

**THE CDDO SERVING COFFEY, OSAGE AND FRANKLIN COUNTIES**  
**Policies and Procedures**

**SUBJECT:** CRISIS MANAGEMENT

**EFFECTIVE:** 12/1/14

**SECTION:** 611A

**PAGE:** 1 of 3

**SUPERCEDES:** 611

**DATED:** 7/1/2013; 2/24/2014; 4/8/2014; 7/10/14;  
10/15/14

**Policy:**

The Community Developmental Disability Organization (CDDO) serving Coffey, Osage, and Franklin counties will serve, or arrange to serve, eligible individuals who have been determined to be in crisis, within available funding by the Kansas Department of Aging and Disability Services (KDADS), and the Managed Care Organizations (MCOs), as per current KDHE-KDADS-CDDO contract. The CDDO will work collaboratively with all individuals (and their responsible parties, as applicable) and their Targeted Case Managers to avoid, to the greatest extent possible, the need for crisis funding requests by pre-planning for life events.

**Procedure:**

- 1) Persons who are in crisis or imminent risk of crisis and whose needs can only be met through I/DD services are those persons who:
  - a) Require protection from confirmed abuse, neglect, or exploitation or written documentation from protective services pending action for same; or
  - b) Are at significant, imminent risk of serious harm to self or others in their current situation.
  - c) In the event the CDDO suspects that the person is in immediate danger, the CDDO will contact authorities such as Mental Health, Adult/Child Protective Services, and Law Enforcement, who can intervene at once.

When a person is suspected to be in crisis, appropriate referrals to other available community services shall be made first, including, but not limited to: referrals to Working Healthy, WORK, Vocational Rehabilitation, Centers for Independent Living and all other community supports. If all natural and community supports have been explored and exhausted, and the person is still suspected to be in crisis, according to the definitions above, the person's targeted case manager or, if one has not been appointed, the CDDO shall complete the CDDO "Crisis Funding Request" and submit the request to KDADS and the Managed Care Organization (MCO) Care Coordinator if one has been assigned, if the person is new to services. The submitting entity shall follow the CDDO Crisis Funding request checklist to ensure that all needed documentation is submitted at the time of the crisis funding request.

If the person is already being served on the waiver with at least one funded service, the CDDO will refer the person (and the person's guardian/responsible party, if applicable) and his/her Targeted Case Manager to the assigned Managed Care Organization (MCO) Care Coordinator and KDADS, as per KDADS current policy and flowchart for DD services.

Documentation of all attempts to find other resources for support shall be maintained by the entity making the crisis request and provided to the CDDO at the time the crisis request made. Other mandatory documentation will include a current Person-Centered Support Plan (PCSP) and any documentation from professionals (Mental Health, Medical, Law Enforcement, et cetera) that support the request.

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All crisis-funding requests for initial access to HCBS Personal Assistance Services (PAS)-shall be accompanied by a Needs Assessment and emergency back-up plan.

The CDDO Director will forward the crisis request and all supporting documentation to the designated KDADS staff, as well as the designated MCO crisis funding contact person. The KDADS staff will respond within ten (10) business days, or by following their current policy on response time to crisis funding requests. All determinations will result in a Notice of Action from KDADS indicating the outcome that will be sent to the person served, as well as to the CDDO and the MCO. The Notice of Action will contain appeal rights in the event of a denial of crisis funding.

- 2) Once a determination has been made by KDADS, the Director of CDDO Administration will send a notification to the Targeted Case Manager and the designated MCO contact, if KDADS did not copy that person on the notification email. For individuals who do not yet have Targeted Case Management, the CDDO will notify the family directly. In the event that the funding is approved, and the individual does not have a current assessment on file with the CDDO, the CDDO will immediately schedule an assessment with the individual (and the individual's responsible party as applicable).
- 3) The CDDO reserves the right to request additional documentation to determine if the person meets crisis criteria as stated in the current KDADS/CDDO contract, and to ascertain that all natural and community supports have been exhausted (including, but not limited to contacting the MCO for services that they might be able to offer) by the person (and/or guardian/responsible party) prior to the submission of the request by the entity making a crisis funding request for and in behalf of the person requesting crisis funded services. The entity making the request for crisis funding shall include any informed choice selection/tours of service providers that have been made.
- 4) If the CDDO determines the person does not meet the contract definition of "crisis," the CDDO will inform the individual and the guardian (if applicable), either directly via written communication or through the targeted case manager, of the determination and the right to appeal the decision through the dispute resolution process (CDDO Policy #545A "Dispute Resolution").
- 5) The CDDO will inquire about immediate openings within the affiliated day and residential CSPs (Community Service Providers), if day and/or residential services are being requested, within one (1) working day of determining that the person is in crisis and has been granted crisis funding. The CDDO will provide general information about the person's needs and services he/she is seeking. The CSP will have three (3) working days in which to respond. Best Practice would be that the Informed Choice process will have already taken place during the time that KDADS is reviewing the request for crisis funding to ensure quick turnaround time in a crisis situation.

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- 6) The CDDO will impartially inform the person of all available service providers that can offer immediate services, and document the person's choice of provider(s) on the Provider Choice Form.
  
- 7) Once a Paid Provider has been identified through the Informed Choice process,, the CDDO will coordinate, either directly or through the targeted case manager, an admission meeting with the person, the guardian/responsible party (if applicable), and the Paid Provider(s) chosen to provide the crisis service(s). Within 30 days of beginning this new service, or the admission meeting to start a new service, whichever comes first, a revised Person-Centered Support Plan (PCSP) from the Targeted Case Manager will be due to the CDDO Quality Assurance Coordinator. If the new service is in-home supports, the CDDO will provide the intake meeting to ensure training of this in-home service.

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