

MISSION

- ▶ Help people with challenges have opportunities, options and choices, and to lead more self-determined lives.
- ▶ Assist people in advocating for what they want, not what others think they want or think is in their best interest.
- ▶ Help the agency focus on providing services consistent with a customer-centered philosophy.
- ▶ Increase awareness of advocacy and self-advocacy issues and give people encouragement and skills to advocate for themselves.

“Nothing about me without me.”



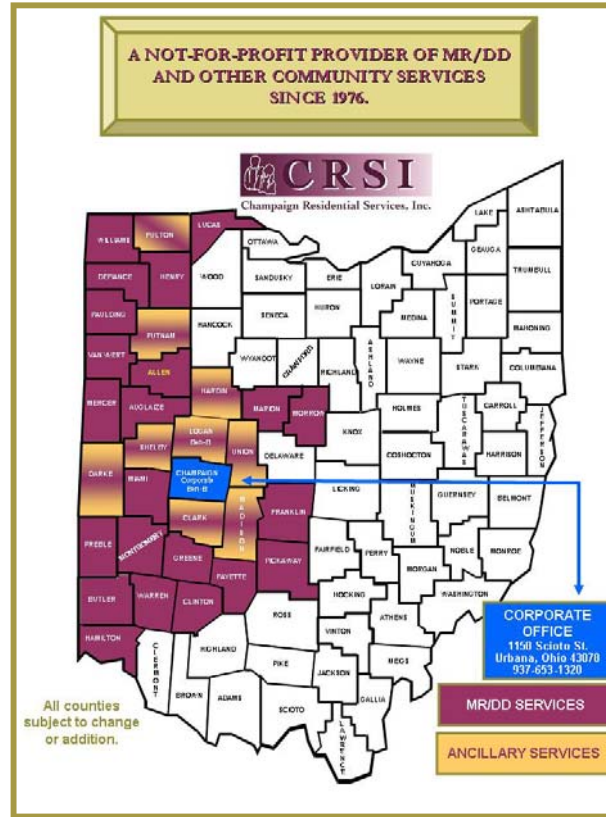
Advocating for consumers is a full-time commitment at CRSI.



CONTACTS

Advocacy/MUI Director
(937) 653-1351

Consumer Advocate
(937) 653-1337



Champaign Residential Services, Inc.
Corporate Office
1150 Scioto Street • Suite 100 • P.O. Box 29
Urbana, Ohio 43078
Phone (937) 653-1320
Fax (937) 653-1321
info@crsi-oh.com
www.crsi-oh.com

CRSI offers a program to help people with challenges have opportunities, options and choices, and to lead more self-determined lives.

“Nothing about me without me.”

Since 1976



**C
O
N
S
U
M
E
R
A
D
V
O
C
A
C
Y**

CONSUMER ADVOCATE

A rare program offered by Champaign Residential Services, Inc. is its **Consumer Advocacy Program**. On staff is John Hannah, an individual with challenges and full-time “consumer advocate”, who offers individuals served the opportunity to talk about living arrangements, needs, desires and satisfaction with services received.

Mr. Hannah’s distinguished community accomplishments include being a participant in the first Special Olympics held in Chicago in 1968 and in the International Special Olympic Games in 1983 as an avid basketball player.



The basic functions of the Consumer Advocate are to interview and communicate with customers, their families, guardians and other involved persons and to report information regarding customer satisfaction to designated CRSI personnel. Also, to serve as an advocate on behalf of all customers and provide input on how the agency can provide continuous high quality services.

The success of the program is enhanced by the ability of an individual with challenges to relate and communicate with individuals who receive services.



CRSI staff and People First goes to Washington D.C. to be represented at the Alliance for Full Participation Summit.

THE PROCESS

- ▶ The Consumer Advocacy Department tracks status of concerns or recommendations.
- ▶ The Consumer Advocate interviews customer, family and/or significant others to determine customer satisfaction with CRSI services.
- ▶ The Consumer Advocacy Department summarizes the survey, notes recommendations if any and generates a written report. The written report is sent to the customer and/or family, chief operations officer, human resource director and quality assurance director, as desired by the customer.



- ▶ The Consumer Advocacy Department contacts the customer and/or family to obtain approval for CRSI to follow up on areas of concern and recommendations noted in the written report and notifies the quality assurance office.
- ▶ The Quality Assurance Department generates an internal document to follow-up with the customer and sends it to the chief operations officer, along with a copy of the written Consumer Satisfaction Survey Report.
- ▶ The Chief Operations Officer designates the responsible staff person to address the customer areas of concern and/or Advocacy Department recommendations and sends a copy of the form back to the quality assurance director.



- ▶ The Quality Assurance Department will follow-up with the customer/family and designated CRSI staff to determine that the appropriate action was taken to accommodate the customer and address the Consumer Satisfaction Survey areas of concern and/or recommendations.



MUI - OVERSIGHT

An essential role of the Consumer Advocacy Department is its involvement with the MUI program. The Advocacy/MUI Director oversees the MUI process for all counties served by CRSI. This oversight allows for a hands on approach to understanding the issues surrounding the lives of the people served as well as the opportunity to track patterns and trends to ensure health and safety.

TRAINING AVAILABLE

The unique qualities and benefits of CRSI’s Consumer Advocacy Program has drawn interest from similar organizations across the country. Program development and training is available by contacting Champaign Residential Services, Inc.

AFFILIATE ORGANIZATIONS

People First of Ohio
People First of Champaign County
The Arc of Champaign County



Providing Solutions for Successful Living to Individuals with Challenges.
Since 1976