HIV Health Services (HHS) and Housing Urban Health (HUH)
Ryan White Monitoring Scoring Criteria

SECTION I: PROGRAM PERFORMANCE

Section I: Program Performance consists of Outcome and Process Objectives for a total of 40 possible points.

a. Outcome Objectives

- *Outcome Objectives and Individual Objective Points* equal the sum of the points achieved for each Outcome Objective based on a scale of zero to five.
- *Total Possible Objective Points* equals the multiplication of five points times the number Outcome Objectives.

Achievement of Outcome Objectives	Points
If 90 to 100% of objective met	5
If 80 to 89% of objective met	4
If 70 to 79% of objective met	3
If 60 to 69% of objective met	2
If 50 to 59% of objective met	1
If less than 50% of objective met	0

Achievement of Total Outcome Objectives	Points
If 90 to 100 % of all outcome objectives were achieved	30
If 80 to 89% of all outcome objectives were achieved	26
If 70 to 79% of all outcome objectives were achieved	23
If 60 to 69% of all outcome objectives were achieved	20
If 50 to 59% of all outcome objectives were achieved	17
If less than 50% of all outcome objectives were achieved	0

b. Process Objectives

- *Process Objectives Points* equals the sum of the points achieved for each Process Objective based on a scale of zero to five.
- *Total Possible Process Objective Points* equals the multiplication of five points times the number Process Objectives.

Achievement of Process Objectives	Points
If 90 to 100% of objective met	5
If 80 to 89% of objective met	4
If 70 to 79% of objective met	3
If 60 to 69% of objective met	2
If 50 to 59% of objective met	1
If less than 50% of objective met	0

Achievement of Total Process Objectives	Points
If 90 to 100 % of all objectives were achieved	10
If 80 to 89% of all objectives were achieved	9
If 70 to 79% of all objectives were achieved	8
If 60 to 69% of all objectives were achieved	7
If 50 to 59% of all objectives was achieved	6
If less than 50% of all objectives were achieved	0

SECTION I. RATING

Section I. Rating equals the sum of Section I. Points Achieved divided by 40.

Rating Criteria	Rating	Finding
91% or over	4	Commendable/Exceeds Standards
71% to 90%	3	Acceptable – Meets Standards
51% to 70%	2	Improvement Needed – Below Standards
Below 51%	1	Unacceptable

SECTION II: PROGRAM DELIVERABLES

Section II: Program Deliverables consists of Actual Deliverables of Units of Service (UOS) and Unduplicated Clients (UDC) for a total of 20 possible points.

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

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

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

Achievement of UOS Deliverables	Points
If 90 to 100% of contracted target was delivered	10
If 80 to 89% of contracted target was delivered	9
If 70 to 79% of contracted target was delivered	8
If 60 to 69% of contracted target was delivered	7
If 50 to 59% of contracted target was delivered	6
If less than 50% of contracted target was delivered	0

b. **Actual UDC Served**
Actual UDC Served equals the Program's Actual UDC divided by the Contracted Target UDC

Achievement of UDC	Points
If 90 to 100% of contracted target UCD was delivered	10
If 80 to 89% of contracted target UCD was delivered	9
If 70 to 79% of contracted target UCD was delivered	8
If 60 to 69% of contracted target UCD was delivered	7
If 50 to 59% of contracted target UCD was delivered	6
If less than 50% of contracted target UCD was delivered	0

SECTION II. RATING

Section II. Rating equals the sum of Section II. Points Achieved divided by 20.

Rating Criteria	Rating	Finding
91% or over	4	Commendable/Exceeds Standards
71% to 90%	3	Acceptable – Meets Standards
51% to 70%	2	Improvement Needed – Below Standards
Below 51%	1	Unacceptable

SECTION III: PROGRAM COMPLIANCE

Section III: Program Compliance is made up of five parts: Declaration of Compliance; Administrative Binder; Premises Tour & Checklist; Client Files; and Previous Year Plan of Action for a total of 30 points possible

a. Declaration of Compliance

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

b. Administrative Binder

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

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

c. Premises

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

Compliance with Premises	Points
If 90 to 100% of elements in place	5
If 80 to 89% of elements in place	4
If 70 to 79% of elements in place	3
If 60 to 69% of elements in place	2
If 50 to 59% of elements in place	1
If less than 50% of elements in place	0

d. Client Files

Each file receives Compliance Credit if all applicable elements are present; otherwise, the file is Not Compliant.

Compliance with Client Files	Points
If 90 to 100% of client files	10
If 80 to 89% of client files	9
If 70 to 79% of client files	8
If 60 to 69% of client files	7
If 50 to 59% of client files	6
If less than 50% of client files	0

e. Previous Year Plan of Action (POA)

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

SECTION III. RATING

Section III. Rating equals the sum of Section III. Points Achieved divided by 30.

Rating Criteria	Rating	Finding
91% or over	4	Commendable/Exceeds Standards
71% to 90%	3	Acceptable – Meets Standards
51% to 70%	2	Improvement Needed – Below Standards
Below 51%	1	Unacceptable

SECTION IV: CLIENT SATISFACTION

Section IV: Client Satisfaction is made of up two parts: Implementation and Analysis/Review for a total of ten possible points.

a. Implementation

Client Satisfaction Survey Tool Used	Points
Yes, Client Satisfaction Survey used	5
Client Satisfaction Survey was not used	0

b. Analyzed/Reviewed

Client Satisfaction Responses Analyzed & Reviewed by Staff	Points
Client Satisfaction responses analyzed and reviewed by staff	5
Client Satisfaction responses were not analyzed and reviewed by staff	0

SECTION IV. RATING

Section IV. Rating equals the sum of Section IV. Points Achieved divided by ten.

Rating Criteria	Rating	Finding
91% or over	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
91% or over	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 Contract Compliance (BOCC) staff may also recommend a POA when any scores are less than three. The BOCC Program Monitoring Manager will ultimately determine whether a POA will be required.