

COMMUNITY LIVING COALITION



Grassroots Network to Protect Rights of Consumers in Unlicensed Homes

Presented by

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THE PROBLEM?



Patients at the group home were housed in 20-foot-by-40-foot converted chicken coops with five bedrooms each and no plumbing. Some had padlocks on the outside and no emergency exits.

The Times, 9/5/09.



THE SOLUTION

- Independent Living Coalitions!
 - Independent Living Association – San Diego County
 - Independent Living Association – Alameda County
 - Peer Driven Room & Board Advisory Coalition – San Bernardino County
 - **Community Living Coalition – Santa Clara County**



Community Living Coalition develops:

- Standards for independent living homes
- A problem resolution process
- A list of independent living homes that ensures a minimum standard of housing
- Relevant trainings, education and support for its members
- A referral process to member homes



The coalition consists of:

- Independent living operators
- Peer leaders
- Advocates
- Family members
- Providers
- Residents

An effective coalition requires:

- ❖ Leadership and management
- ❖ Member recruitment
- ❖ Independent living site visits
- ❖ Support to resolve complaints
- ❖ Training, education & support for operators and stakeholders
- ❖ A directory of approved member homes

#1 - Member recruitment

◆ Outreach to:

- ✓ Independent living operators
- ✓ Providers and dischargers
- ✓ Family members
- ✓ Consumers

#2 – Site reviews

- ◆ Recruit/reschedule site inspection team (3)
 - Client, peer, or family member
 - Peer and/or family advocate
 - Provider
- ◆ Schedule site inspection
- ◆ Arrange transportation
- ◆ Coordinate meeting time/place for team
- ◆ Notify operator (no more than) 24 hrs before visit
- ◆ Convene team to determine membership disposition

#3 – Complaint resolution

- ◆ Receive and review written complaints
- ◆ Contact complainant to follow up
- ◆ Review relevant documents
- ◆ Contact / advise independent living operator of nature of complaint
- ◆ Schedule and conduct interviews with all disputants when appropriate
- ◆ Mediate solution-focused discussion between disputants
- ◆ Provide written summary, including disposition

#4 – Training, education, and support

- ◆ Expands rights and skills knowledge to consumer population
- ◆ Enhances the quality of home management and operation
- ◆ Provides awareness about community resources
- ◆ Who should do it?
 - ▶ Consumers
 - ▶ Family members
 - ▶ Independent living operators
 - ▶ Providers

#5 – Member Directory

- ◆ Includes only approved IL homes
- ◆ Is made available to providers, consumers, family members
- ◆ Web posting of directory will also include relevant information and resources
- ◆ Highlights details about the home to allow for informed choices and best fit



Impact on residents, operators, and providers

ILA's Story