



Policy Number: 15  
Effective: May 1, 2008  
Revised: September 18, 2017, October 8, 2020

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Subject: Performance Improvement System

## **PURPOSE:**

Camden County Developmental Disability Resources (CCDDR) shall have a policy for a Performance Improvement System so that its Support Coordination Program is exemplary and will meet the needs and expectations of clients, families, and its contracted obligations to the Department of Mental Health, Division of Developmental Disabilities.

## **POLICY:**

CCDDR's Support Coordination Program will provide customer-driven services resulting in client satisfaction and improved service delivery performance. Measures of the Support Coordination Program's effectiveness, efficiency, access to services, and client satisfaction will be collected and evaluated to determine the impact of services on our clients' lives; facilitate performance improvement; assist in program planning and direction; and promote appropriate utilization of resources. Performance improvement information collected will be done so in accordance with applicable State and Federal guidelines, and confidentiality will be maintained.

CCDDR staff determines and utilizes a consistent approach for the development of performance measurement in collaboration with clients, family members, board members, and other community stakeholders. The format for describing the objectives, measures, data, results, and implications will be standardized throughout the organization. Performance indicators will be identified and may change accordingly to the current environment, expectations, best practices, operations, and other related factors. The performance improvement system includes measures of effectiveness, efficiency, service access, and client satisfaction, including attempted follow-up with discharged clients, as well as input from other stakeholders. All information and methodologies will be recorded. Applicable data will be tabulated, reported, and compared to pre-established standards or goals.

1. **Effectiveness:** Effectiveness indicators will typically involve expanding access to or availability of community resources; expanding service delivery options; mitigating or eliminating community access barriers; and increasing community inclusion opportunities. CCDDR will also monitor personal outcomes and goals identified in each client's Individual Support Plan. In general, progress will be measured and identified through the agency's Strategic Plan and/or other agency plan initiatives and progress.
2. **Efficiency:** Efficiency indicators should be information that managers need in order to

make programmatic decisions. Efficiency indicators can involve cost, utilization, access to services, and/or productivity of staff. Support Coordinators should complete duties necessary for service provision in a timely and professional manner.

3. **Service Access:** Service access indicators will be appropriate to the Support Coordination program's history and operations. Access indicators may include wait time to begin services after referral or intake, wait time to receive an initial appointment, and ease of reaching Support Coordinator after services have been established.
4. **Client Input:** Input will be collected through client satisfaction surveys. Client satisfaction surveys will be sent to all active clients and/or their legal representative after the annual plan meeting and responses will be tabulated. A return envelope will be provided along with the survey instrument. Clients may choose not to participate.

The Executive Director will collaborate with agency staff and the Board of Directors to determine all performance improvement indicators. A compilation of all performance improvement information will be included in various periodic reports with a summary of the measure of effectiveness, efficiency, service access, client satisfaction, follow-up data from clients, analysis, program implications, stakeholder input, and any recommendations for improvement. The performance analysis reports will result in action plans to address needed improvements. Written reports will be provided to the CCDDR Board of Directors, staff, clients, funders, the Camden County Commission, related agencies, referral sources, and other stakeholders. Applicable written reports will be published on CCDDR's website. Performance reports will also be compiled and presented to CARF for the accreditation process.

#### **REFERENCES:**

- CARF Standards Manual