

Licking County Board of Developmental Disabilities

Administrative Policy Manual

Policy: Stakeholder Input

Board Approved: 9/93

Revised: 10/02, 6/10, 12/18

Reviewed: 8/14

Section: 1.1

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POLICY

It is the policy of the Licking County Board of Developmental Disabilities, hereinafter referred to as the Board, to seek input and feedback from persons supported, their families, service providers, and other stakeholders on a regular and systematic basis. This input is used to determine:

- Whether current efforts are of value or not; and
- What unmet and emerging needs there are; and
- To prioritize the expenditure of resources; and
- Strategic planning priorities.

The commitment to obtain input is evidenced in the following ways:

1. The Use of Surveys

- The Board utilizes surveys to solicit feedback and input from individuals supported and their families, providers, staff, community partners, and the community as a whole. The Board maintains a list of surveys and accompanying protocols, which is reviewed by Leadership Team on a regular basis.

2. Advisory/Review groups – Persons served and family members are important participants on the following committees:

- Human Rights committee;
- Major Unusual Incident Review committee; and
- Family Discussion and Share Group.

3. Additional Mechanisms:

- Staff Council-representatives from each department meet no less than ten times annually to review and provide input on work-related topics, personnel policies, and other items of interest that apply to all staff.
- Individual planning-eligible children and adults have a written plan that is developed in cooperation with family members, Board and provider staff, and others the person and family chooses to include. The plan reflects the needs, preferences, interests and desired outcomes of the person served. Plan review meetings provide an opportunity for persons served and family members to give input and feedback on their satisfaction with the quality and results of the services they have received.

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- Complaint Review-The superintendent and leadership team regularly review the subject matter of complaints received by persons served, families, providers and members of the community to determine if there are trends and patterns that required systems level resolutions that affect personnel, resource allocation, strategic planning and customer service strategies.