

# THE WESTERCOVE™ GRIEF SUPPORT APP EVALUATION RUBRIC

Developed by Dr. Wesley Carter, LSSBB, and Judith Johnson-Hostler, LCMHCS, LCAS, NCC, CSI

**GATE, RED LINES, AND DOMAINS 1 TO 6**

**APP NAME** \_\_\_\_\_ **REVIEWER** \_\_\_\_\_ **DATE** \_\_\_\_\_ Clear form

## 01 — THE GATE

Which job is this product built to do?

Bereavement                      Grief  
General mental health              Hybrid

**Bereavement** refers to the tasks a death creates and has a distinct end.

**Grief** refers to the emotional, physical, cognitive, relational, and spiritual response to loss.

## 02 — RED LINES

Any check disqualifies the grief support tool.

Replaces clinical care                      Promises impossible outcomes  
No crisis pathway                      Bereavement tasks only

| DOMAIN AND DECISION                                          | 0                                          | 1                                        | 2                                      | 3                                                          |
|--------------------------------------------------------------|--------------------------------------------|------------------------------------------|----------------------------------------|------------------------------------------------------------|
| <b>1. Risk and safeguarding</b><br>What happens in a crisis? | No crisis pathway                          | Crisis support is difficult to find      | Crisis support is clear and accessible | Detects risk; support is clear and accessible              |
| <b>2. Clinical grounding</b><br>Grounded in grief research?  | No grief research named                    | Research claimed, not accessible         | Credible sources named and accessible  | Credible research shaped design and functionality          |
| <b>3. Scope of loss</b><br>Is my client's loss within scope? | Scope not stated                           | Death related loss only                  | Death plus one nondeath loss           | Death and nondeath losses included                         |
| <b>4. Continuity</b><br>Retell it every time?                | Starts over each time                      | Stores entries but ignores context       | Remembers only within current session  | Retains the griever's history across entries and over time |
| <b>5. Confidentiality</b><br>Who can access the entries?     | No policy, or data used to sell to griever | Third parties can read griever's entries | Access and retention clearly disclosed | Private to griever; export enabled                         |
| <b>6. Choice and pacing</b><br>Can griever control the pace? | Rewards frequent use                       | Reminders can be disabled                | Griever chooses when to engage         | Skip anything; return anytime                              |

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**DOMAINS 7 TO 13, TOTAL, AND DECISION**

| DOMAIN AND DECISION                                                | 0                                | 1                                            | 2                                       | 3                                                |
|--------------------------------------------------------------------|----------------------------------|----------------------------------------------|-----------------------------------------|--------------------------------------------------|
| <b>7. Interaction summary</b><br>Can tool summarize usefully?      | No entry summary available       | Requires copying or screenshots              | Compiled, but only into a list          | Clinician readable; griever controls sharing     |
| <b>8. Cultural and identity</b><br>Are griever's beliefs honored?  | Generic; identity sidestepped    | Identity noted; responses stay generic       | Some responses reflect culture or faith | Griever selects culture, faith, and loss context |
| <b>9. Access, cost, and reach</b><br>Is the tool accessible?       | Payment required before use      | Free tier with reduced capability and access | Free tier access on one platform        | Full free access online and by phone             |
| <b>10. Claims and boundaries</b><br>Are claims and limits clear?   | Untraceable claims, or treatment | Claims exceed the evidence                   | Claims match evidence; limits unstated  | Claims match evidence; limits stated             |
| <b>11. Expression and record</b><br>Can past entries be retrieved? | Entries not saved                | Saved but difficult to find                  | Past entries easy to retrieve           | Entries retrievable and themes identified        |
| <b>12. Education</b><br>Is education present and relevant?         | No educational content           | Limited education content                    | Education matched to the loss           | Relevant education matched to specific entries   |
| <b>13. Other people</b><br>Is a real person available?             | Software only                    | Unmoderated community; directory included    | Moderated community or human referral   | Trained human support, with consent              |

## TOTAL SCORE

/ 39

## DECISION

**32 to 39**

Recommend with confidence

**25 to 31**

Recommend with caveat

**16 to 24**

Narrow need; discuss gaps

**Below 16**

Withhold

**Any red line**

Withhold

*Award the highest score whose anchor is fully met, not the one it aspires to.*