

*Our Mission:
Provide individuals with disabilities or other challenges the opportunity to live and enjoy a productive, independent, and fulfilling life.*

ALLIED
COMMUNITY
Resources

INSIDE
ALLIED

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* *Summer 2011* *
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NEWS FOR YOU —updates and information regarding Allied and our services.

UPCOMING OFFICE HOLIDAY/CLOSINGS:
(Fax machines remain on at all times of closings)

Monday, September 5, 2011
~ **Labor Day**

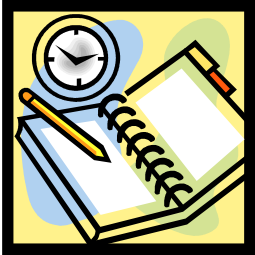
Monday, October 10, 2011
~ **Columbus Day**

STICKING TO THE PLAN

Allied Community Resources strives to provide information to help you have a better experience as a household employer. Your plan describes the services that your case worker has determined that you need. These are the services that you will hire employees to do for you. Being well informed about each service will help avoid any confusion for you and potential payment problems by the program to your employees.

Here are some helpful tips to make the best use of your service plan.

- ◇ Talk to your case worker about the service plan to learn about each service type description and tasks.
- ◇ Use the service plan as a job description guide to interview potential employees.
- ◇ Train your employees in the tasks you hired them to do.
- ◇ Schedule employee’s work to perform the services at the time you need them. For example: If you need assistance when you get up in the morning, schedule an employee for that time of day.
- ◇ Plan employee’s work schedules not to go over your service plan total budgeted hours.
- ◇ Do not allow an employee to work more than 25.75 unless you purchase and maintain an active Worker’s Compensation Insurance policy and a copy has been forwarded to Allied to keep on file.
- ◇ Inform your employees that they may not work for you while you are hospitalized or in a nursing facility.



- Please call our customer service department, 860-627-9500 for any additional forms or information, such as:
- New hire applications
 - Timesheets
 - Provider Directory
 - Direct Deposit forms
 - New tax forms for changes to withholding
 - Address change forms
 - ACR Staff Directory
 - Payroll Schedule
 - Separation Packet
 - Debit Card Information

Remember - the Departments of Social Services, Developmental Services, Senior Services and Rehabilitation Services are providing funding specifically for the activities identified in your service plan.

Meet the Team Customer Service Department

Meet the Team

Allied Community Resources' new Customer Service team, led by their supervisor, Erica Meunier at extension 122, consists of Gail Davis at extension 100, Kaitlin Lanier at extension 101, and Susan Chanduvi at extension 102. Together, they answer approximately 400 calls each day. They assist other ACR departments by addressing a wide variety of concerns including taking address changes or form requests, and verifying if timesheets or applications have been received. The team answers questions regarding company information and directions, unemployment compensation, and requests for employment records. If necessary, they will transfer calls



to the departmental staff that can best assist or find the needed information.

When not receiving telephone calls, the Customer Service team processes the requests for employment verifications and payroll records, and forwards correspondence from the Connecticut Department of Labor and Alabama Department of Industrial Relations to employers. The team also assists the accounting department with reconciling un-cashed checks and returned W-2 forms.

The team is trained to help with any questions or concerns and looks forward to assisting you!

The Survey said.....

Unlike the humorous TV game show that made this a popular phrase, Allied takes survey information very seriously.

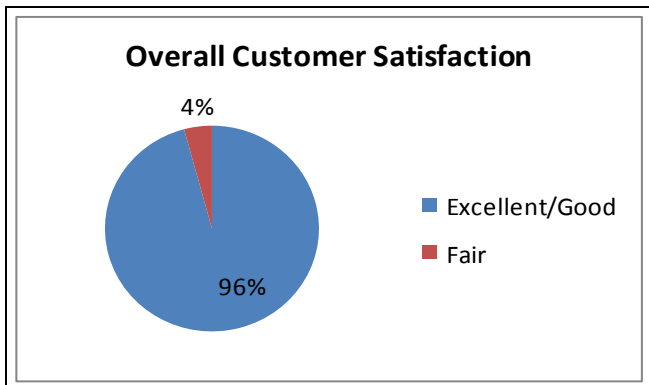
The surveys that are distributed throughout the year give us your evaluation of the service we provide to you and your employees. The ratings and your comments are used to determine changes and improvements to the way we administer your program.

We appreciate the time you take to answer the questions and encourage those of you who have not responded in the past to share your opinions with us when you receive your next survey. However, you do not need to receive a survey form to provide feedback to us. Feel free to

contact the Customer Service staff who will be glad to take your comments and suggestions at any time.

Each quarter, a variety of surveys are distributed to employers, waiver participants and case workers as well as families, providers and support workers. The survey results are compiled by the Quality Assurance Department and reviewed by the Directors and Quality Assurance Manager to determine follow up actions or changes that may be needed based on the survey results.

Below are the quarterly survey results averaged for Fiscal year 2011 which just ended on June 30, 2011. This chart shows the percent of responses that rated Allied's overall performance as Excellent or Good!



Inside Allied

Category:	Rating: <u>Excellent/Good</u>
PCA Waiver Employers	98.5%
Elder Waiver Employers	100%
ABI Waiver Employers	92.3%
DDS Waiver Employers	90%
Alabama Employers	100%
MFP Employers	93.3%
DSS Case Workers	94.2%
DDS Case Workers	95%
Transitional Coordinators	100%
ABI Waiver Employees and Agencies	94.7%