

Approved: Deena Horst  
5-4-01 Date

## MINUTES OF THE E-GOVERNMENT COMMITTEE.

The meeting was called to order by Chairperson Deena Horst at 3:35 p.m. on March 8, 2001, in Room 526-S of the Capitol.

All members were present.

### Committee staff present:

Audrey Nogle, Legislative Research Department  
Lisa Montgomery, Revisor of Statutes' Office  
Amory Lovin, Legislative Research Department  
Robert Chapman, Legislative Research Department  
Jim Wilson, Revisor of Statutes' Office  
Denise Richards, Committee Secretary

### Conferees appearing before the Committee:

Vicky Buening, Consumer Assistance Division, Kansas Insurance Department  
Peggy Hanna, Assistant Treasurer, Kansas State Treasurer's Office  
Curtis Bears, Kansas State Treasurer's Office  
Tiffany Ball, Public Information Officer, Attorney General's Office

Others attending: See attached sheet.

Representative Deena Horst reminded the committee that next week would be a busy week in the e-Government meetings.

Vicky Buening, Consumer Assistance Division, Insurance Department, advised the committee about electronic government services in the Kansas Insurance Department. She pointed out that a person can't open a business or buy a car without affordable insurance. Ms. Buening also noted the department's core function is monitoring the solvency of insurance companies and protecting consumers. She stated that a person can go to the website and compare rates on the top thirty insurance companies in Kansas for automobile and home insurance. Another database is used for Medicare supplemental insurance. Ms. Buening said one can go to the website and review information about each individual company that is offering Medicare supplemental insurance, reviewing rate history and how many people are insured under each contract. Ms. Buening introduced Denise Moore, Director of Information Technology, Insurance Department, and Bob Brown, Web Master, Insurance Department. (Attachment 1, Attachment 2)

Answering questions, Ms. Buening said the department does not have listings of doctors or rates available at this time for health insurance on their web site. In reference to an additional question, Ms. Moore pointed out that training in their department is a lot of on-the-job and on-line technical training.

Peggy Hanna, Assistant Treasurer, State Treasurer's Office, pointed out that the consumer can bring up the unclaimed property page, insert the requested information, and submit the forms online. The State Treasurer's Office would then send them a claim form. Ms. Hanna pointed out that since 1997 there have been 143,000 requests for information on the unclaimed property website.

Answering questions, Ms. Hanna stated that all the State Treasurer's Office staff have computers and can access the internet. Ms. Hanna stated most of the training for employees is off-site.

Curtis Bears, State Treasurer's Office, noted that on the unclaimed property website, when it was originally set up, a person could bring up a name search which would display twenty-five names at a time. Mr. Bears pointed out that recently the ability for individuals to receive a claim could be done online. Answering questions, Mr. Bears stated that files are updated nightly.

During the presentation to the committee Tiffany Ball, Public Information Officer, Attorney General's Office, indicated that there are nineteen sections on their website representing the different divisions in the Attorney General's Office. (Attachment 3) Ms. Ball stated a few of the sites contain information about the Attorney General's Office and information about the different divisions in their office. She stated a person can also file

a complaint on-line. Ms. Ball stated their future goals include adding a website for the visually impaired. (Attachment 3) Ms. Ball stated that she is the only person who maintains the website.

The meeting was adjourned at 5:00 p.m. The next meeting is scheduled for Thursday, March 13, 2001, at 3:30 p.m. in Room 526-S.

e-GOVERNMENT COMMITTEE  
GUEST LIST

DATE: 3/8/01

NAME	REPRESENTING
Peggy Nanna	State Treasurer
JUSTIN EISENBARTH	STATE TREASURER
Wally Ballou	access Kansas
Curtis Bears	State Treasurer
Vicki Duenning	Ks. Inv. Dept.
Jesse Sj	SOS
Bob Brown	Ks Inv Dept.
Denise Moore	Ks Inv Dept
Tiffany Ball	Attorney General's Office
Nancy Lindberg	"

HOME CONSUMERS INDUSTRY OTHER

COMPANY DIRECTORY SEARCH SITE MAP

KANSAS INSURANCE DEPARTMENT

Welcome to the  
**Kansas Insurance Department**

We can help you

- [Shop for insurance](#)
- [Compare rates](#)
- [How to get help when you need it.](#)
- [File a complaint](#)
- [Protecting Consumer Privacy, Keep Your Health Your Business](#)



Insurance Commissioner  
**Kathleen Sebelius**

Photo by Nathan Ham Photography

**Before  
 You  
 Buy**

- Legislative News
- Help for Seniors
- Help for the Small Business
- For the Media

If you prefer, you may talk to a consumer representative. Call (800) 432-2484.

**Sebelius Encourages Prompt Payment**

Kansas health providers now have a safeguard in place to make sure insurance claims are paid on a timely basis. The [Kansas Health Care Prompt Payment Act](#) went into effect January 1, 2001. Insurance Companies should refer to [Bulletin 2000-6](#) for more information. Health providers should use the [complaint checklist](#) to report a "Slow payer".

**Kansas Commissioner Kathleen Sebelius Named President of National Association of Insurance Commissioners.**

Members of the National Association of Insurance Commissioners (NAIC) Monday elected regulators from Kansas, Iowa and Arkansas as the organization's officers for 2001 during its Winter National Meeting. Kansas Insurance Commissioner Kathleen Sebelius was chosen to serve as NAIC President.

**'Excellent' Kansas Insurance Department website makes it easy for Kansans to file insurance complaints**

A [national consumer firm](#) recently rated the Kansas Insurance Department website as "excellent" because consumers can easily file complaints against insurance companies and can easily discover which insurers are most complained about.

420 SW 9th St. Topeka, KS 66612 V:(785)296-3071 F:(785)296-2283  
 © 1999 Kansas Insurance Department, All Rights Reserved

KID ↑

Last Updated: Tue 03/06/2001 02:38:10 pm

*Attachment 1  
 3-8-01  
 3/6/01*

*e-Gov*

<b>HOME</b>	<b>CONSUMERS</b>	<b>INDUSTRY</b>	<b>OTHER</b>	<b>KANSAS INSURANCE DEPARTMENT</b>
<b>CONTACT</b>	<b>FRAUD</b>	<b>PUBLICATIONS</b>	<b>TIPS</b>	

Based on the information you entered, the following profile and results most closely resemble your situation.

The rates shown are for a principle operator of a 2000 Chevrolet Malibu LS with a deductible of \$100 comprehensive and \$250 for collision.

Please contact a company representative for a quote.

City	Coverage Type	Age	Sex	Deductible
Topeka	100/300/50	55	F	\$100/\$250

**Results**

Company	Premium (6 mo.)	Complaint Index	AM Best Rating
United Services Automobile Association	\$239	0.40	A++
Progressive Classic Insurance Company	\$252	2.15	A+
USAA Casualty Insurance Company	\$263	0.72	A++
Progressive Northwestern Insurance Company	\$273	1.49	A+
Progressive Northern Insurance Company	\$299	3.00	A+
Hartford Underwriters Insurance Company	\$314	1.68	A+
Farm Bureau Mutual Insurance Company	\$350	1.50	A
Shelter Mutual Insurance Company	\$374	1.97	A
Farmers Casualty Company Mutual	\$383	0.43	A+
Farmers Insurance Company Inc	\$385	0.92	A+
Safeco Insurance Company of IL	\$390	0.17	A+

1-2

Automobile Club Inter Insurance Exchange	\$393	1.80	A
Allied Property and Casualty Insurance Company	\$402	0.84	A+
Nationwide Mutual Insurance Company	\$422	0.61	A+
Allstate Insurance Company	\$422	2.58	A+
American Family Mutual Insurance Company	\$439	1.22	A+
Phoenix Insurance Company (The)	\$442	0.73	A+
State Farm Mutual Automobile Insurance Company	\$448	0.65	A++
Farmers Alliance Mutual Insurance Company	\$466	0.97	A-
West American Insurance Company	\$484	0.89	A
KFB Insurance Company	\$612	0.00	A
State Farm Fire and Casualty Company	\$619	0.67	A++
American Standard Insurance Company of Wisc.	\$671	0.75	A+
Mid Century Insurance Company	\$746	0.60	A+
Allstate Indemnity Company	\$762	0.20	A+
Deerbrook Insurance Company	\$848	3.69	A+
Guideone Specialty Mutual Insurance Company	\$855	4.45	NR-5
Dairyland Insurance Company	\$1296	2.40	A+

420 SW 9th St. Topeka, KS 66612 V:(785)296-3071 F:(785)296-2283  
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Last Updated: Thu 09/28/2000 10:12:11 am

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## Content of the Kansas Insurance Website

Consumer  
Agent  
Company  
About  
Contact  
Consumer Tip

**Go to: [www.ksinsurance.org](http://www.ksinsurance.org)**

## Consumer

Consumer Services >

Consumer Publications >

Compare Rates >

Consumer Complaint Information

Financial Rating Organizations >

Find an Agent new

Producer Inquiry

How to get Help >

File a complaint

Ask A Question

Small Business Owners

Flood Insurance

Workers Compensation

Avoiding Insurance Fraud

Frequently Asked Questions New

Consumer Links >

Company Directory

Senior Issues (SHICK) >

SHICK

Prescription Drug Program

Consumer Information

Volunteer Information

Help

Questions

Consumer Publications >

Auto >

Health >

Life >

Home >

Seniors >

Holocaust Era Insurance Claims

Fraud Division



# Consumer

## Consumer Services

- Auto
  - Approved Accident Prevention Courses
  - Compare Rates
  - Complaint Ratios
  - File a complaint
  - Find an Agent
  - Publications
- Home
  - Ask a question
  - Compare Rates
  - Complaint Ratios
  - File a complaint
  - Find an Agent
  - Flood Insurance
  - Publications
- Health
  - Ask a question
  - Companies Selling Health Insurance
  - Complaint Ratios
  - File a complaint
  - Find an Agent
  - Medical Savings Accounts
  - Prompt Pay Act
  - Publications
- Life
  - Ask a question
  - Complaint Ratios
  - File a complaint
  - Find an Agent
  - Publications
  - Viatical
  - Ask a question
- Insurance Companies in KS
- Financial Rating Organizations

## Frequently Asked Questions

### Senior Issues

- SHICK
  - Prescription Drug Program
  - Consumer Information
  - Volunteer Information
  - Help
  - Questions
- Medicare Insurance
  - Shoppers Guide
  - Compare Rates
- KS Long Term Care Insurance

### Small Business

#### Workers Compensation

Link to Workers Compensation Div. of KS

#### Holocaust Era Insurance Claims

#### Insurance Fraud

#### Volunteer Fire Fighters

Fire Fighters Relief Act

Fire Fighters Survivor's Assistance Handbook

# Agent

## Resident Agent Licensing

- Requirements
- Application (major lines)
  - Electronic
  - Paper
- Examination Procedure
  - Checklist
  - General Pre-Licensing Information
  - Approved Pre-License Provider List
  - Study Materials
- Exam Authorization and Scheduling
- Testing Centers - Assessment Systems
- License Inquiry
  - License Status
  - Qualified Lines
  - Continuing Ed. Due Date
- Limited Authority Agent Application
  - Title
  - Crop
  - Viatical
  - Baggage

## Non-Resident Agent Licensing

- Requirements/checklist
- Application Form (major lines)
  - Electronic
  - Paper
- Limited Authority Agent Application
  - Title
  - Crop
  - Viatical
  - Baggage
- License Inquiry
  - License Status
  - Qualified Lines
  - Continuing Ed. Due Date

## Agency Licensing

- Requirements/checklist
  - Resident
  - Non-resident
- NAIC Business Entity Application
- License Inquiry
  - License Status
  - Qualified Lines
  - Continuing Ed. Due Date

## Other Licensing

- Change of Status
- Business Entity Limited Authority
- Limited Authority Agent Application
- Re-Insurance Intermediary Application
- Risk Retention
- Surplus Lines
- Third Party Administrator
  - Application

	- Authorized TPA List
	Viatical
Enforcement Division(Legal)	Address
Change Forms	- Agent
	- Agency
	Name Change Request
	- Agent
	- Agency
	Reactivation
	Surrender
	Certification
	Clearance Letter
	Duplicate License
	Change of Status
Company Appointments	Instructions Only
	License Inquiry (Co. Appointments)
Continuing Education	Requirements
	Form
	Provider List
	Statute (link to INK legislative site)
Contact	Contact KID License Division
	Contact ASI ( Assessments Systems Inc.)
	Contact Other Insurance Departments (NAIC Map)

## Company

Certificate of Compliance	Accident & Health Life Property & Casualty
Legal Division	Legal Orders Bulletins (page 0083)
Company Licensing	System for Electronic Rate and Form Filings(SERFF) Necessary Forms - PDF format - Word format
Financial Examinations	Examinations for Kansas Domestic Companies Examinaion tools for State Financial Examiners & Analysts
Change Forms - new	Name Change - new Corporate Status Change - new
Health Providers Prompt-Pay - new	How to file a complaint. Bulletin 2000-6 Prompt Pay Statutes
Insurance Companies in KS	
Company Appointment Renewals	Online Processing 2000 Appointment Renewal Procedure
Accident & Health License Inquiry	Instructions Company Appointments
Health Insuring Corporations (page 006)	Health Maintenance Organizations Third Party Administrators Utilization Review Organizations
Tax Filings	2000 Financial Information 1999 Financial Information Annual Statement Filing Checklist KS Domestic Franchise and Foreign Premium Tax Forms Audited Financial Statement Filing Requirements
Property & Casualty (page 80)	Auto insurance: Approved Accident Prevention Courses
Fire Liens	
Workers Compensation	Loss Cost Multipliers Link to Workers Compensation Div. of KS

## **About KID**

Our Mission  
Director Kathleen Sebelius  
Key Staff  
KID Divisions  
Employment Opportunities

## **Contact**

Contact us  
Website Comments  
Phone  
Mail

## **Consumer Tip**

Contact US  
Consumer Tip of the Month

**On-line rate  
comparisons simplify  
insurance shopping for  
Kansans**

**Auto Homeowners/Renters Medicare**

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



**Check out the  
Kansas Insurance Department's  
homepage for quick, easy  
insurance rate comparisons.**

*Attachment 2  
e-Gov 3-8-01*



Kathleen Sebelius  
Commissioner of Insurance  
**Kansas Insurance Department**

Memorandum

TO: House Committee on E-Government

From: Vicki Buening, Consumer Education Coordinator, Kansas Insurance Department

RE: Logging-on to ksinsurance.org  
Advances in the Use of Technology at the Kansas Insurance Department

March 8, 2001

We appreciate the opportunity to make this presentation to you on the development of our E-government services. The Kansas insurance Department is a gateway to a \$9.3 billion market, so efficient and timely responses from our regulatory office are critical to this vital industry as well as Kansas consumers who can't drive a car, open a business, buy a house and have little access to the health care system without available, affordable insurance products.

Since insurance is regulated on a state basis, and most of the companies doing business in this state are headquartered in other parts of the country, we rely on interstate communications and data sharing for all of our functions. Our financial database is an electronic web, connecting all state offices and the national headquarters. There are several other common databases, which I will discuss later in the presentation, which are essential for information exchange as well as regulatory oversight. Our technology efforts are primarily focused on our core functions: Monitoring solvency of insurance companies, and consumer protection efforts, which includes everything from consumer education to complaint handling, to licensing and monitoring the insurance sales force.

If you are a consumer wondering about how much auto insurance you need on your new car and how much you might expect to pay, you can find help at ksinsurance.org, the

home of the Kansas Insurance Department's website. Among the first selections you'll see when you log-on to our site is "Shop for Insurance" and "Compare Rates". You choose where you live, your age, and the benefit level and we'll show you a cost comparison listing the top 30 companies selling auto insurance in Kansas. In addition you'll also get the most recent complaint rating and AM Best financial rating. With these three pieces of information, you are prepared to make an informed decision about auto insurance. (See sample attached)

If you're a first time homebuyer...Tell us what you are planning to pay for your home—\$50,000, \$75,000, 100,000 or \$150,000; which county you live in and we'll tell you how much it will cost to buy coverage on your home. As with auto insurance, we'll generate a listing of the top 30 companies selling homeowners insurance along with their complaint rating and the AM Best financial rating.

Are you nearing age 65 and trying to decide about Medicare supplement insurance? We can help there, too. Our Medicare database, the first of its kind in the country, not only compares company rates but also provides consumers with a snapshot of the company's premium history and how many other people in the state are insured under this plan. Accessing the information from our website is easy and provides an important piece to the medicare puzzle.

These are only three examples illustrating the Kansas Insurance Department's commitment to helping consumers make informed buying decisions about the extremely important insurance coverages that affect the financial well-being of their lives. Along with these new rate databases, we also have consumer guides for all major lines of insurance which give consumers 24-hour access to a wealth of information about buying insurance in Kansas. As proof of its use, reports since the beginning of the year show an average of 55,000 hits per month.

The services we proudly provide today to Kansas consumers would not have been possible without the vision of Commissioner Sebelius. When Commissioner Sebelius took



office just over six years ago, there were only about a dozen pc's in the entire department. Needless to say, there was no e-mail, no internet access, and no infrastructure to support any new technology. Despite this, she began her crusade to pull the department into the 20<sup>th</sup> century. She began by hiring Denise Moore to head the Information Technology (IT) Division and asked the legislature to authorize funding to begin our technological development. By July of 1996 we had our website up and running. Then by the end of the Commissioner's second year in office over half of the staff had a pc. We're pleased to say that today all our staff are using pc's, have e-mail and access to the internet. The tradeoff for our agency was to give up FTE's in exchange for investments in technology. I thank the Kansas Legislature for making adequate funds available. Without these funds, we would not be telling such a successful story today.

Since its inception, our website has been viewed as a consumer publication, which is why I'm making the presentation today. My primary responsibility with the department is development of consumer publications. I am not an "IT" person but rather Consumer Education Coordinator. We view our website as a shared responsibility with Information Technology Services Division. When I was assigned the task of developing the homepage content, I had never even "surfed the net". Needless to say, this has been a learning experience. My role on the team is to work with each of our divisions to determine what kind of information/services we should be making available on our site. It has been through extensive teamwork that we were able to sort through the myriad of services we offer and develop a timeline for development of our site.

From the very beginning, we have worked closely with the Information Network of Kansas (INK). They provided the technical support we needed to develop our first site. Our goal has been to give Consumers "after hours" access to our department and from comments we have received, I feel we have been very successful.

We made sure that our first page included a way to file a complaint on-line rather

than having to call us. This original feature is still in place today and we're noticing a steady increase in use.

We also included an order form for our consumer publications and promised 24-hour turn around by mail. We still offer that service on-line, and in addition to that we now publish all of our guides for reading on-line. We find that more and more consumers prefer to review them that way, saving printing and mailing costs.

When we went "live" with our first site, we were one of about a dozen state insurance departments with a homepage. We were leading the way in expanding our services to the public.

As I mentioned, initial management of our site was a two-person team effort. We did not have any full-time staff dedicated to development/maintenance of the web. Despite that, we managed to continue adding services to our page and in 1999 received an "A" rating from the Consumer Federation of America for "providing useful information to consumers". We were one of only seven state insurance departments to receive that rating. I am pleased to say that we maintained that rating in 2000 and are continuing our efforts to receive high marks in 2001.

In June 2000, Adkins, Kelston & Zavez of Boston, a law firm specializing in consumer affairs, issued a national report on insurance department website quality. Our website was rated excellent. Again we were one of only six state insurance regulatory websites to receive the "excellent" grade. The Adkins firm gave insurance department websites the "excellent" rating if they provided recent complaint ratio reports on homeowners and auto insurance companies, and if they allowed consumers to file complaints against insurance companies on line.

Consumers are not our only audience. As our website has evolved we have added services which are also beneficial to the other "customers" we serve— 1500 insurance companies and 42,000 agents.

I'm pleased to report that our efforts to improve our technological services to the industry we serve have been recognized by the National Association of Insurance Commissioners (NAIC). The Kansas Insurance Department was recognized in 1999 as one of the leading state insurance departments in information system modernization.

Among our list of information systems advancements is the ability for insurance companies to submit insurance rate and form filings electronically to our department. The System for Electronic Rate and Form Filing (SERFF) was a cooperative work effort between state insurance departments like ours and the insurance industry. Our department participated in helping develop this program on a national basis. Both insurers and regulators benefit from this new system because it saves everyone time and money. It is our hope that as more companies use this method, we will see financial savings passed on to Kansas consumers.

We have also completed a producer database which links state insurance regulators with the entities they regulate through a common national system providing a repository of information about agents and brokers licensed throughout the US. The new producer database allows us to immediately access a detailed licensing history on every agent who has worked in another state and applies for a license in Kansas. This cuts through a great deal of red-tape in the agent licensing process and also assists in our anti-fraud efforts.

With this producer database now in place, we are working to determine what information we can now make available on our website. We expect to add a number of significant services to our site in conjunction with this database. For example, we expect to be able to allow agents to look-up information about their license renewal and continuing education credits. We are also looking at how a consumer might be able to use this information to find an agent.

Our next goal is to move to on-line licensing of agents. We have just recently looked at a new licensing program which is being used by the Kansas Nursing Board. We are looking

forward to working with INK to customize the program for our renewal licensing process. We anticipate collecting renewal fees via the internet either by electronic check or with the use of a credit card. This step would move us into the world of e-commerce.

Running parallel with our move toward on-line licensing, we have also been working to streamline the tax filing procedure for insurance companies. As you know, our agency receives premium taxes from every company doing business in Kansas. Right now, we offer all tax filing forms on our site in downloadable format. We no longer mass mail these forms to companies at a savings of at least \$10,000 annually. Feedback to our new procedure has been very positive. Actual electronic filing of the tax forms and collection of the premium tax is the next step. Our goal is to be able to collect the premium taxes electronically by the year 2002. INK advises us that through their national affiliations they are testing a premium tax collection program in another state.

Before adding any new services to our site we have asked two main questions:

- How would this service be useful to our target audience? (Will it save them time; will it provide quicker, easier access; Is it information that is routinely needed?)
- Does it provide an internal benefit? (Does it reduce expenses such as staff phone time, copying, printing, mailing, etc.)

I would like to give you an example: Our company directory is now in a database and available on-line. We have not printed the directory for three years at a savings of \$6,000 per year. The information is now available in a look-up service or is downloadable by paying a small fee to INK.

Since the introduction of our first homepage we have tried to use a functional or intuitive approach in the design of our site. This approach assumes you don't have to know where you're going in order to be able to find it on our site. For example, you know that you want to file a complaint. You don't have to know that this is done through our Consumer Assistance Division. We give you the form on-line and send it directly to our consumer division.

Our re-designed website, which we plan to roll-out this fall, will take this concept one step further. We will be utilizing new technologies that will allow us to offer menu choices on the first page that will get visitors where they want to be even quicker. For example, if a person knows they want to shop for auto insurance, all auto related services will be listed in a quick drop down box for simple selection. Other major groupings will include home, health, life, senior services, and small business owner.

Today, I have highlighted only a few of the services that we are providing. I have attached a sheet showing a comprehensive listing of the information available through our website.

I want to assure you that we continue to work diligently to maximize our resources and continue to lead the way in use of our technological resources. Thank you for allowing us to share with you today. I am joined today by Denise Moore, Director of Information Technology and Bob Brown, Webmaster. We will be happy to address any questions you may have at this time.



State of Kansas

## Office of the Attorney General

120 S.W. 10th Avenue, 2ND FLOOR, TOPEKA, KANSAS 66612-1597

CARLA J. STOVALL  
ATTORNEY GENERAL

MAIN PHONE: (785) 296-2215  
FAX: 296-6296

TESTIMONY  
BEFORE THE HOUSE E-GOVERNMENT COMMITTEE  
TIFFANY BALL, PUBLIC INFORMATION OFFICER  
ATTORNEY GENERAL CARLA J. STOVALL'S OFFICE  
WEBSITE FOR THE OFFICE OF ATTORNEY GENERAL  
MARCH 8, 2001

Madam Chair and Members of the Committee:

I am Tiffany Ball, the Public Information Officer for the Attorney General's Office, and I thank you for the opportunity to provide you with some information about the Attorney General's website and the services the Office provides online. I joined the Attorney General's Office in 1998 with the main purpose to develop a new website for the Office and to continue maintaining the site.

- I. Attorney General's Website
  - A. History - unveiled January 1999
  - B. What the website provides
    1. Information about the Office (description about divisions and contact info.)  
Info. about Attorney General Stovall
    2. AG Opinions and Policy for requesting an opinion (discuss more later)
    3. News Releases since 1997 - listed by year (also listed under each division)
    4. ADA
      - a. Attorney General's Oversight of the Kansas Architectural Accessibility Act
      - b. Attorney General's Americans With Disabilities Act Complaint Form
      - c. Links to other sites with ADA resources and information - U.S. Department of Justice Americans with Disabilities Act, Kansas Department of Human Resources' Commission on Disability Concerns, etc.

Attachment 3  
e-Gov 3-8-01

5. Children's Issues
  - a. Manual Created by Attorney General Stovall's Kids in Safe Schools Task Force "Safety Plan Development - A Guide for Schools
  - b. A Report Produced by the National Association of Attorneys General "Bruised Inside - What Our Children Say About Youth Violence, What Causes It, and What We Need to Do About It"
  - c. Link to thetruth.com - Smoke and Mirrors - The Story of Big Tobacco - Campaign created from Tobacco Settlement
  - d. Link to American Legacy Foundation - Promoting Tobacco Free Generations - also created from Tobacco Settlement
  - e. Application form for Attorney General's Youth Making A Difference - annual statewide award for crime prevention of good citizenship
  - f. News Release Relating to Children's Issues
  - g. Link to Missing Children from Kansas
  - h. National Center for Missing and Exploited Children Banner
  
6. Consumer Protection & Anti-trust
  - a. Consumer Protection Complaint Form - working on new version to file directly online
  - b. Annual Reports
  - c. Internet Gambling Warning
  - d. Information about Microsoft Lawsuit
  - e. News Releases relating to Consumer Protection or Anti-trust issues
  - f. Attorney General's Weekly Consumer Corners
  - g. Consumer Protection Tips on subjects such as the lemon law, slamming, cramming, identity theft, removing your name from telemarketing lists, sweepstakes scams, pyramid schemes, Internet pharmacies, etc.
  
7. Kansas Response to Sex Offenders
  - a. Link to KBI's Sex Offender Registration
  - b. Kansas Sex Offender Registration Act
  - c. Kansas Sexual Violent Predator Act and Outline process
  
8. Legislative Testimony
  - a. Includes a listing of legislative testimony that the Attorney General or members of her office have given - this way members of the public can view what bills we are testifying on and whether we are supporting or opposing the legislation.
  
  - b. From the testimony - links to the pdf. file of the bill and any other supporting documentation (such as fiscal notes)

- c. Links - INK's Legislative Services page as well as the House and Senate's rosters
9. Major Litigation - Civil Litigation
- a. News Releases re: KS v CO
  - b. News Releases re: KS v NE
  - c. Information about Tobacco Lawsuit
    - 1. Link to Multi-state Tobacco Settlement
    - 2. News Releases re: tobacco payments to Kansas
    - 3. Links to other tobacco resources - news, new developments, studies, etc.
10. Medicaid Fraud and Abuse
- a. Kansas Medicaid Fraud Control Act
  - b. Annual Reports
  - c. Tips for Detecting Health Care Fraud
  - d. Tips for Detecting Abuse
  - e. Links to other Medicaid Fraud Sites - Kansas Department of Social and Rehabilitation Services, Kansas Department on Aging, Kansas Department of Health and Environment, American Association of Retired Persons, Department of Health and Human Services, Department of Housing and Urban Development, U.S. Department of Justice
  - f. Releases relating to Medicaid Fraud and Abuse
11. Open Meetings and Open Records
- a. Open Meetings Act (listing of statutes that make up the Act)
  - b. An outline that summarizes the KOMA
  - c. Open Records Act (listing of statutes that make up the Act)
  - d. An outline that summarizes the KORA
  - e. KORA Brochure that was developed by the Governor's Office and the Attorney General's Office after amendments to the KORA during the 2000 Legislative Session.
  - f. Procedures for Obtaining Access to and Copies of Public Records from the Attorney General's Office
12. Victims' Rights Grant Applications
- a. Seven yearly grants - one offered every other year
  - b. Provide the grant applications online - those applying for grant monies can fill applications out online, print them and send them to the office
13. Crime Victims' Rights Issues - **This site has been selected as one of the best educational resources on the Web by StudyWeb - a comprehensive**



- directory of quality web sites rich in educational content.
- a. Information about upcoming Attorney General's Fourth Annual Victims' Rights Conference
  - b. Application to nominate an individual for the Attorney General's Victims Rights Service awards - presented yearly at the Victims' Rights conference
  - c. Information about the Victims' Rights Division
  - d. Kansas Crime Victims' Bill of Rights
  - e. Kansas Constitutional Amendment for Victims' Rights
  - f. Guide to Victims Assistance Programs in Kansas
  - g. Kansas Victim Assistance Association
  - h. Kansas Organization for Victim Assistance
  - i. Protection From Abuse Orders
  - j. Victims of Crime Notification Program
  - k. 1998 Domestic Violence and Rape Report
  - l. Kansas Colleges and Universities' Crime Victim and Safety Prevention Information
    - 1. Crime Victim Information Programs
    - 2. Safety and Prevention Information
    - 3. Contact Information
    - 4. Campus Crime Statistics
    - 5. Arrests on the campus (if they track it)
    - 6. Hate & Bias Crimes (if they track it)
  - m. Justice For All Newsletters - quarterly newsletter produced by the Victims' Rights Division
  - n. News Releases regarding Victims' Rights issues
  - o. Upcoming Victims' Rights programs and events
  - p. Crime Victims' Compensation Board Information
    - 1. Application Form for Crime Victims' Compensation
  - q. Other Crime Victims' Web sites
17. State Child Death Review Board
- a. Information about the SCDRB
  - b. Latest SCDRB Report
  - c. Memo from Executive Director of the SCDRB to Chief Investigators on importance of performing Sudden, Unexplained Infant Death Scene Investigations
  - d. News Releases relating to the SCDRB
18. D.A.R.E.
- a. D.A.R.E.'s Summer Newsletter
  - b. Link to D.A.R.E. America's Website

19. Links to Other sites
  - a. Access Kansas
  - b. Kansas Bureau of Investigation
  - c. Kansas Statutes
  - d. National Association of Attorneys General
  
20. E-mail - Each area/page has a link to an email address for comments or questions
  - a. One page main email box - General email
  - b. Consumer, Medicaid Fraud, Victims' Rights and CVCB have their own email addresses
  - c. Respond to email like regular mail, and keep records of the email

II INK's Survey

- A. Pages with main hits - main page - consumer protection - news releases - AG's Bio - Main page about the office - KORA Brochure - Opinions Page - Kansas Lemon Law - Open Meetings Law - Landlord/Tenant information - consumer protection complaint form.

IV Future Goals

- A. Ability to offer AG Opinions online for free - currently INK provides Attorney General Opinions to those who are INK subscribers
  1. Received questions and concerns from the public, legislators and media about having to pay for AG Opinions - we share their concerns and would like to see the opinions available for free like other public documents - such as Kansas Statutes
  2. INK now provides a synopsis - so people can read a short summary of the opinion before opening the opinion and being charged for it - which we greatly appreciate.
  3. Would be working with INK to do what we can to provide these opinions free of charge to the public.
  
- B. Web Accessibility
  1. Currently working to make the Attorney General's website accessible to persons who are visually impaired.

Thank you for your time. I would be pleased to address any questions you may have.