

Members of the Mendocino County Board of Supervisors,

I write in support of Supervisor Williams' recommended action item 6e, which directs Mendocino County Director of Health and Human Services to request aggregate patient outcome data from Redwood Quality Management Company and subcontractors and disseminate with trends analysis, pursuant to the scope of work under the County's various contracts with RQMC.

It is an important step towards measurable performance, a prudent business practice, and an essential first step in strategic planning for these services and expectations under the current contracts.

Just as with any successful service-business model, once the county has patient outcome data, both the county and the agency can establish performance goals and stretch goals for the agency's management and line staff. After performance goals are established, they can then be tied to a strategic plan and budgeting priorities.

Absent this information, how would the county know if they are getting the services they expect, and pay for?

I urge you each to support Supervisor Williams' recommended action.

Thank you,

~Kathy Wylie

Resident and Tax payer, Mendocino County 5th District