



San Francisco  
Health Network



San Francisco  
Department of Public Health

# **Mental Health Services Act (MHSA)**

## **Fiscal Year 2020-2021 Performance Objectives**

For

# **Programs Managed by the MHSA Administrative Office**

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

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

## MHPA FY 20-21 Performance Objectives for Programs Managed by MHPA Administration

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

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

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

This document will be referenced in the Appendix A section of each applicable contract. Contractors should understand that these objectives will be used as a factor for contract compliance. All MHPA-funded programs in this document are required to submit a mid-year and end of year report. All aspects of an agency's program- including these deliverables - are subject to the certified contract with the Department of Public Health. It is the responsibility of the agency to understand their contract with the City. **Thank you to staff of all the MHPA-funded programs! We appreciate your great work!**

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Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Mental Health Association of San Francisco (MHA SF)	Peer Engagement Services (PES)	Yes	Tracey Helton	Peers & Behavioral Health Consumers	Process	<b>SOLVE:</b> By June 30, 2021, SOLVE will offer 30 Anti-Stigma community presentations, as evidenced by a tracking log.
					Outcome	<b>SOLVE:</b> By June 30, 2021, of 80% of surveyed SOLVE participants will respond agree or strongly agree to the following statement: "As a result of this presentation, my understanding that mental health recovery is possible for anyone, has improved," as evidenced by the completion of the community presentation evaluation.
					Process	<b>Support &amp; Wellness:</b> By June 30, 2021, the Support and Wellness program will serve 50 individuals who will receive peer counseling via Telehealth or in-person as is evidenced by documentation in each participant's case notes and program attendance logs.
					Outcome	<b>Support &amp; Wellness:</b> By June 30, 2021, 80% of Support and Wellness participants receiving group support will report feeling less isolated as is evidenced by feedback surveys and case note documentation
Mental Health Association of San Francisco (MHA SF)	Technology-Assisted Mental Health Solutions (TAMHS) Project & Headspace App One Time Implementation Funding ( <b>Innovations; TAMHS embedded in PES contract</b> )	Yes	Teresa Yu	Peers & Behavioral Health Consumers	Process	<b>TAMHS:</b> By June 30, 2021, MHASF will recommend a mental health technology application to SF DPH for City and County implementation through a formal letter of recommendation from MHASF.
					Process	<b>TAMHS:</b> By June 30, 2021 MHASF will host 12 Digital Literacy Education trainings for San Francisco residents as evidenced by a training tracking log.
					Outcome	<b>TAMHS:</b> By June 30, 2021, 80% of surveyed individuals participating in Digital Literacy Education trainings will respond agree or strongly agree to the following statement: "The training increased my understanding of technology use," as evidenced by post training evaluations.
					Process	<b>Headspace:</b> By June 30, 2021, TAMHS will hire a Technology Outreach Coordinator as evidenced by a formal hiring contract with MHASF.
					Process	<b>Headspace:</b> By June 30, 2021, MHASF will outreach to 12 community organizations as evidenced by a tracking log.
					Outcome	<b>Headspace:</b> By June 30, 2021, MHASF will deliver 50,000 social media impressions from targeted digital mental health and outreach campaigns in San Francisco, as evidenced by social media analytics

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Mental Health Association of San Francisco (MHA SF)	Peer Connections <b>(Not MHSA-Funded)</b>	No	Tracey Helton	Peers, Behavioral Health Consumers, and Community-at-Large	Process	By June 30, 2021, Peer Connections will enroll 60 participants who are San Francisco-based callers to the California Peer Run Warm Line as is evidenced by referral tracking logs.
					Process	By June 30, 2021, Peer Connections staff will engage in 6 program outreach activities as is evidenced by tracking logs
					Outcome	By June 30, 2021, 80% of Peer Connections participants receiving 1:1 peer counseling will have completed one personal wellness goal as is evidenced by feedback surveys and case note documentation.
National Alliance on Mental Illness (NAMI)	Peer-to-Peer; Family-to-Family	Yes	Tracey Helton	Peers, Consumers and their Family Members	Outcome	By June 30, 2021, 80% of Peer to Peer participants will learn to recognize the signs and symptoms and their mental illness, as evidenced by self reported completion of a relapse prevention plan
					Outcome	By June 30th, 2021, 80% of family members served in the Family to Family and Basics programs will increase problem solving and communication techniques with their family member living with mental illness as evidenced by self reporting evaluations.
					Outcome	By June 30, 2021, 80% of Peer to Peer participants will understand what action steps to take when symptoms reoccur, as evidenced by response on the Peer to Peer feedback tool.
Richmond Area Multi Services (RAMS)	Intensive Case Management (ICM)-Outpatient (OP) Peer Transition Team <b>(Innovations)</b>	Yes	Tracey Helton	TAY and Adult Peers (Consumers of Services)	Process	By June 30, 2021, 80% of clients enrolled with the Peer Transition Team will meet with a Peer Counselor within 30 days of date of enrollment, as evidenced by client records.
					Outcome	By June 30, 2021, 75% of surveyed clients will report feeling heard and understood by their peer counselor, as evidenced by Client Feedback Tool.
					Outcome	By June 30, 2021, 75% of surveyed clients will report that they feel more comfortable with their new provider, as evidenced by Client Feedback Tool.
					Outcome	By June 30, 2021, 75% of surveyed referral clinics will report that the Peer Transition Team was helpful in transitioning clients to less intensive services, as evidenced by referral feedback tools

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Peer-To-Peer Linkage (Not MHSA-Funded)	No	Tracey Helton	Peers, Consumers and their Family Members	Process	During 2020-2021 Fiscal Year, the RAMS Peer to Peer Linkage program will conduct quarterly site visits to meet with each Service Coordinator and Site Supervisor(s) regarding staffing, work duties and assignments, and address any concerns with the program. This will be documented in program reports.
					Outcome	By June 30, 2021, 80% of surveyed clients will indicate an increased knowledge about the community, health and cultural resources available to them. This will be evidenced by items on client feedback tools.
					Outcome	By June 30, 2021, 80% of surveyed clients will indicate that they feel supported by the Service Coordinator. This will be evidenced by items on client feedback tools.
					Outcome	By June 30, 2021, 80% of surveyed clients will indicate that their Service Coordinator helped them achieve their agreed upon task/goal. This will be evidenced by items on client feedback tools.
Richmond Area Multi Services (RAMS)	Peer Specialist Mental Health Certificate	Yes	Tracey Helton	Peers, Consumers and their Family Members	Outcome	By June 30, 2021, 75% of surveyed participants will indicate plans to pursue and/or continue a career (job, volunteer, further education) in the health & human services field (behavioral health, health, community services) upon completion of the Entry and/or Advanced Certificate program. This will be evidenced by items on post-program evaluations.
					Outcome	By June 30, 2021, 75% of Entry and/or Advanced Certificate program participants will successfully complete the program (i.e. graduate). This will be evidenced by program participant completion records
					Outcome	By June 30, 2021, 75% of participants will report an increase in skills and knowledge due to participation in the program upon completion of the Entry and/or Advanced Certificate. This will be evidenced by items on post program/training evaluations.
					Outcome	By June 30, 2021, the Peer Specialist Mental Health Certificate program will host four social networking events (connecting/linking program alumni with current participants for professional network and support) intended for wellness and promotion, as evidenced by attendance records.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Peer to Peer Employment	Yes	Tracey Helton	Peers, Consumers and their Family Members	Outcome	<b>RAMS Peer to Peer Employment:</b> By June 30, 2021, 75% of program employees (working 16+ hours/week) will participate in four skills development trainings/sessions. This will be evidenced by program attendance records.
					Outcome	<b>RAMS Peer to Peer Employment:</b> By June 30, 2021, 75% of program employees (working 16+ hours/week) will participate in four wellness trainings/sessions. This will be evidenced by program attendance records.
					Outcome	<b>Peer Counseling &amp; Outreach Services and Peer Wellness/Drop-In Center:</b> By June 30, 2021, 75% of surveyed clients/participants of group services and/or Wellness Center services will report that they feel socially connected. This will be evidenced by items on the client feedback tools.
					Outcome	<b>Peer Internship:</b> By June 30, 2021, 75% of enrolled interns will successfully complete (i.e. graduate) the training or have exited the program early due to obtaining employment related to this field. This will be evidenced by program enrollment records.
					Outcome	<b>Peer Internship:</b> By June 30, 2021, 75% of surveyed intern graduates will indicate improvements in their abilities to manage stress in the workplace. This will be evidenced by items on post-program evaluations.
Richmond Area Multi Services (RAMS)	Wellness in the Streets (WITS) <b>(Innovations)</b>	Yes	Tracey Helton	Unhoused & Behavioral Health Consumers	Process	By June 30, 2021, the WITS team will have collectively engaged in outreach activities to 150 unhoused individuals in San Francisco. This will be documented in program reports.
					Outcome	By June 30, 2021, 75% of individuals who identified an immediate need reported that their need was addressed by a WITS team member, as evidenced by the WITS 'in the moment' feedback tool.
					Outcome	By June 30, 2021, 75% of individuals who engaged with the WITS team reported that they felt supported by the WITS team member, as evidenced by the WITS 'in the moment' feedback tool.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
San Francisco Department of Public Health (SFDPH)	Lifting and Empowering Generations of Adults, Children, and Youth (LEGACY)	Yes	Tracey Helton	Peers, Consumers and their Families/Parents	Process	By June 30, 2021, the team will present to 60% of the community organizations identified as potential referral services to LEGACY. This will be evidenced by our outreach log.
					Process	By June 30, 2021, 85% of consumers identified as seeking services will be screened to receive culturally and linguistically appropriate services through one-on-one, peer-to-peer support to address their and/or their children's mental health needs. This will be evidenced by the client/referral tracking log.
					Outcome	By June 30, 2021, 85% of consumers will have successfully completed one self-identified goal as evidenced by the LEGACY outcome log.
					Outcome	By June 30, 2021, 65% of surveyed clients/participants of family support night will report feeling more connected to peers. This will be evidenced by items on the FSN feedback spreadsheet.
San Francisco Department of Public Health (SFDPH)	Transgender Pilot Program	Yes	Tracey Helton	Transgender Women of Color who are Peers/Consumers	Outcome	By June 30, 2021, program participants will report increased social connection as evidenced by 75% of participants rating 4 or above on a client survey administered by SFDPH, collected by the program manager and stored in a locked cabinet.
					Outcome	By June 30, 2021, program participants will report improvements to health, wellness and recovery as a direct result of program as evidenced by 75% of participants rating 4 or above on evaluations provided after the Trans Health and Wellness fair on a client survey administered by SFDPH, collected by the program manager and stored in a locked cabinet.



Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Curry Senior Center	Addressing the Needs of Socially Isolated Older Adults	Yes	Teresa Yu	Socially Isolated Older Adults	Process	<b>Outreach and Engagement:</b> By June 30, 2021, 300 100 older adults will be reached by Peer Outreach Workers as evidenced by outreach client contact logs and event sign-in sheets.
					Process	<b>Service Linkage:</b> By June 30, 2021, 60 isolated older adults will be screened for non-behavioral health needs, as evidenced by client logs.
					Outcome	<b>Service Linkage:</b> By June 30, 2021, 90% of isolated older adults who indicate the need for non-behavioral health services will be referred to the appropriate service, as evidenced by client log sheets.
Curry Senior Center	Senior Drop-in Center	Yes	Teresa Yu	Socially Isolated Older Adults	Process	<b>Screening and Assessment:</b> By June 30, 2021, 25 seniors will be informally assessed for non-behavioral health services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Process	<b>Screening and Assessment:</b> By June 30, 2021, 20 limited English speaking seniors will be informally assessed for non-behavioral health services needs as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Outcome	<b>Screening and Assessment:</b> By June 30, 2021, 20% of seniors who will be informally assessed for non-behavioral health needs, will be referred to services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Outcome	<b>Screening and Assessment:</b> By June 30, 2021, 20% of limited English speaking seniors who will be informally assessed for non-behavioral health needs, will be referred to services as evidenced by referral/linkage participating log provided and collected by Program Manager and peer staff.
					Process	<b>Wellness Promotion:</b> By June 30, 2021, 100 seniors will attend wellness-based activities offered by peer staff as evidenced by the peer-staff administered participant log. Examples of activities are: tournaments of games, exercise, and discussion groups.
					Outcome	<b>Wellness Promotion:</b> By June 30, 2021, 70% of participants attending 3 activities or more will report an increase in socialization as measured by client participation surveys administered by Program Manager and Peer staff on a quarterly basis and tracked by data analyst.
Hospitality House	Community Building Program	Yes	Kimberly Ganade	Listed on next page	Process	<b>Outreach and Engagement:</b> By June 30, 2021, 4 community events will be held to reach 150 participants, as documented in sign-in sheets, maintained by the Program Associate and stored in the file room.
					Process	<b>Screening and Assessment:</b> By June 30, 2021, 60 participants will be screened and/or assessed for behavioral health concerns measured by the Case Management Assessment conducted by the program case managers, and documented in Monthly Outcome Forms, maintained by the Program Associate and stored in the file room.
					Outcome	<b>Screening and Assessment:</b> By June 30, 2021, 75% of participants screened &/or assessed will be referred to behavioral health services as measured by creation of a harm reduction plan.
					Process	<b>Wellness Promotion:</b> By June 30, 2021, 8 participants will enroll in wellness promotion activities, as evidenced by participation in the 18-week Healing, Organizing & Leadership Development internship, and documented in sign-in sheets, maintained by the Program Associate and stored in the file room.

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Hospitality House	Community Building Program	Yes	Kimberly Ganade	Multi-Diagnosed, Multi-Traumatized, Adults residents of the Tenderloin; Individuals and "families," understood as a primary social group sharing common beliefs & activities, as defined by its members – e.g. African American, American Indian, Veterans	Outcome	<b>Wellness Promotion:</b> By June 30, 2021, 50% participants will increase social connectedness as assessed by staff through observation of participants conducting community organizing.
					Process	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, Harm Reduction Therapy Center (HRTC) individual therapy participants will have a stated case plan, as measured by the HRTC case plan and documented in the HRTC Unicorn database that will be maintained by HRTC staff and stored electronically.
					Outcome	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, 75% will complete at least one case plan goal, as measured by the HRTC case plan and documented in the HRTC Unicorn database that will be maintained by HRTC staff and stored electronically.
					Process	<b>Service Linkage:</b> By June 30, 2021, 60 participants will be referred to behavioral health services, as measured by creation of harm plan & documented in Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.
					Process	<b>Service Linkage:</b> By June 30, 2021, 50 participants will have a written case plan, as documented in the Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.
					Outcome	<b>Service Linkage:</b> By June 30, 2021, 80% participants will achieve at least one case plan goal, as documented in the Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.
Hospitality House	Sixth Street Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Sixth Street Corridor/South of Market Area with behavioral health challenges;	Process	<b>Outreach and Engagement:</b> By June 30,2021, 1,000 participants will participate in a range of socialization & wellness services (e.g. immediate survival & support services, wrap around services, socialization & cultural activities, case management, housing assistance fund, holistic behavioral health services, primary care triage) as documented in sign-in sheets, maintained by the Data Entry Clerk & stored in the file room.
					Process	<b>Screening and Assessment:</b> y June 30,2021, 60 participants will be screened and/or assessed for behavioral health concerns, as measured by the Case Management Assessment conducted by the program case managers & documented in Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.
					Outcome	<b>Screening and Assessment:</b> By June 30,2021, 75% of participants screened &/or assessed will be referred to behavioral health services as measured by creation of a harm reduction plan.
					Process	<b>Wellness Promotion:</b> Due to COVID-19 restrictions, Harm Reduction support groups will not be held through FY2020-FY2021.
					Outcome	<b>Wellness Promotion:</b> due to COVID-19 restrictions, Harm Reduction support groups will not be held through FY2020-FY2021.
					Process	<b>Service Linkage:</b> By June 30,2021, 40 participants will be referred to behavioral health services, as measured by creation of harm reduction plan & documented in Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.
					Process	<b>Service Linkage:</b> By June 30,2021, 30 participants will have a written case plan, as documented in the Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.
					Outcome	<b>Service Linkage:</b> By June 30,2021, 80% of participants with a written case plan will achieve at least one case plan goal as documented in Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Hospitality House	Tenderloin Self-Help Center	Yes	Kimberly Ganade	Underserved Adults & Older Adults in the Tenderloin Neighborhood with behavioral health challenges	Process	<b>Outreach and Engagement:</b> By June 30,2021, 2,500 participants will participate in a range of socialization & wellness services (e.g. immediate survival & support services, wrap around services, socialization & cultural activities, case management, housing assistance fund, holistic behavioral health services, primary care triage) as documented in sign-in sheets, maintained by the Data Entry Clerk & stored in the file room.
					Process	<b>Screening and Assessment:</b> By June 30,2021, 80 participants will be screened and/or assessed for behavioral health concerns, as measured by the Case Management Assessment conducted by the program case managers & documented in Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.
					Outcome	<b>Screening and Assessment:</b> By June 30,2021, 75% of participants screened and/or assessed will be referred to behavioral health services as measured by creation of a harm reduction plan.
					Process	<b>Wellness Promotion:</b> Due to COVID-19 restrictions, Harm Reduction support groups will not be held through FY2020-FY2021.
					Outcome	<b>Wellness Promotion:</b> Due to COVID-19 restrictions, Harm Reduction support groups will not be held through FY2020-FY2021.
					Process	<b>Service Linkage:</b> By June 30,2021, 80 participants will be referred to behavioral health services, as measured by creation of harm reduction plan & documented in Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.
					Process	<b>Service Linkage:</b> y June 30,2021, 60 participants will have a written case plan, as documented in the Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.
					Outcome	<b>Service Linkage:</b> By June 30,2021, 80% of participants with a written case plan will achieve at least one case plan goal as documented in Monthly Outcome Forms, maintained by the Data Entry Clerk & stored in the file room.
Instituto Familiar de la Raza	Indigena Health and Wellness Collaborative (IHWC)	Yes	Kimberly Ganade	Indigena immigrant families – comprised mostly of newly arrived young adults representing Maya-Yucatecos, Mayan immigrant community, emerging Maya communities from Mam & Quiche from Guatemala and Tzeltal & Chol from Chiapas	Process	<b>Outreach and Engagement:</b> By June 30, 2021, Health Promoters will provide outreach contact to 900 individuals through phone calls, community walk-through, open community events, or other telehealth platforms such as zoom and texts, as evidenced by contact logs stored in the "Units of Service" binder and documented in Exponent Case Management "Verdades" System & summarized in Outreach Activity Report.
					Process	<b>Screening and Assessment:</b> By June 30, 2021, 100 individuals will be informally assessed for non-behavioral health services using the Exponent Case Management "Verdades" System Quick Referrals Tool, as evidenced by electronic health records, stored in ECM "Verdades" System & summarized in Quick Referrals Report.
					Outcome	<b>Screening and Assessment:</b> By June 30, 2021, 75% of participants who are informally assessed for non-behavioral health services will complete one successful referral as documented in Exponent Case Management "Verdades" System Quick Referrals Tool & summarized in Quick Referrals Report.
					Process	<b>Wellness Promotion:</b> By June 30, 2021, 100 individuals will participate in cultural/ceremonial/social events via virtual platforms or in person when appropriate (e.g. Dia de los Muertos, Water Walk) as evidenced by headcount forms stored in the "Units of Service" binder and documented in Exponent Case Management "Verdades" System & summarized in Ceremonias Activity Report.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Instituto Familiar de la Raza	Indigena Health and Wellness Collaborative (IHCW)	Yes	Kimberly Ganade	Indigena immigrant families – comprised mostly of newly arrived young adults representing Maya-Yucatecos, Mayan immigrant community, emerging Maya communities from Mam & Quiche from Guatemala and Tzeltal & Chol from Chiapas	Process	<b>Wellness Promotion:</b> By June 30, 2021, 100 unduplicated participants will participate in psychological peer support groups/talleres virtual platforms or in person when appropriate, as measured by group sign-in sheets that will be stored in the "Units of Service" binder and documented in the ECM "Verdades" System.
					Process	<b>Wellness Promotion:</b> By June 30, 2021, 50% of individuals participating in the Psychosocial Peer Support groups/talleres will take the "Holistic Wellness Social Connectedness Survey."
					Outcome	<b>Wellness Promotion:</b> By June 30, 2021, 65% of surveyed individuals participating in the Psychosocial Peer Support groups/talleres will demonstrate increase or maintain social connectedness as measured by responses to the items on the "Holistic Wellness Social Connectedness Survey."
					Process	<b>Service Linkage:</b> By June 30, 2021, 50 individuals will have a written case/care plan as evidenced by the ECM "Verdades" System Care Plans Tool & summarized in Care Plans Report.
					Outcome	<b>Service Linkage:</b> By June 30, 2021, 75% of individuals receiving non-clinical case management will achieve at least one goal in their case/care plan as evidenced by Care Plans "Goals" Tool Report documented and stored in the ECM "Verdades" System.
Native American Health Center (NAHC)	Living In Balance	Yes	Kimberly Ganade	Native American Adults with Exposure to Trauma; Native American Children & Transitional Aged Youth in Stressed Families	Process	<b>Wellness Promotion:</b> By June 30, 2021, cultural & traditional art groups will reach 75 attendees, 25 UDC. As evidenced by virtual sign-in sheets, stored in on-line data management system & summarized in SFDPH PEI Monthly Report.
					Outcome	<b>Wellness Promotion:</b> By June 30, 2021, 75% of individuals who participate in wellness promotion groups, will maintain or have an increase feeling of social connectedness as measured by our PEI Questionnaire, stored in Data Management System in the PEI Satisfaction Survey Report.
					Process	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, 20 UDC will receive therapeutic counseling services as evidence, stored in Practice Management System and summarized in PEI Individual Therapy report.
					Outcome	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, 75% of those receiving therapeutic services will complete at least one behavioral health service goal as evidenced through individualized care plans stored in stored in Practice Management System and summarized in Clients Care Plan report.
					Process	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, Living in Balance will offer traditional healing services, reaching 20 UDC as evidenced by sign-in sheets, stored in Practice Management System & summarized in PEI Traditional Healer Event Report.
					Outcome	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, 75% of UDC individuals who participate in traditional healing will maintain or have an increase feeling of cultural connectedness as measured by our PEI Follow-up Satisfaction Survey, stored in Data Management System in the PEI Satisfaction Survey Report.
					Process	<b>Service Linkage:</b> By June 30, 2021, 15 UDC will be linked to mental health services or other resources as evidenced and stored in locked LIB Early Intervention Advocacy files and summarized in LIB Early Intervention Report.
					Outcome	<b>Service Linkage:</b> By June 30, 2021, 80% of those receiving services will achieve at least one Early Intervention Advocacy goal as evidenced and stored in locked Early Intervention Advocacy files and summarized in Early Intervention Advocacy Report.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Rafiki Coalition of Health & Wellness	Black African American Wellness & Peer Leadership (BAAWPL)  (Funded in Collaboration with Community Health Equity & Promotion [CHEP])	Yes	Vincent Fuqua & Kimberly Ganade	Black/African American adults and active seniors who have or at risk for health inequities and/or have been exposed to trauma/systemic racism, as well as children, youth & families & transitional aged youth who are in stressed families, failing in school or at risk or involved with the juvenile justice system	Process	<b>Outreach and Engagement:</b> By June 30, 2021, Rafiki will provide outreach to 1,000 contacts from the target population, as evidenced by contact logs and event sign-in sheets.
					Outcome	<b>Outreach and Engagement:</b> By June 30, 2021, 75 participants will report an increase in feelings of social connection, as measured by Rafiki's activity feedback surveys.
					Process	<b>Outreach and Engagement:</b> By June 30, 2021, the Rafiki Program Calendar will be distributed quarterly to community partners across multiple identified target sites.
					Process	<b>Screening and Assessment:</b> By June 30, 2021, 40 individual participants will complete the biomarker health screening, as evidenced by the biomarker dashboard.
					Outcome	<b>Screening and Assessment:</b> By June 30, 2021, 25% of those completing the biomarker screening will report an increase in positive health behaviors, as evidenced by self-report on the Rafiki feedback survey.
					Process	<b>Wellness Promotion:</b> By June 30, 2021, 100 participants in Rafiki Wellness Programs will have taken the Updated Rafiki Evaluation for pre and post visit.
					Outcome	<b>Wellness Promotion:</b> By June 30, 2021 75% of participants will report an increase in feelings of social connection related to participation and attendance at Rafiki programs and services. This outcome will be measured by Updated Rafiki Evaluation survey.
					Process	<b>Wellness Promotion:</b> By June 30, 2021, 65 participants in Rafiki Wellness Programs will attend 1 community event or social/cultural enrichment activity, 1 movement class, and 1 MH or healing circle. This will be tracked by event sign-in sheets.
					Outcome	<b>Wellness Promotion:</b> By June 30, 2021, 50% of participants will report improvement of overall physical health/mobility (e.g. less falls, increased mobility, successful pain management) or increased awareness of mental health as measured by Rafiki pre-post program evaluations, Updated Rafiki Evaluation, and qualitative data.
					Process	<b>Wellness Promotion:</b> By April 30, 2021, BAAWPL contractors will identify service provision needs at Southeast Health Clinic (SEHC) for FY 2021-2022, in collaboration with the Quality Management (QM) and SEHC teams, as evidenced by a written program plan for BAAWPL service provision at SEHC, to be submitted to the BAAWPL SOC.
					Outcome	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, 25 participants completing the Rafiki Intake, and identified for Individual or Group Therapy, will complete a Wellness Activation Plan, as documented in the individual participant chart.
					Outcome	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, 70% of clients participating in 4 sessions of Individual or Group Therapy will have completed one goal from their Wellness Activation Plan.
					Process	<b>Service Linkage:</b> By June 30, 2021, 50 individual participants completing Wellness Navigation intakes will receive referrals for linkage to appropriate wellness service linkages (physical/medical, MH, or social/community support).
Outcome	<b>Service Linkage:</b> By June 30, 2021, 50% of participants screened and given referrals will report successful linkages as documented by completion of 1 encounter with linked provider.					

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Asian & Pacific Islander Mental Health Collaborative (APIMHC)	Yes	Kimberly Ganade	Asian & Pacific Islander; Filipino, Samoan, & Southeast Asian (Cambodian, Laotian, & Vietnamese) communities, with large pockets of migrant and immigrant Asian & Pacific Islanders residing in predominantly low-income areas	Process	<b>Outreach and Engagement:</b> By June 30, 2021, 5,000 Asian American and Pacific Islander (AA & PI) individuals will be contacted through community-specific events and dissemination of community-specific materials shown by participant logs and by social media analytics collected by staff and stored in a labeled binder on-site.
					Process	<b>Screening and Assessment:</b> By June 30, 2021, 40 AA & PI individuals will be screened and assessed for behavioral health and/or basic-holistic needs using an AA-PI specific assessment tool developed by RAMS and community partners. Assessment summary reports will be in labeled binder and stored in locked file on-site.
					Process	<b>Screening and Assessment:</b> By June 30, 2021, 80% of individuals screened and assessed identify a behavioral health concern or barrier to wellness. Completed forms will be used for referral and linkages. Assessment summary reports generated for reporting and will be in labeled binder and stored in locked file on-site.
					Outcome	<b>Screening and Assessment:</b> By June 30, 2021, 100% AA & PI individuals identified as needing behavioral health services will be referred to such services. Assessment summary reports will be in labeled binder and stored in a locked file on-site.
					Process	<b>Wellness Promotion:</b> By June 30, 2021, 200 AA & PI individuals will participate in culturally-relevant psycho-education workshops as evidenced by participant list, dates, and topic.
					Outcome	<b>Wellness Promotion:</b> By June 30, 2021, 80% of participants in culturally-relevant wellness promotion activities will demonstrate increased knowledge about mental health issues as measured by responses to the items on the Participant Feedback Survey* administered and collected by community partners.
					Process	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, APIMHC will identify and recruit 3 AA & PI-identified therapists/clinicians to create and build community partners on-site clinical capacity to provide therapeutic activities, evidenced by HR reference provided by partners.
					Process	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, AA & PI-identified therapists/clinicians will provide therapeutic activities including short-term, time-limited preventive counseling to 20 individuals. Completed forms and case management files will be in labeled binder and stored in locked file on-site.
					Outcome	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, 65% of participants will agree that they feel better as a result of participating in therapeutic activities, as measured by responses to the items on the Participant Feedback Survey* administered and collected by community partners and stored in a labeled binder in locked file on-site.
					Process	<b>Service Linkage:</b> By June 30, 2021, 80% of AA & PI individuals identified through screening and assessment as needing holistic or behavioral health services will receive a written case/care plan, as evidenced by case management client list in a labeled binder and stored in locked file on-site.
Outcome	<b>Service Linkage:</b> By June 30, 2021, 80% AA & PI individuals with identified behavioral health needs will meet one goal in their care/case plan. Completed forms and case management client list (with unique identifier) will be filed in a labeled binder and stored in locked file on-site.					
Outcome	<b>Service Linkage:</b> By June 30, 2021, 75% AA & PI individuals with identified behavioral health needs and a referral for higher level of care will have linked successfully to the referred program, as evidence by a referral log.					

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
YMCA Bayview	Black/African American Wellness & Peer Leadership (BAAWPL)  (Funded in Collaboration with Community Health Equity & Promotion [CHEP])	Yes	Vincent Fuqua & Kimberly Ganade	African American individuals & families in San Francisco with an emphasis on HOPE SF sites (Potrero Hill, Sunnyside, Hunters View & Alice Griffith)	Process	<b>Outreach and Engagement:</b> By June 30, 2021, the Bayview Y African American Holistic Wellness will distribute the program monthly newsletter for a total of 2,400 mailings throughout all targeted sites, as evidenced by the program contact list database.
					Process	<b>(BH) Screening and Assessment:</b> By June 30, 2021, (45) unduplicated individuals who participate in program offerings and support (Mindful Monday, Men's Harambee, Healing/Resiliency Circles, COVID 19 CT work, Wellness Calls) will be screened for behavioral health needs as evidenced by program questionnaire.
					Outcome	<b>(BH) Screening and Assessment:</b> By June 30, 2021, 80% of the unduplicated participants screened for behavioral health needs will be referred to internal and/or external services/programs/SIP services and tracked by the internal tracking/follow-up methods.
					Process	<b>(PH) Screening and Assessment:</b> By June 30, 2021, (45) unduplicated individuals who participate in program offerings or referred by outside community agencies will be screened for health and wellness needs as evidenced by screening tool.
					Outcome	<b>(PH) Screening and Assessment:</b> By June 30, 2021, 80% of the unduplicated participants screened for health and wellness needs will be referred to internal and/or external services/programs (nature walks/hikes, physical activity sessions, tai chi) and tracked by the internal referral form.
					Process	<b>Wellness and Promotion:</b> By June 30, 2021, (50) individuals will participate in at least 3 sessions of continuously offered Wellness and Promotion educational activities (Virtual and In-Person physical activity sessions) as measured by participation data and maintained in the Program Database.
					Outcome	<b>Wellness and Promotion:</b> By June 30, 2021, 80% of participants who attended at least 3 Wellness Promotion sessions will report a behavioral change toward improving physical health as reported on the Physical Health Questionnaire.
					Process	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, (10) unduplicated clients will attend at least five (5) 1:1 therapeutic counseling sessions as indicated in the therapeutic participation count and stored in a secured file cabinet.
					Outcome	<b>Individual and Group Therapeutic Services:</b> By June 30, 2021, 100% of clients who attended at least five (5) 1:1 therapeutic counseling sessions will have an established treatment plan, as evidenced by the monthly participation count.
					Process	<b>(PH) Service Linkage:</b> By June 30, 2021, (45) participants will be referred to wellness services such as Food insecurity support, COVID 19 Services, Family Resource Center and/or physical wellness coaching as indicated on the internal referral form.
					Outcome	<b>(PH) Service Linkage:</b> By June 30, 2021, 80% of those referred to wellness service would have received the service needed as indicated on the internal referral form follow-up.
Process	<b>(BH) Service Linkage:</b> By June 30, 2021, 45 participants will be referred to behavioral health services such as support groups and individual counseling as indicated on the internal form.					
Outcome	<b>(BH) Service Linkage:</b> By June 30, 2021, 70% of those referred to behavioral health would have received the services needed as indicated on the internal form.					

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
UCSF Children and Adolescent Services	Fuerte <b>(Innovations)</b>	Yes	Farah Farahmand	TAY Latinx Immigrants	Process	<b>Outreach and Engagement:</b> By June 31, 2021, two high schools in the San Francisco Unified School District will agree to host Fuerte groups, as evidenced by group tracking logs.
					Process	By June 30, 2021, 10 new group facilitators will be trained on the Fuerte program as evidenced by training logs.
					Process	<b>Outreach and Engagement:</b> By June 30, 2021, 40 students will be enrolled in the Fuerte program as evidenced by group participant logs.
					Process	<b>Service Linkage:</b> By June 30, 2021, 100% of students who attend at least two sessions and who are identified by the PSC-35 as being at risk for behavioral health concerns will be referred to specialty mental health services as evidenced by student referral logs.
					Outcome	<b>Service Linkage:</b> By June 30, 2021, 75% of students who attend at least 70% of Fuerte group sessions will indicate an increase in their social connectedness as indicated by qualitative focus group data.



Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Curry Senior Center	Behavioral Health Services in Primary Care for Older Adults	Yes	Teresa Yu	Older Adults	Process	By June 30 2021, Behavioral Health Navigators to provide 750 Face to Face client encounters as evidenced by Behavioral Health Navigator Face to Face Statistical Encounter Log administered by the Data Analyst Manager.
					Process	By June 30, 2021, 100 Medical Clinic clients will be screened using one of the following tools: PHQ-9, Brief Psychiatric scale, Cage-Aid Questionnaire as evidenced by Nurse Practitioner (NP) Statistical Encounter Log, administered by the Data Analyst Manager.
					Process	By June 30, 2021, 50 clients who were screened by the NP will be referred to Behavioral Health Services as evidenced by the Case Manager Statistical Log, administered by the Data Analyst Manager.
					Outcome	By June 30, 2021, 12 clients of the 50 Case Manager's caseload (25%) will demonstrate better compliance with medications as measured by the Case Manager compliance tracking log.
Seneca Family of Agencies	AIIM Higher	Yes	Alison Lustbader & Juan Ibarra	Justice Involved Youth	Process	By June 30, 2021, AIIM Higher will screen 150 probation-involved youth for behavioral health needs and eligibility for services, as measured by the Crisis Assessment Tool (CAT), as evidenced by service logs and client database
					Process	By June 30, 2021, 100% of AIIM Higher clinical staff will be trained in the Crisis Assessment Tool (CAT) and certified in the Child and Adolescent Needs and Strengths (CANS) Screen, as evidenced by staff training plans and Human Resource Department records.
					Outcome	By June 30, 2021, 95% of clients with an identified need (based on the CANS Screen) will be referred to behavioral health services, as evidenced by service logs and client database.
					Outcome	By June 30, 2021, 85% of clients who are referred to behavioral health services will attend 3 appointments/sessions with community-based providers (i.e. successful linkage), as evidenced by service logs and client database.
					Outcome	By June 30, 2021, 75% of the surveys collected will report that the family was connected to the type of services they needed as evidenced by the Warm Handoff Survey Tool.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
City College of San Francisco	Community Mental Health Certificate (CMHC)	Yes	Kimberly Ganade	Consumers of mental health services, their family members & others who represent marginalized communities that utilize mental health services in San Francisco. Students represent economically underserved communities of color (e.g. African Americans, Latinos, Native Americans, LGBTQ)	Process	By June 30, 2021, 94% (16 of 17) of CMHC cohort students will successfully complete the requirements for the Professional Skills for Community Mental Health Workers course, as evidenced by the BANNER academic tracking system.
					Process	By June 30, 2021, 88% (15 of 17) of CMHC cohort students will successfully complete their internship field placement (120 hours over the semester), as evidenced by the Argos student tracking system.
					Process	By June 30, 2021, 88% (15 of 17) of the CMHC cohort students will successfully complete the certification program as evidenced by the Argos student tracking system.
					Outcome	By June 30, 2021, 80% of the graduating students will express readiness to pursue their next work/educational opportunity as measured by the CMHC exit survey.
					Outcome	By June 30, 2021, 75% of the graduating students will express an interest in pursuing a health-related career as measured by the CMHC exit survey
					Outcome	By June 30, 2021, 90% of the graduating students will demonstrate knowledge of pathways into health careers as evidenced by the CMHC exit survey.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
City College of San Francisco	Addiction & Recovery Counseling Certificate Program (formerly: Drug & Alcohol Studies Certificate [DASC])	Yes	Kimberly Ganade	Counselors Employed through BHS-Funded Programs for Working Adults	Process	<b>Outreach &amp; Engagement:</b> By June 30, 2021, DASC will outreach and recruit students through BHS employee nominations, DASC website and events, listservs, and community referrals as is evidenced from contact records and registration applications to CCSF.
					Outcome	<b>Outreach &amp; Engagement:</b> By June 30, 2021, 20 new prospective students will enroll into cohort class HLTH 100, as evidenced by student enrollment census sheets kept in locked files.
					Outcome	<b>Outreach &amp; Engagement:</b> By June 30, 2021, 88% of Drug & Alcohol Studies Certificate (DASC) cohort students will successfully complete the requirements of three first tier courses (HLTH 100, HLTH 30, HLTH 49), as evidenced by Argos tracking system.
					Process	<b>Program Survey Administration:</b> By June 30, 2021, 84% of students from (HLTH 49 and HLTH 79W) will participate in a satisfaction survey as is evidence from completed surveys kept in locked files.
					Outcome	<b>Program Survey Administration:</b> By June 30, 2021, 94% of graduating DASC students will express increased preparedness for their next work/educational opportunity, as measured by the DASC satisfaction survey.
					Outcome	<b>Program Survey Administration:</b> By June 30, 2021, 40% of those working graduates will report advancement in their career (promotion or raise) as is measured by the DASC satisfaction survey.
					Process	<b>Certificate Program Completion:</b> By June 30, 2021, DASC will host an internship recruitment event that will provide DASC students with information about fieldwork opportunities, evidenced by agency participation and student applications.
					Process	<b>Certificate Program Completion:</b> By June 30, 2021, 80% of DASC qualifying graduates will submit petitions for their CCSF, DASC certificate as is evidenced by application submissions.
					Outcome	<b>Certificate Program Completion:</b> By June 30, 2021, 80% of DASC students will successfully complete their internship fieldwork (250 hours over 2 semesters), as evidenced by the program's internship records and timesheets.
					Outcome	<b>Certificate Program Completion:</b> By June 30, 2021, 80% of students will be eligible to petition for the Drug & Alcohol Studies certificate from CCSF, as evidenced by the Argos tracking system and certificate petitions.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Crossing Edge Consulting, Inc	Community Mental Health Academy	Yes	Kimberly Ganade	Adults age 18-70 from economically disadvantaged communities of color	Process	By June 30, 2021, Dr. Sal Nunez will meet with the Native American Health Center (NAHC) leadership to introduce the Community Mental Health Academy (CMH Academy), give an overview of the workforce development training, and solicit topic areas of interest that they would like to be included in their Academy curricula. This will be evidenced by attendance logs.
					Process	By June 30, 2021, twenty (20) CMH Academy students will participate in the workforce development training, as evidence by electronic sign-in for each class taught.
					Outcome	By June 30, 2021, 80% of surveyed CMH Academy participants will be able to recognize someone who may be experiencing mental health distress, as evidenced by responses on participant surveys.
					Process	Between July 1, 2020 through December 2020, Dr. Sal Nunez will work with San Francisco Department of Public Health (SFDPH): Behavioral Health Services (BHS) – Mental Health Services Act (MHSA) Workforce Development, Education & Training (WDET) Coordinator to develop the Indigenizing San Francisco Mental Health Wellness & Care Learning Project pilot, as evidenced by a project document.
					Process	By June 30, 2021, the Indigenizing San Francisco Mental Wellness & Care Learning Project pilot will have completed two focus group discussion with marginalized ethnic groups to gather information about how health and wellness is viewed, and the type of practices used to promote and maintain health and well-being, as evidenced by outcome data from interviews.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Public Health Institute	FACES for the Future	Yes	Kimberly Ganade	Juniors & Seniors at John O'Connell High School	Process	By October 31, 2020, 50 students will enroll in the FACES Program as measured by the number of completed "FACES Participation Agreement" forms.
					Process	By June 30, 2021, 40 students will participate in four, one-on-one phone or videoconference wellness check-in with the FACES Program Coordinator, as measured by program logs.
					Process	By June 30, 2021, 40 students will receive 15, 40-minute online health career group workshops as measured by student attendance records and/or completion of assignments.
					Outcome	By June 30, 2021, 75% of students will report a sustained or increased interest in pursuing a health profession, as measured by student surveys.
					Outcome	By June 30, 2021, 70% of FACES students will be able to identify three supportive adults who can help them if they experience challenges to their retention in the health career pathway, as measured by student surveys.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Clerical and Mailroom Services Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Process	By June 30, 2021, 50% of applicable participants who receive services for at least three months will successfully complete the program (completion of internship duration; or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program case closure records.
					Outcome	By June 30, 2021, 50% of surveyed intern graduates will indicate improvement in their coping abilities (e.g. emotional controls on the job, adjust to changes on the job etc....) in the workplace, as evidenced by items on program feedback tools.
					Outcome	By June 30, 2021, 50% of surveyed intern graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training programs, employment, volunteer work, etc.), as evidenced by items on program feedback tools.
					Outcome	By June 30, 2021, 50% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities (e.g. obtain employment, referral to Hire-Ability Employment Services, volunteerism, or training/educational programs), as evidenced by exit interviews or items on the program feedback tools.
Richmond Area Multi Services (RAMS)	Employee Development Program (Not MHSA-Funded)	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Process	By June 30, 2021, 65% of clients who complete the visitation period (2 weeks) will successfully complete the program, as evidenced by program case closure records and reasons for discharge.
						By June 30, 2021, 75% of surveyed clients who complete the program will indicate improvement in their coping abilities (e.g. emotional controls on the job, adjust to changes on the job, etc.), as evidenced by items on program feedback tools.
						By June 30, 2021, 75% of surveyed clients who complete the program will report an improvement in work readiness abilities (soft skills) to use toward future opportunities (work/education/volunteering), as evidenced by the items on program feedback tools.
						By June 30, 2021, 75% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities (e.g. obtain employment, referral to Hire-Ability Employment Services, volunteerism, or training/educational programs), as evidenced by exit interviews or items on the program feedback tools.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	Information Technology (i-Ability) Program	Yes	Kimberly Voelker	Peers, Consumers and their Family Members	Process	By June 30, 2021, 75% of enrolled trainees will successfully complete the program (completion of training, or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program completion records.
					Outcome	By June 30, 2021, 75% of surveyed trainee graduates will indicate improvement to their coping abilities (e.g. emotional control on the job, adjust to changes on the job, etc.), as evidenced by items on program feedback tools.
					Outcome	By June 30, 2021, 75% of surveyed graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training programs, employment, volunteer work, etc.), as evidenced by items on program feedback tools.
					Process	By June 30, 2021, 75% of trainees will participate in Exit interviews through focus groups or one-on-one interviews as evidenced by feedback summary notes.
Richmond Area Multi Services (RAMS)	Janitorial Services Program	Yes	Juan Ibarra	Peers, Consumers and their Family Members	Process	By June 30, 2021, 50% of applicable participants who receive services for at least 3 months will successfully complete the program (completion of internship duration; or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program case closure records.
					Outcome	By June 30, 2021, 50% of surveyed intern graduates will indicate improvement in their coping abilities (e.g. emotional control on the job, adjust to changes on the job, etc.) in the workplace, as evidenced by items on the program feedback tools.
					Outcome	By June 30, 2021, 50% of surveyed intern graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training program, employment, volunteer work, etc.), as evidenced by items on the program feedback tools.
					Outcome	By June 30, 2021, 50% of surveyed graduates will express motivation in being engaged in vocational/educational-related activities, e.g. obtain employment, referral to Hire-Ability Employment Services, volunteerism, or training/educational programs, as evidenced by exit interviews or items on the program feedback tools.

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Richmond Area Multi Services (RAMS)	TAY Vocational Services Program (Career Connections)	Yes	Juan Ibarra	Transitional Age Youth	Process	By June 30, 2021, 75% of participants will successfully complete (i.e. graduate) the training or have exited the program early (due to obtaining employment, enrollment in educational program, advanced internship, advanced training programs, or volunteer work) as evidenced by program completion records.
					Outcome	By June 30, 2021, 75% of surveyed graduates will report an increase in readiness for additional meaningful activities related to vocational services, as evidenced by items on program feedback tools.
					Outcome	By June 30, 2021, 75% of surveyed graduates will indicate improvement to their coping abilities (e.g. emotional control on the job, adjust to changes on the job, etc.) in the workplace, as evidenced by items on program feedback tools.
					Process	By June 30, 2021, 100% of participants completing Phase II, who are interested in competitive community employment, will be referred to an appropriate program to receive employment services as evidenced by the case closure notes.
UCSF Citywide Employment Program	First Impressions	Yes	Juan Ibarra	Peers/ Consumers	Process	By June 30, 2021, the First Impressions Program will have enrolled 8 BHS consumers, as measured by the First Impressions staff and documented in client records.
					Process	By June 30, 2021, the First Impressions Program will have graduated 50% of enrolled BHS consumers from the program, as evidenced by the final performance evaluation conducted by the First Impressions staff.
					Outcome	By June 30, 2021, 75% of trainee graduates will report an improvement in development of work readiness skills to use toward future opportunities (work/education/volunteering), as evidenced by the final performance evaluation conducted by the First Impressions staff.
					Outcome	By June 30, 2021, 75% of trainee graduates will report an improvement in confidence to use the new skills learned, as evidenced by the final performance evaluation conducted by the First Impressions staff.



Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
UCSF Citywide Employment Program	Growing Recovery and Opportunities for Work Through Horticulture (GROWTH)	Yes	Juan Ibarra	Peers/ Consumers	Process	By June 30, 2021, the GROWTH Project will have enrolled 12 BHS consumers, as measured by the GROWTH staff and documented in client records.
					Process	By June 30, 2021, the GROWTH Project will have graduated 50% of enrolled BHS consumers from the program, as evidenced by the final performance evaluation conducted by the GROWTH staff.
					Outcome	By June 30, 2021, 75% of trainee graduates will report an improvement in development of work readiness skills to use toward future opportunities (work/education/ volunteering), as evidenced by the final performance evaluation conducted by the GROWTH staff.
					Outcome	By June 30, 2021, 75% of trainee graduates will report an improvement in confidence to use the new skills learned, as evidenced by the final performance evaluation conducted by the GROWTH staff.
UCSF Citywide Employment Program	Slice of Life Café and Catering Program	Yes	Juan Ibarra	Peers/ Consumers	Process	By June 30, 2021, the Slice of Life Café and Catering Program will have enrolled 16 BHS consumers, as evidenced by Slice of Life Café and Catering staff and documented in client records.
					Process	By June 30, 2021, the Slice of Life Café and Catering Program will have graduated 50% of enrolled BHS consumers who are eligible to graduate this fiscal year, as evidenced by the final performance evaluation conducted by the Slice of Life Café and Catering staff.
					Outcome	By June 30, 2021, 75% of trainee graduates will report an improvement in development of work readiness skills to use toward future opportunities (work/education/volunteering), as evidenced by the final performance evaluation conducted by the Slice of Life Café and Catering staff
					Outcome	By June 30, 2021, 75% of trainee graduates will report an improvement in confidence to use the new skills learned, as evidenced by the final performance evaluation conducted by the Slice of Life Café and Catering staff

Agency	Program Name	FY20-21 Year End Report Expected?	SOC Manager	Priority Population	Type of PO	Performance Objective (PO)
Learning For Action (LFA)	Evaluation and Program Planning	Yes	Jessica Brown	N/A	Outcome	By June 30, 2021, LFA will have conducted an assessment of Gender Health SF's patient navigation model, including an analysis of its strengths and areas for improvement and recommendations for how to strengthen the system of care.
					Process	By June 30, 2021, LFA will have created a document to codify best practices and lessons learned Gender Health SF. LFA may also support and participate in presentations, such as to the Health Commission and/or conferences relating to transgender health care.
					Outcome	By June 30, 2021, LFA will have completed any additional evaluation and technical support tasks and activities as determined collaboratively with the MHSa Director.
Harder + Company	Innovation Planning and Technical Assistance	Yes	Jessica Brown	N/A	Process	By January 1, 2021, Harder+Company staff will complete the gathering and synthesizing contractor program data under the direction of the MHSa Director, as measured by an internal process tracking spreadsheet.
					Outcome	By January 1, 2021, Harder+Company will develop a first draft of contractor FY18/19 outcomes and develop charts and graphs to present the data for 3-Year Integrated Plan.
					Outcome	By June 30, 2021, will have drafted assigned sections of the report and completed revisions as requested by MHSa and BHS staff, as measured by submission of the report sections.
					Outcome	By June 30, 2021, Harder+Company staff will support the development and revision of the FY 2020-2023 MHSa 3-Year Integrated Plan, as measured by submission of this report.
					Outcome	By June 30, 2021, Harder+Company staff will completed additional evaluation and technical support tasks and activities as assigned by MHSa Director.
Hatchuel Tabernik + Associates (HTA)	Planning Support	Yes	Jessica Brown	N/A	Outcome	By December 31, 2020, HTA will draft RFQs assigned by DPH leadership to disseminate to appropriate individuals/committees for obtain feedback.
					Outcome	By June 30, 2021, HTA will finalize RFQs as assigned by DPH leadership to publish, working with relevant stakeholders.
					Outcome	By June 30, 2021, HTA will have facilitated meetings, drafted documents and plans, and provided support for DPH programs as assigned by DPH leadership.
Hatchuel Tabernik + Associates (HTA)	Planning Support	Yes	Jessica Brown	N/A	Outcome	By June 30, 2021, HTA will submit a report to BHS explaining how HTA has worked toward this goal and the other goals listed in the HTA contract. This report will also indicate whether or not each deliverable was met for the dates indicated.
					Outcome	By June 30, 2021, HTA will draft five (5) reports, per direction of BHS.