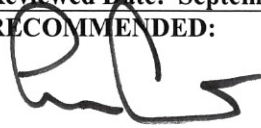






**COBB COUNTY COMMUNITY SERVICES BOARD  
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

<b>Policy # 7000</b>	<b>Input from Clients, Personnel and Community Stakeholders Regarding Agency's Performance</b>
<b>Origination Date: March 20, 2004</b>	
<b>Revision Date: February 2005; April 27, 2006; May 25, 2007; September 30, 2009, August 4, 2010, February 23, 2012</b>	
<b>Reviewed Date: September 2008, May 7, 2013</b>	
<b>RECOMMENDED:</b> 	
_____ <b>Tod W. Citron, Executive Director</b>	
<b>APPROVED:</b>	
	
_____ <b>Dan Stephens, M.D. Chair, Cobb County CSB</b>	_____ <b>Tom Worthan Chair, Douglas County CSB</b>

**POLICY:**

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board that the organization's focus is to solicit, collect, analyze, and use clients', personnel and stakeholders' input to create services that meet or exceed the expectations of the clients, the community at large, and other stakeholders. The input is then analyzed continuously and the analysis is integrated into improving services

**PROCEDURE:**

1. The agency solicits input from clients, relevant personnel and stakeholders. Input is from the following groups:
  - a. Clients of the Agency's services in Mental Health, Developmental Disabilities, and Addictive Diseases Services.
  - b. Clients' families, guardians, advocates and caregivers and other governmental state agencies.
  - c. Community organizations that the agency partnerships with such as Department of Family and Children Services, Juvenile Justice, Criminal Justice, Probation, Georgia Alliance for the Mentally Ill, School Systems, local businesses, Public Health, Environmental Health, Fire and Police, local and state coalition councils, personnel observations as well as political groups.
2. Input obtained from clients, personnel and other stakeholders is analyzed and will be potentially used to plan for and improve the service delivery. Input can be collected by a variety of means.
  - a. Presentations to community organizations
  - b. Public Education Seminars
  - c. Suggestion boxes throughout the agency sites

- d. Client grievances and complaints
  - e. Client surveys and post-discharge follow-up
  - f. Client interviews and investigations
  - g. Crisis line and local hospitals, state hospitals, medical care facilities
3. Agency findings are compared with other service organizations.
  4. The collected input data is then shared with the clients, personnel and stakeholders.