

 <p>FOHFS</p>	Fountain of Hope Family Services Inc.		Policy and Procedures	
	Policy Type:-	Aspire to Excellence	Policy# ATE-109	
	Subject:-	Input from person served and other stakeholder	Adopted:- 05/06/2014	
	Section:-	(1-D)	Effective:- 06/11/2015	
	Approval By:-	Michael Oladipo	Revised:- 08/15/2020	

(1. d 1.) :-Input from Clients and Other Stakeholders

1. **FOHFS Agency** demonstrated that it obtains input: A report of input gained from Clients, contract therapist, the community, and referral sources are included in the Strategic Planning Results each quarter.
 - a. On an ongoing basis. It is the responsibilities of the assigned personnel to ensure input is obtained on an ongoing basis.
 - b. **From:**
 1. **Clients. FOHFS Agency** conducts written and telephone surveys each quarter.
 2. **Personnel. FOHFS Agency** conducts a focus group of Mental Health Therapist and support staff members each quarter.
 3. **Other stakeholders. FOHFS Agency** maintains a log of comments and concerns expressed by stakeholders that is reviewed by the management team each quarter.
 - c. Using a variety of mechanisms. **FOHFS Agency** uses written and telephone surveys focus groups, and a log of comments and concerns expressed by stakeholders.
2. **(1.d.2.) The leadership:**
 - a. **Analyzes the input obtained.** The **Executive Director** analyzes the input obtained each quarter during quarterly meetings. Input is processed and included in several reports developed by Compliance/Safety officer at each quarter.
 - b. **Uses the input in:**
 1. **Program planning.** Input is used to determine the mental health needs within the community, such as: Case Management, Individual/Group Therapy, Psychiatric Rehabilitation, Medication Adherence, Substance Abuse/prevention, Crisis Intervention, Trauma Services, Child/Family Services, Acute care Services, Support Group, Care Coordination, Drug Screenings and Able to provide services through telehealth.
 2. **Performance improvement.** Input from focus groups is used to develop annual performance reviews of mental health therapist.
 3. **Strategic planning.** Input is used by the **Executive Director** to develop a quarterly strategic planning results report.
 4. **Organizational advocacy.** **FOHFS Agency** collaborates with other

agencies to best serve each Client's individual needs.

5. **Financial planning.** The bookkeeper will insure that the following financial reports are prepared and distributed to the staff and **Executive Director** quarterly.
 1. **Income Statement**- a quarterly and year to date statement of income and expense by chart of accounts caption. This report will show the amount of revenue/expense to date.
 2. **Balance Sheet** -a statement of the overall financial condition of the company summarizing its assets, liabilities, and capital.
 3. The assigned personnel will document any significant variances from the budget in the organizational meeting minuets.
6. **Resource planning. FOHFS Agency** resource planning includes: a.) accessing the need for resource with in the community, b.) research the steps to developing needed resources, c.) developing a projected budget for any new programs or services, d.) identifying staff and supplies required for program, e.) to develop and implement a new program.
7. **Workforce planning** is a continual process used to align the needs and priorities of the organization with those of its workforce to ensure it can meet its legislative, regulatory, service and production requirements and organizational objectives.

FOHFS Agency will have an organized Quality Assurance system to continuously obtain and review information from those that it serves. This includes but is not limited to Clients, funding sources, insurance companies, managed care organizations, courts, probation officers, attorneys, personnel assistance professionals, family members, **FOHFS Agency** staff, and referral sources.

PROCEDURES

- A. Input from Clients is collected by designated staff members of **FOHFS Agency**.
- B. **At a minimum, surveys will include:**
 1. Methods by which the former Client may contact **FOHFS Agency** for assistance concerning additional services and customer satisfaction.
 2. Consumer satisfaction with the type of therapy they received and if their problems have been addressed appropriately.
 3. If Clients' overall well-being has improved or declined.
 4. At least **100%** of all Clients will do a satisfaction survey annually.
- C. An additional community needs assessment will be mailed to insurance companies, managed care organizations, courts, probation officers, attorneys, personnel assistance professionals, family members and other referral sources on an

annual basis.

- D. Analysis of results from the survey process and action plans developed from the input will be documented in the **FOHFS Agency** annual report, organization meeting minutes, Quality Assurance reports, and other meetings as appropriate.
- E. The **Executive Director** will monitor and document results of action plans developed from input from the consumer.