



Policy Number:
4
Effective: May 1, 2008
Revised: October 16, 2017

Subject: Client/Guardian Feedback

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy to actively and continually solicit input and involvement of clients served and/or their legal representatives through a variety of methods, both formal and informal. The information collected will be analyzed and used by CCDDR leadership in governance; client Person Centered Planning; evaluation of agency strategic planning; program development; financial planning; resource planning; and organizational advocacy in order to meet or exceed the needs and expectation of clients, their family members, stakeholders and the community.

POLICY:

- I. Clients and their families are encouraged to express their needs and feedback with any CCDDR staff member, Support Coordinator or the Director at any time.
- II. CCDDR annually surveys all clients and/or their legal guardians at the time of the annual plan meeting with regard to support satisfaction. Results of this survey are included in the agency’s Strategic Plan, Annual Report, and Outcomes Management Plan.
- III. Clients and/or their appointed guardians are surveyed regularly with regard to current support needs a minimum of once every three years, coinciding with the board’s Strategic Planning process.
- IV. Clients and/or family members are also welcome to provide input at any Board of Directors meeting of CCDDR, per the Missouri Sunshine Law.
- V. Clients and/or their legal representatives are expected and encouraged to take an active part in the Person Centered Planning process.

REFERENCES:

- CARF Standards Manual
- Division of MR/DD Person Centered Planning Guidelines
- Missouri Sunshine Law, Chapter 610 RSMo