

Define a useful quality measure

An illustrative framework for connecting information to review, decisions, and follow-through.

Start with a decision

Example question: Are families receiving plan reviews within the interval required by the applicable program? Confirm the governing requirement before defining a target.

Measure and population

Plans reviewed within the applicable interval. Denominator: all plans due for review during the reporting period. Numerator: those with a qualifying review completed within that interval.

Rules that make the measure interpretable

Define the qualifying review, due date, period, inclusion and exclusion rules, and treatment of late entries or missing information. Identify the issued requirement or contract that establishes the interval.

Source, ownership, and validation

Identify the approved record, data owner, reviewer, and validation method. Compare a sample with source records. Record any limitations before interpreting the result.

Interpretation and action

Illustrative result: 18 of 20 plans due were reviewed on time (90%). Examine the two exceptions and late documentation separately. Assign a response, owner, due date, and follow-up review. These numbers are fictional.

Privacy and public reporting

Use aggregates and protect small groups from identification. Explain missing data, population changes, and limits. A satisfaction measure, a fidelity assessment, and an outcome measure answer different questions.

Document the definition and response

Use approved reporting specifications and official fidelity instruments where required.

Decision, measure, and governing source

Population, numerator, denominator, and period

For time or count measures, record the corresponding event definitions and inclusion rules.

Data source, owner, validation, and limitations

Finding, interpretation, and action

Action owner, due date, and evidence of follow-through

This framework is illustrative and does not establish a state fidelity threshold or KFA performance result. Source: California Wraparound Standards, Appendix A, ACL 25-47 / BHIN 25-027 (July 8, 2025). Source links appear in the companion article.