



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**

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

 *
 * *May 2011* *
 *

WEBSITE ENHANCEMENTS

**WEBSITE PORTAL
 COMING SOON...**

Allied Community Resources, Inc. continues to stand for excellence in all aspects of business operations. Currently in development is a "web portal"; technology personalized for secure client access. Registered users will be able to access program information, manuals, enrollment packets and forms. Future plans will include but not be limited to submitting timesheets, invoices, payroll and budgetary information all in real time.

Web Portal technology is all about reducing paperwork and eliminating the need for faxing or mailing documents. Have access to what you need on a convenient 24/7 basis through an easy to use web interface. The Allied Web Portal is just a click away.

Each quarter, Allied Community Resources is committed to training all staff within the company to enhance skills, increase knowledge and provide quality customer service. The most recent staff training contained information about protecting the privacy of information in our database and files. We take protected health information and personal information very seriously. You will encounter this added security measure when you speak with our customer service representatives or processing staff. They will ask you or your representatives to verify your identity before speaking with you on the telephone. We want to ensure that your information is not given out to anyone without your permission. It is also a way for us to ensure that addresses on file are always current and correspondence may be delivered correctly and accurately. We will not discuss in any detail a participant's information with someone who is not documented in our files as an authorized representative. You may request to add a representative which will allow Allied to speak with them on your behalf by filling out and signing a representative document. Please call our office to request one as needed at 860-627-9500 or visit our website (www.acrfi.org) to download a copy.



Google Translate - www.acrfi.org

Allied Community Resources now utilizes Google Translate to allow information posted on the home page of our website to be displayed in 52 different languages.

UPCOMING OFFICE HOLIDAY/CLOSINGS:

(Fax machines remain on at all times of closings)

- Friday, June 17, 2011
 ~ Quarterly Staff Training
 closing early: 12:30
- Monday, July 4, 2011
 ~ Independence Day



Information Technology Department

M
e
e
t
t
h
e
J
e
a
m

Information technology is often defined as "the study, design, development, implementation, support or management of computer-based information systems, particularly software applications and computer hardware." At Allied Community Resources, the newly formed Information Technology Department or "IT Department" consists of Patty Bearse –IT Manager and Paul Della Pietra- Computer Support Specialist. Patty and Paul provide Allied with their expertise in the following areas of: network and desktop troubleshooting, helpdesk, project management, email, software applications, server and computer maintenance, procedure



writing, server backup, computer programming and customer service to name a few. The IT department can be looked at as the magic wand you wave over information and communications of any kind to get them to do what you want, whether it's keeping your company's network up and running so payroll can be processed, or helping someone with printer problems. The IT department is always there to support the other departments of Allied and keep everyone in the technology loop.

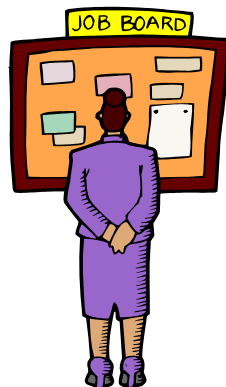


Allied Community Services honored all employees with a **Staff Appreciation Breakfast**, April 29, 2011. Service awards and Commendations were given out. Featured in this photo are the employees of **Allied Community Resources**.



Outreach and Provider Training

A large part of Allied's Outreach and Provider Training department's responsibility is conducting statewide outreach for ABI, PCA, C.H.C.P.E, and MFP Programs and administering ABI Basic Trainings for potential providers on the ABI Medicaid Waiver Program. Our video ABI Basic Trainings are held monthly in Norwich, Willimantic, East Windsor, Middletown, Cheshire, Bridgeport, and Woodbridge. We hold six live trainings a year, and in 2011 we will be visiting Norwich, Willimantic, Bridgeport, Torrington, and Middletown. Our Advanced Trainings, which are for service providers on the ABI program, are held four times a



year on various topics pertaining to brain injury.

We have attended job fairs at UCONN, Eastern CT State University, Mitchell College, and Southern CT State University to name a few, and have given presentations at community colleges such as Goodwin College in East Hartford and CT Job Corps in Hartford. We try to identify a shortage of care providers within a region of the state and target that area with mailings which would include a letter of introduction and an application. We also regularly visit the employment specialists in CT Works offices statewide. We have recently put postings on Facebook and YouTube. Check us out!