

Kansas Community Developmental Disability Organization Review Process

February 2007

I. Title:

Kansas Community Developmental Disability Organization (CDDO) Review Process

II. Purpose Statement

The Secretary shall assess the performance of the DD system to evaluate the degree to which it is effectively organized to fairly perform its statutory and regulatory responsibilities, especially in the assurance of informed choice for persons served and the management and elimination of potential conflicts of interest.

III. Team Make-Up

- A. SRS assigned staff will lead review
- B. Contingent upon training (*if requested*), availability and location, at least 3 team members will be selected from the following pool:
 - 1. CDDO Directors (or other staff as designated by director)
 - 2. CSP Staff
 - 3. Interested Community Members
 - 4. Advocates
 - 5. CDDO/CSP board members

People eligible and interested in participating in CDDO review process activities should submit their names to SRS/HCP/CSS or to a CDDO. SRS will maintain an active registry of interested/trained reviewers.

IV. Team Qualifications

- A. Team members are not to be from the review area
- B. Team members will be provided training as requested prior to participation in the Kansas Community Developmental Disability Organization Review Process.

V. Reimbursement

- A. Every team member will be reimbursed for mileage, meals and lodging. Reimbursement will be made within applicable SRS guidelines.
- B. If team member has to leave a paid position to attend the review process they will receive a per diem of \$____. Employees of a CSP, CDDO, or SRS are exempt from the per diem reimbursement.

VI. Team Responsibilities

- A. Confidentiality
Confidentiality is a primary requirement. The issues in one CDDO area are not discussed outside the review process.

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B. Review of Materials

Every team member will read and review any material that would be sent out in advance of the review, complete appropriate paperwork, and submit necessary documentation to designated SRS staff leading the review.

- C. Team members will not take policies, documents, or forms from the CDDO or the person served without expressed written consent.

VII. Process

A. Preliminary Work

1. SRS will select the review team.
2. A BASIS query will be conducted
3. BASIS and POC error reports generated by SRS
4. CDDO overview to be sent to SRS and distributed among review team members.
5. Overview will include:
 - a. Cover sheet information that includes area demographics
 - b. Affiliate contact information
 - c. CDDO policy manual
6. Assignment of CDDO Central Contact Person
7. CDDO will coordinate interviews with local partners after receiving names and locations from SRS.
8. CDDO provide to SRS a list of persons who in the past six months have changed service providers and a list of persons who have had eligibility determinations in past year. (Including payroll agents)
9. SRS send CSP survey.
10. Summarization of CSP surveys if applicable.

B. Onsite Materials that should be readily accessible to review team

1. Roster of Council of Community Members and meeting notes
2. Affiliate Agreements
3. Mailing Lists for CDDO and CSP
4. Management Information System Information Reports
5. CDDO Policies including public hearing notices and approvals
6. Evidence of CSP input on CDDO area management
7. Position descriptions for personnel that have both CDDO and CSP job duties.
8. Evidence of a process for affiliation and its monitoring
9. Description of process for funding decisions – waiting list, crisis, SGF access.
10. Copy of Newsletter
11. Evidence eligibility staff have completed training requirements

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12. Description of process for persons to change service providers
13. Eligibility determination sample letter
14. Provider change notifications
15. CDDO area average CM caseload size
16. Provider choice list
17. Evidence of annual notification of persons residing in ICFs of available community services.
18. Evidence of dispute resolution data maintenance and evaluation
19. Sample portability agreement

C. Arrival

1. Entrance conference
 - a. An explanation of the process with a review of the purpose statement
 - b. Introduction of the review team
 - c. Coordination of logistical concerns
 - d. Verify time for exit interview
 - e. Orientation of team members and assignments

D. Conduct Review utilizing the CDDO Review Instrument

1. Interviews
2. Administrative review

E. Exit

1. Scripted verbal report based upon team findings
 - a. Review team will report missing information
 - b. Review team will report positive findings including best practices that may be shared with other CDDOs.
 - c. Review team will report areas of concern related to CDDO functions only. All other concerns derived from interviews will be reported to the designated staff or entity responsible in separate discussion outside the exit conference.
2. Initial exit report will only be preliminary and subject to review
3. CDDO will be given opportunity to respond to the exit report

F. Written Reports

SRS will provide a written report and the CDDO will be given the opportunity for rebuttal. The first draft report will be due to the CDDO within 10 working days. The CDDO's rebuttal will be due within 10 working days from the submission of the SRS draft report. A final report from SRS will be due within 10 working days from the submission of the CDDO rebuttal. The final report will include comments by the CDDO

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and their rebuttal. The final report will include a request for a performance improvement plan, if applicable. The timeline for the performance improvement plan will be identified in the final report.

VII. Identified Issues

- A. Identified issues from interviews that do not rise to the level of an violation of the DD Reform Act will be referred to the CDDO for appropriate resolution and report back to the review team
- B. Identified issues that are related to actions taken by a CDDO at the direction of SRS or other state agency, shall be referred to the relevant administrative appeal / review process
- C. All identified issues require the CDDO to make a good faith effort to resolve this issue in a timely manner
- D. CDDO shall maintain records (data base) that identifies all identified issues reported by issue, person and date including resolutions / actions taken

VIII. Enforcement

- As allowed by statute / rule or regulation
Issues identified as not meeting the requirements of the DD Reform Act / applicable K.A.R. and contract provisions will be addressed within the scope of the applicable law / regulation / contract.