

NEW BEGINNINGS ENTERPRISES, INC.
COMMUNITY DEVELOPMENTAL DISABILITY ORGANIZATION

Policy Number: **111.0 Community Council**

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Regarding: K.A.R. 30-64-31

Effective Date: 7.31.02

Revised Date: 1.13.09; 9.11.09; 8.21.17; 10/8/18

The CDDO will enlist the assistance of persons served, their family members, guardians, affiliates of the CDDO and others to form and maintain a Community Council to express opinions, and make suggestions and recommendations to the CDDO and the Board of Directors concerning the types and manner of services being offered. The Community Council will develop, monitor and provide a dispute resolution process to individuals receiving or requesting services. In addition, they will also provide oversight of the quality of services provided and request improvement in quality as necessary.

Procedure

1. Membership

The Community Council membership is comprised of at least 51% persons with intellectual and/or developmental disabilities, family members or guardians who are not employees of the CDDO and its affiliates. Other members may include CDDO staff, representatives of affiliates and interested community members.

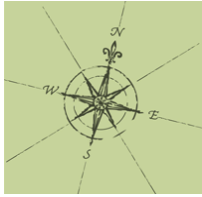
2. Appointment of Members

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. The CDDO will solicit nominations for this category of membership through affiliates, persons with disabilities, and families/guardians. The CDDO Community Council shall notify agencies and families of vacancies and request nominations. The nominated members will be submitted to the Council for approval. The members who are persons served, family members, and/or guardians will approve new members from the list of nominees.

The Council retains the right to appoint temporary members in order to retain a quorum required to conduct business.

3. Term Limits

Community Council members are elected for one term, which consists of three years. Council members may not serve more than two consecutive three-year terms.



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4. Meetings

The Community Council meets quarterly and at such times as needed to fulfill its responsibilities. A quorum requires 51% of those members present to be persons with intellectual and/or developmental disabilities, family members and/or guardians. Persons who make up the 51% to achieve a quorum may not be employees, paid consultants to any Community Service Provider or board members of any Community Service Provider.

5. Process

The Council shall have the right to express opinions, and make suggestions and recommendations to the CDDO Board of Directors concerning any service issues, including:

- a. The types of services being provided by Community Service Providers in the service area;
- b. The manner in which those services are provided;
- c. CDDO policies, including dispute resolution procedures;
- d. The training curriculum for CDDO staff that determines eligibility for services;
- e. The CDDO Quality Assurance processes and outcomes; and
- f. The local capacity plan

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

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