

Policy Number: 2400  
Policy Title: Performance  
Management and  
Improvement  
Date Adopted: September 23, 2020

### Purpose

The Code of Virginia mandates that Community Services Boards review and evaluate public and private community services for individuals with mental health, substance use and co-occurring disorders and intellectual disability that receive funds from each board. These findings are to be reported to the governing bodies that established each Community Services Board.

A program of performance management and improvement is one way to achieve the goals of review and evaluation. Performance management refers to a framework of assessing and improving services and supports. A comprehensive performance management program includes establishing goals, objectives, and supporting metrics to measure individual service outcomes, monitor agency performance and business processes, identify improvement opportunities, and facilitate improvement processes. This policy provides guidance for a system-wide performance management and improvement program, to ensure organizational efficiency and effectiveness and to promote positive outcomes for individuals, families and the community.

### Policy

The Fairfax-Falls Church Community Services Board (CSB) values the provision of quality services within a system of services and supports that promotes self-determination, empowerment, recovery, resilience, health, and the highest possible level of participation by individuals receiving services in all aspects of community life.

It is the policy of the CSB that the agency conducts a performance management program that has as its goal the improvement of individual outcomes, CSB services and business processes and overall performance.

This program:

- Places data into a framework that facilitates data-driven management decisions. Establishes agency goals and objectives and evaluates outcomes to identify success measures and strategies for improvement
- Develops, implements, and maintains a performance structure that measures effectiveness and efficiency of and access to services and supports, and incorporates feedback and lessons learned from persons served and other stakeholders

- Promotes a learning culture, involving consumers, staff, and stakeholders in working toward organizational mission and strategic goals.
- Collaborates with state and county officials on performance management initiatives
- A performance management report will be incorporated into the CSB Strategic Plan annual end-of-year report and provided to the CSB Board.

It is the responsibility of the Executive Director to work with the Board and staff to implement this policy.

Approved Sheila Jonas September 23, 2020  
 CSB Board Secretary Date

References

- Code of Virginia: 37.2-504-A.1
- *2013 Behavioral Health Standards Manual*, published by the Commission on Accreditation of Rehabilitation Facilities (CARF): United States
- State Board Policy 1016 (SYS) 86-23 Policy Goal of the Commonwealth for a Comprehensive, Community-Based System for Services  
*Envision the Possibilities: An Integrated Strategic Plan for Virginia’s Mental Health, Mental Retardation, and Substance Abuse Services System, 2006*
- *2008 Standards and Guidelines for the Accreditation of Managed Behavioral Healthcare Organizations*, published by the National Committee on Quality Assurance (NCQA): Washington, DC

Policy Adopted: December 16, 2015 (*Replaces Policy 2200 dated June 24, 2009*)  
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