

1.07 Policy on Input from Persons Served

Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc., to solicit regular input from persons served, referral sources, and community resources to insure quality services that are responsive to consumer needs.

Procedure:

Goodwill Industries believes that individuals served by the organization have the right and the responsibility to be involved in all aspects of service delivery. Input will be utilized in the continuous improvement of services and supports, as well as in the development of new services and supports. This commitment to obtain input and design services in response to needs and preferences identified is inherent in the mission of Licking/Knox Goodwill Industries, Inc.

Following are some of the mechanisms used by Licking/Knox Goodwill Industries, Inc., to obtain regular input:

- Semi-annual satisfaction surveys gauge client, employee, service provider, and general public satisfaction with services. This survey also provides a vehicle for individuals to make recommendations on improvement and/or expansion of existing services and new services that may address current unmet needs. This information is part of the input used to develop annual plans and budgets.
- Employees meet regularly with staff to exchange ideas and information. This is achieved formally through participation in regularly scheduled site meetings and through participation on the Safety Committee.
- Each client has an Individual Plan (IP) for services that is developed with assistance from family, staff, service providers, and other individuals whom the client chooses. The IP reflects the needs and preferences of the persons served.
- Information about rights, responsibilities, and grievance procedures are shared with each individual during orientation and are reviewed annually thereafter.
- Exit interviews are conducted as an individual terminates service.
- “Director Directs” is a tool through which employees, clients, and customers may communicate directly with senior management and the Board of Directors.