



Stakeholder Involvement Tip Sheet

Stakeholder involvement is fundamental to a well-designed, useful Performance and Quality Improvement (PQI) process. This idea is strongly supported in the literature on capacity building, governance, planning, quality improvement, and outcomes management.

What is a stakeholder?

Stakeholders are all the people who have an interest or “stake” in your organization's success at achieving its mission or purpose.

Who are our stakeholders?

Your stakeholders may include any or all of the following:

- Board of Directors
- Personnel
- Persons Served, their Families, and Advocates
- Funders and Regulators
- Partner Organizations / Other Service Providers / Provider Association
- Other Community Representatives
 - Business, faith-based, volunteer civic organizations
- Courts / Probation / Parole
- Public Agencies
- Organizations Providing Services Under Contract
- Elected Officials
- The Media

How can we involve our stakeholders?

Here are just a few of the many ways to involve stakeholders in your PQI process:

- Sit on your PQI committee
- Participate in *ad hoc* or ongoing work groups
- Partner with staff to develop outcomes and indicators
- Review reports and provide feedback
- Help identify positive practices
- Recommend improvements when necessary
- Work with the Board and management on short- and long-term planning
- Have staff administer measurement tools and collect data
- Conduct surveys and/or focus groups
- Ask for input at regular meetings of your community partners



Where do we begin?

- Identify your organization's key stakeholders
- Identify other community stakeholders
- Determine how each stakeholder can be involved
- Establish communications mechanisms and procedures
- Identify a staff liaison with different stakeholder groups
- Schedule meetings well in advance -- don't forget to use agendas and keep minutes!

What are the relevant COA standards?

- Governance
 - GOV 2.02, CA-GOV 2.02
 - GOV 4 *et al*, CA-GOV 4 *et al*
- Administration and Management (public agencies)
 - PA-4 *et al*
 - PA-AM 5
 - PA-AM 5.01
- Performance and Quality Improvement
 - PQI 1.02(f) CA-PQI 1.02(f) PA-PQI 1.02(f)
 - PQI 2.02(d) CA-PQI 2.02(d) PA-PQI 2.02(d)
 - PQI 3.02 CA-PQI 3.02 PA-PQI 3.02
 - PQI 3.04 CA-PQI 3.04 PA-PQI 3.04
 - PQI 5.02 CA-PQI 5.02 PA-PQI 5.02
 - PQI 5.03 CA-PQI 5.03 PA-PQI 5.03
 - PQI 5.05 CA-PQI 5.05 PA-PQI 5.05
 - PQI 6 CA-PQI 6 PA-PQI 6

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