

Cottonwood CDDO
Council of Community Members / Quality Oversight Committee

Meeting Agenda
February 29, 2012 at 3pm

Present: Angela Drake, Jill Baker, Hal Schultz, Barb Bishop, Laura Bittenbender, Susan Davis, Karrie Metzger, Kim Anderson, Judy Condra, Ben Layton & Cathy Brown

1. The members reviewed slight revisions to CDDO policies #006 & #011 and approved those revisions.

2. CDDO Management Reports
 - a. CDDO Monthly Reports were reviewed for the past quarter. There were no unusual trends to note other than requests for eligibility determinations decreased in January.
 - b. Angela updated members on the FY 12 Waiting List funds. So far we have offered funding to 40 individuals, 24.5 accepted and 15.5 declined. There is enough money to offer one more person funding upon receipt of a declined funding notice.
 - c. Angela distributed a different style of graphs depicting the quality oversight data the CDDO tracks. Everyone agreed they liked the new format and it made the data easier to read. There were no unusual trends noted except for the number of people with Personal Assistant Services who have an emergency back-up plan. Angela reviewed the transition last fall from Supportive Home Care to Personal Assistant Services for all people self-directing attendant care. Previously only individuals who lived on their own and were self-directing services needed a back-up plan. The Statewide Quality Oversight Committee agreed that now all self-directed services should have a back-up plan and Case Managers have until July 1st to get them completed.
 - d. Satisfaction data was reviewed and members agreed to recommend to SRS that the Statewide Quality Oversight Committee data for satisfaction include the number of people who do not respond when surveyed for satisfaction. Currently SRS does not report the number of people who are surveyed and do not respond. Angela will follow up with Brian Bolen at SRS regarding that recommendation.

3. System Issues / Updates / Gaps in Services
 - a. There was group discussion regarding the proposed Medicaid managed care plan called KanCare and Executive Order to move Developmental Disabilities services from the Social and

Rehabilitation Services department to a new Department of Aging and Disabilities.

4. Quality Oversight
 - a. There was a review of last quarter visits and most visits went well. One service visited needed to have the current Person Centered Support Plan on site and it was recommended that another service have follow up for level of staffing, following support planning, and a recent report for neglect. CDDO staff will follow up with another on-site visit and review with the provider. The next round of random sampling visits was assigned.

5. Other items
 - a. Barb Bishop mentioned the bill on seclusion and restraint passed the House and is on its way to the Senate. The Disability Rights Center is looking for families who would like to testify before the Senate in favor of this bill.

6. The next meeting is scheduled for May 30th at 3pm

Minutes recorded by Angela Drake

Cottonwood CDDO
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Meeting Agenda
May 30, 2012 at 3pm

Present: Laura Bittenbender, Ben Layton, Judy Condra, Milissa Hicklin, Beth Brown, Diane Bannerman-Juracek, and Susan Davis

1. CDDO Management Reports were distributed and reviewed.
2. System Issues / Updates / Gaps in Services
 - a. CDDO contract negotiations could not be resolved last week & are scheduled to continue June 26-28. There are just a few items left to be resolved regarding language on KanCare and pilot programs, rate studies, & BASIS. There was group discussion regarding KanCare, working with Managed Care Organizations and the outlook for services in the future.
 - b. Some waiting list money was allocated by the Legislature for FY 13; the actual amount went down from \$2.5 million to \$1.8 million during final budget negotiations between the House & Senate. It looks like only 1 or 2 people in the Cottonwood CDDO area will get waiting list money and about 200 people statewide, which is 85 fewer people than were funded this year.
 - c. Quality Management Specialist staff from KDADS will randomly be attending BASIS meetings during FY 13 for quality review.
3. Quality Oversight
 - a. The group reviewed last quarter visits, all of which went well and it was determined no follow up was needed for any issues or concerns. The next round of quarterly visits from a random sample was assigned. There were no special reviews currently being conducted or any current reports of concerns or issues from service providers, parents, guardians, or the community.
4. Other items – Diane handed out a flyer for the Autism Camp at Midnight Farm.
5. The next meeting will be August 22nd at 3pm

Minutes recorded by Susan Davis

Cottonwood CDDO
Council of Community Members / Quality Oversight Committee

Meeting Minutes
August 22, 2012 at 3pm

Present: Angela Drake, Susan Davis, Ben Layton, Kimberly Anderson, Beth Brown, Barb Bishop, Hal Schultz, Milissa Hicklin, Jill Baker, & Judy Condra

1. Review membership / election of new members – The group reviewed the term limits for membership and received one nomination for a new member. However, the nominee did not attend today's meeting to confirm interest in joining the Council. Election of new members will be delayed until the next meeting. Hal Schultz nominated another individual to join the Council and Angela will follow up with the nominee.
2. CDDO Management Reports – The monthly CDDO reports for the past three months were reviewed and the data collected for the Statewide Quality Oversight Committee for FY 12 was reviewed.
3. System Issues / Updates / Gaps in Services
 - a. Angela reviewed the memo on KanCare informational meetings scheduled for this week and next week. Barb informed the group that the WORK program through Working Healthy will also be going under managed care but it is uncertain if the Managed Care Organizations (MCOs) will take over Independent Living Counseling or subcontract with existing providers.
4. Quality Oversight
 - a. Consumer Quality Oversight visits were reviewed from the past quarter and all visits went well.
 - b. Angela informed the group that one affiliated provider did not get their license renewed this year and are currently appealing the decision.
 - c. There was a discussion on residential services capacity in the CDDO area and occasional complaints that services are not readily available or of providers rejecting referrals for services. Two new residential providers are getting ready to start services in the Lawrence area so that should help expand capacity. The group agreed to monitor the issue over the next year and follow up if there are any unresolved complaints.
5. Meetings were scheduled for the rest of FY13 and will be on November 7th, February 6th, and May 1st.

Minutes recorded by Angela Drake

Cottonwood CDDO
Council of Community Members / Quality Oversight Committee

Meeting Agenda
November 7, 2012 at 3pm

Present: Angela Drake, Cathy Brown, Milissa Hicklin, Laura Bittenbender, Cole Brown, Jill Baker, & Susan Davis

1. Review membership / election of new members – Two consumer nominations were received this year; George Wormsley declined the nomination to join and Cole Browne accepted. Cole was elected unanimously to the Council. The consumers also shared their experiences voting in the Presidential election on Tuesday.
2. CDDO Policies – The annual review of CDDO policies was completed. All references to SRS or DBHS will be changed to KDADS. The Quality Oversight policy was revised to change the requirement of a copy of a provider's internal process to upon affiliation instead of annually. The Dispute Resolution policy was revised from a standing Dispute Resolution Committee to dispute facilitators chosen from available members of the Council. Also, members of the resolution team were changed from the consumer, parent(s) or guardian of the consumer... (or) the consumer may choose a personal advocate to the consumer or their designated representative. The revised policies will be presented to Cottonwood's Board and then to KDADS for approval.
3. CDDO Management Reports – Everyone reviewed graphs of data collected during the first quarter of FY 13. Satisfaction with services in the CDDO area remains high. The percentage of consumers interviewed who are employed in the community in this CDDO area (43%) is higher than the statewide percentage (14%). Challenging behavior is the most cited barrier to community employment in person centered support plans in the CDDO area whereas the statewide data sites the person prefers their current day environment as the biggest barrier. Unexpected ER visits / hospitalizations remain the highest percentage of Critical Incident Reports for the CDDO area, which matches the statewide data.
4. System Issues / Updates / Gaps in Services
 - a. KanCare – Jill shared that Cottonwood (CSP) will have a meeting on November 14th at 4pm for consumers and families who receive Cottonwood services to review what the KanCare packets coming in the mail soon will look like and how to choose a health plan / Managed Care Organization.
 - b. System capacity FY 13
 1. New Affiliated Providers – There are two new Targeted Case Management providers in the CDDO area since July 1st and one new Positive Behavior Supports provider.
 2. Pending Affiliation Requests – One Targeted Case Management agency from Burlington, KS is in the process of completing affiliation and one provider from Johnson County has requested affiliation for Targeted Case Management and Residential services.
 3. Withdrawn Affiliation Requests – One Targeted Case Manager withdrew their request for affiliation after accepting a position with a Managed Care Organization.

5. Quality Oversight

- a. Consumer Quality Oversight visits – Last quarter’s consumer on site visits were reviewed all visits went well. The next round of consumer on site visits were assigned to members for completion by February.

- b. Special Reviews / Issues – CDDO Specialist Ben Layton met with a consumer’s case manager and specialized medical care provider to trouble shoot an issue and were able to come to a satisfaction resolution.

6. Next meetings are on February 6th and May 1st at 3pm in the Board Room at Cottonwood.

Minutes recorded by Angela Drake