



San Francisco
Department of Public Health



San Francisco Health Network
Behavioral Health Services

Transitional Age Youth System of Care (TAY SOC) FY 19-20 Performance Objectives

FY 19-20 Performance Objectives for Programs Managed by TAY SOC

Purpose: This document includes the process and outcome objectives for Transition Age Youth System of Care (TAY SOC) programs covering the following areas of focus: Service Access through Outreach & Engagement; Treatment & Healing; Community Engagement, Leadership Promotion & Support; and Training, Education & Capacity Building (for Providers and TAY). These individualized objectives apply the SMART (Specific, Measurable, Achievable/Attainable, Realistic, and Timely) format. While all these programs welcome and serve all ethnicities and populations, many of these programs are designed to meet the cultural and linguistic needs of various underserved populations.

This document will be referenced in the Appendix A section of each applicable contract but performance objectives will live as an external document on sfph.org/cdta. Contractors should understand that these objectives will be used as a factor for contract compliance. All TAY contractors will be required to submit a mid-year (for MHSA-funded programs) and end of year report (all programs).

All aspects of an agency's program - including these deliverables - are subject to the certified contract with the Department of Public Health. It is the responsibility of the agency to understand their contract with the City.

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

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Tab #	Provider Agency	TAY SOC Contract Program Name	Agency's Community Branded Program Name	SOC Program Manager	CDTA Program Manager	BOCC Program Manager
1	Community Youth Center of SF (CYC)	TAY Engagement & Treatment - Asian & Pacific Islander	<i>APIYFCSS (or CSS)</i>	Kali Cheung	Mario Hernandez	Craig Wenzel
2a	Felton Institute	TAY SOC Capacity Building	<i>TAY SOC Clinician's Academy</i>	Kali Cheung	April Crawford	Michelle Pollard
2b	Felton Institute	Prevention & Recovery of Early Psychosis	<i>reMIND</i>	Heather Weisbrod	April Crawford	Tom Mesa
2c	Felton Institute	TAY Full Service Partnership	<i>TAY FSP</i>	Heather Weisbrod	April Crawford	Tom Mesa
2d	Felton Institute	BEAM UP <i>(note: SAMHSA Grant)</i>	<i>BEAM UP</i>	Heather Weisbrod	April Crawford	Tom Mesa
2e	Felton Institute	TAY Acute Linkage <i>(note: MHSOAC Triage crisis grant)</i>	<i>TAL</i>	Heather Weisbrod	April Crawford	Tom Mesa
3	Center for Harm Reduction Therapy (HRTC)	TAY Homeless Treatment Team <i>(note: receives HMIOT funding)</i>	<i>Come As You Are (CAYA)</i>	Kali Cheung	Andrew Williams III	Michelle Pollard
4	Horizons Unlimited of San Francisco, Inc.	TAY Engagement & Treatment - Latino & Mayan	<i>EMIC</i>	Kali Cheung	Mario Hernandez	Marshia Herring
5	Huckleberry Youth Programs	TAY Engagement & Treatment -- All	<i>Huckleberry TAY Multi-Service Center</i>	Kali Cheung	Andrew Williams III	Tom Mesa
6	Instituto Familiar de la Raza Inc. (IFR)	TAY Engagement & Treatment - Latino & Mayan	<i>La Cultura Cura</i>	Kali Cheung	April Crawford	Craig Wenzel
7a	Larkin Street Youth Services (LSYS)	TAY Homeless Treatment Team - SOC	<i>TAY Homeless Treatment</i>	Kali Cheung	Richelle-Lynn Mojica	Jerna Reyes
7b	Larkin Street Youth Services (LSYS)	TAY Homeless Treatment Team - SUD	<i>TAY Homeless Treatment</i>	Kali Cheung	Richelle-Lynn Mojica	Jerna Reyes
8	Progress Foundation	TAY Supported Living Program (SLP) - (TAY Residential Tx)	<i>TAY SLP</i>	Heather Weisbrod	Elizabeth Davis	Jerna Reyes
9a	Richmond Area Multiservices, Inc. (RAMS)	TAY Leaders - Peer Certificate	<i>Youth 2 Youth TAY</i>	Kali Cheung	Andrew Williams III	Jerna Reyes
9b	Richmond Area Multiservices, Inc. (RAMS)	TAY Leaders - Peer Employment	?	Kali Cheung	Andrew Williams III	Jerna Reyes
10	San Francisco Lesbian Gay Bisexual Transgender Community Center (SF LGBT Center)	TAY Engagement & Treatment - LGBT+	<i>SF LGBT Center Youth Services</i>	Kali Cheung	James Stroh	Craig Wenzel
11	Seneca	TAY Full Service Partnership	<i>TAY FSP</i>	Heather Weisbrod	Richelle-Lynn Mojica	Tom Mesa
12	3rd Street Youth Center & Clinic	TAY Engagement & Treatment - Black/African American	?	Kali Cheung	Richelle-Lynn Mojica	Marshia Herring
13a	BHS TAY System of Care Civil Service	BHS TAY Full Service Partnership	<i>TAY FSP</i>	Heather Weisbrod	?	Tom Mesa
13b	BH TAY System of Care Civil Service	BHS TAY Linkage Program	<i>TAY Linkage</i>	Heather Weisbrod	?	Tom Mesa
	<i>Mental Health Association of SF</i>	<i>Peer Engagement Services - Please see note in tab 14</i>	?	Tracey Helton	Francine Austin	?

Updated: July 2019

Revised: October 2019

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

Pop-Focused Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)				
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	By the end of FY 19-20, 50 A&PI youth will be screened for behavioral health concerns using the agency's in-house checklist assessment tool along with other instruments when appropriate, such as the Beck Inventory, PHQ-9, GAD-7, HIT questionnaire, and UCLA PTSD Reaction Index, as shown in the client folders and summarized in the Annual Program Report.	By the end of FY 19-20, 100% of the 50 clients screened and identified with a potential impairment to daily functioning will be referred to mental health and other services, as reported in the referral log and summarized in the Annual Program Report.	SOC Mandate					
				2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) 	During FY 19-20, 50 A&PI youth will have developed at least one individual treatment goal, as evidenced by the agencies' case management tracking log and reported in the MHSA Annual report.	By the end of FY 19-20, 80% of APIYFCSS participants, receiving case management and/or therapeutic services, will report fewer conflicts with others (such as verbal arguments and/or physical altercation with peers, adults, and parents), as measured by our Quality of Life survey (4 point rating scale from 'Strongly Disagree,' 'Disagree,' 'Agree,' or 'Strongly Agree' for evaluation purposes during termination and/or at the end of the fiscal year.	SOC Mandate	
						By the end of FY 19-20, 80% of APIYFCSS participants, receiving case management and/or therapeutic services, will feel more hopeful, as measured by our Quality of Life survey (4 point rating scale from 'Strongly Disagree,' 'Disagree,' 'Agree,' or 'Strongly Agree' for evaluation purposes during termination and/or at the end of the fiscal year.	SOC Mandate	
		50 A&PI youth of all APIYFCSS participants will make progress on a treatment goal by self-report and/or staff observation, as reported on our progress notes in their case files.	SOC Mandate					
3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. 		During FY 19-20, 80% of program participants will report an increase in participation in meaningful activities, such as community events and social gatherings, as measured by our Quality of Life survey at the end of the program year.	SOC Optional					

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

Pop-Focused Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes <small>(for TAY SOC use)</small>
4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) 	N/A	N/A		

Agency: Felton Institute
Contract Program Name: TAY SOC Clinician's Academy

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

Agency: Felton Institute
Contract Program Name: TAY SOC Clinician's Academy

TAY SOC Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. 	N/A	N/A		
4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) 	Process Objective 1: By June 30, 2020 the selected cohort of at least 35 TAY clinicians will receive over 35 hours of advanced training via the Clinical Training Academy as evidenced by the training log. Sign in sheets will be collected at the end of each 6 hour workshop. Data will be compiled by the end of July 2020. Number of workshops completed (no partial attendance will be counted) by each participant will be multiplied by 6.	At least 85% of Both Cohort 1 and 2 learners shall report using at least 1 of 2 skills taught in attended workshops as evidenced by a <i>Yes</i> response to the <i>Yes/No</i> dichotomous scale survey question, "Have you used any of the skills you learned from training? If yes, please identify at least 1 example." in an online survey administered via email with a SurveyMonkey link sent by the end of July 2020.	SOC Mandate	
		At least 75% of Cohort 1 and Cohort 2 learners shall indicate that their knowledge increased as a result of the training, as evidenced by rating a <i>4=Much</i> or <i>5=A Great Deal</i> on a 5-point survey question, "How much did you learn that was new as a result of this training?" in the post-training pencil and paper survey administered at the end of each workshop. By the end of July 2020 responses from workshops will be compiled in a final report.	SOC Mandate	
	Process Objective 3: By June 30, 2020, Felton Institute will deliver 100% of the proposed 6 training sessions for Cohort 2, and 100% of the proposed 15 workshops and 9 coaching sessions for Cohort 1.	At least 80% of learners from both Cohort 1 and 2 will report high satisfaction with their overall learning experience (a learner's perceived meaningfulness of the training) for each training as evidenced by a score of <i>4=Satisfied</i> or <i>5=Very Satisfied</i> to the 5-point scale survey question "How satisfied are you with your learning experience for this training?" in the post-training pencil and paper survey administered at the end of each workshop. By the end of July 2020 responses from workshops will be compiled in a final report.	SOC Mandate	

Agency: Felton Institute
Contract Program Name: Prevention & Recovery in Early Psychosis (PREP)

TAY SOC Modality	Process Objective	Outcome Objective	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	The program will conduct 35 phone screening and/or consultations regarding potential referrals to determine need for further comprehensive diagnostic assessment, as measured by program logs. Data Source: Program Report	10% of new program enrollments will be representative of San Francisco Southeast Sector residents as measured by zip code at time of admission. Data Source: Avatar admissions form and Program Report	TAY SOC	
		35 unduplicated non-clients will be screened to determine most appropriate level of care and referred to mental health and other services on the basis of the screening, as indicated by program logs. Data Source: Program Report	TAY SOC	
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) 		30% of program participants enrolled in the program for 12 months or more will be engaged in new employment or education activities, as indicated by the Avatar Meaningful Activities form. Data Source: Avatar	TAY SOC	
		40% of program participants will show evidence of a decrease in number of psychiatric inpatient episodes during their first year in the program. Inclusion Criteria: Clients in their first year with the program who had at least one inpatient episode in the 12 months prior to program enrollment. Data Source: Avatar	TAY SOC	

<p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p>				
<p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p>	<p>Outreach will be conducted to 15 programs and/or community stakeholder groups to establish and maintain referral relationships, as captured in outreach logs. Data Source: Program Report</p>	<p>20% of the outreach events will be targeted to community stakeholders and/or providers serving the San Francisco Southeast Sector. Data Source: Program Report</p>		

Agency: Felton Institute
Contract Program Name: TAY Full Service Partnership

This program will follow Adult/Older Adult System of Care FSP & ICM Performance Objectives. Please see A/OA 19-20 Performance Objectives on CDTA website for reference.

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

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

Agency: Felton Institute
Contract Program Name: BEAM UP

TAY SOC Modality	Process Objective	Outcome Objective	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
<p>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> Field-based services to locate and engage with known or referred TAY Services designed to identify TAY with mental health or substance use concerns Screening, referral, and linkage activities Activities that provide a low-threshold means of entry to mental health services Activities that build/maintain trust and relationships in order to connect TAY with available services Engagement groups or drop in hours off-site or in collaboration with community partners Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) </p>	<p>Between September 30, 2019 and September 29, 2020, BEAM UP® will provide phone screening to a total of 110 unduplicated non-clients to determine eligibility for BEAM UP® assessment for psychosis risk using the Prodromal Questionnaire Brief (PQB). Data Source: Program Report</p>	<p>Between September 30, 2019 and September 29, 2020, BEAM UP® will provide referrals to appropriate mental health or other services based on eligibility screenings using the PQB to a minimum of 35 unduplicated non-clients, as documented in program logs. Data Source: Program Report</p>	<p>SAMHSA, TAY SOC</p>	
<p>2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> Social Connection (including relationship building, new connections, building trust, intentional Community Building) Mental health and holistic well-being (including spirit-body connection, hope & optimism) </p>		<p>Between September 30, 2019 and September 29, 2020, 70% of clients enrolled in BEAM UP® services will show improvement in clinical high-risk status by decreasing at least one full scale from baseline to discharge as measured using the Scale of Psychosis Risk Symptoms (SOPS) contained in the Structured Interview for Psychosis Risk Syndrome (SIPS) protocol. Inclusion Criteria: enrollees who remain in the program for at least 6 months. Data Source: Program Report</p>	<p>SAMHSA</p>	
		<p>Between September 30, 2019 and September 29, 2020, no more than 20% of clients enrolled in BEAM UP® services will convert to a formal psychotic disorder diagnosis as measured using clinical interviews and scales. Inclusion Criteria: clients who are enrolled in the program for at least 6 months. Data Source: Program Report</p>	<p>SAMHSA</p>	
		<p>Between September 30, 2019 and September 29, 2020, 75% clients enrolled in BEAM UP services and who have employment and/or educational goals will maintain or become involved in new employment and/or educational activities. Inclusion Criteria: clients enrolled in the program for at least 6 months. Data Source: Program Report</p>	<p>SAMHSA, TAY SOC</p>	

<p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p>				
<p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p>	<p>Between September 30, 2019 and September 29, 2020, the BEAM UP® team will conduct outreach activities to 250 individuals in the community and at local youth-serving agencies and programs, including high schools, local college and college health offices, hospitals, physician’s offices, homeless service agencies, mental health crisis responders, youth agencies, churches, gyms, and other entities to raise awareness of psychosis-risk among youth and young adults, as measured by program logs. Data Source: Program Report</p>	<p>Between September 30, 2019 and September 29, 2020, 75% of participants in outreach and education sessions will demonstrate having gained new knowledge or understanding of the early warning signs for clinical high-risk state for psychosis as measured by presentation post-tests. Data Source: Program Report</p>		

Agency: Felton Institute
Contract Program Name: TAY Acute Linkage

TAY SOC Modality	Process Objective	Outcome Objective	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 		80% of clients open in the program will be referred to ongoing outpatient behavioral health services. Inclusion Criteria: Clients who were open in the program for at least 45 days. Data Source: Program report	MHSOAC, SOC	
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) 		40% of clients will demonstrate reduction in the use of emergency and acute services after completing the program, as measured by reduction in the number of psychiatric inpatient episodes in the 6 months following program discharge compared to the 6 months prior to program admission. Inclusion Criteria: clients who were open in the program for at least 45 days and had at least 1 psychiatric hospitalization in the 6 months prior to program admission. Data Source: Avatar	MHSOAC, TAY SOC	
		40% of clients will demonstrate reduction in the use of emergency and acute services after completing the program, as measured by reduction in the number of Psychiatric Emergency Services episodes in the 6 months following program discharge compared to the 6 months prior to program admission. Inclusion Criteria: clients who were open for at least 45 days and had at least 1 Psychiatric Emergency Services episode in the 6 months prior to program admission. Data Source: Avatar	MHSOAC, TAY SOC	
	Program will give or make attempt to give the Linkage post-program satisfaction survey to 100% of participants completing the program at discharge. Inclusion Criteria: Clients open for at least 30 days in 19-20. Data Source: Program Report		MHSOAC, TAY SOC	

<p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p>				
<p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p>	<p>TAY Acute Linkage staff will conduct 5 planning meetings with direct referral access points to provide education about services and establish or problem-solve client flow and referral processes, as measured by program logs. Data Source: Program Report</p>			

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

TAY SOC Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	By June 30, 2020, 200 youth will make brief contacts (e.g. drop-ins, outreach, and referrals) with our mobile mental health treatment team to begin or continue developing relationships and learn or continue to learn about mental health services, as recorded in HRTC's electronic database.	By 6/30/20, At least 50% (100) of youth who have had contact with the Mobile Mental Health Team Pilot will have had an informational session or an intake, as measured by client encounters logged in HRTC's client record database.	SOC Mandate	
	By 6/30/20, at least 50 youth who have attended one of HRTC's mobile sites will be referred to another service that supports clients (such as psychiatry, legal aid, shelter, or housing) as documented by records of client encounters in HRTC's client record database.	In FY 19-20, 50% (25) of youth that are referred to another service will be successfully linked, as verified by client through a follow-up encounter from the therapist and documented in HRTC's client record database.	SOC Mandate	
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) 	By 6/30/20, at least 50 youth who have attended one of HRTC's mobile sites will engage in 1:1 short-to-medium-term therapy or harm reduction counseling sessions (between 3 and 20), either at a HRTC's mobile mental health program site or at one of its fixed sites (e.g. Hospitality House, Homeless Youth Alliance), and will develop at least one treatment goal, as documented by records of sessions in HRTC's client record database.	In FY 19-20, 50% (25) of youth who engage in therapy or counseling will achieve at least one goal as reported by the client and documented in the client treatment plan in HRTC's electronic client record database.	SOC Mandate	<i>Ongoing Mental Health Services</i>
		In FY 19-20, 50% (25) of youth who engage in therapy or counseling will have reduced risky substance use as reported by the client and documented in the client treatment plan in HRTC's electronic client record database.	SOC Mandate	<i>Individual Therapy</i>
		In FY 19-20, 50% (25) of youth who engage in therapy or counseling will experience improved mental health stability as reported by the client and documented in the client treatment plan in HRTC's electronic client record database.	SOC Mandate	<i>Individual Therapy/Harm Reduction Counseling</i>

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

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

Agency: Horizons Unlimited of San Francisco, Inc.
Contract Program Name: TAY Engagement & Treatment - Latino & Mayan

TAY SOC Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	During FY2019-2020- Mental Health staff will table 4 events and reach out to 500 individuals tracked by clicker counters, sign-in sheets; and will be located in the assigned MHSA binder under Outreach & Engagement section.	Of the 25 TAY screened at outreach events during fiscal year 19-20, 18 TAY identified with a mental health need will be referred to mental health services at Horizons and/or off site as appropriate as evidenced by completed MHSA referral forms/logs, located in the MHSA Binder Outreach & Engagement section.	SOC Mandate	
	During FY 2019-20, 25 TAY who attended one of the outreach events will be screened for mental health services using Horizons screening form, as evidenced by completed screening forms located in the MHSA Binder Outreach & Engagement section.	During FY 2019-2020- 18 TAY who received case management services will be successfully linked to support services (include., Housing, emotional support service, immigration/Legal, medical services, educational support etc.) as evidenced by the completed MHSA referral logs, located in the MHSA Binder Outreach & Engagement section.	SOC Mandate	
	During FY 2019-2020, 25 TAY will receive case management services as evidenced by the case management notes and/or Referral form, and recorded and tracked in the MHSA binder in the Outreach & Engagement section.		SOC Mandate	
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) 	During FY 2019-2020 - 25 TAY youth will receive individual and/or family therapeutic services as evidenced by sign in sheets and recorded and tracked in the MHSA Activities spreadsheet by the assigned staff; recorded in annual summary reports and located in the MHSA binder, Treatment and Healing services section.	During FY 2019-2020- 18 clients receiving individual or family therapy will have completed one behavioral health goal and/or plan of care goal; as evidenced by case/care plan and recorded and tracked in the MHSA Activities Spreadsheet by the assigned staff; recorded in the annual summary reports and located in the MHSA Binder, Treatment and Healing section.	SOC Mandate	
	During FY 2019-2020- 24 TAY will participate in Wellness groups facilitated by the case manager; as evidenced by sign in sheets; recorded and tracked in the MHSA Activities spreadsheet by the assigned staff; recorded in annual summary reports and located in the MHSA Binder, Outreach and Engagement section.	During FY 2019-2020- 18 TAY who participated in the Wellness groups will have developed prosocial relationships/ support as evidenced by self report, and positive satisfaction surveys documented in patient progress notes and stored in patient file, in a locked file cabinet, and locked in the outpatient office of Horizons.	SOC Mandate	
	During FY 2019-20, 8 in-custody TAY will participate in the Socialization and/or Release and Reintegration curriculum as evidenced by sign-in sheets; recorded and tracked in the MHSA binder located in the In-Custody Activities section.	During FY 2019-20, 6 TAY who participated in In-Custody Wellness Group will identify and vocalize 3 adaptive coping skills utilized to avoid maladaptive behaviors. This will be documented in patient progress notes kept in patient file, in a locked file cabinet, and locked in the outpatient office of Horizons.	SOC Mandate	

Agency: Horizons Unlimited of San Francisco, Inc.
Contract Program Name: TAY Engagement & Treatment - Latino & Mayan

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

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

TAY SOC Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	N/A	N/A		
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) 	During FY 19-20, 120 TAY will be screened and/or assessed, for behavioral/mental health concerns as measured by the screening and assessment tools and evidenced by the date of the encounter documented and stored in the agency tracking database Salesforce, and summarized in Annual TAY Outcomes Reports.	During FY 19-20, 66% (80) TAY youth who were screened and/or assessed will be referred for or will receive on-site behavioral health services as evidenced by supporting documentation in the agency tracking database Salesforce and summarized in the Annual TAY Outcomes Report.	SOC Mandate	
	During FY 19-20, 60 TAY and/or their families will have a written plan of care as evidenced by a case management episode in the Salesforce tracking database, reported in the Quarterly Case Management Report.	During FY 19-20, 45 TAY and/or their families (75% of those with written care plans) will achieve at least one case/care plan goal as evidenced by the case management tracking database Salesforce, recorded by the service delivery staff, and summarized in the Quarterly Case Management Report.	SOC Mandate	
	During FY 19-20, 25 TAY will receive individual therapeutic services. The therapist provides face to face assessment, crisis intervention, and short-term therapy. EPSDT billing will occur for all eligible clients. Client services will be documented in the Salesforce database and when appropriate AVATAR. Program shall retain documentation for BOCC inspection at the time of a site visit.	During FY 19-20, 70% of TAY receiving individual counseling will score at least a 9 (out of 10; 1 = low sense of well-being, 10 = high sense of well-being) for their Overall Experience (general sense of well-being) on the evidenced-based Partners for Change Outcome Rating Scale (ORS).	SOC Mandate	
3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. 	N/A	N/A		

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

TAY SOC Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) 	During FY 19-20, Huckleberry Youth Programs (HYP) will host and facilitate at least 10 TAY Frontline Workers meeting to provide program updates, discuss trends, policy issues, facilitate referrals, and provide trainings. Program shall retain meeting notes and attendance sheets for BOCC inspection at the time of a site visit.	During FY 19-20, 80% of providers who attended a Frontline Workers meeting between July 1, 2019 and December 31, 2019, and who responded to an anonymous survey at mid-year, will state that they find the meetings to be useful to their work with TAY.	SOC Mandate	
		During FY 19-20 80% of providers who attended a Frontline Workers meeting between July 1, 2019 and December 31, 2019, and who responded to an anonymous survey at mid-year, will state that the meeting increased resource sharing and/or network development.	SOC Mandate	

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

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

TAY SOC Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	By the end of FY 19-20, 30 community participants will attend 1 community ceremonies and/or 1 Drumming For Peace sessions as documented by attendee headcount which is captured in an attestation written by the event/s coordinator in attendance. Program shall retain attestation statement/s for BOCC inspection at the time of a site visit. Program's Year End Report will summarize this objective		SOC Mandate	
	By the end of FY 19-20, 85% of 125 youth and families referred to La Cultura Cura (LCC) for TAY services will receive follow up to assess eligibility for TAY programming and other treatment services at LCC, as recorded by client referral form maintained by LCC program. Program shall retain referral forms for BOCC inspection at the time of a site visit. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.		SOC Mandate	
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) 		By the end of FY 19-20, 20 UDC youth receiving MH services, will decrease MH symptoms and impairments as indicated by a 1 point reduction in 1 CANS/ANSA item rated a 2 or 3. Baseline scores will be captured at initial assessment period (within 60 days from opening), reassessment periods (every 6-months) and at closing of a client's services. For client's registered in Avatar, documentation will be available via a client summary report. Program shall retain documentation for BOCC inspection at the time of a site visit.	SOC Mandate	
		By the end of FY 19-20, a minimum of 8 out of 12 youth participants who complete the TAY youth psycho-educational groups, will report an increased understanding of TAY psychological and emotional needs in relation to trauma as demonstrated by knowledge assessments administered at the beginning and end (or after 10 sessions) of the group. Program shall retain sign-in sheets for BOCC inspection at the time of a site visit. Program's Year End Report will summarize this objective.	SOC Mandate	
		By the end of FY 19-20, 75% of youth that participate in 5 school-based cultural affirmation arts sessions will be able to identify at least 1 new healthy alternative coping strategy as measured by self-evaluation surveys. Program shall retain sign-in sheets and self-evaluation surveys for BOCC inspection at the time of a site visit. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.	SOC Mandate	

Agency: Instituto Familiar de la Raza Inc. (IFR)
Contract Program Name: Population Specific Engagement & Treatment - Latino & Mayan

TAY SOC Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills Efforts to engage TAY in community building and leadership opportunities. Support TAY learning between independence vs. dependence Increase the extent to which TAY voice is influencing decision-making at multiple levels. 	N/A	N/A		
4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> Activities designed to build staff knowledge & skills, program supports and systems capacity Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) 		By the end of FY 19-20, 75% of service delivery partners that participate in the multi-session capacity building workshops will be able to identify signs of vicarious trauma in their practice when working with TAY youth as measured by evaluation surveys. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain evaluation surveys for BOCC inspection at the time of a site visit.	SOC Mandate	
		By the end of FY 19-20, 75% of service delivery partners that participate in the multi-session capacity building workshops will increase their knowledge of trauma-informed intervention strategies to address burnout when working with TAY youth as measured by post survey administered after each workshop session. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain evaluation surveys for BOCC inspection at the time of a site visit.	SOC Mandate	
		By the end of FY 19-20, 75% of providers who receive capacity building consultation will increase their ability to assess for TAY's needs related to trauma as measured by pre & post evaluation survey at the beginning and conclusion of each consultation session/training. Surveys will utilize a likert scale, with sample statements such as; <i>I know what vicarious trauma is; I can identify at least one way in which vicarious trauma impacts community; I can identify at least one way in which vicarious trauma impacts TAY</i> ; and open ended questions, such as <i>Please name at least 3 ways in which trauma impacts TAY</i> . Program's Year End report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain evaluation surveys for BOCC inspection at the time of a site visit.	SOC Mandate	

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

TAY SOC Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 		In FY 19-20, at least 70% of youth who engage in site-based services at Haight Street Referral Center (HSRC) [as defined as signing in at least 5 times] will complete an intake or counseling session as recorded by staff in Larkin Street's Efforts to Outcomes (ETO). Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.	SOC Mandate	
		In FY 19-20, at least 50% of site-based HSRC youth will engage further in Larkin Street's continuum of care by: a) starting case management, as evidenced by case management records entered by staff in ETO, OR b) participating in harm reduction and life skills groups, as evidenced by group touchpoints entered by staff in ETO, OR c) accessing other Larkin Street programs, as evidenced by service records recorded by those other program staff in ETO. d) Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity	SOC Mandate	
		In FY 19-20, at least 50% of site-based HSRC youth will be referred to mental health and substance use services as evidenced by Linkage/Referral records entered by HSRC staff in ETO. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.	SOC Mandate	
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) 	N/A	N/A		
	N/A	N/A		

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

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

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

TAY SOC Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes <small>(for TAY SOC use)</small>
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	N/A	N/A		
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) 		In FY 19-20, 70% of housed youth who engaged in individual therapy (as evidenced by attending 2 or more sessions) will demonstrate an ability to manage their mental health, as evidenced by an average rating of 4 or higher (out of a 5-point scale) on a series of questions related to mental health management in the youth's Case Management Assessment (survey or what tool item?). Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.	SOC Mandate	
		In FY 19-20, 75% of youth who have an initial individual therapy session will continue services with an internal Larkin Street TAY Clinician or an external provider, as evidenced by additional individual and/or group therapy and/or counseling services as documented by the Larkin Street Clinician or by a completed Linkage/Referral to an external provider in Larkin Street's Efforts to Outcomes (ETO)--a cloud based client management tracking system. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.	SOC Mandate	

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

TAY SOC Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes <small>(for TAY SOC use)</small>
<p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p>	N/A	N/A		
<p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p>	<p>By June 2020, the TAY Clinicians will hold 12 trainings with Larkin Street non- clinical staff, as recorded in SharePoint, Larkin Street’s intranet. Trainings will encompass the following topics: trauma and behavioral health symptoms; risk assessment and safety planning; and self-care and wellness. Program will utilize sign-in sheets for all attendees of trainings and retain such sign-in sheets for BOCC inspection at time of site visit.</p>	<p>In FY 19-20, at least 90% of Larkin Street’s non-clinical staff who attend trainings delivered by the TAY Clinicians (covering trauma and behavioral health symptoms; risk assessment and safety planning; and self-care and wellness) will report these trainings increased their knowledge , as indicated by a response of 4 or 5 (agree or strongly agree) to the statement <i>“This workshop increased my knowledge and skills of the topic”</i> on training evaluation forms recorded in SharePoint, Larkin Street’s intranet. Program’s Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain training evaluation forms for inspection by BOCC at time of site visit.</p>	SOC Mandate	
		<p>In FY 19-20, at least 90% of Larkin Street’s non-clinical staff who attended trainings delivered by the TAY Clinicians (covering trauma and behavioral health symptoms; risk assessment and safety planning; and self-care and wellness) will report that they will put the skills into practice in their work, as indicated by a response of 4 or 5 (agree or strongly agree) to the statement <i>“I am likely to put these skills into practice in my work”</i> on training evaluation forms recorded in SharePoint, Larkin Street’s intranet. Program’s Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain training evaluation forms for inspection by BOCC at time of site visit</p>	SOC Mandate	

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

TAY SOC Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	TAY Triage: 75% of TAY who receive services in a Progress Foundation residential treatment program will have at least one documented contact with the Progress TAY Triage staff person. Inclusion Criteria: Clients who are 18-24 years old and are in one of the Progress Foundation residential treatment programs for 7 days or longer. Data Source: Avatar and Program Report	TAY Triage: 75% of TAY who have at least 2 contacts with the Progress TAY Triage staff person will show evidence of linkage to ongoing behavioral health care, as measured by an open episode with an outpatient clinic or with a program in the TAY Linkage Collaborative (BHS TAY Linkage, Felton PRSPR, or Felton TAY Acute Linkage). Inclusion Criteria: Clients who are 18-24 years old and in one of the Progress Foundation residential treatment programs for 7 days or longer. Data Source: Avatar and Program Report	TAY SOC	
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit- body connection, hope & optimism) 	Supportive Living Program - The Avatar Meaningful Activity Form will be completed at least one time for 40% of clients in the TAY Supportive Living Program. Inclusion Criteria: Clients living in the TAY Supportive Living Program for at least 3 months. Data Source: Avatar	Supportive Living Program - Of those clients whose data has been entered into the Avatar Meaningful Activities form, 75% will demonstrate evidence of 20 hours/week of meaningful activities. Inclusion Criteria: Clients in the Supportive Living program and for whom the Meaningful Activity form has been filled out. Data Source: Avatar and Program Report	TAY SOC	
		Supportive Living Program - 80% of clients who have a psychiatric inpatient hospital admission will not be followed by readmission within 90 days. Inclusion Criteria: Clients living in the TAY Supportive Living Program for at least 3 months and who have a psychiatric inpatient hospital admission while enrolled in the program.	TAY SOC	
		Supportive Living Program - 80% of clients who have a Psychiatric Emergency Services episode will not be followed by another episode within 30 days. Inclusion Criteria: Clients living in the TAY Supportive Living Program for at least 3 months and who have a Psychiatric Emergency Services episode while enrolled in the program.	TAY SOC	

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

TAY SOC Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
		Supportive Living Program - 50% of clients who successfully complete the TAY Supportive Living program will move to independent or permanent supportive housing. Data Source: Program Report	TAY SOC	
3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT:				
(These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory)				
Definitions:				
<ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. 				
4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY):				
Definitions:				
<ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) 				

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

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

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

TAY SOC Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
<p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory)</p> <p>Definitions:</p> <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. 	<p>4. During FY 2019-20, the program will coordinate and hold at least two social networking events (e.g., connecting / linking participants and/or alumni for professional network and support). Program's documentation of the coordination of social networking events shall be summarized in the Year End Report.</p>	<p>During FY 2019-20, at least 75% of surveyed participants who have completed the program will indicate an increase in readiness for additional meaningful activities by indicating their agreement (4-point scale) to the survey item "because of the RAMS Youth 2 Youth Program, I feel more ready to take on additional meaningful activities (e.g., continuing on to further education, continuing into internship opportunities, etc.)" as measured by the program evaluation that is distributed during the last two weeks of each cohort. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program will retain all evaluation surveys for inspection by BOCC at time of site visit.</p>	<p>SOC Mandate</p>	
		<p>During FY 2019-20, at least 75% of program participants will successfully complete the program (i.e. graduate) by the end of the program; this will be evidenced by program participant completion records. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program shall retain all participant completion records for inspection by BOCC at time of site visit.</p>	<p>SOC Mandate</p>	
		<p>During FY 2019-20, at least 75% of surveyed participants who have completed the program will have increased coping strategies by indicating their agreement (4-point scale) to the survey item "because of the RAMS Youth2Youth Program, I have learned more coping and self-care tools (e.g. WRAP, boundaries, wellness tools, etc)" as measured by the program evaluation that is distributed during the last two weeks of each cohort. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program will retain all evaluation surveys for inspection by BOCC at time of site visit.</p>	<p>SOC Mandate</p>	
<p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY):</p> <p>Definitions:</p> <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) 	<p>N/A</p>	<p>N/A</p>		

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

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

3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. 		During FY 2019-20, at least 75% of surveyed participants who have completed the program will indicate an increase in readiness for additional meaningful activities by indicating their agreement (4-point scale) to the survey item "As a result of participating in the TAY Peer Internship Program, I feel more ready to take on additional meaningful activities (e.g., continuing on to further education, continuing into employment opportunities, etc.)" as measured by the program evaluation that is distributed during the last two weeks of each cohort. Program will retain participant evaluations for inspection by BOCC at time of site visit.	SOC Mandate	
		During FY 2019-20, at least 75% of participants will successfully complete (i.e. graduate) the internship or have exited the program early due to obtaining employment, enrollment in educational program, advanced internship, advanced training programs, or volunteer work as evidenced by program completion records. Program will retain program completion records for inspection by BOCC at time of site visit.	SOC Mandate	
		During FY 2019-20, at least 75% of surveyed participants who have completed the program will indicate an increase in readiness for additional meaningful activities by indicating their agreement (4-point scale) to the survey item "I have learned more coping and self-care strategies (e.g. WRAP, boundaries, wellness tools, etc)" as measured by the program evaluation that is distributed during the last two weeks of each cohort. Program will retain participant evaluations for inspection by BOCC at time of site visit.	SOC Mandate	
		During FY 2019-20, 100% of graduates completing the internship, who are interested in competitive community employment, will be referred to an appropriate program to receive employment support services as evidenced by the case closure notes. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program will retain case closure notes for inspection by BOCC at time of site visit.	SOC Mandate	
4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) 	N/A	N/A		

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

TAY SOC Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	1. By 6/30/20, 200 unduplicated youth will have participated in our Drop-In program as documented by drop-in sign-in logs. Program will retain logs for BOCC inspection at time of site visit. Program's documentation of drop in activities will be summarized in the Year End Report.	1. By 6/30/20, at least 75% of respondents will report belonging to a community by rating a 4 or higher on the end of the year Client Feedback Survey to the statement: "Because of this program, I have a stronger sense of belonging to a community" with a rating scale of 1= Strongly Disagree to 5 = Strongly Agree. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity. Program will retain client reports regarding rating a statement about sense of community.	SOC Mandate	<i>Engagement</i>
	2. By 6/30/20, at least 60 of the 200 unduplicated participants from the Drop-In program will access Navigation Services, from basic supports like food and clothing to mental health services, as documented by type of service accessed by Nav. Services log which documents which services participants accessed during services navigation meeting. Program will retain logs for BOCC inspection at time of site visit Program's documentation of drop-in activities will be summarized in the Year End report.	2. By 6/30/20, 100% of TAY identified by Navigation Services needing mental health services (such as individual therapy, group therapy, support groups, mental health crisis management, housing) will be referred to services, as measured and tracked through our services navigation binder and Mental Health specialist client appointment notes and appointment log. Program will retain logs for BOCC inspection at time of site visit Program's documentation of drop-in activities will be summarized in the Year End report.	SOC Mandate	<i>Referral</i>
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit-body connection, hope & optimism) 	1. By 6/30/20 at least 15 TAY will be engaged in one or more individual therapy services including: individual sessions, drop-in and/or mental health crisis management with a Mental Health Specialist as tracked by Mental Health Specialist client appointment notes. Program will retain mental health appointment notes for inspection by BOCC at time of site visit. Program's documentation of mental health engagement activities will be summarized in the Year End Report.	1. By 6/30/20, 65% of youth will engage with ongoing MH services as defined by 2 or more sessions after the first point of contact with the Mental Health Specialist as reported through Mental Health Specialist client appointment log.	SOC Mandate	<i>Individual Therapy</i>
	2. By 6/30/20 at least 65% of youth who participate in the group therapy will increase their knowledge of mental health interventions and knowledge of coping strategies that may help manage their mental health symptoms, as measured by pre and post surveys administered at start and at the end of 2-month program. Survey respondents would state that (1) "I can identify 3 healthy coping strategies to use during moments of distress." (2) "I feel comfortable using the healthy coping strategies identified." (3) "I have utilized or have not utilized the healthy coping strategies ."	SOC Mandate	<i>Group Therapy</i>	

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

TAY SOC Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. 	By 6/30/20 the Youth Leadership Council will have planned and implemented one community building event (such as an art show, leadership retreat, educational, outreach and/or social activity), led by and for TAY as documented by event planning workplan. Program will retain the event planning workplan to be inspected by BOCC at the time of site visit. Program's documentation of event planning by Youth Leadership Council will be summarized in the Year End Report.	By 6/30/20, 60% of Youth Leadership Council members will report an increased understanding of solutions to problems impacting their community by rating 4 or higher on a Client Feedback survey to the statement, "Because of Youth Leadership Council, I can identify and assist a peer in finding resources that include (navigation, mental health services, and or Center drop-in activities," with a rating scale of 1 = Strongly Disagree and 5 = Strongly Agree. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.	SOC (optional)	<i>Leadership</i>
4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) 	N/A	N/A		

Agency: Seneca
Contract Program Name: TAY FSP

This program will follow Adult/Older Adult System of Care FSP & ICM Performance Objectives. Please see A/OA 19-20 Performance Objectives on CDTA website for reference.

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

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

Agency: 3rd Street Youth Center & Clinic
Contract Program Name: Population Specific Engagement & Treatment - Black/African American

TAY SOC Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	By June 30, 2020, 40 youth will complete an intake and be screened for trauma/mental health needs by our Mental Health Clinician.	By June 30, 2020, of the 40 youth screened, 80% of the clients identified with a behavioral health need will be referred to behavioral health services as evidenced by our referral log spreadsheet.	SOC Mandate	<i>Screening</i>
	By June 30, 2020, 3rd Street Youth Center & Clinic will distribute bi-monthly health-promoting social media messages to young people who follow 3rd Street Youth Center & Clinic on one of its social media platforms, as evidenced by monthly analytics and impact reports created by Facebook, Instagram and Twitter.	By June 30, 2020, bi-monthly health-promoting social media messages will be viewed by 200 young people who follow 3rd Street Youth Center & Clinic on one of its social media platforms, as evidenced by monthly analytics and impact reports, for ages 16-24, created by Facebook, Instagram and Twitter. 3rd Street will retain report of total counts from combined social media platforms for BOCC.	SOC Mandate	<i>Outreach</i>
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit- body connection, hope & optimism) 	By June 30, 2020, 100 youth will receive individual or group mental health/counseling services either on-site at 3rd Street Youth Center & Clinic or in the schools as documented by an internal behavioral health tracking log	By June 30, 2020, 70% of 100 youth who attend at least 3 therapy sessions will report improvement in their quality of life documented in an evaluation administered at the conclusion of their final session where youth will rate a 4- Agree or 5-Strongly Agree to the statement: "I feel happier in my life because of therapy." Rating scale is 1= [strongly disagree] to 5 = [strongly agree]. Tally of all clients surveyed and analyzed will be kept as a report record for BOCC's annual site visit.	SOC Mandate	<i>Wellbeing</i>

Agency: 3rd Street Youth Center & Clinic
Contract Program Name: Population Specific Engagement & Treatment - Black/African American

TAY SOC Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes
3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. 	By June 30, 2020, 50 youth will participate in youth development groups (Youth Outreach Squad, Leadership Academy, or HealthCore) located at 3rd Street Youth Center & Clinic as tracked by an attendance log	By June 30, 2020, 75% of 50 youth who participate in youth development groups (Youth Outreach Squad, Leadership Academy, or HealthCore) will report feeling more connected to a network of their peers as measured by a program exit survey and rating a 4- agree or 5- strongly agree on survey item, "because of my participation in youth development groups (Youth Outreach Squad, Leadership Academy, or HealthCore), I feel socially connected to other young people my age." Rating scale is 1= [strongly disagree] to 5 = [strongly agree]. Analyzed survey report will be retained and shared with BOCC during annual audit site visit.	SOC Mandate	Social Connectedness
4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) 	By June 30, 2020, 3rd Street Youth Center & Clinic will provide three external trainings to CBOs in the Southeast Sector on Mental Health First Responders, Trauma Informed Care, and Crisis De-escalation as evidenced by training attendance logs.		SOC Mandate	<i>Capacity Building</i>
	By June 30, 2020, 3rd Street Youth Center & Clinic will have identified relevant organizations and frontline workers for a Southeast San Francisco specific behavioral health workers' convener group and will organize one meeting as documented by a meeting attendance log.		SOC Mandate	<i>Capacity Building</i>

**BHS TAY Civil Service
Program Name: TAY FSP**

This program will follow Adult/Older Adult System of Care FSP & ICM Performance Objectives. Please see A/OA 19-20 Performance Objectives on CDTA website for reference.

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

<p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels.</p>				
<p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category)</p>				

BHS TAY Civil Service
Program Name: TAY Linkage Program

TAY SOC Modality	Process Objective	Outcome Objective (if applicable)	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions: <ul style="list-style-type: none"> • Field-based services to locate and engage with known or referred TAY • Services designed to identify TAY with mental health or substance use concerns • Screening, referral, and linkage activities • Activities that provide a low-threshold means of entry to mental health services • Activities that build/maintain trust and relationships in order to connect TAY with available services • Engagement groups or drop in hours off-site or in collaboration with community partners • Street-based outreach services to inform TAY about services, build relationships with TAY, and engage TAY into care (Note: this activity is mainly for contracts funded under the TAY Homeless Tx Team program category) 	90% of referents to TAY Linkage services will be contacted within 3 business days of submitting a referral. Inclusion Criteria: Referents submitting a written TAY referral form, as tracked in the TAY Linkage Collaborative database. Data Source: Program Report	60% of clients enrolled in TAY Linkage services will be connected to an outpatient behavioral health program within 90 days of initial referral. Inclusion Criteria: Clients enrolled in TAY Linkage services and with at least 3 visits with TAY Linkage staff. Data Source: Avatar and Program Report	TAY SOC	
	100% of clients will be given a program-specific satisfaction survey. Inclusion Criteria: Clients enrolled in TAY Linkage and with 3 or more visits with TAY Linkage staff. Data Source: Program report		TAY SOC	
2. TREATMENT & HEALING: Definitions: <ul style="list-style-type: none"> • Short-term (less than 18 months) therapeutic activities with the goal of addressing an identified behavioral health concern or barrier to wellness. • Services to address mental health and/or substance use issues and can involve pre-treatment and treatment for individuals, families and groups. • Activities should include culturally specific or community-driven healing modalities that emphasize: <ul style="list-style-type: none"> o Social Connection (including relationship building, new connections, building trust, intentional Community Building) o Mental health and holistic well-being (including spirit- body connection, hope & optimism) 	100% of new referrals to a psychiatrist or nurse practitioner must have the referral date recorded in Avatar via the Psychiatric Referral Date form.	100% of new clients referred to a psychiatrist or nurse practitioner must receive a medication support service within 15 business days of the referral date.	TAY SOC	

<p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions: <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. </p>				
<p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions: <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) </p>	<p>TAY Linkage staff will provide 10 presentations to community based organizations regarding linkage and TAY behavioral health services. Data Source: TAY Linkage presentation log</p>		<p>TAY SOC</p>	

Agency: Mental Health Association of San Francisco (MHA SF)

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

Agency: Mental Health Association of San Francisco (MHA SF)

TAY SOC Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes (for TAY SOC use)
<p>3. COMMUNITY ENGAGEMENT, LEADERSHIP PROMOTION & SUPPORT: (These activities are mainly for contracts funded under the TAY Leaders Peer Programs and TAY Advisory) Definitions:</p> <ul style="list-style-type: none"> • Assist TAY in finding communities they identify with and feel supported in; build sense of community and cohesion • Develop critical thinking, leadership and advocacy skills; provide opportunities to practice skills • Efforts to engage TAY in community building and leadership opportunities. • Support TAY learning between independence vs. dependence • Increase the extent to which TAY voice is influencing decision-making at multiple levels. 				
<p>4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY): Definitions:</p> <ul style="list-style-type: none"> • Activities designed to build staff knowledge & skills, program supports and systems capacity • Strategies that promote collaborative relationships, sharing of resources and network development (e.g., case conferencing, trainings, learning events, consultation supports) • Supporting TAY in academic and career opportunities, e.g., job coaching, employment, internships, engaging activities (Note: this activity is for contracts funded under the TAY Leaders Peer Certificate & Employment program category) 		<p>By June 30, 2020, MHA will provide 4 speaker's bureau trainings to both providers serving TAY across San Francisco and to TAY, ages 16-24, across the TAY SOC.</p>	<p>TAY SOC</p>	<p><i>Skill Building</i></p>