



Shawnee County
Community Developmental Disabilities Organization
"Your resource for connecting our community"

TARC POLICY MANUAL – CDDO SECTION

Subject: Targeted Case Management Consequences For Failure to Comply With Targeted Case Management Requirements Effective Date:	Reviewed: 08-24-09, 08-26-10, 08-22-11	Policy No: 06-015
Revised: 11-05-01, 04-22-03, 10-20-03, 05-15-06, 08-30-07, 08-18-08, 08-26-10	Forms:	

POLICY: *The Shawnee County Community Developmental Disability Organization (CDDO) may impose consequences to any Targeted Case Manager/Targeted Case Management provider that fails to meet the requirements set forth in regulations, SRS/CDDO contracts, SRS/CDDO policies/procedures and the CDDO/Community Service Provider Affiliate Agreement.*

GUIDELINES:

1. Upon receipt of issues, concerns, or complaints regarding Targeted Case Management (TCM) services the Shawnee County CDDO Quality Management Coordinator (QMC) will follow-up with the provider.
2. TCM affiliates will cooperate with the TCM Review process.
3. The Shawnee County CDDO QA/QE team in collaboration with SRS Quality Improvement staff will request a written Corrective Action Plan from the provider whenever a deficiency is identified. The plan will indicate the dates for implementation, not exceeding thirty (30) days, and proactive actions to ensure the deficiency is not repeated.
4. The Shawnee County CDDO QA/QE team in collaboration with SRS Quality Improvement staff will monitor the implementation of the identified Corrective Action Plan.
5. If the identified deficiency has not been corrected, the Shawnee County CDDO QA/QE team will notify the provider in writing at the end of thirty (30) days whether they are on probationary status.
6. During the probationary period, the provider will be reflected as not accepting referrals on the TCM referral list.
7. When the specified probation has ended, the Shawnee County CDDO in collaboration with SRS Quality Improvement staff will decide, based on the corrective actions of the provider to:
 - a) Provide notification in writing that they have corrected the identified deficiency, at which time the probationary period will end. The provider's name will be reflected as accepting referrals on the TCM referral list.
 - b) Provide notification in writing the probationary period has been extended, not exceeding ninety (90) days, so that the full impact of the corrective action may be reviewed.
 - c) The Shawnee County CDDO will provide written notification to terminate Affiliate Agreement for TCM Services.
8. TCM Providers can access the Shawnee County CDDO Dispute Resolution Policy 06-020.