

## **Community Ties of America, Inc. CCFFH/CMA/ADCC Complaint/Grievance Procedure**

Community Ties of America, Inc. (CTA) will accept verbal and written complaints and concerns about Community Care Foster Family Homes (CCFFHs), Case Management Agencies (CMAs) and Adult Day Care Centers (ADCCs) 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, CMAs and ADCCs is related to certification or licensure in accordance with applicable Hawaii Administrative Rules.

CTA encourages any person to voice grievances about CTAs 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 shall provide a copy of the complaint/grievance procedure to all CCFFH providers, CMAs, and ADCC providers by posting a copy of the procedure on CTAs website.

### **A. Filing a Complaint/Grievance**

1. The person making a complaint/grievance may request assistance in filing a complaint by contacting CTA. CTA staff will assist the person in filing the complaint/grievance. CTA does not accept anonymous complaints. CTA requires a name and some form of contact information for a complaint to be accepted. CTA will protect the identity of the complainants that wish to remain confidential to the maximum extent possible by law. Complainants are not able to take complaints back once CTA receives the information.
2. CTA will accept complaints within ninety (90) calendar days of the date of the event.
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 that the person filing a grievance prefers to address the matter with someone not connected to the CCFFH program, he or 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.
6. A complainant may also send a complaint directly to the DOH, Office of Health Care Assurance (OHCA).

### **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 refer the complainant to the appropriate agency.
2. CTA will notify the complainant within ten (10) business days to acknowledge receipt of the complaint/grievance. CTA will ask any additional questions that may be necessary for the investigation. This can be done by mail, email or telephone.
3. CTA will have 10 business days to begin their investigation. However, if the complaint is regarding an immediate concern the complainant will be informed to call 911 or contact Adult Protective Services (APS). If the complaint involves immediate risk to the health, safety or welfare of a client, CTA will begin investigation as soon as possible. If the complaint involves abuse and/ or neglect, CTA will refer complainant to contact APS if this has not been done already.

4. The CTA employee addressing the complaint/grievance will attempt to resolve the matter within 60 business days. There may be instances where it takes more than 60 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 cannot discuss the specifics of the investigation but can inform the complainant that the investigation has been concluded. Confidentiality and Privacy will be maintained throughout the investigation and resolution.

### **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 service provider.

Discrimination or retaliation is prohibited against any complainant by any CTA employee, CCFFH caregiver or CMA employee. Should the complainant feel discriminated against or that a service provider is retaliating because of the complaint that was made, 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.

Note: CTA has no authority to investigate the following:

- Allegations of abuse, neglect, mistreatment, and financial exploitation. These will be referred to APS.
- Financial. These will be referred to the client's CMA, health plan, or legal advice, as applicable.
- Personality conflicts, ethics, or professional behavior. These will be referred to the proper license board if applicable, and the DCCA.
  - Misuse of client's Medicaid funds. These will be referred to Medicaid Fraud.
  - Unlicensed activity. These will be referred to DOH.
  - Requests for medical records. These will be referred to the client's CMA, if applicable.
  - Criminal activity will be referred to law enforcement.
  - CNA certification complaints will be referred to Prometrics.
  - CTA has no involvement in the referral and admission process.