

## **POLICY AND PROCEDURE ON INPUT FROM PERSONS SERVED**

### I. PURPOSE

Achieve Services, Inc. is committed to assisting people with disabilities in gaining acceptance, independence and inclusion in their communities. In order to attain this goal, Achieve participants must have the opportunity to be fully involved in the processes that influence their lives. This includes providing input regarding all aspects of Achieve's services.

The purpose of this policy is to outline how this involvement will be encouraged and integrated into Achieve's program.

### II. APPLICATION

This policy applies to all persons receiving services from Achieve

### III. POLICY

It is the philosophy and policy of Achieve to enhance the independence and dignity of persons served by promoting and inviting input regarding the program from persons served and their personal representatives. Achieve strives to be responsive in implementing changes and suggestions by incorporating them whenever possible.

### IV. AGENCY PROCEDURES RECEIVING AND RESPONDING TO INPUT

#### 1. Interdisciplinary Team (IDT) Meetings

- a. All Achieve program participants meet at least annually with their IDT's to discuss recent progress on goals and objectives, future goal ideas, concerns and other interests. Whenever possible, Achieve encourages each meeting's agenda to begin with input from program participants and/or their representatives.
- b. Minutes are taken at each IDT meeting. These include ideas, concerns and follow-up recommendations. When appropriate the Program Specialist forwards information and ideas developed at meetings to other staff that may be involved. If an agreement is made to incorporate a change or provide follow-through with an idea a member of the IDT is assigned to communicate results of the change or follow-through with the participant, their representative and other members of the IDT.

#### 2. Participant Involvement Committee

- a. The Achieve Participant Involvement Committee will meet on a monthly basis. Achieve supervisors will serve as facilitators for the meetings as needed. The Committee will be composed of one representative from each Training Specialist

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caseload. Staff from program areas will accompany and supervise participants at meetings as needed. Participant representatives will be elected every two years.

- b. The Committee will elect a Chairperson to serve as head to the Committee. The Chairperson will lead the meetings. The Chairperson will serve for two years. The Chairperson will also serve as a representative on the Board of Directors.
- c. Meeting agendas will include: review of concerns and suggestions from the previous meeting and responses made to those suggestions; current ideas and suggestions from each of the area representatives; other business.
- d. Minutes of each meeting will be taken by a supervisor or a designated person.
- e. Areas or topics that the Committee may address include (but are not limited to) accessibility, safety, work, transportation and other issues regarding Achieve's program.
- f. Concerns and ideas brought up at each meeting will be presented to the appropriate staff in writing (meeting minutes). The staff person will have until the next meeting to respond in writing to the issues.
- g. Participants will be reimbursed for attendance at Committee meetings.

## 3. Service Feedback Form

- a. Service Feedback Forms are distributed to participants or their guardians annually along with their semi-annual review reports. This form allows individuals to provide feedback into the services being provided at Achieve and to express concerns or desires for improvements.

## 4. Informal Communication

- a. All program participants are encouraged to bring concerns and ideas for change to any staff member at any time.
- b. Depending on the situation, the staff person will assist the participant in finding an answer to their idea or concern.

5. The Participant Involvement Committee will review and make changes to this policy as needed.