Working Group (AHWG) | Network Development, Training & Capacity Building | AHWG | Kali Cheung | Elizabeth Davis | Tom Mesa |
| 2 | Community Youth Center of SF (CYC) | Population Specific Engagement & Treatment - Asian & Pacific Islander | APIYFCSS | Kali Cheung | Mario Hernandez | Craig Wenzel |
| 3 | Family Service Agency / Felton (FSA) | Network Development, Training & Capacity Building | TAY SOC Clinician Academy | Kali Cheung | April Crawford | Michelle Pollard |
| 4 | Harm Reduction Therapy Center (HRTC) | TAY Homeless Treatment - Team Pilot | Mobile Therapy Team | Kali Cheung | Andrew Williams III | Michelle Pollard |
| 5 | Horizons Unlimited of San Francisco, Inc. | Population Specific Engagement & Treatment - Latino & Mayan | EMIC | Kali Cheung | Mario Hernandez | Marshia Herring |
| 6 | Huckleberry Youth Programs | Population Specific Engagement & Treatment - All | Huckleberry TAY Multi-Service Center | Kali Cheung | Andrew Williams III | Tom Mesa |
| 7 | Instituto Familiar de la Raza Inc. (IFR) | Population Specific Engagement & Treatment - Latino & Mayan | TAY Homeless Treatment | Kali Cheung | April Crawford | Craig Wenzel |
| 8 a&b | Larkin Street Youth Services (LSYS) | TAY Homeless Treatment - TAY SOC / SUD | TAY Homeless Treatment | Kali Cheung | Valerie Wiggins | Jerna Reyes |
| 9 | Mental Health Association of San Francisco (MHA) | TAY SOC Advisory Board | Y.E.S. & TAY Advisory Board | Kali Cheung | Francine Austin | Michelle Pollard |
| 10 | Progress Foundation | TAY Supported Living Program (SLP) - (TAY Residential Tx) | TAY SLP | Kali Cheung | Elizabeth Davis | Jerna Reyes |
| 11 a&b | Richmond Area Multiservices, Inc. (RAMS) | TAY Leaders - Peer Certificate & Peer Employment | a. Youth 2 Youth TAY Peer Certificate b. TAY Peer Employment | Kali Cheung | Andrew Williams III | Jerna Reyes |
| 12 | San Francisco Lesbian Gay Bisexual Transgender Community Center (SF LGBT Center) | Population Specific Engagement & Treatment - LGBT+ | SF LGBT Center Youth Services | Kali Cheung | James Stroh | Craig Wenzel |
| 13 | 3rd Street Youth Center & Clinic | Population Specific Engagement & Treatment - Black/African American | | Kali Cheung | Valerie Wiggins | Marshia Herring |

***Please note: the TAY FSPs and PREP programs will continue following relevant A/OA and MHSA performance objectives as in previous years and will be housed under those documents as found on CDTA website: <https://www.sfdph.org/dph/comupg/aboutdph/insideDept/CDTA/documents-Archive.asp>. These programs though may also have 1-2 additional performance objectives that fall under specific TAY SOC modalities. These would be updated and found in this document. If questions, please contact the TAY SOC, thank you.**

Agency: Adolescent Health Working Group (AHWG)
Contract Program Name: Network Development, Training & Capacity Building

| TAY SOC Modality | Process Objective | Outcome Objective <small>(if applicable)</small> | Outcome Objective Themes |
|---|--|--|--|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> Field-based services to locate and engage with known or referred TAY Services designed to identify TAY with mental health or substance use concerns Screening, referral, and linkage activities Activities that provide a low-threshold means of entry to mental health services Activities that build/maintain trust and relationships in order to connect TAY with available services Engagement groups or drop in hours off-site or in collaboration with community partners Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) </p> | <p>During FY 18/19 AHWG will partner with Drug Policy Alliance to pilot Safety First (substance use education curriculum) in at least 4 SFUSD sites and community partnership sites to improve and create linkages to care between February 2019-June 2019 as documented by a SFUSD approved IRB which states the collaboration between AHWG/DPA to run a pilot project on SFUSD campuses.</p> | <p>By the end of June 30th, 2019, 85% of program provider participants will report an increase knowledge of sub-stance use and harm reduction as measured by pre/post evaluations and individual student inter-views as administered at the end of the Safety First pilot training (a one-time capacity building training for SFUSD teachers/staff).</p> | <p align="center">increased knowledge</p> |
| <p>2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> Social Connection (including relationship building, new connections, building trust, intentional Community Building) Mental health and holistic well-being (including spirit-body connection, hope & optimism) </p> | <p>N/A</p> | <p>N/A</p> | |
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | <p>During February-June 30th 2018, 60 youth from 4 agencies will have collaborated to develop an advocacy strategy for TAY SOC, SFUSD Well-ness and SF Board of Education in regards to SF Substance Use prevention, treatment, and school based interventions as captured by presentation of strategy recommendations to SFUSD School Board and TAY SOC leadership.</p> | | <p align="center">Leadership Development</p> |

Agency: Adolescent Health Working Group (AHWG)
Contract Program Name: Network Development, Training & Capacity Building

| TAY SOC Modality | Process Objective | Outcome Objective <small>(if applicable)</small> | Outcome Objective Themes |
|--|-------------------|--|--------------------------|
| 4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) | | During the FY18-19, 85% of provider participants who attend 'Adolescent Health 101: improving access to services and service delivery for youth and young adult trainings will report an increased knowledge of best practices in serving adolescents as measured by pre/post evaluation-survey at the end of the last session | Increase Knowledge |
| | | During FY18-19, 85% of program participants will report an increase knowledge of substance use and harm reduction foundations and interventions as measured by pre/post evaluation-survey at the end of the non-clinical providers gathering. | Increase Knowledge |

Agency: Community Youth Center of San Francisco (CYC)
Contract Program Name: Population Specific Engagement & Treatment - Asian & Pacific Islander

12/18 note: BHS - BOCC would like to review CYC's quality of life survey to ensure survey questions collect measures properly

| Pop-Focused Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|---|--|--|---|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> Field-based services to locate and engage with known or referred TAY Services designed to identify TAY with mental health or substance use concerns Screening, referral, and linkage activities Activities that provide a low-threshold means of entry to mental health services Activities that build/maintain trust and relationships in order to connect TAY with available services Engagement groups or drop in hours off-site or in collaboration with community partners Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) </p> | <p>By the end of FY 18-19, 50 A&PI youth will be screened for behavioral health concerns using the agency's in-house checklist assessment tool along with other instruments when appropriate, such as the Beck Inventory, PHQ-9, GAD-7, HIT questionnaire, and UCLA PTSD Reaction Index, as shown in the client folders and summarized in the Annual Program Report.</p> | <p>By the end of FY 18-19, 100% of the 50 clients screened and identified with a potential impairment to daily functions will be referred to mental health and other services, as reported in the referral log and summarized in the Annual Program Report.</p> | <p align="center"><i>Screening</i></p> |
| <p>2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> Social Connection (including relationship building, new connections, building trust, intentional Community Building) Mental health and holistic well-being (including spirit-body connection, hope & optimism) </p> | <p>50 A&PI youth will have developed at least one individual treatment goal, as evidenced by the agencies' case management tracking log and reported in the MHSA Annual.</p> | <p>During FY 18-19, 80% of APIYFCSS participants, receiving case management and/or therapeutic services, will report fewer conflicts with others, as measured by our Quality of Life survey (5 point rating scale from 'Strongly Disagree,' 'Disagree,' 'Neutral,' 'Agree,' or 'Strongly Agree' for evaluation purposes.</p> <p>For FY 18-19, 80% of APIYFCSS participants, receiving case management and/or therapeutic services, will feel more hopeful, as measured by our Quality of Life survey for evaluation purposes.</p> <p>50 A&PI youth of all APIYFCSS participants will make progress on a treatment goal by self-report and/or staff observation, as reported in the referral log.</p> | <p align="center"><i>Social Connectedness</i></p> <p align="center"><i>Well-Being</i></p> <p align="center"><i>Assessment</i></p> |

Agency: Community Youth Center of San Francisco (CYC)
Contract Program Name: Population Specific Engagement & Treatment - Asian & Pacific Islander

12/18 note: BHS - BOCC would like to review CYC's quality of life survey to ensure survey questions collect measures properly

| Pop-Focused Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|--|-------------------|--|---|
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | | <p>During FY 18-19, 80% of program participants will report an increase in participation in meaningful activities, such as community events and social gatherings, as measured by our Quality of Life survey at the end of the program year.</p> | <p align="center"><i>Engagement</i></p> |
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> Activities designed to build staff knowledge & skills, program supports and systems capacity Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p> | <p>N/A</p> | <p>N/A</p> | |

Agency: Family Service Agency (FSA) / Felton - Capacity Building
Contract Program Name: TAY SOC Clinical Training Academy

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|---|-------------------|-----------------------------------|--------------------------|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) </p> | N/A | N/A | |
| <p>2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> ◦ Social Connection (including relationship building, new connections, building trust, intentional Community Building) ◦ Mental health and holistic well-being (including spirit-body connection, hope & optimism) </p> | N/A | N/A | |
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | N/A | N/A | |

**Agency: Family Service Agency (FSA) / Felton - Capacity Building
Contract Program Name: TAY SOC Clinical Training Academy**

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|---|--|---|--------------------------|
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions:</p> <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) | <p>Process Objective 1: By June 30, 2019 the selected cohort of at least 35 TAY clinicians will receive over 35 hours of advanced training via the Clinical Training Academy as evidenced by the training log.</p> | <p>Outcome Objective 1: At least 85% of Academy participants will report usage of the skills (implementing trauma-informed interventions, providing family-inclusive care, and meeting the developmental needs of Transition Age Youth), as evidenced by reporting increased use of those skills on the post-training assessment (as compared with pre-training assessment). Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</p> | |
| | <p>Process Objective 2: At least 90% of the cohort who participate in the Clinical Academy (and remain with their original agency at enrollment) will complete the Academy as evidenced by the training log.</p> | <p>Outcome Objective 2: At least 75% of the Academy participants will have an increase in their knowledge about working with Transition Age Youth (for example, understanding brain development, greater knowledge of developmental needs), as assessed by items on the post-training assessment (as compared with the pre-training assessment). Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</p> | |
| | <p>Process Objective 3: By June 30, 2019, Felton Institute will deliver 100% of the proposed 6 training sessions for the TAY SOC Clinical Academy.</p> | <p>Outcome Objective 3: At least 80% of the Academy participants will report being Interested or Very Interested in a Year 2 of the Training Academy as measured by an item on the final evaluation of the Year 1 Training Academy. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</p> | |

Agency: Harm Reduction Therapy Center (HRTC)
Contract Program Name: TAY Homeless Treatment - Team Pilot

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|---|---|--|---|
| 1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) | By 11/30/18, HRTC will purchase and convert a van into a mobile mental health treatment office. | By 12/30/18, a mobile therapy office will be stationed either once or twice a week in at least 4 neighborhoods where homeless TAY live, as indicated in the HRTC TAY Homeless Treatment Team calendar of locations and staff schedules. | <i>Outreach</i> |
| | By June 30, 2019, 300 youth will make brief contacts (e.g. drop-ins, outreach, and referrals) with our mobile mental health treatment team to begin developing relationships and learn about mental health services, as recorded in HRTC's electronic database. | By 6/30/19, At least 50% (150) of youth who have had contact with the Mobile Mental Health Team Pilot will have had an informational session or an intake, as measured by outreach visits logged in HRTC's client record database. | <i>Engagement</i> |
| | By November 30, 2018, HRTC will complete needs assessment interviews with at least 7 stakeholder groups (i.e., community-based organizations and housing programs that serve homeless and formerly homeless TAY) as evidenced by HRTC documentation of interview meeting notes. | By 11/30/18, results from stakeholders' needs assessment interviews and clients public access to Homeless Tx Team calendar online scheduling portal will determine at least 4 neighborhood specific sites where HRTC therapists will be stationed to provide services to TAY. | |
| | By November 30, 2018, HRTC will complete needs assessment interviews with at least 50 unoused TAY as documented by completed client surveys in clients' files. | | <i>Outreach (for providers) / needs assessment</i> |
| 2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) | By 6/30/19, at least 50% of youth who engage in therapy or counseling will be referred to fixed-site mental health services, as documented in HRTC's client record database. | In FY 18-19, 60% of youth referred to fixed site mental health programs will be successfully linked, as verified by follow-up calls to the referred agency and documented in HRTC's client record database. | <i>Ongoing Mental Health Services</i> |
| | By 6/30/19, at least 50 youth will engage in 1:1 short- to medium-term therapy or harm reduction counseling sessions (between 3 and 20) as documented by records of sessions in HRTC's client record database. | In FY 18-19, 60% of youth who engage in therapy or counseling will report experiencing improved mental health stability, as captured by therapist's self-evaluation question, "how do you think you are progressing toward achieving your goal?" and documenting client responses in HRTC's electronic client record database. | <i>Individual Therapy</i> |
| | | In FY 18-19, 60% of youth who engage in therapy or counseling will report experiencing reduced risky substance use, as captured by therapist's self-evaluation question, "how do you think you are progressing toward achieving your goal?" and documenting the response in HRTC's client record database. | <i>Individual Therapy/Harm Reduction Counseling</i> |

Agency: Harm Reduction Therapy Center (HRTC)
Contract Program Name: TAY Homeless Treatment - Team Pilot

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|--|--|--|--|
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | <p>N/A</p> | <p>N/A</p> | |
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p> | <p>By 6/30/19, train leadership staff (program directors and clinical supervisors) of at least 50% of TAY mental health programs to develop harm reduction therapy/counseling practices.</p> | <p>At least 50% of TAY mental health programs who participated in leadership training will adopt a harm reduction values statement and practice guidelines , as measured in a follow-up meeting as documented in meeting notes.</p> | <p align="center"><i>Program Development</i></p> |
| | <p>By 6/30/2019, HRTC trainers will conduct 6 trainings and 12 case conferencing series of at least 4 sessions per series with clinical and non-clinical staff in TAY service agencies to increase skills in delivering services according to harm reduction practices guidelines.</p> | <p>At least 90% of participants in trainings and case conferences will report increased knowledge in their practice of harm reduction therapy/counseling, as measured by training evaluations and report-back in case conferences.</p> | <p align="center"><i>Training & Skill Building</i></p> |

Agency: Horizons Unlimited of San Francisco, Inc.

Contract Program Name: Population Specific Engagement & Treatment - Latino & Mayan

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|--|--|---|--|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category)</p> | <p>During FY 18-19, Mental Health staff will table at 4 events and reach 500 individuals as tracked and recorded by clicker counters and/or sign-in sheets and kept MHSA binder under the Outreach & Engagement section.</p> | | <p><i>Outreach (low touch)</i></p> |
| | <p>During FY 18-19, 25 TAY that attended one of the outreach events will be screened for mental health services using Horizons screening form, as evidenced by completed screening forms located in the MHSA Binder Outreach & Engagement section.</p> | <p>Of those screened in FY 18-19, 18 (75%) TAY identified with a mental health need will be referred to mental health services, as evidenced by completed MHSA referral forms/logs, located in the MHSA Binder Outreach & Engagement section.</p> | <p><i>Screening</i></p> |
| | <p>During FY 18-19, 25 TAY will receive case management services as evidenced by the case management notes and/or Referral form, and recorded and tracked in the MHSA binder in the Outreach & Engagement section.</p> | <p>During FY 18-19, 18 (75%) TAY who received case management services will be successfully linked to support services as evidenced by the completed MHSA referral logs, located in the MHSA Binder Outreach & Engagement section.</p> | <p><i>Referral</i></p> |
| <p>2. TREATMENT & HEALING: Definitions: • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism)</p> | <p>During FY 18-19, 25 TAY will receive individual and/or family therapeutic services as evidenced by sign in sheets and recorded and tracked in the MHSA Activities spreadsheet by the assigned staff; recorded in annual summary reports and located in the MHSA binder, Treatment and Healing services section.</p> | <p>During FY 18-19, 18 (75%) TAY will have completed one behavioral health goal and/or plan of care goal; as evidenced by case/care plan and recorded and tracked in the MHSA Activities Spreadsheet by the assigned staff; recorded in the annual summary reports and located in the MHSA Binder, Treatment and Healing section.</p> | <p><i>Treatment / Goal Setting</i></p> |
| | <p>During FY 18-19, 24 TAY will participate in Wellness groups facilitated by the Case Manager; as evidenced by sign in sheets; recorded and tracked in the MHSA Activities spreadsheet by the assigned staff; recorded in annual summary reports and located in the MHSA Binder, Outreach and Engagement section.</p> | <p>During FY 18-19, 24 (75%) TAY that participated in the Wellness groups will report having built a positive, support system as evidenced by self-report and/or post-test, documented in patient progress notes and stored in patient file, in a locked file cabinet, and locked in the outpatient office of Horizons.</p> | |
| | <p>During FY 18-19, 10 in-custody TAY will participate in the Socialization and/or Release and Reintegration curriculum as evidenced by sign-in sheets; recorded and tracked in the MHSA binder located in the In-Custody Activities section.</p> | <p>During FY 18-19, 7 (75%) in-custody TAY that who participated in the Socialization and/or Release and Reintegration curriculum will report that they are able recognize destructive behaviors that have negatively impacted their life as evidenced by self-report/= and/or exit survey, and documented in patient progress notes kept in patient file, in a locked file cabinet, and locked in the outpatient office of Horizons.</p> | <p><i>Social Connectedness</i></p> |

Agency: Horizons Unlimited of San Francisco, Inc.

Contract Program Name: Population Specific Engagement & Treatment - Latino & Mayan

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|--|-------------------|-----------------------------------|--------------------------|
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | <p>N/A</p> | <p>N/A</p> | |
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p> | <p>N/A</p> | <p>N/A</p> | |

Agency: Huckleberry Youth Programs
Contract Program Name: Population Specific Engagement & Treatment - All

| TAY SOC Modality | Process Objective | Outcome Objective <small>(if applicable)</small> | Outcome Objective Themes |
|---|--|--|---|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) </p> | <p>N/A</p> | <p>N/A</p> | |
| <p>2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) </p> | <p>During FY 18-19, 120 TAY will be screened and/or assessed, for behavioral/mental health concerns as measured by the screening and assessment tools and evidenced by the date of the encounter documented and stored in the agency tracking database Salesforce, and summarized in Annual TAY Outcomes Reports.</p> <p>During FY 18-19, 60 TAY and/or their families will have a written plan of care as evidenced by a case management episode in the Salesforce tracking database, reported in the Quarterly Case Management Report.</p> <p>During FY 18-19, 25 TAY will receive individual therapeutic services. The therapist provides face to face assessment, crisis intervention, and short-term therapy. EPSDT billing will occur for all eligible clients. Client services will be documented in the Salesforce database and when appropriate AVATAR.</p> | <p>Outcome Objective: During FY 18-19, 66% (80) TAY youth who were screened and/or assessed will be referred for or will receive on-site behavioral health services as evidenced by supporting documentation in the agency tracking database Salesforce and summarized in the Annual TAY Outcomes Report.</p> <p>Outcome Objective: During FY 18-19, 45 TAY and/or their families (75% of those with written care plans) will achieve at least one case/care plan goal as evidenced by the case management tracking database Salesforce, recorded by the service delivery staff, and summarized in the Quarterly Case Management Report.</p> <p>Outcome Objective: During FY 18-19, 70% of TAY receiving individual counseling will score at least a 9 for their overall experience on the evidenced-based Partners for Change Outcome Rating Scale (ORS).</p> | <p style="text-align: center;">Engagement & Referral</p> <p style="text-align: center;">Goal Attainment</p> <p style="text-align: center;">Individual Therapy</p> |

Agency: Huckleberry Youth Programs
Contract Program Name: Population Specific Engagement & Treatment - All

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|--|--|--|--|
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | <p>N/A</p> | <p>N/A</p> | |
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p> | <p>During FY 18-19, HYP will host and facilitate at least 10 TAY Frontline Workers meeting to provide program updates, discuss trends, policy issues, facilitate referrals, and provide trainings.</p> | <p>During FY 18-19, providers will be asked monthly for feedback on future topics and will be asked to fill out an anonymous survey at mid-year to solicit ideas for improved facilitation and topics for the second half of the year. 80% of respondents will state that they find the meetings to be useful to their work with TAY and 80% of respondents will state that the meeting increased resource sharing and/or network development.</p> | <p>Collaboration & Capacity Building</p> |

Agency: Instituto Familiar de la Raza Inc. (IFR)

Contract Program Name: Population Specific Engagement & Treatment - Latino & Mayan

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|---|---|---|------------------------------------|
| 1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) | By the end of FY 18-19, 30 community participants will attend 1 community ceremonies and/or 1 Drumming For Peace sessions as documented by attendee headcount which is captured in an attestation written by the event/s coordinator in attendance. Program shall retain attestation statement/s for BOCC inspection at the time of a site visit. Program's Year End Report will summarize this objective. | | <i>Engagement</i> |
| | By the end of FY 18-19, 85% of 125 youth and families referred to La Cultura Cura (LCC) for TAY services will receive follow up to assess eligibility for TAY programming and other treatment services at LCC, as recorded by client referral form maintained by LCC program. Program shall retain referral forms for BOCC inspection at the time of a site visit. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. | | <i>Linkage?</i> |
| 2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) | | By the end of FY 18-19, 20 UDC youth receiving MH services, will decrease MH symptoms as measured by a CANS or ANSA assessment captured at intake, reassessment and at the closing of a clients case and is documented through a printed AVATAR client summary report. Program shall retain documentation for BOCC inspection at the time of a site visit. | |
| | | By the end of FY 18-19, a minimum of 8 out of 12 youth participants who complete the TAY youth psycho-educational groups, will report an increased understanding of TAY psychological and emotional needs in relation to trauma as demonstrated by knowledge assessments administered at the beginning and end (or after 10 sessions) of the group. Program shall retain sign-in sheets for BOCC inspection at the time of a site visit. Program's Year End Report will summarize this objective. | <i>Psychoeducational Groups?</i> |
| | | By the end of FY 18-19, 75% of youth that participate in 5 school-based drumming sessions will be able to identify at least 1 new healthy alternative coping strategy as measured by self-evaluation surveys. Program shall retain sign-in sheets and self-evaluation surveys for BOCC inspection at the time of a site visit. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. | <i>Culturally Specific Healing</i> |

Agency: Instituto Familiar de la Raza Inc. (IFR)

Contract Program Name: Population Specific Engagement & Treatment - Latino & Mayan

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|--|-------------------|---|---|
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | N/A | N/A | |
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p> | | By the end of FY 18-19, 75% of service delivery partners that participate in the multi-session capacity building workshops will be able to identify signs of vicarious trauma in their practice when working with TAY youth as measured by evaluation surveys. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain evaluation surveys for BOCC inspection at the time of a site visit. | <p align="center"><i>Increase Knowledge</i></p> |
| | | By the end of FY 18-19, 75% of service delivery partners that participate in the multi-session capacity building workshops will be able to access trauma-informed intervention strategies to address burnout when working with TAY youth as measured by evaluation surveys. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain evaluation surveys for BOCC inspection at the time of a site visit. | |
| | | By the end of FY 18-19, 75 % of providers who receive capacity building consultation will increase their ability to assess for TAY's needs related to trauma as measured by an evaluation survey. Program's Year End report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain evaluation surveys for BOCC inspection at the time of a site visit. | <p align="center"><i>Increase Knowledge</i></p> |

Agency: Larkin Street Youth Services
Contract Program Name: TAY Homeless Treatment - SUD

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|---|-------------------|--|--------------------------|
| 1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) | | In FY 18-19, at least 70% of youth who engage in site-based services at Haight Street Referral Center (HSRC) [as defined as signing in at least 5 times] will complete an intake or counseling session as recorded by staff in Larkin Street's Efforts to Outcomes (ETO). Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. | <i>screening</i> |
| | | In FY 18-19, at least 50% of site-based HSRC youth will engage further in Larkin Street's continuum of care by: a) starting case management, as evidenced by case management records entered by staff in ETO, OR b) accessing other Larkin Street programs, as evidenced by service records recorded by those other program staff in ETO. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. | <i>access</i> |
| | | In FY 18-19, at least 70% of site-based HSRC youth will be referred to health services (including but not limited to HIV and Hep C testing, dental care, medical care, and mental health and substance use supports) as evidenced by Linkage/Referral records entered by HSRC staff in ETO. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. | <i>referral</i> |
| 2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) | N/A | N/A | |
| | N/A | N/A | |

Agency: Larkin Street Youth Services
Contract Program Name: TAY Homeless Treatment - SUD

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|--|-------------------|-----------------------------------|--------------------------|
| 3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. | N/A | N/A | |
| 4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) | N/A | N/A | |
| | N/A | N/A | |

Agency: Larkin Street Youth Services
Contract Program Name: TAY Homeless Treatment - SOC

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|---|-------------------|---|---------------------------|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions:</p> <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) | N/A | N/A | |
| <p>2. TREATMENT & HEALING: Definitions:</p> <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) | | In FY 18-19, 70% of housed youth who engaged in individual therapy (as evidenced by attending 2 or more sessions) will demonstrate an ability to manage their mental health, as evidenced by a rating of 4 or higher on a 5-point scale question related to mental health management in the youth's Case Management Assessment. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. | <i>Individual Therapy</i> |
| | | In FY 18-19, 75% of youth who have an initial individual therapy session will continue services with an internal Larkin Street TAY Clinician or an external provider, as evidenced by additional individual and/or group therapy and/or counseling services as documented by the Larkin Street Clinician or by a completed Linkage/Referral to an external provider in Larkin Street's Efforts to Outcomes (ETO)--a cloud based client management tracking system. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. | <i>Individual therapy</i> |

Agency: Larkin Street Youth Services
Contract Program Name: TAY Homeless Treatment - SOC

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|--|---|---|---|
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | N/A | N/A | |
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p> | <p>By June 2019, the TAY Clinicians will hold 25 trainings and professional development sessions with Larkin Street non-clinical staff, as recorded in SharePoint, Larkin Street's intranet. Program will utilize sign-in sheets for all attendees of trainings and retain such sign-in sheets for BOCC inspection at time of site visit.</p> | <p>In FY 18-19, at least 90% of respondents at trainings will report the training increased their knowledge and skills of the topic, as measured by training evaluation forms recorded in SharePoint, Larkin Street's intranet. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain training evaluation forms for inspection by BOCC at time of site visit.</p> | <p><i>Training & Skill Building</i></p> |
| | | <p>In FY 18-19, at least 90% of respondents at trainings will report that they will put the skills into practice in their work, as measured by training evaluation forms recorded in SharePoint, Larkin Street's intranet. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain training evaluation forms for inspection by BOCC at time of site visit.</p> | <p><i>Training & Skill Building</i></p> |

Agency: Mental Health Association of San Francisco (MHA SF)
Contract Program Name: TAY Advisory Board

**Note to Reader: MHA went through contract set up early and may have inserted POs at the time without realizing TAY process and had no staff at the time developing/implementing program; please refer to these objectives to monitor.*

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|---|---|--|--------------------------|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> Field-based services to locate and engage with known or referred TAY Services designed to identify TAY with mental health or substance use concerns Screening, referral, and linkage activities Activities that provide a low-threshold means of entry to mental health services Activities that build/maintain trust and relationships in order to connect TAY with available services Engagement groups or drop in hours off-site or in collaboration with community partners Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) </p> | N/A | N/A | |
| <p>2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> Social Connection (including relationship building, new connections, building trust, intentional Community Building) Mental health and holistic well-being (including spirit- </p> | N/A | N/A | |
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | <p>Process Objective 1: By April 30, 2019, 80% of TAY SOC Advisory Board (TSAB) members will complete a minimum of 16 hours out of a total of 24 hours of training on a range of mental health recovery-focused topics, including but not limited to recovery language and history of the recovery movement. Sign-in sheets will be used to document attendance at each training, and TSAB training data will be tracked and documented in logs kept by the Training and Engagement Manager and included in annual reports.</p> | <p>Outcome Objective 1: By June 30, 2019, 85% of TAY Advisory Board members who complete a minimum of 16 hours of the TSAB training series will report an increased knowledge about the mental health recovery model, as measured by TSAB members rating a minimum of 4-agree to the question, "TAY SOC Advisory Board trainings have increased my knowledge of what the mental health recovery model is" on post-surveys administered at the end of each training in the TSAB training series. The rating scale is 1 =Strongly Disagree to 5=Strongly Agree. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</p> | Community Engagement |
| | <p>Process Objective 2: By June 30, 2019, MHA SF will recruit a minimum of 7 TAY SOC Advisory Board (TSAB) members and hold monthly meetings to advise and help identify TAY mental health needs for the broader TAY SOC, as tracked by monthly meeting logs kept by the Training and Engagement Manager and development of a TSAB workplan. Program's documentation of the recruitment activity will be summarized in the Year End Report.</p> | <p>Outcome Objective 2: By June 30, 2019, 85% of TAY Advisory Board members who respond will report increased confidence in their ability to express their ideas as part of a team, as measured by TSAB members rating a minimum of 4 agree to the question, "As a result of participation on the TAY SOC Advisory Board, I have increased confidence in my ability to share my ideas as part of a team" on the survey administered at the end of each TSAB training. The rating scale is 1 =Strongly Disagree to 5=Strongly Agree. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</p> | Community Engagement |

Agency: Mental Health Association of San Francisco (MHA SF)
Contract Program Name: TAY Advisory Board

**Note to Reader: MHA went through contract set up early and may have inserted POs at the time without realizing TAY process and had no staff at the time developing/implementing program; please refer to these objectives to monitor.*

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|--|---|---|---|
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY):</p> <p>Definitions:</p> <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) | <p>Process Objective 3: By June 30, 2019, MHASF will implement two 12-hour (three 4-hour trainings) TAY speaker's bureau training series to train a minimum of 8 TAY Peer Educators to conduct community presentations at venues including but not limited to SFPL library branches, SF high schools, SF universities, and faith centers that reduce public stigma around TAY mental health and reduce the TAY speakers' own mental health self-stigma. Sign-in sheets will be used to document attendance at each training, and speakers bureau trainings and community presentation data will be tracked and documented attendance and survey logs. Program's documentation of the TAY speakers bureau trainings will be summarized in the Year End Report.</p> | <p>Outcome Objective 3: By June 30, 2019, 85% of YES Peer Educators will report a better understanding of mental health stigma, as measured by the pre- and post-skills survey administered at the start and end of program year, by rating a minimum of 4 -agree to the question "Because of my participation in the YES program, I understand how the three different types of mental health stigma could apply to mental health issues that I may experience." The rating scale is 1=strongly disagree to 5 = strongly agree and data from pre and post skills survey will be documented in annual MHSA report. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</p> | <p align="center"><i>Skill Building</i></p> |
| | <p>Process Objective 4: By June 30, 2019, MHASF will conduct a minimum of 5 community presentations about TAY mental health at venues including but not limited to SFPL library branches, SF high schools, SF universities, and faith centers, as documented by sign-in sheets and tracked via post-presentation surveys. Community presentation data will be tracked and documented in logs kept by the Training and Engagement Manager. Program's documentation of community presentations will be summarized in the Year End Report.</p> | <p>Outcome Objective 4: By June 30, 2019, 85% of community members attending YES presentations will report a better understanding of the mental health challenges facing TAY, as measured by community members rating a minimum of 4-agree to the question, "This presentation increased my understanding of the mental health challenges facing Transitional Age Youth" on the post-YES presentation questionnaire administered at the end of every community presentation. The rating scale is 1=Strongly Disagree to 5 = Strongly Agree. Program's Year End Report will summarize the raw numbers that make up the percentage achieved fir this activity.</p> | <p align="center"><i>Skill Building</i></p> |

Agency: Progress Foundation

Contract Program Name: TAY Supported Living Program (SLP) - TAY Residential Treatment

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|---|---|-----------------------------------|--------------------------|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) </p> | <p><i>*Note to Reader: Progress Foundation's contract began certification process in Nov 2018 and TAY SOC is working with Progress to draft initial performance objectives in February 2019. Please stay tuned, will update in this document...</i></p> | | |
| <p>2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) </p> | | N/A | |

Agency: Progress Foundation

Contract Program Name: TAY Supported Living Program (SLP) - TAY Residential Treatment

| TAY SOC Modality | Process Objective | Outcome Objective <small>(if applicable)</small> | Outcome Objective Themes |
|--|-------------------|--|--------------------------|
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | | | |
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p> | | | |

Agency: Richmond Area Multiservices, Inc. (RAMS)
Contract Program Name: TAY Leaders - Peer Certificate (aka, Youth2Youth)

| TAY SOC Modality | Process Objective | Outcome Objective <small>(if applicable)</small> | Outcome Objective Themes |
|---|-------------------|---|--------------------------|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) </p> | N/A | N/A | |
| <p>2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) </p> | N/A | N/A | |
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | | <p>During FY 2018-19, at least 75% of surveyed participants who have completed the program will indicate an increase in readiness for additional meaningful activities (e.g., continuing on to further education, continuing into internship opportunities), as demonstrated by program evaluation surveys. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program will retain all evaluation surveys for inspection by BOCC at time of site visit.</p> <p>During FY 2018-19, at least 75% of program participants will successfully complete the program (i.e. graduate) by the end of the program; this will be evidenced by program participant completion records. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain all participant completion records for inspection by BOCC at time of site visit.</p> | |

Agency: Richmond Area Multiservices, Inc. (RAMS)
Contract Program Name: TAY Leaders - Peer Certificate (aka, Youth2Youth)

| TAY SOC Modality | Process Objective | Outcome Objective <small>(if applicable)</small> | Outcome Objective Themes |
|--|--|---|--------------------------|
| | <p>During FY 2018-19, the program will coordinate and hold at least two social networking events (e.g., connecting / linking participants and/or alumni for professional network and support). Program's documentation of the coordination of social networking events shall be summarized in the Year End Report.</p> | | |
| | | <p>During FY 2018-19, at least 75% of surveyed participants who have completed the program will have increased coping strategies, by indicating their agreement (4-point scale) to the survey item "because of the RAMS Youth 2 Youth Program, I have some coping skills to help me get through difficult situations" as measured by the program evaluation that is distributed during the last two weeks of each cohort. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program will retain all evaluation surveys for inspection by BOCC at time of site visit.</p> | |
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p> | <p>N/A</p> | <p>N/A</p> | |

Agency: Richmond Area Multiservices, Inc. (RAMS)
Contract Program Name: TAY Leaders - Peer Employment

| TAY SOC Modality | Process Objective | Outcome Objective <small>(if applicable)</small> | Outcome Objective Themes |
|---|-------------------|---|--------------------------|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) </p> | N/A | N/A | |
| <p>2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) </p> | N/A | N/A | |
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion </p> | | <p>During FY 2018-19, at least 75% of surveyed graduates who have completed the program will report an increase in readiness for vocational related services by indicating their agreement (4-point scale) to the survey item "As a result of participating at Hire-Ability, I feel more prepared for my next opportunity" as measured by the program evaluation that is distributed during the last two weeks of the cohort. Program will retain participant evaluations for inspection by BOCC at time of site visit.</p> | |

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| <ul style="list-style-type: none"> • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. | | <p>During FY 2018-19, at least 75% of participants will successfully complete (i.e. graduate) the internship 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. Program will retain program completion records for inspection by BOCC at time of site visit.</p> | |
| | | <p>During FY 2018-19, at least 75% of surveyed graduates will improve their coping abilities by indicating their agreement to the survey item "I feel that my coping abilities (e.g. emotional control on the job, adjust to changes on the job etc.) have improved since participating at Hire-Ability, TAY Employment" as measured by the program evaluation that is distributed during the last two weeks of each cohort. Program will retain participant evaluations for inspection by BOCC at time of site visit.</p> | |
| | | <p>During FY 2018-19, 100% of graduates completing the internship, who are interested in competitive community employment, will be referred to an appropriate program to receive employment support services as evidenced by the case closure notes. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program will retain case closure notes for inspection by BOCC at time of site visit.</p> | |
| 4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): | N/A | N/A | |
| <p>Definitions:</p> <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) | | | |
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Agency: SF LGBT Center

Contract Program Name: Population Specific Engagement & Treatment - LGBT+

| TAY SOC Modality | Process Objective | Outcome Objective <small>(if applicable)</small> | Outcome Objective Themes |
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| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions:</p> <ul style="list-style-type: none"> Field-based services to locate and engage with known or referred TAY Services designed to identify TAY with mental health or substance use concerns Screening, referral, and linkage activities Activities that provide a low-threshold means of entry to mental health services Activities that build/maintain trust and relationships in order to connect TAY with available services Engagement groups or drop in hours off-site or in collaboration with community partners Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) | <p>By 6/30/19, 300 unduplicated youth will have participated in our Drop-In program as documented by drop-in sign-in logs. Program will retain logs for BOCC inspection at time of site visit. Program's documentation of drop-in activities will be summarized in the Year End Report.</p> | <p>By 6/30/19, at least 75% of respondents will report <i>belonging to a community</i> by rating a 4 or higher on the end of the year Client Feedback Survey to the statement: "Because of this program, I have a stronger sense of belonging to a community" with a rating scale of 1= Strongly Disagree to 5= Strongly Agree. Programs Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program will retain client reports regarding rating a statement about sense of community.</p> | <p align="center"><i>Engagement</i></p> |
| | <p>By 6/30/19, at least 60 of the 300 unduplicated participants from the Drop-In program will access Navigation Services, from basic supports like food and clothing to mental health services, as documented by type of service accessed and Nav. Services log which documents which services participants accessed during service navigation meeting. Program will retain logs for BOCC inspection at time of site visit. Program's documentation of drop-in activities will be summarized in the Year End Report.</p> | <p>By 6/30/19, 100% of TAY identified by Navigation Services as needing mental health services (such as individual therapy, group therapy, support groups, housing) will be referred to services, as measured and tracked through our Service Navigation binder and Mental Health Specialist client appointment notes and appointment log.</p> | <p align="center"><i>Referral</i></p> |
| <p>2. TREATMENT & HEALING: Definitions:</p> <ul style="list-style-type: none"> Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> Social Connection (including relationship building, new connections, building trust, intentional Community Building) Mental health and holistic well-being (including spirit-body connection, hope & optimism) | <p>By 6/30/19, at least 15 TAY will engage in one or more individual therapy sessions with a Mental Health Specialist as tracked by Mental Health Specialist client appointment notes. Program will retain mental health appointment notes for inspection by BOCC at time of site visit. Program's documentation of mental health engagement activities will be summarized in the Year End Report.</p> | <p>By 6/30/19, at least 65% of youth will report "agree," on a scale of Agree/Disagree, to the following statement "As a result of this service, I feel better equipped to manage my mental health," and documented in client session notes.</p> | <p align="center"><i>Individual Therapy</i></p> |
| | | <p>By 6/30/19, at least 65% of youth who participate in group therapy will report a 4 or higher on a Client Feedback survey to the following statement, "As result of this group, more connected to my peers/community" with a rating scale of 1= Strongly Disagree and 5= Strongly Agree. Programs Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program will retain client reports regarding rating a statement about sense of community.</p> | <p align="center"><i>Group Therapy</i></p> |
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions:</p> <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership | <p>By 6/30/19, the Youth Leadership Council will have planned and implemented one community building event (such as art show, leadership retreat or social activity), led by and for TAY as documented by event planning workplan. Program will retain the event planning workplan to be inspected by BOCC at the time of site visit. Program's documentation of event planning by the Youth Leadership Council will be summarized in the Year End Report.</p> | <p>By 6/30/19, 60% of Youth Leadership Council members will report an increased understanding of solutions to problems impacting their community by rating 4 or higher on a Client Feedback survey to the statement, "Because of Youth Leadership Council, I have a greater understanding of solutions to problems impacting my community," with a rating scale of 1= Strongly Disagree and 5= Strongly Agree. Programs Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</p> | <p align="center"><i>Leadership</i></p> |

Agency: SF LGBT Center

Contract Program Name: Population Specific Engagement & Treatment - LGBT+

| TAY SOC Modality | Process Objective | Outcome Objective <small>(if applicable)</small> | Outcome Objective Themes |
|--|-------------------|--|--------------------------|
| opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. | | | |
| 4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) | N/A | N/A | |
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Agency: 3rd Street Youth Center & Clinic (partners with 100% College Prep / Alive & Free)
Contract Program Name: Population Specific Engagement & Treatment - Black/African American

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|---|---|---|---|
| <p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) </p> | <p>By June 30, 2019, 40-50 youth will complete an intake and be screened for trauma/mental health needs. Program's documentation of the intake and screening process and number of clients screened will be summarized in the Year End Report. Program will retain screening forms for inspection by BOCC during site visit.</p> | <p>Of those screened By June 30, 2019, 80% of the clients identified with a behavioral health need will be referred to behavioral health services and tracked by either a social worker or therapist. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</p> | <p align="center"><i>Screening</i></p> |
| | | <p>By June 30, 2019, the agencies 3rd Street, 100% College Prep and Alive & Free will have formalized a referral process for youth needing additional services. Referrals will be tracked on an internal log report with totals tallied monthly by Program staff. Program's documentation of the existence of a referral process will be summarized in the Year End Report.</p> | <p align="center"><i>Referral</i></p> |
| | <p>By June 30, 2019, 3rd Street will distribute at least 12 bi-weekly health-promoting messages to youth on all relevant social media platforms. Program's documentation of the social media messaging as well as number of bi-weekly messages will be summarized in the Year End Report. Program will retain copies of all social media messages for inspection by BOCC during a site visit.</p> | <p>By June 30, 2019 at least 10 bi-monthly health-promoting messages will be viewed by 200 young people who follow 3rd Street on one of its social media platforms, as evidenced by monthly analytics and impact reports created by Facebook, Instagram and Twitter. Program's Year End Report will summarize the results of the monthly analytics as prepared by social media outlets.</p> | <p align="center"><i>Outreach</i></p> |
| <p>2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) </p> | <p>By June 30, 2019, 70 youth will receive individual mental health counseling services either on-site at 3rd Street or in the schools as evidenced by attendance taken by therapist and documented on a Central Program log that shows numbers of unduplicated clients receiving individual therapy.</p> | <p>By June 30, 2019 70% of 70 youth will report feeling better as a result of attending therapy as evidenced by self-report on a Client Feedback Survey where youth are asked to rate their overall feelings between 1 and 5. Program will retain answers to Client Survey for inspection by BOCC at a site visit. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</p> | <p align="center"><i>Individual therapy</i></p> |
| | <p>By June 30, 2019, 30 youth will receive group mental health/counseling services either on-site at 3rd Street or in the schools as evidenced by attendance taken by therapist and documented on a Central Program log that shows numbers of unduplicated clients receiving individual or group therapy</p> | <p>By June 30, 2019 70% of 30 youth will report feeling better as a result of attending therapy as evidenced by self-report on a Client Feedback Survey where youth are asked to rate their overall feelings between 1 and 5. Program will retain answers to Client Survey for inspection by BOCC at a site visit. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</p> | |

Agency: 3rd Street Youth Center & Clinic (partners with 100% College Prep / Alive & Free)
Contract Program Name: Population Specific Engagement & Treatment - Black/African American

| TAY SOC Modality | Process Objective | Outcome Objective (if applicable) | Outcome Objective Themes |
|--|---|-----------------------------------|--------------------------|
| <p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p> | | | |
| <p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p> | <p>By June 30, 2019, 3rd Street will develop formal service agreements with three local schools to provide individual and group therapy and clinical case management on campus to students. Program's documentation of this activity will be summarized in the Year End Report.</p> | | <i>Collaboration</i> |
| | <p>By June 30, 2019, 3rd Street will have identified and recruited relevant organizations and frontline workers for a Southeast San Francisco specific behavior health workers' convener group. Program's documentation of this activity will be summarized in the Year End Report.</p> | | <i>Collaboration</i> |