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Communities Connected *for* Kids

Title Performance and Quality Improvement		**Number** 804	
Department: Quality Management	**Owner** Director of Quality Management	**Regulatory Authority/ Related Policies:** None	**Attachments:** NA
Effective Date: November 2013	**Last Revision:** March 2026	**Review Date:** March 2026	

Purpose: Communities Connected *for* Kids has created a system of an organization-wide Performance and Quality Improvement (PQI) performance program advances efficient, effective service delivery and achievement of strategic and program goals.

Policy: :

Communities Connected *for* Kids sets forth expectations and broad goals that merit ongoing monitoring. Communities Connected *for* Kids promotes quality by using short-term and annual plans for strategic planning evidenced by the Quality Management Plan, Provider Services Monitoring Manual, Strategic Planning and our System of Care.

Communities Connected *for* Kids encourages service delivery processes that have been shown to contribute to positive outcomes focusing on customer satisfaction and recognizing contributions to performance and quality improvement of the staff.

The Communities Connected *for* Kids Quality Management Plan allows quality measures to positioned and measured for compliance, implementation and service delivery.

Communities Connected *for* Kids encourages the use of communication of quality information to make improvements through-out the organization and provide information useful for improving programs and practice.

All staff and stakeholders receive training and support that increases their capacity to participate in, conduct and sustain performance and quality improvement activities. Information on the PQI framework and functions with-in the organization, survey results and service delivery will be distributed in the new board member packets and through Human Resources.

Approved by:

DocuSigned by:
Carol DeLoach
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Carol DeLoach, CEO