

**Those “Other” Outcomes:  
Identifying, Measuring, Evaluating and Using  
Administration and Management Outcomes**

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**COA Conference**

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**9:30 – 11:00 a.m.**



# Introduction

- **Organizations seeking accreditation for the first time may find a challenge in developing outcomes for administration management**
- **Re-accrediting organizations may have to enhance outcomes in these areas since the PQI standards were updated last year**
- **COA continues to require these “non program” and “non client” outcomes and evidence**
- **These “other outcomes” will support service delivery and will contribute to the successful pursuit of accreditation**

## Learning Objectives in this Workshop

- **What are these “other outcomes”**
- **Are these “other outcomes” the same for all organizations?**
- **What are the data sources or evidence you need to measure/evaluate these outcomes?**
- **What will meet the expectations of the standards?**
- **How to incorporate these outcomes in your PQI activities**

## **PQI 2**

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**A PQI system has an infrastructure that has the capacity to:**

- a. Identify organization-wide and program-specific issues**

## **PQI 4.04**

- **The organization collects and monitors data on management and operational performance to:**
  - **Strengthen and build organizational capacity**
  - **Measure progress toward achieving its strategic goals and objectives**
  - **Evaluate operational functions that influence the capacity to deliver services**
  - **Identify and mitigate risk**

# Board/Governance

- **Diversity**
- **Skill Sets**
- **Recruiting new members**
- **Financial Contributions**
- **Attendance**

**Data/Evidence source**

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# Governance

- Effectiveness of community education and outreach

Data/evidence source

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# Financial Viability

- **Benchmarks and/or goals for monthly budget performance: income & expenses**
- **Unit cost analysis for each service**
- **Other financial markers**
- **Accounting Processes and Safeguards**

**Data/Evidence source:** \_\_\_\_\_



# Workforce/Human Resources

- **Workforce gap analysis**
- **Staff Satisfaction Surveys**
- **Reviews of workloads**
- **Annual Staff evaluations: trends, patterns?**
- **Independent Contractors**
- **Retention Data:**
  - **Managers and supervisors; Direct service staff**

**Data/Evidence sources:** \_\_\_\_\_

# Risk Management

- **Accidents, Incidents: patterns, trends**
- **Grievances (client, staff): patterns, trends**
- **Environmental Safety**
- **Review of driver's licenses and records**
- **Medication management**
- **Public relations**
- **Privacy and Data Protection**

# Risk Management, continued

- **IT policies and protections; social media**
- **Regulatory Compliance**
- **Contract Management**
- **Emergency Management procedures**
- **Compliance (corporate)**
- **Interagency collaborations/Partnerships**

**Data/Evidence sources** \_\_\_\_\_

# Fund Development

- **Ethical Fundraising practices**
- **Event analysis (cost versus income)**
- **Resource development targets:**
  - **Individuals**
  - **Corporations**
  - **Foundations**
  - **Other**

**Data/Evidence source:**

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# Training

- Annual review of training plan
- Annual review of orientation for new hires
- Evaluation of individual training
- Effective use of training (internal, external)

Data/Evidence source: \_\_\_\_\_

# Supervision

- **Documentation of supervision sessions**

**Data/Evidence source:** \_\_\_\_\_

# Evaluate your organization

- **In which areas of administration and management have you developed outcomes?**
- **Do your outcomes have accessible data and/or evidence sources?**
- **Have you identified improvement areas?**
- **Where do you need to develop these “other” outcomes?”**

# Questions?

- For more information and/or discussion contact information is:
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