

**Cottonwood, Incorporated
Policies and Procedures**

SECTION: Administrative

POLICY NO: 04-017

SUBJECT: Outcome Management System

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EFFECTIVE DATE: March 1991

Policy:

Cottonwood, Inc. is committed to the provision of quality services and supports to persons with Intellectual/Developmental Disabilities. To that end the satisfaction of these services and supports is of primary importance. Through an outcome management system, Cottonwood evaluates and reports on the performance of key service indicators and consumer satisfaction on an on-going and regularly reviewed basis.

Procedures:

1. Primary objectives are generated from consumer and stakeholder input. Suggestions from these groups are then formulated into objectives to achieve measurable outcomes within each department.
2. Supplemental measures, service descriptors and definitions will be included in the annual Management Report for purposes of clarification and to broaden the data base.
3. Management staff will also prepare a semi-annual oral Progress Report on the evaluation of outcomes of services provided by Cottonwood. Information from reports shall be shared with staff members, consumers, the Board of Trustees and to the various public through newsletters, annual reports and other methods of communication. Such reports shall at least include program effectiveness, program efficiency, and satisfaction with the services received by consumers. An interpretation of the results will be included also to identify when goals are met or unmet. In addition, plans on how to meet objectives in the future will be addressed.
4. The Outcome Management system shall be utilized at all levels of the organization involved in administrative functions and in programmatic functions.
5. The Outcome Management system will be reviewed on an annual basis by the administrative staff with input from the various service components. Objectives and measures shall be revised as determined by the desired outcomes of persons served and included in the following year's plan. The Outcome Management system has been integrated with the organization's strategic planning process to assist in meeting the needs and preferences of current and prospective consumers.