

The Fairfax County

Human Services System

Performance Management

based on Results-Based Accountability

Working Together To Achieve Better Results



10/19/2015

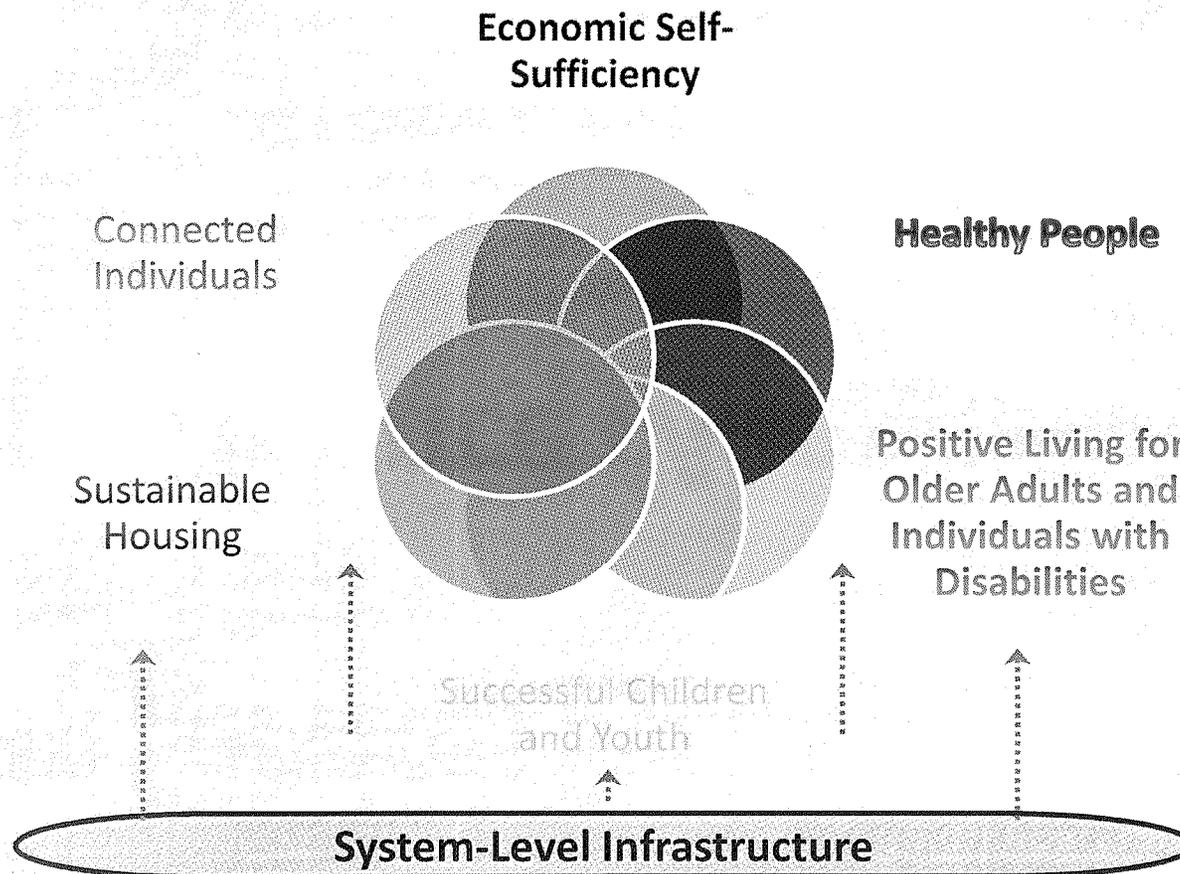
Fairfax County, Va. Publication • October 2012



The Fairfax County **Human Services System**

Results We Seek

As a human services system, we strive to achieve results within six overarching focus areas. We also recognize system infrastructure has a direct impact on the effectiveness of the human services system. Progress in achieving results is reviewed periodically to ensure continuous improvement.

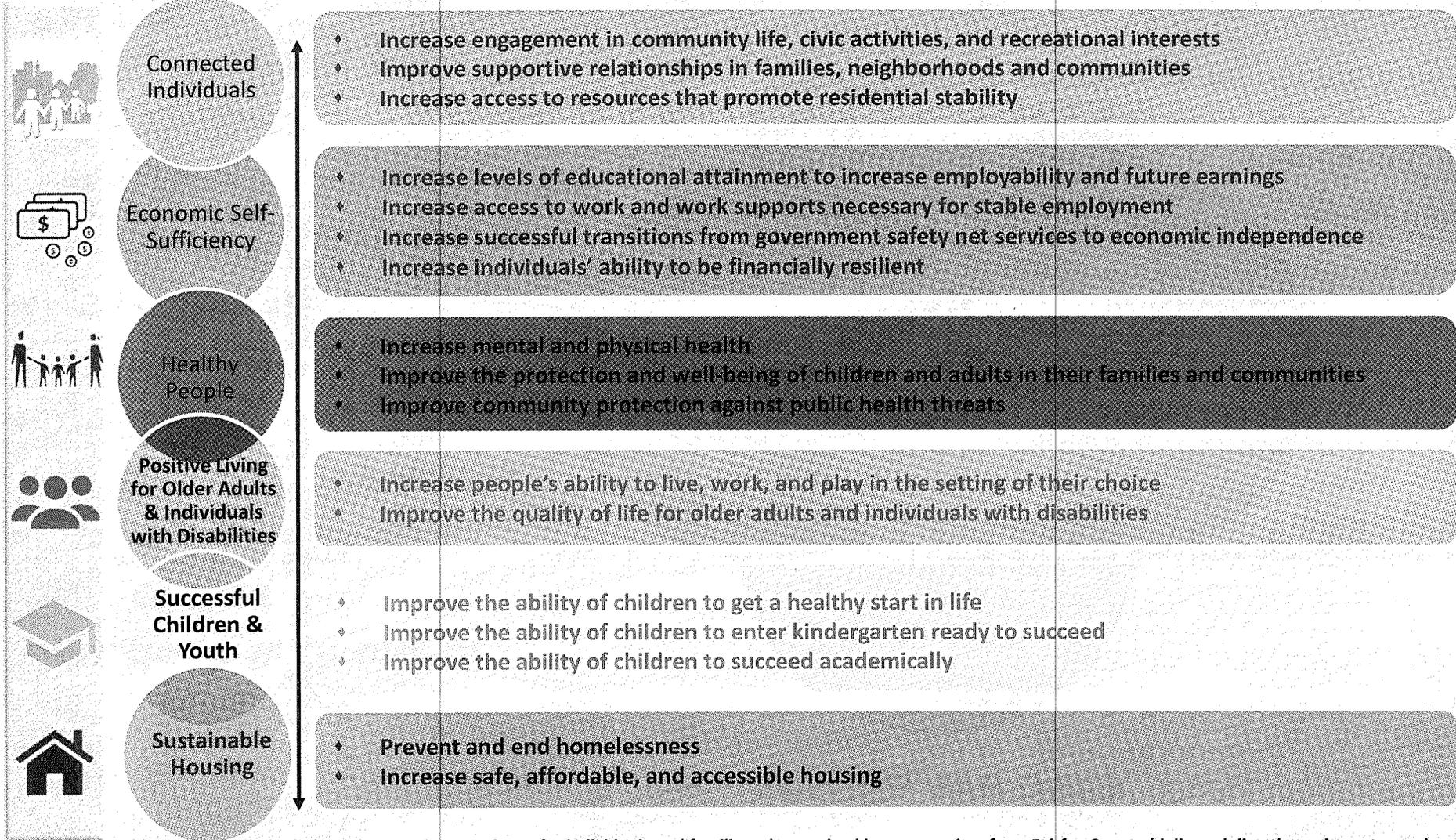




The Fairfax County Human Services System

Results We Seek

What We Want to Achieve*



* Outcomes on these goals are for individuals and families who received human services from Fairfax County (delivered directly or via contractor)



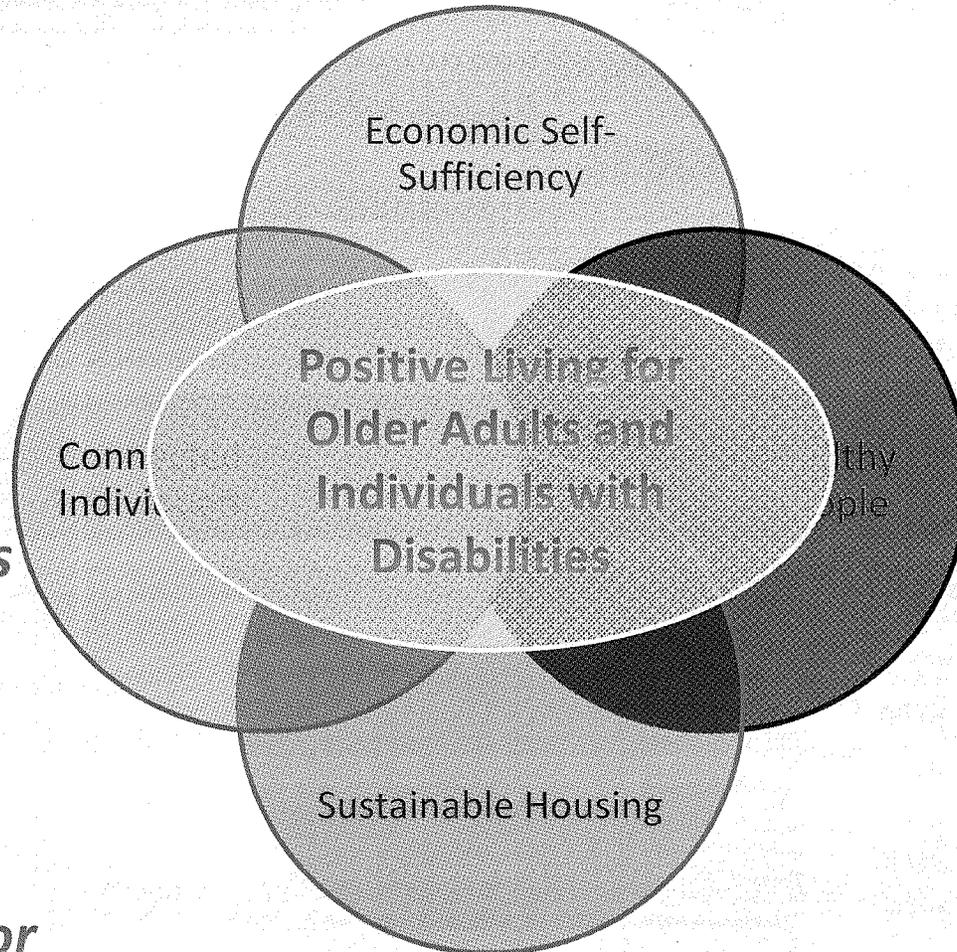
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Results We Seek

Populations served

Individuals with one or more of these characteristics:

- *Older & Active Adults*
- *Providing care for a family member*
- *One or more Disabilities*
- *Developmental Delay and/or Intellectual Disabilities*
- *Mental Illness and Alcohol or Drug Abuse or Dependency*

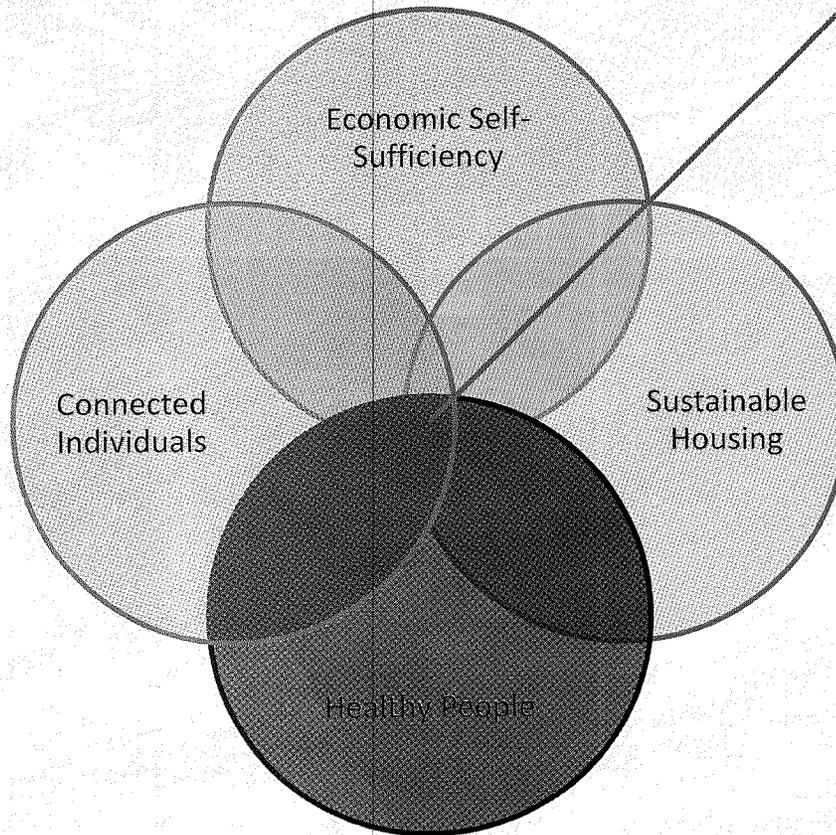


What Do We Want to Achieve?



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Results We Seek



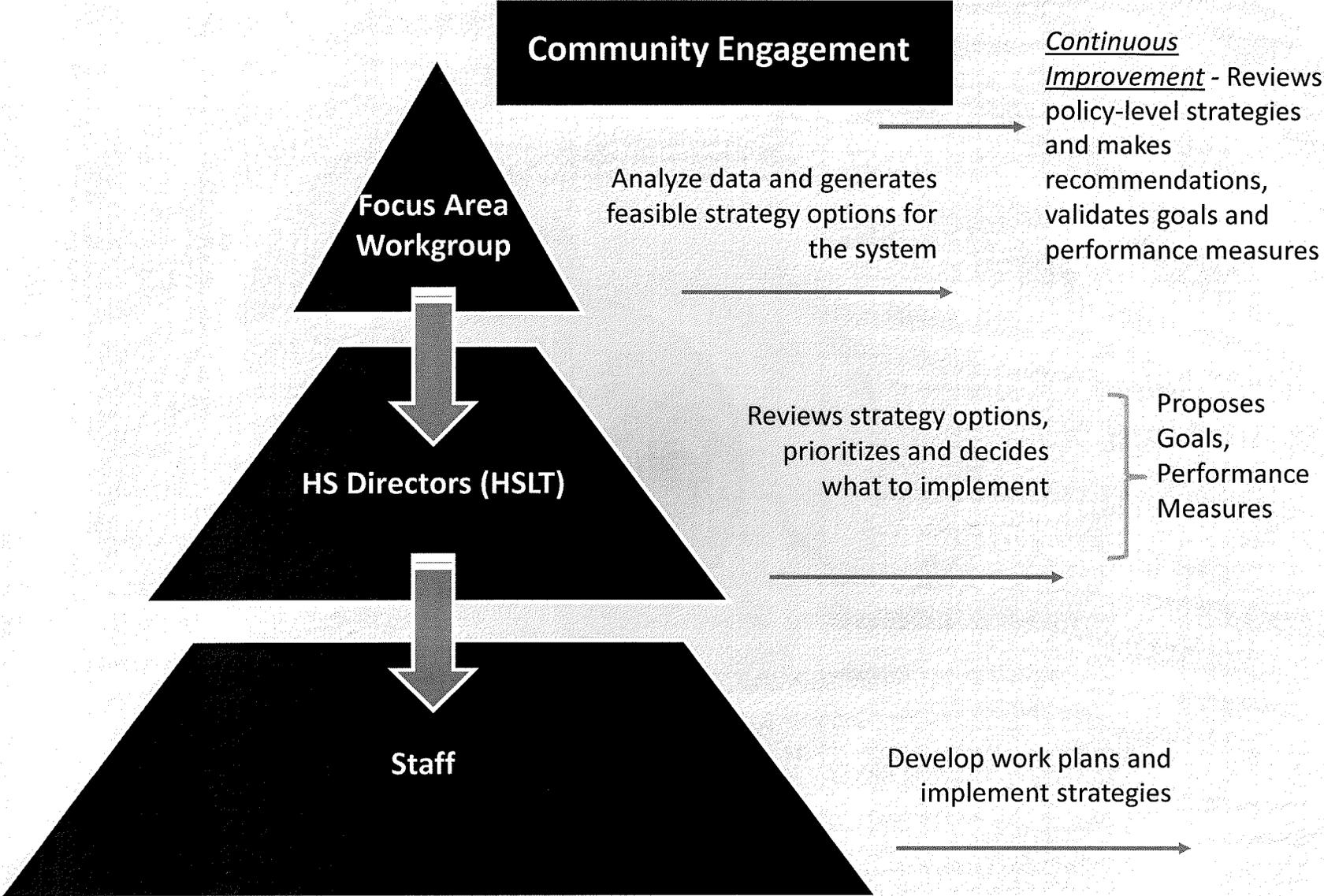
Positive Living for Older Adults and Individuals with Disabilities

What Do We Want to Achieve?*

- *Increase people's ability to live, work, and play in the setting of their choice*
- *Improve the quality of life for older adults and individuals with disabilities*

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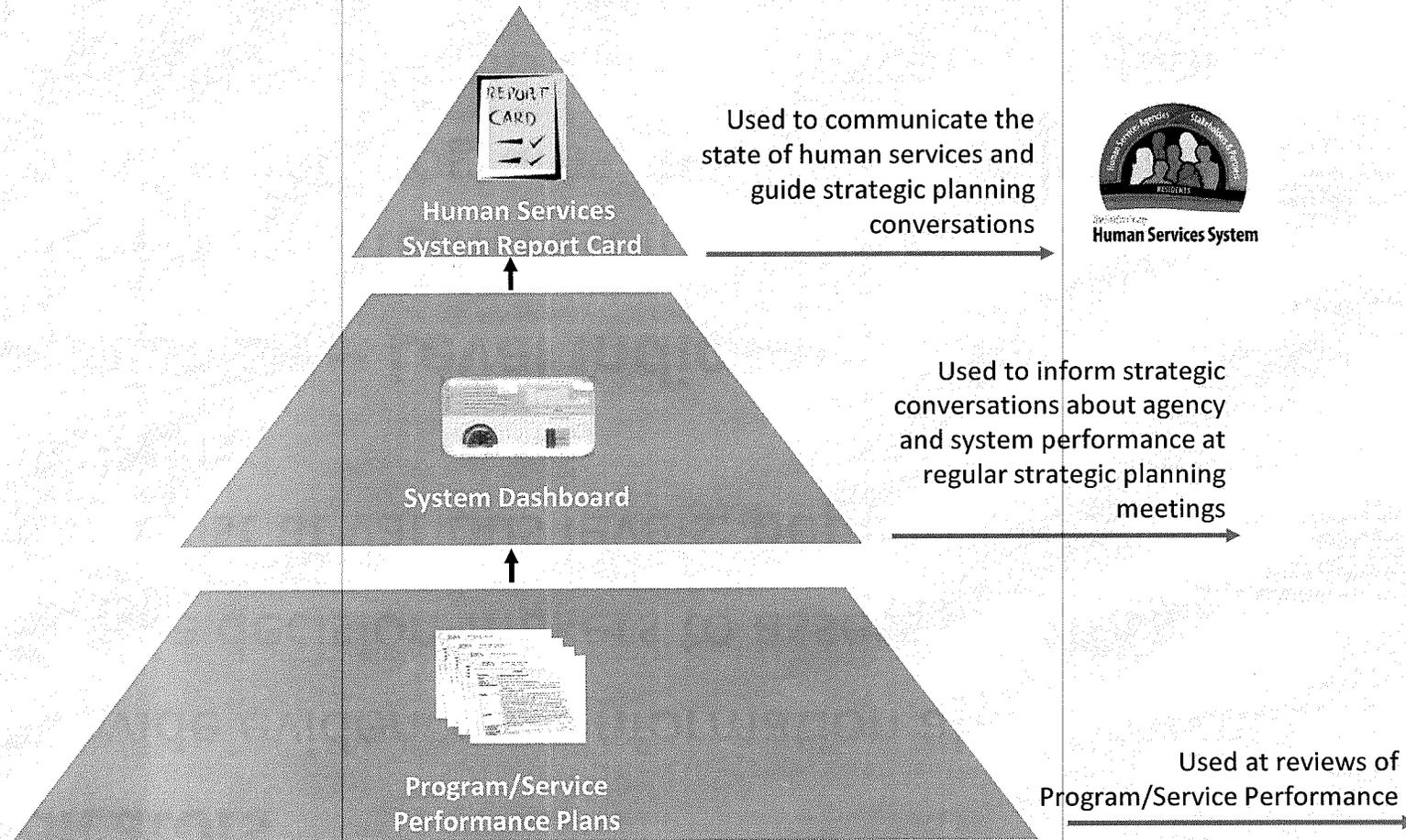
Fairfax County Human Services System Accountability Model





The Fairfax County Human Services System

Tools to help along the way...





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Indicators

- Provide evidence or information about conditions
- Enable decision-makers to assess progress
- Can exist at various levels: population, agency, and program

Population – Level Indicators

- Reflect long-term results of the efforts of a number of different programs, agencies, and initiatives
- Provide information about the context in or assumptions under which these interventions operate (environmental/contextual factors)



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Strategies...

- ❖ Describe ***How*** not ***What***
- ❖ Identify **specific actions** taken to achieve a goal or objective
- ❖ Used to achieve a specified result

Strategies may be developed in various categories: policy, program, outreach and education, data collection

