MCPP Reviewers Scoring Guide for Standards and Measures

June 2, 2010

Washington Only Measures
PROGRAM MEASURES Tobacco

Domain 3: Inform and educate about public health issues and functions

Provide Prevention and Wellness Policies, Programs, Processes, and Interventions

3.1.4 B: Review prevention and education information of all types (including technical assistance) at least every other year and update, expand or contract as needed based on revised regulations, changes in community needs, evidence-based practices and public health data. There is a process to evaluate the content and use of and to update materials

Measure	WA-Required Documentation	WA Interpretation and Guidance	Scoring: *Choose one in each section*
3.1.4 B: Review prevention and education information of all types (including technical assistance) at least every other year and update, expand or contract as needed based on revised regulations, changes in community needs, evidence-based practices and public health data. There is a process to evaluate the content and use of and to update materials.	• Documented review (at least every other year) of prevention and health education information of all types (including technical assistance). • Two examples of updated, expanded or contracted prevention and health education information reflecting revised regulations, changes in community needs, evidence-based practices and health data. • Written description of the process to conduct all the activities listed below: o organize materials, **AND** o develop materials, **AND** o distribute or select materials, **AND** o evaluate materials, **AND** o update materials.	Ensuring that information provided to others by the health department is accurate and timely is important to the effectiveness of public health services. This measure requires that the health department review and update, if necessary, all types of prevention and educational information at least every other year. There are three requirements to demonstrate this measure. The first is to provide documented review (at least every other year) of prevention and health education information of all types (including technical assistance).The second requirement is to provide two examples of updated, expanded or contracted prevention and health education information reflecting revised regulations, changes in community needs, evidence-based practices and health data. And the final requirement is for a written description of the process to conduct all the activities listed below: • organize materials, **AND** • develop materials, **AND** • distribute or select materials, **AND** • evaluate materials, **AND** • update materials.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated xx Demonstrated

Reviewer's Comments:

Documents Used To Score This Measure: All documents provided reviewed; DOH flow chart of OHP in-house publishing process & HERE website

Domain 6: Enforce public health laws

Educate About Public Health Laws
Standard 6.2 B: Educate individuals and organizations on the meaning, purpose, and benefit of public health laws and how to comply.

Measure	Required Documentation	Interpretation and Guidance	Scoring: *Choose one in each section*
6.2.1 B: Maintain agency knowledge and consistent application of public health laws	• List of positions with regulatory and enforcement responsibilities and their job descriptions • Documentation of staff training in uses of laws to support public health interventions and practice, within the last two years • Documentation of consistent application of public health laws, e.g. audits of case files	If the health department is to be effective in enforcing and educating on public health law, it is going to have to make sure that the department has adequate knowledge on the law and on the application of the law. The public health department is to sustain its staff's knowledge of the public health laws it is responsible for enforcing and to sustain the department's consistent application of public health laws. The required documentation for this measure has three parts and is to be selected from a sample of programs. The sample should be those programs that have regulatory responsibilities. First, the department must submit a list of positions with regulatory and enforcement responsibilities in the department along with the job description for each position on the list. The positions would be those with a direct responsibility defined in the job description. This would include regulatory actions associated with environmental health law, communicable disease, animal control and any other where law gives authority to the department for enforcement of that law. Each department, through the list of positions submitted, will define and determine which staff members apply under this measure and thus are responsible for the enforcement of law for the department. Second, the department must document that the staff was trained in the uses of laws to support public health interventions and practice. Interventions and practice would cover all aspects of programming within the department, so this would include all on the list of positions submitted. The training agenda is not specified and can include both general and specific aspects of public health law. Each position should be trained on the specific aspects of the law for which they are responsible. For example, a communicable disease nurse would need to know all aspects of law surrounding communicable disease reporting but would not be required to know specific elements on public water laws. The training must have been given within the two years prior to the submission of the SAT.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated ☐ Demonstrated **This measure is NA for Tobacco.**

		Finally the documentation must demonstrate a consistent application of public health laws. The department is to prepare documentation that best shows this. It could be shown through internal audits, through enforcement documents or logs, or through a review of case reports.	
Reviewer's Comments:			
Documents Used To Score This Measure:			

Domain 6: Enforce public health laws

Educate About Public Health Laws
Standard 6.2 B: Educate individuals and organizations on the meaning, purpose, and benefit of public health laws and how to comply.

Measure	Examples of Documentation	Interpretation and Guidance	Scoring: *Choose one in each section*
6.2.3 B: Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws	• Website FAQ site and other educational materials • Newsletters, with distribution list • Training sessions, with attendance list and materials • Public meetings with minutes, agendas, and attendance list • Documentation of TA provided through email, phone logs, etc. • Press releases	This measure builds on 6.2.2 B. After making laws accessible, then education must be provided to specified groups and individuals who are regulated. They are to be educated on their responsibilities under the law and given the techniques and means needed to be able to fully comply with applicable laws. There is no required documentation. The department is to select the best examples from a sample of programs. As in 6.2.1 B, the sample of programs should be those that have regulatory requirements or authority. The focus of the documentation should be directed toward those entities who are regulated by law. This may be a smaller group, such as well-installers who are regulated regarding how they install a drinking water well. Or it may be all citizens, who are a regulated entity in regard to immunization law. Documentation that can be submitted are records of training sessions including attendance lists, the educational materials used for training, or the means of distributing that material. Website postings of material, distribution of materials and press releases or newsletters may be used to demonstrate education of regulated entities. The department may also conduct public hearings on law with specific invitations to those impacted by the law or inviting public comment from all citizens. Summaries of public comment, public hearing agendas or minutes, and public hearing participant lists could also be submitted. The department may also be asked to give assistance or interpretation to regulated entities. If done, records of such assistance can be submitted.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated ☐ Demonstrated **This measure is NA for Tobacco.**

Reviewer's Comments:

Documents Used To Score This Measure:

Domain 6: Enforce public health laws

Conduct Enforcement Activities
Standard 6.3 B: Conduct and monitor enforcement activities for which the agency has the authority and coordinate notification of violations among appropriate agencies.

Measure	Required Documentation	Interpretation and Guidance	Scoring: *Choose one in each section*
6.3.1 B: Maintain current written procedures and protocols for conducting enforcement actions	• Documentation of authority to conduct enforcement activities • Procedures and protocols/decision trees for laws or enforcement actions for achieving compliance	This measure requires the department have current written procedures and protocols for when it conducts enforcement actions or activities related to its authority to enforce public health law. The required documentation should be selected from a sample of programs in the health department. The department should have all enforcement actions defined in policy or protocol, but only needs to submit a sample with the SAT. The department can select the number submitted, but the sample should not be less than 3 separate programs. Procedure and protocol may be written in the law. If a copy of the law is used as the protocol or procedure, it must contain the elements of the required documentation. In the procedures and protocols, the department must document its authority to conduct enforcement activities. They must also contain the actions for achieving compliance to the law. This may be stated in the procedures and protocols or may be charted in a decision tree – a model or flow chart diagram showing the desired path for reaching compliance to the law.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated ☐ Demonstrated **This measure is NA for Tobacco.**

Reviewer's Comments:

Documents Used To Score This Measure:

Domain 6: Enforce public health laws

Conduct Enforcement Activities
Standard 6.3 B: Conduct and monitor enforcement activities for which the agency has the authority and coordinate notification of violations among appropriate agencies.

Measure	Examples of Documentation	Interpretation and Guidance	Scoring: *Choose one in each section*
6.3.2 B: Conduct inspection activities of regulated entities according to mandated frequency and/or a risk analysis method that guides the frequency and scheduling of inspections of regulated entities	• Protocol/algorithm for scheduling inspections (e.g., identify restaurants with frequent violations) or documentation of compliance with mandated frequencies • Inspection work plan or schedule with appropriate frequencies • Database or log of inspection reports with actions, status, follow-up, reinspections and final disposition	When the law specifies a particular frequency that inspections must be conducted, the department should be following the defined schedule. This measure requires that departments conduct inspection activities at the frequency mandated. This may include the use of a method that analyzes risk to determine frequency and scheduling of inspections of regulated entities. There is no required documentation for this measure. The documentation should come from a sample of programs. It should be in programs that the department has authority to conduct an inspection of the regulated entity in some form. One piece of documentation that can help demonstrate conformity to the measure is the submission of a protocol or an algorithm for scheduling inspections or the documentation inspections showing compliance with mandated frequencies. An example is for rules requiring restaurant inspections on a specified schedule or a schedule for return inspections after a violation. Another example of documentation could be a work plan or schedule with appropriate inspection frequencies. A database or log of inspection reports with actions taken, current status, follow-up, reinspections and final disposition can be used to show that inspections are meeting defined frequencies. The department may include documentation of the stated frequency of inspections in the law to corroborate the documentation submitted.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated ☐ Demonstrated **This measure is NA for Tobacco.**

Reviewer's Comments:

Documents Used To Score This Measure:

Domain 6: Enforce public health laws

Conduct Enforcement Activities
Standard 6.3 B: Conduct and monitor enforcement activities for which the agency has the authority and coordinate notification of violations among appropriate agencies.

Measure	Required Documentation	Interpretation and Guidance	Scoring: *Choose one in each section*
6.3.3 B: Conduct enforcement activities and follow up on complaints according to procedures and protocols for both routine and emergency situations	• Data base or log of actions with analysis and standards for follow-up at each level • Documentation of hearings, meetings with regulated entities, compliance plans	An important element of enforcing public health law is the ability to receive and act on complaints that are delivered to the health department. Complaints can come from a number of sources and all should be properly investigated. Complaints may result from everyday activities by regulated entities or may happen as a result of an unusual or emergency condition. This measure requires health departments, as they conduct enforcement activities, to appropriately follow up on complaints as directed by procedures and protocols. This requirement applies to both routine and emergency situations. An emergency situation is very broad and includes such scenarios as extreme weather, floods, chemical spills, water/sewage line breaks, disease outbreaks, explosions, etc. There are two elements to the required documentation for this measure. The documentation is to come from a sample of programs and must include a data base or log of actions with analysis and standards for follow-up at each level of the complaint process. The standards for follow-up may be within the procedure and protocols and does not have to be a part of the log. If separate, the standards must be included with the database or log. The second element is documentation of any hearings or meetings held with regulated entities regarding a complaint and any resulting compliance plans. The compliance plan has no specific format and will be determined by law or agency protocol. The regulated entity, based on the law, could be an organization, business, or individual.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated ☐ Demonstrated **This measure is NA for Tobacco.**

Reviewer's Comments:

Documents Used To Score This Measure:

Domain 6: Enforce public health laws

Conduct Enforcement Activities
Standard 6.3 B: Conduct and monitor enforcement activities for which the agency has the authority and coordinate notification of violations among appropriate agencies.

Measure	Examples of Documentation	Interpretation and Guidance	Scoring: *Choose one in each section*
6.3.4 B: Conduct analysis of complaints, violations and enforcement activities to determine patterns, trends, compliance and effectiveness	• Annual report summarizing complaints, violations, enforcement activities • Documentation of an evaluation of a random number of enforcement actions each year to determine compliance with timeliness and effectiveness of enforcement procedures • Debriefings or other evaluations of specific enforcement actions with documentation of what worked well, issues and recommended changes in investigation/response procedures and other process improvements	This is a companion to measures 6.3.2 B & 6.3.3 B. Those measures require action to address complaints and to follow inspection frequencies, and this measure requires analysis to seek opportunities for improvement in the department's enforcement actions. Here the department is to conduct analysis of complaints received, violations noted and enforcement activities taken to then determine patterns, trends, compliance and effectiveness. These four – patterns, trends, compliance and effectiveness – can be individually or collective applied to a data set. The analysis can be for an annual or multi-year data set. There is no required documentation and the examples submitted must be from a sample of programs. Possible documentation includes the submission of an annual report summarizing complaints, violations, and enforcement activities. This report should include elements of the analysis listed in the measure. Another document that could be submitted is an evaluation of a random number of enforcement actions each year to determine compliance with timeliness and effectiveness of enforcement procedures. The evaluation may look at the full process from beginning to end for the analysis or may look at multiple actions over the course of a year to evaluate compliance. The final example is to document a session that discusses or concludes a specific enforcement action. The report should record aspects of what worked well during the enforcement process, any problems that arose, and any recommended changes to protocols or procedures used by the department. All other process improvements discussed should be noted in the documentation.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated ☐ Demonstrated **This measure is NA for Tobacco.**

Reviewer's Comments:

Documents Used To Score This Measure:

Domain 6: Enforce public health laws

Conduct Enforcement Activities
Standard 6.3 B: Conduct and monitor enforcement activities for which the agency has the authority and coordinate notification of violations among appropriate agencies.

Measure	Required Documentation	Interpretation and Guidance	Scoring: *Choose one in each section*
6.3.5 B: Coordinate notification of violations to the public, when required, and coordinate the sharing of information about enforcement activities, analysis, results and follow-up activities among appropriate agencies	• Communication protocol for interagency notification cooperation • If notification of the public is required, documentation of the protocol for notification • Two examples of notification of enforcement actions, e.g. websites, minutes, conference calls, emails, correspondence, MOUs and MOAs that demonstrate sharing of information in enforcement activities	This measure asks for the department to coordinate enforcement activities with other agencies when appropriate. This coordination will be in notifying the public of violations and when there is a need to share information. The public notification is when required by law, policy or protocol. The sharing of information could be about enforcement actions and/or any resulting analysis or follow-up. The required documentation for this measure is from a sample of programs, requiring two examples per program that enforces law. The department will need to provide with the documentation a listing of all programs with enforcement authority. This list will serve as a cross reference to the other measures under Domain 6. Required as a part of documentation is a communication protocol for interagency notification cooperation. This may be part of multiple protocols where information shared relates to a specific program or activity, or it may be a single protocol that covers all aspects of notifying other agencies related to enforcement actions. If there are any laws, protocols or policies that require public notification, the reference should be submitted for all programs. If there is no requirement, provide a statement noting this. The department may also allow for public notification without a legal requirement. If this is done, include a copy of the protocol which defines this. The department is to submit two examples per program when there has been notification of enforcement actions. This notification can be through a variety of methods including posting on a website, minutes from public meetings, conference calls, emails, correspondence, press release, public presentation, reports, and MOUs and MOAs with other agencies that define the sharing of information process related to enforcement activities Appropriate agencies could include local or tribal departments when there is shared responsibility for enforcement.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated ☐ Demonstrated **This measure is NA for Tobacco.**

Reviewer's Comments:

Documents Used To Score This Measure:

Domain 8: Maintain a competent public health workforce

Maintain a Qualified Public Health Workforce
Standard 8.1 B: Recruit, hire and retain a qualified and diverse public health workforce.

Measure	Required Documentation	Interpretation and Guidance	Scoring: *Choose one in each section*
8.1.2 B Assure that position descriptions are available to staff	• Demonstrate that position descriptions are available to staff • Documentation of review of job duties and responsibilities with new staff (within last two years)	For employees to be competent in their duties and responsibilities, they must know what is expected of them. All positions should have a position description that defines the duties of the position, the responsibilities of the person in the position and the qualifications that the person should have to be in the position. A position description, which may also be called a job description, can either be a general document that would apply to anyone who is in the position or it can be specific to the individual who is in the position. The position description may also include any specified job standards that would indicate that an employee has properly performed the essential functions of the position. The documentation for this measure is required. The health department must demonstrate that job and position descriptions are available to staff. This may be through hard copy access, distribution of hard copy, electronic access through a server or intranet or posting on a website. The health department must document that it has reviewed the specific job duties and responsibilities of a position with a new staff member who fills the position. This must be documented for all new staff from the past two years.	Conformity to Measure ☐ Not Demonstrated xx☐ Partially Demonstrated ☐ Demonstrated

Reviewer's Comments: Documentation demonstrates that job description reviewed, but not how job descriptions are then available to staff

Documents Used To Score This Measure: All provided documents were reviewed

Domain 8: Maintain a competent public health workforce

Maintain a Qualified Public Health Workforce
Standard 8.1 B: Recruit, hire and retain a qualified and diverse public health workforce.

Measure	Required Documentation	Interpretation and Guidance	Scoring: *Choose one in each section*
8.1.3 B: Confirm that staff meet qualifications for their positions, job classifications and licensure	• Description of process to verify staff qualifications • Evidence that qualifications have been checked for all staff hired in last two years (e.g. logs or spreadsheets or other evidence showing verification of licensure or certification; education and/or degrees, required core competencies, prior public health experience)	The intent of this measure is that health departments have stated the qualifications, including core competencies, necessary for each position and verify staff compliance with these qualifications. The documentation for this measure is required. The health department should provide a description of the process used to verify staff qualifications. This may be defined in policy, may be in personnel guidelines from a human resources system or a central administrative unit, such as a civil service system or guidelines used by all county/state agencies, or may be a separate process defined and used by the health department. This may include reference checks, confirmation of transcripts with the issuing academic institution, confirmation of any registration or license with the issuing institution, or other check of the credentials provided by the staff member. The health department must also document that it checked the qualifications of all applicants who have been hired. This must be documented for all new staff from the past two years. The format of the documentation is defined by the health department and can include a log or spreadsheet, or a template or form used by the health department. It may also be through evidence from a county or state personnel office demonstrating that the person is qualified to be in the position.	Conformity to Measure ☐ Not Demonstrated xx☐ Partially Demonstrated ☐ Demonstrated

Reviewer's Comments: Recruitment checklist provided, however evidence showing that verification completed was not provided

Documents Used To Score This Measure: Provided documents reviewed

Domain 8: Maintain a competent public health workforce

Maintain a Competent Public Health Workforce
Standard 8.2 B: Assess staff competencies and address gaps by enabling organizational and individual training and development opportunities.

Measure	Required Documentation	Interpretation and Guidance	**Scoring:** *Choose one in each section*
8.2.1 B: Complete performance evaluations are and develop improvement/training plans	• Policy for conducting employee evaluations • Template/form for performance evaluations with improvement/training objectives • Report on percent of eligible employees (employed longer than 12 months) with performance evaluations and improvement/training objectives updated annually or as required by agency policy	One element in assuring a competent workforce is to evaluate employees and assess needs for training and improvement to help staff develop the skills and experience needed to perform their duties. The intent of this measure is for the health department to have a employee performance review or evaluation system defined by policy and that the process defines a method for the employee to develop an individual work plan for improvement and training. The documentation that is to be submitted is required and is composed of three parts. The health department should submit the policy or protocol for how the health department conducts the employee evaluation process. This may be a policy specific to the health department or may apply to a larger group of agencies, such as the county or state. It may be a stand alone policy or may be part of a larger personnel policy covering multiple aspects of the agencies human resource actions. There is no timeline specified for the evaluation process (i.e. annually), but is to be defined by the health department and specified in policy. The health department is also to submit the template, guide or form used when conducting employee evaluations. The documentation must include a component that demonstrates employee improvement and/or training. This process should be included in the policy. The template, guide or form should have a section that will list the improvement or training objectives specific to the employee being evaluated. The template should also incorporate job standards for the position in the evaluation. Job standards generally will describe the results that will indicate that an employee has properly performed the essential functions of the position. Job standards define performance for the individual, or for all individuals in the same position classification, in a measurable way. Evaluating whether an individual is performing as expected, and how to improve performance, is at the heart of an employee performance system. The template should demonstrate how the department accomplishes this.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated xx☐ Demonstrated

		The final document to be submitted is a report showing analysis of the improvement and training objectives of employees. This report is of employees who have been employed longer than twelve months (and thus assumed to have had an evaluation). All employees with evaluations will improvement and training objectives. While there is no specified timeline for the evaluation, the objectives are to be updated annually or on a time line specified by the employee evaluation policy. The report should include the percentage of eligible employees with updated objectives as compared to the total number of eligible employees.	
Reviewer's Comments:			
Documents Used To Score This Measure: Provided documents were reviewed			

Domain 9: Evaluate and continuously improve processes, programs, and interventions

Evaluate the Effectiveness of Public Health Processes, Programs, and Interventions
Standard 9.1 B: Evaluate public health processes, programs, and interventions provided by the agency and its contractors.

Measure	Required Documentation	Interpretation and Guidance	Scoring: *Choose one in each section*
9.1.3 B: Establish goals, objectives and performance measures for processes, programs and interventions	• Two examples of goals, objectives and related quantifiable performance measures with time-framed targets for a process, program, or intervention	Once the department has established policy and capacity for performance management, the next step is to set the goals, objectives and performance measures that the agency will use to begin its quality improvement work. The goals, objectives and measures are for processes, programs and interventions, that is, any function or activity that happens within the department. The intent of this measure is that key processes and all programs and interventions of the agency (whether delivered directly, delegated or contracted) have goals, objectives, and quantifiable performance measures, including process and/or health outcomes The required documentation of this measure is to submit the goals, objectives and measures that have been established. The department is to submit two examples of goals, objectives and measures with time-framed targets. The documentation is for a sample of programs. The department should select a number of programs that represent the overall group of goals, objectives and measures. From each program, select two examples to submit.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated xx☐ Demonstrated

Reviewer's Comments: Please provide a copy of the Tobacco Five Year Strategic Plan; the Adult Smoking Rates- current disparities document and the TPCP Progress Report 3/2009

Documents Used To Score This Measure: Reviewed documents provided

Domain 9: Evaluate and continuously improve processes, programs, and interventions

Evaluate the Effectiveness of Public Health Processes, Programs, and Interventions
Standard 9.1 B: Evaluate public health processes, programs, and interventions provided by the agency and its contractors.

Measure	Required Documentation	Interpretation and Guidance	**Scoring:** *Choose one in each section*
9.1.4 B: Monitor performance measures for processes, programs and interventions	• For the two examples in 9.1.3 B, documentation of monitoring actual performance (e.g., data reports, statistical summaries, graphical presentations of performance on the measures)	This measure represents the next step in the process. After establishing goals, objectives and measures and beginning the work of meeting the targets, comes monitoring the performance measures for progress. The intent of this measure is that key processes and all programs and interventions of the agency have quantifiable performance measures that are monitored. The documentation is required for this measure and directly relates to the documentation submitted in 9.1.3 B. For each of the two examples for all programs submitted in 9.1.3 B, provide evidence that monitoring of actual performance has been done. This can be done by data reports – showing analysis or progress on meeting measures, monitoring logs; statistical summaries, graphical presentations of performance on the measures, meeting minutes from a quality team, and/or use of a standardized progress report/tracking form. Note: This measure is Not Applicable if measure 9.1.3 B is not met. This means that if measure 9.1.3 B is not demonstrated by the department, then this measure is also not demonstrated since 9.1.4 B is dependent upon measure 9.1.3 B having been completed.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated xx☐ Demonstrated

Reviewer's Comments:

Documents Used To Score This Measure: Documents provided were reviewed

Domain 9: Evaluate and continuously improve processes, programs, and interventions

Evaluate the Effectiveness of Public Health Processes, Programs, and Interventions
Standard 9.1 B: Evaluate public health processes, programs, and interventions provided by the agency and its contractors.

Measure	Required Documentation	Interpretation and Guidance	**Scoring:** *Choose one in each section*
9.1.5 B: Evaluate the effectiveness of processes, programs, and interventions and identify need~~s~~ for improvement	• For the two examples in 9.1.3 B, documentation of analysis of goals, objectives, actual performance on measures compared to time-framed targets, and use of quality improvement tools (e.g., root cause analysis) to identify areas for improvement	Another step in the performance management process is to evaluate the effectiveness of department processes and programs and to identify areas for improvement. The intent of this measure is that key processes and all programs and interventions of the agency are evaluated and monitoring data from 9.1.4 B is used to identify areas and methods for improvement. The documentation is required for this measure and directly relates to the documentation submitted in 9.1.3 B & 9.1.4 B. For each of the two examples for all programs submitted in 9.1.3 B, provide evidence that the department has conducted an analysis of the goals and objectives, and has analyzed actual performance on measures related to the stated time-frames of the targets. The other required element is to document use of quality improvement tools to identify areas for improvement within the department. Some of the required analysis for this measure may be conducted as a part of 9.1.4 B. The link for this measure is to show how the monitoring and analysis of performance measures was used to evaluate the effectiveness of department work. Note: This measure is Not Applicable if measure 9.1.3 B is not met. This means that if measure 9.1.3 B is not demonstrated by the department, then this measure is also not demonstrated since 9.1.5 B is dependent upon measure 9.1.3 B having been completed.	Conformity to Measure ☐ Not Demonstrated ☐ Partially Demonstrated xx☐ Demonstrated

Reviewer's Comments:

Documents Used To Score This Measure: Work Plan Progress Report