
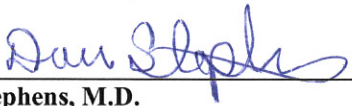





**COBB COUNTY COMMUNITY SERVICES BOARD
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

Page 1 of 1

Policy # 7001	Satisfaction Performances Regarding Client Services
Origination Date: March 20, 2004	
Revision Date: April 27, 2006. May 25, 2007; September 30, 2009, August 11, 2010, February 23, 2012	
Reviewed Date: March 2005; September 2008, May 7, 2013	
RECOMMENDED: 	
_____ Tod W. Citron, Executive Director	
APPROVED:	
	
_____ Dan Stephens, M.D. Chair, Cobb County CSB	_____ Tom Worthan Chair, Douglas County CSB

POLICY:

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Boards to collect information from a variety of client satisfaction surveys in order to establish performance measurements regarding client needs, expectancy of services, and favorable changes regarding attainment of client goals and the amending of service delivery.

PROCEDURE:

The agency uses a variety of mechanisms to solicit and collect information. The following are some of the mechanisms:

- Stakeholders letters and emails
- Client complaints and grievances including family members
- Client questionnaires
- Family questionnaires
- Suggestion boxes
- Incident reporting
- Exit interviews – Human Resources
- Community integration activities
- Interview
- Client Rights Representative
- Discharge summaries
- Agency personnel

The input is continuously analyzed and the information is integrated into client care, business practices, teaching and education, changes in policies and procedures, and strategic planning.