

**Cottonwood CDDO
Council of Community Members / Quality Oversight Committee**

**Meeting Agenda
February 11, 2010 at 3pm**

Present: Terri Long, Kimberly Anderson, Karrie Metzger, Eileen Filbert, Laura Bittenbender, Milissa Hicklin, Judy Condra, Susan Davis, Ben Layton, & Angela Drake

1. Everyone was welcomed and completed self introductions
2. Election of new members – Terri Long (parent) was nominated to join and was elected unanimously.
3. Data Reports
 - a. Monthly CDDO Report – No significant changes noted.
 - b. Statewide Performance Improvement Outcomes – We continue to see that providers are not completing all 4 required background checks on staff, or not keeping evidence of completion in personnel files.
4. Quality Oversight Visits
 - a. Review of QO visits from last quarter - Most of the visits went well and individuals reported satisfaction with services. 4 individuals had No Response for the satisfaction questions, and 2 others remarked that they were somewhat disappointed with their day or residential setting. During one visit staff indicated that they were concerned about the amount of overnight staff available at the home, Susan followed up with the provider on this issue. On another visit staff and consumer indicated that fire drills were not conducted at the home, Ben followed-up with provider on this issue.
 - b. Assign Next Round of 10% Random Sampling - Assignments were made for next quarter's visits from a random selection of individuals in BASIS.
 - c. Special Reviews / Reported Concerns - Ben shared with the Committee recent reported concerns that CDDO staff have followed up on. This involved staff for a Day supports provider following the action plans outlined in the Person Centered Support Plan.
5. System Updates
 - a. Statewide QO Committee - Angela returned from the Statewide Quality Oversight Committee and reported on information about the ending of Payroll Management services effective June 30, 2010 and the switch to Fiscal Management Services July 1, 2010 for self directed supports. CMS stated that the Kansas system of Payroll Management did not meet Federal requirements. Anyone wishing to enroll as a Fiscal Management provider cannot provide that service to any relative living in their home, must be a corporation in good standing with the Secretary of State, must have liability and worker's compensation insurance, must have an annual independent audit, must have 45 days of cash on hand, and enter into a Service Agreement with SRS that will be good for 3 years. All providers wishing to enroll must first complete the Service Agreement with SRS, then re-affiliate with the CDDO, and finally apply for a new provider number with HP Enterprises (formerly EDS). All consumers self directing Supportive Home Care will need to choose a Fiscal Management provider and resubmit their Plan of Care with the new provider number. The Plan of Care will have 2 rates, one for the direct care hours and one for the Fiscal Management Service (administrative costs). The Fiscal Management Service rate will be a monthly

rate based on the number of enrolled consumers with that provider. Other updates from the meeting include SRS field staff are going back to one Quality Assurance staff per area to complete both the licensing and Performance Improvement duties and will be supervised by Central Office. There will be 25 field staff licensing all Waivers, Brian Bolen will supervise 12 staff covering the North half of the state and Amy Swanson will supervise 13 staff covering the South half of the state.

- b. Statewide Funding Committee –
 - 1. Temporary Respite ended 2/1/10
 - 2. SRS gathered data on the number of crisis requests received in FY 10 and the number that are approved. The statewide average is 70% of requests are approved. Currently the number of crisis requests funded exceeds the amount of funding made available from individuals leaving the system.
 - 3. Money is available in the EF pool.
 - 4. A new portability policy will be implemented, no major changes just mostly instructional changes.
 - 5. A recommendation was made for the new Supportive Home Care allocation methodology to be \$13,500 for children and \$19,000 for adults annually. This will not change Plans of Care, only how much the CDDO is allocated for individuals with that service.
 - 6. The Committee recommended that EF thresholds would not change due to the 10% payment cut since rates on Plans of Care have not changed.
- c. Statewide BASIS Committee - There is a guideline change that will be posted on the SRS website for Question 6 of the Assessment. Behavior management training will be deleted from the examples of specialized training since the question relates to medical issues.
- d. SRS/CDDO Contract – 1 day of renegotiation for FY 10 contract took place on 1/26/10, no substantial changes have been agreed to at this point and further discussion is occurring regarding the affect of budget cuts on capacity to provide services and if refinancing SGF individuals to HCBS will be an option any longer.

6. Gaps in Services – No gaps were identified at this time.

7. Scheduled Next Meeting – Thursday May 6th 2010 at 3pm

Meeting Minutes Recorded by
Ben Layton & Angela Drake

Cottonwood CDDO
Council of Community Members / Quality Oversight Committee

Meeting Minutes
May 6, 2010 at 3pm

Present: Angela Drake, Jill Baker, Milissa Hicklin, Hal Schultz, Barb Bishop, Kim Anderson, Susan Davis, Karrie Metzger, Ben Layton, and Cathy Brown

1. Everyone was welcomed and completed self introductions.
2. Data Reports were reviewed for the past quarter.
 - a. Monthly CDDO Report – An increase was noted in the number of individuals on the waiting list with past due request dates, a few provider transitions occurred, and only 1 crisis request was received and approved.
 - b. Statewide Performance Improvement Outcomes – There continues to be high percentages of satisfaction with services received and current Person Centered Support Plans. Areas to watch continue to be providers completing all 4 required background checks on newly hired staff and the number of Critical Incidents reported.
3. Quality Oversight Visits
 - a. Reviewed of QO visits from last quarter – All visits went well and no follow up was needed on any issues or areas of concern.
 - b. Assigned Next Round of 10% Random Sampling to members, completed visit reports are due by the next meeting.
 - c. Special Reviews / Reported Concerns – No requests for special reviews or follow up on concerns were reported to the CDDO in the past quarter.
4. System Updates
 - a. Statewide QO Committee – The next meeting will be May 13th in Wichita.
 - b. Statewide Funding Committee – Recommendations were made for Appendix B of the SRS / CDDO Contract; new methodologies were needed for allocating State General Funds and Supportive Home Care.
 - c. Statewide BASIS Committee – Sub groups were formed to discuss behavior data tracking and the Services Section. SRS will want to discuss at contract negotiations not annually assessing individuals on the waiting list.
5. Gaps in Services – Discussion on reduced access to durable medical equipment since the 10% cut in Medicaid reimbursement.
6. Other items – Jill shared how easy Stormont Vail Hospital was to work with and the excellent care provided to an individual recently.
7. Scheduled Next Meeting on August 12th at 3pm in the North/South Conference Room.

Minutes Recorded by Angela Drake

Cottonwood CDDO
Council of Community Members / Quality Oversight Committee

Meeting Minutes
August 12, 2010 at 3pm

Present: Angela Drake, Milissa Hicklin, Jill Baker, Hal Schultz, Kimberly Anderson, Ben Layton, Laura Bittenbender, Susan Davis, Barb Bishop, & Diane Bannerman-Juracek

1. Election of new members – No new nominations received for this fiscal year.
2. Annual Review of CDDO policies – No changes in CDDO policies were recommended.
3. Data Reports
 - a. Monthly CDDO Reports were reviewed for the last quarter.
 - b. Statewide Performance Improvement Outcomes data was reviewed for Fiscal Year 2010.
4. Quality Oversight Visits
 - a. Review of QO visits from last quarter – All visits went well, follow up on suggestions / recommendations to involved providers and case managers included that a family have a written schedule of activities / expectations for their Supportive Home worker, a provider offer more education to an individual on his rights, and a provider include more documentation in the Behavior Management Plan of an individual regarding how support staff are addressing the target behavior.
 - b. The next round of visits (10% random sampling) was assigned to members to be completed by the next meeting.
 - c. Special Reviews / Reported Concerns – No special requests for reviews or concerns have been reported to the CDDO.
5. System Updates
 - a. Statewide QO Committee – Jill informed the group about the Employment 1st initiative and a workgroup of the Statewide QO Committee looking at defining employment related outcomes to track over the next fiscal year to gather a baseline of data. SRS is working on developing a uniform quality instrument across all waivers.

- b. Statewide Funding Committee – The Portability Policy was updated and will get final approval at the SRS/CDDO Business meeting with recommendation from SFC that State General Funds be ported based on the FY 09 rates, there was discussion on the definitions for meeting crisis funding criteria and consistency of interpretation, and follow up discussion from the previous meeting on crisis referrals for children currently on the SED Waiver but need more attendant care than what the SED Waiver offers.
 - c. Statewide BASIS Committee - The Committee will be meeting only twice this year, the first meeting's discussion focused on Behavior Management Plans and data collection. Be sure that Behavior Plans meet all 4 criteria to be counted as a Plan for BASIS (1. There is a clear definition of the behavior, 2. There is a clear definition of what support staff is doing with regard to the behavior, 3. There is collection of information as to the frequency and objective severity of the behavior as required by regulation, & 4. The plan ensures that supports are specific to the individual).
6. Gaps in Services – No gaps in services for the area / community were identified at this time.
7. Scheduled next meeting for November 11, 2010 at 3pm in the North/South Conference Rooms.

Minutes Recorded by
Angela Drake

Cottonwood CDDO
Council of Community Members / Quality Oversight Committee

Meeting Minutes
November 11, 2010 at 3pm

Present: Angela Drake, Jill Baker, Milissa Hicklin, Roxxanne Drucker, Kim Anderson, Karrie Metzger, Ben Layton, Susan Davis, & Diane Bannerman-Juracek

1. Recap of CDDO Review – CDDOs are reviewed every 3 years by a team consisting of SRS staff, another CDDO, community service providers, and individuals receiving services / their guardians. The review team looks at CDDO policies, procedures, and practices for how the CDDO fulfills its responsibilities and meets regulatory requirements. Strengths / best practices are highlighted, suggestions or recommendations can be made, and findings requiring correction action can be made if the CDDO isn't meeting requirements. This was Cottonwood's first CDDO Review and it went very well. The review team was complimentary throughout the process and highlighted several strengths. One recommendation was made regarding the wording in the Quality Oversight Policy, and there were no findings.
2. Review of CDDO policies #6 & #10 – The CDDO Review team recommended changing the Quality Oversight policy to reflect that the Committee has been combined with the Council of Community Members. Both policies were reviewed and the Quality Oversight policy was revised to designate the Quality Oversight Committee as a subset of the Council of Community Members. The policy will be taken to the Cottonwood Board for final approval in December.
3. Data Reports
 - a. Monthly CDDO Reports for August, September, and October were reviewed. Data remains consistent from month to month.
 - b. Statewide Performance Improvement Outcomes were reviewed for FY 10; suggestions were made on revising how data is graphed. This will start with FY 11 data.
4. Quality Oversight Visits
 - a. Review of QO visits from last quarter – All visits went well, a few required follow up with Case Managers but no further action needed.
 - b. Assigned Next Round of 10% Random Sampling due by February – Reviewed revised report form that includes Employment 1st data to be collected.

- c. Special Reviews / Reported Concerns – No special requests were made to the CDDO.

5. System Updates

- a. Statewide QO Committee – The Employment 1st initiative has requested the Statewide Quality Oversight Committee begin collecting data on employment. We will be looking at how many individuals are competitively employed (making at least minimum wage) in a community integrated setting (with non-disabled co-workers), for individuals not employed we will be looking at what are their barriers to employment and does their Person Centered Support Plan address how to overcome those barriers.
- b. Statewide Funding Committee - The Committee will focus on the crisis criteria in the SRS/CDDO contract this year and interpretation of those criteria.
- c. Statewide BASIS Committee – We will be looking at no longer completing annual BASIS assessments for individuals not currently receiving any HCBS DD Waiver services.

6. Gaps in Services – We need to recruit Specialized Medical Care providers for the CDDO area.

7. Scheduled Next Meeting for Thursday February 17th at 3pm

Minutes Recorded by Angela Drake