

Consumer Satisfaction with Services Provided

It is important to get consumer feedback regarding satisfaction with services; this is a great opportunity for gathering information about a provider's strengths as well as opportunities for improvement. Satisfaction will be obtained by distributing, collecting, and reviewing the Consumer Survey that is provided for the type of services (e.g., licensed setting consumer survey, supported employment consumer survey, etc).

Please refer to the "Consumer Survey Procedure" for specific procedures on distributing and reporting the results of the survey. Survey results should be submitted annually on Encompass and are due on April 30th. Providers should enter the aggregate data for each survey question and Encompass will calculate the percent satisfied. Providers are required to submit an explanation for any items falling below 90% satisfaction. In addition, providers should provide a summary of comments from the surveys (things I like best, things I'd like to see improved, additional comments) in the comment section for satisfaction in Encompass.

Child Waiver Professional Services providers are required to report annual satisfaction data even if they serve less than 6 consumers.