

# Wyandotte County Developmental Disabilities Organization

ALL THE INFORMATION  
YOU NEED AND WANT



**701 North 7th Street, Room 346**  
**Kansas City, KS 66101**  
**(913)573-5502—Office**  
**(913)573-5511—Fax**

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## Acronyms

ANE	Abuse, Neglect and Exploitation
APS	Adult Protective Services
BASIS	Basic Assessment and Services Information System
BSP	Behavior Support Plan
CDDO	Community Developmental Disabilities Organization
CINC	Child In Need of Care
CPS	Child Protective Services
CSP	Community Service Provider
DCF	Department for Children and Families
DD	Developmental Disability
DPOA	Durable Power of Attorney
FMS	Financial Management Services (processes provider billing)
HCBS	Home and Community Based Services
HIPAA	Health Insurance Portability and Accountability Act (access & privacy)
ICF	Intermediate Care Facility
IDD	Intellectual and Developmental Disability
IEP	Individual Education Plan
ISP	Integrated Service Plan
KDADS	Kansas Department for Aging and Disability Services
KAMIS	Kansas Aging Management Information System
MCO	Managed Care Organization
MH	Mental Health
PCS	Personal Care Services (PCS)
PCSP	Person-Centered Support Plan
QA	Quality Assurance
RCF	Residential Care Facility
SSA	Social Security Administration
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
TCM	Targeted Case Management
WCDDO	Wyandotte County Developmental Disabilities Organization

## Definitions

**Affiliate** – A service provider who has entered into an agreement with the CDDO in order that they may provide services within the CDDO's service area.

**Case Manager** - An advocate/ally for persons with I/DD. They facilitate access to services and resources and advocate on behalf of the person receiving services.

**CDDO** – The Community Developmental Disability Organization is the starting point or single point of entry at the time of application for services. Each county in Kansas is assigned to a CDDO. CDDO's are contracted with Kansas Department for Aging and Disability Services.

**Day Supports** – Regularly occurring activities that provide a sense of participation, accomplishment, personal reward, personal contribution, or remuneration and thereby serve as vehicles to maintain or increase adaptive capabilities, independence or integration and participation in the community.

**Developmental Disability** – (DD) A severe and chronic disability caused by either a mental or physical impairment or a combination of mental and physical impairment that has manifested before the age of 22, and results in significant functional limitations in areas of major life functioning.

**Guardian** - A court appointed individual who acts on behalf of a person who is unable to do so themselves, or the parent of a child under 18.

**I/DD** - Intellectual/Developmental Disability.

**KanCare** - Formerly Kansas Medicaid. Kansas contracted with three health plans or managed care organizations (MCOs) to coordinate health care for nearly all Medicaid beneficiaries.

**Personal Care Services** - This service provides necessary one-to-one assistance for individuals both in their home and community.

**Residential Supports** - This service provides assistance, acquisition, retention and/or improvement in skills related to activities of daily living.

## Your Rights and Responsibilities

### Rights for Individuals with Intellectual/Developmental Disabilities (IDD)

The Community Developmental Disability Organization (CDDO) is responsible for carrying out the duties as described in Kansas law and regulation (K.S.A. 39-1801 et seq. and K.A.R. 30-63-1 and 30-64-01 et seq. and for purposes of CDDO compliance with K.A.R. 30-64-22(e)(2).

As an individual who is receiving services from the State of Kansas IDD Waiver or has been placed on the IDD Waiver waitlist, my core rights in connection with the CDDO are as follows:

1. The right to have help getting the community services of my choice once I have been determined eligible for the HCBS IDD Waiver by KDADS based on my disability and finances.
2. The right to choose which targeted case management services I'd like to receive, from a provider affiliated with my CDDO.
3. The right to choose whether or not I'd like to have a targeted case manager if I am currently on the IDD waiver waitlist.
4. The right to receive services without discrimination as to the severity of my disability. If I currently pose a clear and present danger to myself or the community, the Secretary of KDADS may decide that I am inappropriate for community services.
5. The right to receive services for which I have been determined eligible from my choice of community service provider. Once I have been found eligible and funds are available, I should receive the service I have chosen, or it should be reported to the Secretary of KDADS that I am waiting for that service.
6. The right to continue to receive services for which I am eligible as long as state or federal funding support continues. I also have the right to transfer that level of state and federal financial support if I move from one service area to another within the state of Kansas.
7. The right to take advantage of the CDDO dispute resolution process, including internal and external appeal procedures to settle any disagreement with the CDDO, any affiliate, or any other component of the community service system.
8. The right to receive information regarding the CDDO local Quality Assurance Committee and Council of Community Members.
9. The right to receive information about self-advocacy groups.
10. The right to receive services provided in a way that is based on my Person-Centered Support Plan (PCSP) and listed in my Person-Centered Service Plan (PCSP). My services must offer me opportunities for choice and ensure that all of my rights are respected and protected, including those listed in K.A.R. 30-63-22.

## Your Rights and Responsibilities Continued...

As an individual who resides in an Intermediate Care Facility which services Individuals with Intellectual Disabilities (ICF/IID), my core rights in connection with the CDDO according to Kansas law and regulations (K.A.R. 30-64-22 and 30-64-29) include the following:

1. The right to have equal access to services if I am referred to the CDDO for possible services.
2. The right for myself or my guardian (if one has been appointed) to receive information at least once a year offered in a way that is easy to understand, including:
  - a) The types of community services available in my area and information about the providers of those services;and
  - b) My rights as described in the Developmental Disabilities Reform Act and implementing Regulations. The commission will approve the content of this information.
3. The right for myself, my family, and my guardian (if one has been appointed) to receive information on services or supports that are currently available or could be made available within 90 days in or near my home county once eligibility has been achieved.
4. The right to have the CDDO offer to provide or arrange to provide these services and supports when it's time to do so.

The above-mentioned rights have been approved by the commission May 8, 2018.

## WHAT IS A CDDO?

Community Developmental Disability Organizations were established with the development of the DD Reform Act to assist with enforcing the rights of persons with Intellectual and Developmental Disabilities (I/DD) in the State of Kansas. A CDDO is the local agency that ensures support and services are available for children and adults with developmental disabilities. Kansas currently has 27 CDDO's, each of which are assigned a particular county or group of counties in which they are the primary provider of "gatekeeping" services. CDDO's contract with Kansas Department for Aging and Disability Services (KDADS) and have the following responsibilities:

- Act as the single point of entry for I/DD services
- Determine eligibility for services and funding
- Annually informing individuals of available community services and their rights
- Affiliate with Community Service Providers (CSP's) who provide direct services to individuals with I/DD
- Review and determine approval of requests for services or funding
- Organize a Community Council & a Quality Assurance Committee
- Oversee quality assurance of services provided by the CSP's
- Advocates for individuals with I/DD

## I/DD Waiver Requirements

1. Must be 5 years of age or older;
2. Have Intellectual Disability that began before the age of 18;
3. Have a diagnosis of a Developmental Disability that began before the age of 22;
4. Must be determined program eligible by the Community Disability Determination Organization;
5. Meet the Medicaid long-term care institutional threshold score;
6. Be financially eligible for Medicaid

### Two (2) Step Process

#### Intake/Eligibility Process

1. Individual applying for services completes eligibility application, sends requested medical records and most recent IEP (if available)
2. Completes EDI or if sufficient information is given, a Functional Assessment is scheduled

#### Program Eligibility Process

1. Completion of Functional Assessment
2. Functional Assessment is entered and calculated by KAMIS system to determine if applicant meets HCBS requirements.
3. Individual receives information about available I/DD case managers (case management is paid for through Medicaid program)
4. Applicant receives notice letting them know they are approved for waitlist (8-9 year period) or if they did not meet HCBS criteria, with appeal rights.
5. Questions regarding this process? Contact Valeria Ramos at (913) 573-5514 or [vramos@wycokck.org](mailto:vramos@wycokck.org)

## Health Insurance Portability and Accountability Act (HIPAA)

- I. How WCDDO May Use or Disclose Your Health Information
  - A. Uses and Disclosures for Treatment Payment and Healthcare Operation.
  - B. Uses and Disclosures With the Opportunity For You to Object
  - C. Uses and Disclosures of Your PHI For Other Specific Purposes We May Make Without Your Consent or Authorization, or Opportunity to Object
- II. Your Authorization is Required For Other Uses of PHI
- III. Your Health Information Rights
- IV. Changes to this Notice of Privacy Practices
- V. Complaints

For further information about this process, call 913-573-5502. This number is not to be used to register a complaint, as complaints must be submitted in writing as stated above.

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to:

Department of Health and Human Services  
Office of Civil Rights  
Hubert H. Humphrey Bldg.  
200 Independence Avenue, S.W.  
Room 509F HHH Building  
Washington, DC 20201

**You will receive a copy of HIPAA once we complete the Eligibility and HCBC waiver funding process.**

## I/DD Waiver Services

### Self-Directed Supports

These are an array of supports consisting of Financial Management Services, Personal Assistant Services, Overnight Respite Care, and Sleep Cycle Support that are available to individuals who reside with a person/persons who meet the definition of family or in a setting that would otherwise be licensed. These services provide necessary support for individuals in order to meet their daily living needs and/or to ensure continuation of stay in their current setting. These services also provide for paid staff to perform essential in-home assistance any hour of the day or night, in the absence or presence of non-paid care givers, as determined to meet the individual's needs. Family is defined as any person immediately related to the individual. Specifically: parents (including adoptive parent), grand-parents, spouses, aunts, uncles, sisters, brothers, first cousins and any step-family relationships.

**Personal Care Services** allow the person to self-direct residential supports, day supports, or supports in their family home. These services provide necessary one-on-one assistance both in the home and community. Personal Assistant Services includes assisting with Activities of daily living such as bathing, grooming, toileting, transferring, health maintenance activities, feeding, mobility and exercises. This also includes independent activities of daily living such as shopping, house cleaning, seasonal chores, meal preparation, laundry & financial management. Also included are socialization & recreation activities. Assistance may also involve obtaining necessary medical services & reporting changes in condition & needs. The PA may accompany or provide transportation to accomplish any of these tasks.

**Enhanced Care Services (ECS)** are provided to individuals within their home or MCO approved location, documented in the ISP. Services are provided to those needing extra assistance including but not limited to toileting, transferring, and mobility during sleeping hours. There must be a physician document stating the need for ECS for the overall well-being of the individual. This may not be used in conjunction with PAS hours. The maximum hours available for this service are 6 hours within a 24-hour period. When need be, an ECS shall be able to stay awake while supervising the individual and act accordingly in case of an emergency such as contacting a doctor.

**Overnight Respite Care** services are provided to individuals who live with someone meeting the definition of family, or are provided to children in custody residing in a setting that does not meet the definition of family. Respite Care is designed to provide relief for the individual's family member who serves as an unpaid primary care giver. Respite is necessary for families who provide constant care for individuals so family members are able to receive periods of relief for vacations, holidays & scheduled time off periods.

## Agency-Directed Supports

**Supportive Home Care (SHC)** services are provided by an Agency (not self-directed by the person receiving services) to assist a person living with someone meeting the definition of family or a child in custody. Family is defined as any person immediately related to the individual. Specifically: Parents (including adoptive parent), grand-parents, spouses, aunts, uncles, sisters, brothers, first cousins and any step-family relationships.

These are individualized (one-to-one) services that provide direct assistance with: Daily living / personal adjustment, Attendant care, Assistance with medications that are ordinarily self-administered, Accessing medical care, Supervision / Reporting changes in condition & needs, Extension of therapy services, Ambulation/exercise, Household services essential to health care at home or performed in conjunction with assistance in daily living (such as shopping, preparing meals, bathing, using appliances, dressing, feeding, making the bed, doing laundry, & cleaning the bathroom & kitchen).

## Residential Supports

**For Adults:** These are provided to waiver individuals, 18 years of age or older, who live in a residential setting and do not live with someone meeting the definition of family. This licensed service provides assistance, acquisition, retention, and/or improvement in skills related to activities of daily living such as but not limited to: Personal grooming, Cleanliness, Bed making, Household chores, Eating, Food preparation, Social and adaptive skills necessary to enable the individual to reside in a non-institutional setting.

**For Children:** These are available to minor children, ages 5 - 21 (eligibility ends on the 22nd birthday) who are determined eligible for the Medicaid Program through a waiver of requirements relating to the deeming of parental income. Children's Residential Supports shall be provided in a family foster home licensed by KDHE.

These services include teaching such concepts as compliance, attendance, task completion, problem solving and safety. Such activities shall be appropriate for or lead to a lifestyle as specified in the individual's Person Centered Support Plan. These opportunities can include: Socialization, Recreation, Community inclusion, Adult education, & Skill development in the areas of employment, transportation, daily living, self-sufficiency, and resource identification and acquisition.

## Day Supports

These are provided by CSS licensed entities for individuals 18 years of age or older. These services include regularly occurring activities that provide a sense of participation, accomplishment, personal reward, personal contribution, or remuneration and thereby serve to maintain or increase adaptive capabilities, productivity, independence or integration and participation in the community. Day Supports also include the provision of pre-vocational services which are aimed at preparing an individual for paid or unpaid employment, but are not job-task oriented.

These services include teaching such concepts as compliance, attendance, task completion, problem solving and safety. Such activities shall be appropriate for or lead to a lifestyle as specified in the individual's Person Centered Support Plan. These opportunities can include: Socialization, Recreation, Community inclusion, Adult education, & Skill development in the areas of employment, transportation, daily living, self-sufficiency, and resource identification and acquisition.

## Supported Employment

Supported Employment is competitive work in an integrated setting with on-going support services for individuals who have DD. Competitive work is defined as compensated work in accordance with the Fair Labor Standards Act. An integrated work setting is a job site that is similar to that of the general work force. Such work is supported by any activity needed to sustain paid employment by persons with disabilities.

## Specialized Medical Care

This service provides long-term nursing support for medically fragile and technology dependent individuals. The required level of care must provide medical support for a beneficiary needing ongoing, daily care that would otherwise require the beneficiary to be in a hospital. The intensive medical needs of the beneficiary must be met to ensure the person can live outside of a hospital or ICF/ID. For the purpose of this waiver, a provider of specialized medical care must be a registered nurse (RN), a licensed practical nurse (LPN) under the supervision of an RN, or another entity designated by the Kansas Department for Aging and Disability Services.

Providers of this service must be trained with the medical skills necessary to care for and meet the medical needs of beneficiaries within the scope of the State's Nurse Practice Act. The service may be provided in all customary and usual community locations including where the beneficiary resides and socializes.

This is a process whereby a registered nurse evaluates the level of wellness of a consumer to determine if the consumer is properly using medical health services as recommended by a physician and if the health of the consumer is sufficient to maintain him/her in his/her place of residence without more frequent skilled nursing intervention. This includes checking and/or monitoring the following: Orientation to surroundings, Skin characteristics, Edema, Personal hygiene, Blood Pressure, Respiration, Pulse, Adjustments to medication.

### Wellness Monitoring

This is a process whereby a registered nurse evaluates the level of wellness of a consumer to determine if the consumer is properly using medical health services as recommended by a physician and if the health of the consumer is sufficient to maintain him/her in his/her place of residence without more frequent skilled nursing intervention. This includes checking and/or monitoring the following: Orientation to surroundings, Skin characteristics, Edema, Personal hygiene, Blood Pressure, Respiration, Pulse, Adjustments to medication.

### Assistive Services

These are supports or items that meet an individual's assessed need by improving and/or promoting the person's health, independence, productivity, or integration into the community, and are directly related to the individual's Person Centered Support Plan with measurable outcomes.

Examples include, but are not limited to wheelchair modifications, ramps, lifts, modifications to bathrooms and kitchens (specifically related to accessibility), and assistive technology (i.e. items that improve communication, mobility or assist with activities of daily living or instrumental activities of daily living in the home and work place).

### Medical Alert Rental

This service provides support to a consumer who has a medical need that could become critical at any time. The medical alert device is a small instrument carried or worn by the consumer which, by the push of a button, automatically dials the telephone of a predetermined responder who will answer the call for help. The following are examples of medical needs that might require this service: quadriplegia, severe heart conditions, difficult to control diabetes, severe convulsive disorders, severe chronic obstructive pulmonary disease, & head injury.

## Non -I/DD Waiver Funding /Service Options:

**Vocational Rehabilitation (VR) Services** is a separate funding source from the I/DD waiver that helps Kansas citizens with disabilities find employment. The services provided are customized according to each person's unique needs, skills, interests and abilities. You can apply for VR and remain on the I/DD Waiver waiting list. Services may include physical and mental restoration services such as artificial limbs, psychotherapy, and physical therapy, training, aids, and other adaptive devices, job placement services, student services, supported employment and referral to other services.

### Wyandotte County Vocational Rehabilitation Contact:

402 State Avenue  
Kansas City, KS 66101  
Phone: 913-279-7410

Website: [www.dcf.ks.gov/services/RS/Pages/Employment-Services.aspx](http://www.dcf.ks.gov/services/RS/Pages/Employment-Services.aspx).

**Application can be found on this webpage**

**Communityworks inc.** is an organization that employment specialists work with individuals of all abilities to find and maintain steady employment through job exploration, job coaching, job development, and customized employment. We work with individuals in Johnson and Wyandotte counties.

### Contact:

Madeline Giesler, LMSW | (913) 789-9900 x 410  
7819 Conser Place, Overland Park, KS 66204

### Wyandotte County CDDO State Aid Funding Project

The purpose for the funding is to assist with the unmet needs of persons within the Wyandotte CDDO service area. The range and scope of products, goods and services should promote the health, safety and welfare of the beneficiary.

The funding will cover medically necessary procedures, equipment, supplies and such things as medical supplies, therapy, dental exams, or eye wear (not otherwise paid by Medicaid). Each application will be reviewed by the WCDDO Funding Committee and decisions are made on a case-by-case basis.

## Wyandotte County CDDO State Aid Funding Project

The purpose for the funding is to assist with the unmet needs of persons within the Wyandotte CDDO service area. The range and scope of products, goods and services should promote the health, safety and welfare of the beneficiary.

The funding will cover medically necessary procedures, equipment, supplies and such things as medical supplies, therapy, dental exams, or eye wear (not otherwise paid by Medicaid). Each application will be reviewed by the WCDDO Funding Committee and decisions are made on a case-by-case basis.

In the case of Medicaid funded program, services or products; these may be covered in some instances if there is no funding available. This will include van lift, wheel chair and/or repair and modification. In some cases if the amount exceeds the allowable amount the applicant or may be responsible for remaining amount.

**Who is Eligible?** Anyone who has completed the eligibility /intake process and has been found eligible for I/DD services and resides in the Wyandotte County Developmental Disabilities Organization service area.

**How do you apply?** You may request an application from our office located at 701 North 7th Street KCK Room 346. An application will be mailed or faxed at your request. If you have an I/DD case manager, they will have an application and assist you with completing providing the proper documentation required to complete the application process. If you have questions please contact (913) 573-5502.

## ABUSE, NEGLECT, AND EXPLOITATION

**ABUSE** is defined as the intentional infliction of pain or injury, unreasonable confinement, sexual abuse, intimidation, cruel punishment, or deprivation by a caretaker or another person of goods or services that are necessary to avoid physical or mental harm or illness.

**\*FIDUCIARY ABUSE** occurs when any person who is the caretaker of, or who stands in a position of trust to an adult takes, secretes or appropriates their money or property to any use of purpose not in the due and lawful execution of the adult's trust.

**NEGLECT** is defined as the failure or omission of one's self, caretaker or another person to provide goods or services that are necessary to ensure safety and well being and to avoid physical or mental harm or illness. Special note: If an individual is harmed by another individual receiving services, a friend, or a relative while receiving services from the provider, the incident is to be investigated as neglect when it is reasonable to expect the incident could have been avoided by the person/provider responsible for providing their care, services, supervision, etc.

**EXPLOITATION** is defined as misappropriation of property or taking unfair advantage of an adult's physical or financial resources for another individual's personal or financial advantage by the use of undue influence, coercion, harassment, duress, deception, false representation or false pretense by a caretaker or another person.

**If you suspect Abuse, Neglect or Exploitation has occurred contact Adult Protective Services at**

# 1-800-922-5330

Any questions or concerns regarding the quality of services provided may be referred to the WCDDO Quality Assurance Staff by contacting (913) 573-5502.



# DISPUTE RESOLUTION

## WYANDOTTE COUNTY DEVELOPMENTAL DISABILITY ORGANIZATION

POLICY NUMBER: 32-1  
K.A.R. 30-64-32  
IMPLEMENTATION DATE: 12/15/97  
REVISED DATE: 04/01/2005  
REVIEW DATE: 09/01/2009

### DISPUTE RESOLUTION Individual Disputes With Affiliated Providers

#### **PURPOSE:**

These procedures identify the means by which persons with developmental disabilities and/or the family, legal guardian or support network of a person with developmental disabilities may resolve disputes regarding the services they receive from an affiliated provider.

#### **POLICY:**

Persons with developmental disabilities and/or the family, legal guardian or support network of a person with developmental disabilities, who have an unresolved dispute with an affiliated service provider, may seek resolution to the dispute through review by the CDDO and/or a mediator.

## WYANDOTTE COUNTY DEVELOPMENTAL DISABILITY ORGANIZATION

POLICY NUMBER: CDDO 32-2  
K.A.R. 30-64-32  
IMPLEMENTATION DATE: 12/15/97  
REVISION DATE: 04/01/2005  
REVIEW DATE: 09/01/2009

#### **PURPOSE:**

These procedures identify the means by which persons with developmental disabilities and/ or the family, legal guardian or support network of a person with developmental disabilities may resolve disputes with the CDDO, including access to an independent mediator.

#### **POLICY:**

Persons with developmental disabilities and/or family, legal guardian or support network of a person with developmental disabilities may request intervention from a mediator if disputes with the CDDO have been unresolved using internal CDDO dispute resolution procedures.

## WYANDOTTE COUNTY DEVELOPMENTAL DISABILITY ORGANIZATION

POLICY NUMBER: CDDO 32-3  
K.A.R. 30-64-32  
IMPLEMENTATION DATE: 12/15/97  
REVISION DATE: 04/01/2005  
REVIEW DATE: 09/01/2009

### DISPUTE RESOLUTION Affiliated Provider Disputes With Another Affiliated Provider

#### **PURPOSE:**

These procedures identify the means by which two affiliated providers may resolve disputes, including access to an independent mediator.

#### **POLICY:**

Affiliated providers may request that the CDDO help them resolve a dispute when one affiliate has taken any action, which negatively impacts the second affiliate's ability to conduct business.

WYANDOTTE COUNTY  
DEVELOPMENTAL DISABILITY ORGANIZATION

POLICY NUMBER: CDDO 32-4  
K.A.R. 30-64-32  
IMPLEMENTATION DATE: 12/15/97  
REVISION DATE: 04/01/2005  
REVIEW DATE: 09/01/2009

**DISPUTE RESOLUTION**  
**Affiliated Provider Disputes With The CDDO**

**PURPOSE:**

These procedures identify the means by which an affiliated provider may resolve disputes with the CDDO, including access to an independent mediator.

**POLICY:**

Affiliated providers may request mediation to resolve disputes with the CDDO when the CDDO has taken any action, which negatively impacts the affiliated provider's ability to conduct business.

If you would like more information on any of the Dispute Resolution Policies or if you would like to request a copy of this and any other policy, please contact Yer Hang at [yhang@wycokck.org](mailto:yhang@wycokck.org).

**THIS IS NOT A GUARANTEE OF AN  
AVAILABLE SERVICE PROVIDER OR FUNDING**

**WCDDO Affiliate Agencies**

**FMS Providers**

**Another Day, Inc.**- Lorraine Dold, 11802 W 77<sup>th</sup> St., Lenexa, KS 66214 (913) 599-2221 ext. 2335  
[www.anotherday.info](http://www.anotherday.info)

**GT Independence**— John Carmichael, 7300 W. 110th St. Suit 700, Overland Park, KS 66210 (316) 351-9719, (828) 348-1797 ([customerservice\\_ks@gtindependence.com](mailto:customerservice_ks@gtindependence.com))

**Helpers Inc.** - Stacy Jones, 15540 Pflumm Rd, Olathe, KS 66062 (913) 322-7212  
[www.Helpersinc.org](http://www.Helpersinc.org)

**Life Patterns** - Jon Gerdel, 3300 SW29th St. Suite 100, Topeka, KS 66614 (785) 273-7189  
([jonelifepatternsks.org](http://jonelifepatternsks.org))

**Topeka Independent Living Center** –Mike Oxford, 501 SW Jackson Street, Suite 100, Topeka, KS 66603 1(800) 443-2207 Visit their website at [www.tilrc.org](http://www.tilrc.org)

**Agency Directed In Home Support Providers**

**Adult Health Service** (913) 788-9896

**Altar Support** (913) 915-1380

**Bethel Home Health Care** (913) 808-5221

**Christlove Home Care** (913) 210-6077

**Eagle Case Management** (816) 916-8789

**Eeroma Resources** (913) 406-7994

**St. Magdalena of Kansas City** (913) 244-4583

**Home Health Care Agencies**

**Firstat Nursing Services** (913) 451-5900

**Maxim Healthcare Services** (913) 381-8233

**Medical Alert**

**Medscope America Corporation** (800) 645-2060

## Case Management Services

**Amanda Sachen**—Amanda Sachen— 423 N. Thompson St. Kansas City, KS 66101- (913) 499-9719, ([amandasachen@yahoo.com](mailto:amandasachen@yahoo.com))

**A Step Above**—Sara Cuevas, 19825 Rosewood, Stilwell, KS 66085, (913) 522-7523 ([scuevas.astepabove@gmail.com](mailto:scuevas.astepabove@gmail.com)) (Bilingual—Spanish and English case manager available)

**Bruce Daldrup**—16624 W 132nd Circle, Olathe, KS 66062 (913) 449-3765 ([highdald@gmail.com](mailto:highdald@gmail.com))

**Brighter Days Case Management** —997 North Clinton, Olathe, KS 66061 (913) 522-9350 ([tburney@brighterdayskc.org](mailto:tburney@brighterdayskc.org))

**Eeroma Resources LLC**— Jermaine Mitchell, 8137 Parallel Pkwy. Kansas City, KS (913) 232-7302([jermainemitchell@eeromaresources.com](mailto:jermainemitchell@eeromaresources.com))

**Grateful Day**— Kathleen Sylvester, 5402 Skyline Dr., Roeland park, KS 66205, (913) 240-4843, ([kathleengratefuldaytcm@gmail.com](mailto:kathleengratefuldaytcm@gmail.com))

**Jenian, Inc.** - Marilyn Kubler, 5930 Albervan, Shawnee, KS 66216 (913) 707-6703 ([marilynkubler@gmail.com](mailto:marilynkubler@gmail.com)) Visit their website at [www.jenian.net](http://www.jenian.net)

**Lakemary Center** - Emily Lang, 5940 Dearborn, Mission, KS 66202 (913) 416-1145, ([elang@lakemaryctr.org](mailto:elang@lakemaryctr.org)) Visit their website at [www.lakemaryctr.org](http://www.lakemaryctr.org)

**Monaco & Associates**—Dave Skinner, 4123 SW Gage Center Dr., Suite 130 Topeka, KS 66604, (785) 272-5501 Ext. 114 ([dave@monacoassociates.com](mailto:dave@monacoassociates.com))

**Mosaic** - Monica Pfannes , 8047 Parallel Parkway, Kansas City KS 66112 (913) 788-8400 ([monica.pfannes@mosaicinfo.org](mailto:monica.pfannes@mosaicinfo.org)) Visit their website at [www.mosaicinfo.org](http://www.mosaicinfo.org)

**Life Unlimited, Inc.** Simone Winfield, 3100 Broadway, Suite 330, Kansas City, MO (816) 983-2213 ([swinfield@luinc.org](mailto:swinfield@luinc.org))

**ResCare of Kansas City** —Letha Farewell, 6400 Glenwood Suite 230 Overland Park, KS 66202 (913) 722-9419— fax: (913) 722-9632 ([Lfarewell@rescare.com](mailto:Lfarewell@rescare.com)) Visit their website at [www.rescare.com](http://www.rescare.com)

**Serenity Case Management**— Elizabeth Barkley, 116 A S. Main, Ottawa, KS 66067, (785) 214-4519, [contactinfo.serenity@gmail.com](mailto:contactinfo.serenity@gmail.com)

**Team Cosgrove**— Kerry Cosgrove, (913) 529-9621 [kerrycosgrovema@gmail.com](mailto:kerrycosgrovema@gmail.com)

## Day Services

**Advocacy First**—Tamera Paine, 101 S. Nettleton Ave. Bonner Springs, KS 66012 (913) 961-6563 ([advocacy1st@live.com](mailto:advocacy1st@live.com))

**Altar Support, Inc.**—Derek Vann, (913) 915-1380 ([thealtarinc@gmail.com](mailto:thealtarinc@gmail.com))

**Bethel Home Health Care**— Darlene Davis, 7300 W. 110th St. Suite 700 Overland Park, KS 66210, (816) 808-5221, ([ddavis@bethelhomehealthkc.com](mailto:ddavis@bethelhomehealthkc.com))

**Choices for Life**—Michelle Callahan 2024 N 78th Terrace, Kansas City, KS 66109 (913) 961-1719 ([choicesforlife@live.com](mailto:choicesforlife@live.com))

**Community Life Skills Jobs (CLJ) Foundation** - Connie Johnson, 4209 North 109th Terr. Kansas City, KS 66109, ([cljfoundation@yahoo.com](mailto:cljfoundation@yahoo.com))

**Cross Point Residential Care**— Keith Kerr, (620) 717-2339, ([crosspoint18@gmail.com](mailto:crosspoint18@gmail.com))

**Eagle Case Management LLC**- Patrick Nwanguzo, 7345 Leavenworth Rd. Kansas City, KS 66109 (913)334-9035 ([pnwanguzo@prodigy.net](mailto:pnwanguzo@prodigy.net))

**Eeroma Resources LLC**— Jermaine Mitchell, 8137 Parallel Pkwy. Kansas City, KS (913) 232-7302([jermainemitchell@eeromaresources.com](mailto:jermainemitchell@eeromaresources.com))

**Goodlife/CLO** - Stephanie Thorne, (785) 979-1922 ([stephaniethorne@clokan.org](mailto:stephaniethorne@clokan.org))

**Happy Hearts Working, Inc.**—Carol Farnsworth, 15091 158th St. Bonner Springs, KS 66012 (913) 706-2356

**Just in Time** - Gayle Harlin-Burton, 3700 Wood Avenue, Kansas City, KS 66112 (913) 371-9363 ([jitadinc@gmail.com](mailto:jitadinc@gmail.com))

**Mosaic** - Monica Pfannes, 8047 Parallel Parkway, Kansas City KS 66112 (913) 788-8400 ([monica.pfannes@mosaicinfo.org](mailto:monica.pfannes@mosaicinfo.org)) Visit their website at [www.mosaicinfo.org](http://www.mosaicinfo.org)

**ResCare of Kansas City** – Letha Farewell, 6400 Glenwood Suite 230 Overland Park, KS 66202 (913) 722-9419– fax: (913) 722-9632 ([Lfarewell@rescare.com](mailto:Lfarewell@rescare.com)) Visit their website at [www.rescare.com](http://www.rescare.com)

**St. Magdalena of Kansas City**— Michael Brooks, 1201 NW Briarcliff Pkwy, 2nd floor Kansas City, MO 64116, (913) 244-4583, ([michael@stmagdalena.org](mailto:michael@stmagdalena.org))

## Residential Services

**Advocacy First** - Tamera Paine, Bonner Springs, KS 66012 (913) 961-6563  
([advocacy1st@live.com](mailto:advocacy1st@live.com))

**Altar Support, Inc.**—Derek Vann, (913) 915-1380 ([thealtarinc@gmail.com](mailto:thealtarinc@gmail.com))

**Bethel Home Health Care**— Darlene Davis, 7300 W. 110th St. Suite 700 Overland Park, KS 66210, (816) 808-5221, ([ddavis@bethelhomehealthkc.com](mailto:ddavis@bethelhomehealthkc.com))

**Choices for Life**—Michelle Callahan, 2030 N 76th Terr., Kansas City, KS 66109 (913) 961-1719 ([choicesforlife@live.com](mailto:choicesforlife@live.com))

**Cross Point Residential Care**— Keith Kerr, (620) 717-2339, ([crosspoint18@gmail.com](mailto:crosspoint18@gmail.com))

**Eagle Case Management LLC**—Patrick Nwanguzo, 7345 Leavenworth Rd. Kansas City, KS 66109 (913) 334-9035 ([pnwanguzo@prodigy.net](mailto:pnwanguzo@prodigy.net))

**Eeroma Resources LLC**— Jermaine Mitchell, 913-232-7302  
([jermainemitchell@eeromaresources.com](mailto:jermainemitchell@eeromaresources.com))

**Goodlife/CLO**— Stephanie Thorne, (785) 979-1922 ([stephaniethorne@clokan.org](mailto:stephaniethorne@clokan.org))

**Joyce's New Vision**— Joyce Butler, (913) 961-6623([joycesnewvision@yahoo.com](mailto:joycesnewvision@yahoo.com))

**Just in Time** - Gayle Harlin-Burton, 3700 Wood Avenue, Kansas City, KS 66102 (913) 371-9363 ([jitadinc@gmail.com](mailto:jitadinc@gmail.com))

**Mosaic** - Monica Pfannes, 8047 Parallel Parkway, Kansas City, KS 66112 (913) 788-8400  
([monica.pfannes@mosaicinfo.org](mailto:monica.pfannes@mosaicinfo.org))

Visit their website at [www.mosaicinfo.org](http://www.mosaicinfo.org)

**ResCare of Kansas City** – Letha Farwell, 6400 Glenwood Suite 230, Overland Park, KS 66202, Phone: (913) 722-9419; fax (913) 722-9632. ([Lfarwell@rescare.com](mailto:Lfarwell@rescare.com).)

Visit their website at [www.rescare.com](http://www.rescare.com)

**St. Magdalena of Kansas City**— Michael Brooks, 1201 N.W. Briarcliff Parkway, 2nd Floor Kansas City, KS 64116, (913) 244-4583  
([michael@stmagdalena.org](mailto:michael@stmagdalena.org))

## Children's Residential Services

**CALM, LLC**— Amy Harmon, 9 West 5th Ave., Emporia, KS 66801, 620-208-6144

**Guardiantrac, LLC d/b/a GT Independence**— John Carmicheael, 7300 W. 110th St. Suite 700, Overland Park, KS 66210., (316) 351-9719

**KVC Health Systems**—Stefanie Werth, 21344 W. 153rd St., Olathe, KS 66061, (913) 209-4754

## Limited Day/Residential Services

**Martha's Care** (day & residential)— Martha Bolden

**Partners in Caring** (day & residential)- Wendy Baker

**Joyce's New Vision** (residential) - Joyce Butler

## Organizations You May Find Useful

### **Area Agency on Aging / Aging and Disability Resource Center (ADRC)**

Midtown Metro Center

849-C North 47th St.

Kansas City, Kansas 66101

Phone: (913) 573-8531

Fax: (913) 573-8577

TDDKS Relay: 1-800-766-3777

Email: [60plus@wycokck.org](mailto:60plus@wycokck.org)

Responsible for planning, coordinating, funding and advocating for programs and services which meet the needs of Wyandotte and Leavenworth County residents.

### **Department of Children and Families**

400 State Avenue

Kansas City Kansas

(913) 279-7000

[www.dcf.ks.gov](http://www.dcf.ks.gov)

Food Stamps, Emergency Food Services, Commodity, Adult protective Services, Funeral assistance, Kansas Weatherization, LIEAP program, Child Care.

### **Families Together Inc.**

5611 Barrington Ct. South #120

Topeka KS, 66614

(785) 233-4777

[kansascity@familiestogetherinc.org](mailto:kansascity@familiestogetherinc.org)

Parenting training, information on advocacy for Kansas parents and their children with disabilities

### **KanCare Ombudsman :**

The KanCare Ombudsman can help you understand your options in regards to Medicaid.

The ombudsman will help you navigate and access KanCare health services and support and help resolve problems with KanCare services or access to services.

Contact: Toll Free: 1-855-643-8189 or (785) 296-6270

### **Disability Rights Center of Kansas**

214 SW 6th Ave, Ste 100

Topeka, Kansas 66603

(785) 273-9661 (voice)

1-877-776-1541 (toll free voice)

1-877-335-3725 (toll free TDD)

Fax: (785) 273-9414

<https://www.drckansas.org>

## Kansas Department for Aging and Disability Services

### **Main Office**

New England Building 503 S. Kansas Ave. Topeka, KS 66603-3404

Main: (785) 296-4986

Toll Free: (800) 432-3535 (in Kansas only)

TTY Number: (785) 291-3167

Fax: (785) 296-0256

### **Social Security Administration Office**

850 Nebraska Avenue

Kansas City Kansas 66101

1-800-772-1213

[www.ssa.gov](http://www.ssa.gov)

Social security card and SSI, SSDI.

### **Special Olympics (Wyandotte County)**

5033 State Avenue

Kansas City, Kansas 66102

(913) 573-8331

[www.kckhuggers.org](http://www.kckhuggers.org)

Special Olympics empowers people with intellectual disabilities to realize their full potential and develop their skills through year-round sports training and competition.

### **Wyandot Center (Mental Health Center) Communications Department Administrative Office**

757 Armstrong Avenue

Kansas City, Kansas 66101

(913)-328-4600

[information@wmhci.org](mailto:information@wmhci.org)

For information, call: (913) 328-4600

24-hour crisis line: (913) 788-4200

Comprehensive mental health services for children, adolescents, adults and families; outpatient therapy; Walk-in Crisis Clinic.

## Food Pantries

**Wyandotte Tabernacle** –1229 S. 59th St., Kansas City, KS 66106– (913) 287-9848 :  
**1st Saturday 10:30-11.30a.m.**

**Forest Grove Baptist Church**—1417 N. 9th St. Kansas City, KS 66101- (913) 342-  
7648: **1st Saturday 12:30-2p.m.**

**Bethel S.D. A. Church**—6910 Riverview, Kansas City, KS 66102- (913) 788-7250 ext.  
3 : **2nd Tuesday 5-7p.m.**

**Bridges of Hope**—933 Argentine Blvd. Kansas City, KS 66105 (913) 602-0660

**Franklin Center**– 1403 Metropolitan Ave. Kansas City, KS 66103- (913) 213-3250–  
**2nd Wednesday: 1-3p.m.**

**Full Joy Ministries**—906 N. 17th St., Kansas City, KS 66102- (913) 281-8995: **2nd**  
**Thursday 9a.m.-12p.m.**

**Heaven Sent Charities**– 500 Nebraska Ave.—Kansas City, KS 66101- (816) 606-  
0205 : **2nd Saturday 11a.m.—1p.m.**

**Catholic Charities of Northeast Kansas—Harmon High School** lot– 2400 Steele  
Rd. Kansas City, KS 66106—(913) 433-2100 : **3rd Saturday 1-3p.m.**

**High Hopes II**– 7725 Kansas Ave. – Kansas City, KS 66111- (913) 299-9015 : **4th**  
**Saturday 9-10a.m.**

**Wilhemina Gill Services Center**– 645 Nebraska Ave. Kansas City, KS 66101 (913)  
621-4690

**Young Memorial Church**—2401 N. 9th St. Kansas City, KS 66101 (913) 321-5526

**New Bethel Community Service**—745 Walker Ave. Kansas City, KS 66101 (913) 281  
-1993

**MLM Wyandotte**—722 Reynolds Ave. Kansas City, KS 66101 (913) 342-8333

## Shelters

**Catholic Charities**– 623 Tauromee Ave. Kansas City, KS 66101, (913) 621-  
3445  
**-Housing**

**Della Gill– Joyce H. Williams Center** -Kansas City, KS 66102, (913) 321-0951–  
**Emergency shelter for domestic violence victims only**

**Mt. Carmel Community Outreach Ministries**, Kansas City, KS 66102, (913)  
621-4111– **Emergency Shelter Transitional Housing**

**Shalom House**—Kansas City, KS 66104, Kansas City, KS 66104, (913) 621-  
3445  
**-Housing**

**Wilhemina Gill Services Center**– 645 Nebraska Ave. Kansas City, KS 66101  
(913) 621-4690

**Friends of Yates**—1418 Garfield Ave. Kansas City, KS 66104, (913) 321-1566

## Emergency Alert Devices

**Caring Responders**—1-866-993-0661

**Home Buddy**—Wichita: (913) 788-2662 ; Toll-Free: 1-866-922-8339

**Lifeline Government Service**- (Government Subsidy Only) 1-800-368-2925

**Life Station**—1-800-884-8888

**Link to Life**– 1-877-442-3232

**Phillips Lifeline Services**—1-877-419-5566

**Angel Sense**—646-770-2950 | 888-999-2023 | support@angelsense.com

## Mental Health Services

**Mental Health Association of the Heartland**—(913) 281-2221

**Mental Health Help Line**- (913) 281-1234

**Naturally Yours, Inc.**— Art Therapy—(816) 277-5900

**Rainbow Services, Inc.**- (913) 956-5620

**Suicide Prevention Hotline**—1-800-952-8387

**Salvation Army—Harbor Light Village**—Substance Abuse Prevention & Treatment—(913) 232-5400

**Veteran Affairs**—Wyandotte Community Based Outpatient Clinic—1-800-952-8387

**24/7 Crisis Stabilization Services**—for adults 18+ , Sobering Unit (Mental Health), Crisis Stabilization Unit—913-596-5620

**24-Hour Crisis Line:** 913-788-4200

### Wyandot Center Community Behavioral Healthcare

**Bethany Clinic**— 913-890-7900

**Bonner Springs**— 913-441-1400

**Community Support**—913-287-0007

**Crisis Clinic**—913-328-4600

**24 Hr. Crisis**—913-788-4200

## Information Request

Additional information can be requested at no cost on an “as requested” basis.

### **The additional information will include;**

“Dispute Resolution Information”

State of Kansas Regulations for Community Service Providers and CDDO’S  
(Article 63 and 64);

CDDO Policies and Procedures;

The contract between KDADS & Kansas Department of Health & Environment (KDADS -KDHE) and the CDDO as well as copies of any types of contracts between the CDDO and its affiliated providers.

A current listing of all affiliated Community Service, Providers and the services available; and a listing of advocacy organizations.

If you would like this information in another language or format including written, Braille, and cassette tape, this is available to you by contacting our office at  
(913) 573-5502.



Revised 9/10/2020