COMMUNITY LIVING COALITION

Grassroots Network to Protect Rights of Consumers in Unlicensed Homes

Presented by

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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