

OHIO NETWORK FOR INNOVATION (ONI)
INTERNAL MONITORING AND EVALUATION PROCEDURES TO IMPROVE SERVICES DELIVERED
POLICY

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of *ONI* shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08(D)(1), a written policy for internal monitoring and evaluation procedures that improve the services delivered will be developed. The policy will address (provider's name)'s management practices and will adhere to the requirements of this rule.

III. POLICY

ONI will use various formats for gathering satisfaction feedback in order to improve programs and services offered, enhance quality of supports, and develop or modify *ONI*'s strategic plan.

IV. APPLICATION

ONI will utilize a variety of formats to gather satisfaction feedback from the following people on an annual basis:

- a. Individuals supported
- b. Guardians of individuals supported
- c. Family members of individuals supported
- d. *ONI* employees
- e. Support and service administrator

Feed back formats can include, but not limited to:

- a. Written surveys
- b. Verbal comments
- c. Individual service plan data

Satisfaction indicators will include, but not limited to:

- a. Community membership
- b. Individual choice and respect for individuality
- c. Satisfaction with supports received
- d. Satisfaction with opportunities offered
- e. Satisfaction with ability to voice concerns or recommend changes
- f. Satisfaction with direct support professionals (DSP)
- g. Satisfaction with DSP's knowledge of support needs
- h. Efficiency of *ONI* processes
- i. Access to supports needed and/or access to appropriate support staff
- j. Overall satisfaction of *ONI* services

The administration of ONI will review the feedback gathered from the satisfaction surveys at least annually. The information will be analyzed for trends that may identify training needs and areas for improvement.

V. DEVELOPMENT OF PROCEDURES

ONI and/or board of directors authorizes the CEO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted:

Revised: