**Evaluation Unplugged:**

**Essentials for Evaluating Behavioral Health Services (Sample)**

**Evaluation Basics**

At their essence, evaluations assess two things:

A) Processes: Did you engage in the activities you said you would?

B) Outcomes: Did your activities produce the desired outcomes?

Identify at least two process and two outcome goals. Then identify the method/data source you will use to document that these process and outcome goals were accomplished.

**A Brief Evaluation Plan (ABC Agency)**

***Process:***

* Goal I: Enroll at least 200 clients in the integrated health care (IHC) program
  + Data: EHR to provide number of clients participating in IHC program between 7/1/13 and 6/30/14
* Goal II: IHC patients will average 3+ visits in the first six months of treatment
  + Data: EHR used to provide average number of visits for IHC patients

***Outcomes:***

*(Note: Outcome goals should represent improvement relative to some point of comparison, either established guidelines, a comparison group, or an agency pre-intervention baseline measure.)*

* Goal I: Forty percent or more of IHC patients with depression will experience a 50% decline in their PHQ-9 scores 3 to 6 months after enrollment (40% guideline established by Institute for Health Care Improvement).
  + Data: EHR used to calculate PHQ-9 change over time
* Goal II: Emergency room visits for IHC patients (6 months follow-up) will decline by at least 20% (medium effect) relative to baseline (six months before integration).
  + Data: Hospital data (# ER visits) obtained for IHC patients

**Reporting Plan**

ABC agency will submit a 2-3 page evaluation report to (funder/board/leadership team). This document will contain three subsections. Section I (Background) will briefly describe ABC agency and the purpose of the integrated health care program. The second section (Evaluation Summary) will describe the process and outcome evaluation (e.g., goals, methods/data, and results). The final section (Agency Impressions) will offer a brief narrative summary of agency administrator/staff perceptions of notable accomplishments and challenges encountered.

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**Essentials for Evaluating Behavioral Health Services**

**Evaluation Basics**

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B) Outcomes: Did your activities produce the desired outcomes?

Please identify at least two process and two outcome goals. For each goal, list at least one method/data source you will use to demonstrate that the goal was accomplished.

**A Brief Evaluation Plan (Agency Name: )**

***Process:***

* Goal I: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Data: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Goal II: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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***Outcomes:***

* Goal I: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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* Goal II: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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**Reporting Plan**

Briefly describe the format, approximate length, and anticipated date of completion of your evaluation report. Feel free to cut and paste from the sample evaluation form if this describes your general plan for an evaluation deliverable.