



San Francisco
Department of Public Health



San Francisco Health Network
Behavioral Health Services

Transitional Age Youth System of Care (TAY SOC) FY 20-21 Performance Objectives

(revised 11/4/2020)

FY 20-21 Performance Objectives for Programs Managed by TAY SOC

Purpose: This document includes process and outcome objectives for Transition Age Youth System of Care (TAY SOC) programs. These objectives include systemwide modality-based objectives as well as individualized program objectives 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 sfidph.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 #	TYPE OF OBJECTIVE	AGENCY NAME OR PROGRAM TYPE	TAY SOC Contract Program Name	Agency's Community Branded Program Name	SOC Program Manager	CDTA Program Manager	BOCC Program Manager
1a	Standardized	TAY MH Outpatient					
1b	Standardized	TAY FSP/ICM					
2	Individualized	Community Youth Center of SF (CYC)	TAY Engagement & Treatment - Asian & Pacific Islander	APIYFCSS	Kali Cheung	Mario Hernandez	Craig Wenzel
3a	Individualized	Felton Institute	TAY SOC Capacity Building	TAY SOC Clinician's Academy	Kali Cheung	April Crawford	Michelle Pollard
3b	Individualized	Felton Institute	Prevention & Recovery of Early Psychosis (PREP)	(re)MIND	Heather Weisbrod	April Crawford	Tom Mesa
3c	Individualized	Felton Institute	TAY Full Service Partnership	Felton TAY FSP	Heather Weisbrod	April Crawford	Tom Mesa
3d	Individualized	Felton Institute	BEAM UP (note: SAMHSA Grant)	BEAM UP	Heather Weisbrod	April Crawford	Tom Mesa
3e	Individualized	Felton Institute	TAY Acute Linkage (note: MHSOAC Triage Grant)	TAL	Heather Weisbrod	April Crawford	Tom Mesa
4	Individualized	Harm Reduction Therapy Center (HRTC)	TAY Homeless Treatment Team (note: receives HMIOT funding)	Come As You Are (CAYA)	Kali Cheung	Andrew Williams III	Michelle Pollard
5	Individualized	Horizons Unlimited of San Francisco, Inc.	TAY Engagement & Treatment - Latino & Mayan	EMIC	Kali Cheung	Mario Hernandez	Marshia Herring
6a	Individualized	Huckleberry Youth Programs	TAY Engagement & Treatment -- All	Huckleberry TAY Multi-Service Center	Kali Cheung	Andrew Williams III	Tom Mesa
6b	Individualized	Huckleberry Youth Programs	CES TAY Behavioral Health (YAP)(Coordinated Entry TAY Behavioral Health TAY Youth Access Point)	CES TAY Behavioral Health (YAP)	Kali Cheung	Andrew Williams III	?
7	Individualized	Instituto Familiar de la Raza Inc. (IFR)	TAY Engagement & Treatment - Latino & Mayan	La Cultura Cura	Kali Cheung	April Crawford	Craig Wenzel
8a	Individualized	Larkin Street Youth Services (LSYS)	TAY Homeless Treatment Team - SOC	TAY Homeless Treatment	Kali Cheung	Richelle-Lynn Mojica	Jerna Reyes
8b	Individualized	Larkin Street Youth Services (LSYS)	TAY Homeless Treatment Team - SUD	TAY Homeless Treatment	Kali Cheung	Richelle-Lynn Mojica	Jerna Reyes
8c	Individualized	Larkin Street Youth Services (LSYS)	CES TAY Behavioral Health (YAP)(Coordinated Entry TAY Behavioral Health TAY Youth Access Point)	CES TAY Behavioral Health (YAP)	Kali Cheung	Richelle-Lynn Mojica	Jerna Reyes
9	Individualized	Progress Foundation	TAY Supported Living Program (SLP) - (TAY Residential Tx)	TAY SLP	Heather Weisbrod	Elizabeth Davis	Jerna Reyes
10a	Individualized	Richmond Area Multiservices, Inc. (RAMS)	TAY Leaders - Peer Certificate	Youth 2 Youth TAY	Kali Cheung	Andrew Williams III	Jerna Reyes
10b	Individualized	Richmond Area Multiservices, Inc. (RAMS)	TAY Leaders - Peer Employment	?	Kali Cheung	Andrew Williams III	Jerna Reyes
11	Individualized	San Francisco Lesbian Gay Bisexual Transgender Community Center (SF LGBT Center)	TAY Engagement & Treatment - LGBT+	SF LGBT Center Youth Services	Kali Cheung	James Stroh	Craig Wenzel
12	Individualized	Seneca	TAY Full Service Partnership	Seneca TAY FSP	Heather Weisbrod	Richelle-Lynn Mojica	Tom Mesa
13	Individualized	3rd Street Youth Center & Clinic	TAY Engagement & Treatment - Black/African American	?	Kali Cheung	Richelle-Lynn Mojica	Marshia Herring
14a	Individualized	BHS TAY System of Care Civil Service	BHS TAY Full Service Partnership	BHS TAY FSP	Heather Weisbrod		Tom Mesa
14b	Individualized	BH TAY System of Care Civil Service	BHS TAY Linkage Program	TAY Linkage	Heather Weisbrod		Tom Mesa
14c	Individualized	BH TAY System of Care Civil Service	BHS TAY Outpatient	BHS TAY Outpatient Program	Heather Weisbrod		Tom Mesa

BHS Standardized & Compliance - Related Objectives

Modality Type	Objective	Type	Client Inclusion Criteria	Data Source	Objective Mandate
Outpatient Mental Health <i>Applies to:</i> IFR (see also Tab 7) Felton – PREP (see also Tab 3b) Felton – TAY Acute Linkage (see also Tab 3e) BHS TAY Linkage (see also Tab 14b) BHS TAY Outpatient	TAY-MH-OP-1: 100% of new clients with an open episode will have the initial CANS or ANSA assessment completed in the online Avatar record within 60 days of episode opening.	Process	All new clients with an episode of ≥ 60 days at some point during FY19-20. Excludes: Felton - TAY Acute Linkage, BHS TAY Linkage	Avatar - BOCC calculates	BHS Policy
	TAY-MH-OP-2: 100% of clients with an open episode will have the initial Treatment Plan of Care finalized in Avatar within 60 days of episode opening but no later than the 1st planned service.	Process	All clients with an initial Tx Plan of Care due during FY19-20 Excludes: Outpatient services provided within residential Tx settings	Avatar - BOCC calculates	BHS Policy/DHCS
	TAY-MH-OP-3: 100% of clients in treatment will have a Closing Summary and Discharge CANS or ANSA completed no later than 30 days after episode closing.	Process	All clients discharged who were seen more than 5 times NOTE: 120 days is 30 days after the 90-day deadline to close inactive clients that allows programs to wait for no-show clients to re-engage in treatment before closing.	Avatar – BOCC calculates	BHS Policy/DHCS
	TAY-MH-OP-4: 100% of clients will be offered an appointment within 10 business days of the initial request for services.	Process	All clients with non-urgent needs beginning Tx with a new provider; extended wait times for app't. only approved & accepted if deemed clinically appropriate by qualified Behavioral Health practitioner & documented via attestation in Avatar Timely Access Log. Excludes: Felton - TAY Acute Linkage, Felton - PREP, BHS TAY Linkage	Avatar - Dates of requests for services and offered appointment dates recorded in the Timely Access Log	BHS Policy
	TAY-MH-OP-5: 100% of new referrals to a psychiatrist or nurse practitioner must have the referral date recorded in Avatar via the Psychiatric Referral Date form.	Process	All clients with new episodes opened in FY19-20 and who received a service with a psychiatrist or nurse practitioner. Excludes: Felton - PREP, Felton - TAY Acute Linkage, BHS TAY Linkage	Avatar Psychiatric Referral Date form	DHCS
	TAY-MH-OP-6: At least 80% of psychiatric inpatient hospital discharges occurring in FY19-20 will not be followed by a readmission within 90 days.	Outcome	Clients enrolled prior to the hospital admission date and remaining in services during the 90 days post hospital discharge. Excludes: IFR, Felton - TAY Acute Linkage, BHS TAY Linkage, and programs with fewer than 5 clients with psychiatric hospitalizations during FY 20-21.	Avatar - BOCC Calculates	DHCS/ACA

BHS Standardized & Compliance-Related Objectives

Modality Type	Objective	Type	Inclusion Criteria	Data Source	Objective Mandate
FSP/ICM Applies to: BHS TAY FSP Felton TAY FSP Seneca TAY FSP	TAY-ICMFSP-1: On any date 100% of clients will have a current finalized Treatment Plan of Care in Avatar.	Process	All clients with annual Tx Plan of Care due in FY19-20; completed annually from anniversary date of opening episode of last completed Tx Plan of Care	Avatar - BOCC calculates	BHS Policy/DHCS
	TAY-ICMFSP-2: 100% of clients will have a closing ANSA completed no later than 120 days after the episode closing date.	Process	All clients discharged who were seen more than 5 times <i>NOTE: 120 days is 30 days after the 90-day deadline to close inactive clients that allows programs to wait for no-show clients to re-engage in treatment before closing.</i>	Avatar – BOCC calculates	BHS Policy/DHCS
	TAY-ICMFSP-3: 100% of clients will have an initial ANSA finalized in Avatar within 60 days of episode opening.	Process	All new clients with an episode of ≥ 60 days at some point during FY19-20.	Avatar - BOCC calculates	BHS Policy/ACA
	TAY-ICMFSP-4: Sixty percent (60%) of clients will improve on at least 30% of their actionable items on the ANSA.	Outcome	All clients with 5 or more services and ≥ 2 ANSA assessments, most recent ANSA within FY19-20. Items rated 2 or 3 are actionable. 30% of clients must improve for program to score any points on this objective.	Avatar - QM calculates	BHS Policy/ACA
	TAY-ICMFSP-5: 100% of new referrals to a psychiatrist or nurse practitioner must have the referral date recorded in Avatar via the Psychiatric Referral Date form.	Process	All clients with new episodes opened in FY19-20 and who received a service with a psychiatrist or nurse practitioner.	Avatar Psychiatric Referral Date form	DHCS
	AOA-ICMFSP-6: 100% of new clients referred to a psychiatrist or nurse practitioner must receive a service within 15 business days of the referral date.	Process	All clients with new episodes opened in FY19-20 and who received a service with a psychiatrist or nurse practitioner.	Avatar Psychiatric Referral Date form	DHCS
	TAY-ICMFSP-7: Programs will enter into the Avatar Vocational/Meaningful-Activities Enrollment screen a total number of entries of client enrollments into vocational training, education, volunteer, paid employment and meaningful activities during the fiscal year that is numerically equivalent to 40% of the program's unduplicated client count for the fiscal year. <i>NOTE: Internal vocational enrollments qualify (clients in stipend positions from the clinic or engaging in clinic-based pre-vocational activities).</i>	Outcome	Numerator: Total count of all entries of enrollments entered into the screen during FY19-20. To include all multiple entries for the same client and regardless of whether or not a client already had a previous entry from the previous fiscal year. Note: All clients continuing to be engaged in any vocational/meaningful activities from the previous FY should be re-entered as new entry into the new fiscal year. Denominator: All clients enrolled in an ADA Mental Health Outpatient Treatment Program anytime from 7/1/19 to 6/30/20.	AVATAR Vocational/Meaningful Activities Enrollment screen. BOCC calculates. Clinicians/Program Directors required to enter & update voc related enrollment data in AVATAR Admissions Screen (may occur any time during open episode) if AVATAR is not used, program is required to track via log or database.	BHS Policy/MHSA Wellness and Recovery
	AOA-ICMFSP-8: 100% of clients with an open episode will have the initial Treatment Plan of Care finalized in Avatar within 60 days of episode opening but no later than the first planned service.	Process	All clients with an initial Tx Plan of Care due during FY19-20	Avatar - BOCC calculates	BHS Policy/DHCS
	TAY-ICMFSP-9: On any date 100% of clients will have a current finalized annual Assessment in Avatar.	Process	All clients with annual Assessment due in FY19-20	Avatar - BOCC calculates	BHS Policy/DHCS
	TAY-MH-OP-10: On any date, 100% of clients will have a current ANSA finalized in Avatar.	Process	All clients with an annual ANSA due in FY19-20	Avatar - BOCC calculates	BHS Policy/ACA
	TAY-ICMFSP-11: 100% of clients will have all expected DCR quarterly reports completed	Compliance	All clients enrolled	DCR database shows evidence of completion by 3M "date collected"	MHSA
	TAY-ICMFSP-12: 100% of clients with an open episode in Avatar will be entered in the DCR within 90 days of the episode opening date	Compliance	Clients enrolled ≥ 90 days in an FSP program	Avatar episode data and a completed Partnership Assessment Form (PAF) in the DCR database	Department of Health Care Services
	TAY-ICMFSP-13: The program will achieve the required minimum number of new client episode openings for FY19-20, which is equivalent to 20% of caseload.	Process	Number of new episodes opened per ICM, FSP, & ACT programs (for selected time period)	All new unique client episode openings into the ICM, FSP, and ACT programs during FY19-20 as provided by System of Care	ACA MHSA Wellness and Recovery
	TAY-ICMFSP-14: At least 80% of psychiatric inpatient hospital discharges occurring in FY19-20 will not be followed by a readmission within 90 days.	Outcome	Clients enrolled prior to the hospital admission date and remaining in services during the 90 days post hospital discharge.	Avatar - BOCC calculates	DHCS/ACA
	TAY-ICMFSP-15: At least 80% of psychiatric emergency services (PES) episodes occurring in FY19-20 will not be followed by a readmission to PES within 30 days.	Outcome	Clients with an open episode prior to the PES discharge, and open in the program during the 30 days post PES discharge.	Avatar - BOCC calculates	DHCS ACA

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>
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 20-21, CYC APIYFCSS staff will screen 50 API TAY for behavioral health concerns as tracked by the agency's in-house checklist assessment tool.	Engagement & Screening For FY 20-21, 80% of TAY who participated in APIYFCSS outreach activities will speak with a staff to hear about behavioral health services, as measured by program log. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.	SOC Mandate	
		Linkage to Mental Health Services By the end of FY 20-21, 80% of API TAY screened and identified with a potential impairment to daily functions will be referred to mental health and other services, as reported in the referral log. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.		
		Mental Health & Wellness For FY 20-21, 75% of APIYFCSS participants, receiving case management and/or therapeutic services, will report feeling more hopeful, by rating 4 or higher (on a 5 point scale with 1 = Strongly Disagree to 5 = Strongly Agree) to the statement: 'As a result of participating in this program, I feel more hopeful,' as measured in our Quality of Life survey for evaluation purposes. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.		
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) 	50 API TAY youth will have developed at least one individual treatment goal, as evidenced by the agencies' case management tracking log and reported in the Annual MHSA Program Year-End Report.	During FY 20-21, 75% of APIYFCSS participants, receiving case management and/or therapeutic services, will report fewer conflicts with others by rating 4 or higher (on a 5 point scale with 1 = Strongly Disagree to 5 = Strongly Agree) to the statement: 'As a result of participating in this program, I experience fewer conflicts with others,' as measured in our Quality of Life survey for evaluation purposes. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.	SOC Mandate	
		During FY 20-21, 80% of APIYFCSS participants, receiving case management and/or therapeutic services, will have partially or fully met their treatment goals by self-report and/or staff observation, as documented in their case file and referral log. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.		
		Completion/Graduation During FY 20-21, 80% of APIYFCSS participants, receiving case management and/or therapeutic services, will have partially or fully met their treatment goals by self-report and/or staff observation, as documented in their case file and referral log. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.		
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 		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) 		During FY 20-21, 75% of APIYFCSS participants will report an increase in participation in meaningful activities, such as community events and social gatherings, by rating 4 or higher (on a 5 point scale with 1 = Strongly Disagree to 5 = Strongly Agree) to the statement: 'As a result of participating in this program, I have participated in more activities that are meaningful to me,' as measured in our Quality of Life survey for evaluation purposes at the end of the program year. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.		
5. Client Satisfaction		By the end of FY 20-21, 75% of APIYFCSS participants, receiving case management and/or therapeutic services, will report a positive overall program experience by indicating a 4 or a 5 (5 point scale: 1 = Strongly Disagree to 5 = Strongly Agree) on the survey item "Overall, I am very satisfied with the services I have received," as measured by our Participant Satisfaction Survey administered at the end of the program year. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.		

Agency: Felton Institute
Contract Program Name: TAY SOC Capacity Building (TAY Clinician's Academy)

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 	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) 	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- 	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 June 30, 2021, Felton Institute will deliver to Clinician's Academy to approximately 40 TAY providers in two parts, Part 1 (Foundations) will have 6 training sessions and Part 2 (Specialized Skills) who will have 5 training sessions with 2 coaching as documented by attendance sign in sheets or attendance checked off by training coordinator	By the end of June 2021 85% of total Part 1 and Part 2 learners combined shall report using at least 1 of 2 skills taught within attended workshops as evidenced by answering "YES" to the evaluation question "Have you used any of the skills you learned from the training" and identified at least one example, via SurveyMonkey administered after last training is delivered. Results from workshop evaluations will be reported in TAY SOC annual Year End Program Report and retained in records for BOCC if requested.	SOC Mandate	
		By the end of June 2021, 75% of total Part 1 and Part 2 learners combined shall indicate an increase in knowledge increased through each training, as evidenced by rating a 4=Much or 5=A Great Deal (on a 5-point scale) to survey question, "How much did you learn that was new as a result of this training?" in the post-training survey administered at the end of each workshop. Results from workshop evaluations will be reported in TAY SOC annual Year End Program Report and retained in records for BOCC if requested.	SOC Mandate	
		By the end of June 2021, 75% of total Part 1 and Part 2 learners combined shall indicate training content was useful and relevant to participants' practice or professional development to the question, "How useful and relevant was the content of the program for your practice or other professional development" Survey Monkey at the end of each training. Results from workshop evaluations will be reported in TAY SOC annual Year End Program Report and retained in records for BOCC if requested.	SOC Mandate	
5. Client Satisfaction		By the end of June 2021, 75% of total Part 1 and Part 2 learners combined shall indicate that their level of satisfaction to the question "rate this course on a scale of 1 to 10 with 10 being most satisfied" via SurveyMonkey administered after the last training delivered. Results from workshop evaluations will be reported in TAY SOC annual Year End Program Report and retained in records for BOCC if requested.		

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

See Also Standardized Objectives - Tab 1a

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 <ul style="list-style-type: none"> • 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>By June 30, 2021, outreach will be conducted to a minimum of 15 programs and/or community stakeholder groups to establish and maintain referral relationships. (Source: Program Report)</p>	<p>By June 30, 2021, 20% of the outreach and engagement activities will be targeted to community stakeholders and/or providers serving the San Francisco Southeast Sector, as evidenced by outreach log and supporting documentation, e.g. email confirmation, presentation announcements, sign-in sheets, or presentation satisfaction surveys when appropriate. (Source: Program Report)</p>	TAY SOC	
	<p>By June 30, 2021, engage in 1:1 outreach to a minimum of 20 programs and/or community stakeholder groups to establish and maintain referral relationships. Outreach efforts will be documented in outreach logs, specifying contact information and date of most recent contact. (Source: Program Report)</p>	<p>By June 30, 2021, 10% of new enrollments will be representative of San Francisco Southeast Sector residents, as evidenced by client's reported mailing address documented in AVATAR and CIRCE records. (Source: Program Report)</p>	TAY SOC	
	<p>By June 30, 2021, conduct 35 phone screening and/or consultations regarding potential referrals to determine need for further comprehensive diagnostic assessment. These screening and/or consultations will be provided to caregivers, providers, and individuals seeking mental health services. (Source: Program Report)</p>	TAY SOC		
<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"> 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>		<p>By June 30, 2021, conduct a minimum of 15 diagnostic assessments (SCID) of new program participants to determine need for Early Psychosis treatment services</p>	TAY SOC	
		<p>By June 30, 2021, 30% of program participants enrolled in the program for 12 months or more will be engaged in new employment or education, as measured by enrollments documented in CIRCE and Avatar records.</p>	TAY SOC	
		<p>By June 30, 2021, 40% of program participants with at least one acute inpatient setting episode within 12 months prior to (re)MIND® enrollment will demonstrate a decrease in the total number of acute inpatient setting episodes and/or acute inpatient setting days during the first 12 months of enrollment in (re)MIND®, as documented in Avatar and CIRCE records.</p>	TAY SOC	
		<p>By June 30, 2021, 40% of program participants with no acute inpatient setting episodes within 12 months prior to their enrollment will continue to have no acute inpatient setting episodes during the first 12 months of enrollment in (re)MIND®, as documented in Avatar and CIRCE records. (Source: Program Report)</p>	TAY SOC	

body connection, hope & optimism		By June 30, 2021, 40% of program participants enrolled in the program for 12 months or more will build capacity to cope with challenges they encounter, as measured by the increase of at least 1 PCI (Standardized Performance Change Index) point on staff ratings on the CANS/ANSA in Life Domain Functioning or Strengths domains OR as measured by the decrease of at least 1PCI on Behavioral Health Needs or Risk Behaviors domains; assessed annually by staff or as determined by the system of care standards. (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- 	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: 	n/a			
5. Client Satisfaction		By June 30, 2021, at least 60% of program participants enrolled in the program for 6 months or more will report high levels of satisfaction and engagement with services as measured by average scores of 3.5 or greater as reported in the SFDPH Semi-Annual Consumer Perception Surveys.		

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

See Tab 1b - FSP/ICM Standardized Objectives. No Individualized Objectives for This Program.

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) 				
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) 				
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) 				
5. Client Satisfaction				

Agency: Felton Institute
Contract Program Name: BEAM UP

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) 	Process Objective 1: By September 29, 2021, BEAM UP* will provide phone screening to a total of 115 unduplicated non-clients to determine eligibility for BEAM UP* assessment for psychosis risk using the Prodromal Questionnaire Brief (PQB).	Outcome Objective 1: By September 29, 2021, BEAM UP* will provide referral to an appropriate mental health or other service based on eligibility screenings using the PQB to a minimum of 35 unduplicated non-clients.	SAMHSA	
	By September 29, 2021, 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.	By September 29, 2021, 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.	SAMHSA	
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) 	By September 29, 2021, a total of 35 unduplicated clients enrolled in BEAM UP* will receive comprehensive, family-based, 24/7 stepped-care services designed to delay or prevent psychosis onset and symptoms, including individualized care plan development and case management services; substance use risk reduction intervention; individual, group, and family counseling and mental health services; psychiatric screening, prescription, and monitoring; employment and education support services; insurance enrollment and benefits counseling programs; home-based and foster care-based services; and access to respite care and other essential services. (Source: Program Report)	By September 29, 2021, 70% of BEAM UP* youth and young adult enrollees who remain in the program for at least 6 months will show improvement in clinical high-risk status by decreasing at least one full scale from baseline to discharge using the Scale of Psychosis Risk Symptoms (SOPS) contained in the Structured Interview for Psychosis Risk Syndrome (SIPS) protocol. (Source: Program Report)	SAMHSA	
		By September 29, 2021, less than 20% of BEAM UP* youth and young adult enrollees who remain in the program for at least 6 months will convert to a formal psychotic disorder diagnosis. (Source: Program Report)	SAMHSA	
		By September 29, 2021, 75% of youth and young adult clients with employment and/or educational goals who remain in the program for at least 6 months will maintain or improve their involvement in employment and/or educational activities. (Source: Program Report)	SAMHSA	
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. 	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			
5. Client Satisfaction		BHS Satisfaction Survey		

Agency: Felton Institute
Contract Program Name: TAY Acute Linkage

See Also Standardized Objectives - Tab 1a

TAY SOC Modality	Process Objective	Outcome Objective	Objective Mandate	Outcome Objective Themes (forTAY 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 	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) 	1. 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		
			2. 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 in the program 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		
		3. 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			
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			
5. Client Satisfaction		4. 50% of TAY Acute Linkage clients who complete the TAY Acute Linkage survey will give a total average score of 3.5 or higher.			

**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>1. SERVICE ACCESS THROUGH OUTREACH & ENGAGEMENT: Definitions:</p> <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>During FY 20/21, HRTC will conduct a renewed needs assessment with 5 TAY agencies and will interview 25 TAY program participants to identify high need service areas where Homeless TAY are spending time following the COVID-19 outbreak. The completed assessments will be documented in HRTC's data documentation database.</p>			
	<p>During FY 20/21, HRTC therapists will set up four mobile treatment sites in four neighborhoods in San Francisco to engage 85 TAY to learn about and explore Harm Reduction Therapy services, as documented by program participation log and database person contacts.</p>	<p>By June 30, 2021, 50% of TAY initially engaged at HRTC's mobile treatment sites, will return for follow up mental health services, as documented in HRTC's electronic database client service contacts. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.</p>	SOC mandate	
<p>2. TREATMENT & HEALING: Definitions:</p> <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>HRTC therapists at Mobile Therapy sites will provide 1:1 therapy sessions to 43 TAY during FY 20/21 as documented by progress notes in the HRTC client database.</p>	<p>By June 30, 2021, 80% of TAY who receive 1:1 therapy sessions will identify improved social connection, emotional stability, and/or knowledge of safer substance use as evidenced by a score of "a little better" or "a lot better" on a rating scale from A lot worse, A little worse, No change, A little better, A lot better in or N/A response to the quarterly survey question "Compared to where you were at when you started working with your therapist at HRTC, how much do you think you've changed in regard to your a) relationships with other people, b) your emotions, and/or c) the safety of your substance use?". Survey results will be analyzed and stored in hard copy in HRTC's therapy office suite. Program shall retain documentation for BOCC if requested and survey results will be reported in TAY SOC annual Year End Program Report.</p>	SOC mandate	
<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 	n/a	n/a		

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

TAY SOC Modality	Process Objective	Outcome Objective <small>(if applicable)</small>	Objective Mandate	Outcome Objective Themes <small>(for TAY SOC use)</small>
<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>During FY 20/21, HRTC will provide two trainings on harm reduction and/or co-occurring disorders to TAY provider agencies that are part of the TAY SOC.</p>	<p>By the end of FY 20/21, in a post-training survey administered at the end of each training, 80% of total participants who attended HRTC's harm reduction and co-occurring disorders trainings will report an increased knowledge of harm reduction therapy and co-occurring disorders as evidenced by rating a 4 or 5 in a 5 point scale (1=none, 2=very little, 3=somewhat, 4=a good amount - 5=a great deal) to the measurement item "This training has increased my knowledge of harm reduction therapy" and will list one item in response to a follow-up question: "Please list one thing you have learned today about harm reduction therapy that you will implement when working with clients" in a post-training survey administered at the end of each training. Survey results will be compiled and summarized in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.</p>		
	<p>During FY 20/21, HRTC will provide monthly clinical consultation focused on working with challenging client situations to 3 provider staff groups for the TAY SOC.</p>	<p>At the end of FY 20/21, 80% of participants in the monthly clinical consultation will report an increased confidence to work with challenging client situations as reported by an answer of "yes" out of Yes or No in response to the statement "I feel more confident in my ability to handle challenging client situations." urvey results will be compiled and summarized in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.</p>		
<p>5. Client Satisfaction</p>		<p>By the end of each quarter in FY 20-21, 75% of TAY clients surveyed will express being satisfied or very satisfied by HRTC's services, as indicated on a rating scale from Very Unsatisfied, Unsatisfied, Neutral, Satisfied, Very Satisfied. Survey results will be analyzed and stored in hard copy in HRTC's therapy office suite. Program shall retain documentation for BOCC if requested and survey results will be reported in TAY SOC annual Year End Program Report.</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 FY 20/21 – Horizons staff will contact 3 new community partners (including SFUSD, providers from juvenile justice, hospitals, UCSF) to educate them about Horizons Mental Health services, availability and criteria, and request referrals for TAY they serve in need of mental health services as documented by Horizons outreach log.	Engagement Objective: During fiscal year 20/21, 25 TAY referred to Horizons will be screened for mental health needs as evidenced by completed Horizons screening tool, located in the MHSA Binder Outreach & Engagement section. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.	SOC mandate	
		Linkage obj: During fiscal year 20/21, 75% of TAY screened and identified with a mental health need will be enrolled in at least one of Horizons MH services including Therapy, Wellness Groups and/or case management services as evidenced in client charts and/or attendance sheets kept in the MHSA Binder. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End 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 2020-2021, 75% of TAY receiving individual or family therapy will have completed one behavioral health goal and/or plan of care goal as evidenced by case/care plan, recorded and tracked in the MHSA Activities Spreadsheet by the Therapist/ Clinician, recorded in the annual summary reports and located in the MHSA Binder, Treatment and Healing section. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.	SOC mandate	
		During FY 2020-2021, 75% of TAY who participated in the Wellness groups will have developed prosocial relationships/ support as evidenced by participants rating “Agree” or “Strongly Agree” to the survey item “I have built positive relationships with staff or other youth in this program” on the End of the Program Client Satisfaction Survey. Survey results will be compiled and made available via a summary report and program shall retain documentation for BOCC if requested. Survey results will be reported in TAY SOC annual Year End Program Report.	SOC mandate	

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)
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 20-21, both the program Case Manager and Therapist will report an increase in knowledge, skills and abilities in key competencies in working with TAY (i.e. cultural competency, motivational interviewing, trauma-informed practice, brain development, etc.) by indicating that they “Agree” or “Strongly Agree” to the survey item “as a result of my participation Encuentro Clinical trainings and/or case reviews, my knowledge, skills and abilities in working with TAY have increased” as measured by end of year Clinical Competencies survey administered at the final session and reported in annual end of year TAY SOC report. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.		
5. Client Satisfaction		By the end of FY 20-21, 75% of TAY receiving services through the Emic Behavioral Health Services will report satisfaction with the program/ services by indicating that they “Agree” or “Strongly Agree” on the End of the Program Client Satisfaction with survey items “my experience in the program was positive” or “overall, I am satisfied with the services received from staff at Horizons.” Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.		

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)
<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>During FY 20-21, 150 TAY will be screened and/or assessed, for behavioral/mental health concerns as documented by the date and stored in the agency tracking database Salesforce.</p>	<p>Outcome Objective: During FY 20-21, 100 out of 150 TAY (66%) 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. Program shall retain documentation for BOCC inspection at the time of a site visit.</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"> 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>	<p>During FY 20-21, 50 TAY will have a written plan of care, with their Huckleberry case manager, as evidenced by a case management episode in the Salesforce tracking database.</p>	<p>Outcome Objective: During FY 20-21, 38 out of 50 TAY (75%) with written care plans will achieve at least one case/care plan goal recorded by the service delivery staff as evidenced by the agency tracking database Salesforce. Program shall retain documentation for BOCC inspection at the time of a site visit.</p>		
	<p>During FY 20-21, 25 TAY will receive individual therapeutic services. The therapist provides face to face assessment, crisis intervention, and short-term therapy. Client services will be documented in the agency tracking database Salesforce and when appropriate AVATAR.</p>	<p>Outcome Objective: During FY 20-21, 18 out of 25 TAY (70%) receiving individual counseling will score at least a 9 for their overall experience on the evidenced-based Partners for Change Outcome Rating Scale (ORS). Program shall retain documentation for BOCC inspection at the time of a site visit.</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- </p>	<p>n/a</p>			

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)
<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>During FY 20-21, Huckleberry Youth Programs will host and facilitate 10 TAY Frontline Workers meeting to provide program updates, discuss trends, policy issues, facilitate referrals, and provide trainings.</p>	<p>During FY 20-21, providers who have attended a Frontline Workers meeting will be asked to fill out an anonymous survey at mid-year to solicit ideas for improved facilitation and topics for the year. 80% of respondents will respond to the question "How useful are the meetings to your professional work?" with a score of 5 (very useful) or 4 (useful). Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.</p>		
		<p>During FY 20-21, providers who have attended a Frontline Workers meeting will be asked to fill out an anonymous survey at mid-year to solicit ideas for improved facilitation and topics for the year. 80% of respondents will respond to the question "How effective are Frontline Worker meetings in the following categories? [Network development]" with a score of 5 (very effective) or 4 (effective). Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.</p>		
<p>5. Client Satisfaction</p>	<p>During FY 20-21, Huckleberry Youth Programs will collect 75 anonymous client satisfaction surveys completed by TAY who have received behavioral health services at the Huckleberry Youth Health Center.</p>	<p>During FY 20-21, 80% of TAY who complete an anonymous client satisfaction survey will respond to the question "How satisfied are you with the services you received?" with a score of 5 (very satisfied) or 4 (satisfied). Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.</p> <p>During FY 20-21, 80% of TAY who complete an anonymous client satisfaction survey will respond to the question "Did you feel our staff respected your values, beliefs, experience, and culture?" with a score of 5 (very much respected) or 4 (respected). Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.</p>		

Agency: Huckleberry Youth Programs
Contract Program Name: CES TAY Behavioral Health (YAP)/ Therapeutic Services for Homeless TAY

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 for contracts funded under the TAY Leaders Peer Certificate & Employment 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"> Social Connection (including relationship building, new connections, building trust, intentional Community Building) Mental health and holistic well-being (including spirit-body connection, hope & optimism) 	During FY 20-21, Huckleberry Youth Programs will screen 150 TAY, who are engaged in housing support services through Coordinated Entry and referred by Huckleberry Youth Programs, Homeless Youth Alliance and Lavender Youth Recreation and Information Center (LYRIC), for behavioral/mental health concerns as documented by the date and stored in Huckleberry's client tracking database Salesforce.	Outcome Objective: During FY 20-21, 31% of TAY 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. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.		
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		
5. Client Satisfaction				

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

See Also Standardized Objectives, Tab 1a

TAY SOC Modality	Process Objective	Outcome Objective <i>(if applicable)</i>	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>By the end of FY 20-21, IFR providers will deliver 1 community ceremony and/or 1 COVID-19 Community Support/Outreach session for 30 community participants as documented by attendee headcount which is captured in an attestation written by the event/s coordinator in attendance. Program's Year End Report will summarize this objective.</p>	<p>By the end of FY 20-21, 85% of youth 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. Program's Year End Report will summarize the raw numbers that make up the percentage achieved for this activity.</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"> 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>		<p>By the end of FY 20-21, 75% of Unduplicated TAY Clients 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 clients registered in Avatar, documentation will be available via a client summary report. Program shall retain documentation for BOCC if requested and results will be reported in TAY SOC annual Year End Program Report.</p>		
		<p>By the end of FY 20-21, 75% of 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 5sessions) of the group. Program shall retain sign-in sheets for BOCC inspection and results will be reported in TAY SOC annual Year End Program Report.</p>		
		<p>By the end of FY 20-21, 75% of youth that participate in 5 cultural affirmation 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 if requested. Program's TAY SOC annual Year End Program Report will summarize the raw numbers that make up the percentage achieved for this activity.</p>		

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

See Also Standardized Objectives, Tab 1a

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>	By the end of FY 20-21, 20 service providers will receive capacity building consultation to increase their ability to assess for TAY's needs related to trauma as documented in LCC Consultation Summary Forms and/or sign in sheets collected after every session.	By the end of FY 20-21, 75% of service delivery partners that participate in the multi-session capacity building workshops will learn at least 1 coping strategy to address burnout when working with TAY and/or identify at least 1 sign of vicarious trauma in their practice when working with TAY youth as measured by evaluation surveys administered after each workshop session. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
<p>5. Client Satisfaction</p>		By the end of FY 20-21, 85% of TAY receiving individual therapy at La Cultura Cura will report a positive overall program experience by indicating a 5 or a 6 (6 point scale: 1 = Strongly Disagree to 6 = Strongly Agree) on the survey item "since I started individual therapy, I feel a general sense of well-being" as measured by the evidenced-based Outcome Rating Scale (ORS) administered after participation in at least 5 therapy sessions. Documentation will be available via a client summary report. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		

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 20-21, 70% of youth who engage in site-based services at Haight Street Referral Center (HSRC) [as defined as signing in 5 times] will complete an intake or counseling session as recorded by staff in Larkin Street's Efforts to Outcomes (ETO), Larkin Street Youth Services' client database. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
		In FY 20-21, 50% of site-based HSRC youth will engage in Larkin Street's continuum of care through case management, harm reduction, and life skills groups or other Larkin Street services including education and employment, as evidenced by tracking touchpoints entered by staff in Efforts to Outcomes database. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
		In FY 20-21, 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 will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
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: 	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 	N/A	N/A		

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)
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		
5. Client Satisfaction		In FY 20-21, 75% of clients will rate their program experience with staff as "very satisfied" or "satisfied" as measured by Behavioral Health Client Satisfaction Survey administered two times per year or at termination of services. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		

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 	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 20-21, 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 including "how does the client rate their own overall mental health" and "youth can manage their own mental health" in the clinical assessment completed by the clinicians. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
		In FY 20-21, 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 will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		

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>
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 June 2020, the TAY Clinicians will deliver 12 trainings on trauma and behavioral health symptoms, risk assessment and safety planning, and self-care and wellness with Larkin Street non-clinical staff. Sign in sheets will be recorded in SharePoint, Larkin Street's intranet and records will be retained for BOCC inspection if requested.	In FY 20-21, 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 an increased knowledge, by indicated a response of 4 or 5 (4=agree or 5=strongly agree) to the statement "This workshop increased my knowledge and skills of the topic" on training evaluation surveys administered at the end of the training. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
		In FY 20-21, 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 am likely to put these skills into practice in my work" on training evaluation forms recorded in SharePoint, Larkin Street's intranet. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
5. Client Satisfaction		In FY 20-21, 75% of clients will rate their program experience with staff as "very satisfied" or "satisfied" as measured by Behavioral Health Client Satisfaction Survey administered two times per year or at termination of services. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		

Agency: Larkin Street Youth Services

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: • 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 Larkin Street Youth Services clinician will participate in monthly check-ins with the other Youth Access Point clinicians to share resources, collaborate on service plans, participate in case conferencing, and identify and resolve barriers to care.	In FY 20-21, 50% of youth who are referred to clinical services from the Youth Access Point, as measured by referral record in Larkin Street's SharePoint system, receive an outreach attempt from the TAY Clinician to engage in services, as evidenced by outreach attempt in Larkin Street's Efforts to Outcomes (ETO). Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
	The Larkin Street Youth Services clinician will establish a referral process with Larkin Street's Youth Access Point partners to prioritize youth and assessing client's strengths, concerns/symptoms/behaviors, substance use, housing status, and currently receiving mental health and/or counseling services as evidenced by referral record in Larkin Street's SharePoint system.			
2. TREATMENT & HEALING: Definitions: • 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: 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 20-21, 70% of youth referred through a Youth Access Point who engage in individual therapy (as evidenced by attending 2 or more sessions) will demonstrate an ability to understand their mental health needs as evidenced by rating 4 or higher (out of a 5-point scale) on a series of questions related to mental health management including "how does the client rate their own overall mental health" and "youth can manage their own mental health" in the clinical assessment completed by the clinicians. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.	SOC Mandate	
		In FY 20-21, 70% of youth who have an initial individual therapy session will continue services with an internal Larkin Street TAY Clinician or an external provider, 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). Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.	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: • 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: • 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 Programs and TAY Advisory)	n/a	n/a		
5. Client Satisfaction		In FY 20-21, 75% of clients will rate their program experience with staff as "very satisfied" or "satisfied" as measured by Behavioral Health Client Satisfaction Survey administered every two times per year or at termination of services. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		

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)				
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-SLP staff will have at least one documented contact (including collateral contact) with 75% of TAY who receive services in a Progress Foundation residential treatment program. Inclusion Criteria: Clients who are 18-24 years old and are in one of the Progress Foundation residential treatment prog+B3:C8rams for 60 days or longer. Data Source: Program Report	75% of TAY who have at least 2 contacts with a TAY-SLP 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 60 days or longer. 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"> ◦ Social Connection (including relationship building, new connections, building trust, intentional Community Building) ◦ 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: Program Report	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: Program Report	TAY SOC	
					Supportive Living Program - 65% of clients who have a psychiatric inpatient hospital admission at ZSFG 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 at ZSFG while enrolled in the program. Data Source: Program Report	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 								
	4. TRAINING, EDUCATION & CAPACITY BUILDING (FOR PROVIDERS AND TAY):							
5. Client Satisfaction		BHS Satisfaction Survey						

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 (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 	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"> ◦ Social Connection (including relationship building, new 	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 2020 – 2021, 75% of 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 Youth2Youth 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 will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
		During FY 2020 – 2021, the program will coordinate and hold two social networking events (e.g. connection/linking participants and/or alumni for professional networking and support). Program’s documentation of the coordination of social networking events shall be summarized in the TAY SOC annual Year End Program Report.		
		During FY 2020 – 2021, 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 will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain all participant completion records for BOCC if requested.		

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 (for TAY SOC use)
<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 				
<p>5. Client Satisfaction</p>		<p>During FY 2020 – 2021, 75% of 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 increased more coping and self-care tools (e.g. WRAP, boundaries, wellness tools, etc.) to help me get through difficult situations” as measured by program evaluation that is distributed during the last two weeks of each cohort. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain all participant completion records for BOCC if requested.</p>		

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

TAY SOC Modality	Process Objective	Outcome Objective <i>(if applicable)</i>	Objective Mandate	Outcome Objective Themes <i>(for TAY SOC use)</i>
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 	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"> Social Connection (including relationship building, new connections, building trust, intentional Community) 	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 2020 – 2021, 75% of 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 related employment opportunities, etc.)" as measured by the program evaluation that is distributed during the last two weeks of each cohort. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain all participant completion records for BOCC if requested.		
		During FY 2020 – 2021, 75% of program 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 program, or volunteer work as evidenced by program participant completion records. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain all participant completion records for BOCC if requested.		
		During FY 2020 – 2021, 100% of graduates successfully completing the internship, who are interested in competitive community employment, will be placed in related employment or referred to an appropriate program to receive employment support services as evidenced by the case closure notes. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program will retain all evaluation surveys for BOCC if requested.		
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) 	N/A	N/A		
5. Client Satisfaction		During FY 2020 – 2021, 75% of 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 summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program will retain all evaluation surveys for BOCC if requested.		

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

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) 	By 6/30/21, LGBT Center staff will provide Navigation Services to 120 unduplicated participants, offering basic supports like food and clothing to linkage to mental health services, as documented through the navigation services log.	By 6/30/21, 85% of TAY identified by Navigation Services as needing mental health services (such as individual therapy, group therapy, support groups, mental health crisis management, housing) will be linked to services either within the Program or externally. This will be measured and tracked through navigation services notes and Mental Health specialist client appointment notes and appointment log. Program will retain notes in Apricot (the SF LGBT Center's data system) for BOCC inspection at time of site visit. Program's documentation of navigation activities will be summarized in the TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
		By 6/30/21, 65% of outreach or navigation services accessed by participants who complete an annual survey will report feeling "pretty well" or "very well" connected to one or more communities (a scale of 3-5 on a 5-point Likert scale). Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
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) 	By 6/30/21, SF LGBT Center's Mental Health Specialist will provide individual therapy services (i.e., individual sessions, drop-in and/or mental health crisis management) to 20 TAY who make an initial point of contact with the Mental Health Specialist as documented by client appointment log. Program will retain mental health appointment notes for BOCC if requested.	By 6/30/21, 85% of youth who engage with ongoing MH services, as defined by 2 or more sessions, will report an improvement in their mental health status (e.g. anxiety, depression, ability to cope, etc.) by rating a 1 or 2 (1 = None of the time to 5 = All of the time) for relevant measurement items [e.g. "During the past 30 days, how often did you feel hopeless?" and "During the past 30 days, how often did you feel so restless and fidgety that you couldn't focus?"] on the 6-month post self-report survey. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
		By 6/30/21, 85% of youth who participate in the group therapy will identify two new mental health interventions or coping strategies learned that may help manage their identified mental health symptoms on program post-survey. Program will summarize the survey results in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
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		
5. Client Satisfaction	[ask BOCC if want actual examples for satisfaction] -->	By 6/30/21, 60% of participants will report an average satisfaction rating of agree (4) or strongly agree (5) on a 5-pt scale, averaged over 10 questions about their experience with program and/or staff during the year, collected on the SF LGBT Center annual client satisfaction survey. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		

Agency: Seneca
Contract Program Name: TAY FSP

See Tab 1b - FSP/ICM Standardized Objectives. No Individualized Objectives for This 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) 				
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) 				
5. Client Satisfaction		BHS Satisfaction Survey	BHS	

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

TAY SOC Modality	Process Objective	Outcome Objective	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, 2021, 40 youth, ages 16-24, will complete an intake and be screened for trauma/mental health needs by our Mental Health Clinicians as evidenced by our referral log spreadsheet.	By June 30, 2021, 80% of the clients identified with a behavioral health need will be referred to behavioral health services (i.e., individual therapy or school-based group therapy sessions) as evidenced by our referral log spreadsheet. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
	By June 30, 2021, 3rd Street Youth Center & Clinic will distribute monthly mental 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 our social media portfolio.	By June 30, 2021, 3rd Street monthly health-promoting social media messages will be viewed by 50 social media followers, between the ages of 16-24, as evidenced by monthly analytics and impact reports, created by Facebook, Instagram and Twitter. Program will summarize total counts from combined social media platforms in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
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 connections, health & wellness) 		By June 30, 2021, 75% of youth who attend at least three individual or group therapy sessions will report improvement in their ability to manage stress and uncertainty where youth will rate a 4- Agree or 5- Strongly Agree to the statement: "I have at least one coping mechanism to help me manage stress and uncertainty in my life." Rating scale is 1= [strongly disagree] to 5 = [strongly agree]. Program will tally and analyze results of clients surveyed and summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report. Program shall retain documentation for BOCC if requested.		
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. 	n/a	n/a		

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

TAY SOC Modality	Process Objective	Outcome Objective	Objective Mandate	Outcome Objective Themes
<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, 2021, 3rd Street Youth Center & Clinic will provide three external mental health trainings and/or workshops to three CBO providers in the Southeast Sector as reflected by training attendance logs.</p>	<p>By June 30, 2021, 80% of CBO provider participants who attend mental health training and/or workshop will report increased knowledge of each specified mental health topic (ex. Trauma informed care) as measured by session feedback forms. Participants will rate a 4-Agree or 5-Strongly agree to the statement: "After this training/workshop I have increased knowledge regarding (workshop topic)." Tally of evaluation scores will be kept as a report record for BOCC if requested. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report.</p>		
<p>5. Client Satisfaction</p>		<p>By June 30, 2021, 75% of TAY receiving three or more individual counseling sessions will report that they would refer 3rd Street behavioral health services to a friend or family member as captured by final session surveys. Tally of all clients surveyed will be kept as a report record for BOCC's annual site visit. Tally of clients surveyed will be kept as a report record for BOCC if requested. Program will summarize the raw numbers that make up the percentage achieved for this activity in TAY SOC annual Year End Program Report.</p>		

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

See Tab 1b - FSP/ICM Standardized Objectives. No Individualized Objectives for This Program.

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 				
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: 				
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 				
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) 				
5. Client Satisfaction		BHS Client Satisfaction Survey	BHS	

BHS TAY Civil Service
Program Name: TAY Linkage Program

See Also Standardized Objectives - Tab 1a

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:</p> <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 		<p>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: Program Report</p>	TAY SOC	
<p>2. TREATMENT & HEALING: Definitions:</p> <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. 				

<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</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>	<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>		TAY SOC	
<p>5. Client Satisfaction</p>		BHS Satisfaction Survey	BHS	

