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.
- 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.