



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

Subject: Affiliated Provider Failure to Comply with the Shawnee County CDDO Requirements Effective Date: 11-05-01		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, 08-27-12, 09-08-14, 08-22-16, 10-13-17, 11-15-18, 08-27-19, 10-26-20, 10-02-23, 03-13-25	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, 10-10-22		

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) and/or CDDO Quality Oversight and Training Specialist (QOTS) will follow-up regarding the concern(s). The CDDO will notify KDADS per KDADS quality tracking reporting procedure.
2. The CDDO QMC and/or QOTS will request a written Corrective Action Plan (CAP) from the provider whenever a deficiency is identified. KDADS will be notified when the CDDO is requesting a CAP from a provider. The plan will be submitted within ten (10) business days and 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 and/or QOTS will monitor the provider to ensure adherence of the CAP.
4. The CDDO will notify the provider in writing at the end of 30 days as to whether the identified deficiency has been corrected.
 - a. If the identified deficiency has been corrected, the provider will receive a letter confirming satisfactory CAP remediation.
 - b. If the identified deficiency has not been corrected, one of the following will occur:
 - i. The provider will receive a letter outlining ongoing issues and provide updates on the extension of the CAP review period. The CDDO will specify the amount of time that the CAP will be extended, based upon the severity of the deficiencies and the provider will be placed on mandatory non-referral status for a period of time determined by the CDDO.
 - ii. The CDDO will provide written notification to the provider, CDDO Governing Board and KDADS of the CDDO's decision to terminate Affiliation.
5. Affiliated Providers can access the CDDO Dispute Resolution Policy [06-020](#).