

FAMILY SUPPORT SERVICES OF NORTH IDAHO

BUSINESS PRACTICES POLICY

It is the intent of Family Support Services of North Idaho to provide exemplary mental health and developmental disabilities services to our community and consumers. We willingly accept and respond to feedback offered by our consumers, staff, and members of our community.

Consumers:

Satisfaction Surveys are mailed or handed out to our consumers on a quarterly basis. Any concerns or dissatisfaction indicated on these surveys is addressed by one of the agency owners and followed up on with the consumer within 30 days and addressed accordingly to ensure the concern/dissatisfaction is remedied. Also, all of our program participants' treatment plans are reviewed on a quarterly basis, during which time changes or updates are made to reflect the current needs of our consumers.

Community members:

The owners of Family Support Services of North Idaho are in frequent phone and email contact with various members of our community; including, but not limited to, caseworkers and clinicians at the Department of Health & Welfare, caseworkers and clinicians at area hospitals, school officials, CASA volunteers, physicians, and professionals from other mental health and developmental disabilities agencies. Any concerns reported during these conversations is recorded on a Complaint Form and addressed by way of the agency's Complaint Policy. Sample Complaint Form is located in Appendix A of this manual.

Staff:

Agency owner(s) and/or program manager(s) meet with PSR staff on a weekly basis and clinic staff on a monthly basis for staffing of individual cases and sharing of general agency news. During these meetings, employees are encouraged to share input and feedback regarding their needs as well as about agency policies. There is also an employee "Suggestion Box" located in the copy room. Suggestions are reviewed with the employees who presented them and are taken into consideration by owners on a monthly basis.

How we use the input of others:

All input is valued at Family Support Services of North Idaho. Agency owners use the input and feedback of others to determine areas of improvement for existing programs, as well as indicators of needs for program development. We also use this information to determine what structural changes are needed in terms of program leadership and designations, as well as identification of and developing plans to address developing resources. (For example: Our office manager has arranged for public transportation for a clinic client who would not have been able to make it to her appointment otherwise. For persons in rural communities, we will send a clinician to the home to conduct and intake/assessment.)