

<p>Rainy River District Social Services Administration Board</p>	<p>Policy Area</p> <p><b>GOVERNANCE</b> Ends Policies</p>
<p><b>EVALUATION OF ENDS PROGRAM EVALUATION</b></p>	<p>Policy Number</p> <p>G-24.3</p>

## Preamble

The Rainy River District Social Services Administration Board (RRDSSAB) is committed to *Excellence in Governance*. As part of its commitment, RRDSSAB adheres to a program evaluation process which ensures accountability, continuous quality improvement, a common vision, and forward-thinking.

## Policy

The Board, in the pursuit of its mission, engages in a program evaluation process to:

- a) become more aware of the level of quality of services it provides;
- b) be more accountable for its services; and
- c) be better able to improve the quality of its services.

Administration develops and implements administrative policies and procedures for the purpose of program evaluation and continuous quality improvement.

## Procedure

1. Administration uses whatever means are most practical to evaluate the effectiveness and efficiencies of its programs and services, including, but not limited to the following sources:
  - a) client feedback;
  - b) community/public feedback;
  - c) referral source feedback;
  - d) file audits;

- e) incident reports and complaints; and
  - f) financial and service reports.
2. Administration utilizes, but is not limited to, any of the following methods of evaluating or measuring the quality of its programs and services:
- a) direct observation of program activity;
  - b) file audits;
  - c) staff interviews or questionnaires;
  - d) client interviews or questionnaires;
  - e) referral source interviews or questionnaires;
  - f) community surveys; and/or
  - g) establishing periodic quality review or evaluation panels.
3. At minimum, program evaluation is included in the annual operational/business planning process.

### **Outcome Statistics**

1. Administration utilizes outcome statistics as part of its program evaluation process. Outcome statistics may include any or all of the following, but will not be limited to:
- a) number of referrals or clients;
  - b) referral sources;
  - c) reason for referrals;
  - d) unit costs;
  - e) financial and budget statements: actual and projected;
  - f) incident or serious occurrence reports;
  - g) service utilization reports; and/or
  - h) case management reports.
2. At minimum, outcome statistics will be included in the monthly reporting process and will be used for the purpose of developing an annual operational/business plan. Outcome statistics will meet the requirements of the municipalities and other funding bodies.

**ADOPTION & REVIEW GUIDELINES**

Approved by Res. #05/99 on 14 January, 1999  
Reviewed/Revised by Res. #88/02 on 17 October, 2002  
Reviewed/Revised by Res. #99/06 on 14 September, 2006

Approximate date of next review: September, 2009

<b>REFERENCES:</b>	<b>POLICY AREA</b>	<b>POLICY NAME AND NUMBER</b>
	Governance	G-24.0, Evaluation of Ends