

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

March 9, 2016, 2016
12:00 pm-1:00 pm
Lunch and Learn Call for HCBS Consumers
(40 Participants on the call)

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

A personal message from Interim Secretary Tim Keck

My background, philosophies and approach; I have been with KDHE beforehand as Chief Legal Counsel. I have been an attorney all of my adult life. I served on the Brown County Developmental Disability Board. I've been a small business owner, been on the Chamber of Commerce Board and participated in other local community organizations and events that are part of living in a community.

As part of my move to Kansas Department for Aging and Disability Services, my focus is on customer service. I know it is a cliché sometimes, but it is important. Who are your customers? Everyone that you come into contact with. They deserve compassion and kindness. We need respect, respect, respect. Each and every one of us can have an impact on how people view state employees. What is wrapped in the word "respect" is that you must engage people in all decisions that you make. You must understand the impact of any decision.

My first impression is often times not the correct impression so you have to hear all sides. Engagement can always be done better. If you are up front even with negative results, people will know you are trying to be fair. I don't always do it well, but I always try. I hope that my staff here can tell this. This is not earth shattering or ground breaking. I don't want my staff to be "yes" people, I want them to explain to me why it is "no". We are working on our goals, our "WIGS" or wildly important goals. We are like any other agency and we are short on staff. We have about 30-40 open and approved positions to be filled. Susan Fout the new HCBS Director and has agreed to be interim Director for Brandt Haehn who is out on a medical emergency. She is doing a wonderful job.

Other things that we are doing; focusing on the Hospitals and positive steps have been taken in the area of our IT systems. KDADS has been losing IT staff, and with retirements, we are combining our staff with DCF and into a model so that Lee Allen is now the Director for Human Services. This move buys us a lot more resources and knowledge. There are some anxieties along with this but that is not our intent. We are the first two agencies to do this.

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Line opens for questions:

Q. Martha Gabehart, thank you so much for your candor.

A. Thank you .

Q. Elizabeth Moran, we have enjoyed getting to know you.

A. Thank you.

Q. Jay Terry, the balance of time and energy of how to comply with the CMS Final Rule- and the development of the Universal Waiver, what to expect moving forward?

A. Susan Fout- we are engaged in working on the settings and the plans with Codi Thurness' commission and as we develop the plan we will update you on where we are. We will be making visits, so this is a little bit on the settings. We may need to get back to you on.

Q I was involved with the WISE group and that is why I missed some of the info on the Final Rule.

A. We will be putting out information and have a deadline of July 31st to have that completed. We will be busy getting the info out to all stakeholders.

Tim Keck: that highlights some of the changes, and shows how light that commission was until Susan stepped in. We can't thank her enough.

Q. Cindy Wichman; could you elaborate on the staffing info? How many positions open? Are they being left open? Trouble filling them?

A. It is 30-40. All of them are authorized and funded. We need to find the right people to fill them. Many of these positions are pretty specialized. It is important to get the right person. So it is not a budget constraint. A big part is in the Credentialing dept. and we are trying to find ways to fill these.

Q. Elizabeth Moran; with Brandt out of the office- who is our contact?

A. Susan Fout; That would be me, and I am in contact with Brandt on project he was working on.

Hello this Brandt Haehn, I appreciate hearing your voices and appreciate all your prayers. Susan will continue to provide help to you the same as Sec. Keck. Thank you so much again for everyone's prayers and kindness. (Kranston said hello to everyone)

And on this happy note the call was ended.

Facilitated by Kerrie Bacon, Kancare Ombudsman