

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Administrative

POLICY NO: 04-016

SUBJECT: Management Reports

EFFECTIVE DATE: January 1984

Policy:

It is the policy of Cottonwood, Inc. to periodically review and analyze in writing the outcomes of the service delivery system and develop strategies for continuously improving services to our many customers.

Procedures:

1. Annually, each member of the Management Team will submit a Management Report to the Administrator of Services and CEO. This report contains: A Budget Analysis, a Program Analysis, Consumer Characteristics Review, Outcome Management Progress Reports and a narrative which includes progress towards goals and objectives incorporated as part of our Strategic Plan. At mid-year an oral Progress Report will be presented at a Management Team meeting for discussion. The Management Reports provide for an ongoing system to evaluate services, monitor program effectiveness, recognize achievements and note changes in population served which may necessitate changes in the organization's personnel and/or services provided.
2. Information from the Management Report is used in planning, decision making by staff, management and Board of Trustees regarding program changes, improvements and enhancements.
3. The results of the Management Report are summarized and shared with persons served, staff and stakeholders, and the public.