

Questions?

If you have an idea about a process that could be improved, ask yourself...

What do I want to improve?
(Be able to have a goal statement.)

Who will benefit? How will this improve CSSMV services?

What are some possible solutions? What do you suggest?

Who will be affected by this change?
What will need to be done differently?

Can this be done with existing personnel and funds? If not, what do you think will be needed?

When the improvement is completed, how can we measure it? What will indicate to us that we've been successful?

Then Commit To Quality! Complete a CQI suggestion form and be part of improving CSSMV.

Contact Carrie Craig, QI Manager, at craigc@cssmv.org to request a CQI form.

CSSMV Quality Pledge

To achieve CSSMV's mission, goals, and basic beliefs, we must share responsibility for promoting excellence in everything we do.

All of us, employees and volunteers, community partners and community "friends" share in this responsibility and commit to practice and promote quality throughout CSSMV.

Visit our website: www.cssmv.org

Continuous Quality Improvement Program

Our commitment to the CQI Process

Our Mission...

CCSMV strengthens individuals and families through actions or faith, service and charity.



What does CQI do?

Continuous Quality & Improvement...

- Designs and reviews reports from all of our programs and services.
- Compiles information from a variety of sources so that we get comprehensive program evaluations.
- Provides reports to agency staff, management, Board and outside entities.
- Provides a mechanism to address a specific challenge to the agency.
- Encourages *you* to be an active part of improving the agency.

Why do we need CQI?

- We want to know how we are doing.
- We want to show others the results of the work we do.
- We want suggestions for improvement from all stakeholders.
- We are committed to providing quality services that reflect changing needs of the communities we serve.

We are committed to CQI.

- We are committed to providing caring, professional, quality services inclusive of all that are in need.
- We are committed to improving the quality of life of those we serve.
- We are committed to innovation in solving community problems.
- We are committed to sustaining quality services, to operating within our resources and to finding ways to add to these resources as additional service needs are identified.

Want more information?
Want to be an active partner?
Contact craigc@cssmv.org
or call 937-223-7217 ext. 1126.

