



Policy Number: 4 Effective: May 1, 2008 Revised: October 16, 2017, April 9, 2020
<hr/> 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:

Clients and their families are encouraged to express their needs and feedback with any CCDDR staff member, Support Coordinator or the Executive Director at any time.

CCDDR sends satisfaction surveys about its Support Coordination services to clients annually. Results of this survey are utilized to develop the agency’s Strategic Plan and other agency programs.

Clients, families, and guardians are surveyed periodically, either formally or informally, to determine support needs, economic needs, social needs, and local resource or program deficiencies.

Clients and/or family members are also encouraged to attend and provide input at the monthly CCDDR Board of Directors meetings.

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
- DDD Person Centered Planning Process Overview