



There are no ***One-Size-Fits-All*** Solutions

Whose Feedback?





Finance & Administrative Support

Ian Long, DCPO



Adult Court Services & Reentry

Chris Pedrotti, DCPO



Positive Youth Development

Jenifer Brown, DCPO



Adult Field Services

Adrienne Chambers, DCPO



Juvenile Facilities

William Maemori, DCPO



Standard & Innovation

Christy Henzi, DCPO

Feedback

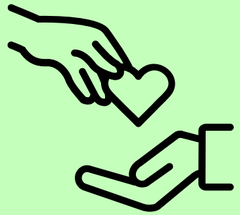
Stakeholders



Clients & Families



Community



Providers

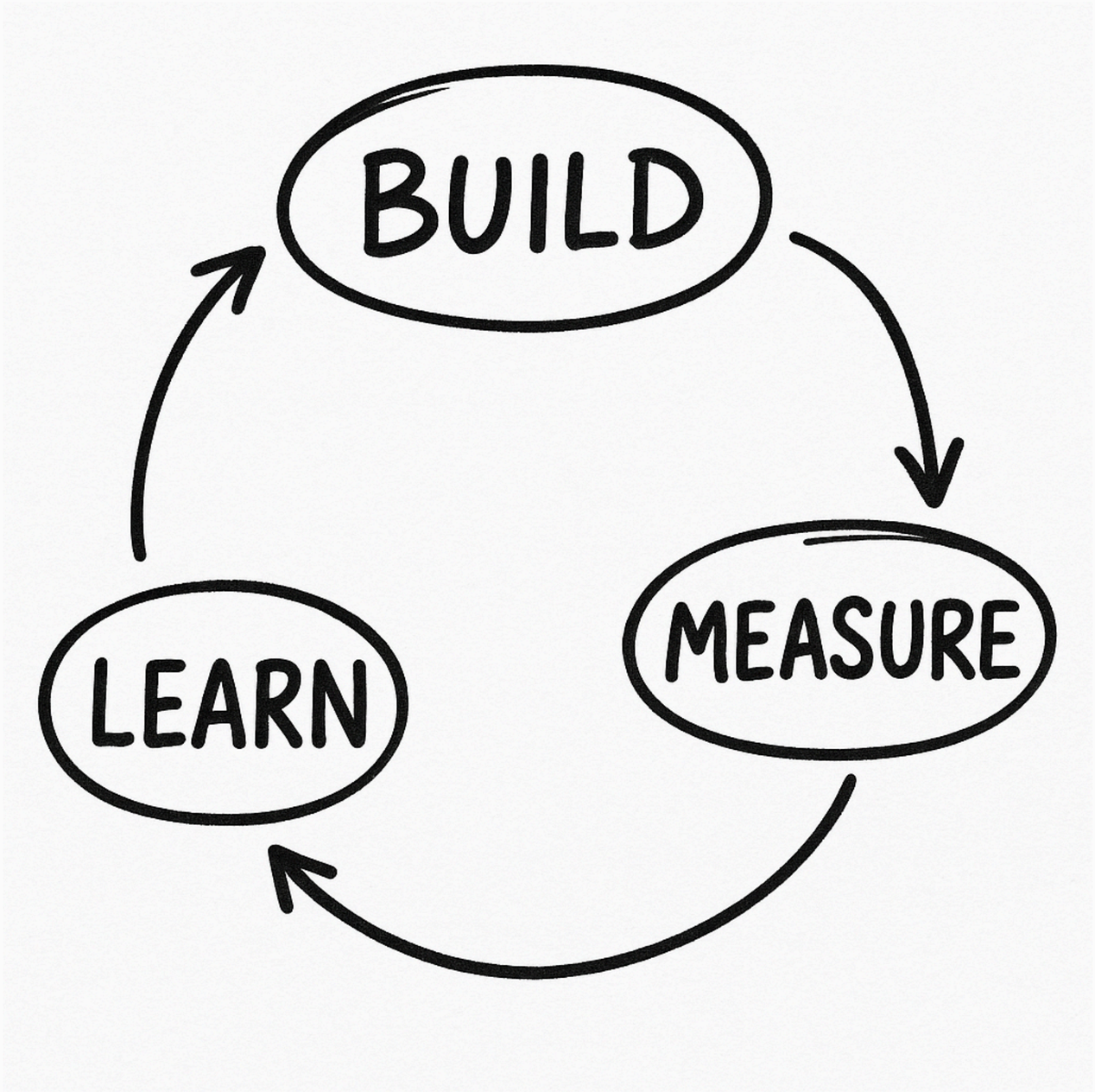


Government Partners

Various methods of feedback are used:

- Direct Client Feedback
- QA Process
- Surveys
- Previous Clients
- Listening Session
- Data
- Feedback Boxes
- Providers
- Probation Officers
- Citizen's Feedback / Complaint Page
- Families


PERFORM
LEARN
REFINE/
APPROVE
CREATE
(12-24 months) Procurement
Identify the Problem
RESEARCH
Research Best Practices
Engage with End Users & Stakeholders
Develop Feasible Solution
Set Goals & Objectives
Determine Performance Measures
Develop Logic Model
Build Consensus
Build Budget & Get Approval
Kickoff Program
START
Measure Performance & Adjust
Share Results


BUILD
MEASURE
LEARN


ACTION
EFFECT
FEEDBACK

Actions

Culture, Values & Guiding Principles

- Strength-Based
- Gender Responsive
- Individualized Participant Support
- Utilization of Evidence Based Practices
- Culturally Competent
- Continuity of Services
- Relationships are the Intervention
- Trauma Informed Care
- Restorative Practices

Substance Use Harm & Judgment Reduction Model

Effect



Transparency & Reporting: **Living Wages**



Required QA Process: **Openness & Willingness to Admit & Adapt**



Incentive Funds: **Increased Program Participation**

Our Priority

> Ask for feedback from people with diverse backgrounds. Each one will tell you one useful thing. If you're at the top of the chain, sometimes people won't give you honest feedback because they're afraid. In this case, disguise yourself, or get feedback from another source.
>
> Steve Jobs

> Feedback is the breakfast of Champions.
>
> Ken Blanchard

> Learners need endless feedback more than they need endless teaching.
>
> Grant Wiggins

> We all need people who will give us feedback. That's how we improve.
>
> Bill Gates

> Feedback is a free education to excellence. Seek it with sincerity & receive it with grace.
>
> Ann Marie

> The key to learning is feedback. It is nearly impossible to learn anything without it.
>
> Steven Levitt

> Our secret weapon for building the best culture is open and honest feedback.
>
> Gina Lau

We Can't Do This Alone