

SHIAWASSEE COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

POLICY AND PROCEDURE MANUAL

Section: Clinical
Policy Number: 14
Subject: **Customer Involvement in Service Delivery**

Effective Date: 4/22/02
Last Revision Date: 12/28/15
Page: 1 of 2

Policy

It is the policy of the Shiawassee County Community Mental Health Authority (SCCMHA) that either directly or through its affiliation with Mid-State Health Network consumers will be actively recruited to participate in work groups, councils, community awareness efforts, advocacy, development mentoring, preparation of written materials and satisfaction monitoring.

Purpose

To ensure that consumers receive the best services possible through their involvement in the development, provision, and evaluation of service.

Application

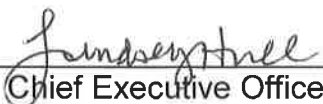
All consumers of SCCMHA.

Compliance

External:
Michigan Department of Health and Human Services AFP requirement 3.6.1
CARF

Approved by: 
Board Chairperson

4-14-2016
Date


Chief Executive Officer

4/14/16
Date

Review/Revision Dates:

Date: By:

Date:	By:
2003 - 2008	Review by Board
10/15/08	Revised by Clinical Leadership
1/11/10	Reviewed by Program Committee
8/21/12	Reviewed by Craig Hause
01/30/14	Reviewed and Revised by Craig Hause
12/28/15	Reviewed by Craig Hause