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### Comprehensive Community Services Annual Quality Improvement Plan

**Start Date:**  
**Completion Date:**

#	PROGRAM GOALS	OBJECTIVES	ACTION STEPS	DUE DATE	PERSON RESPONSIBLE	ANNUAL REVIEW
1)	Maintain effective program collaboration	a. Meet a minimum of quarterly to maintain continuity	a. Review Policies and Procedures yearly to address needed changes. b. Review the CCS Plan yearly to address needed changes. c. Review the Quality Improvement Plan yearly to update progress. d. Review transitioning youth and alter processes to streamline services as needed.	No later than the end of each of the following months: March June September December	Quality Improvement Team: Supervisors Reimbursement Analyst	
2)	Ensure compliance with documentation	a. 10% of consumer charts will be reviewed quarterly.  b. 100% of personnel records will be reviewed annually.	a. Conduct and document random consumer record audits, including progress note review.  c. Twice per year, personnel records will be reviewed and updated for accuracy as needed.	No later than the end of each of the following months: March June September December	Staff Supervisors Reimbursement Analyst	
3)	Consumer Satisfaction	a. 100% of consumers in the CCS program for more than 6 months will be offered the ROSI and/or MHSIP survey.  b. There will be an increase in the number of completed surveys from 2016 by 5%.  c. No more than 10% of consumers will report a less positive or recovery oriented experience.	a. Surveys will be distributed and tracked.  b. Provide additional face-to-face opportunities to assist with completion.  c. Any scale that reports more than 10% of a less positive or a less recovery oriented experience will be addressed.	State deadline for completion of collection and within 3 months be ready to distribute results	Supervisors Support Teams Survey Assistants	