

# PEOPLE'S PLACE

## Program Performance Improvement Policy

Approved By: Board of Directors  
Review/Revision Date: 8/01/2009

### I. PURPOSE

The purpose of this policy is to provide guidelines that will be utilized in the program performance improvement process of People's Place.

### II. POLICY STATEMENT

It is the policy of People's Place that the performance improvement process is used to continuously monitor the services that are provided by People's Place and that the performance data will be utilized to continuously improve services.

### III. APPLICATION

This policy applies to all People's Place agency services.

### IV. DEFINITIONS

None.

### V. STANDARDS

- A. Each program shall establish utilization and outcome measures for the services they provide which are reviewed quarterly.
- B. Board shall review the summarized data and make recommendations on any issues that rise to a policy or budgetary level.
- C. If the Board identifies areas of improvement then the Associate Director develops performance improvement plans with the programs.
- D. Program implements performance improvement plan.
- E. Information generated by the performance improvement system shall be utilized in strategic planning.

### VI. EXHIBITS

- A. Program Performance Improvement Form