



San Francisco
Health Network



San Francisco
Department of Public Health

Mental Health Services Act (MHSA)

Fiscal Year 2021-2022 Performance Objectives

For

Programs Managed by the MHSA Administrative Office

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

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

MHSA FY 21-22 Performance Objectives for Programs Managed by MHSA Administration

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

- I. **(Tab 1) | Peer-to-Peer Support Services,**
- II. **(Tab 2) | Prevention and Early Intervention Services (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) | Evaluation Support Services**

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

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

TABLE OF CONTENTS | Comprehensive List of MHSA Programs | FY 21-22 Performance Objectives

Tab <small>(on Excel)</small>	Page # <small>(on PDF)</small>	Provider	Program	SOC Program Manager	CDTA Program Manager
1	4	Mental Health Association of San Francisco	Peer Engagement Services	Tracey Helton	Francine Austin
1	4	Mental Health Association of San Francisco	Technology-Assisted Mental Health Solutions (TAMHS) Project	Teresa Yu	Francine Austin
1	5	Mental Health Association of San Francisco	Peer Connections	Tracey Helton	Francine Austin
1	5	National Alliance on Mental Illness	Peer-to-Peer; Family-to-Family	Tracey Helton	Mario Hernandez
1	5	Richmond Area Multi Services	Intensive Case Management (ICM)-Outpatient (OP) Peer Transition Team	Tracey Helton	Andrew Williams III
1	5	Richmond Area Multi Services	Peer-To-Peer Linkage	Tracey Helton	Andrew Williams III
1	6	Richmond Area Multi Services	Peer Specialist Mental Health Certificate	Tracey Helton	Andrew Williams III
1	6	Richmond Area Multi Services	Peer to Peer Employment	Tracey Helton	Andrew Williams III
1	6	Richmond Area Multi Services	Wellness in the Streets (WITS)	Tracey Helton	Andrew Williams III
1	7	San Francisco Department of Public Health	Lifting and Empowering Generations of Adults, Children, & Youth (LEGACY)	Tracey Helton	N/A
1	7	San Francisco Department of Public Health	Transgender Pilot Program	Tracey Helton	Richelle Mojica
2	8	Curry Senior Center	Addressing the Needs of Socially Isolated Older Adults	Teresa Yu	James Stroh
2	8	Curry Senior Center	Senior Drop-in Center	Teresa Yu	James Stroh
2	8 to 9	Hospitality House	Community Building Program	Kimberly Ganade	James Stroh
2	9 to 10	Hospitality House	Sixth Street Self-Help Center (and Extended Program)	Kimberly Ganade	James Stroh
2	10 to 11	Hospitality House	Tenderloin Self-Help Center	Kimberly Ganade	James Stroh
2	11	Instituto Familiar de la Raza	Indigena Health and Wellness Collaborative	Kimberly Ganade	April Crawford
2	12	Native American Health Center	Living In Balance	Kimberly Ganade	Elizabeth Davis
2	13	Rafiki Coalition of Health & Wellness	Black African American Wellness & Peer Leadership (BAAWPL)	Vincent Fuqua & Kimberly Ganade	Francine Austin
2	14	Richmond Area Multi Services	Asian & Pacific Islander Mental Health Collaborative (API MHC)	Kimberly Ganade	Andrew Williams III
2	15	YMCA Bayview Hunters Point	Black African American Wellness & Peer Leadership (BAAWPL)	Vincent Fuqua & Kimberly Ganade	April Crawford
2	15	UCSF Child and Adolescent Services	Fuerte	Farah Farahmand	Mario Hernandez

Tab <small>(on Excel)</small>	Page # <small>(on PDF)</small>	Provider	Program	SOC Program Manager	CDTA Program Manager
3	16	Curry Senior Center	Behavioral Health Services in Primary Care for Older Adults	Teresa Yu	James Stroh
3	16	Seneca Family of Agencies	AIM Higher	Alison Lustbader & Juan Ibarra	Richelle Mojica
4	17	City College of San Francisco	Community Mental Health Certificate	Kimberly Ganade	April Crawford
4	17	City College of San Francisco	Addiction & Recovery Counseling Certificate Program	Kimberly Ganade	April Crawford
4	18	Crossing Edge Consulting, Inc.	Community Mental Health Academy	Kimberly Ganade	Mario Hernandez
4	19	Public Health Institute	FACES for the Future Coalition	Kimberly Ganade	Mario Hernandez
5	20	Richmond Area Multi Services	Clerical and Mailroom Services Program	Juan Ibarra	Andrew Williams III
5	20	Richmond Area Multi Services	Information Technology (i-Ability) Program	Kimberly Voelker	Andrew Williams III
5	21	Richmond Area Multi Services	Janitorial Services Program	Juan Ibarra	Andrew Williams III
5	21	Richmond Area Multi Services	TAY Vocational Services Program	Juan Ibarra	Andrew Williams III
5	22	UCSF Citywide Employment Program	First Impressions	Juan Ibarra	Mario Hernandez
5	22	UCSF Citywide Employment Program	Growing Recovery and Opportunities for Work Through Horticulture (GROWTH)	Juan Ibarra	Mario Hernandez
5	22	UCSF Citywide Employment Program	Slice of Life Café and Catering Program	Juan Ibarra	Mario Hernandez
6	23	Learning For Action (LFA)	Evaluation and Program Planning	Jessica Brown	Valerie Wiggins
6	23	Harder + Company	Innovation Planning and Technical Assistance	Jessica Brown	Richelle Mojica
6	23	Hatchuel Tabernik + Associates (HTA)	Planning Support	Jessica Brown	Andrew Williams III

Agency	Program Name	FY21-22 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	SOLVE: By June 30, 2022, SOLVE will offer 30 Anti -Stigma community presentations, as evidenced by a tracking log.
					Outcome	SOLVE: By June 30, 2022, 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.
					Process	Support & Wellness: By June 30, 2022, 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	Support & Wellness: By June 30, 2022, 80% of Support and Wellness participants receiving group support will report feeling less isolated as is evidenced by feedback surveys and case note documentation.
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, 2022, MHA SF will enroll 50 unduplicated San Francisco residents in its Technology Procurement project or Digital Literacy trainings, as evidenced by a tracking log.
					Process	By June 30, 2022, MHA SF and SF DPH will meet five (5) times to discuss the re-launch of Headspace as evidenced by CalMHSA SF Implementation Meeting logs.
					Process	By June 30, 2022, MHA SF will distribute 65 devices (tablet, keyboard) to San Francisco Residents, as evidenced by a tracking log.
					Process	By June 30, 2022, MHA SF and SFDPH or MHA SF and relevant parties will meet 28 times to discuss Take My Hand planning, website, and or evaluation as evidenced by Meeting logs.
					Outcome	By June 30, 2022, 80% of surveyed individuals participating in 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	By June 30, 2022, 25% of TAMHS program participants enrolled will identify as trans and/or TAY as evidenced by TakeMyHand's pre-chat survey, Tech Procurement tracking log, and Digital Literacy sign-up log.
					Outcome	By June 30, 2022 80% of Technology Procurement project participants agree or strongly agree with the statement "Attending a MHA SF virtual resources supported my mental health and wellness" as evidenced by satisfaction survey.
					Outcome	By June 30, 2022 80% of Technology Procurement participants will report that they are somewhat or very comfortable using a tablet as evidenced by satisfaction survey.

Agency	Program Name	FY21-22 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, 2022, 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, 2022, Peer Connections staff will engage in 6 program outreach activities as is evidenced by tracking logs.
					Outcome	By June 30, 2022, 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, 2022, 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 30th, 2022, 80% of family members served in the Family to Family and Basics programs will increase problem solving and communication techniques with their family member living with mental illness as evidenced by self reporting evaluations.
					Outcome	By June 30, 2022, 80% of Peer to Peer participants will understand what action steps to take when symptoms reoccur, as evidenced by response on the Peer to Peer feedback tool.
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, 2022, 80% of clients enrolled with the Peer Transition Team will meet with a Peer Counselor within 30 days of date of enrollment, as evidenced by client records.
					Outcome	By June 30, 2022, 75% of surveyed clients will report feeling heard and understood by their peer counselor, as evidenced by Client Feedback Tool.
					Outcome	By June 30, 2022, 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, 2022, 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 2021-2022 Fiscal Year, the RAMS Peer Linkage program will have four contacts with 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, 2022, 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, 2022, 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, 2022, 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.

Agency	Program Name	FY21-22 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Peer Specialist Mental Health Certificate	Yes	Tracey Helton	Peers, Consumers and their Family Members	Outcome	By June 30, 2022, 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) upon completion of the Entry and/or Advanced Certificate program. This will be evidenced by items on post-program evaluations.
					Outcome	By June 30, 2022, 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, 2022, 75% of participants will report an increase in skills and knowledge due to participation in the program upon completion of the Entry and/or Advanced Certificate. This will be evidenced by items on post-program/training evaluations.
					Outcome	By June 30, 2022, the Peer Specialist Mental Health Certificate program will host 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	Outcome	By June 30, 2022, 75% of program employees (working 16+ hours/week) will participate in four skills development and wellness trainings. This will be evidenced by program attendance records.
					Outcome	Peer Counseling & Outreach Services and Peer Wellness/Drop-In Center: By June 30, 2022, 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, 2022, 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: By June 30, 2022, 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 30, 2022, 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 30, 2022, 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 30, 2022, 75% of individuals who engaged with the WITS team reported that they felt supported by the WITS team member, as evidenced by the WITS 'in the moment' feedback tool.

Agency	Program Name	FY21-22 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
San Francisco Department of Public Health (SFDPH)	Lifting and Empowering Generations of Adults, Children, and Youth (LEGACY)	Yes	Tracey Helton	Peers, Consumers and their Families/Parents	Process	By June 30, 2022, 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, 80% of active clients will have successfully completed one self-identified goal as evidenced by the LEGACY outcome log.
					Outcome	By June 30, 2022, 45% of consumers will have successfully completed two self-identified goals as evidenced by the LEGACY outcome log.
					Process	By June 30, 2022, 70% of consumers who completed the Family Support Night questionnaire will report feeling more knowledgeable about the community resources in San Francisco. This will be evidenced by items on the FSN questionnaire (quarterly).
					Process	By June 30, 2022, LEGACY will participate in at least 65% of H.S.A.'s CFT meetings. This will be evidenced by the CFT tracking table.
San Francisco Department of Public Health (SFDPH)	Transgender Pilot Program	Yes	Tracey Helton	Transgender Women of Color who are Peers/Consumers	Outcome	By June 30, 2022, 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, 2022, 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	FY21-22 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, 2022, 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, 2022, 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, 2022, 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, 2022, 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, 2022, 60 isolated older adults will be screened for non-behavioral health needs as reflected in client logs.
					Outcome	Service Linkage: By June 30, 202, 90% of isolated older adults who indicate the need for non-behavioral health services will be referred to the appropriate service as evidenced by client log sheets.
Curry Senior Center	Senior Drop-in Center	Yes	Teresa Yu	Socially Isolated Older Adults	Process	Screening and Assessment: By June 30, 2022, 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, 2022, 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, 2022, 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, 2022, 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, 2022, 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, 2022, 70% of participants attending 3 activities or more will report an increase in socialization as measured by client participation surveys administered by Program Manager and Peer staff on a quarterly basis and tracked by data analyst.
Hospitality House	Community Building Program (continued on next page)	Yes	Kimberly Ganade	Listed on next page	Process	Outreach & Engagement: By June 30, 2022, Community events will be held to reach 150 participants will participate, as documented in sign-in sheets, maintained by the Program Compliance Coordinator and stored in the file room.
					Outcome	Outreach & Engagement: By June 30, 2022, 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, 2022, 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.
					Outcome	Screening & Assessment: By June 30, 2022, 75% of community members 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, 2022, 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, 2022, 4 participants will increase social connectedness as assessed by staff through observation of participant conducting community organizing.

Agency	Program Name	FY21-22 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Community Building Program	Yes	Kimberly Ganade	Multi-Diagnosed, Multi-Traumatized, Adults residents of the Tenderloin; Individuals and "families," understood as a primary social group sharing common beliefs & activities, as defined by its members – e.g. African American, American Indian, Veterans	Process	Individual and Group Therapeutic Services: By June 30, 2022, 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 HRTC staff and stored electronically.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2022, 75% 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 HRTC staff and stored electronically.
					Process	Service Linkage: By June 30, 2022, 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.
					Outcome	Service Linkage: By June 30, 2022, 60 participants will be referred to behavioral health services, as measured by the creation of a harm reduction plan.
					Process	Service Linkage: By June 30, 2022, 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, 2022, 60 participants will have a written case plan.
					Process	Service Linkage: By June 30, 2022, 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.
					Outcome	Service Linkage: By June 30, 2022, 25 participants will achieve at least one case plan goal.
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, 2022, 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 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, 2022, 1,000 participants will participate in a range of socialization & wellness services.
					Process	Screening & Assessment: By June 30, 2022, 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 Compliance Coordinator & stored in the file room.
					Outcome	Screening & Assessment: By June 30, 2022, 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, 2022, 75 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, 2022, 50% of Harm Reduction support group participants will demonstrate reduced risk behaviors, as evidenced by HRTC reporting tool.
					Process	Service Linkage: By June 30, 2022: 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.
					Outcome	Service Linkage: By June 30, 2022, 30 participants will have a written case plan.
					Process	Service Linkage: By June 30, 2022, 40 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, 2022, 40 participants will be referred to behavioral health services, as measured by creation of harm reduction plan.
					Process	Service Linkage: By June 30, 2022: 25 of 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, 2022, 25 of participants with a written case plan will achieve at least one case plan goal.

Agency	Program Name	FY21-22 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Sixth Street Self-Help Center (Extended Program)	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Sixth Street Corridor/South of Market Area with behavioral health challenges;	Process	(Extended Program) Outreach & Engagement: By June 30,2022, 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	(Extended Program) Outreach & Engagement: By June 30,2022, 500 participants will participate in a range of socialization & wellness services.
					Process	(Extended Program) Screening & Assessment: By June 30,2022, 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	(Extended Program) Screening & Assessment: By June 30,2022, 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	(Extended Program) Wellness Promotion: By June 30,2022, 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	(Extended Program) Wellness Promotion: By June 30,2022, 50% of Harm Reduction support group participants will demonstrate reduced risk behaviors, as evidenced by HRTC reporting tool.
					Process	(Extended Program) Service Linkage: By June 30,2022, 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.
					Outcome	(Extended Program) Service Linkage: By June 30,2022, 20 participants will have a written case plan.
					Process	(Extended Program) Service Linkage: By June 30,2022, 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	(Extended Program) Service Linkage: By June 30,2022, 35 participants will be referred to behavioral health services, as measured by creation of harm reduction plan.
Process	(Extended Program) Service Linkage: By June 30,2022, 15 of 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	(Extended Program) Service Linkage: By June 30,2022, 15 of participants with a written case plan will achieve at least one case plan goal.					
Hospitality House	Tenderloin Self-Help Center (continued on next page)	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Tenderloin Neighborhood with behavioral health challenges	Process	Outreach and Engagement: By June 30, 2022, 2,500 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 and Engagement: By June 30, 2022, 2,500 participants will participate in a range of socialization & wellness services.
					Process	Screening and Assessment: By June 30, 2022, 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 and Assessment: By June 30, 2022, 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, 2022, 175 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, 2022, 50% of Harm Reduction support group participants will demonstrate reduced risk behaviors, as evidenced by HRTC reporting tool.
					Process	Service Linkage: By June 30, 2022, 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.
					Outcome	Service Linkage: By June 30, 2022, 60 participants will have a written case plan.

Agency	Program Name	FY21-22 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	Service Linkage: By June 30, 2022, 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 Compliance Coordinator & stored in the file room.
					Outcome	Service Linkage: By June 30, 2022, 50 participants will be referred to behavioral health services, as measured by creation of harm reduction plan.
					Process	Service Linkage: By June 30, 2022, 50 of 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, 2022, 50 of participants with a written case plan will achieve at least one case plan goal.
Instituto Familiar de la Raza	Indigena Health and Wellness Collaborative (IHWC)	Yes	Kimberly Ganade	Indigena immigrant families – comprised mostly of newly arrived young adults representing Maya-Yucatecos, Mayan immigrant community, emerging Maya communities from Mam & Quiche from Guatemala and Tzeltal & Chol from Chiapas	Process	Outreach and Engagement: By June 30, 2022, Health Promoters will provide outreach contact to 1260 individuals through phone calls, community walk-through, open community events, or other telehealth platforms such as zoom 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 and Assessment: By June 30, 2022, 100 individuals will be informally assessed for non-behavioral health services using the Exponent Case Management "Verdades" System Quick Referrals Tool, as evidenced by electronic health records stored in ECM "Verdades" System & summarized in Quick Referrals Report.
					Outcome	Screening and Assessment: By June 30, 2022, 75% of informally assessed participants for non-behavioral health services will complete one successful referral as documented in Exponent Case Management "Verdades" System Quick Referrals Tool & summarized in Quick Referrals Report.
					Process	Wellness Promotion: By June 30, 2022, 300 individuals will participate in cultural/ceremonial/social events via virtual platforms or in-person when appropriate (e.g., Dia de los 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, 2022, 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, 2022, 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, 2022, 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, 2022, 67 individuals will have a written -nonclinical case/care plan as evidenced by the ECM "Verdades" System Care Plans Tool & summarized in Care Plans Report.

Agency	Program Name	FY21-22 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 and Engagement: By June 30, 2022, 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 and Assessment: By June 30, 2022, 10 unduplicated clients will be screened to determine the need of behavioral health services using the Intake & Assessment Tool, as evidenced by electronic health records, stored in Practice Management System & summarized in PEI Intake Report.
					Outcome	Screening and Assessment: By June 30, 2022, 85% of UDC whose screening results indicate a need for Behavioral Health Treatment will be referred to behavioral health services as evidenced by electronic health records, stored in Practice Management System & summarized in a PEI Individual Therapy report.
					Process	Wellness Promotion: By June 30, 2022, cultural & traditional art groups will reach 100 attendees (35 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, 2022, 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 and Group Therapeutic Services: BY June 30, 2022, 30 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 and Group Therapeutic Services: By the end of the fiscal year 2021 - 2022, 7 UDC will complete at the least one behavioral health service goal as evidenced through individualized care plans stored in stored in Practice Management System (EPIC) & summarized in Clients Care Plan report
					Process	Individual and Group Therapeutic Services: By June 30, 2022, 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 and Group Therapeutic Services: By June 30, 2022, 30 UDC will receive individual traditional services as evidenced by sign-in sheets and stored in Practice Management System (Smartsheet) and summarized in Individual Traditional Service Report.
					Process	Service Linkages: By June 30, 2022, 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, 2022, 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					

Agency	Program Name	FY21-22 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Rafiki Coalition of Health & Wellness	Black African American Wellness & Peer Leadership (BAAWPL) (Funded in Collaboration with Community Health Equity & Promotion [CHEP])	Yes	Vincent Fuqua & 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 and Engagement: By June 30, 2022, the Bayview Y African American Holistic Wellness will distribute the program monthly newsletter for a total of 2,400 mailings throughout all targeted sites, as evidenced by the program contact list database.
					Process	Behavioral Health (BH) Screening and Assessment: By June 30, 2022, (25) unduplicated individuals who participate in program offerings and support (Mindful Monday, Nature Wellness Activities, Men's Harambee, Wellness Calls) will be screened for behavioral health needs as evidenced by program questionnaire.
					Outcome	(BH) Screening and Assessment: By June 30, 2022, 80% of the unduplicated participants screened for behavioral health needs will be referred to internal and/or external services/programs/COVID services and tracked by the internal tracking/follow-up methods.
					Process	Physical Health (PH) Screening and Assessment: By June 30, 2022, (25) unduplicated individuals who participate in program offerings or referred by outside community agencies will be screened for health and wellness needs as evidenced by screening tool.
					Outcome	(PH) Screening and Assessment: By June 30, 2022, 80% of the unduplicated participants screened for health and wellness needs will be referred to internal and/or external services/programs (nature walks/hikes, physical activity sessions and tracked by the internal referral form or database.
					Process	Wellness and Promotion: By June 30, 2022, (50) individuals will participate in at least 3 sessions of continuously offered Wellness and Promotion educational activities (Virtual or In-Person physical activity sessions) as measured by participation data and maintained in the Program Database.
					Outcome	Wellness and Promotion: By June 30, 2022, 80% of participants who attended (at least 3 sessions) of any selected Wellness Promotion (Virtual or In-Person physical activity sessions) will report a behavioral change toward physical health as reported on the Physical Health Questionnaire.
					Process	Individual and Group Therapeutic Services: By June 30, 2022, (10) unduplicated clients will attend at least five (5) 1:1 therapeutic counseling sessions as indicated in the therapeutic participation count and stored in a securely stored.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2022, 100% of clients who attended at least five (5) 1:1 therapeutic counseling sessions will have an established treatment plan.
					Process	(PH) Service Linkage: By June 30, 2022, (12) participants will be linked to wellness services such as Food insecurity support, COVID 19 Services, Family Resource Center and/or physical wellness coaching as indicated on the internal referral form.
					Outcome	(PH) Service Linkage: By June 30, 2022, 80% of wellness service linkages would have received the service needed as indicated on the internal form follow-up.
					Process	(BH) Service Linkage: By June 30, 2022, 12 participants will be linked to behavioral health services such as support groups and individual counseling as indicated on the internal form.
Outcome	(BH) Service Linkage: By June 30, 2022, 70% of behavioral health referrals would have received the services needed as indicated on the internal form.					

Agency	Program Name	FY21-22 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
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	By June 30, 2022, 5,000 Asian American and Pacific Islander (AA & PI) individuals will be contacted through community-specific events and dissemination of community-specific materials shown by participant logs and by social media analytics collected by staff and stored in a labeled binder on-site.
					Process	By June 30, 2022, 90 AA & PI individuals will be screened and assessed for behavioral health and/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 and stored in locked file on-site.
					Process	By June 30, 2022, 80% of individuals screened and assessed identify a behavioral health concern or barrier to wellness. Completed forms will be used for referral and linkages. Assessment summary reports generated for reporting and will be in labeled binder and stored in locked file on-site.
					Outcome	By June 30, 2022, 100% AA & PI individuals identified as needing behavioral health services will be referred to such services. Assessment summary reports will be in labeled binder and stored in a locked file on-site.
					Process	By June 30, 2022, 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 list, dates, and topic.
					Outcome	By June 30, 2022, 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 <i>Participant Feedback Survey</i> * administered and collected by community partners.
					Process	By June 30, 2022, AA & PI-identified therapists/clinicians will provide therapeutic activities including short-term, time-limited preventive counseling to 68 individuals in 1:1 or in groups. Completed forms and case management files will be in labeled binder and stored in locked file on-site.
					Outcome	By June 30, 2022, 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 and collected by community partners and stored in a labeled binder in locked file on-site.
					Process	By June 30, 2022, 80% of AA & PI individuals identified through screening and assessment as needing holistic or behavioral health services will receive a written case/care plan, as evidenced by case management client list in a labeled binder and stored in locked file on-site.
					Outcome	By June 30, 2022, 80% AA & PI individuals with identified behavioral health needs will meet one goal in their care/case plan. Completed forms and case management client list (with unique identifier) will be filed in a labeled binder and stored in locked file on-site.

Agency	Program Name	FY21-22 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
YMCA Bayview Hunters Point	Black/African American Wellness & Peer Leadership (BAAWPL) (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 and Engagement: By June 30, 2022, the Bayview Y African American Holistic Wellness will distribute the program monthly newsletter for a total of 2,400 mailings throughout all targeted sites, as evidenced by the program contact list database.
					Process	Behavioral Health (BH) Screening and Assessment: By June 30, 2022, (25) unduplicated individuals who participate in program offerings and support (Mindful Monday, Nature Wellness Activities, Men's Harambee, Wellness Calls) will be screened for behavioral health needs as evidenced by program questionnaire.
					Outcome	(BH) Screening and Assessment: By June 30, 2022, 80% of the unduplicated participants screened for behavioral health needs will be referred to internal and/or external services/programs/COVID services and tracked by the internal tracking/follow-up methods.
					Process	Physical Health (PH) Screening and Assessment: By June 30, 2022, (25) unduplicated individuals who participate in program offerings or referred by outside community agencies will be screened for health and wellness needs as evidenced by screening tool.
					Outcome	(PH) Screening and Assessment: By June 30, 2022, 80% of the unduplicated participants screened for health and wellness needs will be referred to internal and/or external services/programs (nature walks/hikes, physical activity sessions and tracked by the internal referral form or database.
					Process	Wellness and Promotion: By June 30, 2022, (50) individuals will participate in at least 3 sessions of continuously offered Wellness and Promotion educational activities (Virtual or In-Person physical activity sessions) as measured by participation data and maintained in the Program Database.
					Outcome	Wellness and Promotion: By June 30, 2022, 80% of participants who attended (at least 3 sessions) of any selected Wellness Promotion (Virtual or In-Person physical activity sessions) will report a behavioral change toward physical health as reported on the Physical Health Questionnaire.
					Process	Individual and Group Therapeutic Services: By June 30, 2022, (10) unduplicated clients will attend at least five (5) 1:1 therapeutic counseling sessions as indicated in the therapeutic participation count and stored in a securely stored.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2022, 100% of clients who attended at least five (5) 1:1 therapeutic counseling sessions will have an established treatment plan.
					Process	(PH) Service Linkage: By June 30, 2022, (12) participants will be linked to wellness services such as Food insecurity support, COVID 19 Services, Family Resource Center and/or physical wellness coaching as indicated on the internal referral form.
					Outcome	(PH) Service Linkage: By June 30, 2022, 80% of wellness service linkages would have received the service needed as indicated on the internal form follow-up.
					Process	(BH) Service Linkage: By June 30, 2022, 12 participants will be linked to behavioral health services such as support groups and individual counseling as indicated on the internal form.
Outcome	(BH) Service Linkage: By June 30, 2022, 70% of behavioral health referrals would have received the services needed as indicated on the internal form.					
UCSF Children and Adolescent Services	Fuerte (Innovations)	Yes	Farah Farahmand	TAY Latinx Immigrants	Process	Outreach and Engagement: By June 31, 2022, two 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, 2022, 40 students will be enrolled in the Fuerte program as evidenced by group participant logs.
					Process	Screening and Assessment: By June 30, 2022, 100% of students enrolled in Fuerte will be screened for behavioral health concerns using the PSC-35.
					Process	Service Linkage: By June 30, 2022, 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, 2022, 70% of students enrolled in Fuerte will have attended at least three Fuerte group sessions.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2022, 70% of students enrolled in Fuerte and who attend at least three Fuerte group sessions will show an increase in their social connectedness as demonstrated by the Social Connectedness measures and/or focus group data.
					Outcome	Individual and Group Therapeutic Services: By June 30, 2022, 70% of students enrolled in Fuerte and who attend at least three Fuerte group sessions will show an increase in their mental health literacy using our measure of Mental Health Literacy and/or focus group data.

Agency	Program Name	FY21-22 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, 2022, Behavioral Health Navigators will provide 800 encounters as evidenced by the Behavioral Health Navigators Statistical Encounter Log as administrated by the Data Analyst Manager.
					Process	By June 30, 2022, 50 Curry Medical patients will be screened for Clinical Depression using the PHQ-9 as evidenced by the Nurse Practitioner [NP] Statistical Encounter Log as administrated by the Data Analyst Manager.
					Outcome	By June 30, 2022, 100% of clients who scored between 15-19 on the PHQ-9 will be referred to a Mental Health Provider as evidenced by the Case Manager's Referral Tracking Log.
					Outcome	By June 30, 2022, 100% of clients referred to Behavioral Health Services will be followed to ascertain if first appointment was scheduled, and client attended first appointment as evidenced by the Case Manager's Behavioral Health Appointment Tracking Log.
Seneca Family of Agencies	AIIM Higher	Yes	Alison Lustbader & Juan Ibarra	Justice Involved Youth	Process	By June 30, 2022, AIIM Higher will screen 120 probation-involved youth for behavioral health needs and eligibility for services, as measured by the Crisis Assessment Tool (CAT), as evidenced by service logs and client database.
					Process	By June 30, 2022, 100% of AIIM Higher clinical staff will be trained in the Crisis Assessment Tool (CAT) and certified in the Child and Adolescent Needs and Strengths (CANS) Screen, as evidenced by staff training plans and Human Resource Department records.
					Outcome	By June 30, 2022, 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, 2022, 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, 2022, 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	FY21-22 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, 2022, 94% (16 of 17) 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, 2022, 88% (15 of 17) 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, 2022, 88% (15 of 17) of the CMHC cohort students will successfully complete the certification program as evidenced by the Argos student tracking system.
					Outcome	By June 30, 2022, 80% of the graduating students will express readiness to pursue their next work/educational opportunity as measured by the CMHC exit survey.
					Outcome	By June 30, 2022, 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, 2022, 90% of the graduating students will demonstrate knowledge of pathways into health careers as evidenced by the 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, Pacific Islanders	Process	Outreach & Engagement: By June 30, 2022, DASC will outreach and recruit new students for the HLTH 100 cohort class through BHS employee nominations, DASC website and events, list serves, and community referrals as is evidence from contact records and registration applications to CCSF.
					Outcome	Outreach & Engagement: By June 30, 2022, 25 new students will enroll into cohort class HLTH 100, as evidenced by student enrollment census sheets kept in locked files.
					Outcome	Outreach & Engagement: By June 30, 2022, 80% (20 of 25) of Drug & Alcohol Studies Certificate (DASC) 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, 2022, 90% (23 of 25) of DASC students will successfully complete their internship fieldwork (250 hours over 2 semesters), as evidenced by the program's internship records and timesheets.
					Outcome	Certificate Program Completion: By June 30, 2022, 90% (23 of 25) of DASC students will be eligible to petition for their CCSF, DASC certificate as evidenced by certificate application submissions and Argos student tracking system.

Agency	Program Name	FY21-22 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Crossing Edge Consulting, Inc.	Community Mental Health Academy	Yes	Kimberly Ganade	Adults age 18-70 from economically disadvantaged communities of color	Outcome	Filipino Mental Health Initiative - San Francisco (FMHI-SF): By June 30, 2022, Crossing Edge Consulting will provide online and/or by phone technical assistance to the Filipino Mental Health Initiative - San Francisco (FMHI-SF) regarding their program impact on San Francisco Filipino community members mental wellness, which will be evidenced by documented notes describing the technical assistance provided.
					Outcome	Filipino Mental Health Initiative - San Francisco (FMHI-SF): By June 30, 2022, Crossing Edge Consulting will review with San Francisco Mental Health Services Act (MHSA) staff 1) the Quality Management technical assistance (TA) provided to FMHI-SF and the results of that TA; and 2) determine any next steps to support FMHI-SF with its planned programming to bring community mental health care to San Francisco's Filipino community, which will be evidenced by a final review narrative.
					Outcome	Native American Health Center: By June 30, 2022, Crossing Edge Consulting will design and implement a specialized Community Mental Health Academy focusing on training designated staff in the delivery of wellness and recovery groups for the Native American Health Center. This will be evidenced by tailored curricula for NAHC, virtual sign-in sheets of attendees, and findings from participant surveys.
					Outcome	Native American Health Center: By June 30, 2022, Crossing Edge Consulting will provide online and/or phone technical assistance to the Native American Health Center regarding the impact of their wellness and recovery groups on participating clientele, which will be evidence by documented notes describing the technical assistance provided.
					Outcome	Native American Health Center: By June 30, 2022, Crossing Edge Consulting will design and implement a "wellness and recovery group" train the trainer course for the Native American Health Center staff. This will be evidenced by documented curricula and surveys measuring training outcome.
					Outcome	IFR: Indigena Health and Wellness Collaborative: By June 30, 2022, Crossing Edge Consulting, in partnership with San Francisco Mental Health Services Act (MHSA) staff, will design and implement an abbreviated Community Mental Health Academy for Instituto Familiar de la Raza's (IFR) Indigena Health and Wellness Collaborative's (IHW) promotoras, which will be evidenced by curricula tailored just for IFR IHW promotoras, virtual sign-in sheets of attendees, and surveys measuring training outcome.
					Outcome	IFR: Indigena Health and Wellness Collaborative: By June 30, 2022, Crossing Edge Consulting, in partnership with San Francisco Mental Health Services Act (MHSA) staff, will work with IFR IHW's Program Director to understand the definitions and meanings of health and wellness within the San Francisco's diverse Mayan communities and evidenced by a final narrative.

Agency	Program Name	FY21-22 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 October 31, 2021, 45 students will enroll in the FACES Program as measured by the number of completed "FACES Participation Agreement" forms.
					Process	By June 30, 2022, 35 students will participate in three, one-on-one phone, videoconference, or in-person wellness check-ins with the FACES Program Coordinator, as measured by program logs.
					Process	By June 30, 2022, 35 students will receive 15, 60-minute online and in-person health career group workshops as measured by student attendance records and/or completion of assignments.
					Process	By June 30, 2022, 20 students will be certified in Mental Health First Aid as measured by National Council for Mental Wellbeing certification records.
					Process	By June 30, 2022, 25 students will participate in Behavioral Health career exposure and receive online and in-person group Behavioral Health workshops as measured by student attendance records and completion of assignments.
					Objective	By June 30, 2022, 60% of students will report a sustained or increased interest in pursuing a health profession, as measured by student surveys.
					Objective	By June 30, 2022, 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	FY21-22 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, 2022, 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, 2022, 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, 2022, 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, 2022, 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, 2022, 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, 2022, 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, 2022, 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	FY21-22 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, 2022, 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, 2022, 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, 2022, 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, 2022, 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, 2022, 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, 2022, 75% of surveyed graduates will report an increase in readiness for additional meaningful activities related to vocational services, as evidenced by items on program feedback tools.
					Outcome	By June 30, 2022, 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.
					Process	By June 30, 2022, 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.

Agency	Program Name	FY21-22 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, 2022, the First Impressions Program will have enrolled 8 BHS consumers, as measured by the First Impressions staff and documented in client records.
					Process	By June 30, 2022, the First Impressions Program will have graduated 50% of enrolled BHS consumers from the program, as evidenced by the final performance evaluation conducted by the First Impressions staff.
					Outcome	By June 30, 2022, 75% of trainee graduates will report an improvement in development of work readiness skills to use toward future opportunities (work/education/volunteering), as evidenced by the final performance evaluation conducted by the First Impressions staff.
					Outcome	By June 30, 2022, 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, 2022, the GROWTH Project will have enrolled 8 BHS consumers, as measured by the GROWTH staff and documented in client records.
					Process	By June 30, 2022, the GROWTH Project will have graduated 50% of enrolled BHS consumers from the program, as evidenced by the final performance evaluation conducted by the GROWTH staff.
					Outcome	By June 30, 2022, 75% of trainee graduates will report an improvement in development of work readiness skills to use toward future opportunities (work/education/volunteering), as evidenced by the final performance evaluation conducted by the GROWTH staff.
					Outcome	By June 30, 2022, 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, 2022, the Slice of Life Café and Catering Program will have enrolled 16 BHS consumers, as evidenced by Slice of Life Café and Catering staff and documented in client records.
					Process	By June 30, 2022, the Slice of Life Café and Catering Program will have graduated 50% of enrolled BHS consumers 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, 2022, 75% of trainee graduates will report an improvement in development of work readiness skills to use toward future opportunities (work/education/volunteering), as evidenced by the final performance evaluation conducted by the Slice of Life Café and Catering staff.
					Outcome	By June 30, 2022, 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	FY21-22 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, 2022, LFA will support Gender Health SF's (GHSF) planning and research to inform workforce development opportunities for peer patient navigators.
					Outcome	By June 30, 2022, LFA will support patient-level program evaluation, including conducting patient interviews by phone. [Note: May need to revise PO with GHSF Lead Program Evaluator]
					Outcome	By June 30, 2022, 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, 2022, LFA will support Gender Health SF in developing educational materials for its partners (e.g. GHSF staff, providers, SF Health Plan, patients) about the updates to the WPATH stands of care and San Francisco Health Plan criteria.
Harder + Company	Innovation Planning and Technical Assistance	Yes	Jessica Brown	N/A	Outcome	By January 1, 2022, Harder + Company staff will complete the gathering and synthesizing of contractor program data under the direction of the MHSA Director, as measured by an internal process tracking spreadsheet.
					Outcome	By February 4, 2022, Harder + Company will develop a first draft of contractor FY20/21 outcomes and develop charts and graphs to present the data for the Annual Update/Report.
					Outcome	By June 30, 2022, will have drafted assigned sections of the report and completed revisions as requested by MHSA and BHS staff, as measured by submission of the report sections.
					Outcome	By June 30, 2022, Harder + Company staff will support the development and revision of the Annual Update/Report, as measured by submission of this report.
					Outcome	By June 30, 2022, Harder + Company staff will complete additional evaluation and technical support tasks and activities as assigned by MHSA Director.
Hatchuel Tabernik + Associates (HTA)	Planning Support	Yes	Jessica Brown	N/A	Outcome	By June 30, 2022, HTA will have provided data collection, program planning support and consultation, and technical assistance per the direction of Behavioral Health Services (BHS) leadership. This will include finalizing the Data Profile and Performance Measures, as documented in the Year End Report.
					Outcome	By June 30, 2022, HTA will draft one (1) INN report, per direction of BHS.
					Outcome	By June 30, 2022, 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.
					Outcome	By June 30, 2022, HTA will submit a Year End Report to BHS explaining how HTA has worked toward the other goals listed in this contract.
					Outcome	By June 30, 2022, HTA will draft four (4) reports, per direction of BHS, as measured by HTA's Year End Report.