



Department of Homelessness and Supportive Housing

NON PROFIT CONTRACT MONITORING STANDARD ASSESSMENT FORM: HOUSING & HOMELESS PROGRAMS	
Nonprofit Agency: Bayview Hunters Point Foundation	Program Name Bayview SAFE Navigation Center
Site Address: 1925 Evans Ave, San Francisco, CA 94124	
HSH Program Manager: B. Patrick Buckalew	Date Site Visit Conducted: 5/20/20
HSH staff site participants and titles: B. Patrick Buckalew, Navigation Centers Program Manager	Agency staff site visit participants and titles: Kisha Escudero – Site Manager Aubra McNeely – Asst. Site Manager Kimberly Wayne – Case Management Supervisor
QUANTITY – PROGRAM UNITS OF SERVICE	
Review	Comments & Recommendations
Units of service <input checked="" type="checkbox"/> Has program met, or on target to meet contractual service level	Bayview Safe Navigation Center has a covid adjusted capacity of 116 guests. The program operates 24/7 365.
QUALITY – PROGRAM SPECIFIC	
Review	Comments & Recommendations
Participant files <ul style="list-style-type: none"> • Does program maintain participant files that include: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Client intake <input checked="" type="checkbox"/> Participate agreement <input checked="" type="checkbox"/> Client release of Information (HRS and HSA) <input checked="" type="checkbox"/> Case management assessment (Navigation Centers) <input checked="" type="checkbox"/> Current and comprehensive case notes <input checked="" type="checkbox"/> Service plan <input checked="" type="checkbox"/> Evidence of supervisor review <input checked="" type="checkbox"/> Are participant files easily accessible and clearly organized according to a sample file? 	<p>Program Manager, B. Patrick Buckalew, reviewed 10 files for the monitoring visit. The files were detailed and well organized. Included in each of the files was a client intake assessment, program participation agreement, HSH and HSA ROIs, a printout of the case management assessment completed in the ONE system, case notes, and a service plan. Evidence of supervisor review was found in the notes from the case management team meetings where the site director and case management team went over client files.</p> <p>Case notes at BSNC were particularly noteworthy for their thoroughness and layout. Patrick spoke with the site director about the possibility of using this format for case notes at all navigation centers.</p>



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Review	Comments & Recommendations
<p>Staff Development and Training Activities</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor ensures that staff receive varied training opportunities appropriate to job descriptions <input checked="" type="checkbox"/> Specific examples of trainings offered to/attended by staff in the past year were documented. 	<p>The program has a well-organized binder of all the sign in sheets from trainings. Shelter employees are provided with relevant trainings including ADA, Shelter Grievance, CPR/First Aid, De-escalation, and professional standards.</p> <p>One recommendation to the program is to make a spreadsheet with all the staff and all the trainings so it will be easier to see which individual staff have completed which individual trainings. Patrick will get the program director a copy of another program's spreadsheet as an example.</p> <p>Another recommendation is to ensure that the site is trained on all trainings outlined in the standards of care as well as the shelter training manual.</p>
<p>Program Policies and Procedures</p> <p>Written policies/procedures are in place:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Eligibility N/A <input checked="" type="checkbox"/> Program Rules <input checked="" type="checkbox"/> Reasonable Accommodation <input checked="" type="checkbox"/> Discharge/Denial of Service <input checked="" type="checkbox"/> Grievance/Complaint Policy <input type="checkbox"/> Coordination between Property Management and Supportive Services N/A 	<p>The program had copies of the program rules, reasonable accommodations, denials of service, and an internal complaint policy. All of these were posted in compassion center where all clients could see them. Additionally, clients sign off on all the program rules at intake and a copy is kept in the client's file.</p> <p>BSNC address complaints through an outlined grievance process. Once a client makes a complaint it is reviewed and discussed with the program director. Copies of all the grievances filled out by clients were available for review.</p>
<p>Customer Satisfaction</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Does program have method for customers to evaluate services received (e.g. surveys) <input checked="" type="checkbox"/> At least 50% of clients served completed the survey during the previous program year <input checked="" type="checkbox"/> Clients understand whom to contact for relevant types of assistance and indicate program is responsive to their needs. 	<p>Bayview SAFE Navigation Center has clients complete satisfaction surveys quarterly as outlined in their contract. BSNC has a good system in place where they do surveys over the course of the week with staff on all three shifts handing out surveys to guest. Program leadership go over survey results together to look for themes and the results are uploaded to a spreadsheet in Carbon.</p> <p>In the most recent quarter, the site had 40 clients, fewer than 50% of clients served complete the survey. The site is unsure why fewer clients were responsive to taking a survey. The Program Director and Patrick spoke about ways to increase client participation in the future.</p> <p>One recommendation is to incentivize survey participation by doing something such as having a pizza party for guests who complete the survey.</p>
<p>Programmatic and Physical Accessibility/Cultural Competence</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Facility, program and materials are accessible to persons with disabilities. <input checked="" type="checkbox"/> Notice of Rights for People with Disabilities is publicly displayed. <input checked="" type="checkbox"/> Forms related to reasonable accommodations are available to clients. <input checked="" type="checkbox"/> Written materials are translated into applicable languages. <input checked="" type="checkbox"/> Service delivery and activities offered respect the backgrounds and interests of clients served. <input checked="" type="checkbox"/> Program identified an ADA liaison 	<p>BSNC is accessible to people with disabilities. The site is all on one floor and there are ramps that lead to the front door. The site has 4 ADA accessible bathrooms and showers. The notice of Rights for People with Disabilities and ADA liaison on duty is displayed for all to see in the Compassion Center. Reasonable accommodation forms are available on request.</p> <p>All postings were also in Spanish. BSNC also has access to the language line to meet any client language needs.</p> <p>Service delivery is culturally competent and respects the backgrounds and interests of clients served.</p>



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<p>Outreach Procedure/Materials</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor has a written policy regarding how clients will be outreached to for engagement in services, including a policy and protocol for regular wellness checks. <input checked="" type="checkbox"/> Contractor provided examples of flyers, newsletters and other examples of outreach materials. 	<p>BSNC has a policy outlining protocols for regular wellness checks which are completed every 10 minutes.</p> <p>BSNC plans to have community meetings every other week. They have had a few community meetings, however due to the pandemic and various outbreaks they have been spotty.</p> <p>BSNC has diplomats in each dorm and roaming around the facility. Diplomats do daily wellness checks with guests. Case management staff work with guests as needed and at minimum, check in with guests weekly.</p>
<p>Staffing Pattern and Job Descriptions</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Staffing levels/types are adequate to deliver contracted services. 	<p>Staffing levels are adequate to deliver contracted services.</p>
<p>Program Specific Administration</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Are monthly reports timely <input checked="" type="checkbox"/> Are monthly reports accurate <input checked="" type="checkbox"/> Is contractor responsive to agency requests 	<p>All reports were submitted for this reporting period. BSNC leadership meets with the HSH program manager every week and is very responsive to HSH requests.</p>
<p>Client Tracking System</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Contractor has a system for tracking client data relevant to contract objectives <input checked="" type="checkbox"/> Group activities are documented with attendance logs 	<p>Guests are tracked in the ONE system. Case management assessments, client history, and client demographics are all kept in the ONE system.</p> <p>BSNC tracks relevant data for quarterly reports. BSNC uploads data in the quarterly report around referrals and the survey results.</p>

Notes:

The provider reported the following as some of the accomplishments this fiscal year:

- Despite the pandemic and backup of shelter clients going to PSH sites, a significant number of guests received permanent housing. The site keeps a housing binder with photos of guests holding a sign congratulating them on getting housing. The guests look elated in these photos.
- Guests have been connected to medical resources and are inspired to manage substance use and mental health issues more effectively.
- Bayview SAFE Navigation Center has done a lot of community work and created activities for guests including Karaoke on Friday evenings, a new ping pong table, creative writing workshops. Additionally, guests have created a bible study group that is independent of staff.
- Bayview SAFE Navigation Center leadership has put a lot of work in beautifying the space including recent painting and adding plants to the site.

The provider reported the following as some of the challenges this fiscal year:

- Covid continues to be a major challenge and has placed necessary restrictions in groups and decreased outside resources for clients.
- Bayview SAFE Navigation Center had multiple threats and acts of violence toward staff of color in this fiscal year. Bayview has responded to this by increasing security at times and additional de-escalation training.
- BSNC has seen an increase in referrals of guests with severe behavior health needs. BSNC works with DPH Behavioral health, Mobile Crisis, and the Street Crisis Response Team to address these challenges.



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- BSNC has received many complaints about the Meals on Wheels food being too bland. They have addressed this by having lots of seasoning available for clients to add. The HSH Program Manager is also working with Meals on Wheels to make the meals more appetizing.

PROGRAM SERVICE AND OUTCOME OBJECTIVES



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Service Objectives	Goal	Actual	Achieved (Y/N)	Comments
1. Grantee shall provide intake and program orientation to 100 percent of all initial guests and updates for returning guests in a new stay.	100%	Q1 – 100% Q2 – 100% Q3 – 100%	Y	BSNC did not have any issues providing intake and orientation to all guests.
2. Grantee shall utilize intake and assessment information with partnering service providers to identify options and create a service plan for 95 percent of Housing Referral Status Stay guests. Written service plans shall include clear goals and objectives and identified barriers. Service connections, progress, and follow up on these service plans will be documented in the guest's record.	95%	Q1 - 100% Q2 – 100% Q3 – 100%	Y	BSNC did not have any issues creating service plans and providing referrals. BSNC provided a chart explaining where referrals were made to.
3. Grantee shall administer a quarterly satisfaction survey and achieve at least a 50 percent response rate for guests.	50%	Q1 – N/A Q2 – 53% Q3 - 34%	N	BSNC worked with HSH to create surveys which were administered in Q2 and Q3. They were not able to meet the goal of 50% response rate for Q3. The HSH Program manager and BSNC Program Director discussed ways they can increase participation in the surveys including a pizza party incentive.



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Outcome Objectives	Goal	Actual	Achieved (Y/N)	Comments
1. A minimum of 75 percent of those completing the quarterly satisfaction survey will Strongly Agree or Agree that they are satisfied with the services on site.	75%	Q1 – N/A Q2 – 87% Q3 – 83%	Y	BSNC had no issues reaching the 75% satisfaction goal, with 83% and 87% strongly agreeing or agreeing that they are satisfied.

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Corrective Actions Taken Yes No

Date of Previous Monitoring Report: 05/24/2021

The previous monitoring report noted the following needs for corrective action (improvement needed or unsatisfactory rating).

Previous Findings	Corrective Actions Taken
1. N/A	N/A
2.	
3.	

FOLLOW UP

<input type="checkbox"/> Technical assistance needed per department <input type="checkbox"/> Technical assistance requested by contractor <input type="checkbox"/> Timeline for recommended program adjustments <input type="checkbox"/> Recommended program adjustments completed	Recommendations for 2022-2023 listed below.
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GENERAL COMMENTS, RECOMMENDATIONS & FOLLOW-UP

There are no findings for fiscal year, 2021-2022; however, the following must be implemented no later than June 30, 2022:

- Create a spreadsheet with staff and trainings using the staff training sign in sheets**
- Create a plan to ensure all new and existing staff are trained on the shelter training manual and implement all trainings outlined in the Standards of Care by the end of this fiscal year.**
- Create a plan to ensure 50% of guests are filling out the satisfaction surveys and implement for Quarter 4.**

I appreciate working with the leadership at the Bayview SAFE Navigation Center and I thank you for your commitment to and compassion for our unhoused community!



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CITY DEPARTMENT USE: DOCUMENT SHARING & SIGNATURE

Shared with Contracts staff? Yes No

Comments:

HSH Program Monitor Signature:

B. Patrick Buckalew

Date:

5/23/2022