

Observing success is a great way to learn how to be successful: Soliciting Consumer Feedback

Goal: Ensure that the voices of important stakeholders are heard.

Strategy 1

Conduct regular client satisfaction surveys including items focused on resilience.

Strategy 2

Questions are added to the standard consumer survey asking whether strengths were identified and/or addressed in treatment.

Strategy 3

Staff seek out and recognize client strengths. Parents/guardians are receptive to learning about or being reminded of client strengths.