



NEW BEGINNINGS ENTERPRISES, INC
COMMUNITY DEVELOPMENTAL DISABILITY ORGANIZATION

Policy Number: **111.0 Council of Community Members**

Page 1 of 2

Regarding: KAR 30-64-31

Effective Date: 7.31.02

Revised Date: 1.13.09; 9.11.09

New Beginnings Enterprises, Inc. CDDO will enlist the assistance of individuals accepting services, their family members, guardians, affiliates of the CDDO and others to guide and oversee the development and provisions of services for individuals with developmental disabilities, develop and monitor a dispute resolution process for persons served and affiliates, and ensure the quality of services being provided.

Procedure

Council Responsibilities

Guide and oversee the development and provision of Community Services provided in the New Beginnings Enterprise, Inc. CDDO service area for individuals with developmental disabilities.

The Council fulfills its responsibilities through the review of information provided to it including stakeholder satisfaction ratings, agency advisory council recommendations, outcome measurement results, on site monitoring and review of any dispute resolution activity.

The Council shall have the right to express opinions, make suggestions and recommendations to the CDDO governing board concerning:

- A) Any service issue,
- B) The types of services being provided by the Community Service Providers in the area;
and,
- C) The manner in which those services are provided.

Any suggestion or recommendations for service provision, developed by the Council are presented to the New Beginnings Program Committee of the Board at the next scheduled meeting. A member of the Council may attend the Program Committee if requested. The Program Committee reports to the full Board for inclusion in the planning for the New Beginnings Enterprises, Inc. CDDO area.

The Council of Community Members develops and monitors the dispute resolution process for persons served and affiliates. Annually the Council reviews the dispute resolution policies and procedures for the New Beginnings Enterprises, Inc. CDDO service area.



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Page 2 of 2

The Council designates members to participate on a subcommittee, to review any dispute to insure that the dispute resolution policy is followed and the dispute is resolved.

Ensures the Quality of Services

The Council of Community Members has designated the CDDO Director as the quality assurance reviewer for the CDDO area. Results are presented at each Council of Community Member meeting. The Council of Community Members has determined the type of intensity and process to be utilized to ensure the requirements of the New Beginnings Enterprises, Inc. CDDO policy on Quality Assurance is met. In the event of a quality assurance matter, the Council of Community members will require the provider to submit a plan of corrective action.

Membership

The Council of Community Members membership is comprised of at least 51% persons with developmental disabilities, family members, and guardians. The Council conducts selection of new members; when a Council member resigns, their term expires, or the Council is expanded. Vacancies for council members will be announced and nominations will be taken from people living in the New Beginnings Enterprises, Inc. CDDO Service area. New members receive an orientation including monitoring by a volunteer member, training in assertiveness and effective participation on advisory councils. No member will serve more than two consecutive three-year terms.

New Beginnings Enterprises, Inc. will solicit nominations for this category of membership through affiliates, persons with disabilities, and families/guardians. New Beginnings Enterprises, Inc. community council shall notify agencies and families of vacancies and request nominations. The nominated members will be submitted to the council for election. This practice will be implemented due to lack of competition for council positions and limited council participation. The council retains the right to appoint temporary members in order to retain a quorum required to conduct business.

Meetings

The Community Council meets quarterly and at such times as needed to fulfill its responsibilities.

Quorum

A quorum requires 51% of those present to be persons with developmental disabilities, family members and guardians. Persons who make up the 51% to achieve a quorum may not be employees, paid consultants to any provider or board members of any provider.