

**Cottonwood CDDO**  
**Council of Community Members / Quality Oversight Committee**  
**February 17, 2011 at 3pm**

Present: Angela Drake, Susan Davis, Eileen Filbert, Julie Van Focken, Karrie Metzger, Ben Layton, Jill Baker, Milissa Hicklin

1. Everyone was welcomed and completed introductions.
2. Membership / recruitment – Angela was notified that a parent member is no longer able to participate. The group discussed recruitment of new members and the need for consistent attendance of current members.
3. Data Reports
  - a. Monthly CDDO Reports were reviewed from the previous three months and numbers continue to remain fairly steady in all categories.
  - b. Statewide Performance Improvement Outcomes data was reviewed for FY 11. Angela revised how the data was graphed based on suggestions from the last meeting and everyone agreed upon the new format.
4. Quality Oversight
  - a. Consumer visits – in addition to the random 10% sampling of visits by the Committee, all Targeted Case Managers are supposed to visit each person on their caseload and complete a visit report once a year. For the first two quarters of this fiscal year, Case Managers only completed 69% of the required visits. Committee members reviewed results from the last quarter's visits. Most visits went well, with one requiring on going monitoring and follow up due to a report of neglect. Adult Protective Services will investigate and the CDDO will continue to monitor the situation and follow up with the Case Manager. Assignments were made for the next round of visits to be completed by the May meeting.
  - b. Special Reviews / Reported Concerns – Over the past quarter CDDO staff have followed up on reported issues with individuals in licensed services regarding behavior issues, placement, level of staff support / training, and abuse/neglect/exploitation reports. CDDO Specialists are working more closely with SRS Quality Management Specialist Janette Corpstein this year and will be doing some licensing and quality monitoring visits together. CDDO Specialists are also available for consultation with affiliates struggling with challenging issues. We are hoping to fill the gap left with the loss of SRS Performance Improvement staff.

5. System Updates
  - a. Statewide QO Committee – At the last SQC meeting, we had a presentation from Adult Protective Services and Child Protective Services that was very informative and reviewed changes since switching over to the centralized Protection Report Center. The Committee also reviewed the statewide data collected from consumer visits.
  - b. Statewide Funding Committee – The January SFC meeting was cancelled due to weather, but the Committee will continue to focus on consistency of crisis request interpretations and approvals. Cottonwood CDDO implemented in January on site reviews of crisis requests. CDDO Specialists will process crisis requests in the same manner as Extraordinary Funding requests with onsite interviews and a report to the Prior Authorization Committee.
  - c. Statewide BASIS Committee – SBC is no longer meeting quarterly. A quick meeting was held to review changes in annual screening requirements. Individuals on the waiting list with a Tier score 1 – 5 will no longer need an annual screening. An updated screening will occur when the individual receives funding for services.
6. Gaps in Services – It was noted that there has been an improvement in access to durable medical equipment. Discussion about the lack of nursing facilities willing to accept individuals with dementia, especially if exhibiting challenging behaviors. Cottonwood has joined a national task force on issues related to dementia and individuals with intellectual disabilities.
7. Other items – CLO shared a flyer for their Autism Camp. Milissa shared that there was a communication issue regarding the cancelling of last week's Self Advocates of Lawrence meeting as not everyone was notified.
8. Next Meeting – One member requested changing the meeting date or time due to a scheduling conflict and the group agreed to try a different day of the week. The next meeting will be on Wednesday May 4<sup>th</sup> at 3pm.

Minutes recorded by Angela Drake

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

**Meeting Agenda**  
**May 4, 2011 at 3pm**

Present: Cathy Brown, Jill Baker, Judy Condra, Ben Layton, Karrie Metzger, Laura Bittenbender, & Susan Davis

1. Data Reports were shared with those present. Monthly CDDO Reports and Statewide Performance Improvement Outcomes for the past quarter were reviewed. Very few corrective actions with affiliate providers were needed and the number of Critical Incidents reports declined over the course of the quarter.
2. Quality Oversight Visits
  - a. Members reviewed individual Quality Oversight visits from last quarter. Angela followed up on one visit, the provider did not have current plans on site, the person served was not participating in regular emergency drills, and the Adult Protective Services number was not posted. All other visits went well.
  - b. The next round of randomly drawn individual Quality Oversight visits was assigned.
  - c. CDDO Specialists are following up on Critical Incident reports, working with QMS Janette Corpstein on licensing issues, assisting support teams with problem solving, and following up on reported quality concerns/requests for special reviews from Case Managers, affiliated providers, and direct support staff.
3. System Updates
  - a. SB210 Provider Assessment was signed by Gov. Brownback but needs CMS approval to go into effect.
  - b. The Legislature is working on the FY 12 budget. HB2383 cuts \$2 million SGF for adult non-Waiver Day & Residential & adds \$2 million for HCBS Waiver wait list. SB234 cuts \$3.5 million SGF (all remaining adult non-Waiver Day & Residential) and adds \$2.8 million for HCBS Waiver wait list.
  - c. Preparation has started for SRS/CDDO contract negotiations. Contract work groups for Employment 1<sup>st</sup>, Challenging Behaviors, & TCM are working on making recommendations.
  - d. Statewide Funding Committee is finishing up awarding waiting list funds for FY 11. A sub group will be meeting to review the Statewide Needs Assessment on Thursday, Susan will attend. The Committees continue to focus on crisis request criteria and interpretation.
  - e. Statewide Quality Oversight Committee will meet on May 12<sup>th</sup> in Topeka. There will be a guest speaker on Psychiatric Residential Treatment Facilities. The Committee will review the current SRS/CDDO contract and make recommendations if needed for changes and review data gathered over the past quarter.
  - f. Statewide BASIS Committee has not met over the past quarter.
4. No gaps in services were identified at this time.
5. The next meeting is August 3<sup>rd</sup> at 3pm at Cottonwood, Inc.

Minutes recorded by Susan Davis

**Cottonwood CDDO**  
**Council of Community Members / Quality Oversight Committee**  
**August 24, 2011 at 3pm**

Present: Diane Bannerman-Juracek, Hal Schultz, Barb Bishop, Melissa Hickin, Jill Baker, Karrie Metzger, Ben Layton, & Susan Davis

1. Annual Review of CDDO policies – Members noted that the page breaks need corrected on policies #002 and #008. There was discussion on policy #006 that the group may want to invite a provider occasionally to discuss their internal quality oversight process. Recommendations were made to revise policy #011 regarding the dispute resolution process and will be followed up on at the next meeting.
2. Data Reports
  - a. Jill Baker reviewed sample data charts from the Statewide Quality Oversight Committee. All agreed they liked the format and that it seemed easier to read.
3. Quality Oversight Visits
  - a. Review of QO visits from last quarter – All visits went well and there were no concerns noted that required follow up from the Committee. The next round of consumer visits from the random sampling was assigned. The CDDO Specialists did not have any current requests for special reviews or follow up on concerns.
4. System Updates
  - a. Statewide QO Committee – The rewording of the employment section of the consumer visit report was discussed. Angela will revise the form for TCMs and Committee members.
  - b. Statewide Funding Committee – nothing to report
  - c. Statewide BASIS Committee – nothing to report, removing from contract
5. Gaps in Services – No gaps in community services were identified at this time.
6. Other items – The CDDO's are trying to finish up contract negotiations with SRS. The Self Advocates of Lawrence are having a garage sale 9/18/11. Barb Bishop shared a flyer for a rally in Topeka on 9/10/11.
7. The next meeting is scheduled for November 2<sup>nd</sup> at 3pm.

Minutes Recorded by  
Susan Davis

**Cottonwood CDDO**  
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**Meeting Minutes**  
**November 2, 2011 at 3pm**

Present: Angela Drake, Barb Bishop, Hal Schultz, Ben Layton, Karrie Metzger, Laura Bittenbender, Milissa Hicklin, Susan Davis, & Jill Baker

1. Recap of policy discussion from last meeting – The group reviewed proposed language changes for the Quality Oversight and Dispute Resolution policies. Angela will type up changes and bring to the next meeting for approval.
2. CDDO Management Reports – The 1<sup>st</sup> quarter reports were reviewed. Barb Bishop asked for a report on the waiting list numbers for this CDDO area. Angela will prepare and bring to the next meeting.
3. System Issues / Updates / Gaps in Services – Angela reviewed new items in the FY 12 contract regarding a funding exception for Supported Employment and the goal of a 5% statewide increase in the number of people employed in the community. The group also discussed the reorganization of government agencies including the downsizing of SRS and moving HCBS Waiver services to the Department of Aging and reviewed Governor Brownback’s goal of Medicaid reform including going to a managed care system for Medicaid services. No gaps in current services were identified at this time.
4. Quality Oversight – Last quarter visits were reviewed and all went well. It was noted that TCM providers are only completing 70-75% of quality visits when it is supposed to be 100% (everyone receiving TCM services are supposed to receive a quality visit from their TCM once a year). Angela informed the group that Cottonwood, Inc. is getting a new database called BCI (Basic Consumer Information) that should help affiliated TCM providers track reports they need to complete. Assignments were made to Committee members for the next quarter visits.
5. Barb Bishop handed out a flyer informing everyone of a town hall meeting in Lawrence on November 9<sup>th</sup> regarding the State budget.
6. The next meeting will be February 15<sup>th</sup> at 3pm in the South Conference Room

Minutes recorded by Angela Drake