

West Virginia Mental Health Planning Council
Block Grant Site Review
Review Standards and Measurement



Project Name: _____

Provider Name: _____

Review Date: _____

Standard 1.0 ❖ Data are produced that clearly report utilization in terms of units of service delivered.

Explanation

Does the provider produce and maintain reports which indicate the amount of service that has been delivered?

Method

Reviewers will view and evaluate reports.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

- ✓ A score of 0 indicates that these reports are not produced and the amounts of service are not tracked.
- ✓ A score of 1 indicates that reports are produced but do not clearly track the amount of service.
- ✓ A score of 2 indicates that the reports are produced and clearly track services.

Rating for this item: 0 1 2 NA

Comments: _____

Standard 2.0 ❖ Written Goals and Objectives have been prepared for the project/program.

Explanation

The provider has written goals and objectives for the project/program and provides copies to the reviewer.

Method

Reviewers will view and evaluate document.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

- ✓ A score of 0 indicates that goals and objectives have not been developed for the project/program.
- ✓ A score of 1 indicates that goals and objectives have been developed but they are not well written, not measurable or do not specifically apply the original funding objectives of this specific project/program.
- ✓ A score of 2 indicates that written goals and objectives have been developed and that they are applicable to this project/program and are measurable.

Rating for this item: 0 1 2 NA

Comments: _____

Standard 3.0 ❖ Program guidelines are written and indicate a clear process for client access, specific method(s) of service delivery and project oversight/supervision.

Explanation

The provider has written program guidelines indicating client access, service delivery methods and lines of oversight/supervision.

Method

Reviewers will view and evaluate document.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

- ✓ A score of 0 indicates that program guidelines have not been developed for the project/program.
- ✓ A score of 1 indicates that program guidelines have been developed but they are not well written, are not complete or do not specifically apply to this specific project/program.
- ✓ A score of 2 indicates that written program guidelines have been developed, they are complete, specific and are applicable to this project/program.

Rating for this item: 0 1 2 NA

Comments: _____

Standard 4.0 ❖ A public information process (distribution of brochures, flyers, etc.) has been implemented to inform the community of the project's or program's services.

Explanation

A deliberate, planned process of information dissemination has taken place.

Method

Reviewers will view and evaluate a description of the information dissemination process and examples of the media.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

- ✓ A score of 0 indicates that no planned information dissemination took place.
- ✓ A score of 1 indicates that some information was disseminated but was not done so in a planned manner.
- ✓ A score of 2 indicates that there is evidence that a planned process
- ✓ information dissemination took place and the provider can provide a description of that process and examples of the media that was used.

Rating for this item: 0 1 2 na

Comments: _____

Standard 5.0 ❖ Project staff are credentialed, trained and oriented to project goals and expected outcomes.

Explanation

Project staff should be credentialed to provide the services that they are expected to provide in this project. Staff should be trained regarding program guidelines and methods of service delivery.

Method

Reviewers will view and evaluate evidence of the credentialing process and documents which indicate that staff training has taken place.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

- ✓ A score of 0 indicates that there is no evidence of staff credentialing or training specific to this project/program.
- ✓ A score of 1 indicates that the provider can describe the credentialing/training process but can offer no written documentation.
- ✓ A score of 2 indicates that there is sufficient documentation to substantiate that credentialing and training, specific to this project/program, did take place.

Rating for this item: 0 1 2 na

Comments: _____

Standard 6.0 ❖ Documentation that indicates that proposed outcomes (as opposed to activity) are clearly defined in measurable terms.

Explanation

Have the proposed outcomes of the project been defined/written. Are the differences between outcomes and levels of activity clearly established? Are the proposed outcomes written in a manner that enables measurement?

Method

Reviewers will view and evaluate the project's proposed outcomes.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

- ✓ A score of 0 indicates that outcomes for the project have not been defined or written.
- ✓ A score of 1 indicates that the project's outcomes have been defined but are not measurable OR reflect quantities of service and not true outcomes.
- ✓ A score of 2 indicates that outcomes have been defined, written and are clearly measurable.

Rating for this item: 0 1 2 na

Comments: _____

Standard 7.0 ❖ Data which clearly report outcomes (what changes have the services produced for the customers ¹).

Explanation

Is there a defined process for measuring the project's proposed outcomes? Is that process functioning? Are the measurements reported to project staff?

Method

Reviewers will view and evaluate reports of proposed outcome measurement and will interview project staff with regard to how the measurements are used.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

- ✓ A score of 0 indicates that there is no process in place for measuring the proposed outcomes for the project.
- ✓ A score of 1 indicates that there is a process in place to measure the project's proposed outcomes but that periodic reports are not produced OR the reports are not shared with project staff.

- ✓ A score of 2 indicates that there is a process in place to measure the proposed project outcomes and that periodic reports of the measurement are produced and shared with project staff.

Rating for this item: 0 1 2 na

Comments: _____

Standard 8.0 ❖ Data which support the prioritization of indigent customers.

Explanation

Block Grant dollars should be used to fund services for those customers who do not have any source of payment. Those customers who are indigent should have a high priority to receive the project's services. The proportion of the project's services that are provided to indigent customers should be equal to or greater than the proportion of indigent customers compared with the provider's total customer population.

Method

The reviewer will view and evaluate written documentation and data reports which clearly indicate that indigent customers have been identified and have been offered the services of the project when appropriate to the customer's needs.

¹ The term customer is used throughout instead of the terms consumer, parent of minor child, etc.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

✓ A score of 0 indicates that there is no method or process in place to identify indigent customers and there is no written procedure for offering the project's services to indigent customers.

✓ A score of 1 indicates that there is a process in place to identify indigent customers AND a procedure for offering the project's services to those indigent customers but that the method and process have not been used consistently.

✓ A score of 2 indicates that there is a process in place to identify indigent customers AND there is a written procedure for offering the project's services to those customers AND the method and procedure have been used consistently to insure that indigent customers are the first to be offered the services when they are appropriate to the customer's needs.

Rating for this item: 0 1 2 na

Comments: _____

Standard 9.0 ❖ Data which support the supposition that services are actually being delivered to the target population specified in the project proposal.

Explanation

Block Grant dollars should be spent on the delivery of service (and an appropriate proportion of indirect costs) to the customer population that is defined in the project proposal.

Method

The reviewer will view and evaluate data reports which indicate that the project's services are being delivered to the target population that was defined in the project proposal.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

✓ A score of 0 indicates that there is no method or process in place to clearly identify and track the recipients of the project's services.

✓ A score of 1 indicates that there are methods and processes in place to clearly identify and track the recipients of the project's services BUT the recipients are not limited to the target population defined in the proposal.

✓ A score of 2 indicates that there are methods and processes in place that clearly identify and track the recipients of the project's services AND the actual recipients are in the target population that was defined in the project proposal.

Rating for this item: 0 1 2 na

Comments: _____

Standard 10.0 ❖ Written documentation that specifies eligibility criteria for the project's services.

Explanation

It should be an easy matter for staff and customers to determine what the eligibility requirements for the service are. Eligibility requirements should be written clearly and concisely and be easily available to customers and service staff.

Method

The reviewer will view and evaluate written service eligibility requirements for the project.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

- ✓ A score of 0 indicates that written service eligibility criteria for the project do not exist.
- ✓ A score of 1 indicates that service eligibility criteria for the project have been written clearly and concisely BUT they have not been made easily available to staff and customers.
- ✓ A score of 2 indicates that service eligibility criteria for the project have been written clearly and concisely AND are easily available to staff and customers.

Rating for this item: 0 1 2 na

Comments: _____

Standard 11.0 ❖ A systematic method of surveying the level of customer satisfaction with the service and a method for tabulation and analysis of customer satisfaction information are present.

Explanation

Measuring customer satisfaction should be an essential part of any service. Measuring customer satisfaction is a meaningless activity if there is not also a mechanism for systematic tabulation and analysis of the data and a method for revising service delivery based on customer satisfaction data.

Method

The reviewer will view and evaluate customer satisfaction survey instruments, written procedures for systematic tabulation and analysis of the survey instruments and written procedures for modifying service delivery based on satisfaction survey data.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

- ✓ A score of 0 indicates customer satisfaction surveys are not periodically completed.
- ✓ A score of 1 indicates that customer satisfaction surveys are periodically completed BUT there are no procedures for systematic tabulation and analysis of the completed survey instruments.
- ✓ A score of 2 indicates that customer satisfaction surveys are periodically completed AND there are procedures for systematic tabulation and analysis of the completed survey instruments AND, when appropriate, service delivery is modified based on satisfaction survey data.

Rating for this item: 0 1 2 na

Comments: _____

Standard 12.0 ❖ Data which report the penetration of the projects' services (what is the proportion of customers who actually receive the services compared to the estimated number of persons who need or are eligible for the services).

Explanation

It is important to know how many customers actually receive the project services compared to the estimated total number of customers that make up the target population. These data should be expressed as a proportion or percent.

Method

The reviewer will view and evaluate data reports which indicate the percentage of customers in the target population who are actually receiving the project's services.

Scoring

Scoring will be as objective as possible. Scoring will be on a three point scale.

- ✓ A score of 0 indicates that data reports which clearly indicate the project's penetration rate are not produced.
- ✓ A score of 1 indicates that data reports which indicate the project's penetration rate are produced BUT there reports are not clear OR the reports have not been made available to service staff.
- ✓ A score of 2 indicates that data reports which indicate the project's penetration rate are produced AND the reports are clear AND the reports have been made available to service staff.

Rating for this item: 0 1 2 na

Comments: _____

BLOCK GRANT SITE REVIEW SUMMARY & RECOMMENDATIONS

Provider: _____

Date: _____

Program/Service: _____

Individual Standard Scores:

Standard 1: _____ Standard 2: _____ Standard 3: _____ Standard 4: _____

Standard 5: _____ Standard 6: _____ Standard 7: _____ Standard 8: _____

Standard 9: _____ Standard 10: _____ Standard:11 _____ Standard:12 _____

Overall Average Score: _____

Review Team Members:

_____	_____
_____	_____
_____	_____

Process (Review Method):

Program Strengths:

Program Deficits:

Recommendations:

Rating Summary

12 Items

Number of Items Rated at na: _____

Number of Items Rated at 0: _____

Number of Items Rated at 1: _____

Number of Items Rated at 2: _____

Overall rating:

Number of items rated at 0 times 0 _____

Number of items rated at 1 times 1 _____

Number of items rated at 2 times 2 _____

Total _____

Total Divided by 12 _____