Introductions & Announcements/Affiliate Updates and Openings
The CDDO Council of Community Members is seeking nominations for an individual with IDD to serve on the committee. The committee meets quarterly. Please email nominations to Sheri Kendall at sherikendall@jocogov.org

Carla Cooper, Independent Case Manager is closing services by January 1, 2019. TCM Choice packets have been sent out to individuals/families on her caseload.

Heartstrings has one day services opening. Please call 913-649-5700 for a tour.

Lake Mary Center introduced their new case manager, Greg Reed.

Affiliate of the Month Award
The November Affiliate of the Month Award was given to Heather Franke, a case manager, with A Step Above and Ahli Hedges, Create Art Studio/Skills to Succeed (and staff: Megan, Jasmine, Kristin and Tammy). They went above and beyond to assist with a bucket list for a young lady’s dream to have a parade float. CONGRATULATIONS!

Guest Presenter
Stephanie Rasmussen, with Sunflower Health Plan shared their plan for providing care coordination for persons with I/DD, collaboration with TCMs and I/DD providers, and the new value added services from Sunflower. The new definition of community service coordination services would go beyond what is currently allowed by TCM’s (i.e. keeping benefits, helping with applications.) You can contact her at 913-333-4511 if you have questions. A comparison of all the MCOs value added services can be found on the KanCare website. The brochure she shared at the meeting will be attached to the minutes.

CDDO Updates
Shelly shared the results of the Affiliate Survey. She thanked all that participated and addressed several areas of concern on the survey. The results will be sent with the minutes.

Annie Russell clarified BASIS questions:
The reason some BASIS meetings are scheduled earlier - before 365 day deadline - include the need for flexibility to meet state guidelines for 7-day entry, holidays, planned days off and assessor workload.

Assessors have been participating in Inter-rater reliability activities and shadowing other CDDO areas. The assessment team has a retreat is scheduled for late November to discuss best practices and continuous quality improvements for 2019.

MFEI plans to roll out in the early part of 2020 for the IDD Waiver. KU and KDADS have requested more MFEI meetings in Johnson County. KU staff will be attending BASIS meetings and completing the MFEI tool. These meetings may take an extra 30 minutes.

Annie reminded that shaded tracking sheets do not scan into the computer. Please do not use them.

State Updates

HCBS Waiver Renewals – Public Comment Conference Calls scheduled for November 13-14, 2018

Opportunity to provide feedback is available through November 30th. Discussed that the requirements for 365 day BASIS deadline is included in the waiver language.


This policy replaces “Money Follows the Person.” The policy clarifies that the process for transition from institutional settings begins with the MCO. Institution includes nursing home, private and public ICF-IID, state mental health hospitals and psychiatric residential treatment facilities (PRTF.)

https://kdads.ks.gov/docs/default-source/csp/hcbs/hcbs-policies/draft-policies/draft-hcbs-background-check-policy.pdf?sfvrsn=bd7f04ee_2

The CDDO is submitting comments to KDADS and urges all affiliates to do so as well. Discussed requirements for fingerprinting in the new policy, new process around provisional employment, lack of exception process, and requirements being imposed on TCM’s who do not provide HCBS.

Upcoming CDDO Events
- No December Affiliate Meeting
- January 23, 2019. TCM Overview Training is open to anyone interested. Two sessions. 9-11:30 or 1:30. Mark Elmore Center, Room 111. Registration required. RSVP to Gail Lauri gail.lauri@jocogov.org
Next Johnson County Affiliate Meeting – January 10, 2019
KU Edwards Campus
Regnier Hall Room #255
Q1 Please rate the following aspects of our service.

<table>
<thead>
<tr>
<th>Aspect</th>
<th>EXCELLENT</th>
<th>GOOD</th>
<th>SATISFACTORY</th>
<th>FAIR</th>
<th>POOR</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response time</td>
<td>36.17%</td>
<td>38.30%</td>
<td>10.64%</td>
<td>10.64%</td>
<td>4.26%</td>
<td>47</td>
<td>3.91</td>
</tr>
<tr>
<td>Professionalism of staff</td>
<td>42.55%</td>
<td>27.66%</td>
<td>10.64%</td>
<td>14.89%</td>
<td>4.26%</td>
<td>47</td>
<td>3.89</td>
</tr>
<tr>
<td>Knowledge of staff</td>
<td>44.68%</td>
<td>42.55%</td>
<td>8.51%</td>
<td>2.13%</td>
<td>2.13%</td>
<td>47</td>
<td>4.26</td>
</tr>
<tr>
<td>Clarity of communication</td>
<td>38.30%</td>
<td>38.30%</td>
<td>8.51%</td>
<td>12.77%</td>
<td>2.13%</td>
<td>47</td>
<td>3.98</td>
</tr>
<tr>
<td>Affiliate Meetings</td>
<td>44.44%</td>
<td>33.33%</td>
<td>8.89%</td>
<td>8.89%</td>
<td>4.44%</td>
<td>45</td>
<td>4.04</td>
</tr>
<tr>
<td>Trainings/Summits</td>
<td>56.82%</td>
<td>29.55%</td>
<td>9.09%</td>
<td>2.27%</td>
<td>2.27%</td>
<td>44</td>
<td>4.36</td>
</tr>
<tr>
<td>Website</td>
<td>38.30%</td>
<td>42.55%</td>
<td>6.38%</td>
<td>12.77%</td>
<td>0.00%</td>
<td>47</td>
<td>4.06</td>
</tr>
<tr>
<td>Network Email Distribution</td>
<td>57.45%</td>
<td>25.53%</td>
<td>12.77%</td>
<td>4.26%</td>
<td>0.00%</td>
<td>47</td>
<td>4.36</td>
</tr>
</tbody>
</table>
Q2 For what reason do you typically contact the CDDO? (Check all that apply)

Answered: 43   Skipped: 4

**ANSWER CHOICES** | RESPONSES
--- | ---
BASIS | 74.42% 32
Eligibility | 32.56% 14
BCI/Records | 72.09% 31
Crisis/Exceptions | 53.49% 23
Service Choice/Referral | 74.42% 32
ICF/IID | 6.98% 3
Quality Assurance | 58.14% 25
I/DD Systems Information/Guidance | 60.47% 26
Complaints/Dispute Resolution | 30.23% 13

Total Respondents: 43
Q3 If the CDDO was unable to address your issue, how often were you referred to the appropriate source?

Answered: 47   Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>25.53%</td>
</tr>
<tr>
<td>Almost always</td>
<td>29.79%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>8.51%</td>
</tr>
<tr>
<td>Rarely</td>
<td>2.13%</td>
</tr>
<tr>
<td>Never</td>
<td>2.13%</td>
</tr>
<tr>
<td>N/A</td>
<td>31.91%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q4 Do you receive notice of BASIS scheduling in a timely manner?

Answered: 47  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>57.45%</td>
</tr>
<tr>
<td>Almost always</td>
<td>10.64%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>12.77%</td>
</tr>
<tr>
<td>Rarely</td>
<td>0.00%</td>
</tr>
<tr>
<td>Never</td>
<td>0.00%</td>
</tr>
<tr>
<td>N/A</td>
<td>19.15%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
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</tbody>
</table>
Q5 Is communication between TCM's, providers and BASIS assessors clear and helpful?

Answered: 47   Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>31.91%</td>
</tr>
<tr>
<td>Almost always</td>
<td>34.04%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>25.53%</td>
</tr>
<tr>
<td>Rarely</td>
<td>0.00%</td>
</tr>
<tr>
<td>Never</td>
<td>0.00%</td>
</tr>
<tr>
<td>N/A</td>
<td>8.51%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q6 Overall, our performance is ...

Answered: 47  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>40.43%</td>
</tr>
<tr>
<td>Good</td>
<td>38.30%</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>12.77%</td>
</tr>
<tr>
<td>Fair</td>
<td>6.38%</td>
</tr>
<tr>
<td>Poor</td>
<td>2.13%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q7 If you have any suggestions or comments for improving the services we provide, please enter them in the box below.

Answered: 17  Skipped: 30
About Sunflower Health Plan

- Our company has been helping people across the country get healthy and stay healthy since 1984.
- Members receive all KanCare medical benefits, plus extra services like health coaches, community baby showers and cell phones for those who qualify.
- Members receiving Home and Community Based Services (HCBS) are provided special support services based on the individual’s needs. Members must qualify for HCBS through the State.
- Sunflower has a growing provider network of more than 30,000 doctors, hospitals and pharmacies.

Member Benefits
all members receive kanCare medical benefits

- Primary care provider (PCP) and care coordination, including preventive checkups, screenings, and immunizations
- Prescription coverage
- Behavioral health support
- Home health care
- Vision care – Eye exams and eyeglasses, limitations apply
- Dental care – Benefits are different for adults and children
- Gas reimbursement or a ride to doctors appointments
- Hospital visits and emergency car
- Breast pump for nursing moms

Language assistance services, auxiliary aids and services, and other alternative formats are available to you free of charge. To obtain this, please call 1-877-644-4623 TTY 711. Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al 1-877-644-4623 TTY 711.
Tiếng Việt (Vietnamese): Các dịch vụ trợ giúp ngôn ngữ, các trợ cấp và dịch vụ phụ thuộc, và các dạng thức khác hiện có miễn phí cho quý vị. Để được những điều này, xin gọi 1-877-644-4623 TTY 711.

Apply for Kancare

Apply at the Kancare Clearinghouse at 1-800-792-4884 or online at www.kansascare.kck.gov. For eligibility requirements and to apply online, go to www.kansascare.kck.gov.

Kansas residents can apply for Kancare (Medicaid) with the State of Kansas.

Extra Services

Sunflower Supports

- Enhanced transportation
- Resource program
- Employment and support services
- Sunflower Transition to Employment program
- Supportive services for individuals with chronic conditions
- Mental health
- Caregiving collaborative
- Parent management training
- Foster care
- Substance use disorder
- Support by partnering with participating organizations
- Wellness through nutrition
- Extra support to foster care
- Online nutrition
- Farmers’ market
- Free produce
- Foster care
- Care grants
- Sunflower rewards
- 24-hour nurse advice line

Community Health Services

- Website
- Available to members on the Sunflower website
- More information on translation services
- Portal for easy access to your records
- Library with hundreds of health topics
- Network doctors in your area

Online Resources

- And skilled call
- Community health care
- Child and family
- Healthy lifestyle
- Substance use disorder
- Antidepressant and ADHD
- Depression and anxiety
- Behavioral health services
- Support for healthy minds and bodies
- Sunflower’s behavioral health services
- Marriage counseling
- Mental health services
- 24-hour nurse advice line
- No matter what time of day, our nurses are here to help you.

Sunflower Supports

- Help you with any health-related problem
- Extra services available for members

Sunny 5 Kids Club will mail a new book four times a year to enrollees.

The Field’s St. Edy’s (FE) wellness center

A free meal for adults with chronic conditions

Healthy Solutions for Life program

Start smart for your baby

Morning for the first three months (then 200 meals per month)

Free Meat and Produce for members on the FE and IFF waiver

Up to 16 hours of hospital companionship

Member can receive

Ways you can help

Call the Kancare Clearinghouse at 1-800-792-4884 to receive information on other ways to help serve the member.

This team also partners with community organizations to better serve the member.