

**Quality or Compliance –
The Difference Between Having a Program and Having a Life
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This presentation will challenge participants to rethink the current approach to quality which in many cases lacks outcomes, high expectations and a community-referenced approach.

Utilizing the Baldrige approach and others regarding quality, we will discuss crafting a new approach which seeks to measure quality by:

- Looking to increase expectations regarding the use of public money;
- Defining “quality” from the viewpoint of the customer, not the system;
- Designing services and supports that exceed customer expectations
- Changing the focus from ”this is what we have” to “whatever it takes”.

These discussions will take place within the context of the limited pot of public funds, some non-responsive systems and a Medicaid world that seems to limit rather than expand horizons. Participants will be challenged to change their approach for at least one person currently served or needing services.