State Performance Standards System

State-specific Measures

AHFSA Conference Presentation

**Breakout Session Instructions:** After you review the State-specific measure example in the presentation, discuss your thoughts as a group and ask one person at the table to report out. These questions may motivate the discussion:

* Does the process described help guide you on next steps with your RO?
* What is missing that would be helpful to you and your team?
* What do you like?
* Will the process help take a step towards SPSS as a quality management system?

Discussion Activity: Using the area of concern shown in the presentation, “*Citation rates among intake allegations are consistently lower than median nationally and lean towards the lowest among all states*,” talk through the process of developing a performance improvement plan (i.e., How would you move forward to move the needle on the indicator?).

1. What could be the actionable objective?
2. What could be the measurable outcome?
3. What would be in the action plan?
4. Talk with your table about what you would discuss with regions (e.g., whether it is outlier or if there is a good reason for it).

Give us feedback on this process:

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| General thoughts about the process (e.g., does the process work?) |  |
| What is missing that would be helpful to you and your team?  |  |
| What do you like?  |  |
| What are the pitfalls (beyond burden and time)?  |  |

If you use the below to jot down your thoughts, please pass this along to Dominick Esposito or Chris Compher today. If you would like to keep this or to make additional comments at a later time, please email your feedback to spss@insightpolicyresearch.com Thank you!