

# FPHR Community of Practice

MEETING DATE: AUGUST 14, 2024

MINUTES PREPARED BY: LINDA KOPECKY

## Meeting structure

1. The facilitator shares essential information about the responsibility to be discussed
2. The group unpacks the responsibility, typically in small groups
3. Discussions are summarized, themes, connections, remaining questions identified
4. The group identifies key points from the discussion to document in meeting notes, chooses the topic for the next CoP meeting, and lists relevant action items

## Discussion: Accountability and Performance Management

### Our takeaways:

- Allocating staff, time, and resources is a big challenge, particularly for smaller agencies
- An additional challenge is highlighting the importance of performance management with agency staff as well as separating individual performance from program or agency performance measures
- Organizations want to align their accountability measures with standards, but in this shifting landscape it is difficult to know exactly what alignment looks like
- There are many systems for monitoring performance management and local agencies would like recommendations for choosing a system based on access and capacity
- Fairness, equity, and inclusion are key elements in measuring our performance and keeping us accountable
- Authentic community engagement is essential for gathering feedback to assess an agency's performance more fully, although there are many structural and systemic barriers related to incentives, committee structures, and lack of trust
- Solid evaluation takes time and commitment, but is often the first thing to be cut when trying to allocate limited resources

### Next meeting: Access to and Linkages with Clinical Care

Date: September 11, 2024

Time: 1-2 p.m.

Location: Teams

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