

## **Input From Recipients**

Legacy Behavioral Health Center, Inc. actively seeks information from persons served and their families in order to provide services in a manner that ensures that the needs and preferences of all persons served are consistently met. The process of seeking and utilizing input from persons served contains the following basic components:

1. Obtaining input from persons served and their families on a regular basis through Consumer Satisfaction Surveys, Focus Groups, and Case Staffings.
2. Reviewing input through all levels of administration and management.
3. Using the input to change the policies and procedures of the Center.