

Consumer Appeal Form

Name of Consumer:	
Name of Representative (if applicable):	
Address:	
City/Zip:	Telephone:
Reason for appeal <input type="checkbox"/> I do not agree I need assistance of a representative. <input type="checkbox"/> I do not agree with the corrective action plan written by my consultant. <input type="checkbox"/> I do not agree with my consultants' recommendation to return to the Home and Community Based Services Program and dis-enroll from the Consumer Directed Care Project.	
What problem or situation caused your consultant to make the recommendation listed above:	
What do you think should be done:	
Signature:	

**CONSUMER DIRECTED CARE RESEARCH PROJECT
COMPLAINT FORM**

Customer Name: (PLEASE PRINT)		
Name of person reporting concern (if not consumer):		
Address:		
City:	Zip:	Telephone: ()
Problem with: <input type="checkbox"/> Project Bookkeeper <input type="checkbox"/> Consultant		Best time to call: ___AM ___PM
Please explain in the space below the problem you are having with the project bookkeeper or your consultant. Use back of page if additional space is needed.		
Have you told the project bookkeeper or your consultant about the problem? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what was done?		
Please mail this form to: Consumer Directed Care Research Project 4040 Esplanade Way Tallahassee, FL 32399-7000 A project staff member will contact you. Thank You		

APPENDIX C

X: Section C - Links to web resources

Counseling Program Information www.cashandcounseling.org

Counseling Demonstration –

<http://www.hhp.umd.edu/AGING/CCDemo/index.html>

Home and Community Based Resource Network –

<http://www.hcbs.org/>

Arkansas Cash & Counseling: Independent Choices –

<http://www.independentchoices.com/ICHome.htm>

New Jersey Cash & Counseling: Personal Preference –

<http://www.state.nj.us/humanservices/dds/personal.html>

Florida Cash & Counseling: Consumer Directed Care –

<http://elderaffairs.stae.fl.us/doea/english/cdc.html>

Consumer-Direction Tool –

http://www.hcbs.org/practical_tools.htm#consumer

Counseling/Fiscal Agency (CFA) Initial Readiness, Mid-Year & Annual Review
Manuals (Susan Flanagan) –

http://www.hcbs.org/ptools/AR_CFA/AR_CFA/Manual.pdf

Statement of Consumer Rights and Responsibilities from the New Jersey Personal
Preferences Program –

<http://www.hhp.umd.edu/AGING/CCDemo/Products/Appendix%20A%20Rights%20Responsibilities%20of%20consumer%20and%20representative.pdf>

You Can Do It! A Consumer Guide for Managing your Own Cash Grant for Household Employees, John

<http://www.hhp.umd.edu/AGING/CCDemo/ccbook/index.html>

Arkansas Operations Manual & RFP: <http://www.independentchoices.com?ICHome.htm>

<http://www.mathematica-mpr.com/3rdLevel/cashcounselinghot.htm>

Quality Initiatives Involving Centers for Medicare and Medicaid Services (CMS)

<http://www.cms.hhs.gov/medicaid/waivers/quality>

Participant Experience Survey MRDD

Participant Experience Survey Elderly/Disabled

User's Guide for Participant Surveys

HCBS Quality Framework

HCBS Workbook-Guide for Improving Quality in Home Community-based Service and Support