**Kansas Commission on Disability Concerns**

Minutes

February 7, 2014

10:00 a.m. - Noon p.m.

Conference Call

**Attendees:** Grady Landrum, Pat Terick, Anthony Fadale, Connie Wold, Heather Smith, Bob Cantin, Brian Ellefson, Paul Meals, Craig Kaberline, Steve Miller, Tina DeLaRosa (for Kyle Williams-Dept. of Labor), Sharon Spratt, Tessa Goupil, Ranita Wilks, Wendy Pickell, Josh Powers, Rick Shellenbarger, Ed Mills, Cathy Holthaus,

**Guest Speakers**: James Bart, Kerrie Bacon

**Guests**: Eric Harkness, Rosie Cooper, Steve Gieber, Craig Knutson, Hal Schultz,

**Staff:** Martha Gabehart

**Welcome**– Landrum

**Introductions with updates of local activities**

* Bob Cantin – There won’t be an Olathe Arts Festival this year as the volunteers who have put it together before do not have the time this year to put it together. They will have one in 2015
* Brian Ellefson – the first planning meeting for Disability Mentoring Day (DMD) in 2014 has been held. Brian has been working with the Johnson County Transition Council on revitalization.
* Steve Miller – the Multiple Sclerosis (MS) Society Day at the Capitol is February 11. The 18th is the Day at the capitol for the Kansas Coalition for Medical Access.
* Cathy Holthaus – no report
* Anthony Fadale – The Docking state office building demolition has been discussed, and presented to the legislature, but no final details are available, Anthony and Martha Gabehart reviewed the Kansas Response Plan during the last quarter of 2013, Anthony is still working with the Kansas Partnership for Accessible Technology (KPAT) to ensure accessible websites and technology.
* Josh Powers – Ks. Department of Transportation (KDOT) will give his report later in the meeting on the regional transit efforts.
* Tina De La Rosa – Ks. Department of Labor has been reviewing some testing materials to be used on line. When it is approved there will be an announcement.
* Ed Mills – Ed and the other technical school presidents are working to tell more high school students about the Career Tech Ed program (SB 155). It will pay for a high school junior or senior’s technical education for two their last two years in high school so there is no cost to the student. If the student completes their training, they will have a certificate that shows they are qualified for jobs in their field of choice. Ed would like the commissioners to help spread the word about the program in their communities.
* Paul Meals – Kansas Rehabilitation Services (KRS) – Employment First Oversight Commission (EFOC) released their 2014 recommendations to the legislature and Governor Brownback in January. Mike Donnelly, KRS Director, is a recently appointed commissioner on the EFOC. He released a minority report that responds to some of the recommendations and outlines many positive programs already working with people with disabilities to find employment.
* Rick Shellenbarger – Rick and Martha Gabehart met with Joe Ewert and Secretary Shawn Sullivan with the Department for Aging and Disability Services (KDADS) about amending the emergency preparedness regulations for nursing homes and assisted living residences to include preparations for additional emergencies and requiring they work with their county emergency manager.
* Tessa Goupil – no report
* Connie Wold – no report
* Heather Smith – Ks. Department of Health and Environment – Strategic planning on health and people with disabilities continues.
* Wendy Pickell – Ks. Dept. Of Education – no report
* Sharon Spratt – no report
* Ranita Wilks – The Youth Employment Program (YEP) received 2014 funding, University of Kansas is going to partner with Independence, Inc to put on the 2014 DMD
* Pat Terick – Jack Jonas, former president and founder of Cerebral Palsy Research Foundation, passed January 29th in Wichita, two bill will be introduced in the legislature to extend or make permanent the Use Law Committee and to make changes to the Bidders Preference Program to make it easier for a business to become certified
* Craig Kaberline – Ks. Dept. for Aging and Disabilities Services (KDADS) – no report
* Grady Landrum – A student at Emporia State University is work on a disability sports organization like the National Collegiate Athletic Association (NCAA) for wheelchair sports.

Visitors

* Craig Knutson and Hal Schultz – Self-Advocates Coalition of Kansas (SACK)
* Steve Gieber – Director of the Kansas Council on Developmental Disabilities (DD Council)
* Rosie Cooper – Director of the Kansas Association of Centers for Independent Living (KACIL)
* Jamie Price – Community Living Opportunities (CLO)
* Dee Staudt – Sedgwick County Community Development Disability Organization (CDDO)
* Kerrie Bacon – KanCare Ombudsman

**Approval of the November 11, 2014 Minutes -**

**Public Comments:** There were no public comments

**Update on Kansas United We Ride** – Josh Powers with the Kansas Department of Transportation gave a report on transit services in Kansas and the development of regional transit. He indicated that United We Ride had not been active nationally since 2012. A copy of his handout is available on request.

**Update from KanCare Ombudsman** – James Bart, former KanCare Ombudsman shared his annual report for his first year (see attached). Wichita State University (WSU) will start doing the evaluation of his office soon. James has a new job as Director of KanCare for KDADS. He introduced Kerrie Bacon the new Ombudsman. Kerrie has several goals, but one is to update the Ombudsman’s website. She asked the commissioners what they would like to see added to the website. Several suggestions were made.

Update on KanCare – Kari Bruffett was not able to participate in the call. She will be invited to speak to the commission at the May meeting.

**Martha Gabehart**, Executive Director, shared her report. See handout.

**Additional Announcements** after presentations:

Next meeting May 2, 2013; 10:00 am to 3:00 pm

Anthony Fadale moved and Ranita Wilks seconded to adjourn the meeting. Meeting adjourned.

Respectfully submitted,

Martha K. Gabehart

James Bart’s Information for KCDC Meeting

February 7, 2014

Quarterly Ombudsman Log

|  |  |  |  |
| --- | --- | --- | --- |
| Complaint | 1st quarter | 2nd quarter | 3rd quarter 4th quarter |
|  |  |  |  |
| Appeals/Grievance | 3 | 14 | 10 7 |
| Membership | 65 | 2 | 36 14 |
| Thank You | 2 | 0 | 2 3 |
| Reason Not Disclosed | 37 | 98 | 115 48 |
| Billing  Pharmacy/ Transp. | 72  59 | 40  68 | 34 24  28 29 |
|  |  |  |  |
| Assessments | 0 | 4 | 3 4 |
| Reduction in hours/service | 11 | 16 | 12 35 |
| Eligibility | 42 | 25 | 70 31 |
| Status of Network | 11 | 10 | 8 7 |
| Dental  Returning your call  Unspecified | 0  6  307 | 3  26  150 | 5 0  21 16  92 123 |
| Total | 615 | 456 | 436 341 |

KanCare Ombudsman Office Evaluation Survey Questions

When you contacted the Ombudsman’s office, do you think they responded quickly enough?

* Yes
* No



When you contacted the Ombudsman’s office, did it seem like they listened to you?

* Yes
* No



When you contacted the Ombudsman’s office, did they give you the help you needed?

* Yes
* No



If the Ombudsman’s office wasn’t able to help you directly, did they give you good ideas about where to go for help?

* Yes
* No



Did the Ombudsman’s office say they were going to follow up with you?

* Yes
* No



 Have they followed up?

* Yes
* No





**Case Data and Resolutions**

* 2,100+ calls documented by category in Ombudsman Telephone Log.

Average time to return calls 4 hours.

* 9,500 Incoming E-mails, 5,600+ outgoing E-mails.
* Reduction in services (35), Eligibility (31), Pharmacy / Transportation (29),

and Billing (24), most frequent concerns this quarter.

* Random survey design and analysis performed by W.S.U. Center for Community Support and Research.
* Positive Feedback by Medicaid HCBS consumers, MCO Concern resolution Staff, State HCBS Staff and Stakeholder Groups.

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