

ALLIED COMMUNITY Resources

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



2010 NEWSLETTER

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Allied Community Resources has been re-awarded the contract for the Alabama Personal Choices Program through August 2012!

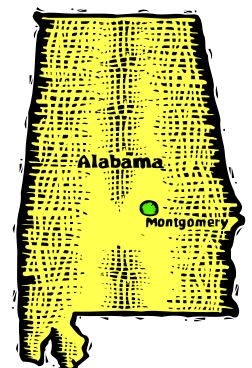
utilizing best practices to transform Alabama’s long-term care system. This program is very similar to Connecticut’s MFP program and ACR’s contracted services as a fiscal intermediary.

Allied has been providing services in Alabama since 2007. The new contract will last for two years and continue the Personal Choices Program with expansion into three more counties in the southern part of the state.

The second new program is “Veteran’s Community Based Services Program”. Similar programs for veteran service have been started in several states. Around 200 participants are expected in the three programs by the end of the two year contract.


Two new Alabama programs will also be added. One, the “Community Living Program” will implement program and infrastructure changes to manage services for persons at high risk of nursing home placement, and

We currently serve over 80 clients.



Announcements:

- ◆ Allied Community Resources has hit a new milestone in serving over 4,000 active participants in state waiver programs. Over 100 DDS referrals were received during the month of July which helped meet this milestone!



UPCOMING OFFICE HOLIDAY CLOSINGS:

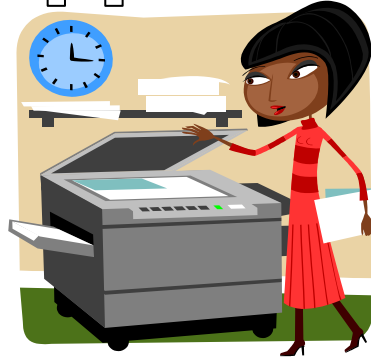
- Thursday & Friday,
November 25 & 26, 2010
Thanksgiving Day

Office Support Department

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Eveline Jodoin, Michael Watson, and Jeliesa Gregory collect, date stamp, and distribute all incoming mail and faxes daily. Together, under the supervision of Amanda C. Criscitelli, who also serves as the

Administrative Assistant, the team distributes well over 24,000 documents on a monthly basis. The Office Support department is responsible for filing and



archiving all documents processed in the office; prepping, scanning, and burning the documents to a back up disc is an essential part of document control. In addition, this department assists with the maintenance of the office equipment such as fax machines, copiers, and scanners. Summer temp staff have been utilized to assist with archiving and special projects throughout the office as additional support personnel.

CT WAIVER PROGRAM HIRING GUIDELINES

Recently you may have received a courtesy letter regarding the requirements surrounding hiring new employees under the CT Waiver Programs. It is imperative that certain rules are followed prior to utilizing the services of your employee by getting an acknowledgement from Allied as to the effective date the employee may begin working for you. We have listed some of the most important guidelines below.

PRE-EMPLOYMENT GUIDELINES FOR REVIEW:

- ◆ The entire PCA/Elder Application Packet must be completed, signed and submitted to Allied Community Resources prior to an employee working or submitting timesheets under the Waiver Program.
- ◆ A criminal history background check must be performed on all new potential employees before they can start working.
- ◆ New employees are not authorized to begin working for you until Allied Community Resources has notified you of the results of the Criminal History Background check AND an effective date of authorization to work as your employee.
- ◆ Individuals working for you are your employees and do not work for Allied Community Resources.

Feel free to call our office if you have any questions or would like to schedule a telephone re-training, Customer Service, toll-free 877-722-8833.



New Contact Person for Fraud

On July 12, 2010 Yvette Sanabria joined Allied Community Resources as our new Compliance Auditor in the Quality Assurance Department. Yvette's role will be to address any questions, concerns, and reports related to potential payroll or billing fraud either personally at x 139 or on our Fraud Hotline at x 326.

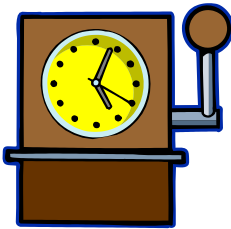


Previously, Karen Hansen, Allied's Quality Assurance Manager, had been the contact person for potential fraud matters. Yvette's assignment will enable Karen to direct more focus on other quality assurance aspects of the company. While Karen will remain involved with potential fraud issues, please direct your calls to Yvette.



"X" Marks the Spot!!!

A timesheet is a legal record. The employee fills out the time sheet, signs it and submits it to the employer for verification at the end of the pay period. It is good practice for the employee to fill in any blanks left on the time sheet with an "X" or a slash mark (/) to indicate dates and times that the employee did not work. The employer checks the hours listed on the time sheet by the employee. If the employee has not filled in the empty boxes with an "X", the employer should do so **before** signing it. **No box should be left blank.** This practice protects the time sheet from containing errors or omissions. This in turn will lead to more efficient processing and accuracy of your employee's payroll.



SAMPLE

Day	Date Mo/Day/Yr	Time IN	Time OUT	Time IN	Time OUT	Time IN	Time OUT	Total Hours for Day
Mon	06/14/10	7:30AM	11:00AM	X	X	X	X	3.5
Tue	06/15/10	7:30AM	11:00AM	X	X	X	X	3.5
Wed	06/16/10	7:30AM	11:00AM	X	X	X	X	3.5
Thu	06/17/10	7:30AM	11:00AM	X	X	X	X	3.5
Fri	06/18/10	7:30AM	11:00AM	X	X	X	X	3.5
Sat	06/19/10	X	X	X	X	X	X	X
Sun	06/20/10	X	X	X	X	X	X	X
TOTAL								17.5

Also, don't forget to fill out the Employee Daily Activity Checklist boxes!

SATISFACTION INPUT

Allied solicits input in a variety of ways to improve the quality of our services and address issues brought to our attention.

According to this past quarter's survey results, satisfaction and quality assurance increased. The surveys included the quality of Employer Trainer visits, 60-day follow-up, PCA, Elder Homecare and DDS Employers, MFP Participants and DDS Case Workers.

The overall satisfaction averaged **98.7%**, with

70.5% of individuals rating ACR as excellent and **28.2%** as good, which is an increase from the previous quarter's overall survey results.

This year Allied added a Customer Service Supervisor, Madeline Ramos (extension 102) to concentrate our efforts to address and solve day-to-day issues and concerns. Madeline, along with the Customer Service Representatives, are available to directly handle your needs and resolve issues for you.

All ACR personnel are also

required to undergo refresher trainings to ensure that your needs are understood, and that quality services are being provided to you.

All survey questions and concerns are addressed by follow-up phone calls to each individual when contact information is provided. When problems occur or are brought to our attention we make every effort to correct the error and/or resolve the problem as quickly as possible. We appreciate all input ~ positive or negative.

Reporting Complaints



Reporting a complaint to the Connecticut Department of Public Health

The Department of Public Health in Connecticut maintains databases for complaints against licensed health care practitioners like Doctors, Nurses or Certified Nurse Aides.

As you know, Allied checks the database for Certified Nurse Aides when you hire someone to determine if there are any negative findings against your potential employee. (You can

also check the results yourself by using the link on the Department of Public Health website: www.ct.gov/dph.) If there are negative findings, you are given this information so you can make an informed hiring decision. Allied will forward the negative findings to the Department of Social Services as well, who retains the right to block an employee they

feel is unacceptable from providing services under the Waiver program. DSS Waiver program rules also prevent a person who has negative findings from being listed on the Provider Directory. You can file a complaint against a licensed healthcare provider. Access the Complaint form by going to the Connecticut Department of Public Health website under Licensing and Certification/Reporting a Complaint. You may also call the Practitioner Investigation Unit at 860-509-7552 or fax 860-509-7535 to request forms or more information about the Complaint and Investigation process.

