



COMPLIANCE PROGRAM

Lifeskills is firmly committed to full compliance with all required laws, regulations and guidelines set forth by state, federal, and private purchasers of our services. We hold all employees, agents, and contractors responsible for adhering to a high degree of integrity and compliance with all state and federal authorities.

Lifeskills compliance program has been implemented to establish a culture within the agency to promote prevention, detection, and resolutions of misconduct and fraud. Every employee/contractor is responsible for understanding the compliance program and reporting suspected violations.

Suspected violations can be reported to the compliance officer by calling 270-901-5000 extension 1316, or anonymously via postal mail:

Corporate Compliance Officer; 380 Suwannee Trail, Bowling Green, KY 42103

LifeSkills, Inc.

Client Grievance Procedure

People supported through LifeSkills' programs, and their families, are encouraged to let us know of any concerns. Hopefully all problems can be solved at the program level and timeliness is important in addressing issues of concern. Reporting concerns and grievances will not result in retaliation or barriers to services.

If you are not satisfied or wish to express a concern we ask that you utilize the following procedure:

1. Notify your provider or staff member as soon as an issue arises. You can expect a response within (5) business days. You may receive assistance from LifeSkills staff, or an advocate of your choice at any of the following levels.
2. If you find the result unfavorable at the Program level you may contact the Divisional Vice President at 270-901-5000. For Mental Health or Substance Abuse Services contact Colleen Marshall. For Developmental Services Contact Brad Schneider. You will receive a response within (10) business days.
3. If you are dissatisfied with the resolution you may Contact the Corporate Compliance Officer at 270-901-5000 Ext. 1027. You will be encouraged to state your grievance in writing to the following address: Attention Compliance Officer, LifeSkills, Inc., P.O. Box 6499, Bowling Green, KY 42102. You will receive a response within (10) business days from receipt or notification.
4. If the individual finds the resolution unfavorable, the individual may request that the issues be submitted to the Grievance Committee for review. You will receive a response within 14 business days.
5. If you are not satisfied with the decisions made by LifeSkills' internal grievance process, you may contact the Office of the Ombudsman, Cabinet for Health and Family Services, 275 East Main Street 1E - B, Frankfort, KY 40621 (1-800-372-2973) or (1-800-627-4702 TTY) or Kentucky Protection and Advocacy, 100 Fair Oaks Lane, Frankfort, KY 40601 (1-800-372-2988).

I acknowledge that I have read and understand this grievance procedure. I also recognize my responsibility to participate constructively with staff and others receiving services at LifeSkills.

Signature

Date