



Policy Number:

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Effective: May 1, 2008

Revised:

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Subject: Consumer/Guardian Feedback

## **POLICY:**

It is the policy of Camden County Developmental Disability Resources (CCDDR) to actively and continually solicit input and involvement of consumers 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; consumer 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 consumers, their family members, stakeholders and the community.

## **PROCEDURES:**

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

## **REFERENCES:**

- CARF Standards Manual, Sections 1A & 4B
- Division of MR/DD Person Centered Planning Guidelines
- Missouri Sunshine Law, Chapter 610 RSMo