



Components of a Comprehensive PE/QA System



Panel Presentation

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Purpose of a PE/QA System

Establish collective pride in and respect for our Agency through accountability, integrity and trust

- Ensure quality services for customers, partners, and other stakeholders
- Ensure the competence and professionalism of VR Staff
- Ensure compliance with federal and state laws, rules and regulations
- Ensure statewide consistency in the provision of services
- Ensure statewide consistency in leadership and performance expectations



PE/QA System Components

- Standards, Measurements and Analysis
- Case Management System
- Staff Training, Education and Development
- Case Review System
- Strategic Plan
- Policy and Procedures Manual



PE/QA System

Components continued

- Comprehensive Statewide Needs Assessment (CSNA)
- External Stakeholder Measures
- Consumer Satisfaction Surveys
- Fiscal Controls
- Cost Benefits Analysis or Return on Investment
- Communication, Feedback and Performance Management



Wrap-Up

- Questions and Answers
- Discussion
- Feedback