

**COMMUNITY HEALTH EQUITY & PROMOTION (CHE&P)
MONITORING SCORING FORMULAS**

I. PROGRAM PERFORMANCE

Program Performance consists of how much of each contracted Objective was met for a total of 35 possible points.

Each Objective will be scored based on the percentage of the objective that was met using the table below.

a. Achievement of Each Objective	Points
If 90 to 100% of contracted objective met	5
If 80 to 89% of contracted objective met	4
If 70 to 79% of contracted objective met	3
If 60 to 69% of contracted objective met	2
If 50 to 59% of contracted objective met	1
If less than 50% of contracted objective met	0

Any Objective that scores below three and is related to client outcomes may require a Plan of Action (POA).

Total Objectives equals the sum of each met Objectives above divided by the Total Possible Objective Points. Points are allocated using the table below.

b. Achievement of Total Objectives	Points
If 90 to 100% of contracted objectives met	35
If 80 to 89% of contracted objectives met	30
If 70 to 79% of contracted objectives met	26
If 60 to 69% of contracted objectives met	23
If 50 to 59% of contracted objectives met	20
If less than 50% of contracted objectives met	0

PROGRAM PERFORMANCE RATING equals the Total Objectives Points divided by 35. Points are allocated using the table below.

Rating Criteria	Rating	Finding
Over 90%	4	Commendable/Exceeds Standards
71 to 90%	3	Acceptable/Meets Standards
51 to 70%	2	Improvement Needed/Below Standards
Below 51%	1	Unacceptable

II. PROGRAM DELIVERABLES

Program Deliverables consists of Actual Deliverables (Units of Service) for a total of 35 possible points.

Each Deliverable will be scored based on the percentage of the UOS that was met using the table below.

a. Achievement of Each Deliverable	Points
If 90 to 100% of contracted deliverable met	5
If 80 to 89% of contracted deliverable met	4
If 70 to 79% of contracted deliverable met	3
If 60 to 69% of contracted deliverable met	2
If 50 to 59% of contracted deliverable met	1
If less than 50% of contracted deliverable met	0

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Total Deliverables equals the sum of each met Deliverable above divided by the Total Possible Deliverable Points. Points are allocated using the table below.

b. Achievement of Deliverables	Points
If 90 to 100% of contracted deliverables met	35
If 80 to 89% of contracted deliverables met	30
If 70 to 79% of contracted deliverables met	26
If 60 to 69% of contracted deliverables met	23
If 50 to 59% of contracted deliverables met	20
If less than 50% of contracted deliverables met	0

PROGRAM DELIVERABLES RATING equals *Program Deliverable Points Achieved divided by 35. Points are allocated using the table below.*

Rating Criteria	Rating	Finding
Over 90%	4	Commendable/Exceeds Standards
71 to 90%	3	Acceptable/Meets Standards
51 to 70%	2	Improvement Needed/Below Standards
Below 51%	1	Unacceptable

III. PROGRAM COMPLIANCE

Program Compliance is made up: Declaration of Compliance Administrative Binder; Premises Tour & Check; and Previous Year Plan of Action for a total of 20 points possible.

a. Declaration of Compliance Submittal	Points
Declaration submitted on time	5
Declaration was not submitted on time/ not submitted	0

b. Completeness of Administrative Binder	Points
If 90 to 100% of Binder complete	5
If 80 to 89% of Binder complete	4
If 70 to 79% of Binder complete	3
If 60 to 69% of Binder complete	2
If 50 to 59% of Binder complete	1
If less than 50% of Binder complete	0

If an element of the Administrative Binder has multiple parts, then all of the parts must be present in order to receive credit for that element.

c. Compliance with Premises Tour & Check	Points
If 90 to 100% of contracted premises requirements met	5
If 80 to 89% of contracted premises requirements met	4
If 70 to 79% of contracted premises requirements met	3
If 60 to 69% of contracted premises requirements met	2
If 50 to 59% of contracted premises requirements met	1
If less than 50% of contracted premises requirements met	0

If an element of the Premises has multiple parts, then all of the parts must be present in order to receive credit for that element.

d. Previous POA Status	Points
No POA was required the previous year	5
POA was required the previous year, submitted and fully implemented	5
POA was required previous year and not submitted	0
POA was required previous year and not fully implemented	0

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PROGRAM COMPLIANCE RATING equals the sum of *Program Compliance Points Achieved* divided by 20.

Rating Criteria	Rating	Finding
Over 90%	4	Commendable/Exceeds Standards
71 to 90%	3	Acceptable/Meets Standards
51 to 70%	2	Improvement Needed/Below Standards
Below 51%	1	Unacceptable

IV. CLIENT SATISFACTION

Client Satisfaction consists of three items and ten possible points.

a. Client Satisfaction Conducted & Shared	Points
Program completed survey with a tool/questionnaire	5
Program analyzed results & shared with staff	5

CLIENT SATISFACTION RATING equals the sum of *Client Satisfaction Points Achieved* divided by ten.

Rating Criteria	Rating	Finding
Over 90%	4	Commendable/Exceeds Standards
71 to 90%	3	Acceptable/Meets Standards
51 to 70%	2	Improvement Needed/Below Standards
Below 51%	1	Unacceptable

OVERALL PROGRAM RATING

Overall Program Rating equals all *Achieved Points* divided by the *Total Possible Points*.

Rating Criteria	Rating	Finding
Over 90%	4	Commendable/Exceeds Standards
71 to 90%	3	Acceptable/Meets Standards
51 to 70%	2	Improvement Needed/Below Standards
Below 51%	1	Unacceptable

A Section Rating or an Overall Program Rating less than three require a POA. Business Office of Contract Compliance (BOCC) staff may also recommend a POA when Section scores are three or greater. The BOCC Program Monitoring Manager will ultimately determine whether a POA will be required.