



Handbook: Our Commitment To You



This booklet has been designed to provide you with helpful information about Community Alliance services and understand our commitment to you.

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Our Mission

By providing vital human services,
Community Alliance’s mission is to support
and empower people with developmental
disabilities to achieve life goals and maximize
their independence.

Our Vision

Is to lead change in the community that
celebrates and supports the lives of people
with developmental disabilities.

Dear Community Member,

In 1986 our agency was created by a group of parents who wanted to be sure their adult children found the right place to live when they were discharged from Michigan's psychiatric hospitals.

Community Alliance endorses and supports the Person-centered philosophy . Our core belief is focusing on the needs of each person to provide a highly customized type of support provides for high quality community living support services. The Person Centered Planning approach is one that emphasizes the unique needs of each person, which we use to guide our supports and services.

The lives of those we help are enhanced everyday by staff members who coordinate community outings designed to integrate them into the larger community.

We provide vehicles to ensure people with disabilities under our care have access to reliable safe transportation to medical appointments, grocery shopping and community outings.

Thank you for your interest in Community Alliance and the support services we provide. We would be happy to answer any questions you may have.

Sincerely,

Katherine Grant

Executive Director



Hours of Operations/After Hour Services

Administrative Office

301 W Michigan Avenue, Ste 102 Ypsilanti, MI

Monday thru Friday

9:00 am– 4:30 pm

Office number: 734-482-3300

Fax: 734-482-3894

Each of our Supported Living Sites have a
Site Supervisor who is on call 24/7



Administration

Katherine Grant
Executive Director

Jason Medeiros
Director of Finance

Naomi Kennedy
**Human Resource
Coordinator**

Michele Benson
**Supported Living Program
Coordinator**

**Washtenaw County
Office of Recipient Rights
Phone: 734-219-8519
TDD 800-649-3777**

Services We Provide

We provide assistance for simple activities of daily living including laundry and grocery shopping, to more involved 24 hour care for people that rely on feeding tubes and other medical equipment. Our direct care staff are trained to provide basic companionship care to the most advance care for people who are medically frail.

Community Alliance is the dba for Community Residence Corporation and is incorporated as a non-profit, charitable organization. Our stakeholders consist of parents and guardians, mental health professionals, advocates, citizens of the larger community, and friends and extended family members of persons with developmental disabilities.

We are funded with Medicaid dollars provided by Washtenaw Community County Community Mental Health and the Michigan Department of Health and Human Services. Our programs are designed to support the highest level of independence possible for those we serve.

Our Supported Living Program (SLP) serves individuals who live in their homes and apartments. These locations are scattered throughout the Ann

Arbor-Ypsilanti area.

Your Rights

No matter what a person's ability level
EVERYONE has the **same rights!**

You have the right to be **respected** for the unique and important individual that you are.

You have the right to be **free from discrimination** because of your race, religion, the color of your skin, your sexual orientation, your age, your ethnicity, your gender or your disability.

You have the right to exercise your **Constitutional Right to vote** in all local, state and federal elections.

You have the right to **practice the religion** of your choosing. And you have the right to **not participate in a religious practice** if that's what you prefer.

You have the right to **live where you want to live** provided you can afford it in your budget.

You have the right to **hang out with people** that believe in the same things that you do and who want to **achieve the same goals** that are important to you.

You have the right to **send and receive mail privately** without anyone opening it or asking you about it.

You have the right to **make and receive phone calls in private.**

You have the right **to visit with your family and relatives** in your home **privately.**

You have the right **to choose your own doctor, lawyer, dentist** and other professionals and to communicate with them in **private.**

You have the right **to refuse treatment or services** that are offered to you by a doctor, dentist or other professional.

We want you to know that if **you are not happy** with the way you're treated by **ANYONE** you come in contact with, or with your living

arrangement, or with a member of our staff or **ANYTHING** that happens in your life you have the **right to say so!**

You have the right to expect that the things and ideas that are important to you will be respected and that Community Alliance staff will help **find a way to make things right for you.**

We are mandated reporters which means when we suspect abuse and neglect under the Michigan Mental Health Code we must notify the authorities. Our job is to protect you and your rights! We take our job seriously and will help you in any way we can to be free from abuse and neglect.



Every person who receives public mental health services has certain rights. The Michigan Mental Health Code protects these rights:

- The right to be free from abuse and neglect
- The right to confidentiality
- The right to be treated with dignity and respect
- The right to treatment suited to condition

More information about your rights is contained in the booklet titled “**Know Your Rights**”. You will be

given this booklet and have your rights explained to you by Community Mental Health when you first start services, and then once again every year.

You can also ask for this booklet at any time. You may file a Recipient Rights complaint **any time** you think staff violated your rights. You can make a rights complaint by calling in Washtenaw County phone: 734-544-3000, TDD: 800-649-3777.

Community Alliance Grievances and Complaint Process

Policy

Our job is to be sure that all the people we work with are treated fairly with dignity and respect and feel safe in their own homes. It is our responsibility to have a way for you to make a complaint about our services and to have people in our office that can help you. It is our commitment to follow through on the things you tell us and to work with you to be sure you receive the things you want from our agency. Some things that you want may not be possible to get from us, but we will work with you to try and find the services you want and need.

How Do I begin when I have a problem?

There are many ways to help you solve a problem you may be experiencing, but it all begins with you telling us what is going on!

The **first step** is to ask to meet with the Site Supervisor and tell them what your concerns are. Let them know that you are unhappy and that you would like their help resolving the complaint. The supervisor will get help from the office to try and resolve your concerns.

If you are uncomfortable talking to the supervisor or if the supervisor is part of the reason why you are unhappy, the **next step** is to call [Michele Benson at 734-619-9438](tel:734-619-9438). Michele is trained and available to assist you as we try to re-solve the complaint.

How long will it take to resolve my problem?

Our goal is to resolve complaints within **10 business days!** Sometimes problems can be fixed pretty quickly, other times it will take longer, but we promise to keep you advised of how things are going so you don't have to wonder if we forgot. We will keep track of all the action steps we take to resolve your complaint in the *Complaint and Grievance Log* that

We keep in our office. We will try to work things out with all parties involved to be sure we have a complete understanding from everyone about what your expectations are how best to solve your problem.

What if that doesn't work?

If Community Alliance staff cannot resolve the issue at the site, then we will get Community Mental Health involved. If we need more help we will get Kathy Grant, our Executive Director involved.

We may need additional time to solve a problem but our goal is to have issues resolved within 10 business days of the time the complaint or grievance is FIRST received.

Who else can help me?

If we can't help you we will help you find an advocate in the community that has skills that can. We have contacts at Legal Services of South Central Michigan, Housing Bureau for Seniors, Washtenaw Association for Community Advocacy, and 20 other non-profits in Washtenaw County that might be

able to help.

The most important thing for you to remember is you can **ALWAYS** call the Office of Receipts Rights at their direct number 734-544-3000. ANY TIME YOU WANT! Don't hesitate to call them!

What if I don't like Community Alliance as my Service Provider?

Sometimes, no matter how hard we try to get along a problem may not be able to be resolved. It is your right to change to another service provider if that's what you want to do. We will have no bad feelings if you decide it's just not working out for you! We want you to be happy. You should call and file a grievance to the following agency if you want to change providers:

Community Mental Health, Washtenaw Community Mental Health, 555 Towner St, Ypsilanti 48198
(734) 544-6700, fax (734) 544-6706

How will you inform me about the process to resolve my complaint?

Community Alliance will give you a response to the complaint in writing. In addition to the decision the notification will include:

- Name of the person at the Community Alliance who addressed the complaint and grievance
- Date of decision
- A summary of steps we took to resolve the issue
- An explanation that if the person disagrees with the decision, he/she has the right to appeal.

Will you be mad at me if I complain?

No. We want you to be happy. We want you to feel like you have a better life because of the work we do together.

We want you to feel safe in your own home and in your community and we want you to trust that when you make a complaint to our agency that you won't be hurt or mistreated because of it.

At any time if you feel threatened by any Community Alliance staff especially after making a complaint you need to call Kathy Grant, Executive Director right away. It's her job to be sure that everyone plays by the rules and that no one feels threatened or unsafe.

Kathy's phone number is 734-972-2415

If you feel threatened or unsafe Kathy will act quickly to make sure all systems are in place for you to be safe and to be cared for by people she hired and trained to protect you.

That's our promise.

For more information please visit our website at www.communityalliance-mi.org and visit our FaceBook page.

If you would like to reach out to us online you can go to our website to our Contact Us page and there are instructions about how to do that.



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