

New England Building
503 South Kansas Avenue
Topeka, KS 66603-3404



Phone: (785) 296-6207
Toll Free: 1-855-643-8180
TTY: 771
KanCare.Ombudsman@kdads.ks.gov
www.kancare.ks.gov/ombudsman

Kerrie Bacon, KanCare Ombudsman

Sam Brownback, Governor

April 6th, 2016
12:00 pm-1:00 pm
Lunch and Learn Call for HCBS Consumers
(17 Participants on the call)

*** Ombudsman Lunch and Learn Conference Call Series***

The Roles of contracting agencies/partners

**George Van Hoozer, Program Oversight Manager Community Services
and Programs Commission, KDADS.**

. Current Kansas Model

Eleven (11) Area Agencies on Aging (AAAs) locations have operated regionally under a single ADRC contract since 2012. The three year contract ends September 30, 2015, and the ADRC contract will be up for RFP and procured in 2015.

KDADS operates seven (7) Home and Community Based Services (HCBS) Programs for aging and disabled individuals for the Autism Program, Frail Elderly (FE) Program, Intellectual and Developmental Disabilities (IDD) Program, Physical Disability (PD) Program, Severe Emotional Disturbance (SED) Program, Technology Assisted (TA) Program, Traumatic Brain Injury (TBI) Program. Currently, the ADRC only completes functional eligibility assessments for the PD, TBI, and FE Programs as well as the nursing facility and traumatic brain injury rehab facility. Additionally, the CDDO serves as the functional assessor for the IDD Program, and the CMHC serves as the functional assessor for the SED program, and two other contracted entities serve as the functional assessors for the TA and Autism programs. ADRCs also assess for other federal and state programs including Senior Care Act (SCA), Older Americans Act (OAA), WORK/Working Healthy, and the Program for All-Inclusive Care for the Elderly (PACE). Additional duties include case management and services related to SCA and OAA as applicable to the AAAs.

ADRCs must have a physical location and provide comprehensive call and walk-in centers capable of covering the entire regional area and accessible to all individuals to complete all functions of the ADRC. The location may include a main location, any branch or satellite locations that are clearly identifiable, available by public transportation, provides adequate parking, and have the capacity to serve individuals with disabilities.

Additionally ADRCs are expected to meet the following criteria for service delivery:

Routinely tracks service delivery and consumer outcomes

New England Building
503 South Kansas Avenue
Topeka, KS 66603-3404



Phone: (785) 296-6207
Toll Free: 1-855-643-8180
TTY: 771

KanCare.Ombudsman@kdads.ks.gov
www.kancare.ks.gov/ombudsman

Kerrie Bacon, KanCare Ombudsman

Sam Brownback, Governor

- Monitor program quality and a process to ensure continuous program improvement through the use of the data gathered such as consumer satisfaction evaluations.
- Establish strong partnerships with resources and programs instrumental to ADRC activities, such as Adult Protective Services (APS), State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP), Benefit Outreach/Enrollment Centers.
- Provide sufficient staff skilled in care coordination, information, referral and assistance, benefits counseling, crisis intervention and system navigation.
- Be available during regular business hours including during lunch and other times that are convenient for aging and disabled individuals.
- Ensure streamlined eligibility determinations for public programs and serve as a single point of entry to all publicly funded long-term supports, including those funded by Medicaid, Medicare, the Older Americans Act (OAA), and other state/federal programs
- Provide options counseling and assistance for decision support, including one-on-one assistance, to consumers and their family members and/or caregivers.
- Describe and detail its outreach and marketing plan focused on establishing operating partners as highly visible and trusted places where people can turn for the full range of long-term support options as well as raising awareness in the community about long term supports and services options.

ADRCs will be expected to operate with a level of flexibility to allow them to assume new projects, duties, and responsibilities as new programs and opportunities arise within the areas of streamlining access to LTSS, integration of services, and reducing confusion for consumers. ADRCs will work closely with KDADS to develop statewide standards and best practices, ensure quality and program integrity, and report on access, information, referral and assistance for all individuals served.

All ADRCs are expected to perform the following services:

1. Information, Referral, and Assistance
2. Options Counseling
3. Medicaid Eligibility Assistance for initial and renewal applications
4. Streamlined Intake, Screening, and Eligibility Determination for Public Programs, including in-person assessments and notification of eligibility determination
5. Person-Centered Transition Support, including Nursing Facility Diversion Activities and outreach to critical pathways and health care providers, including hospitals, managed care organizations, physicians, etc.
6. Involve Consumers Populations, Partners, and Stakeholders, including ongoing cross-training for ADRC partner agencies
7. Quality Assurance, Continuous Improvement, and reporting
8. Community Education and Marketing Activities
9. Community Transition Opportunities
10. Meet Any Future Statewide Operational Standards.

Any questions, feel free to contact me at:

George Van Hoozer; Program Oversight Manager 785-296-7706 George.vanhoozer@kdads.ks.gov