

Cover Sheet for Example Documentation

Please complete the following form and submit along with your documentation. If you have any questions, please email us at accreditation@astho.org.

The following documentation has been submitted to ASTHO for the Accreditation Library as a potential example of Health Department documentation that might meet the **PHAB Domain 9 Standard 1 Measure 1 A**.

This document is not intended to be a template, but is a reference as state health agencies develop and select accreditation documentation specific to the health department's activities.

Please note that the inclusion of documentation in this library does not indicate official approval or acceptance by PHAB.

Document Title:	Local Health Department Healthy Communities Grantee Satisfaction Survey						
Document Date:	06/08/2015						
Version of Standards and Measures Used: 1.5							
Related PHAB Standard and Measure Number							
Domain:	9	Standard:	1	Measure:	1 A	Required Documentation:	1
<p>Short description of how this document meets the Standard and Measure's requirements:</p> <p>This document contains a survey that was created to allow grantees from local health departments to provide feedback regarding the technical assistance and communication that the Nebraska Department of Health and Human Services provided within a specific set of programs. The collected results were used to modify the grants management process related to evidence-based health promotion activities, thus improving the collaborative efforts between the state and local health departments.</p>							
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<p>Can we attribute the document to your agency?</p> <p><input checked="" type="checkbox"/> Yes, you can include our agency name when posting</p> <p><input type="checkbox"/> No, please post the document anonymously</p>							
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Thank you for submitting your health agency's documentation to the Accreditation Library. We appreciate your contribution to this resource, and we look forward to continuing to provide you with assistance in your accreditation work.

The following are PHAB's policies for all submitted documentation¹:

- a. No draft documents will be accepted for review by PHAB.
- b. All documentation must be in effect and in use at the time that they are submitted to PHAB.
- c. Documents must be submitted to PHAB electronically. Hard copies of documents must be scanned into an electronic format for submission. PHAB will not accept hard copies of any documentation, either with documentation submission or at the site visit. In order for documentation to be considered by site visitors it must be in an electronic format and included in the health department's record of documentation in the e-PHAB system.
- d. A PDF version of all documentation is preferred. If a document is not a PDF, it should be in a commonly used program such as Word, Excel, or PowerPoint. Documents created using health department specific software, special graphics, or other program not commonly used, will not be accepted.
- e. In many cases, a measure is demonstrated only once, at a central point in the health department. Examples of these types of documentation requirements include department-wide policies (such as human resource policies), procedures, and plans. In these cases the requirement is for a specific, central document, rather than for examples.
- f. Where documentation requires examples, health departments must submit two examples, unless otherwise noted in the list of required documentation or the guidance.
- g. Health departments are encouraged to provide narrative that describes how the submitted document relates to and meets the requirement. Text boxes will be provided by e-PHAB for health departments to include descriptions and explanations.
- h. Health departments must comply with e-PHAB electronic submission requirements and processes.

¹ PHAB requirements as listed in National Public Health Department Accreditation Documentation Guidance, page 2: <http://www.phaboard.org/wp-content/uploads/National-Public-Health-Department-Accreditation-Documents-Version-1.0.pdf>

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Below is a satisfaction survey that a team of Division staff ask local health department Healthy Communities Grant recipients to complete annually. This survey allows grantees from the local health departments to provide feedback on the technical assistance and communication that the team provides. See highlights below. The results are used to modify the Grant program.

Local Health Department Healthy Communities Grantee Satisfaction Survey

These questions ask about your perceptions of the Division of Public Health Team that administers the Healthy Communities Grant Program with local health departments. The Team includes the following programs: Tobacco Free Nebraska, Preventive Health and Health Services Block Grant, Community Health Development, Cardiovascular Health Program, Nutrition and Activity for Health Program, Diabetes Prevention and Control Program, Comprehensive Cancer Control Program, Injury Prevention and Control Program. When the term “team member” is used in this survey, it refers to the representatives from these Division of Public Health programs.

We want to find out to what extent you are satisfied with the following elements of the Healthy Communities Grant Program: Technical Assistance, Training, Communication, and the Overall Grant Process.

Technical Assistance

How strongly do you AGREE or DISAGREE with each of the following statements about technical assistance?

(Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Don't Know)

- 1) I am very satisfied with the technical assistance that I receive...
- 2) I have to wait a long time for a response to my technical assistance questions...
- 3) I sometimes wonder if team members' technical information is correct...
- 4) The team has made an effort to schedule calls and site visits that are convenient to me...
- 5) The team members know about the latest public health information (e.g., best practices, policy, systems, environmental strategies, evaluation, and specific topic area information)...
- 6) I have easy access to the content specific technical assistance that I need (e.g., tobacco, diabetes, nutrition)...
- 7) Team members rarely give me advice about ways to improve my grant activities...
- 8) The team members are competent and work together well...
- 9) The information and guidance that I receive is consistent...
- 10) The team members with whom I work should give me more respect...
- 11) The team members with whom I work have a genuine interest in my grant activities...

What comments or suggestions do you have about technical assistance related to the Healthy Communities Grant Program?

Training

How strongly do you AGREE or DISAGREE with each of the following statements about training opportunities?

(Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Don't Know)

- 12) The state technical assistance team needs to provide more training opportunities relevant to my grant work...
- 13) I am very satisfied with the training opportunities that I receive...
- 14) The state technical assistance team has responded to my training needs...
- 15) The places where trainings are held are conveniently located...
- 16) The team members use technology to reduce travel time and cost as much as possible...

What comments or suggestions do you have about training related to the Healthy Communities Grant Program?

Communication

How strongly do you AGREE or DISAGREE with each of the following statements about communication?

(Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Don't Know)

- 17) If I need to contact my technical assistance team members, I can do so without any trouble...
- 18) During the site visits, I feel like I am able discuss what I think is important...
- 19) During the site visits, I feel like I can be really honest about my grant work...
- 20) I feel like the team members accurately reflect what we discuss during site visits in the summary they send to me...
- 21) Comments from team members during site visits are helpful...
- 22) The feedback that team members give me on my reports and overall grant activities is adequate and helpful...
- 23) Sometimes team members use public health terminology that I don't understand...
- 24) Sometimes team members make me feel foolish...
- 25) The team members encourage idea sharing between local health departments...
- 26) The team members connect me to other health departments who are doing work that is similar to mine...
- 27) The team members communicate with me enough about my grant...

What comments or suggestions do you have about communication related to the Healthy Communities Grant Program?

Overall Grant Process

How strongly do you AGREE or DISAGREE with each of the following statements about the overall grant process?

(Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Don't Know)

- 28) The team members are good at helping me to understand the Healthy Communities grant process...
- 29) The restrictions that team members have set (e.g., can't use funds to do screenings or health fairs) are barriers to providing the services that are needed in my health department coverage area...
- 30) The requirement to select a best practice is not a barrier to completing my project...
- 31) The team gives me enough time to complete my grant application...
- 32) The team ensures that I receive my payments in a timely manner...
- 33) I am very satisfied overall with the Healthy Communities grant experience...
- 34) I would rather have the opportunity to apply to a single source of funding for a range of health promotion topics than be required to apply for topic-specific funding from several different sources...
- 35) I would recommend participating in the Healthy Communities Grant Program to the health departments that haven't applied for funding...
- 36) The amount of reporting required for the Healthy Communities grants is reasonable...
- 37) The following things about the Healthy Communities Grant program need to be improved...

38) My favorite thing about the Healthy Communities Grant Program is...

39) My least favorite thing about the Healthy Communities Grant Program is...

What comments or suggestions do you have about the overall grant process related to the Healthy Communities Grant Program?

Overall comments:

Your responses will remain anonymous, if you would like us to associate your recommendations with your agency, please list your contact information below.

Name:

Health Department:

Email Address:

Division of Public Health
LHD Survey Results (2012)

The LHD project coordinators were asked about their perceptions of the effectiveness of the collaborative leadership team in four main areas: 1) technical assistance; 2) training opportunities; 3) communication; and 4) the overall grant process.

These are the 2012 results of the satisfaction survey. See tables below. The results were used by the collaborative team to make modifications to the Healthy Communities Grant program. Based on feedback from this survey, the group changed the number of technical assistance phone calls that were made during a year. They also provided more one-on-one check-in phone calls.

Survey Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know
Technical Assistance						
I am very satisfied with the technical assistance that I receive...	52%	33%	5%	0%	10%	0%
I have to wait a long time for a response to my technical assistance questions...	5%	0%	14%	43%	33%	5%
I sometimes wonder if team members' technical information is correct...	0%	5%	5%	48%	33%	10%
The team has made an effort to schedule calls and site visits that are convenient to me...	52%	38%	10%	0%	0%	0%
The team members know about the latest public health information (e.g., best practices, policy, systems, environmental strategies, evaluation, and specific topic area information)...	62%	29%	5%	5%	0%	0%
I have easy access to the content specific technical assistance that I need (e.g., tobacco, diabetes, nutrition)...	48%	43%	5%	5%	0%	0%
Team members rarely give me advice about ways to improve my grant activities...	5%	0%	5%	48%	43%	0%
The team members are competent and work well together...	48%	52%	0%	0%	0%	0%
The information and guidance that I receive is consistent...	48%	43%	5%	5%	0%	0%
The team members with whom I work should give me more respect...	0%	5%	29%	19%	48%	0%
The team members with whom I work have a genuine interest in my grant activities...	52%	43%	0%	0%	5%	0%
Training						
The state technical assistance team needs to provide more training opportunities relevant to my grant work...	5%	29%	29%	29%	5%	5%
I am very satisfied with the training opportunities that I receive...	19%	62%	5%	10%	0%	5%
The state technical assistance team has responded to my training needs...	19%	62%	10%	5%	0%	5%
The places where trainings are held are conveniently located...	5%	52%	24%	14%	0%	5%
The team members use technology to reduce travel time and cost as much as possible...	19%	48%	19%	0%	5%	10%
Communication						
If I need to contact my technical assistance team members, I can do so without any trouble...	52%	33%	5%	5%	0%	5%
During the site visits, I feel like I am able to discuss what I think is important...	38%	38%	14%	5%	0%	5%
During the site visits, I feel like I can be really honest about my grant work...	38%	48%	10%	0%	0%	5%
I feel like the team members accurately reflect what we discuss during site visits in the summary they send to me...	43%	48%	0%	5%	0%	5%
Comments from team members during site visits are helpful...	43%	48%	0%	0%	5%	5%
The feedback that team members give me on my reports and overall grant activities is adequate and helpful...	38%	48%	10%	5%	0%	0%
Sometimes team members use public health terminology that I don't understand...	0%	10%	10%	43%	38%	0%

Survey Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know
Sometimes team members make me feel foolish...	0%	5%	5%	24%	67%	0%
The team members encourage idea sharing between local health departments...	38%	38%	14%	0%	5%	5%
The team members connect me to other health departments who are doing work that is similar to mine...	43%	33%	19%	5%	0%	0%
The team members communicate with me enough about my grant...	38%	43%	5%	10%	0%	5%
Overall Grant Process						
The team members are good at helping me to understand the Healthy Communities grant process...	24%	67%	5%	0%	0%	5%
The restrictions that team members have set (e.g., can't use funds to do screenings or health fairs) are barriers to providing the services that are needed in my health department coverage area...	5%	19%	24%	33%	10%	10%
The requirement to select a best practice is not a barrier to completing my project...	19%	67%	5%	10%	0%	0%
The team gives me enough time to complete my grant application...	19%	52%	10%	10%	0%	10%
The team ensures that I receive my payments in a timely manner...	29%	62%	0%	5%	0%	5%
I am very satisfied overall with the Healthy Communities grant experience...	33%	52%	10%	5%	0%	0%
I would rather have the opportunity to apply to a single source of funding for a range of health promotion topics than be required to apply for topic-specific funding from several different resources...	19%	29%	33%	5%	10%	5%
I would recommend participating in the Healthy Communities Grant Program to the health departments that haven't applied for funding...	38%	57%	5%	0%	0%	0%
The amount of reporting required for the Healthy Communities grant is reasonable...	24%	62%	5%	5%	0%	5%