

Community Ties of America, Inc. Complaint/Grievance Procedure

Community Ties of America, Inc (CTA) will accept verbal and written complaints and concerns about Community Care Foster Family Home's (CCFFHs) and Case Management Agencies (CMAs) from residents, their families or guardians, CCFFH operators, CMAs and the public. CTA will investigate the complaint and when a complaint has merit, make a determination on what action to take.

CTAs responsibility regarding complaints/grievances about CCFFHs and CMAs is related to certification or licensure.

CTA also encourages any person to voice grievances about CTA's operation and/or delivery of services and to do so free from restraint, interference, coercion, discrimination, or retaliation from CTA. CTA shall respond to such concerns and complaints in a timely and effective manner. CTA strives to maintain professional working relationships with the Department of Health (DOH), CMAs and CCFFH providers.

In accordance with HAR 17-1454-12, the DOH appeals process should be used when there is a disagreement with the DOH decision to deny or revoke a license or certificate.

CTA shall provide a copy of the complaint/grievance procedure to all CCFFH providers, CMAs and DOH.

A. Filing a Complaint/Grievance

1. The person making a complaint/grievance may request assistance in filing a complaint by contacting CTA.
2. CTA staff will assist the person in filing the complaint/grievance.
3. The complaint/grievance may be filed either verbally or in writing to CTA by completing CTAs Complaint/Grievance Form. If the complaint is verbal the CTA staff person taking the complaint will complete the form.
4. In the event the person filing a grievance prefers to address the matter with someone not connected to the CCFFH program, he/she may contact the State's Long Term Care Ombudsman, John McDermott at (808)586-7268.
5. A client receiving CCFFH services may choose to present any complaint/grievance directly to their Health Plan.

B. Addressing a Grievance/Complaint/Concern

1. Upon receipt of a complaint/grievance, CTA will determine if CTA is the appropriate agency for follow up on the complaint. If not, CTA will forward the complaint to the appropriate agency.
2. CTA will notify the complainant, when applicable, the complaint/grievance was received and will ask any additional questions necessary for the investigation. This can be done by mail, email or by phone.
3. CTA will have 3 business days to begin an investigation. If the complaint involves health, safety or welfare of a client, CTA will report to Adult Protective Services and begin investigation as soon as possible.
4. The CTA employee addressing the complaint/ will attempt to resolve the matter within 30 days. There may be instances where it takes more than 30 days due to the complexity or nature of the complaint/grievance.
5. CTA will notify the complainant when CTA has finished the investigation and a resolution has been reached. CTA will not discuss the specifics of the investigation. However, CTA can inform the complainant the investigation has been concluded. Confidentiality and Privacy will be maintained throughout the investigation and resolution.
6. If the grievance still has not been resolved to the satisfaction of the person making the complaint or the complaint is regarding CTA, the person may contact Sharon Dellinger, DOH, at 808-692-7400.

C. Interference, coercion, discrimination, retaliation

1. CTA may recommend revocation of certification or licensure when there is any interference or noncooperation in a CTA investigation by a CCFFH caregiver or CMA staff.
2. Discrimination or retaliation is prohibited against any complainant by any CTA employee, CCFFH caregiver or CMA employee. Should the complainant feel discriminated against or a CCFFH caregiver or CMA staff is retaliating because of the complaint, the complainant should call CTA to report such discrimination/retaliation and can also report it to the Long Term Care Ombudsman, John McDermott at (808)586-7268.