

**CDDO OF SOUTHEAST KANSAS
COMMUNITY DEVELOPMENTAL DISABILITY ORGANIZATION
POLICIES AND PROCEDURES**

REGARDING: Information on Community Services and Providers

REFERENCE: K.A.R. 30-64-22 & 30-64-23

Reviewed 05/15, Revised 10/18

POLICY

The CDDO will impartially provide information about any and all community services and community service providers available in its CDDO service area to persons with developmental disabilities and their families/guardians. The CDDO will develop and utilize forms and publications necessary to provide such information and will maintain such forms/publications with current information.

PROCEDURE

1. Employment of CDDO Coordinators

The CDDO will employ staff (CDDO Coordinators) who will have job duties related only to CDDO responsibilities and will perform these duties an ethical, fair and unbiased manner.

2. Maintaining Information on Service Providers/Services

The CDDO will compile and maintain information on service providers in its service area. This information will be disseminated in such forms as a Provider Handbook, notifications/lists of service providers and services, on the CDDO's website, etc., and will allow service providers to provide the service and contact information they desire to be included in such publications. Such information will be maintained as current as possible. The Provider Handbook will be updated and utilized as needed.

3. Providing Information to Persons Initially Requesting Services

For persons initially requesting services, the CDDO Coordinator will assist the person, or guardian if applicable, in completing CDDO Form 8001-1 (CDDO Service Referral), and CDDO Form 8001-2 (CDDO Service Referral Choice). Form 8001-2 lists all services and providers. The CDDO will impartially inform persons of the types and availability of community services and providers within the CDDO service area and the way to contact the providers, so the persons may make an informed choice of services and provider(s).

4. Providing Information to Persons Receiving Services

For persons receiving services, or their guardians if applicable, the CDDO will utilize the Service Referral Choice Form to provide at least annually a listing of service providers and services. The CDDO will monitor and track the choice forms to ensure that all persons, or their families/guardians, receive the information. If any person receiving services expresses a desire to consider changing service provider(s), that person will be referred directly to a CDDO Coordinator. The CDDO Coordinator shall supply to the person, and the person's guardian if applicable, information about the types and availability of services and service providers within the service area and will assist the person in accessing alternate service providers. The CDDO Coordinator will document and maintain records that shall demonstrate compliance with these requirements.

5. Potential Conflicts of Interest and Dispute Resolution

Service providers, and persons receiving services, or their families/guardians, may utilize the CDDO Policy/Procedure regarding Dispute Resolution, if they perceive any conflict of interest in the manner in which the CDDO offers choice of or information on service providers and services available in the CDDO service area.