


Getting to the Point of Human Services



**Solutions for Human Services:
 The Power of Accessible Real-Time Information**




February 25, 2006


Getting to the Point of Human Services

Ongoing Institutional Process

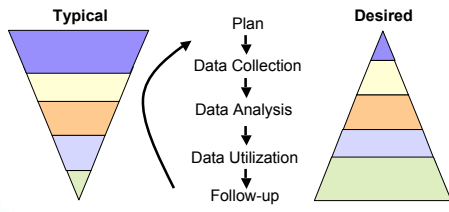



Total: Quality


Getting to the Point of Human Services

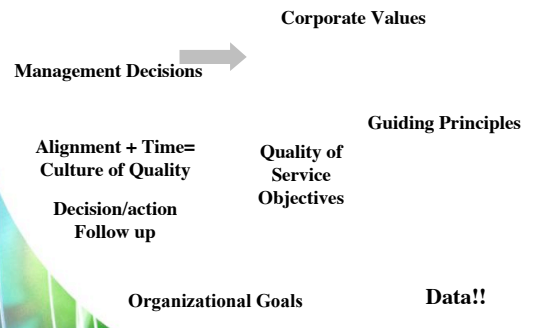
Assessment Cycle **Total: Quality**

Changing the Approach is key to success




Getting to the Point of Human Services

Quality Management



Management Decisions → **Corporate Values**


Alignment + Time = Culture of Quality

Decision/action Follow up

Organizational Goals **Guiding Principles**

Quality of Service Objectives

Data!!


Getting to the Point of Human Services

Total: Quality

- **TOTAL: Quality Software Preview**