

**Charleston/Dorchester Community  
Mental Health Center**

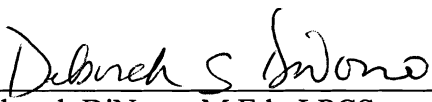
**CONSUMER BASED INPUT POLICY**

Charleston/Dorchester Community Mental Health Center provides treatment services in the most culturally sensitive, ethical, confidential, and least restrictive environment possible. The Center believes that consumers have the right to personal dignity, respect and the highest possible degree of independence. The Charleston/Dorchester Community Mental Health Center is committed to promoting consumer's quality of life, focusing on individual strengths, fostering independence and honoring the right, wishes, and needs of the consumer.

The Center is committed to programs which build upon the local support provided by family, friends, other agencies and the community and which offer employment, leisure, learning, residential and psychiatric/rehabilitation services within this supportive framework.

Advocacy is encouraged. Consumer input is sought at local and state levels, with consumer representation evident in steering committees, board meetings, conferences and program meetings. The Board invites the attendance at its meeting of the Alliance for the Mentally Ill and other advocacy groups.

Consumer input is obtained through various channels. The Center employs a Consumer Affairs Coordinator who is currently or was formerly a mental health consumer. The Center Consumer Affairs Coordinator collects input from consumers at program visits, meetings, surveys and suggestion boxes. This consumer input is reviewed with the Executive Director personally and submitted in a monthly report. This information, along with the results of a semi-annual customer satisfaction survey, is submitted to the management team for review and implementation as required. Additionally, the Charleston/Dorchester Community Mental Health Center participates in community needs assessment surveys with community service agencies for input regarding services and program delivery change and implementation.

  
\_\_\_\_\_  
Deborah DiNovo, M.Ed., LPCS  
Executive Director

  
\_\_\_\_\_  
Date

Policy Dated 2/24/97  
Revised 9-9-03  
Revised 8-06