

Consumer Survey

By October 1, 2022, the division, in conjunction with the R&E Team and following the procedures set forth in subsection (3)(B), shall implement and all providers are required to utilize and implement a uniform, standardized stakeholder feedback tool. This tool will collect data from stakeholders pertaining to the quantity, quality, and effectiveness of case management services that the division and FCCMs provide.

1. The tools may be surveys and will also provide space for stakeholders to provide narrative feedback and comments.
2. Separate stakeholder feedback tools shall be designed for and provided to each of the following categories of stakeholders: children twelve (12) years of age or older, parents or legal guardians of children, foster parents or resource providers, juvenile officers, and judges of juvenile and family courts.
3. Stakeholder feedback tools shall be submitted on the following schedule:
 - A. Children twelve (12) years of age or older: annually and at the conclusion of the time the child is in care;
 - B. Foster parents and resource parents annually;
 - C. Parents or legal guardians of children in care, annually;
 - D. Juvenile officers, annually; and
 - E. Judges of the juvenile and/or family courts who preside over proceedings under Chapter 211, RSMo-annually.