

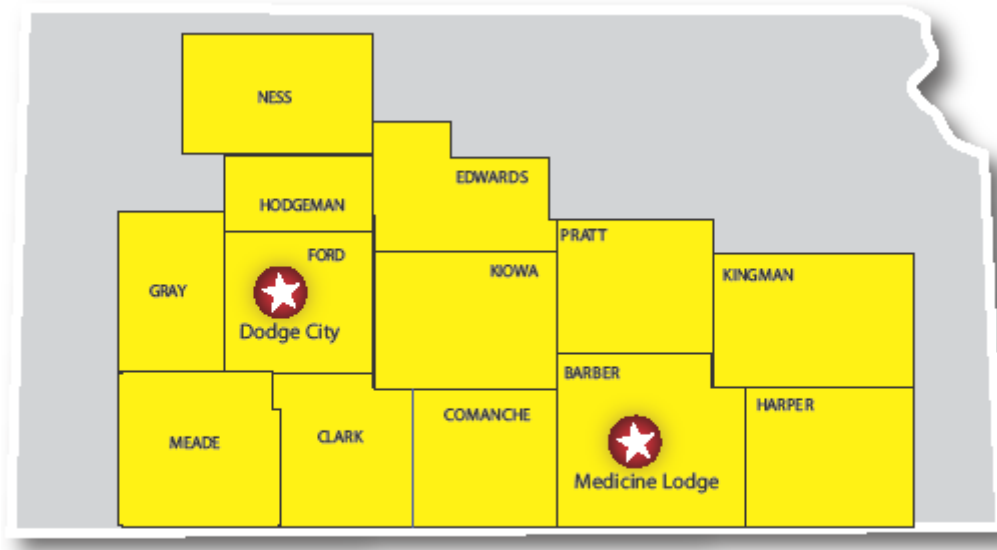
CDDO HANDBOOK

MISSION STATEMENT

Arrowhead West is the Community Developmental Disabilities Organization (CDDO) for initial contact information about Intellectual/Developmental Disability Services in Barber, Clark, Comanche, Edwards, Ford, Gray, Harper, Hodgeman, Kingman, Kiowa, Meade, Ness and Pratt counties.

The CDDO is the initial point of contact for any and all resources available to persons determined eligible for I/DD services and their families. While the CDDO is not able to guarantee immediate access to services that are needed, our goal is to be responsive to those seeking assistance, provide information that will lead to informed choices and expedite access to services.

The CDDO assures that eligible children, adults and their families have access to community resources available to them. The CDDO bridges existing community resources to maximize capacity and service.



CDDO Office Locations

CDDO OFFICE'S

1100 E. Wyatt Earp
P.O. Box 789
Dodge City, KS 67801
(620) 227-8803
(620) 227-8812 (fax)

500 W. Fowler
P.O. Box 7
Medicine Lodge KS 67104
(620) 933-2215
(620) 933-2216 (fax)

CDDO Procedures

Annual Review of Procedures

The CDDO will review these procedures at least annually.

SECTION 1 - Eligibility

Eligibility Determination Packet

The CDDO is the single point of application for individuals seeking I/DD services. The Admissions Coordinator mails or hand delivers an application packet to individuals who request an eligibility determination for these services. The packet includes the following:

- A letter explaining the eligibility requirements, documentation needed, etc. This may be omitted if the packet is hand delivered.
- CDDO Application For Eligibility Determination For Services (CDDO 1.0)
- I/DD definition of Intellectual and other Developmental Disabilities handout.
- CDDO handout providing a brief explanation of I/DD Services
- CDDO Brochure
- Psychological evaluation guidelines (if applicable).

When the completed packet is returned it is reviewed and the applicant is advised if more information is needed. Once all information is received, an eligibility determination is made by the Admissions Coordinator using the Eligibility Handbook Protocols for Intellectual or Developmental Disability.

If the applicant is deemed eligible they are advised via phone or letter and a date to complete BASIS assessment and outline service/provider options is established. An MR-9 (eligibility determination) is completed and the original is kept in the CDDO file.

If the determination results in a denial, a letter is sent advising the applicant of the reason for the denial and the right to appeal the determination. The denial notice (DD Ineligible) is sent to the KDADS I/DD Program Manager.

BASIS Assessments – Refer to KDADS Functional Eligibility Policy

An initial BASIS Assessment will be completed within 30 days after eligibility has been determined. Thereafter, an annual assessment will be completed within 364 days by the Admissions Coordinator or a qualified BASIS Screener for those with HCBS funding.

Service Access List Process

The Admissions Coordinator will ensure that each person who has applied for services, has been determined eligible for services, and agrees to accept services will be placed on the state-wide services access list as “waiting” until funding for the service is available.

The Admissions Coordinator will provide whatever assistance possible, within existing resources, to avoid a possible crisis from developing until requested services are available. The Admissions Coordinator will make appropriate referrals to other community agencies that may be able to provide any type of support or assistance until such time as requested services are available.

The Admissions Coordinator will contact the individual or their TCM at least annually to determine the continued need for services.

SECTION 2 – Funding

When funding becomes available the Admissions Coordinator will notify the applicant and confirm that applicant will accept services.

If the applicant declines funding, KDADS will send a Notice of Action informing person of removal from wait list.

CDDO Notification of Funding (CDDO 1.5) will be completed if services are accepted or declined.

If applicant accepts funding, the Admissions Coordinator will impartially offer choice of provider (CDDO 1.1).

Funding Requests Process (Refer to KDADS Crisis & Exception Policy)

The CDDO may request exceptions to the HCBS I/DD waiver according to KDADS Crisis and Exception Policy.

Funding requests are made by the Case Manager or CDDO representative if no Case Manager is in place. The Crisis Funding Request (CDDO 1.22) will be completed and submitted to the Admissions Coordinator along with all other applicable documents.

After reviewing the submitted request/documentation, the Admissions Coordinator will present the funding request to the CDDO Funding Committee. The Funding Committee is comprised of:

- Admissions Coordinator
- Vice President Administration
- President

If the funding committee approves the request, the Admissions Coordinator will upload the request and other information to KDADS I/DD utility tool for final approval. KDADS will notify the individual of approval or denial. If the funding request is denied, the person submitting the request is notified of the denial and the appeal process.

If funding is approved, Notification of Funding form CDDO 1.5 will be completed with the original forwarded to the Case Manager and a copy kept in the CDDO file.

Extraordinary Funding Process - Refer to KDADS Policy on Extraordinary Funding.

Transition Policy - Refer to KDADS Policy on Transition

When CDDO is notified of person being approved for Transition, the CDDO will review service options and offer choice of provider.

State Aid

State Aid is currently used to subsidize transportation costs that are incurred by day and residential providers within the CDDO. Vehicle insurance, gas, repairs and driver's salaries are allowable expenses that can be submitted for reimbursement of available funds.

State Aid is not portable.

SECTION 3 - Provider Choice

The CDDO will review service options and the Affiliated Community Service Providers (CDDO form 1.1) annually and as needed.

Any complaints of discrimination should be made to the Admissions Coordinator who will investigate the situation. The Admissions Coordinator, who acts as the CDDO single point of entry, shall report any suspected discrimination by a community service provider to the President. The timeline for taking action regarding complaints of discrimination will be as set forth in the Community Council procedures on dispute resolution. Rights (to include nondiscrimination), are addressed annually with the person served and/or their guardian at the BASIS assessment and on the Quality Assurance checklist, which is completed by the Quality Assurance Committee.

All CSPs will be required to report monthly any denial of service to eligible persons who apply. The reasons for denial will be reviewed by the CDDO.

The CDDO conducts an Annual review of referrals, placements and discharges. All denials for services are summarized by the system and reported to management, the Board of Directors, and will be reviewed by the Community Council.

Only the Secretary of KDADS or his/her designee may determine if a person is inappropriate for community services. This determination may be made by the Secretary or his/her designee only if the person presents a clear and present danger to self or the community even when provided appropriate community services.

If a CSP determines a person is inappropriate for community services for these reasons, the CDDO will make a request for a determination from the Secretary of KDADS or his/her designee.

Process for Changing Service Providers

When an individual receiving I/DD services wishes to change service providers they (or their responsible representative) will notify the TCM (Targeted Case Manager) provider or the Admissions Coordinator. If the TCM provider is notified, they will advise the Admissions Coordinator of the desired change.

The Admissions Coordinator will contact the eligible individual (or their responsible representative) to review the Affiliated Community Service Providers (CDDO form 1.1) within the CDDO area.

All service options will be reviewed with the eligible individual and their support team in an effort to best meet the person's needs as stated in the Person Centered Support Plan.

Case Transfer

When a person has made the decision to move out of the CDDO area, the Case Manager or the individual/guardian will contact the Admissions Coordinator and provide the following information:

- CDDO area to which the person is moving,
- date the person is moving, the new address and phone number.
- ISP (if applicable),
- copy of the most recent BASIS,
- copy of the Person Centered Support Plan (PCSP) and Behavior Support Plan (if applicable)

Upon receipt of the above information, the Admissions Coordinator will complete the Case Transfer Form and will then forward the information to the designated CDDO. The Case Transfer Form will be kept on file.

The Admissions Coordinator will transfer the case in KAMIS to the new CDDO.

For a person transferring to our CDDO area, the Admissions Coordinator will:

- Acknowledge receipt of Case Transfer Form from originating CDDO
- Review service options and the Affiliated Community Service Providers (CDDO form 1.1)
- Notify the MCO of provider choice
- Provide referral packet to service provider (refer to CDDO form 1.4 – referral checklist)
- Make changes in KAMIS to reflect the move on the effective date and any other appropriate changes

Termination of Services

When a person terminates services for the following reasons: death, left the state or CDDO region with no plans to seek services in another CDDO, self-removal, the CDDO terminates services, no longer eligible for waiver services, admitted to nursing facility, or other:

- A CDDO I/DD Notification Form will be sent to KDADS by the Admissions Coordinator.
- Obtain a Discharge Statement signed by client or guardian from the TCM.
- A Death Report should be sent to KDADS within 20 working days of the time of death if no autopsy is conducted and marked in KAMIS as "deceased".

SECTION 4 - Securing an Affiliate Agreement

Entities wishing to provide I/DD services in the Arrowhead West CDDO area must contract (affiliate) with the CDDO. The affiliation process allows Community Service Providers (CSPs) to receive funds for the I/DD services and supports they provide.

Affiliating with the CDDO requires multiple steps that will vary somewhat for licensed, non-licensed, and FMS providers. The general process is outlined in the steps below.

- The interested provider contacts the Admissions Coordinator indicating their desire to enter into an affiliate contract.
- The Admissions Coordinator explains the documentation needed and follows up specifying what documentation is required. This information is sent, along with a copy of the Affiliate Agreement to the provider.
- The Admissions Coordinator will answer follow-up questions and provide support and/or guidance throughout the application phase.
- The service provider will forward all required documents and the signed Affiliate Agreement to the Admissions Coordinator. Once everything has been obtained, the Admissions Coordinator will review the packet and forward it to the CDDO President for signature.
- A signed copy of the Affiliate Agreement will be sent to the service provider for their records.
- The provider will be added to the Affiliated Community Service Providers list (CDDO 1.1). This list is impartially reviewed annually with eligible individuals receiving or waiting to receive I/DD services within the catchment area.
- The Vice President, Administrative Services maintains a copy of all the Affiliate Agreements and required documents, and monitors that affiliates update their documentation requirements as needed.

SECTION 5 – Council of Community Members and Dispute Resolution

The Council of Community Members

The CDDO has adopted a separate set of procedures for Community Council as per KDADS approved CDDO bylaws organized pursuant to K.A.R. 30-64-22 (a)(3). These procedures are available for review to interested parties.

The purpose of the Community Council (referred to as Council) is to express opinions and make suggestions and recommendations to the governing board of Arrowhead West CDDO concerning any services issues, including, but not limited to: the types of services being offered by the various providers within the service area; and the manner in which those services are being provided.

The Council is made up of nine official members to include five client/family/guardian representatives; two Affiliate provider representatives and two CDDO representatives. An electorate comprised of persons who qualify to be client representatives will elect the client representatives and two alternates. Client representatives shall comprise at least 51% of the total Council membership.

Regular meetings will be held quarterly and at other times as necessary to fulfill the Council's responsibilities for dispute resolution. All affiliate providers or others with an interest may attend, however, only members or their approved alternate may vote. Special meetings will require a minimum ten day notice to each member.

Duties of the Council would include adopting motions for review of the Board of Directors, implementing dispute resolution procedures when necessary per provisions of K.A.R. 30-64-32, and providing oversight of the functions of the CDDO Quality Assurance Committee as required by the provisions of K.A.R. 30-64-27.

Dispute Resolution

The CDDO has adopted dispute resolution procedure pursuant to K.A.R. 30-64-31 and approved by the Council of Community Members. (Article 4 of Community Council Procedures).

The right to access the dispute resolution process including internal and external method of appeal to resolve the dispute with the provider, or any other part of the community service system will be reviewed annually with the person served and/or their guardian as applicable (CDDO form 1.18).

The Community Council will review quarterly any formal grievances or disputes that have come to the attention of the CDDO. The Community Council will review annually a summary of all grievances/dispute activity to determine trends and any areas for service improvement.

SECTION 6 – Quality Assurance

CDDO Quality Assurance Process

The CDDO ensures that services being provided by the Community Service Providers are of good quality, meet individual needs and are responsive to the preferred lifestyle of the person with developmental disabilities. The CDDO provides for on-site monitoring of these requirements through processes developed by the Quality Assurance Committee, a sub-committee of the Community Council. The following processes are utilized:

The Individual Quality Assurance Process

The Quality Assurance Coordinator (QAC) maintains a database of all persons receiving an I/DD service within the CDDO area. The QAC ensures that every person who receives Targeted Case Management (TCM) plus one additional funded service within the CDDO area will be involved in some level of quality assurance review each calendar year.

The Quality Assurance Coordinator will ensure that a sample of persons receiving TCM, plus one additional service (Day, Residential, PCS) will complete the Quality Assurance Interview CDDO form 1.12. The Admissions Coordinator or other designated BASIS screener will generally complete this form with persons who receive case management plus self-directed or child residential service. The QAC will maintain tracking of those interviewed.

A selection of 50% of the list of all persons receiving TCM plus a licensed day or residential services will be made. This 50% selection will generally be the persons who were not included in the interview process for the previous year's selection. In addition, 100% of persons who receive a self-directed in-home or personal care service will automatically be added to the list of persons to receive the interview.

Case Managers may be asked to assist with the interview for persons receiving Personal Care or other HCBS in-home service. The interview requires an on-site observation of at least one of the service locations, with preference given to the home setting if the person receives a residential service or HCBS in-home service.

Minimally the QAC will verify the presence of a current Person Centered Support Plan (PCSP) for each person who receives case management within the CDDO area. 100% of persons who receive the "Individual Quality Assurance Interview" utilizing CDDO form 1.12 will additionally have an "Individual Record Review" form CDDO form 1.11 completed based upon a review of the PCSP and other pertinent records. The Quality Assurance Coordinator will generally complete this record review but may assign this review to other Quality Assurance Committee members. The record review may be completed either from case management records or from site location records or both. If the review is completed from case management records, additional records will be reviewed to include TCM logs, medical records and PCSP progress notes.

The QAC will indicate on either or both the "Individual Quality Assurance Interview" CDDO 1.12, and "Individual Record Review" CDDO 1.11 if a corrective action request is being made. If corrective action is requested, the original form(s) are routed to the appropriate Case Manager for corrective action. Copies of the form(s) are kept for tracking purposes by the QAC until the original with corrective action documentation has been returned. The QAC maintains a summary report of all individual corrective action requests. Completed forms are copied to the TCM for placement into the client case record.

Quality Assurance Monitoring of Providers

The Quality Assurance Coordinator arranges for visits at licensed service locations to be conducted quarterly. Members from the Quality Assurance Committee will participate with the site visits if assigned or as possible. The "On-Site Visit Checklist" will be utilized to record observations and an overall score for each site visited.

Following each site visit, the On-Site Visit Checklist is routed to the Manager of the appropriate service area. The Manager may further route the checklist to appropriate supervisors for corrective action to be completed and noted into the corrective action section of the form. The original with corrective action or comment added is returned to the Quality Assurance Coordinator.

The scores from the On-Site Visit Checklist are recorded onto a summary report. A copy of this summary report is provided to applicable CSP management staff by the 15th of the month following the end of each quarter.

The Quality Assurance Coordinator tracks the specific checklist items from the On-Site Visit Checklist that are marked as needing improvement. The specific noted checklist items are noted by date and service location into an “Item per item detail report of facility visits”. A quarterly compliance score (percentage) for each checklist item is then recorded into a summary report. A copy of the summary report is sent to applicable CSP management staff. The Quality Assurance Coordinator may request a corrective action plan for specific checklist items that consistently score below 90%.

Critical Event Recording and Trending

The CDDO requires all providers to report any critical events involving persons receiving services within the CDDO area to appropriate management staff, the Quality Assurance Coordinator, KDADS QMS staff, and DCF as appropriate. The reporting is typically completed by the case manager via e-mail attachment of the Critical Incident Report form. The provider will also need to complete and submit Adverse Incident Report (AIR) on the KDADS website as required. The QAC will acknowledge receipt of all critical event reports and will ask further questions as appropriate to ensure that appropriate measures are being taken to ensure the persons safety and health, and compliance with the PCSP, and additional follow up or future preventative measures needed.

The QAC will record all reports of critical events into the “Quarterly Critical Incident Summary” report. Data from this report is further reviewed with the Quality Assurance Committee for review of trends and further recommendation of preventative measures.

ANE Process and Corrective Action Requests

The CDDO requires all TCM and affiliate providers to report any suspected incidents or known allegations of Abuse, Neglect and Exploitation (ANE). These reports are considered critical events and are reported to the same critical event group as listed above. The provider will also need to complete and submit Adverse Incident Report (AIR) on the KDADS website as required.

The Quality Assurance Coordinator records all reported incidents of suspected ANE into a detail report that includes description of allegations, DCF screening and finding outcomes as known, and follow-up and corrective action requests. Data from this report is then further summarized into the “Quarterly Critical Incident Summary”. This data is reviewed by the Quality Assurance Committee for trends and any committee recommendations on future preventative measures.

The Quality Assurance Coordinator reviews reported incidents with the Case Manager and/or appropriate Manager to ensure that appropriate follow-up and internal investigation has been completed and that the involved client will be safe and protected during any investigation process. The QAC is available for consultation during the internal investigations process. The QAC may request copies of incident reports, follow-up documentation and investigation outcome reports that are needed to ensure that appropriate follow-up and/or corrective action for confirmed incidents is sufficient.

The CDDO ensures that adequate training related to Abuse, Neglect, and Exploitation is made available to clients, guardians, and service provider staff. Direct support staff are questioned about their knowledge of Abuse, Neglect and Exploitation incidents, protection from harm, and reporting processes during service location visits and individual QA interviews.

The QAC is available to assist with training on Abuse, Neglect and Exploitation if requested.

Background Checks

All affiliates are expected to comply with KDADS Background Check requirements.

Complaint Tracking

A quarterly complaint tracking form for KDADS will be completed timely to ensure that all complaints are adequately addressed.

1. The CDDO shall document the complaint on the “CDDO Quarterly Complaint Tracking” Form.
2. Reasonable accommodations shall be provided to allow verbal complaints, which shall thereafter be converted to a written format.
3. The “CDDO Quarterly Complaint Tracking” Form shall track the date complaint received; name of complainant, complaint category (See #4), complainant issue, status of the issue, how the issue was resolved, and date issue was resolved. A written response shall be provided to the complainant.
4. Complaint Tracking Categories:
 - Affiliation
 - BASIS (functional assessment)
 - CDDO Quality Assurance Process
 - Consumer Complaint regarding Provider
 - Consumer Crisis
 - Eligibility Determination
 - Exceptions
 - Other Funding Issues
 - Other Concerns
 - Dispute Resolution Process, offered and/or pursued

Other Quality Assurance Monitoring and Oversight

Other informal means of QA oversight may include the following:

- Review of attendance and service billing records
- Review of CSP Safety Committee minutes
- Review of CSP Training records
- Participation in the CSP Case Record Review process
- Review of the CSP Outcome Measurement System
- Review of Satisfaction Surveys completed for the CSP
- Review of Behavior Management Committee Minutes

SECTION 7 – Administrative Reports

Capacity. Capacity Building will be reported using the KDADS' template. The report shall be due annually on March 31st. The Parties agree to cooperate in a proactive manner as needed to address systemic gaps. The KDADS and individual CDDOs shall cooperate on specific capacity issues related to the respective CDDOs if or when either Party identifies the need.

CDDO administrative costs will be tracked and reported to KDADS Fiscal and Information Services Commission within twenty (20) days following the end of each SFY quarter.

State Aid Reports will be submitted quarterly and annual State Aid program reported per K.A.R. 30-22- 32 (7)(g), using an electronic format developed by the KDADS. Reports are due to KDADS Fiscal and Information Services Commission the 20th of the month following the end of the quarter. Each State Aid program report shall incorporate the total expenditure, number of persons served, units provided, and number or providers for each defined priority service per the KDADS taxonomy.

Special Requests by KDADS. Subject to the requirements of HIPAA, with respect to requests by KDADS for special reports or information not otherwise required by law or by this Contract, the CDDO shall provide the report or information within a reasonable time frame following its receipt of the request. All requests by KDADS for information and/or reports shall identify the source of the request, the reason for the request. All requests made by KDADS to CSPs for information, shall be copied to the CDDO.

Special Requests by the CDDO. Subject to the requirements of HIPAA, KDADS shall honor information requests from the CDDO if the information or data is available through current KDADS resources. If the information or data being requested is not available, KDADS shall notify the CDDO and discuss possible options for obtaining requested information. Responses from KDADS shall be given within a reasonable timeframe.