**APPENDIX A: STORYBOARD TEMPLATE**

**LOCAL HEALTH DEPARTMENT NAME:** Houston Dept of Health and Human Services  
**ADDRESS:** 8000 N. Stadium Drive  Houston, TX 77054  
**PHONE NUMBER:** 713-794-9927  
**SIZE:** ~1300 employees  
**POPULATION SERVED:** ~2.1 million  
**PROJECT TITLE:** What’s Going On? An Evaluation of Current Evaluation Efforts  

<table>
<thead>
<tr>
<th>PLAN</th>
<th>Identify an opportunity and Plan for Improvement</th>
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| **1. Getting Started**  
• Perform self-assessment  
• Identify Essential Service #9, Evaluation, as the target area for improvement |  

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<tr>
<th>DO</th>
<th>Test the Theory for Improvement</th>
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| **6. Test the Theory**  
On-line survey beta-tested in one area of Department. |  

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<th>CHECK</th>
<th>Use Data to Study Results of the Test</th>
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| **7. Check the Results**  
• Became clear that lack of common lexicon precluded use of Survey Monkey.  
• Decided instead to perform face-to-face in depth survey of randomly selected program areas within the department.  
• Survey performed in eight areas, epidemiology, children’s health services, two clinical regions, information technology, human resources, water resources protection, and jail health.  
• We found that evaluation activities within HDHHS range from federally or state-mandated and quite extensive to non-existent. |  

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<th>ACT</th>
<th>Standardize the Improvement and Establish Future Plans</th>
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| **8. Standardize the Improvement or Develop New Theory**  
• Survey of entire department regarding extant evaluative practices to be performed within the next twelve months, following more extensive training so that everyone starts at same level of knowledge. |  

| 9. Establish Future Plans  
• Based on the data gathered, selected recommendations were crafted:  
  ○ Additional training for managers regarding importance and construction of evaluative methods  
  ○ There were a few units where a fuller, deeper version of the PDCA model might be used to highlight program needs and possible improvements. Information Technology is one example and it is anticipated that such and such will occur within the next twelve months.  
  ○ On-going training regarding the importance of program evaluations will continue. Survey results will be used to design this training. |