

Wood County Board of Developmental Disabilities

PROCEDURE

Procedure #: 02-ALL-ALL-0592 (SS)  
Effective Date: 09-15-00  
Person Responsible: Director of Service and Support Administration

Subject: Grievance Resolution for Providers  
Last Revision: 12-13-17

Approvals/Date: Brent Bauer 12/19/17 Date  
Superintendent, WCBDD

Claude R. Kuffner 12/15/17 Date  
Department Director

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| <p>The following process is to be used to resolve any and all disputes that may arise between the county board and a provider or an entity with which it has a shared funding agreement for disputes between the Board and the Agency Provider/Entity.</p>   |
| <p>1. The Board and the Provider/Entity shall first meet monthly and confer in good faith to attempt to resolve any problems/disputes which may have arisen following the effective date of contract.</p>  |
| <p>2. This dispute resolution process may be initiated by either a representative of the Board or a Provider/Entity and is intended to provide a formal mechanism for addressing matters of dispute when the more informal means, as described above in Item 1 in this procedure, have not been successful.</p>  |
| <p>3. Issues for which this formal dispute resolution process is invoked must relate in some manner to a specific provision of an individual ISP and the agreed upon services to be provided therein.</p>  |
| <p>4. The party invoking this dispute resolution process shall do so by sending written notice to the Board/principle executive officer, and Board chairperson of the other organization.</p> <ul style="list-style-type: none"><li>a. This written notice is to be sent within fourteen (14) calendar days of the time the matter in dispute took place, or the time the disputing party had reasonable opportunity to learn of the matter; and</li><li>b. This written notice shall state explicitly that the formal dispute resolution process called for in this procedure is being invoked; and</li><li>c. This written notice shall identify the specific action or inaction which is being contested, and reference the specific service within the ISP.</li></ul>  |
| <p>5. Within fourteen (14) calendar days of receipt of such written notice, a Board representative, and the principle executive office of the Provider/Entity shall meet to resolve the matter in dispute.</p>   |
| <p>6. If these two individuals are unable to resolve the matter they shall commit to writing their understanding of what points of dispute remain and of the facts and any relevant documentation which bear on this matter. These written statements, along with a notice of impasse, shall be submitted to the chairperson of both organizations within seven (7) days of meeting as mandated in section five (5) of this procedure.</p>   |
| <p>7. The Board shall arrange for a joint meeting of the board of trustees or specified delegates of the board of trustees and the Provider or members of the Provider/Entity board, to review the matter of dispute and attempt to resolve it.</p> <ul style="list-style-type: none"><li>a. This meeting shall take place at a mutually agreeable time, but no later than forty-five (45) days after the initial filing of the dispute notice.</li><li>b. Both the Board and the Provider/Entity shall select their respective representatives to the joint meeting.</li><li>c. In addition, the Board, and the principle executive officer of the Provider/Entity shall be invited to participate in this joint meeting.</li><li>d. Any preliminary resolution of dispute growth out of this joint meeting, assuming that ratification/adoption by either organization may be subsequently required, shall be committed to writing and signed by the chairpersons of both organizations.</li></ul> |
| <p>8. By mutual consent, a third party non-binding mediation procedure may be incorporated into the dispute resolution process. This may occur at such time as resolution cannot be reached as a result of section seven (7) of this procedure.</p>  |

References: ORC 5126.42 "Duties of Board" and ORC 5126.45 (B) (6)

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