

LAKE COUNTY BOARD OF DD/DEEPWOOD

BOARD POLICY

Reviewed and Adopted by the Board
Date: April 18, 2016

Signature on File
Elfriede Roman, Superintendent

I. SUBJECT: INPUT FROM THOSE SERVED

II. PURPOSE:

To enhance self-determination efforts and encourage feedback from individuals receiving services/supports through Lake County Board of Developmental Disabilities/Deepwood programs. To provide for orderly and systematic feedback to the Board, the Superintendent, Program areas, and Providers.

III. REFERENCES:

OAC 5123: 2-1-02 County Board Administration
Commission on Accreditation of Rehabilitation Facilities (CARF)

IV. POLICY:

Input is solicited from individuals served through a variety of means including:

- A. Individual satisfaction surveys.
- B. The IP planning process.
- C. The IP Quality Assurance Process.
- D. Participation in various agency committees and advisory boards.
- E. Public hearings soliciting individual input on annual plans and budgets.
- F. An active self advocacy system.

The Lake County Board of DD/Deepwood shall provide individuals served the opportunity to have input into the service delivery system and to give feedback on the services/supports they currently receive or may consider to be necessary in the future. To help meet this need, self advocacy groups shall be maintained in each program area in which there is an expressed interest. Each group shall determine a meeting schedule. The groups are encouraged to hold joint meetings to discuss common issues and topics of interest.

The groups are to be designed and run by the group members with assistance from a staff

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liaison when and as requested.

A staff person from each department shall serve as monitor to these groups. The staff liaison, if one is requested, shall be selected by the self advocacy group. This person shall support the group's efforts by obtaining needed services such as clerical support or information (policies), as well as assisting with projects and goals set by the group. The liaison may offer information obtained from local, state and national advocacy groups that is related to the interests of the group. The liaison may also facilitate discussion within the group, without steering or deliberately directing the group.

Minutes of each meeting shall be written, with copies provided to the Program Director and the Superintendent. Each department will establish, implement, and maintain a process to address concerns brought forth by the group. The group may request to meet with department managers, the Superintendent, or the Board for specific issues. The self advocacy groups may use the administrative resolution of complaints or departmental grievance procedure to gain resolution to issues if need be.

V. DISTRIBUTION:

Board Members
All Management Staff
All Staff (via Department Managers)
Self Advocacy Groups
LEADD President

VI. REVIEWED:

04/16, 4/14, 4/12, 4/10, 4/08, 4/06, 4/04, 5/02, 4/00, 4/98

APRC REVIEWED:

4/15, 4/13