

**BEHAVIORAL HEALTH SERVICES
(BHS – MH, MHSA, ECHMI, SAPP & SUD)
MONITORING SCORING FORMULAS**

BHS MENTAL HEALTH and SUBSTANCE ABUSE

HOW WILL PROGRAMS BE SCORED

Note: For category (Performance Objectives, Performance Deliverables, Compliance, Client Satisfaction) scores that roll up to less than 3, Monitoring Managers MUST check the Plan of Action box and specify the contents of the Plan on the Monitoring Report Summary Page. Monitoring Managers may recommend a Plan of Action at their discretion for a particular specific issue when category scores are 3 or greater. In this case, please check the Plan of Action box and specify the contents of the Plan. The BOCC Program Monitoring Manager will ultimately determine whether a Plan will be required.

Total Points for All Sections = 100 points.

I. PROGRAM PERFORMANCE OBJECTIVES

(30 total points possible)

Step One: When scoring each objective:

If objective was achieved 90–100%	= 5 points
If objective was achieved 80-89%	= 4 points
If objective was achieved 70-79%	= 3 points
If objective was achieved 60-69%	= 2 points
If objective was achieved 50-59%	= 1 points
If objective was less than 50% achieved	= 0 points

Total points possible is the multiplication of 5 points times the number of objectives, including both standard menu objectives and individual objectives.

Step Two: Performance Objectives

Take the total points achieved from all of the objectives above and divide by the total possible points (based on number of objectives):

If program has 90–100% scoring	= 30 points
If program has 80-89%	= 27 points
If program has 70-79%	= 25 points
If program has 60-69%	= 22 points
If program has 50-59%	= 19 points
If program has less than 50% scoring	= 0 points

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SECTION I. RATING

Section I. Rating percent equals the percent of Section I. points divided by 30.

If rating percent is over 90%	= 4 – Commendable/Exceeds Standards
If rating percent is 71-90%	= 3 – Acceptable/Meets Standards
If rating percent is 51-70%	= 2 – Improvement Needed/Below Standards
If rating percent is below 51%	= 1 - Unacceptable

II. PROGRAM PERFORMANCE DELIVERABLES

(20 total points possible)

Program’s units of service delivered compared to contractual target.

A percentage of delivered to contractual is derived for each deliverable mode. Then the percent average is calculated and scored:

If program delivered 90–100% of target(s)	= 20 points
If program delivered 80-89%	= 18 points
If program delivered 70-79%	= 16 points
If program delivered 60-69%	= 14 points
If program delivered 50-59%	= 12 points
If program delivered less than 50%	= 0 points

SECTION II. RATING

Section II. Rating percent equals the percent of Section II. points divided by 20.

If rating percent is over 90%	= 4 – Commendable/Exceeds Standards
If rating percent is 71-90%	= 3 – Acceptable/Meets Standards
If rating percent is 51-70%	= 2 – Improvement Needed/Below Standards
If rating percent is below 51%	= 1 - Unacceptable

III. PROGRAM COMPLIANCE

(40 total points possible)

- A. Declaration of Compliance Submitted (0 or 5 points)
- B. Administrative Binder Complete (0-10 points)
- C. Site Checklist Complete (0-10 points)

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The Administrative Binder and Site Compliance Checklist have many elements. The number of elements in each checklist will be calculated as a percentage of the number of compliance elements required.

If 90-100% of elements in place	= 10 points
If 80-89% of elements in place	= 9 points
If 70-79% of elements in place	= 8 points
If 60-69% of elements in place	= 7 points
If 50-59% of elements in place	= 6 points
If less than 50% of elements in place	= 0 points

D. Chart Documentation Compliance (0-10 points)

For chart documentation compliance, charts will be examined for the presence of: signed Client Consent, signed Acknowledgement of Receipt of Materials, signed HIPAA form, signed Medication Consent (if applicable), signed ABN Medicare Form (if applicable) and PURQC authorization.

If program has 90–100% compliant	= 10 points
If program has 80-89%	= 9 points
If program has 70-79%	= 8 points
If program has 60-69%	= 7 points
If program has 50-59%	= 6 points
If program has less than 50% compliant	= 0 points

E. Plan of Action not needed (5 points)

OR

Plan of Action required for FY 12-13 was fully implemented (5 points)

SECTION III. RATING

Section III. Rating percent equals the percent of the sum of all Section III. points divided by 40.

If rating percent is over 90%	= 4 – Commendable/Exceeds Standards
If rating percent is 71-90%	= 3 – Acceptable/Meets Standards
If rating percent is 51-70%	= 2 – Improvement Needed/Below Standards
If rating percent is below 51%	= 1 - Unacceptable

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IV. CLIENT SATISFACTION

(10 total points possible)

- A. Compliance (0-5 points)
 - On time submission of surveys = 2 points
 - Minimum 50% return ratio = 3 points

- B. Performance (5 points)
 - If 90-100% of clients are satisfied = 5 points
 - If 80-89% of clients are satisfied = 4 points
 - If 70-79% of clients are satisfied = 3 points
 - If 60-69% of clients are satisfied = 2 points
 - If 50-59% of clients are satisfied = 1 points
 - If less than 50% of clients are satisfied = 0 points

SECTION IV. RATING

Section IV. Rating percent equals the percent of the sum of Section IV. points divided by 10.

- If rating percent is over 90% = 4 – Commendable/Exceeds Standards
- If rating percent is 71-90% = 3 – Acceptable/Meets Standards
- If rating percent is 51-70% = 2 – Improvement Needed/Below Standards
- If rating percent is below 51% = 1 - Unacceptable