1. **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.*

| 1. **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.*

|  |  |
| --- | --- |
| 1. **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 |

1. **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.*

|  |  |
| --- | --- |
| 1. **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.*

| 1. **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 |

1. **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.

|  |  |
| --- | --- |
| 1. **Declaration of Compliance Submittal**
 | **Points** |
| Declaration submitted on time  | 5 |
| Declaration was **not** submitted on time/**not** submitted | 0 |

|  |  |
| --- | --- |
| 1. **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.

| 1. **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.

|  |  |
| --- | --- |
| 1. **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 |

**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 |

1. **CLIENT SATISFACTION**

Client Satisfaction consists of three items and ten possible points.

|  |  |
| --- | --- |
| 1. **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.