



## Performance and Quality Improvement

**Healthy Families Counseling & Support** is deeply committed to serving our clients. We seek to maintain high standards of accountability for our stewardship of the resources entrusted to us. Achieving such standards requires an ongoing commitment to improving the quality of our services and processes. To help us meet this commitment, we have developed a performance and quality improvement (PQI) program.

Our PQI program involves staff at all organizational levels as well as other stakeholders under the guidance of our PQI coordinator. PQI teams are formed, as needed, to address performance and quality improvement issues. These teams analyze and plan in order to determine how best to address the issues raised, and then make and implement recommendations based on their findings.

Our PQI plan is tied to our strategic plan. Current strategic goals include expanding community awareness of **Healthy Families** and its services, increasing funding and funding sources for the services we deliver, and enhancing the diversity and influence of our Board of Directors.

An effective PQI program requires measuring the effectiveness of our processes. Processes currently measured by **Healthy Families** include service delivery, productivity, customer satisfaction, outcomes and completion rates for various programs.

**Healthy Families Counseling & Support** values our relationships with our stakeholders – our supporters as well as our service recipients – and we invite you to share your thoughts about our services and programs and key strategic goals.

*For additional information about our PQI program please contact:*

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