Office of Justice, Equity, Diversity, & Inclusion (JEDI) / Mental Health Services Act (MHSA)
Fiscal Year 2022-2023 Performance Objectives
For

Programs Managed by the
JEDI/MHSA Administrative Office

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

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

JEDI/MHSA FY 22-23 Performance Objectives for Programs Managed by JEDI/MHSA Administration

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

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

These individualized objectives apply the SMART (Specific, Measurable, Achievable/Attainable, Realistic, and Timely) format. While all these programs welcome and serve all ethnicities and populations, many are designed to meet the cultural and linguistic needs of various underserved populations. This document contains MHSA-funded programs managed within the MHSA Administrative office. **Please also note that new programs that have started in FY 22-23, do not have to submit a Mid-Year Report for the FY 22-23 reporting period. New Programs will only submit a Year-End Report for FY 22-23.**

This document will be referenced in the Appendix A section of each applicable contract. Contractors should understand that these objectives will be used as a factor for contract compliance. All MHSA-funded programs in this document must submit a mid-year and end-of-year report (unless otherwise noted). 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 agency's responsibility to understand its contract with the City. **Thank you to the staff of all the MHSA-funded programs! We appreciate your great work!**

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6	Harder + Company	Innovation Planning and Technical Assistance	Jessica Brown
6	Hatchuel Tabernik + Associates (HTA)	Planning Support	Jessica Brown
6	Study Center Equity Consultants	Jason Seals and Associates	Alicia St. Andrews
6	Study Center Equity Consultants	Nia Hamilton Ibu LLC	Alicia St. Andrews
6	Study Center Equity Consultants	Dante King	Alicia St. Andrews
6	Study Center / NAMI SF	Black/African American Faith-based Peers (Innovations)	Alicia St. Andrews

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Mental Health Association of San Francisco (MHA SF)	Peer Engagement Services (PES)	Yes	Tracey Helton	Peers & Behavioral Health Consumers	process	By June 30, 2023, the Support and Wellness program will serve 50 individuals who will receive peer counseling via Telehealth or in-person as is evidenced by documentation in each participant's case notes and program attendance logs.
					outcome	By June 30, 2023, 80% of Support and Wellness participants receiving group support will report feeling less isolated as is evidenced by feedback surveys and case note documentation
					process	By June 30, 2023, SOLVE will offer 30 Anti -Stigma community presentations, as evidenced by a tracking log.
					outcome	By June 30, 2023, of 80% of surveyed SOLVE participants will respond agree or strongly agree to the following statement: "As a result of this presentation, my understanding that mental health recovery is possible for anyone, has improved," as evidenced by the completion of the community presentation evaluation.
Mental Health Association of San Francisco (MHA SF)	Technology-Assisted Mental Health Solutions (TAMHS) Project & Headspace App One-Time Implementation Funding (Innovations; TAMHS embedded in PES contract)	Yes	Teresa Yu	Peers & Behavioral Health Consumers	process	By June 30, 2023, MHASF will enroll 25-60 unduplicated San Francisco residents in its Technology Borrowing & Distribution project or Digital Literacy trainings, as evidenced by a tracking log.
					process	By June 30, 2023, MHASF will distribute 25-60 devices (tablet, keyboard) to unduplicated San Francisco Residents through its Technology Borrowing & Distribution project, as evidenced by a tracking log.
					process	By December 30, 2023, MHASF will recruit 25 participants to participate in TakeMyHand peer chat pilot as evidenced by a chat log.
					outcome	By June 30, 2023 80% of Technology Borrowing & Distribution project participants will report that they are somewhat or very comfortable using a tablet," as evidenced by satisfaction survey.
					outcome	By June 30, 2023, 80% Technology Borrowing and Distribution project participants will respond agree or strongly agree to the following statement "Technical support hours helped increase my understanding of digital literacy."
					outcome	By June 30, 2023, 80% of Technology Borrowing & Distribution project's Digital Literacy trainings will respond agree or strongly agree to the following statement: "The training increased my understanding of technology use," as evidenced by post training evaluations.
					outcome	December 30, 2023, 80% of Take My Hand peer chat participants will respond agree or strongly agree to the following statement: Overall, I am satisfied with the support I received from Take My Hand.
					process	By June 30, 2023, 25% of TAMHS program participants enrolled will identify as transgender and/or TAY as evidenced by TakeMyHand's pre-chat survey, Tech Procurement tracking log, and Digital Literacy sign-up log

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Mental Health Association of San Francisco (MHA SF)	Peer Connections (Not MHSA-Funded)	No	Tracey Helton	Peers, Behavioral Health Consumers, and Community-at-Large	process	By June 30, 2023, Peer Connections will enroll 60 participants who are San Francisco-based callers to the California Peer Run Warm Line as is evidenced by referral tracking logs.
					process	By June 30, 2023, Peer Connections staff will engage in 6 program outreach activities as is evidenced by tracking logs.
					outcome	By June 30, 2023, 80% of Peer Connections participants receiving 1:1 peer counseling will have completed one personal wellness goal as is evidenced by feedback surveys and case note documentation.
National Alliance on Mental Illness (NAMI)	Peer-to-Peer; Family-to-Family	Yes	Tracey Helton	Peers, Consumers and their Family Members	outcome	By June 30, 2023, 80% of Peer to Peer participants will learn to recognize the signs and symptoms and their mental illness, as evidenced by self-reported completion of a relapse prevention plan.
					outcome	By June 30, 2023, 80% of Peer to Peer participants will understand what action steps to take when symptoms reoccur, as evidenced by the response on the Peer to Peer feedback tool.
					outcome	By June 30th, 2023, 80% of family members served in the Family to Family, Basics, and Advocating for Your Black Child programs will increase problem-solving skills and feel better prepared to advocate for their loved one as evidenced by self-reporting evaluations.
					outcome	By June 30th, 2023, 80% of family members served in the Family to Family, Basics, and Advocating for Your Black Child programs will have a better understanding of mental health conditions, and will more easily identify the signs and symptoms, as evidenced by self-reporting evaluations.
					outcome	By June 30th, 2023, 80% of participants in our Public Education Programs (Mental Health 101, In Our Own Voice, and Ending the Stigma) will have a better understanding of how mental health conditions manifest, evolve, and are managed, as evidenced by self-reporting evaluations.
Richmond Area Multi Services (RAMS)	Intensive Case Management (ICM)-Outpatient (OP) Peer Transition Team (Innovations)	Yes	Tracey Helton	TAY and Adult Peers (Consumers of Services)	process	By June 30, 2023, 80% of clients enrolled with the Peer Transition Team will meet with a Peer Counselor within 30 days of date of enrollment.
					outcome	By June 30, 2023, 75% of surveyed clients will report feeling heard and understood by their Peer Counselor, as evidenced by Client Feedback Tool.
					outcome	By June 30, 2023, 75% of surveyed clients will report that they feel more comfortable with their new provider, as evidenced by Client Feedback Tool.
					outcome	By June 30, 2023, 75% of surveyed referral clinics will report that the Peer Transition Team was helpful in transitioning clients to less intensive services, as evidenced by referral feedback tools.
Richmond Area Multi Services (RAMS)	Peer-To-Peer Linkage (Not MHSA-Funded)	No	Tracey Helton	Peers, Consumers and their Family Members	process	During FY22-23, the RAMS Peer to Peer Linkage program will have four contacts with the Site Supervisor(s) regarding staffing, work duties and assignments, and address any concerns with the program. This will be documented in program reports.
					outcome	By June 30, 2023, 80% of surveyed clients will indicate an increased knowledge about the community, health and cultural resources available to them. This will be evidenced by items on client feedback tools.

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Richmond Area Multi Services (RAMS)	Peer-To-Peer Linkage (Not MHSA-Funded)	No	Tracey Helton	Peers, Consumers and their Family Members	outcome	By June 30, 2023, 80% of surveyed clients will indicate that they feel supported by the Service Coordinator. This will be evidenced by items on client feedback tools
					outcome	By June 30, 2023, 80% of surveyed clients will indicate that their Service Coordinator helped them achieve their agreed upon task/goal. This will be evidenced by items on client feedback tools.
Richmond Area Multi Services (RAMS)	Peer Specialist Mental Health Certificate	Yes	Tracey Helton	Peers, Consumers and their Family Members	process	Upon completion of the Entry and/or Advanced Certificate program, at least 75% of surveyed participants will indicate plans to pursue and/or continue a career (job, volunteer, further education) in the health & human services field (behavioral health, health, community services). This will be evidenced by items on post-program evaluations.
					outcome	At least 75% of Entry and/or Advanced Certificate program participants will successfully complete the program (i.e. graduate). This will be evidenced by program participant completion records.
					outcome	Upon completion of the Entry and/or Advanced Certificate, at least 75% of participants will report an increase in skills and knowledge due to participation in the program. This will be evidenced by items on post-program/training evaluations.
					process	By June 30, 2023, the Peer Specialist Mental Health Certificate program will coordinate and hold at least four social networking events (connecting/linking program alumni with current participants for professional network and support) intended for wellness and promotion, as evidenced by attendance records.
Richmond Area Multi Services (RAMS)	Peer to Peer Employment	Yes	Tracey Helton	Peers, Consumers and their Family Members	process	By June 30, 2023, 75% of program employees (working 16+ hours/week) will participate in four skills development or wellness trainings/sessions. This will be evidenced by program attendance records.
					outcome	Specific to Peer Counseling & Outreach Services and Peer Wellness Center: By June 30, 2023, 75% of surveyed clients/participants of group services and/or Wellness Center services will report that they feel socially connected. This will be evidenced by items on the client feedback tools.
					outcome	Peer Internship: By June 30, 2023, 75% of enrolled interns will successfully complete (i.e. graduate) the training or have exited the program early due to obtaining employment related to this field. This will be evidenced by program enrollment records.
					outcome	Peer Internship: At program completion, 75% of surveyed intern graduates will indicate improvements in their abilities to manage stress in the workplace. This will be evidenced by items on post-program evaluations.
Richmond Area Multi Services (RAMS)	Wellness in the Streets (WITS) (Innovations)	Yes	Tracey Helton	Unhoused & Behavioral Health Consumers	process	By June 30th, 2023, the WITS team will have collectively engaged in outreach activities to 150 unhoused individuals in San Francisco. This will be documented in program reports.
					outcome	By June 30th, 2023, 75% of individuals who identified an immediate need reported that their need was addressed by a WITS team member, as evidenced by the WITS 'in the moment' feedback tool.
					outcome	By June 30th, 2023, 75% of individuals who identified an immediate need reported that their need was addressed by a WITS team member, as evidenced by the WITS 'in the moment' feedback tool.

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San Francisco Department of Public Health	Lifting and Empowering Generations of Adults, Children, and Youth (LEGACY)	Yes	Tracey Helton	Peers, Consumers and their Families/Parents	process	By June 30, 2023, 85% of consumers identified as seeking services will be screened to receive culturally and linguistically appropriate services through one-on-one, peer-to-peer support to address their and/or their children's mental health needs. This will be evidenced by the client/referral tracking log.
					outcome	By June 30, 2022, 85% of active clients will have successfully completed one self identified goal as evidenced by the LEGACY outcome log.
					outcome	By June 30, 2023, 70% of consumers who completed the Family Support Night questionnaire will report feeling more knowledgeable of community resouces. This will be evidenced by items on the FSN questionnaire (quarterly).
					process	By June 30, 2023, 80% of LEGACY DPH staff, who directly work with clients, will help faciliate at least one Support Group. This will be evidenced by the staff goal table.
					process	By June 30, 2023, LEGACY Family Specialists will participate in at least 80% of H.S.A.'s CFT meetings that are assigned by LEGACY's Program Coordinator. This will be evidenced by the CFT tracking
San Francisco Study Center as part of the Fiscal Inter Management	Trans Pilot Program	Yes	Tracey Helton	Trans Women of Color who are Peers/Consumers	outcome	By June 30, 2023, program participants will report increased social connection as evidenced by 75% of participants rating 4 or above on a client survey administered by SFDPH, collected by the program manager and stored in a locked cabinet.
					outcome	By June 30, 2023, program participants will report improvements to health, wellness and recovery as a direct result of program as evidenced by 75% of participants rating 4 or above on evaluations provided after the Trans Health and Wellness fair on a client survey administered by SFDPH, collected by the program manager and stored in a locked cabinet.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Curry Senior Center	Addressing the Needs of Socially Isolated Older Adults	Yes	Teresa Yu	Socially Isolated Older Adults	Process	Outreach and Engagement: By June 30, 2023, 150 older adults will be reached by Peer Outreach Specialists as evidenced by outreach client contact logs and event sign-in sheets.
					Process	Screening and Assessment: By June 30, 2023, 75 isolated older adults will be screened for behavioral health needs using a preclinical Behavioral Health screening tool, administered by Peer Outreach Specialists as evidenced by screening log.
					Outcome	Screening and Assessment: By June 30, 2023, 75% of isolated older adults screened and identified as having a behavioral health need will be referred to appropriate behavioral health services (including case management, substance use, mental health, and social support groups) as evidenced by a referral tracking system.
					Process	Wellness Promotion: By June 30, 2023, 15 isolated older adults will attend 2 group activities as evidenced by the group activity log.
					Outcome	Wellness Promotion: By June 30, 2023, 60% of older adults who participate in 2 group activities will report equal or increased levels of social connectedness as measured by the client satisfaction survey.
					Process	Service Linkage: By June 30, 2023, 60 isolated older adults will be screened for non-behavioral health needs as reflected in client logs.
					Outcome	Service Linkage: By June 30, 2023, 90% of isolated older adults who indicate the need for non-behavioral health needs will be referred to the appropriate service as evidenced by client log sheets.
Curry Senior Center	Senior Drop-in Center	Yes	Teresa Yu	Socially Isolated Older Adults	Process	Screening and Assessment: By June 30, 2023, 25 seniors will be informally assessed for non-behavioral health services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Outcome	Screening and Assessment: By June 30, 2023, 20% of seniors who will be informally assessed for non-behavioral health needs, will be referred to services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Process	Screening and Assessment: By June 30, 2023, 20 limited English-speaking seniors will be informally assessed for non behavioral health services needs as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Outcome	Screening and Assessment: By June 30, 2023, 20% of limited English-speaking seniors who will be informally assessed for non-behavioral health needs, will be referred to services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Process	Wellness Promotion: By June 30, 2023, 100 seniors will attend wellness-based activities offered by peer staff as evidenced by the peer-staff administered participant log. Examples of activities are: tournaments of games, exercise, and discussion groups.
					Outcome	Wellness Promotion: By June 30, 2023, 70% of participants attending 3 activities or more will report an increase in socialization as measured by client participation surveys administered by Program Manager and Peer staff on a quarterly basis and tracked by data analyst.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Community Building Program	Yes	Kimberly Ganade	(see next page)	Process	Outreach & Engagement: By June 30, 2023, at least 4 community events will be held and at least 150 participants will participate, as documented in sign-in sheets, maintained by the Program Coordinator or data entry clerk, and stored in the file room.
					Process	Screening & Assessment: By June 30, 2023, 60 participants will be screened &/or assessed for behavioral health concerns, as measured by the Case Management Assessment conducted by the program case managers & documented in in Monthly Outcome Forms, maintained by the Program Coordinator or data entry staff & stored in the file room.
					Process	Screening & Assessment: By June 30, 2023, 75% of community members within an identified behavioral health need will be referred to behavioral health services as measured by the creation of a harm reduction plan.
Hospitality House	Community Building Program	Yes	Kimberly Ganade	Multi-Diagnosed, Multi-Traumatized, Adults residents of the Tenderloin; Individuals and "families," understood as a primary social group sharing common beliefs & activities, as defined by its members – e.g. African American, American Indian, Veterans	Outcome	Screening & Assessment: By June 30, 2023, 75% of community members within an identified behavioral health need will be referred to behavioral health services as measured by creation of a harm reduction plan.
					Process	Wellness Promotion: By June 30, 2023, 8 participants will enroll in wellness promotion activities, as evidenced by their participation in the Healing, Organizing & Leadership Development (HOLD) internship, and documented in sign-in sheets, maintained by the Program Compliance Coordinator and stored in the file room.
					Outcome	Wellness Promotion: By June 30, 2023, at least 4 HOLD participants will increase their social connectedness as assessed by staff through observation of participants in community organizing/civic engagement activities.
					Process	Individual & Group Therapeutic Services: By June 30, 2023, 50 Harm Reduction Therapy Center (HRTC) individual therapy participants will have a stated case plan, as measured by the HRTC case plan and documented in the HRTC database that will be maintained by the HRTC staff & store electronically.
					Outcome	Individual & Group Therapeutic Services: By June 30, 2023, 75% of participants will complete at least one case plan goal, as measured by the HRTC case plan and documented in the HRTC database that will be maintained by the HRTC staff and stored electronically.
					Process	Service Linkage: By June 30, 2023, 60 participants will have a written case plan, as documented in the Monthly Outcome Forms, maintained by the Program Compliance Coordinator & stored in the file room.
					Process	Service Linkage: By June 30, 2023, 60 participants will be referred to behavioral health services, as measured by creation of a harm reduction plan and documented in Monthly Outcome Forms, maintained by the Program Compliance Coordinator & stored in the file room.
					Outcome	Service Linkage: By June, 30, 2023, 25 participants will achieve at least one case plan goal, as documented in the Monthly Outcome Forms, maintained by the Program Compliance Coordinator & stored in the file room.
					Process	Outreach & Engagement: By June 30, 2023, 1,000 participants will participate in a range of socialization & wellness services (e.g. immediate survival & support services, wrap around services, socialization & cultural activities, case management housing assistance funding, holistic behavioral health services, primary care triage) as documented in sign-in sheets, maintained by the Program Compliance Coordinator & stored in the file room.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Sixth Street Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Sixth Street Corridor/South of Market Area with behavioral health challenges;	Process	Screening & Assessment: By June 30, 2023, 60 participants will be screened &/or assessed for behavioral health concerns, as measured by the Case Management Assessment conducted by the program case managers & documented in in Monthly Outcome Forms, maintained by the Program Coordinator or data entry staff & stored in the file room.
					Outcome	Screening & Assessment: 75% of participants with an identified behavioral health need will be referred to behavioral health services as measured by creation of a harm reduction plan.
					Process	Wellness Promotion: By June 30, 2023, 75 participants will engage in wellness promotion activities in partnership with the Harm Reduction Therapy Center (HRTC).
					Process	Wellness Promotion: By June 30, 2023, these groups will engage 40 unique participants.
					Outcome	Wellness Promotion: Of these 40 participants 25 will return for additional services with HRTC either in group or individual sessions.
					Process	Individual & Group Therapeutic Services: By June 30, 2023, HRTC will provide drop-in crisis to 15 unique individuals at the 6th Street Self-Help Center to support community stabilization.
					Process	Individual & Group Therapeutic Services: By June 30, 2023, HRTC will provide individual therapy to 15 unique individuals at the 6th Street Self-Help Center to support community stabilization.
Hospitality House	Sixth Street Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Sixth Street Corridor/South of Market Area with behavioral health challenges;	Process	Individual & Group Therapeutic Services: By June 30, 2023, HRTC will provide short-term (2-8 sessions) or long-term (8-50) integrated substance misuse & mental health therapy sessions to 20 unique individuals at the 6th Street Self-Help Center to support housing stabilization & retention for community members.
					Process	Service Linkage: By June 30, 2023, 30 participants will have a written case plan, as documented in the Monthly Outcome Forms, maintained by the Program Compliance Coordinator & stored in the file room.
					Process	Service Linkage: By June 30, 2023, 40 participants will be referred to behavioral health services, as measured by creation of harm reduction & documented in Monthly Outcomes Forms, maintained by the Program Compliance Coordinator & stored in the file room.
					Outcome	Service Linkage: By June 30, 2023, 25 participants with written case plans will achieve at least one case plan goal, as documented in Monthly Outcome Forms, maintained by the Program Compliance Coordinator & stored in the file room.
				Underserved Adults	Process	Outreach & Engagement: By June 30, 2023, 500 participants will participate in a range of socialization & wellness services (e.g. immediate survival & support services, wrap around services, socialization & cultural activities, case management, housing assistance fund, holistic behavioral health services, primary care triage) as documented in sign-in sheets, maintained by the Program Compliance Coordinator & stored in the file room.
					Process	Screening & Assessment: By June 30, 2023, 30 participants will be screened &/or assessed for behavioral health concerns, as measured by the Case Management Assessment conducted by the program case managers & documented in Monthly Outcome Forms, maintained by the Program Compliance Coordinator & stored in the file room.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Sixth Street Self-Help Center (Extended Program) - extended services: Homeless & Mentally Ill Outreach	Yes	Kimberly Ganade	& Older Adults in the Sixth Street Corridor/South of Market Area with behavioral health challenges;	Process	Wellness Promotion: By June 30, 2023, 20 participants will attend Harm Reduction support groups conducted by the Harm Reduction Therapy Center, as measured by group sign-in sheets & documented in the HRTC database that will be maintained by HRTC staff & stored electronically.
					Outcome	Wellness Promotion: By June 30, 2023, 50% of Harm Reduction support group participants will demonstrate reduced risk behaviors, as evidenced by HRTC reporting tool.
					Process	Service Linkage: By June 30, 2023, 35 participants will be referred to behavioral health services, as measured by creation of harm reduction plan & documented in Monthly Outcome Forms, maintained by the Program Compliance Coordinator & stored in the file room.
					Outcome	Service Linkage: By June 30, 2023, 15 participants with a written case plan will achieve at least one case plan goal, as documented in Monthly Outcome Forms, maintained by the Program Compliance Coordinator & stored in the file room.
Hospitality House	Tenderloin Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Tenderloin Neighborhood with behavioral health challenges	Process	Outreach & Engagement: By June 30, 2023, 2,500 participants will participate in a range of socialization & wellness activities.
					Process	Screening & Assessment: By June 30, 2023, 80 participants will be screened &/or assessed for behavioral health concerns, as measured by the Case Management Assessment conducted by the program case managers & documented in Monthly Outcome Forms maintained by the Program Compliance Coordinator & stored in the file room.
					Outcome	Screening & Assessment: By June 30, 2023, 75% of participants with an identified behavioral health need will be referred to behavioral health services as measured by creation of a harm reduction program.
Hospitality House	Tenderloin Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Tenderloin Neighborhood with behavioral health challenges	Process	Wellness Promotion: By June 30, 2023, 175 participants will engage in wellness activities provided in partnership with the Harm Reduction Therapy Center (HRTC).
					Process	Wellness Promotion: By June 30, 2023, HRTC will provide 2 weekly drop-in support groups at the TSHC.
					Process	Wellness Promotion: By June 30, 2023, HRT will engage 100 unique participants who attend the weekly drop-in support groups at the TSHC.
					Process	Individual & Group Therapeutic Services: By June 30, 2023, HRTC will provide drop-in crisis services to 50 unique individuals.
					Process	Individual & Group Therapeutic Services: By June 30, 2023, HRTC will provide individual therapy to 50 individuals at the TSHC to support community stabilization.
					Process	Individual & Group Therapeutic Services: By June 30, 2023, HRTC will provide short-term (2-8 sessions) or long term (8-50 sessions) integrated substance misuse and mental health therapy sessions to 25 unique individuals at the TSHC to support housing stabilization and retention for community members.
					Process	Service Linkage: By June 30, 2023, 60 participants will have a written case plan, as documented in the Monthly Outcome Forms, maintained by the data entry staff & stored in the file room.

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					Outcome	Service Linkage: By June 30, 2023, 80 participants will be referred to behavioral health services, as measured by creation of harm reduction plan & documented in Monthly Outcome Forms, maintained by the Program Coordinator or data entry staff & stored in the file room.
					Outcome	Service Linkage: By June 30, 2023, 50% of participants with a written case plan will achieve at least one case plan goal, as documented in the Monthly Outcome Forms, maintained by the Program Coordinator or data entry staff & stored in the file room.
Instituto Familiar de la Raza	Indigena Health and Wellness Collaborative (IHWC)	Yes	Kimberly Ganade	Indigena immigrant families – comprised mostly of newly arrived young adults representing Maya-Yucatecos, Mayan immigrant community, emerging Maya communities from Mam & Quiche from Guatemala and Tzeltal & Chol from Chiapas	Process	Outreach & Engagement: Cultural/ceremonial/social events via virtual platforms or in-person when appropriate (e.g. Dia de los Muertos, Water Walk) as evidenced by headcount and forms stored in the "Units of Service" binder and documented in Exponential Case Management "Verdades" Systems & summarized in Ceremonies Activity Report.
					Process	Wellness Promotion: By June 30, 2023, 100 unduplicated participants will participate in psychological peer support groups/talleres. These activities will be held hybrid, virtual platforms or in-person -when appropriate as measured by group sign-in sheets stored in the "Units of Service" binder and documented in the ECM "Verdades" System.
					Process	Wellness Promotion: By June 30, 2023, 50% of individuals participating in the Psychosocial Peer Support groups/tallers will take the "Holistic Wellness Social Connectedness Survey."
					Outcome	Wellness Promotion: By June 30, 2023, 65% of surveyed individuals participating in the Psychosocial Peer Support groups/talleres will demonstrate an increase or maintain social connectedness as measured by responses to the items on the "Holistic Wellness Social Connectedness Survey."
					Process	Service Linkage: By June 30, 2023, 67 individuals will have a written non-clinical case/care plan as evidenced by the ECM "Verdades" System of Care Plans Tool & summarized in Care Plans Report.
					Process	Service Linkage: By June 30, 2023, 75% of individuals receiving non-clinical case management will achieve at least one goal in their case/care plan as evidenced by Care plans "Goals" Tool, Report documented and stored in the ECM "Verdades" System.
					Process	Outreach & Engagement: By June 30, 2023, NAHC will reach 150 unduplicated clients (UDC) through outreach efforts including tabling community events (pending on COVID-19 restrictions, and adhering to SF County & NAHC protocols), sending Mailchimp updates, and distributing flyers, as evidenced by sign-in sheets and Early Intervention From entries, stored in Practice Management System (Smartsheet) & summarized in PEI Outreach & Engagement Report.
					Process	Screening & Assessment: By June 30, 2023, 15 unduplicated clients will be screened to determine the need of behavioral health services using the Intake & Assessment Tool, as evidenced by electronic health records, stored in Practice Management System (EPIC) & summarized in PEI Intake Report.
					Outcome	Screening & Assessment: By June 30, 2023, 85% of UDC will be referred to Behavioral Health Treatment will be referred to behavioral health services as evidenced by electronic health records, stored in Practice Management System & summarized in PEI Individual Therapy Report.
					Process	Wellness Promotion: By June 30, 2023, cultural & traditional art groups will reach 35 UDC as evidenced by sign-in sheets, stored in Practice Management System (Smartsheet) & summarized in PEI Community Group Report.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Native American Health Center (NAHC)	Living In Balance	Yes	Kimberly Ganade	Native American Adults with Exposure to Trauma; Native American Children & Transitional Aged Youth in Stressed Families	Outcome	Wellness Promotion: By June 30, 2023, 70% of individuals who participate in wellness promotion groups, will maintain or have an increased feeling of social connectedness as measured by the PEI follow-up Questionnaire, stored in Practice Management System (Smartsheet) & summarized in the PEI Satisfaction Survey Report.
					Process	Individual & Group Therapeutic Services: By June 30, 2023, 60 UDC will receive therapeutic counseling services as evidenced by agency electronic health records, stored in Practice Management System (EPIC) & summarized in PEI Individual Therapy Report.
					Outcome	Individual & Group Therapeutic Services: By the end of the fiscal year 2022-23, 14 UDC will complete at least one behavioral health service goal as evidenced through individualized care plan stored in Practice Management System (EPIC) & summarized in Clients Care Plan Report.
					Process	Individual & Group Therapeutic Services: by June 30, 2023, Living in Balance will offer (2) group traditional healing services, reaching 40 UDC as evidenced by sign-in sheets, stored in Practice Management System (Smartsheet) & summarized in PEI Traditional Healer Event Report.
					Process	Individual & Group Therapeutic Services: By June 30, 2023, 30 UDC will receive individual traditional services as evidenced by sign-in sheets and stored in Practice Management System (Smartsheet) & summarized in Individual Traditional Service Report.
					Process	Service Linkages: By June 30, 2023, 30 UDC will be referred and linked to mental health services or other resources as evidenced by Early Intervention Form documentation and stored in locked LIB Early Intervention Advocacy files/Practice Management System (Smartsheet) & summarized in LIB Early Intervention Report.
					Process	Service Linkages: By June 30, 2023, 15 UDC will have a written case/care plans stored in Practice Management System & summarized in Early Intervention Advocacy Individual Therapy report. C) By June 30, 2023, 4 UDC Residential treatment program referrals to Friendship House.
					Outcome	Service Linkages: By June 30, 2023, 80% of those receiving services will achieve at least one Early Intervention Advocacy goal as evidenced by Early Intervention form documentation and stored in locked Early Intervention Advocacy files/Practice Management System (Smartsheet) & summarized in Early Intervention Advocacy Report.
					Outcome	Service Linkages: By June 30, 2023, at least 50% of 15 UDC will have a written case/care plans stored in Practice Management System and summarized in Early Intervention Advocacy Individual Therapy Report.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Rafiki Coalition of Health & Wellness	Black African American Community Wellness Health Initiative (BAACHI) (Funded in Collaboration with Community Health Equity & Promotion [CHEP])	Yes	Vincent Fuqua & Kimberly Ganade	Black/African American adults and active seniors who have or at risk for health inequities and/or have been exposed to trauma/systemic racism, as well as children, youth & families & transitional aged youth who are in stressed families, failing in school or at risk or involved with the juvenile justice system		no performance objectives for FY22-23, except the total number of people served & how many people referred to mental health services will be reported
Richmond Area Multi Services (RAMS)	Asian & Pacific Islander Mental Health Collaborative (APIMHC)	Yes	Kimberly Ganade	Asian & Pacific Islander; Filipino, Samoan, & Southeast Asian (Cambodian, Laotian, & Vietnamese) communities, with large pockets of migrant and immigrant Asian & Pacific Islanders residing in predominantly low-income areas	Process	Outreach & Engagement: By June 30, 2023, 5,000 Asian Americans & Pacific Islanders individuals (AA & PI individuals) will be contacted through outreach & engagement activities (community events, anti-stigma events) as show by participant logs & by social media analytics collected by staff and stored in a labeled binder on-site.
					Process	Screening & Assessment: By June 30, 2023, 110 AA & PI individuals will be screened & assessed for behavioral health &/or basic holistic needs using an AA & PI specific assessment tool developed by RAMS and community partners. Assessment summary reports will be in labeled binder & stored in locked file on-site.
					Outcome	Screening & Assessment: By June 30, 2023 80% AA & PI individuals identified as needing behavioral health services will referred to such services. Assessment summary reports will be in labeled and stored in a locked file on-site.
					Process	Wellness Promotion: By June 30, 2023, 500 AA & PI individuals will participate in culturally relevant wellness promotion activities (psycho-education workshops, cultural/topic specific groups, and other anti-stigma reduction activities) year-round as evidenced by participant logs, dates & topic
					Outcome	Wellness Promotion: By June 30, 2023, 80% of participants in culturally relevant wellness promotion activities will demonstrate increased knowledge about how people can be affected by mental health as measured by responses to the items on the "Participant Feedback Survey" administered & collected by community partners.
					Process	Service Linkage: By June 30, 2023, 100% of individuals with an emphasis on AA & PIs identified through screening as needing behavioral health services &/or basic/holistic services will receive case management/service linkages and have a written case service plan with stated service objectives/goals.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
					Outcome	Service Linkage: By June 30, 2023, 80% of participants with identified behavioral health needs will be linked to on-site preventive counseling or linked to off-site treatment services.
					Process	Service Linkage: By June 30, 2023, 80% of individuals needing behavioral/mental health services will be provided short term, time-limited therapeutic services. Completed forms & case management files will be in labeled binder and stored in locked file on-site.
Richmond Area Multi Services (RAMS)	Asian & Pacific Islander Mental Health Collaborative (APIMHC)	Yes	Kimberly Ganade	(see previous page)	Outcome	Service Linkage: By June 30, 2023, 65% of participants will agree that they feel better as a result of participating in therapeutic activities, as measured by responses to the items on the "Participant Feedback Survey" administered & collected by community partners and stored in a labeled binder in locked file on-site.
YMCA Bayview Hunters Point	Black/African American Community Wellness Health Initiative (BAACHI) (Funded in Collaboration B1with Community Health Equity & Promotion [CHEP])	Yes	Vincent Fuqua & Kimberly Ganade	African American individuals & families in San Francisco with an emphasis on HOPE SF sites (Potrero Hill, Sunnydale, Hunters View & Alice Griffith)		no performance objectives for FY22-23, except for total number of people served and how many people referred to mental health services will be reported.
UCSF Children and Adolescent Services	Fuerte (Innovations)	Yes	Farah Farahmand	TAY Latinx Immigrants	Process	Outreach and Engagement: By June 30, 2023, four high schools and middle schools in the San Francisco Unified School District will agree to host Fuerte groups, as evidenced by group tracking logs.
					Process	Outreach and Engagement: By June 30, 2023, 80 students will be enrolled in the Fuerte program as evidenced by group participant logs.
					Process	Screening and Assessment: By June 30, 2023, 100% of Fuerte participants will be screened for behavioral health concerns using the PSC-35.
					Process	Service Linkage: By June 30, 2023, 100% of students who were identified by the PSC-35 as being at risk for behavioral health concerns will be referred to specialty mental health services as evidenced by student referral logs.
					Process	Individual and Group Therapeutic Services: By June 30, 2023, 70% of Fuerte participants will have attended at least three Fuerte group sessions.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2023, 70% of Fuerte participants in the intervention group who attend at least three Fuerte group sessions will show an increase in their social connectedness, as demonstrated by the Social Connectedness measures or focus group data.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2023, 70% of Fuerte participants in the intervention group who attend at least three Fuerte group sessions will show an increase in their mental health literacy using our measure of Mental Health Literacy or focus group data.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Curry Senior Center	Behavioral Health Services in Primary Care for Older Adults	Yes	Teresa Yu	Older Adults	Process	By June 30, 2023, Behavioral Health Navigators to provide 500 client encounters as evidenced by Behavioral Health Navigator Statistical Encounter Report as administrated by Data Analyst Manager.
					Process	By June 30, 2023, 50 clients who have been evaluated by Nurse Practitioner at Curry Medical Clinic for Behavioral Health issues will be referred to Curry Case Manager as evidenced by Case Manager Statistical Caseload Referral Report as administrated by Data Analyst Manager.
					Outcome	By June 30 2023, 70% of clients with an identifiable need in ANSA Life Function Domain or ANSA Behavioral/Emotional Needs Domain will be referred to the appropriate community based service as evidenced by client treatment plan or progress note administrated by Case Manager.
Seneca Family of Agencies	AIIM Higher	Yes	Alison Lustbader & Juan Ibarra	Justice Involved Youth	Process	By June 30, 2023, 100% of AIIM Higher clinical staff will be trained and certified in the Child and Adolescent Needs and Strengths (CANS) Screen, as evidenced by staff training plans and Human Resource Department records.
					Process	By June 30, 2023, 95% of clients with an identified need (based on the CANS Screen) will be referred to behavioral health services, as evidenced by service logs and client database.
					Outcome	By June 30, 2023, 85% of clients who are referred to behavioral health services will attend 3 appointments/sessions with community-based providers (i.e. successful linkage), as evidenced by service logs and client database.
					Outcome	By June 30, 2023, 75% of the surveys collected will report that the family was connected to the type of services they needed as evidenced by the Warm Handoff Survey Tool.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
City College of San Francisco	Community Mental Health Certificate (CMHC)	Yes	Kimberly Ganade	Consumers of mental health services, their family members & others who represent marginalized communities that utilize mental health services in San Francisco. Students represent economically underserved communities of color (e.g. African Americans, Latinos, Native Americans, LGBTQ)	Process	By June 30, 2023, 89% (16 of 18) CMHC cohort students will successfully complete the requirements for the Professional Skills for Community Mental Health Workers course, as evidenced by the BANNER academic tracking system.
					Outcome	By June 30, 2023, 80% of the graduating students will express readiness to pursue their next work/educational opportunity as measured by the CMHC exist survey.
					Process	By June 30, 2023, 89% (16 of 18) of CMHC cohort students will successfully complete their internship field placement (120 hours over the semester), as evidenced by the Argos student tracking system.
					Process	By June 30, 2023, 89% (16 of 18) of the CMHC cohort students will successfully complete the certification program as evidenced by the Argos student tracking system,
					Outcome	By June 30, 2023, 80% of the graduating students will express an interest in pursuing a health-related career as measured by the CMHC exit survey.
					Outcome	By June 30, 2023, 90% of the graduating students will demonstrate knowledge of pathways into health careers as evidenced by CMHC exit survey.
City College of San Francisco	Addiction & Recovery Counseling Certificate Program (formerly: Drug & Alcohol Studies Certificate [DASC]); (Not MHSA-Funded)	Yes	Kimberly Ganade	Counselors employed through SFDPH BHS-funded programs & those who plan to seek employment with San Francisco agencies. Program prioritizes economically disadvantaged communities of color & marginalized groups – e.g. African Americans, Latinos. Asian.	Process	By June 30, 2023, ARC will outreach & recruit new students for the HLTH 100 cohort class through BHS employee nominations, ARC website and events, listservs, and community referrals as is evidence from contact records & registration applications to CCSF
					Process	By June 30, 2023, 2 events will have been held to support students in professional development, counseling & mentoring as part of continued student engagement and program participation, as is evidenced by attendance sheets for each event
					Outcome	Outreach & Engagement: By June 30, 2023, 30 students will enroll into the DPH-cohort class (HLTH 100), as evidenced by student enrollment census sheets kept in locked files; B) Outreach & Engagement:
					Outcome	By June 30, 2023, 80% (25 of 30) of DPH-cohort students will successfully complete the program requirements of the first three courses (HLTH 100, HLTH 30, HLTH 49), as evidenced by Argos tracking system
					Outcome	Certificate Program Completion: By June 30, 2023, 80% (25 out of 30) of ARC students will successfully complete their internship fieldwork (250 hours over 2 semesters), as evidenced by the program's internship records & timesheets

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
City College of San Francisco	Addiction & Recovery Counseling Certificate Program (formerly: Drug & Alcohol Studies Certificate [DASC]); (Not MHSA-Funded)	Yes	Kimberly Ganade	(see previous page)	Outcome	Certificate Program Completion: By June 30, 2023, 80% (25 of 30) of ARC students will be eligible to petition for their CCSF, ARC certificate as evidenced by certificate application submissions and Argos student tracking system.
					Process	Associate degree Pathway in Addiction & Recovery Counseling: By June 30, 2023, an application will be submitted to both CCSF and the state of California Community College system for an Associate degree pathway in Addiction and Recovery Counseling program.
Crossing Edge Consulting, Inc.	Community Mental Health Academy	Yes	Kimberly Ganade	Adults age 18-70 from economically disadvantaged communities of color	Process	By December 31, 2022, Crossing Edge Consulting will meet with the leadership team of the San Francisco Department of Public Health Tenderloin Center (TLC) to provide an overview of the Community Mental Health Academy & gather curricula feedback from the TLC leadership to inform the finalized curricula.
					Process	By December 31, 2022, Crossing Edge Consulting will deliver the TLC tailored Community Mental Health Academy curricula to (40) TLC frontline staff and their supervisors.
					Outcome	By December 31, 2022, Crossing Edge Consulting will produce a finalized 8-week curricula that will be delivered to (40) Tenderloin Center (TLC) frontline and their supervisors; B) The curricula will cover self-care, community mental heath, trauma, trauma recovery and basic counseling skills.
					Outcome	By December 31, 2022, Crossing Edge Consulting will graduate (40) TLC staff and their supervisors from the Community Mental Health Academy that will enhance TLC staff's professional development.
					Outcome	By June 30, 2023, Crossing Edge Consulting will create a preliminary plan to develop a glossary of mental health terms that: 1) are congruent with monolingual Spanish speaking community members; 2) are congruent with licensed clinical therapist who provide public mental health services to Spanish speaking community members; and 3) includes implementation, timelines, benchmarks, outcomes & parties that should be included.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Public Health Institute	FACES for the Future	Yes	Kimberly Ganade	Juniors & Seniors at John O'Connell High School	Process	By December 31, 2022, 90 students will enroll in the FACES Program as measured by the number of completed "FACES Participation Agreement" forms.
					Process	By June 30, 2023, 50% of students will participate in three, one-on-one wellness check-ins with the FACES Program Coordinator, as measured by program logs.
					Process	By June 30, 2023, 70% of students will receive 15, 60-minute health career group workshops as measured by student attendance records &/or completion of assignments.
					Process	By June 30, 2023, 50% of students will be trained in Mental Health First Aid as measured by National Council for Mental Wellbeing's certification system.
					Process	By June 30, 2023 25% of students will participate in health career work-based learning experiences measured by student attendance records.
					Outcome	By June 30, 2023, 60% of students will report a sustained or increased interest in pursuing a health profession, as measured by student survey.
					Outcome	By June 30, 2023, 60% of FACES students will be able to identify three supportive adults who can help them if they experience challenges to their retention in the health career pathway, as evidenced by student surveys.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Clerical and Mailroom Services Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Process	By June 30, 2023, 50% of applicable participants who receive services for at least three months will successfully complete the program (completion of internship duration; or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program case closure records.
					Outcome	By June 30, 2023, 50% of surveyed clients who complete the program will indicate improvement in their coping abilities (e.g. emotional controls on the job, adjust to changes on the job etc.) in the workplace, as evidenced by items on program feedback tools.
					Outcome	By June 30, 2023, 50% of surveyed intern graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training programs, employment, volunteer work, etc.), as evidenced by items on program feedback tools.
					Outcome	By June 30, 2023, 50% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities (e.g. obtain employment, referral to Hire-Ability Employment Services, volunteerism, or training/educational programs), as evidenced by exit interviews or items on the program feedback tools.
Richmond Area Multi Services (RAMS)	Information Technology (i-Ability) Program	Yes	Kimberly Voelker	Peers, Consumers and their Family Members	Process	By June 30, 2023, 75% of enrolled trainees who have completed the program, have done so successfully (completion of training, or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program completion records.
					Outcome	By June 30, 2023, 75% of surveyed trainee graduates will indicate improvement in their coping abilities (e.g. emotional control on the job, adjust to changes on the job, etc.) in the workplace, as evidenced by items on program feedback tools.
					Outcome	By June 30, 2023, 75% of surveyed graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training programs, employment, volunteer work, etc.), as evidenced by items on program feedback tools.
					Process	By June 30, 2022, 75% of trainees will participate in Exit interviews through focus groups or one-on-one interviews as evidenced by feedback summary notes.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Janitorial Services Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Process	By June 30, 2023, 50% of applicable participants who receive services for at least 3 months will successfully complete the program (completion of internship duration; or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program case closure records.
					Outcome	By June 30, 2023, 50% of surveyed intern graduates will indicate improvement in their coping abilities (e.g. emotional control on the job, adjust to changes on the job, etc.) in the workplace, as evidenced by items on the program feedback tools.
					Outcome	By June 30, 2023, 50% of surveyed intern graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training program, employment, volunteer work, etc.), as evidenced by items on the program feedback tools.
					Outcome	By June 30, 2023, 50% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities (e.g. obtain employment, referral to Hire-Ability Employment Services, volunteerism, or training/educational programs), as evidenced by exit interviews or items on the program feedback tools.
Richmond Area Multi Services (RAMS)	TAY Vocational Services Program (Career Connections)	Yes	Juan Ibarra	Transitional Age Youth	Process	By June 30, 2023, 75% of participants will successfully complete (i.e. graduate) the training or have exited the program early (due to obtaining employment, enrollment in educational program, advanced internship, advanced training programs, or volunteer work) as evidenced by program completion records.
					Outcome	By June 30, 2023, 75% of surveyed clients who complete the program will indicate improvement in their coping abilities (e.g. emotional control on the job, adjust to changes on the job, etc.) in the workplace, as evidenced by items on program feedback tools.
					Outcome	By June 30, 2023, 75% of surveyed clients who complete the program will report an improvement in work readiness abilities (soft skills) to use toward future opportunities (work/education/volunteering). This is evidenced by the items on program feedback tools.
					Process	By June 30, 2023, 100% of participants completing Phase II, who are interested in competitive community employment, will be referred to an appropriate program to receive employment services as evidenced by the case closure notes.
				Peers	Outcome	By June 30, 2023, 65% of clients who complete the visitation period will successfully complete the program, as evidenced by program case closure records and reasons for discharge.
					Outcome	By June 30, 2023, 75% of surveyed clients who complete the program will indicate improvement in their coping abilities. This is evidenced by items on program feedback tools.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Employee Development	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Outcome	By June 30, 2023, 75% of surveyed clients who complete the program will report an improvement in work readiness abilities (soft skills) to use toward future opportunities (work/education/volunteering). This is evidenced by the items on program feedback tools.
					Outcome	By June 30, 2023, 75% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities, e.g. obtain employment, referral to Hire-Ability Employment Services, Paid Work Experience, volunteerism, or training/educational programs. This will be evidenced by exit interviews and items on the program feedback tools.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
UCSF Citywide Employment Program	First Impressions	Yes	Juan Ibarra	Peers/ Consumers	Process	By June 30, 2023, the First Impressions Program will have enrolled 8 participants, as measured by the First Impression staff and documented in client records.
					Process	By June 30, 2023, the First Impressions Program will have graduated 50% of enrolled participants from the program, as evidenced by the final performance evaluation conducted by the First Impressions staff.
					Outcome	By June 30, 2023, 75% of trainee graduates will report an improvement in the development of work readiness skills to use toward future opportunities (work/education/volunteering), as evidenced by the final performance evaluation conducted by the First Impressions staff.
					Outcome	By June 30, 2023, 75% of trainee graduates will report an improvement in confidence to use the new skills learned, as evidenced by the final performance evaluation conducted by the First Impressions staff.
UCSF Citywide Employment Program	Growing Recovery and Opportunities for Work Through Horticulture (GROWTH)	Yes	Juan Ibarra	Peers/ Consumers	Process	By June 30, 2023, the GROWTH Project will have enrolled 8 participants, as measured by the GROWTH staff and documented in client records.
					Process	By June 30, 2023, the GROWTH Project will have graduated 50% of enrolled participants from the program, as evidenced by the final performance evaluation conducted by the GROWTH staff.
					Outcome	By June 30, 2023, 75% of trainee graduates will report an improvement in the development of work readiness skills to use toward future opportunities (work/education/ volunteering), as evidenced by the final performance evaluation conducted by the GROWTH staff.
					Outcome	By June 30, 2023, 75% of trainee graduates will report an improvement in confidence to use the new skills learned, as evidenced by the final performance evaluation conducted by the GROWTH staff.
UCSF Citywide Employment Program	Slice of Life Café and Catering Program	Yes	Juan Ibarra	Peers/ Consumers	Process	By June 30, 2023, the Slice of Life Café and Catering Program will have enrolled 16 participants, as evidenced by Slice of Life Café and Catering staff and documented in client records.
					Process	By June 30, 2023, the Slice of Life Café and Catering Program will have graduated 50% of enrolled participants who are eligible to graduate this fiscal year, as evidenced by the final performance evaluation conducted by the Slice of Life Café and Catering staff.
					Outcome	By June 30, 2023, 75% of trainee graduates will report an improvement in the development of work readiness skills to use toward future opportunities (work/education/volunteering), as evidenced by the final performance evaluation conducted by the Slice of Life Café and Catering staff.
					Outcome	By June 30, 2023, 75% of trainee graduates will report an improvement in confidence to use the new skills learned, as evidenced by the final performance evaluation conducted by the Slice of Life Café and Catering staff.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Learning For Action (LFA)	Evaluation and Program Planning	Yes	Jessica Brown	N/A	Outcome	By June 30, 2023, LFA will support GHSF's planning and research to inform workforce development opportunities for peer patient navigators.
					Outcome	By June 30, 2023, LFA will support patient-level program evaluation, including conducting patient interviews by phone (in English and Spanish) and updating the patient evaluation database in Access.
					Outcome	By June 30, 2023, LFA will support Gender Health SF to explore the dissemination of GHSF key learnings and research with broader, external audiences (e.g. conferences, presentations, articles about GHSF's workforce development model and/or patient outcomes).
					Outcome	By June 30, 2023, LFA will support Gender Health SF in developing educational materials for its partners (e.g. GHSF staff, providers, SF Health Plan, patients) on an as-needed basis about the updates, such as the revised WPATH stands of care and San Francisco Health Plan criteria.
					Outcome	By June 30, 2023, LFA will have completed any additional evaluation, research, planning, facilitation, and technical support tasks and activities as determined collaboratively with the MHSA Director.
Harder + Company	Innovation Planning and Technical Assistance	Yes	Jessica Brown	N/A	Process	By January 1, 2023, Harder+Company staff will gather and synthesize contractor program data, as measured by an internal process tracking spreadsheet.
					Process	By January 1, 2023, Harder+Company will develop a first draft of contractor outcomes and draft charts and graphs to present the data for MHSA 3-Year Integrated Plan, as measured by submission of the draft report sections.
					Process	By June 30, 2023, Harder+Company will have drafted assigned sections of the report and completed revisions as requested by MHSA and BHS staff, as measured by submission of the report sections.
					Process	By June 30, 2023, Harder+Company staff will support the development and revision of the MHSA 3-Year Integrated Plan, as measured by submission of the report.
					Process	By June 30, 2023, Harder+Company will complete additional evaluation and technical support tasks as assigned by MHSA or BHS staff.
Hatchuel Tabernik + Associates (HTA)	Program Planning & Support for TAY SOC	Yes	Jessica Brown	N/A	Process	By June 30, 2023, HTA will have provided a broad range of planning, evaluation, data collection, and data analysis and reporting services during the project period, including support in collecting and analysis of data to equip staff with an updated data profile of TAY served by the SOC; assisting in the identification of performance measures and metrics to guide expected outcomes and impact; facilitating discussions with project staff; assisting in the preparation of reports and dissemination elements; and ensuring data confidentiality.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hatchuel Tabernik + Associates (HTA)	General Program Planning Support	Yes	Jessica Brown	N/A	Outcome	By June 30, 2023 HTA will draft four (4) reports, per direction of BHS.
					Process	By June 30, 2023 HTA will have supported with the new CalAIM Initiative by providing data collection, meeting coordination and facilitation, report development, and other support as needed.
					Process	By June 30, 2023 HTA will have supported the Behavioral Health Operations Team in supporting data collection, operations planning, technical assistance, and other support as needed.
Hatchuel Tabernik + Associates (HTA)	Program Planning & Support for Workforce Education and Training	Yes	Jessica Brown	N/A	Process	By June 30, 2023, HTA will have facilitated meetings, drafted documents and plans, and provided support for DPH programs as assigned by DPH leadership, as documented in the final Year End Report.
Hatchuel Tabernik + Associates (HTA)	Program Planning & Support for Innovations	Yes	Jessica Brown	N/A	Process	By June 30, 2022 HTA will draft one (1) report, per direction of BHS, as measured by HTA's Year End Report.
Hatchuel Tabernik + Associates (HTA)	CCTM Evaluation	Yes	Jessica Brown	N/A		By June 30, 2023 HTA will have provided evaluation, data collection, and data analysis and reporting services during the project period, including support in designing and continually refining the project evaluation plan; identifying appropriate data collection tools and indicators; assisting in the development of data collection templates and data entry approaches; facilitating, as directed, project-related focus groups, surveys, and key informant interviews; training and supporting project staff; providing technical support in the collection of data; assisting in the preparation of project reports and dissemination elements; and ensuring data confidentiality.
Study Center Equity Consultants	Jason Seals and Associates | Antiracism Training	Yes	Alicia St. Andrews	BHS employees	Process	By June 30, 2023, develop collaboration plan in partnership with other equity workforce subcontractors and JEDI team.
Study Center Equity Consultants	Jason Seals and Associates | Evaluation of Black/African American Services	Yes	Alicia St. Andrews	BHS employees	Process	By June 30, 2023, attend planning meeting with JEDI staff.
Study Center Equity Consultants	Nia Hamilton Ibu LLC. | Staff Wellness	Yes	Alicia St. Andrews	BHS employees	Process	By June 30, 2023, June 30, 2023, provide a minimum of two 1.5-hour staff wellness/racial equity debriefing sessions for BHS Comprehensive Crisis services staff. Document participant numbers and demographics, and draft possible staff wellness metrics and outcomes.

Agency	Program Name	FY22-23 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
	Wellness				Process	By June 30, 2023, conduct research and develop staff wellness resources, service models, and standard operations.
Study Center Equity Consultants	Dante King | Antiracism Training	Yes	Alicia St. Andrews	BHS employees	Process	By June 30, 2023, provide 8 hour anti-racist foundational training for BHS leadership.
Study Center Equity Consultants	Dante King | Antiracism Manager Accountability	Yes	Alicia St. Andrews	BHS employees	Process	By June 30, 2023, provide 8 hour anti-racist foundational training for BHS leadership.
Study Center Equity Consultants	Dante King | Antiracism Strategic Planning	Yes	Alicia St. Andrews	BHS employees	Process	By June 30, 2023, provide 8 hours of anti-racist strategic planning training for BHS leadership.
Study Center Equity Consultants	NAMI SF | Black/African American Faith-based Peers (Innovations)	Yes	Teresa Yu	Peers, Behavioral Health Consumers, and Community-at-Large	Process	By June 30, 2023, hold at least one meeting with MHSA to discuss program planning for next fiscal year.
					Process	By June 30, 2023, hold at least one meeting with faith-based partners to discuss collaboration.