



Stakeholder Involvement Tip Sheet

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

What is a stakeholder?

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

Who are our stakeholders?

Your stakeholders may include any or all of the following:

- Children, youth and families served
- Personnel
- Funders and Regulators
- Partner Organizations / Other Service Providers / Provider Association
- Other Community Representatives
 - Business, faith-based, volunteer civic organizations
- Board of Directors / Governing Body
- Advisory Group

How can we involve our stakeholders?

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

- Participate on the program’s CQI 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 management on short- and long-term planning
- Participate in surveys and/or focus groups
- Provide input at regular meetings of community partners



Where do we begin?

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

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