



## INVESTMENT IN MENTAL HEALTH WELLNESS ACT OF 2013 TRIAGE PERSONNEL GRANT

### GRANTEE EVALUATION OF PROGRAM EFFECTIVENESS

All grantees are required to conduct their own evaluation of the effectiveness of increased triage personnel and/or the effectiveness of their improved crisis response system. To facilitate the summary, synthesis, and communication of evaluation findings across programs, the MHSOAC requests that all grantees use the following format when submitting their evaluation of program effectiveness report.

**Title Page:** Include program name, county name and grantee number.

**Executive Summary:** Include a brief summary of the grant-funded program, goals and objectives, evaluation questions, methodology, major findings, limitations and recommendations for additional areas of study. The executive summary should be no more than one page in length.

**Program Overview:** Include a brief overview of the grant-funded services and program elements. Information contained in this section should be aligned with the narrative provided in the “Program Operations” section of the approved grant application. If grant funding was used to support separate program components, provide a brief description of each component (e.g., mobile crisis, crisis line, outreach and engagement).<sup>i</sup> This section should provide the reader with a context and logic to support the selected evaluation methods and findings detailed in the subsequent sections.

**Goals and Objectives:** Identify the specific goals and objectives for increased triage personnel and/or improved crisis response system as outlined in the grantee’s approved proposal.

**Evaluation Questions and Methods:** Document the evaluation questions (e.g., does increasing mobile crisis personnel reduce mental health related hospital emergency room visits?) with a description of how each question will be answered via data collection and analysis. The description should include system indicators, measures, data sources and outcomes used to track and document the effectiveness of services. Include a description of the process used for collecting and analyzing data.

**Analysis and Findings:** Describe the results and your interpretation of whether specific system and individual outcomes were achieved. Include a discussion of all data collected and the results of the analyses used to answer each evaluation question (i.e., evaluation findings), and data analytic techniques (e.g., descriptive statistics, comparing means). Include a discussion of lessons learned and identification of any unexpected findings.

**Limitations:** Include a brief description of any issues that arose during the evaluation that may undermine the findings and conclusions (i.e., limited or missing data, selection bias, limited follow-up period).

**Recommendations and Next Steps:** Include a description of how evaluation findings will be used to guide future program activities and/or support ongoing quality improvement efforts.

**Appendix** (suggested items):

- Graphic logic model depicting linkages between program activities and desired outcomes
- List of stakeholders engaged in evaluation design, implementation and review
- Surveys, questionnaires or data collection instruments used in the evaluation

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<sup>i</sup> Grantees may elect to submit separate evaluation reports for each program component.