



Detroit Wayne Integrated Health Network

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Memo

To: Children's Initiatives Network (SED and I/DD)

From: Cassandra Phipps, Director of Children's Initiatives

Date: May 23, 2022

Re: Community Living Service (CLS) Survey

CC: Melissa Moody (Chief Clinical Officer), Ebony Reynolds (Clinical Officer), Michele Vasconcellos (Director of Customer Service), Maria Stanford (Director of Strategic Operations)

DWIHN is committed to providing quality services and having a well-trained workforce. As a result, DWIHN developed a standardized CLS survey to secure feedback regarding youth and family satisfaction with CLS services and/or CLS staff. Effective June 1, 2022, the Therapist, Facilitator, Supports Coordinator or Case Manager is expected to provide youth and families with the link to the survey and to encourage them to complete it every six (6) months for the duration of CLS services. However, completion is voluntary; thus, staff should also document all requests made to youth and families to complete the CLS survey in a case note.

Please be advised the survey should be completed by a parent, guardian, primary caretaker, or child/youth receiving CLS services. The Therapist, Facilitator, Supports Coordinator or Case Manager can assist as needed. However, it should **not be** completed by a CLS staff person or with their help/input.

The CLS Satisfaction Survey can be secured by clicking the link below:

<https://app.smartsheet.com/b/form/bb1c041f568f4d89bf6c51f272d38504>

If you have any questions or concerns please contact Kim Hoga at Khoga1@dwihn.org or Monica Hampton at Mhampton@dwihn.org.

Thank you for your assistance,

Cassandra Phipps LPC, LLP, CAADC

Cassandra Phipps LPC, LLP, CAADC
Director of Children's Initiatives

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