Chapter Title	Chapter #		Subject #
Fiscal	F		282.6
Subject Title **Data and Information – Person Served and Community Outcomes**	Adopted 3/1/96	Last Revised 3/17/17	Reviewed 4/12/08; 4/23/10; 2/24/14; 5/12/15; 3/17/17; 3/18/19

PROCEDURE

Application

This procedure shall apply to The Right Door for Hope, Recovery and Wellness.

1.0 Persons Served and Community Outcomes

Inquiries regarding outcomes of persons served (including satisfaction) and community satisfaction serve as methods of organizational monitoring and evaluation of performance. The procedures for formally gathering, collecting, compiling, analyzing, interpreting, reporting, and utilizing outcome of persons served, consumer satisfaction, community satisfaction and program evaluation data and information are described in the following sections.

2.0 Person Served Support and Service Outcomes

Leadership staff, in collaboration with the organization's QI structure, will be responsible for developing and maintaining a system for formally soliciting, collecting, compiling, analyzing, interpreting, reporting and responding (utilizing) to outcome data and information of persons served.

3.0 Person Served Satisfaction

The Leadership staff, in collaboration with the organization's QI structure, will be responsible for formally soliciting, collecting, compiling, analyzing, interpreting, reporting, and responding (utilizing) to satisfaction data and information of persons served at a minimum of annually. All individuals receiving supports and services will be afforded opportunities to provide input as to their satisfaction with said supports and services and other relevant concerns.

4.0 Community Satisfaction

An inquiry of community satisfaction will be completed minimally annually. The purpose of the inquiry of community satisfaction is to determine the community's perception and satisfaction with the efforts of the organization.

5.0 Network Provider Satisfaction

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An inquiry of network provider satisfaction will be completed minimally annually. The purpose of the inquiry of is to determine the provider perception and satisfaction with the working relationship between payer The Right Door for Hope, Recovery and Wellness and provider.

Kerry Possehn, Chief Executive Officer	Date		