

The Fogarty Center

OPTIONS Self Directed Programs

Grievance and Appeals Policy

I. Policy

The Fogarty Center d/b/a OPTIONS is committed to maintaining the highest standards of efficiency and professionalism in its contractual relationships with Household Employers. To ensure the effective and seamless operation of the OPTIONS program, grievances will be addressed promptly, fairly, and consistently.

Every reasonable effort will be made to resolve concerns at the earliest possible stage and through the most suitable level of the grievance process. A Household Employer's right to appeal is further detailed in the OPTIONS Self-Directed Support Agreement.

The OPTIONS Grievance and Appeals Policy is included within the Household Employer Enrollment Package. This policy is published to ensure Household Employers are fully informed of their right to submit formal grievances and appeals, and to affirm that OPTIONS encourages the reporting of concerns. The following section outlines the procedures for submitting formal grievances and appeals, as well as the steps OPTIONS will take to review and resolve such matters.

This policy will be reviewed periodically and updated as necessary by the Chief Executive Officer.

II. Procedure

The Household Employer will submit the formal grievance to the OPTIONS Director and/or the Chief Executive Officer. Alternatively, for BHDDH self-directed programs, the Household Employer may file a grievance with BHDDH who then forwards it to the Fogarty Center d/b/a OPTIONS.

Formal grievances may be submitted orally or in writing.

- If the submission is oral, then OPTIONS will document the date, nature, and relevant details in a confidential record and/or database maintained within the Employer's file.
- All submissions will be handled in a confidential and professional manner.

Review Process

1. The OPTIONS Director will review the formal grievance within three (3) business days of receipt. The review will include referencing internal policies, gathering documentation of communications/actions relating to the grievance, and interviewing applicable parties.
2. Upon request of the Employer, the Chief Executive Officer and/or designee will meet with the individual(s) involved to discuss the matter and attempt resolution.
3. All reasonable efforts will be made to achieve a fair and satisfactory resolution.

Determination

Following the review and any related meetings:

- The Chief Executive Officer or designee will issue a written decision to the Household Employer.
- The decision will include the list of individuals interviewed, the steps taken to resolve the grievance, and the organization's conclusion.
- The written decision will be postmarked within (5) business days of the grievance receipt.
- Copies of the written decision will be provided to all applicable parties well as the Fogarty Board of Directors.

Administrative Hearing

212-RICR-10-05-1.6 permits participants that are not satisfied with the outcome of the grievance proceedings to request an administrative hearing with EOHHS.

You are also entitled to free legal assistance. Disability Rights Rhode Island is one organization that provides free legal services.

The address and telephone number for DRRI is:

220 Toll Gate Road, Ste A
Warwick, RI 02886

Phone: Voice: (401) 831-3150

FAX: (401) 274-5568

info@drri.org

Household Employer Name (print): _____

Household Employer Signature: _____ Date: _____