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 performance management and improvement program 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 measuring individual service outcomes, monitoring agency performance and business processes, identifying improvement opportunities, and facilitating 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 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 ___________________________   December 16, 2015
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