



San Francisco
Health Network



San Francisco
Department of Public Health

**Office of Justice, Equity, Diversity, & Inclusion (JEDI) -
Mental Health Services Act (MHSA)
Fiscal Year 2023-2024 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 23-24 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 23-24, do not have to submit a Mid-Year Report for the FY 23-24 reporting period. New Programs will only submit a Year-End Report for FY 23-24.**

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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Agency	Program Name	FY23-24 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, 2024, 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, 2024, 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, 2024, SOLVE will offer 30 Anti -Stigma community presentations, as evidenced by a tracking log.
					Outcome	By June 30, 2024, 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.
	Peer Workforce investment (PWI)	yes	Tracey Helton	Peers & Behavioral Health Consumers	Process	By June 30, 2024, the PWI Peer Support Specialists will have interactions with 80 unduplicated ZSF General patients and SF AIDS Foundation PROP for ALL participants leading to goal setting and resource sharing.
					Outcome	By June 30, 2024, 80% of PWI participants receiving 1:1 support will report feeling less isolated as is evidenced by feedback surveys and case note documentation
Mental Health Association of San Francisco (MHA SF)	Tech@Hand [formerly Technology-Assisted Mental Health Solutions (TAMHS) Project]	Yes	Teresa Yu	Peers & Behavioral Health Consumers	Process	Objective 1: By June 30, 2024, MHA SF will enroll and distribute tech to 40 unduplicated San Francisco residents in Tech@Hand Program as evidenced by a tracking log.
					Outcome	Objective 2: 80% of Tech@Hand program participants will report improved my mental health & wellness as evidenced by End of Program survey and case notes
					Outcome	Objective 3: By June 30, 2024, 80% of Tech@Hand program participants will report that they agree or strongly agree to the following statement: "As a result of participating in Tech@Hand, I accomplished at least one of my digital skill goals," as evidenced by End of Program survey and case notes.
					Process	Objective 4: By June 30, 2024, Tech@Hand Program will deliver 8 digital skills/mental health workshops in the community as evidenced by tracking logs
					Outcome	Objective 5: By June 30, 2024, 80% of Tech@Hand workshop attendees will respond agree or strongly agree to the following statement: As a result of the workshop, I learned at least one useful skill as evidenced by post-workshop survey.

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
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, 2024, 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, 2024, Peer Connections staff will engage in 6 program outreach activities as is evidenced by tracking logs.
					Outcome	By June 30, 2024, 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	Process	By June 30th, 2024, NAMI SF will deliver five, 16-hour Peer to Peer Classes.
					Outcome	By June 30th, 2024, 80% of Peer class attendees who returned surveys will respond strongly agree or agree to the following statement: "As a result of this class, I feel better able to manage my mental health symptoms as evidenced by post-presentation evaluations."
					Outcome	By June 30th, 2024, 80% of Peer class attendees who returned surveys will respond strongly agree or agree to the following statement: "As a result of this class, I have a better understanding what "living in recovery" means as it relates to mental health conditions as evidenced by post-presentation evaluations."
					Process	By June 30th, 2024, NAMI SF will deliver 8, 12-20 hour Family Classes (Family to Family, BASICS, Advocating for Your Black Child).
					Outcome	By June 30th, 2024, 80% of Family class attendees who returned surveys will respond strongly agree or agree to the following statement "As a result of this class, I feel better able to support the mental health of my loved one as evidenced by post-presentation evaluations."
					Outcome	By June 30th, 2024, 80% of Family class attendees who returned surveys will respond strongly agree or agree to the following statement "As a result of this class, I have a better understanding what "living in recovery" means as it relates to mental health conditions as evidenced by post-presentation evaluations."
					Process	By June 30th, 2024, NAMI SF will deliver 150, 2-hour support groups for individuals living with a mental health condition and/or family members.
					Outcome	By June 30th, 2024, 80% of support group attendees who returned surveys will respond strongly agree or agree to the following statement: "As a result of this group, I feel better supported in my mental health recovery as evidenced by post-presentation 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 Dec. 31 st , 2024, 80% of clients enrolled with the Peer Transition Team will meet with a Peer Counselor within 30 days of date of enrollment.
					Outcome	By Dec. 31 st , 2024, 75% of surveyed clients will report feeling heard and understood by their Peer Counselor, as evidenced by Client Feedback Tool.
					Outcome	By Dec. 31 st , 2024, 75% of surveyed clients will report that they feel more comfortable with their new provider, as evidenced by Client Feedback Tool.
					Outcome	By Dec. 31 st , 2024, 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.

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Peer-To-Peer Linkage (Not MHSA-Funded)	No	Tracey Helton	Peers, Consumers and their Family Members	Outcome	By June 30, 2024, 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, 2024, 80% of surveyed clients will indicate an increased knowledge about the community, health and cultural resources available to them. This will be evidenced by items on client feedback tools.
					Outcome	By June 30, 2024, 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, 2024, 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	Outcome	By June 30, 2024, upon completion of the Entry and/or Advanced Certificate program, at least 75% of surveyed participants will indicate plans to pursue 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.
					Process	By June 30, 2024, 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	By June 30, 2024, 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, 2024, 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, 2024, 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, 2024, 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, 2024, 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.

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
					Outcome	Peer Internship: By June 30, 2024, 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.

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Wellness in the Streets (WITS) (Innovations)	Yes	Tracey Helton	Unhoused & Behavioral Health Consumers	Process	By June 30th, 2024, 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, 2024, 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, 2024, 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.
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	<i>Moving forward, these POs will reside in the FY23-24 Children, Families, and Families (CYF) POs Document</i>	
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, 2024, 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, 2024, 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	FY23-24 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, 2024, 300 older adults will be reached by Peer Outreach Specialists as evidenced by outreach client contact logs and event sign-in sheets.
					Process	Screening and Assessment: By June 30, 2024, 100 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, 2024, 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, 2024, 30 isolated older adults will attend 2 group activities as evidenced by the group activity log.
					Outcome	Wellness Promotion: By June 30, 2024, 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, 2024, 75 isolated older adults will be screened for non-behavioral health needs as reflected in client logs.
					Outcome	Service Linkage: By June 30, 2024, 90% of isolated older adults who indicate the need for non-behavioral health services will be referred to the appropriate service as evidenced by client log sheets.
Curry Senior Center	Senior Drop-in Center	Yes	Teresa Yu	Socially Isolated Older Adults	Process	By June 30, 2024, 100 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	By June 30, 2024, 30% 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	By June 30, 2024, 40 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	By June 30, 2024, 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	By June 30, 2024, 150 seniors will attend wellness-based activities offered by Peer staff as evidenced by the Peer-staff administered participant log. Examples of activities are: tournaments of games, exercise, and discussion groups.
					Outcome	By June 30, 2024, 70% of participants attending 3 or more activities 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	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Community Building Program	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Tenderloin with Behavioral Health Challenges	Process	Outreach & Engagement: By June 30, 2024, 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	Outreach & Engagement: By June 30, 2024, Community events will be held to reach 150 participants will participate, as documented in sign-in sheets, documented by Peer Advocates
					Process	Screening & Assessment: By June 30, 2024, 60 participants will be screened and/or assessed for behavioral health concerns measured by the Case Management Assessment conducted by the program case managers, and documented in Monthly Outcome Forms, maintained by the Program Compliance Coordinator and stored in the file room.
					Process	Screening & Assessment: By June 30, 2024, 75% of community members assessed 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, 2024, 8 participants will enroll in wellness promotion activities, as evidenced by their participation in the 18-week Healing, Organizing & Leadership Development 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, 2024, 50% of HOLD participants will increase social connectedness as assessed by staff through observation of participant conducting community organizing.
					Process	Individual & Group Therapeutic Services: By June 30, 2024, 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, 2024, 75% will complete at least one case plan goal, as evidenced by the HRTC case plan and documented in the HRTC database that will be maintained by HRTC staff and stored electronically.
					Process	Service Linkage: By June 30, 2024, 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, 2024, 60 participants will have a written case plan
Outcome	Service Linkage: By June, 30, 2024, 25 participants will achieve at least one case plan goal, as documented in the Monthly Outcome Forms, maintained in by the Program Compliance Coordinator & stored in the file room.					

Agency	Program Name	FY23-24 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	Outreach & Engagement: By June 30, 2024, 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.
					Outcome	Outreach & Engagement: By June 30, 2024, 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.
					Process	Screening & Assessment: By June 30, 2024, 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 Monthly Outcome Forms, maintained by the Program Coordinator or data entry staff & stored in the file room.
					Outcome	Screening & Assessment: By June 30, 2024, 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, 2024, 75 participants will engage in wellness promotion activities (drop-in support groups, group therapy, or individual sessions) in partnership with the Harm Reduction Therapy Center (HRTC).
					Outcome	Wellness Promotion: By June 30, 2024, 50% of those engaging in HRTC services will demonstrate reduced risk behavior, documented in the HRTC database that will be maintained by HRTC staff and stored electronically.
					Process	Individual & Group Therapeutic Services: By June 30, 2024, 75 participants will engage in therapeutic activities (drop-in support groups, group therapy or individual sessions) in partnership with the Harm Reduction Therapy Center.
					Outcome	Individual & Group Therapeutic Services: By June 30, 2024, 50% of those engaging in HRTC services will demonstrate reduced risk behavior, documented in the HRTC database that will be maintained by HRTC staff and stored electronically.
					Process	Service Linkage: By June 30, 2024, 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, 2024, 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, 2024, 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.					

Agency	Program Name	FY23-24 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	Underserved Adults & Older Adults in the Sixth Street Corridor/South of Market Area with behavioral health challenges;	Process	Outreach & Engagement: By June 30, 2024, 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.
					Outcome	Outreach & Engagement: By June 30, 2024, 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, 2024, 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.
					Outcome	Screening & Assessment: By June 30, 2024, 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, 2024, 20 unique individuals will participate in wellness promotion activities in partnership with the Harm Reduction Therapy Center at the 6th Street Self Help Center to support community stabilization.
					Outcome	Wellness Promotion: By June 30, 2024, 50% of those engaging in HRTC services will demonstrate reduced risk behavior, documented in the HRTC database that will be maintained by HRTC staff and stored electronically.
					Process	Individual & Group Therapeutic Services: By June 30, 2024, 20 unique individuals will participate in therapeutic activities (drop-in support groups, group therapy or individual sessions) in partnership with the Harm Reduction Therapy Center.
					Outcome	Individual & Group Therapeutic Services: By June 30, 2024, 50% of those engaging in HRTC services will demonstrate reduced risk behavior, documented in the HRTC database that will be maintained by HRTC staff and stored electronically.
					Outcome	Service Linkage: By June 30, 2024, 20 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, 2024, 35 participants will be referred to behavioral health services, as measured by creation of a 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, 2024, 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.					

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Tenderloin Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Tenderloin Neighborhood with behavioral health challenges	Process	Outreach & Engagement: By June 30, 2024, 2,500 participants will participate in a range of socialization & wellness activities (e.g. immediate survival & support, 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, 2024, 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, 2025, 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.
					Process	Wellness Promotion: By June 30, 2024, 175 participants will engage in wellness promotion activities (drop-in support groups, group therapy or individual sessions) in partnership with the Harm Reduction Therapy Center.
					Outcome	Wellness Promotion: By June 30, 2024, 50% of those engaging in HRTC services will demonstrate reduced risk behavior, documented in the HRTC database that will be maintained by HRTC staff and stored electronically.
					Process	Individual & Group Therapeutic Services: By June 30, 2024, 175 participants will engage in therapeutic activities (drop-in support groups, group therapy, or individual sessions) in partnership with the Harm Reduction Therapy Center.
					Outcome	Individual & Group Therapeutic Services: By June 30, 2024, By June 30, 2024, 50% of those engaging in HRTC services will demonstrate reduced risk behavior, documented in the HRTC database that will be maintained by HRTC staff and stored electronically.
					Process	Service Linkage: By June 30, 2024, 50 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.
					Process	Service Linkage: By June 30, 2024, 60 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, 2024, 50 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.
Outcome	Service Linkage: By June 30, 2024, 60 participants will have a written case plan, as documented in the Monthly Forms, maintained by the Program Compliance Coordinator & storied in the file room					

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
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: By June 30, 2024, Health Promoters will provide outreach contact to 1,260 individuals through phone calls, community walk - through open community events or other telehealth platforms such as zoon and texts, as evidenced by contact logs stored in the "Units of Service" binder and documented in Exponent Case Management "Verdades" System & summarized in Outreach Activity Report.
					Process	Screening & Assessment: By June 30, 2024, 100 individuals will be informally screened for non-behavioral health services using the Exponent Case Management "Verdades" System Quick Referrals Tool, as evidenced by electronic health records stored in ECM "Verdades" System & summarized in Quick Referrals Report.
					Outcome	Screening & Assessment: By June 30,2024, 75% of informally screened participants for non-behavioral health services will complete one successful referral - the participant is successfully enrolled in program agency or service, as documented in the Exponent Case Management "Verdades" System Quick Referrals Tool & summarized in the Quick Referrals Report.
					Process	Wellness Promotion: By June 30, 2024, 300 individuals will participate in cultural/ceremonial/social events via virtual platforms or in-person when appropriate (e.g. Dia de ls Muertos, Water Walk) as evidenced by headcount forms stored in the "Units of Service" binder and documented in Exponent Case Management "Verdades" System & summarized in Ceremonias Activity Report
					Process	Wellness Promotion: By June 30, 2024, 100 unduplicated participants will participate in psychological peer support groups/talleres. These activities will be held in 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, 2024, 50% of individuals participating in the psychosocial peer support groups/talleres will take the "Holistic Wellness Social Connectedness Survey"
					Outcome	Wellness Promotion: By June 30, 2024, 65% of surveyed individuals participating in 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	Wellness Promotion: By June 30, 2024, 50% of individuals receiving non-clinical case management will receive culturally competent counseling - following Instituto Familiar de la Raza Many-Medicine model as part of their case/care plan as evidenced by Care Plans "Goals" Tool, Report documented and stored in the ECM "Verdades" System Care Plans Tool & summarized in Care Plans Report
					Process	Service Linkage: By June 30, 2024, 67 individuals will have a written-non-clinical case/care plan as evidenced by the ECM "Verdades" System Care Plan Tool & summarized in Case Plans Report.
Process	Service Linkage: By June 30, 2024, 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 & stored in the ECM "Verdades" System					

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Native American Health Center (NAHC)	Living In Balance	Yes	Kimberly Ganade	Native American Adults with Exposure to Trauma; Native American Children & Transitional Aged Youth in Stressed Families	Process	Outreach & Engagement: By June 30, 2024, NAHC will reach 150 unduplicated clients (UDC) through outreach efforts including tabling community events, sending Mailchimp updates, and distributing flyers, as evidenced by sign-in sheets and Early Intervention Form entries, stored in Practice Management System (Smartsheet) & summarized in PEI Outreach and Engagement Report.
					Process	Screening & Assessment: By June 30, 2024, 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, 2024, 85% of UDC screening results indicate a need for Behavioral Health Treatment will be referred to behavioral health services as evidenced by electronic health records, stored in Practice Management System & summarized in a PEI Individual Therapy report.
					Process	Wellness Promotion: By June 30, 2024, cultural & traditional art groups will reach 40 UDC as evidenced by sign-in sheets, stored in Practice Management System (Smartsheet) & summarized in PEI Community Group Report.
					Outcome	Wellness Promotion: By June 30, 2024, 70% of individuals who participate in wellness promotion groups, will maintain or have an increased feeling of social connectedness as measured by our PEI Follow-Up Questionnaire, stored in Practice Management System (Smartsheet) & summarized in the PEI Satisfaction Survey Report.
					Process	Wellness Promotion: Buy June 30, 2024, 4 wellness promotion events will reach 150 UDC as evidenced by sign-in sheets, stored in Practice Management System (Smartsheet)
					Process	Wellness Promotion: By June 30, 2024, 15 UDC (Youth) will participate in wellness promotion events.
					Outcome	Wellness Promotion: By June, 30, 2024, 15 UDC (Youth) who participate in wellness promotion events, will maintain or have an increased feeling of social connectedness as measured by our PEI Follow-Up Questionnaire, stored in Practice Management System (Smartsheet)
					Outcome	Wellness Promotion: By June 30, 2024, 70% of individuals who participate in wellness promotion groups, will maintain or have an increased feeling of social connectedness as measured by our 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, 2024, 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 June 30, 2024, 15 UDC will complete at least one behavioral health service goal as evidenced through individualized care plans stored in Practice Management System (EPIC) & summarized in Clients Care Plan report.					
Process	Individual & Group Therapeutic Services: by June 30, 2024, 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.					

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Native American Health Center (NAHC)	Living In Balance	Yes	Kimberly Ganade	Native American Adults with Exposure to Trauma; Native American Children & Transitional Aged Youth in Stressed Families	Process	Individual & Group Therapeutic Services: By June 30, 2024, 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, 2024, 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.
					Outcome	Service Linkages: By June 30, 2024, 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.
Booker T. Washington Community Services Center	Black African American Community Wellness & Health Initiative (BAACWHI)	Yes	Vincent Fuqua & Kimberly Ganade	Black/African American population in San Francisco across age, gender and sexual orientation who reside in the center and west of the city	Process	OUTREACH & ENGAGEMENT (Community Stabilization & Emergency Support): June 30, 2024, the Black African American Community Wellness & Health Initiative will reach out to 50 individuals to inform them about wellness services from BTWCSC.
					Process	SCREENING & ASSESSMENT (Case Management, Assessment & Intake): By June 30, 2024, the Black African American Community Wellness & Health Initiative will conduct non-clinical screenings with 40 individuals. This will be documented by intake forms done with each community member.
					Process	SCREENING & ASSESSMENT (Case Management, Assessment & Intake): By June 30, 2024, Black African American Community Wellness & Health Initiative will conduct clinical comprehensive intake interviews with 30 individuals. This will be dominated by intake forms & mental health assessments by BTWCSC Behavioral Health Therapists, and will be stored in HIPAA compliant digital internal filing system.
					Process	WELLNESS PROMOTION (Cultural Gatherings): By June 30, 2024, the Black African American Community Wellness & Health Initiative will host 5 events about mental health, how to care for your mental health, destigmatizing people's participation in therapy and the mental health support available from BTWCSC.
					Process	INDIVIDUAL & GROUP THERAPEUTIC SERVICES: By June 30, 2024, 15 individuals will receive individual therapeutic services, evidenced by sign-in sheet and documented in their case files.
					Process	INDIVIDUAL & GROUP THERAPEUTIC SERVICES: By June 30, 2024, 15 individuals will receive group therapeutic services, evidenced by sign-in sheet and documented in their case files.
					Process	SERVICE LINKAGE: By June 30, 2024, the BTWCSC Wellness & Stabilization Team will connect 50 individuals to mental health care from trusted Black healers and practitioners. The service linkages will be evidenced by the BTWCSC log in each client's chart stored in a HIPAA-compliant digital filing system.
					Process	SERVICE LINKAGE: By June 30, 2024, 100 community members will be informed of BTWCSC support services, and will have increased awareness of these BTWCSC services. This will be evidenced by evaluation surveys administered to community members on an annual basis and stored in the Community Wellness & Stabilization team's office

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Rafiki Coalition for 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	Process	Outreach & Engagement: By June 30, 2024, Rafiki will provide outreach to 1,000 community members, through distributing hot meals, distributing food box donations, pop up events, social media, canvassing neighborhoods and schools, which will be evidenced by the number of hot meals shared, number of food box donations distributed and sign-in sheets at events.
					Process	Screening & Assessment: Screening. By June 30, 2024, 50 individuals will be screened by a program non-clinical staff member to identify if individuals have any basic needs to be met (e.g. health insurance, housing, food), which will be evidenced by the program screening forms created for each community member.
					Outcome	Screening & Assessment: Screening. By June 30, 2024, 50 individuals who were screened for any basic needs to be met, will be referred to a Rafiki navigator who will guide them to the appropriate Rafiki resource department or CAM services, and this will be evidenced by community members' screening files, which are stored in the program's files.
					Process	Screening & Assessment: Assessment. By June 30, 2024, mental health clinicians will conduct mental health assessments with 25 program participants to identify if they have any mental health needs, which will be evidenced by mental health assessment forms completed on each client, which is filed in a therapy binder that is storied in a locked cabinet.
					Outcome	Screening & Assessment: Assessment. By June 30, 2024, 25 persons who received a mental health assessment by the program's clinical therapist(s) to identify any mental health needs, will be referred to mental health services, which will be evidenced by clients' confidential files that are stored in the program's locked cabinet.
					Process	Wellness Promotion: By June 30, 2024, 65 community members will participate in Rafiki Wellness Program (e.g. movement class, nutrition class, pop up vaccination), which will be documented through registration documents and sign-in sheets.
					Outcome	Wellness Promotion: By June 30, 2024, 55 community members who participated in Rafiki Wellness Programs will complete a Rafiki Wellness evaluation survey and report having maintained or increased in their social connections with others, which will be evidenced by survey forms filed in a program binder.
					Process	Individual & Group Therapeutic Services: Individual. By June 30, 2024, 20 community members will attend 1 or more individual therapeutic sessions with a clinical therapist and will develop their individualized Wellness Action Plans with the support of their clinical therapist. This will be evidenced by Wellness Activation Plans created for each individual who participated in individual therapy sessions.
					Outcome	Individual & Group Therapeutic Services. Individual. By June 30, 2024, 70% of clients participating in 3 individual therapeutic sessions or more will complete one goal from the Wellness Activation Plan, which will be documented in each person's Wellness Activation Plan that is filed and kept in the program's locked office.

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Rafiki Coalition for Health & Wellness	Black African American Community Wellness Health Initiative (BAACHI)	Yes	Vincent Fuqua & Kimberly Ganade	(See previous page)	Outcome	Service Linkage: By June 30, 2024, 40 persons who were screened and determined to have identified basic needs to be met and were referred to corresponding resources and services, will report successful linkages of connecting with those resources and services, which will be verified by phone call logs, surveys and documentation of successful linkages made.
					Outcome	Service Linkage: By June 30, 2024, 20 persons who were referred to mental health services will report successful linkages with a clinical therapist, which will be evidenced by phone call logs and surveys.
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, 2024, 2,900 Asian & Pacific Islander (API) individuals will be contacted through outreach and engagement activities (community events, anti-stigma events) as shown by participant logs and by social media analytics collected by staff and stored in a labeled binder on site.
					Process	Screening & Assessment: By June 30, 2024, 90 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, 2024 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, 2024, 350 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, 2024, 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, 2024, 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.
					Outcome	Service Linkage: By June 30, 2024, 80% of participants with identified behavioral health needs will be linked to on-site preventive counseling or linked to off-site treatment services.
					Process	Individual & Group Therapeutic Services: By June 30, 2024, 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.
					Outcome	Service Linkage: By June 30, 2024, 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.

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
YMCA Bayview Hunters Point	Black/African American Community Wellness Health Initiative (BAACHI) (Funded in Collaboration with 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)	Process	Outreach & Engagement. By June 30, 2024, the YMCA Bayview Hunters Point African American Holistic Wellness will distribute the program monthly newsletter for a total of 3,600 mailings throughout all targeted sites, as evidenced by the program contact list database
					Process	Screening & Assessment. By June 30, 2024, (40) unduplicated individuals who participate in program offerings and support (1:1 Wellness assessment) will be screened for behavioral health needs as evidenced by program questionnaire.
					Outcome	Screening & Assessment. By June 30, 2024, (40) unduplicated participants screened for behavioral health needs will be referred to internal and/or external services/programs/and tracked by the internal tracking/follow-up methods.
					Process	Screening & Assessment. By June 30, 2024, (40) unduplicated individuals who participate in program offerings or referred by outside community agencies will be screened for health and wellness needs as evidenced by program questionnaire.
					Outcome	Screening & Assessment. By June 30, 2024, (40) unduplicated participants screened for health and wellness needs will be referred to internal and/or external services/programs (nature walks/hikes, physical activity sessions, or Y membership and tracked by the internal database.
					Process	Wellness Promotion. By June 30, 2024, (40) individuals will participate in at least 5 sessions of continuously offered Wellness and Promotion educational activities (In-Person physical activity, workshop sessions, community events) as measured by participation data and maintained in the Program Database.
					Outcome	Wellness Promotion. By June 30, 2024, (40) participants who attended at least 5 sessions of Physical Wellness Promotions will report a physical health change as reported on the overall Health Questionnaire.
					Outcome	Wellness Promotion. By June 30, 2024, (40) participants who attended at least 5 sessions of selected Wellness Promotions (community events, health education workshops), will report a social behavior change as reported on the overall Health Questionnaire.
					Process	Individual & Group Therapeutic Services. By June 30, 2024, (10) unduplicated clients will attend at least five (5) 1:1 therapeutic counseling sessions as indicated in the therapeutic participation count and securely stored.
					Outcome	Individual & Group Therapeutic Services. By June 30, 2024, (10) unduplicated clients who attend at least (5) 1:1 therapeutic counseling sessions will have an established treatment plan.
					Process	Service Linkage: By June 30, 2024, (25) participants will be linked to wellness services such as Food insecurity support, utility barrier support, Family Resource Center and/or wellness coaching as indicated on the internal data base
					Outcome	Service Linkage: By June 30, 2024, 80% of wellness linkages would have received the service needed as indicated on the internal database referral notes section
UCSF Children and Adolescent Services	Fuerte (Innovations)	Yes	Farah Farahmand	TAY Latinx Immigrants	These POs will reside in the FY23-24 Children, Families, and Families (CYF) POs Document moving forward	

Agency	Program Name	FY23-24 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, 2024, Behavioral Health Navigator will provide 500 client escorted encounters as evidenced in MHSA Report of Encounters as administrated by Data Manager.
					Process	By June 30, 2024, 50 Medical Clinic patients will be screened by Nurse Practitioner using the PHQ-9 as evidenced by statistical log administrated by Data Manager.
					Process	By June 30, 2024, 100% of patients diagnosed with clinical depression on the PHQ 9 with a score of 15 or more will be offered assistance in obtaining an appointment for evaluation with BHS provider by Case Manager as evidenced by statistical log administrated by Case Manager.
					Process	By June 30, 2024, 100% of clients who agreed to attend a first appointment with Behavioral Health provider will be followed to ascertain if client attended the appointment as evidenced by BHS Appointment Log administrated by Case Manager.
					Outcome	By June 30, 2024, 100% of clients who attended first appointment with BHS provider will be followed to ascertain if client attended 5 or more appointments with BHS provider as evidenced by BHS Appointment Log administrated by Case Manager.
Seneca Family of Agencies	AIMM Higher	Yes	Alison Lustbader & Juan Ibarra	Justice Involved Youth	<i>Moving forward, these POs will reside in the FY23-24 Children, Families, and Families (CYF) POs Document.</i>	
SF DPH	BHS Culturally Congruent and Innovative Practices for Black/African American Communities (Innovations)	Yes	Jessica Brown & Teresa Yu	Black/African American communities	Process	By June 30, 2024, 7 clinicians will be onboarded for the program as evidenced by a clinician tracking log.
					Process	By June 30, 2024, 250 group sessions will be held as evidenced by a group sessions log or data tracking software.
					Process	By June 30, 2024, 4 training sessions on culturally congruent topics will be attended by providers from the 4 clinics affiliated with this project as evidenced by a training log.

Agency	Program Name	FY23-24 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, 2024, 90% (18 of 20) of 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.
					Process	By June 30, 2024, 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.
					Outcome	By June 30, 2024, 89% (16 of 18) of the CMHC cohort students will successfully complete the certification program as evidenced by the Argos student tracking system.
					Process	By June 30, 2024, 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, 2024, 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, 2024, 90% of the graduating students will demonstrate knowledge of pathways into health careers as evidenced by CMHC exit survey.
					Outcome	By June 30, 2024, (30) individuals will complete the Medi-Cal Peer Support Specialist Test Preparation Workshop as evidenced by sign in sheets.
					Process	By June 30, 2024, the Community Mental Health Certificate program will host a cultural community healing event for 100 individuals as evidenced by a manual counter clicker.
					Process	By June 30, 2024, the Community Mental Health Certificate program will host a Peer Support Specialist Symposium for 100 individuals as evidenced by a manual counter clicker.
					Process	By June 30, 2024, the Community Mental Health Certificate program will host a cultural community healing event for 100 individuals as evidenced by a manual counter clicker.
City College of San Francisco	Addiction & Recovery Counseling (ARC) Certificate Program (formerly: Drug & Alcohol Studies Certificate); (Not MHS-A-Funded)	Yes	Kimberly Ganade	Counselors employed through SFDPH BHS-funded programs & those who plan to seek employment with San Francisco agencies... (continues on next page)	Process	By June 30, 2024, ARC will outreach & recruit 50 new students for the HLTH 100 cohort class, ARC website and events, listservs and community referrals as evidence from contract records and registration applications to CCSF.
					Outcome	By June 30, 2024, 30 students will be engaged and enrolled into HLTH 100, as evidenced by student enrollment census sheets kept in locked files.
					Outcome	By June 30, 2024, 80% (25 of 30) students will be successfully complete the program requirements of the first three courses (HLTH 100, HLTH 70, HLTH 49), as evidenced by Argos tracking system.

Agency	Program Name	FY23-24 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); (Not MHSA-Funded)	Yes	Kimberly Ganade	Economically disadvantaged communities of color & marginalized groups – e.g. African Americans, Latinos, Asian, Pacific Islanders	Outcome	By June 30, 2024, 80% (25 of 30) of ARC students will successfully complete their internship fieldwork (250 hours over 2 semesters), as evidenced by the program's internship records and timesheets.
					Outcome	By June 30, 2024, 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's student tracking system.
					Outcome	By June 30, 2024, the New Associate degree pathway in Addiction Studies will be available for petition.
Crossing Edge Consulting, Inc.	Community Mental Health Academy	Yes	Kimberly Ganade	Adults age 18-70 from economically disadvantaged communities of color	Process	Community Mental Health Academy. By June 30, 2024, Crossing Edge Consulting will meet with the leadership team of Booker T. Washington Community Services Center (BTWCSC) to provide an overview of the Community Mental Health Academy and gather curricula feedback from the BTWCSC leadership to inform the finalized curricula.
					Outcome	Community Mental Health Academy. By June 30, 2024, Crossing Edge Consulting will produce a finalized 8-week curricula that will be delivered to (20) BTWCSC staff and their supervisors. The curricula will cover self-care, community mental health, trauma, trauma recovery, and basic counseling skills.
					Process	Community Mental Health Academy. By June 30, 2024, Crossing Edge Consulting will deliver the BTWCSC tailored Community Mental Health Academy curricula to (20) staff and their supervisors to enhance their professional development.
					Outcome	Community Mental Health Academy. By June 30, 2024, Crossing Edge Consulting will graduate (20) BTWCSC staff and their supervisors from the Community Mental Health Academy.
					Process	Glossary. By June 30, 2024, Crossing Edge Consulting will facilitate 3 focus groups with Latinx clinicians.
					Process	Glossary. By June 30, 2024, Crossing Edge Consulting will, through the focus groups, collect terminology that clinicians use when providing psychotherapy to monolingual Spanish speaking clients.
					Outcome	Glossary. By June 30, 2024, Crossing Edge Consulting will use the collected data to produce a glossary of terminology and concepts used in therapy with Spanish speaking clients.
					Process	Learning & Retention Academy (Academy). By June 30, 2024, the SFDPH BIPOC Learning and Retention Academy will help increase job satisfaction for the BIPOC clinicians participating in the Academy.
					Outcome	Learning & Retention Academy (Academy). By June 30, 2024, clinicians participating in the SFDPH BIPOC Learning and Retention Academy will create an internal support network which they can reach out to when needing support to address job satisfaction.

Agency	Program Name	FY23-24 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, 2023, 80 students will enroll in the FACES Program as measured by the number of completed "FACES Participation Agreement" forms
					Process	By June 30, 2024, 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, 2024, 70% of students will receive 15, 60-minute health career group workshops as measured by student attendance records and/or completion of assignments.
					Process	By June 30, 2024, 25% of students will participate in off-site health career-related activities as measured by student attendance records.
					Outcome	By June 30, 2024, 60% of students will report a sustained or increased interest in pursuing a health profession, as measured by student surveys.
					Outcome	By June 30, 2024, 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 measured by student surveys.

Agency	Program Name	FY23-24 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, 2024, 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, 2024, 50% of surveyed graduates 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, 2024, 50% 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.
					Outcome	By June 30, 2024, 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, 2024, 75% of enrolled trainees will successfully complete the program (completion of training, or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program completion records.
					Outcome	By June 30, 2024, 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, 2024, 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, 2024, 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	FY23-24 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, 2024, 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, 2024, 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, 2024, 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, 2024, 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, 2024, 75% of applicable participants who receive services for at least 3 months will successfully complete the program (complete an internship with Career Connections, receive placement in competitive community employment, enroll in continuing education or a suitable training or internship program), as evidenced by program case closure records.
					Outcome	By June 30, 2024, 75% of surveyed graduates will indicate improvement to their coping abilities (e.g. emotional control on the job, adjust to changes on the job, etc.) in the workplace, as evidenced by items on program feedback tools.
					Outcome	By June 30, 2024, 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 program, employment, volunteer work, etc.), as evidenced by items on the program feedback tools.
					Process	By June 30, 2024, 100% of successful graduates will receive case management for two months post-graduation for assistance enrolling in continuing education, additional vocational training programs, or employment services for competitive community employment as evidenced by the case closure notes.

Agency	Program Name	FY23-24 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, 2024, 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, 2024, 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.) as evidenced by items on program feedback tools.
					Outcome	By June 30, 2024, 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, 2024, 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.
					process	By June 2024, 75% of program supported employment employees (working 16+ hours/week) will participate in four skills development or wellness trainings/sessions. This will be evidenced by program attendance records.

Agency	Program Name	FY23-24 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, 2024, 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, 2024, 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, 2024, 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, 2024, 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, 2024, the GROWTH Project will have enrolled 8 participants, as measured by the GROWTH staff and documented in client records.
					Process	By June 30, 2024, 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, 2024, 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, 2024, 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, 2024, 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, 2024, 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, 2024, 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, 2024, 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	FY23-24 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	Process	By June 30, 2024, LFA will support GHSF's planning and research to inform workforce development opportunities for peer patient navigators.
					Process	By June 30, 2024, 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.
					Process	By June 30, 2024, 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).
					Process	By June 30, 2024, 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.
					Process	By June 30, 2024, 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 February 1, 2024, Harder+Company will compile FY22/23 MHSa grantee year end reports, enter quantitative data into SPSS, and follow up with MHSa/BHS staff as needed if any end of year report data is missing as measured by an internal data tracking document.
					Process	By March 15, 2024, Harder+Company will analyze the year end report data, create charts/graphs highlighting participant demographic characteristics and services provided, prepare data tables of key program outcomes, and send the draft report components to MHSa/BHS staff as measured by the submission of the draft report sections.
					Process	By June 30, 2024, Harder+Company will incorporate MHSa/BHS staff revisions, as measured by submission of the revised report sections.
Hatchuel Tabernik + Associates (HTA)	Program Planning & Support for TAY SOC	Yes	Jessica Brown	N/A	Process	A1 By June 30, 2024, 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	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hatchuel Tabernik + Associates (HTA)	MHSA General Program Coordination & Technical Support	Yes	Jessica Brown	N/A	Process	A2 By June 30, 2024, HTA will draft two (2) reports, per direction of BHS.
Hatchuel Tabernik + Associates (HTA)	Non-MHSA General Program Planning Support	Yes	Jessica Brown	N/A	Process	A3.1 By June 30, 2024, HTA will draft two (2) reports, per direction of BHS.
					Process	A3.2 By June 30, 2024, HTA will have supported the CalAIM Initiative by providing data collection, meeting coordination and facilitation, report development, and other support as needed.
					Process	A3.3 By June 30, 2024, 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	A4 By June 30, 2024, 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 Workforce Education and Training TAY Academy	Yes	Jessica Brown	N/A	Process	A5 By June 30, 2024, 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	A6 By June 30, 2024 HTA will draft one (1) report, per direction of BHS, as measured by HTA's Year End Report.
Study Center Equity Consultants	Jason Seals and Associates Antiracism Training	Yes	Alicia St. Andrews	BHS employees	Process	By December 31, 2023, Jason Seals & Associates will have created, edited, and filmed three high-quality, engaging, and informative videos focusing on 'Unlearning Racism 2.0.'
					Process	By February 29, 2024, Jason Seals and Associates commit to enhancing professional development experiences by updating training modules on Relias, incorporating advanced interactive learning resources and features. These enhancements are aimed at fostering increased engagement and comprehension among learners. To measure the learning outcomes and the effectiveness of the training, robust pre and post assessments will be integrated into the module.

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Study Center Equity Consultants	Jason Seals and Associates Antiracism Training	Yes	Alicia St. Andrews	BHS employees	Process	By March 31, 2024, Jason Seals & Associates will develop an interactive learning guide, equipped with relevant content, engaging activities, and structured discussions, to serve as a pivotal learning and conversation facilitator for affinity groups, REAC, team meetings, staff retreats, and staff meetings.
					Process	By June 30, 2024, Jason Seals and Associates, in collaboration with knowledgeable allies and content experts with lived experience, will draft a work plan to develop, refine, and implement comprehensive and nuanced Racism Training Modules. These modules will specifically address issues of anti-Black racism, colorism, and internalized racism prevalent within White, Asian, Pacific Islander, Latino-a-e-x, Native American, Black/African American, and LGBTQ+ communities.
Study Center Equity Consultants	Jason Seals and Associates Evaluation of Black/African American Services	Yes	Alicia St. Andrews	BHS employees	Process	By March 30, 2024, conduct surveys or interviews with staff members to gauge their perceived levels of preparedness to engage in culturally responsive practices and assess culturally congruent practices.
					Process	By June 30, 2024, attend planning meeting with clinic site staff.
					Process	By June 30, 2024, assess data collection and reporting capacities among clinic sites.
					Process	By June 30, 2024, develop collaboration plan with BHS Quality Management team for data collection and reporting.
Study Center Equity Consultants	Nia Hamilton Ibu LLC. Staff Wellness	Yes	Alicia St. Andrews	BHS employees	Process	By December 31, 2023, provide a closure and follow-up suggestions meeting to the BHS Comprehensive Crisis director regarding the staff grief support activity previously provided.
					Process	By December 31, 2023, provide a debrief and feedback meeting to the BHS Mission Mental Health Supervisor regarding the wellness retreat activity previously provided.
					Process	By February 29, 2024, create, facilitate, and disseminate Culturally Relevant Organizational Retreat activities and resources for the Innovations Team.
					Process	By June 30, 2024, edit draft staff wellness resource binder.
					Process	By June 30, 2024, create a staff wellness resource binder for the JEDI/TIS team.
					Process	By June 30, 2024, draft performance objectives for 2024-2025, in collaboration with BHS Staff Wellness Coordinator.

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Study Center Equity Consultants	Dante King Antiracism Training	Yes	Alicia St. Andrews	BHS employees	Process	By June 30, 2024, sixty direct reports of BHS executives will complete the 6-week (80 hours) antiracism leaders fellowship.
Study Center Equity Consultants	Dante King Antiracism Manager Accountability	Yes	Alicia St. Andrews	BHS employees	Process	By Oct 30, 2023, nine BHS cabinet members will participate in an 8-hour antiracism leaders retreat.
					Process	By May 31, 2024, twenty BHS executives will participate in an 8-hour antiracism leaders retreat.
					Process	By June 30, 2024, the 360-degree antiracism leadership review survey tool will be complete.

Agency	Program Name	FY23-24 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Study Center Equity Consultants	Dante King Antiracism Strategic Planning	Yes	Alicia St. Andrews	BHS employees	Process	By November 30, 2023, nine BHS Cabinet members will complete their antiracism leadership competencies implementation plans.
					Process	By December 31, 2023, nine BHS Cabinet members will present the status of their leadership competencies at the BHS all staff equity town hall.
					Process	By April 30, 2024, nine BHS Cabinet members will complete their first antiracism leadership competencies quarterly surveys.
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 30th, 2024, NAMI SF will deliver 10 Black / African American Mental Health Education presentations (Mental Health 101 / In Our Own Voice) to Faith Centers and Community organizations.
					Outcome	By June 30th, 2024, 80% of presentation attendees who returned surveys will respond strongly agree or agree to the following statement: "As a result of this presentation, I feel better informed about mental health" as evidenced by post-presentation evaluations.
					Process	By June 30th, 2024, NAMI SF will deliver 8 Peer Support Group facilitators from 4 Faith Centers.
					Outcome	By June 30th, 2024, 80% of facilitator trainees who returned surveys will respond strongly agree or agree to the following statement: "As a result of this group, I feel better able to support the mental health needs of my community" as evidenced by post-presentation evaluations.
					Process	By June 30th, 2024, NAMI SF will implement Peer Support Groups at 4 Faith Centers.
Study Center Equity Consultants	NAMI SF Black/African American Faith-based Peers (Innovations)	Yes	Teresa Yu	Peers, Behavioral Health Consumers, and Community at-Large	Outcome	By June 30th, 2024, 80% of support group attendees who returned surveys will respond strongly agree or agree to the following statement: "As a result of this group, I feel better supported in my mental health recovery" as evidenced by post-presentation evaluations.
					Process	By June 30th, 2024, NAMI SF will host a Community Mental Health Fair in partnership with other community providers.
					Outcome	By June 30th, 2024, 80% of presentation attendees who returned surveys will respond strongly agree or agree to the following statement: "As a result of this presentation, I feel better informed about mental health resources" as evidenced by post-presentation evaluations.