

# San Francisco Department of Public Health Division of Behavioral Health Services

## Richmond Area Multi-Services, Inc. Vocational Rehabilitation

San Francisco Board of Supervisors Budget & Finance Committee  
December 6th, 2023

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Behavioral Health Services  
San Francisco Department of Public Health



San Francisco Health Network  
Behavioral Health Services

## Under the proposed amendment, **Richmond Area Multi-Services, Inc (RAMS)** would continue to provide:

- **Hire-Ability Janitorial Services:** Provides paid supported employment and internship opportunities within the janitorial field. Also provides full janitorial coverage to DPH's participating Behavioral Health Services (BHS) clinics and programs. (Served 37 individuals in FY 22-23)
- **Hire-Ability Clerical & Mailroom Services:** Provides paid supported employment and internship opportunities in support of BHS administrative operations, including in the areas of business operations support, such as clerical, mailroom, front-desk reception, messenger, and driving positions to deliver mail, all within the behavioral health system of care, and primarily in the BHS Central Administration facility. (Served 41 individuals in FY 22-23)
- **Hire-Ability Information Technology:** Provides five specific training cohorts in information technology support service areas operated by BHS and DPH, as well as supported employment in information technology support positions, within the behavioral health system of care. (Served 31 individuals in FY 22-23)
- **Transition-Age Youth (TAY) Vocational Services:** Provides vocational/occupational assessment, and paid internships, and/or entry-level work positions to transitional-aged youth (ages 15-25) participating in this program. (Served 7 individuals in FY 22-23)
- **Employee Development Program:** Provides vocational assessments, job skills training, paid on-site work experience, unpaid classroom and group training sessions, vocational counseling and job coaching, and classes and workshops to improve employment readiness. (Served 17 individuals in FY 22-23)



# RAMS Vocational Rehabilitation Services

- RAMS Vocational Rehab is contracted within SFPD Behavioral Health Services, Office of Justice, Equity, Diversity, and Inclusion/Mental Health Services Act.
- San Francisco residents receiving behavioral health treatment are eligible for these programs.
- Vocational services, as a pathway to competitive, community-integrated employment, are critical to clients' well-being, independence, and recovery.
- **Referral:** Behavioral health providers can directly send their referral to Hire-Ability or to BHS Vocational Services.
- **Next steps:** Hire-Ability closely follows trainees while they complete their program, and facilitates onward referrals to additional internships, educational opportunities, or the Department of Rehabilitation. Permanent employees continue to receive behavioral health support during their employment.
- **Outcomes:** In FY22-23, each of these programs met all MHSA year end performance objectives, which measure program completion or transfer to other employment or education; improvement in workplace coping skills; increased vocational readiness & motivation; and employment referrals.



# Select FY 22-23 Performance Outcomes

- **IT Program**

- **Objective:** By June 30, 2023, 75% of surveyed graduates will report an increase in readiness for additional meaningful activities related to vocational services (e.g. educational program, advanced internship, advanced training programs, employment, volunteer work, etc.), as evidenced by items on program feedback tools.
- **Results:** Objective met. 100% (15 out of 15) surveyed graduate trainees have indicated an increase in readiness for additional meaningful activities related to vocational services.

- **Clerical and Mailroom Services**

- **Objective:** By June 30, 2023, 50% of applicable participants who receive services for at least three months will successfully complete the program (completion of internship duration; or early departure due to employment, or enrollment in education or another training/internship program), as evidenced by program case closure records.
- **Results – Objective Met:** 89% (8/9) of participants who received services for at least three months successfully completed the program.

- **Employee Development**

- **Objective:** By June 30, 2023, 75% of surveyed clients who complete the program will report an improvement in work readiness abilities (soft skills) to use toward future opportunities (work/education/volunteering). This is evidenced by the items on program feedback tools.
- **Results - Objective met:** 6/6 (100%) clients who completed surveys expressed an improvement in soft skills to use toward future opportunities.





# Proposed Resolution

- DPH agrees with BLA recommendations
- DPH requests approval of proposed resolution as amended:
  - Enter into a one-year extension for \$13.1 million NTE amount
  - Provide an update on performance when seeking a subsequent extension of the contract



# Thank You



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