	<b>General Policy</b>			
	<b>Chapter:</b>	Board Services and Program Administration	<b>Policy #</b>	2-20-1
	<b>Section:</b>	Consumer Input	<b>Revision #</b>	2

I. **PURPOSE:** To set policy standards for the recruitment and inclusion of persons served and other stakeholders to partner with West Michigan Community Mental Health (WCMCMH) in the process of service delivery and design.

II. **APPLICATION:** All programs and services operated by the West Michigan Community Mental Health Governing Body.

III. **REQUIRED BY:** Accrediting bodies and the MDHHS contract.

IV. **DEFINITIONS:**

Persons Served is inclusive of: person receiving services, the family members and/or guardians.

Other stakeholders may include: advocates and stakeholders inclusive of community and contracted providers.


V. **POLICY:** It is the policy of the West Michigan Community Mental Health (WCMCMH) to provide a consumer-driven service system by continuously utilizing consumer input across the system to create, define, change, and monitor/evaluate all aspects of the system, including but not limited to access, care, services, programs, facilities, and processes. It is the policy of WCMCMH to actively recruit consumers, solicit their input and support them in the process of providing input.

VI. **PROCEDURES:**

Involvement at WCMCMH can be defined along a continuum of options. This continuum of options ranges from an individual making choices about his/her services/treatment through the person-centered planning process, to persons served being selected to participate on WCMCMH committees, the WCMCMH Consumer Advisory Panel, the WCMCMH Governing Board, and to consumers being employed by WCMCMH.

In order to foster an organizational culture of meaningful partnership and ensure the expanding availability of options along the continuum for persons served to be actively involved, WCMCMH will:

- Facilitate ongoing choice regarding the services and treatment received at WCMCMH for persons served. This will be accomplished through the person-centered planning process and through soliciting regular feedback on individual's progress towards goals and objectives.
- Facilitate ongoing development and coordination of WCMCMH's Consumer Advisory Panel. This will include ongoing maintenance of appropriate representation of panel members by geographic location (county) and population.
- Facilitate and provide support for continued attendance/involvement in forums, conferences and other activities while still promoting recovery and independence for persons served.

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- Explore options for persons served and other stakeholder involvement / partnership in the design, review, planning and evaluation of services at WCMCMH. This will include ongoing and meaningful involvement in a minimum of three (3) appropriate WCMCMH organizational committees and/or activities.
- Monitor customer/stakeholder satisfaction with services provided through the use of satisfaction/perception surveys, review of suggestion box data and consumer/ stakeholder forums as well as ongoing feedback at meetings. Data from these sources will be reviewed for trends and reported to the QI Steering Committee on a regular basis.
- Ensure all customer service complaints are resolved within mandated and organizational time frames. Data from these sources will be reviewed for trends and reported to the QI Steering Committee on a regular basis.
- Provide payment for involvement by persons served in activities as outlined in the WCMCMH Advisory Committee Reimbursement policy (3-6-3).

**VII. SUPPORTING DOCUMENTS: N/A**

**VIII. POLICY/PROCEDURE REVIEW:**

REV#	APPROVED BY	Policy/Procedure	DATE
			08/2007
			01/2015
			02/2017
			07/2019
2	CAP	Title Changes	07/2021
<b>Board Approval Date: 03/19/1996</b>			

**IX. CHIEF EXECUTIVE OFFICER ENDORSEMENT:**

I have reviewed and approved of policy # 2-2021 Revision # 2.

CEO: Lisa A. Williams Approval Signature: \_\_\_\_\_