

NOVEMBER 2009

FOCUSED REVIEW AREA

The focused area of review for November is to invite members of an advocacy group to provide feedback to the agency. The agency had visited a local drop in center called Our Place and conducted an informal meeting and survey for consumer feedback during the past few years. This drop in center was closed due to local funding cuts, so we will need to work on pursuing another method of collecting consumer opinions.

The second part of this month's review was to conduct emergency medical drills. Emergency medical drills were conducted. Agency procedures were followed and questions were reviewed with staff.