

**Cottonwood, Inc.  
Policies and Procedures**

**SECTION:** Consumer Related

**POLICY NO:** 05-045

**SUBJECT:** Consumer Input into Services

**PAGE(S):** 1 of 2

**EFFECTIVE DATE:** January 1995

**Policy:**

Cottonwood, Inc. promotes developing services and supports that are responsive to consumer input and feedback. Individuals receiving services from Cottonwood, Inc. are in the best position to provide meaningful input into organizational practices that affect them. Cottonwood, Inc. is committed to providing and enhancing avenues for maximum participation and self-determination. The following components ensure that input is obtained on an ongoing basis and that results are shared with staff, administration, Board and others as appropriate:

1. Consumer Committee
2. Satisfaction Survey to persons served conducted at least yearly and included in Outcome Management System
3. Grievance and Appeal processes
4. Discharge Summary
5. Residential house conferences
6. Review of Consumer Handbook updates by Consumer Committee
7. Employment Services Support Group
8. Work Services monthly meeting
9. Life Enrichment S.H.A.R.E. meetings.
10. Person Centered Support Planning
11. Residential, Retirement, Work Enrichment, and Work Services consumers involved in hiring direct support staff
12. Board of Trustees voting member
13. Quality Oversight Committee and State Quality Oversight initiatives
14. Human Rights Committee
15. Council of Community Members
16. Stakeholder surveys
17. Job Preference tools
18. Trial Visits

19. Daily promotion of personal choice
20. Career Development Committee
21. Organization Support for Self Advocates of Lawrence
22. Grassroots Facilitation
23. Work Services Quarterly Safety Meeting
24. Job Connect Club
25. Residential Relationship Building Process
26. Life Enrichment Integration Goal
27. Open Door Policy