

8 Methods Your Agency Uses to Direct How You Seek and Reflect on Survivor Feedback

Accountability

What happens when client feedback is going well? How about when there's a problem? Accountability applies to you, your supervisor, their supervisor, and all the way to the top.



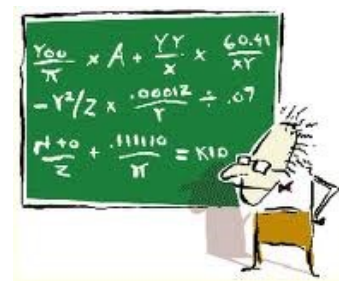
Administrative Practices

Everything from your paper forms to your computers. Do you have weak, strong (or somewhere in between) internal systems for gathering, tabulating, reporting and reflecting on survivor feedback.



Concepts and Theories

"Survivor-centered practice," and "trauma-informed services." Are these concepts deeply rooted in your agency and do your day-to-day practices of gathering survivor feedback reflect the principles?



Education and Training



How did you learn the ways to seek feedback from survivors? Who leads the way at your agency in teaching others about the purposes of survivor feedback?

Linkages

All workers are dependent on their co-workers who precede and follow them in all their daily tasks. Who do you get your blank forms from? Who gets back with you



Who collects and compiles about what survivors have said about your work?

Mission, Purpose, and Function

Does your mission statement set a goal or point your organization in a specific direction? Do the feedback questions you ask the people you are in business to serve help you know that you are getting somewhere toward your goal, your mission?



Resources

Do you have too much, too little, or just the right amount of staffing, computers, administrative support and so on to collect and process survivor feedback?



Rules and Regulations

Do you have a handle on all the Federal and State Laws (RCW) and Rules (WAC), contract requirements, policies and other written directives regarding seeking and reporting survivor feedback?

