



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

Subject: Affiliated Provider Failure to Comply with the Shawnee County CDDO Requirements		Policy No: 06-015
Effective Date:		
Revised: 11-05-01, 04-22-03, 10-20-03, 05-15-06, 08-30-07, 08-18-08, 08-26-10, 08-27-12, 09-08-14, 08-22-16, 10-13-17, 11-15-18, 08-27-19, 10-26-20	Forms: 06-022.001 CDDO QA/QE Complaint Form	
Reviewed: 08-24-09, 08-26-10, 08-22-11, 08-27-12, 09-8-14, 08-22-16, 10-13-17, 10-15-18		

POLICY: The Shawnee County Community Developmental Disability Organization (CDDO) may impose consequences to any Affiliated Provider that fails to meet the requirements set forth in regulations, State of Kansas/CDDO contracts, State of Kansas/CDDO policies/procedures and the CDDO/Community Service Provider Affiliate Agreement.

GUIDELINES:

1. Upon receipt of issues, concerns, or complaints regarding services, the CDDO will track the complaint using the QA/QE Complaint Form ([06-022.001](#)) and the CDDO Quality Management Coordinator (QMC) will follow-up regarding the concern(s). The CDDO will notify KDADS per KDADS quality tracking reporting procedure.
2. The CDDO QMC in collaboration with Kansas Department for Aging and Disability Services (KDADS) will request a written Corrective Action Plan (CAP) from the provider whenever a deficiency is identified. The plan will indicate the dates for implementation, not exceeding 30 days, and proactive actions to ensure the deficiency is not repeated. The provider may be placed on non-referral status at the CDDO’s discretion.
3. Once the CDDO has approved the submitted CAP the CDDO QMC will monitor the provider to ensure adherence of the CAP.
4. If the identified deficiency has not been corrected, the CDDO will notify the provider in writing at the end of 30 days as to whether they are on probationary status.
5. During the probationary period, the provider will be reflected as not accepting referrals and/or other disciplinary actions at the discretion of the CDDO.
6. When the specified probation has ended, the CDDO in collaboration with KDADS 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 Affiliated Provider list.
 - b) Provide notification in writing the probationary period has been extended, not exceeding 90 days, so that the full impact of the CAP may be reviewed.
 - c) Provide written notification to the CDDO Governing Board and KDADS of the CDDO’s decision to terminate Affiliation.
7. Affiliated Providers can access the CDDO Dispute Resolution Policy [06-020](#).