

M E M O R A N D U M

To: DDSO Directors

From: Kathleen Broderick
Associate Commissioner, NYCRO

Subject: Consumer Advisory Board Communication Protocol

Date: September 4, 2002

OMRDD and the Consumer Advisory Board (CAB) have agreed that all its program associates will have access to All-In-One, effective immediately. The following reiterates the CAB Communication Protocol that is already in place for all voluntary agency and DDSO staff who serve Willowbrook class members.

All official communication for class members, both verbal and written, with the CAB should be directed to the main office at 1050 Forest Hill Road, Staten Island, New York 10314, (718) 477-8800. Official communication includes notifications that are required by the Willowbrook permanent injunction, policy and procedures, and regulations.

Therefore, do NOT consider emessages sent via All-in-One or the internet to be a substitute for official communication to the Consumer Advisory Board. Similarly, messages on answering machines/voice mail should not be left in lieu of official correspondence notification as indicated above.

This protocol is in place because program associates are often out of their offices for long periods of time and the information may require immediate attention. Staff at the Staten Island office review the mail and communicate with program associates regarding items which requires follow-up. The protocol should not in any way limit direct communication with program associates but rather should expedite appropriate action on behalf of class members. Program associates follow up on situations in the geographic areas to which they are assigned and information is shared with them by the Staten Island office as thoroughly and quickly as possible.

If it is necessary to speak to someone immediately a call should be placed to the Staten Island Office. During normal business hours, staff are available to assist and will contact the assigned associate. After hours and on weekends the answering machine is checked on a regular basis. If a response is necessary before the next work day, specific information and a request to respond should be included in the message.

Once notification has been made to the Staten Island Office as required, additional communication may be made directly with the program associate in person, by email, phone or copies of correspondence.

I appreciate your assistance in distributing this protocol to staff that provide services to Willowbrook class members. Please feel free to contact Denise Pensky of my staff, via email at PENSKEYDD or by phone at (518) 473-6026, should you have questions or require clarification.

Thank you for your support and follow up in this matter.