

## MINUTES OF THE SENATE WAYS AND MEANS COMMITTEE

The meeting was called to order by Chairman Stephen Morris at 10:35 a.m. on January 15, 2004, in Room 123-S of the Capitol.

All members were present except:

- Senator Christine Downey- excused
- Senator David Kerr- excused
- Senator Nick Jordan- excused

Committee staff present:

- J. G. Scott, Chief Fiscal Analyst, Kansas Legislative Research Department
- Amy Deckard, Kansas Legislative Research Department
- Audrey Dunkel, Kansas Legislative Research Department
- Susan Kannarr, Kansas Legislative Research Department
- Norman Furse, Revisor of Statutes
- Jill Wolters, Senior Assistant, Revisor of Statutes
- Judy Bromich, Administrative Analyst
- Mary Shaw, Committee Secretary

Conferees appearing before the committee:

- Janet Schalansky, Secretary, Kansas Department of Social and Rehabilitation Services

Others attending:

See Attached List.

Copies of the following information from the Kansas Legislative Research Department were distributed to the committee:

- Legislative Fiscal Analyst Assignments—FY005 (Attachment 1)
- Senate Ways and Means Subcommittee Assignments (Attachment 2)

Chairman Morris welcomed Janet Schalansky, Secretary, Kansas Department of Social and Rehabilitation Services (SRS), who gave an update on SRS issues (Attachment 3). She introduced SRS staff that was present with her at the meeting and noted the SRS staff changes.

Secretary Schalansky distributed copies of the Kansas Department of Social and Rehabilitation Services Service Delivery Redesign, Realignment of Management Areas, Six Areas, Phased Approach (Attachment 4). She presented updates on the following specific SRS issues:

1. Service Delivery Redesign
2. Changes in SRS Caseload Estimates since the 2003 Legislative Session
3. Status of lawsuits against SRS
4. Additional SRS Issues
  - Medicaid Management Information System (MMIS)
  - Rebidding of the Child Welfare contracts
  - Home and Community-Based Services (HCBS) Waiting Lists
  - Future of Kansas Mental Health Hospitals
  - Managing Health Care Costs
  - High Performance Bonus Awards and Incentive Funds
  - Coordinating across State Government

Committee questions and discussion followed. Senator Helgeson requested additional information from SRS regarding benefits and cost of living over the last five, ten and fifteen years and look at neighboring states. He requested any updated information regarding fraud and abuse. Chairman Morris requested information from SRS regarding the office closings and to extract what it cost to run each county office in the previous year (FY 2003) and compare that with what SRS is spending after a year's experience. The Chairman also requested information from SRS regarding any cases where they are paying a lease on any closed offices.

## CONTINUATION SHEET

MINUTES OF THE SENATE WAYS AND MEANS COMMITTEE at 10:35 a.m. on January 15, 2004, in Room 123-S of the Capitol.

Chairman Morris asked Secretary Schalansky for an explanation of the Federal Medicare Bill that was passed by Congress last year and how it affects Medicare/Medicaid in Kansas to be scheduled later in the session. Senator Schodorf requested information from SRS regarding one of the public forums at a South-Central Kansas forum she attended where she had heard about a program that affected disabled children and some equipment was denied to them. Secretary Schalansky responded that SRS would follow up on it.

### **Bill Introduction**

Senator Salmans moved, with a second by Senator Schodorf, to introduce a bill regarding the Emergency Medical Services Board; relating to financial support thereof (3rs1119). Motion carried on a voice vote.

The meeting adjourned at 12:00 p.m. The next meeting is scheduled for January 20, 2004.

SENATE WAYS AND MEANS COMMITTEE  
GUEST LIST

DATE January 15, 2004

NAME	REPRESENTING
Kannie Leffler	DOB
Mike Hein	Hein Law Firm
Mary Beth Kidd	Juvenile Justice Authority
Mike Huttles	Ks. Governmental Consultancy
Amy Sussler	KAPE
Jennifer A Stewart	KACIL
Lina McDonald	KACIL
Mary Hildebrandt	Conlee Consulting
Mary Ellen Conlee	Conlee Consulting
Steve Solomon	The Farm, Inc.
Erin Lord	intern - Adkins
Ryan Paul Underwood	intern - Sen. O'Lea
Heather Grace	Dameron + Associates
Sarah Adams	Key for Networking
Sheli Sweeney	Assoc. of CmHCs of KS
Danielle Hop	Johnson County
Teresa Schwab	Oral Health Kansas
Stuart Little	Assoc. of CmHCs of KS
Cindy D'Ercole	Kansas Action for Children
Arienne Welby	Mid-America Regional Council
Michael White	Hearney & Assoc.

## LEGISLATIVE FISCAL ANALYST ASSIGNMENTS—FY 2005

**J. G. SCOTT (6-4397)**

JGScott@klrd.state.ks.us  
 422 Legislative Coordinating Council  
 425 Legislative Research Department  
 428 Legislature  
 540 Division of Post Audit  
 579 Revisor of Statutes

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 173 Department of Administration  
 252 Governor  
 446 Lieutenant Governor  
 Budget Data Coordinator

**MICHELE ALISHAHI (6-4409)**

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 296 Department of Human Resources  
 349 Judicial Council  
 562 Board of Tax Appeals  
 058 Commission on Human Rights  
 359 Kansas Arts Commission  
 434 State Library  
 625 Securities Commissioner  
 094 Bank Commissioner  
 159 Department of Credit Unions  
 543 Real Estate Appraisal Board  
 549 Real Estate Commission

**NICOLETTA BUONASERA (6-4418)**

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 350 Juvenile Justice Authority  
 319 Topeka Juvenile Correctional Facility  
 325 Beloit Juvenile Correctional Facility  
 355 Atchison Juvenile Correctional Facility  
 412 Larned Juvenile Correctional Facility  
 352 Kansas Juvenile Correctional Facility  
 523 Parole Board  
 028 Accountancy Board  
 204 Mortuary Arts Board  
 100 Board of Barbering  
 149 Board of Cosmetology

**MELISSA CALDERWOOD (6-4138)**

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 039 Department on Aging  
 670 State Treasurer  
 288 State Historical Society  
 261 Kansas Guardianship Program  
 105 Board of Healing Arts  
 167 Dental Board  
 488 Optometry Board  
 531 Board of Pharmacy  
 266 Hearing Aid Examiners

**AMY DECKARD (6-4429)**

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 143 Kansas Corporation Commission  
 122 Citizen Utility Ratepayer Board  
 622 Secretary of State  
 247 Governmental Ethics Commission  
 604 School for the Blind  
 610 School for the Deaf  
 331 Insurance Department  
 270 Health Care Stabilization Board  
     of Governors  
 663 Board of Technical Professions  
 482 Board of Nursing  
 102 Behavioral Sciences Regulatory Board  
 016 Abstracters Board

**AUDREY DUNKEL (6-3183)**

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 629 Dept. of Social and  
     Rehabilitation Services  
 410 Larned State Hospital  
 494 Osawatomie State Hospital  
 555 Rainbow Mental Health Facility  
 363 Kansas Neurological Institute  
 507 Parsons State Hospital  
 Coordinator, Children's Initiatives Fund

**JULIAN EFIRD (6-3535)**

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 710 Department of Wildlife and Parks  
 365 Kansas Public Employees Retirement  
     System  
 450 Kansas Lottery  
 553 Racing and Gaming Commission

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 561 Board of Regents  
 246 Fort Hays State University  
 379 Emporia State University  
 367 Kansas State University  
 367 KSU-Veterinary Medical Center  
 367 KSU-Agricultural Extension  
 385 Pittsburg State University  
 682 University of Kansas  
 683 University of Kansas Medical Center  
 715 Wichita State University  
 328 Board of Indigents' Defense Services

**SUSAN KANNARR (6-3923)**

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 264 Department of Health and  
     Environment  
 300 Department of Commerce  
 360 Kansas Inc.  
 371 Kansas Technology Enterprise Corp.  
 234 Fire Marshal  
 176 Kansas Development Finance  
     Authority  
 Coordinator, Economic Development  
 Initiatives Fund

**BECKY KRAHL (6-3184)**

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 521 Department of Corrections  
 177 Ellsworth Correctional Facility  
 195 El Dorado Correctional Facility  
 313 Hutchinson Correctional Facility  
 400 Lansing Correctional Facility  
 408 Larned Correctional Facility  
 581 Norton Correctional Facility  
 660 Topeka Correctional Facility  
 712 Winfield Correctional Facility

**CAROLYN RAMPEY (6-4404)**

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 652 Department of Education  
 082 Attorney General  
 677 Judicial Branch

**AMY VANHOUSE (6-4443)**

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 046 Department of Agriculture  
 709 Kansas Water Office  
 055 Animal Health Department  
 373 Kansas State Fair Board  
 634 State Conservation Commission  
 700 Board of Vet. Medical Examiners  
 694 Comm. Veterans Affairs/Soldiers  
     Home/Veterans Home  
 Coordinator, Water Plan Fund

**ROBERT WALLER (6-4181)**

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 276 Department of Transportation  
 034 Adjutant General  
 206 Emergency Medical Services Board  
 280 Highway Patrol  
 626 Sentencing Commission  
 083 Attorney General Kansas Bureau  
     of Investigation  
 Coordinator, Joint Committee on State  
 Building Construction

AGENCY NUMBER LISTED NEXT TO  
 AGENCY NAME

38569(9/26/3{12:13PM})  
 Senate Ways and Means  
 1-15-04  
 Attachment 1

## LEGISLATIVE FISCAL ANALYST ASSIGNMENTS—FY 2005

Abstracters Board **AMY DECKARD (6-4429)**  
Accountancy Board **NICOLETTA BUONASERA (6-4418)**  
Adjutant General **ROBERT WALLER (6-4181)**  
Administration, Department of **LEAH ROBINSON (6-4447)**  
Aging, Department on **MELISSA CALDERWOOD (6-4138)**  
Agriculture, Department of **AMY VANHOUSE (6-4443)**  
Animal Health Department **AMY VANHOUSE (6-4443)**  
Arts Commission, Kansas **MICHELE ALISHAHI (6-4409)**  
Atchison Juvenile Correctional Facility **NICOLETTA BUONASERA (6-4418)**  
Attorney General **CAROLYN RAMPEY (6-4404)**

Bank Commissioner **MICHELE ALISHAHI (6-4409)**  
Barbering, Board of **NICOLETTA BUONASERA (6-4418)**  
Behavioral Sciences Regulatory Board **AMY DECKARD (6-4429)**  
Beloit Juvenile Correctional Facility **NICOLETTA BUONASERA (6-4418)**

Citizen Utility Ratepayer Board **AMY DECKARD (6-4429)**  
Commerce and Housing, Department of **SUSAN KANNARR (6-3923)**  
Corrections, Department of **BECKY KRAHL (6-3184)**  
Cosmetology, Board of **NICOLETTA BUONASERA (6-4418)**  
Credit Unions, Department of **MICHELE ALISHAHI (6-4409)**

Dental Board **MELISSA CALDERWOOD (6-4138)**

Education, State Department of **CAROLYN RAMPEY (6-4404)**  
El Dorado Correctional Facility **BECKY KRAHL (6-3184)**  
Ellsworth Correctional Facility **BECKY KRAHL (6-3184)**  
Emergency Medical Services Board **ROBERT WALLER (6-4181)**  
Emporia State University **DEBRA HOLLON (6-4396)**

Fair Board, Kansas State **AMY VANHOUSE (6-4443)**  
Fire Marshal, State **SUSAN KANNARR (6-3923)**  
Fort Hays State University **DEBRA HOLLON (6-4396)**

Governmental Ethics Commission **AMY DECKARD (6-4429)**  
Governor **LEAH ROBINSON (6-4447)**  
Guardianship Program, Kansas **MELISSA CALDERWOOD (6-4138)**

Healing Arts, Board of **MELISSA CALDERWOOD (6-4138)**  
Health and Environment, Department of **SUSAN KANNARR (6-3923)**  
Health Care Stabilization Bd. of Gov. **AMY DECKARD (6-4429)**  
Hearing Aid Examiners **MELISSA CALDERWOOD (6-4138)**  
Highway Patrol **ROBERT WALLER (6-4181)**  
Human Resources, Department of **MICHELE ALISHAHI (6-4409)**  
Human Rights, Commission on **MICHELE ALISHAHI (6-4409)**  
Hutchinson Correctional Facility **BECKY KRAHL (6-3184)**

Indigents' Defense Services, Board of **DEBRA HOLLON (6-4396)**  
Insurance Department **AMY DECKARD (6-4429)**

Judicial Branch **CAROLYN RAMPEY (6-4404)**  
Judicial Council **MICHELE ALISHAHI (6-4409)**  
Juvenile Justice Authority **NICOLETTA BUONASERA (6-4418)**

Kansas Bureau of Investigation (Attorney Gen.) **ROBERT WALLER (6-4181)**  
Kansas Corporation Commission **AMY DECKARD (6-4429)**  
Kansas Development Finance Authority **SUSAN KANNARR (6-3923)**  
Kansas Juvenile Correctional Facility **NICOLETTA BUONASERA (6-4418)**  
Kansas Inc. **SUSAN KANNARR (6-3923)**  
Kansas Lottery **JULIAN EFIRD (6-3535)**  
Kansas Neurological Institute **AUDREY DUNKEL (6-3183)**  
Kansas Public Employees Retirement System **JULIAN EFIRD (6-3535)**  
Kansas State University **DEBRA HOLLON (6-4396)**  
KSU-Agricultural Extension **DEBRA HOLLON (6-4396)**  
KSU-Veterinary Medical Center **DEBRA HOLLON (6-4396)**  
Kansas Technology Enterprise Corp. **SUSAN KANNARR (6-3923)**

Lansing Correctional Facility **BECKY KRAHL (6-3184)**  
Larned Correctional Facility **BECKY KRAHL (6-3184)**  
Larned Juvenile Correctional Facility **NICOLETTA BUONASERA (6-4418)**  
Larned State Hospital **AUDREY DUNKEL (6-3183)**  
Legislative Coordinating Council **J. G. SCOTT (6-4397)**  
Legislative Research Department **J. G. SCOTT (6-4397)**  
Legislature **J. G. SCOTT (6-4397)**  
Lieutenant Governor **LEAH ROBINSON (6-4447)**

Mortuary Arts Board **NICOLETTA BUONASERA (6-4418)**

Norton Correctional Facility **BECKY KRAHL (6-3184)**  
Nursing, Board of **AMY DECKARD (6-4429)**

Optometry Board **MELISSA CALDERWOOD (6-4138)**  
Osawatimie State Hospital **AUDREY DUNKEL (6-3183)**

Parole Board **NICOLETTA BUONASERA (6-4418)**  
Parsons State Hospital **AUDREY DUNKEL (6-3183)**  
Pharmacy, Board of **MELISSA CALDERWOOD (6-4138)**  
Pittsburg State University **DEBRA HOLLON (6-4396)**  
Post Audit, Division of **J. G. SCOTT (6-4397)**

Racing and Gaming Commission **JULIAN EFIRD (6-3535)**  
Rainbow Mental Health Facility **AUDREY DUNKEL (6-3183)**  
Real Estate Appraisal Board **MICHELE ALISHAHI (6-4409)**  
Real Estate Commission **MICHELE ALISHAHI (6-4409)**  
Regents, Board of **DEBRA HOLLON (6-4396)**  
Revenue, Department of **JULIAN EFIRD (6-3535)**  
Revisor of Statutes **J. G. SCOTT (6-4397)**

School for the Blind **AMY DECKARD (6-4429)**  
School for the Deaf **AMY DECKARD (6-4429)**  
Secretary of State **AMY DECKARD (6-4429)**  
Securities Commissioner **MICHELE ALISHAHI (6-4409)**  
Sentencing Commission **ROBERT WALLER (6-4181)**  
Social and Rehabilitation Services, Dept. of **AUDREY DUNKEL (6-3183)**  
State Conservation Commission **AMY VANHOUSE (6-4443)**  
State Historical Society **MELISSA CALDERWOOD (6-4138)**  
State Library **MICHELE ALISHAHI (6-4409)**  
State Treasurer **MELISSA CALDERWOOD (6-4138)**

Tax Appeals, Board of **MICHELE ALISHAHI (6-4409)**  
Technical Professions, Board of **AMY DECKARD (6-4429)**  
Topeka Correctional Facility **BECKY KRAHL (6-3184)**  
Topeka Juvenile Correctional Facility **NICOLETTA BUONASERA (6-4418)**  
Transportation, Department of **ROBERT WALLER (6-4181)**

University of Kansas **DEBRA HOLLON (6-4396)**  
University of Kansas Medical Center **DEBRA HOLLON (6-4396)**

Veterans Affairs/Soldiers Home/Veterans Home **AMY VANHOUSE (6-4443)**  
Veterinary Medical Examiners, Board of **AMY VANHOUSE (6-4443)**

Water Office, Kansas **AMY VANHOUSE (6-4443)**  
Wichita State University **DEBRA HOLLON (6-4396)**  
Wildlife and Parks, Department of **JULIAN EFIRD (6-3535)**  
Winfield Correctional Facility **BECKY KRAHL (6-3184)**

**SENATE WAYS AND MEANS  
SUBCOMMITTEE ASSIGNMENTS**

	<u>Subcommittee</u>	<u>Analyst</u>	<u>Final Committee Action</u>
<u>Legislative and Elected Officials</u>			
Legislative Agencies	<u>Adkins</u>	Scott	March 3
Governor	Downey	Robinson	March 3
Lt. Governor		Robinson	March 3
Attorney General		Rampey	March 3
Secretary of State		Deckard	March 3
Insurance Commissioner		Deckard	March 3
State Treasurer		Calderwood	March 3
Health Care Stabilization Fund Board of Governors		Deckard	March 3
<u>Aging</u>			
Department on Aging	<u>Schodorf</u> Jackson Helgerson	Calderwood	March 5
<u>SRS—Hospitals</u>			
Larned State Hospital	<u>Morris</u>	Dunkel	March 9
Osawatomie State Hospital	Adkins		March 9
Rainbow Mental Health Facility	Jordan		March 9
Parsons State Hospital	Schodorf		March 9
Kansas Neurological Institute	Helgerson		March 9
<u>Department of Administration/KCC</u>			
Department of Administration (Including Public Broadcasting)	<u>Adkins</u> Salmans Downey	Robinson	March 12
Governmental Ethics Commission	<u>Salmans</u>	Deckard	March 4
Human Rights Commission	Barone	Alishahi	March 12
Kansas Corporation Commission		Deckard	March 15
Citizens Utility Ratepayer Board		Deckard	March 15
<u>Department of Education</u>			
	<u>Adkins</u> Jordan Bunten Schodorf Downey	Rampey	February 19
<u>Capital Improvements</u>			
	<u>Morris</u> Jordan Barone	Staff	March 15

Senate Ways and Means  
1-15-04  
Attachment 2

	<u>Subcommittee</u>	<u>Analyst</u>	<u>Final Committee Action</u>
<u>Other Education</u>			
School for the Blind	<u>Salmans</u>	Deckard	March 9
School for the Deaf	<u>Schodorf</u>	Deckard	March 9
Historical Society	<u>Barone</u>	Calderwood	March 9
Kansas Arts Commission		Alishahi	March 9
State Library		Alishahi	March 9
<u>SRS</u>			
Department of SRS	<u>Morris</u>	Dunkel	March 18
	Adkins		
	Jordan		
	Schodorf		
	Helgerson		
<u>Kansas Guardianship Program</u>	<u>Jackson</u>	Calderwood	March 9
	Helgerson		
<u>KPERS Budget</u>	<u>Kerr</u>	Efird	March 10
	Adkins		
	Downey		
<u>Judicial</u>			
Judicial Council	<u>Jordan</u>	Alishahi	February 20
Board of Indigents' Defense Services	<u>Schodorf</u>	Hollon	February 20
Judicial Branch	<u>Barone</u>	Rampey	February 20
<u>Public Safety</u>			
Topeka Juvenile Correctional Facility	<u>Jordan</u>	Buonasera	March 17
Beloit Juvenile Correctional Facility	<u>Bunten</u>	Buonasera	March 17
Atchison Juvenile Correctional Facility	<u>Helgerson</u>	Buonasera	March 17
Larned Juvenile Correctional Facility		Buonasera	March 17
Kansas Juvenile Correctional Facility		Buonasera	March 17
Juvenile Justice Authority		Buonasera	March 17
Parole Board	<u>Jordan</u>	Buonasera	March 11
KBI	<u>Jackson</u>	Waller	March 11
	<u>Barone</u>		
EMS	<u>Jackson</u>	Waller	March 11
Sentencing Commission	<u>Downey</u>	Waller	March 11
Fire Marshal	<u>Bunten</u>	Kannarr	March 11
Highway Patrol	<u>Downey</u>	Waller	March 11
Adjutant General (including Civil Air Patrol)	<u>Salmans</u>	Waller	March 11

	<u>Subcommittee</u>	<u>Analyst</u>	<u>Final Committee Action</u>
<u>Health and Environment/Human Resources</u>			
Department of Health and Environment	<u>Adkins</u> Schodorf Downey	Kannarr	February 11
Department of Human Resources	<u>Bunten</u> Jackson Barone	Alishahi	March 12
Veterans Affairs/Soldiers' & Veterans' Home	<u>Jackson</u> Helgerson	VanHouse	March 12
<u>Agriculture</u>			
Department of Agriculture	<u>Morris</u>	VanHouse	February 10
Animal Health Dept	Downey	VanHouse	February 10
Kansas State Fair		VanHouse	February 10
Conservation Commission	<u>Bunten</u>	VanHouse	February 10
Water Office	Jackson	VanHouse	February 10
Wildlife and Parks	Downey	Efird	February 10
<u>Transportation</u>	<u>Adkins</u> Salmans Helgerson	Waller	February 26
<u>Lottery/Racing and Gaming</u>			
Lottery Commission	<u>Schodorf</u>	Efird	February 17
Racing and Gaming Commission	Jordan Barone	Efird	February 17



	<u>Subcommittee</u>	<u>Analyst</u>	<u>Final Committee Action</u>
<u>Fee Boards</u>			
Abstracters' Board of Examiners	<u>Salmans</u>	Deckard	February 18
Board of Accountancy	Jackson	Buonasera	February 18
Board of Mortuary Arts	Barone	Buonasera	February 18
Board of Pharmacy		Calderwood	February 18
Board of Barbering		Buonasera	February 18
Board of Cosmetology		Buonasera	February 18
Board of Veterinary Medical Examiners		VanHouse	February 18
Kansas Dental Board		Calderwood	February 18
Board of Nursing		Deckard	February 18
Board of Examiners in Optometry		Calderwood	February 18
Real Estate Commission		Alishahi	February 18
Real Estate Appraisal Board		Alishahi	February 18
Bank Commissioner		Alishahi	February 18
Department of Credit Unions		Alishahi	February 18
Securities Commissioner		Alishahi	February 18
Board of Technical Professions		Deckard	February 18
Behavioral Sciences Regulatory Board		Deckard	February 18
Board of Hearing Aid Examiners		Calderwood	February 18
Board of Healing Arts		Calderwood	February 18
<u>KPERS Issues</u>	<u>Kerr</u> Adkins Downey	Efird	March 16
<u>Corrections</u>			
Department of Corrections	<u>Jordan</u>	Krahl	February 12
Topeka Correctional Facility	Bunten	Krahl	February 12
Norton Correctional Facility	Barone	Krahl	February 12
El Dorado Correctional Facility	Jackson	Krahl	February 12
Winfield Correctional Facility		Krahl	February 12
Hutchinson Correctional Facility		Krahl	February 12
Larned Correctional Mental Health Facility		Krahl	February 12
Lansing Correctional Facility		Krahl	February 12
Ellsworth Correctional Facility		Krahl	February 12

	<u>Subcommittee</u>	<u>Analyst</u>	<u>Final Committee Action</u>
<u>Higher Education</u>			
KU	<u>Morris</u>	Hollon	February 16
KSU	Adkins	Hollon	February 16
KSU -- Vet. Med	Jordan	Hollon	February 16
KSU -- Extension	Schodorf	Hollon	February 16
Wichita State University	Barone	Hollon	February 16
Board of Regents		Hollon	February 16
KUMC		Hollon	February 16
Emporia State University		Hollon	February 16
Fort Hays State University		Hollon	February 16
Pittsburg State University		Hollon	February 16
Regents Systemwide		Hollon	February 16
<u>Commerce/Revenue</u>			
Department of Revenue	<u>Morris</u> Bunten Salmans Helgerson	Efird	February 23
Board of Tax Appeals	<u>Schodorf</u> Helgerson	Alishahi	February 17
Department of Commerce and Housing Kansas Inc. Kansas Technology Enterprise Corporation	<u>Kerr</u> Jackson Helgerson	Kannarr Kannarr Kannarr	February 17 February 17 February 17

Kansas Department of

# Social and Rehabilitation Services

Janet Schalansky, Secretary

**Senate Ways and Means Committee**  
January 15, 2004

**Update on SRS Issues**

Janet Schalansky, Secretary  
785-296-3271

For additional information contact:  
Public and Governmental Services Division  
Tanya Dorf, Director of Legislative Affairs

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Senate Ways and Means  
1-15-04  
Attachment 3

**Kansas Department of Social and Rehabilitation Services  
Janet Schalansky, Secretary**

Senate Ways and Means Committee  
January 15, 2004

**Update on SRS Issues**

Chairman Morris and members of the Committee, thank you for the opportunity to appear before you today. My name is Janet Schalansky, and I am the Secretary of the Department of Social and Rehabilitation Services. I am here to provide you with updates regarding SRS issues, including three specific topics about which you requested information: local service delivery redesign efforts, the changes in our caseload estimates since the 2003 Legislative Session, and the status of three lawsuits against SRS.

**1. Service Delivery Redesign Update**

SRS continues to implement its phased service delivery redesign process: improve customer service by creating better access to services, creating efficiencies by consolidating staff into strategically located service centers, developing service delivery models which focus on customer service and community capacity building, and creating regional administrative structures that more closely align with updated service delivery models.

The Department is making progress towards its goal of increasing access to services in all counties, not just in counties where offices have closed. While a great deal of work is still needed, much has been accomplished in a few short months. SRS has developed over 400 Access Points statewide. Access Points are agreements with community partners to provide information about SRS services. Access Points range from a brochure and application rack in the local grocery store to private meeting space in a community library or in a community mental health center. An Access Point may also be a community partner who provides access to a phone, fax or the internet. With the development of Access Points and changes in federal regulations, most customers no longer need to come to an SRS office to receive services. A community capacity building base has been established through the collaborations that have occurred as Access Points are developed. These partnerships have been invaluable.

SRS has further improved customer access to services by establishing a statewide toll-free phone number, implementing "universal access" which allows customers to apply and receive services in a county other than their county of residence, and developing a web based application and assessment tool. Nearly 20,000 calls have been received on the toll free line since its June 2003 inception. During the first six months, 525 web based applications were submitted for processing. This is despite the application being in a "pilot" phase. Before fully marketing the web based application, SRS is completing work on a Spanish version and ensuring accessibility for persons with disabilities. In December, a statewide toll free fax number was established.

Through December 31, 2003, SRS has closed 30 local offices and plans to close an additional 20 offices between January - June, 2004 (see Attachment A). The majority of these offices are scheduled for closure in the next two months. An additional 12 offices are scheduled for

closure in FY 05. As the agency gains experience in providing access through technology and a redesigned service delivery model, additional offices may be closed. Opportunities have been identified already through collaborative efforts in communities.

### **Impact of Service Delivery Redesign on Customer Access**

An initial review of office closures and its impact on customer access has been completed. The outcome of the review is an acknowledgment that it is too soon to draw any definitive conclusions. The early analysis reflected some promising data. Temporary Assistance to Families (TAF), Food Stamp, and Child Care caseloads were compared in counties where offices closed and in a sample of counties where offices remained open. The following data emerged:

- 75% of counties in which the SRS office closed, had an increase in TAF cases. 50% of counties in which the SRS office remained open, had an increase in TAF cases.
- 80% of counties in which the SRS office closed, had an increase in Food Stamp cases. 87% of counties in which the SRS office remained open, had an increase in Food Stamp cases.
- 95% of counties in which the SRS office closed, had an increase in Child Care cases. 87% of counties in which the SRS office remained open, had an increase in Child Care cases.

Again, it is too early to draw definitive conclusions based on this data, but office closures do not appear to be having a negative impact on access to SRS services. The Department is consulting with the Docking Institute of Public Affairs, which is affiliated with Fort Hays State University, to develop a longer term strategy to evaluate service delivery redesign. SRS can confirm:

- Customers no longer have to pay for a long distance call or fax.
- Customers can apply for and receive services in the community in which they live, work or trade.
- Customers are no longer required to drive to the SRS office to obtain information and applications or to apply for services.
- Customers are receiving more immediate access to SRS services. Prior to closure, many local offices were only open 1 day a week. Customer contact in that county usually occurred on that day. The toll free number provides access to services 5 days a week.
- Customer concerns regarding office closure have been minimal.
- Communities have strongly supported Access Points.
- SRS staff resources are being distributed based on caseload.

The Department is pleased with the progress made to increase customer access to SRS services. Much of that progress is due to the tremendous support of community partners and the hard work of local staff.

As mentioned earlier, the SRS service delivery redesign initiative includes updating regional administrative structures. In October 2003, SRS announced plans to reduce the number of management areas from 11 areas to 6 regions by the end of FY 05. An internal realignment team has drafted an updated administrative structure developed from ideas generated by regional planning teams and central office staff. A final structure and an implementation plan are scheduled to be completed by March 1, 2004.

Realignment of management areas is a significant change in the way SRS operates. The agency is not just reducing the number of management regions, but changing the way we provide services. Realignment includes rethinking our service delivery models, assuring customer access in their communities and streamlining operations to target some staff resources to work with communities to identify needs and build capacity.

## 2. Changes in SRS Caseload Estimates since the 2003 Legislative Session

### Compare Spring 2003 to Fall 2003 Consensus Estimates:

Estimates in Millions for Fiscal Year 2004

	Spring FY 2004		Fall FY 2004		Increase (Decrease)	
	Consensus		Consensus		SGF	AF
	SGF	AF	SGF	AF		
Temporary Assistance for Families	29.82	57.69	29.82	59.00	0.00	1.31
General Assistance	7.52	7.52	7.52	7.52	0.00	0.00
Foster Care Contract	34.81	89.48	39.04	89.50	4.23	0.02
Adoption Contract	16.23	34.37	14.48	33.65	-1.75	-0.72
Nursing Facilities-Mental Health	8.93	13.10	10.00	13.10	1.07	0.00
Regular Medical Assistance	358.00	1,069.00	315.05	1,039.05	-42.95	-29.95

Description of the changes:

Temporary Assistance for Families - TAF expenditures are projected to increase as caseloads increase and costs increase slightly. SGF was not increased because the entire increase was funded with TANF.

General Assistance - No change from the spring consensus was projected. These consensus estimates account for the people leaving GA after 24 months in the program. No adjustment has been made related to the lawsuit filed at the end of 2003.

Foster Care - Caseload and contract costs are not projected to change significantly from the spring estimate. The increase in SGF is due to federal policy changes and funding changes. Over the past couple years, Title IV-E and Title XIX funds were expended at a greater rate than claimed. This was possible due to balances in these funds from prior period adjustments. These funds have been exhausted, and this SGF adjustment corrects the funding. The SGF increase above reflects a \$1.1 million offset from enhanced Federal Medical Assistance Percentage (FMAP).

Adoption - Caseloads are projected to be slightly lower than the spring estimate. The majority of the savings however are the result of the temporary enhanced match rate in Title XIX and a claiming adjustment allowing additional Title IV-E to be used in the adoption contract.

Nursing Facilities for Mental Health (NFs/MH) - Caseload and costs are projected to remain constant. The increased SGF is because of changes in the ages of the people at NFs/MH; people 21 to 65 years of age are not eligible for federal financial participation and have increased as a percentage of the total NF/MH population. Clients who are eligible for Title XIX have decreased as clients not eligible for federal funding have increased.

Regular Medical Assistance - The decrease in medical assistance between the spring and the fall consensus is due to several factors. Caseload and cost projections were lowered slightly from the spring estimate. The temporary increase in the federal matching rate for Medicaid services accounts for \$29.0 million in SGF savings. The remaining savings are primarily a result of using additional fee funds from pharmacy supplemental rebates instead of SGF, in association with the implementation of the Preferred Drug List.

**Compare Fall 2003 Consensus Estimates for FY 2005 to FY 2004 Estimates**

Estimates in Millions

	FY 2004 Estimate		FY 2005 Consensus		Increase (Decrease)	
	SGF	AF	SGF	AF	SGF	AF
Temporary Assistance for Families	29.82	59.00	29.82	63.50	0.00	4.50
General Assistance	7.52	7.52	8.20	8.20	0.68	0.68
Foster Care	39.04	89.50	42.72	92.90	3.68	3.40
Adoption	14.48	33.65	15.97	35.22	1.49	1.57
Nursing Facilities-Mental Health	10.00	13.10	10.40	13.10	0.40	0.00
Regular Medical Assistance	315.05	1,039.05	376.96	1,161.91	61.91	122.86

Description of the changes:

Temporary Assistance for Families - Expenditures are estimated to increase as the TAF caseload continues to increase. SGF was not increased because the entire increase was funded with TANF funds. The TANF surplus is projected to be exhausted during FY 2005, so any additional increases will have to be funded in a different way.

General Assistance - The increased expenditures are because of a projected 9% increase in people in the program. This increase in people accounts for the people leaving GA after 24 months in the program.

Foster Care Contract - Increased caseload and contract costs account for approximately 9% of the increase. The remaining increase is due to federal policy changes, funding changes in Title IV-E and Title XIX, and the end of the enhanced FMAP.

Adoption Contract - Caseload and contract costs are expected to increase slightly over FY 2004 levels. The increase in adoption expenditures is primarily the result of policy changes, funding changes, and adjustments. The end of enhanced FMAP also contributed to the increase of SGF over FY 2004.

Nursing Facilities for Mental Health - Caseload and costs are projected to remain constant in FY 2005. The increased SGF is because of changes in the ages of the people at NFs/MH. People 21 to 65 years of age are not eligible for federal financial participation. Clients that are eligible for Title XIX have decreased as clients not eligible for federal funding have increased.

Regular Medical Assistance - The increase in medical expenditures is due to both increased caseload (5.8 percent increase) and a modest increase in the cost of services (5.7 percent). The enhanced federal match rate also ends in FY 2005 resulting in increased SGF needs over



FY 2004.

### 3. Status of lawsuits against SRS

Three cases that could potentially have a significant impact on certain programs operated by SRS are currently pending.

- The InterHab case was filed in October 2002, challenging the reimbursement amount being paid to Community Developmental Disabilities Organizations (CDDOs) and Community Service Providers (CSPs) for providing services to Kansans with developmental disabilities. The case is currently waiting for plaintiffs to file and serve their second amended petition, or until the judge grants their motion to file their third amended petition.
- The Jenkins case was filed in May 2003, challenging the length of time plaintiffs were required to wait prior to receiving services on the HCBS PD waiver. A motion to dismiss is currently pending with the Court.
- The Reed case was filed in Sedgwick County on December 31, 2003, challenging implementation of the 24 month lifetime limit for receiving General Assistance and Medikan. A temporary restraining order was issued on December 31, and a temporary injunction hearing is now scheduled for January 16, 2004. All cases that were to have benefits terminated on January 1 have been reinstated until further ruling by the Court.

A more detailed summary of each of these cases is attached for your information in Attachments B, C and D.

### 4. Additional SRS Issues

I would also like to provide the Committee with updates on some other key SRS issues:

- Medicaid Management Information System (MMIS) - SRS and our Medicaid fiscal agent, EDS, implemented a new MMIS in October 2003. There are always numerous challenges associated with the implementation of a new MMIS. Over the past three months, though, we have made continuous progress on claims processing. The number and amount of payments from the new MMIS is comparable to historical averages. We continue to work with individual providers to resolve specific billing issues.
- Rebidding of the Child Welfare contracts - SRS has extended the current child welfare contracts for family preservation, foster care and adoption services for one year. This decision was made to provide an opportunity to address some areas of the current community-based child welfare service contracts that need revision and some areas in which we would like to raise the bar on the successes already being achieved. The time line on which we are now operating is as follows:
  - May 2004 - Issue requests for proposals
  - September 2004 - Receive proposals for review
  - January 2005 - Issue new contracts
  - July 2005 - Begin services under the new contracts

The new contracts will be designed to continue to build a child welfare system that is safe, secure, stable, family-centered, connected to the community, and relies on evidence-based practices. A letter seeking input about the child welfare contract rebidding process will be sent to all members of the Kansas Legislature within the next week.

- Home and Community-Based Services (HCBS) Waiting Lists - In an effort to manage the HCBS Developmental Disabilities (DD) and Physical Disabilities (PD) waivers, focus has been placed on the waiting lists and the number of individuals that may be served with the funding that is available. This is due to the numbers of individuals in need of assistance. There also have been legal decisions made in states that affect the way that states approach the issues of waiting lists, the Olmstead decision being the decision with the greatest impact. Kansas has been able to maintain continuous movement of the waiting list with the addition of funding each year as well as the decision that we made to continue to serve individuals in crisis even when new funding was not available specifically to serve new persons from the waiting lists. Included in the management of the programs, SRS considers the level of supports provided as well as the quality of supports provided.

The total funding approved for the DD waiver in FY 2004 supports services to an average of 6,079 persons each month, an increase of 531 persons from FY 2002. For FY 2005 it is projected that the DD waiver will serve an average of 6,349 each month, an increase of 270 persons from FY 2004.

The total funding approved for the PD waiver in FY 2004 supports an average of 4,047 persons per month, up 302 persons from the average number served in FY 2002. In FY 2005, it is projected that the waiver will serve an average of 4,572 per month, an increase of 525 from FY 2004.

- Future of Kansas Mental Health Hospitals - In follow-up to the recommendations and directives from the 2003 Legislature and to coalesce and build upon the work of several preceding mental health system task force groups, SRS commissioned a Future of State Hospitals Project Steering Committee.

The Steering Committee has completed its work and prepared a final report. That report will be shared with the 2004 Legislature in the next few weeks. In short, the Committee found that Kansans who need to utilize the public mental health system should have access to and receive a full spectrum of psychiatric services. Further, these services should provide state of the science care, use evidence-based practices, promote timely and durable recovery, build resilience of children, and support families. The Steering Committee concluded that any future reduction in the service capacity of state mental health hospitals should occur only with planning input by impacted stakeholders and concurrent implementation of capacity building measures in the affected communities. To these ends, the Steering Committee developed several short-term and long-term strategies to prevent further dissolution of community-based services resources and to explore new public/private partnerships to deliver acute care services.

The Steering Committee recommended implementation of a regional model for inpatient psychiatric services for children in FY 2005. The Governor also addresses this issue in her 2005 budget with her recommendation that alternative community resources be used or developed to serve children under age 12 who currently are served at Larned State Hospital.

- Managing Health Care Costs - One of SRS' major roles is to provide health care coverage to tens of thousands of Kansans through Medicaid, Medikan and the State Children's Health Insurance Program. These vital health care services are critical to the well-being of Kansans, but health care costs continue to rise at an alarming rate. SRS employs two key strategies to address the rising costs of health care:
  1. Preferred Drug List - The 2002 Legislature authorized SRS to create a Preferred Drug List (PDL) which promotes clinically-appropriate utilization of pharmaceuticals in a cost-effective manner. SRS' PDL, which was implemented in December 2002, currently includes thirteen drug classes. The estimated savings to SRS for FY 2004 for the current PDL is approximately \$8.0 million. Additional information about SRS' PDL is contained in a report we will submit to the Legislature today.
  2. Care Management - SRS has placed increased focus on care management strategies in recent years. Through care management, a holistic approach is taken to balance each individual's health care needs with cost effectiveness. We are implementing a pilot project to utilize care managers to coordinate all aspects of care for high-risk individuals by utilizing disease management strategies, case management, evidence-based technology and expertise in communication, teaching and healthcare systems to improve care and cost effectiveness.
- High Performance Bonus Awards and Incentive Funds - In the fall of 2003 SRS received TANF high performance bonus awards for 2001 and 2002 from the U.S. Department of Health and Human Services totaling \$10.2 million. The bonuses were awarded for Kansas' high performance in the number of persons who became employed, the length of time they retained employment, and their wage increases following employment, as well as in recognition for increases in the households receiving food stamp and medical assistance.

For its performance in federal fiscal year 2002, SRS' Child Support Enforcement program also received \$1.5 million more in federal performance incentives than projected in the budget. To be eligible for federal incentives, states must first pass a data reliability audit to insure the data being used to calculate performance incentives is accurate and consistent among the states. Kansas passed this portion of the federal audit and became eligible for incentive payments.

- Coordinating across State Government - Governor Sebelius has challenged all state agencies to identify ways to improve the efficiency and effectiveness of state government and to improve the quality of life for all Kansans. To meet these goals, the Governor and the Cabinet have chartered several BEST groups, created cross-agency

work groups, and sponsored statewide meetings to gather public input on issues such as education reform, economic development, and rural development. SRS has participated in these activities and has increased our efforts to coordinate programs and policy with other state agencies and local governments. Examples include:

- SRS senior managers served on BEST Administrative Redundancies Teams studying facilities management, purchasing, human resources and information technology.
- SRS Health Care Policy staff worked to develop models and quantify Kansas government health care purchasing.
- SRS is working with other Health and Human Services Cabinet agencies and the Kansas Association of Counties to begin joint planning to meet social service needs across governmental boundaries.

**Conclusion**

This concludes my updates for the Committee. Thank you for the opportunity to talk with you today. I would be happy to stand for any questions at this time.

**Attachment A: Local Office Closures**

**Closures through December 31, 2003: 30**

County	City	Area Office	County	City	Area Office
Chase	Cottonwood Falls	Emporia	Lincoln	Lincoln	Manhattan
Cheyenne	St. Francis	Hays	Linn	Mound City	Chanute
Clark	Ashland	Garden City	Mitchell	Beloit	Manhattan
Clay	Clay Center	Manhattan	Nemaha	Seneca	Manhattan
Coffey	Burlington	Emporia	Ness	Ness City	Garden City
Comanche	Coldwater	Garden City	Pawnee	Larned	Hays
Edwards	Kinsley	Garden City	Ottawa	Minneapolis	Manhattan
Ellsworth	Ellsworth	Manhattan	Republic	Belleville	Manhattan
Grant	Ulysses	Garden City	Rooks	Stockton	Hays
Gray	Cimarron	Garden City	Scott	Scott City	Garden City
Greeley	Tribune	Garden City	Stanton	Johnson City	Garden City
Hodgeman	Jetmore	Garden City	Wabaunsee	Alma	Manhattan
Jewell	Mankato	Manhattan	Wallace	Sharon Springs	Hays
Kearny	Lakin	Garden City	Washington	Washington	Manhattan
Lane	Dighton	Garden City	Woodson	Yates Center	Chanute

**Closures January to June 2004: 20**

County	City	Area Office	County	City	Area Office
Barber	Medicine Lodge	Garden City	Meade	Meade	Garden City
Chautauqua	Sedan	Emporia	Morton	Elkhart	Garden City
Decatur	Oberlin	Hays	Osborne	Osborne	Hays
Elk	Howard	Emporia	Rawlins	Atwood	Hays
Gove	Gove	Hays	Rush	LaCrosse	Hays
Greenwood	Eureka	Emporia	Sheridan	Hoxie	Hays
Hamilton	Syracuse	Garden City	Smith	Smith Center	Hays
Haskell	Sublette	Garden City	Stevens	Hugoton	Garden City
Jefferson	Oskaloosa	Lawrence	Trego	WaKeeney	Hays
Logan	Oakley	Hays	Wichita	Leoti	Garden City

**Attachment B: INTERHAB, et al. v. SCHALANSKY, et al.**

This case was filed in Shawnee County District Court in October, 2002, by InterHab and five Community Developmental Disability Organizations (CDDOs) and Community Service Providers (CSPs) on behalf of themselves and all CDDOs and CSPs in Kansas who receive funding by and through the state, and provide and/or coordinate assistance to Kansas citizens with developmental disabilities. It names Secretary Schalansky, SRS, and the state of Kansas as defendants. The suit is based on several different theories of claim, including breach of contract, mandamus, injunction, civil rights, and constitutional grounds. Plaintiffs allege the community system is currently underfunded in excess of \$88.0 million annually, and they are seeking reimbursement for all state underfunding for fiscal years 1996 through 2003. They are also asking for attorney fees and costs.

In February, 2003, the Court denied plaintiffs' requests for temporary restraining orders as to both the initial allotment decisions of the Governor and Department of Administration officials, and the Secretary of SRS and her department in terms of her agency's implementation of the allotment reductions. Claims against the Governor and Department of Administration were also dismissed.

On September 11, 2003, the Court issued its Order on plaintiffs' motion to further amend their First Amended Petition, and on defendants' motions to dismiss. The ruling allowed the Petition to be further amended by adding two consumers as parties, and allowed claims related to those consumers to be included. The Judge denied plaintiffs' attempt to add the Governor as a party. He also ruled on the motions to dismiss, allowing several claims to remain while dismissing some of the federal law claims. The language in the Order indicated that at this early stage of the proceeding, when only the petitions, motions to dismiss and responses have been filed, there is not sufficient information before the Court to determine if the case has merit, or whether it should be dismissed at some future point.

Plaintiffs have now filed a motion to file a third amended petition which would include a claim for retaliation, but the Court has not yet ruled on whether or not it will be allowed. Litigation in the case is somewhat on hold until either the second amended petition is filed and served, or the Court grants permission to file and serve the third amended petition. Once this is done, the next step in the proceeding would be for defendants to respond to the further amended petition, and then to move forward with limited discovery to gather evidence for the Court's consideration. No definitive timelines have yet been established.

### **Attachment C: JENKINS v. SCHALANSKY**

This case was filed in Shawnee County District Court in May, 2003, by the Topeka Independent Living Resource Center representing three named plaintiffs on behalf of themselves and all other persons similarly situated. The proposed class is described as all persons, residing in their own home and not in a nursing facility, on the HCBS PD waiver waiting list who have not been given a free choice of Medicaid long term care services and who have been on the waiting list for more than 90 days. Plaintiffs are seeking declaratory and injunctive relief against the Secretary of SRS in her official capacity.

In their Petition, plaintiffs request a declaration that defendant has violated their federally protected rights under Medicaid to a free choice of Medicaid long term care services by failing to provide services on the HCBS PD waiver, and by failing to provide those services with reasonable promptness. Plaintiffs further request injunctive relief ordering the defendant to provide HCBS PD waiver services with reasonable promptness within 90 days. Finally, plaintiffs ask that this case be certified as a class action, and that they be awarded attorney fees and costs.

On October 22, 2003, the defendant filed a motion to dismiss the case based on several different grounds. Plaintiffs responded to the motion and the defendant filed a further response. The case is now waiting for oral arguments on the motion to be scheduled, or a ruling by the Court.

**Attachment D: REED, et al. v. SCHALANSKY, et al.**

This case was filed in Sedgwick County District Court on December 31, 2003, by three named plaintiffs on behalf of themselves and other indigent and disabled Kansans who receive cash benefits and medical services from the Secretary, and who have cases pending before the Social Security Administration in which they are pursuing their rights to receive Supplemental Security Income (SSI). Plaintiffs are seeking a declaratory judgment, a temporary restraining order, and injunctive relief. An Ex Parte Restraining Order was issued by Judge Karl Friedel on December 31, 2003, ordering that defendants not implement Kansas Administrative Regulation 30-4-90 limiting General Assistance to twenty-four months of a recipient's lifetime, until a hearing can be held on plaintiffs' Motion for Temporary Injunction which is now scheduled for January 16, 2004.

For their first cause of action plaintiffs claim that K.A.R. 30-4-90 did not include the hardship clause as mandated by the 2002 appropriation bill, and as a result, this violated a constitutionally imposed duty of due process in making provisions for disabled and impoverished citizens who have claims upon society.

For their second cause of action plaintiffs claim the promulgation of K.A.R. 30-4-90 limiting assistance to 24 months violates the constitutional duty imposed upon the Secretary to provide benefits to plaintiffs and class members as set forth in Bullock v. Whiteman, the 1993 Kansas supreme court case dealing with GA and Medikan reductions.

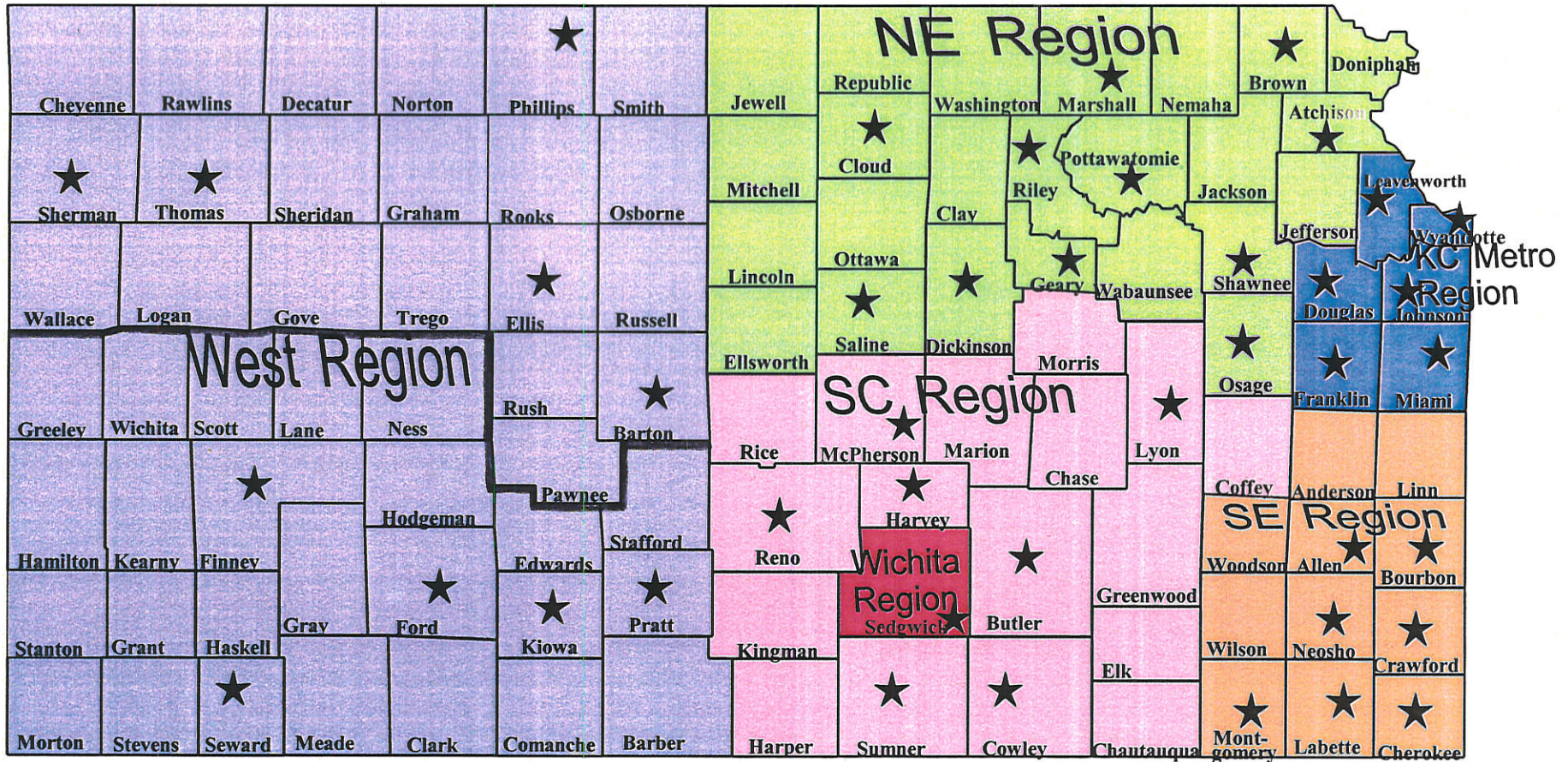
Plaintiffs ask the Court to grant a Temporary Restraining Order prohibiting the Secretary from implementing the regulation, both temporary and permanent injunctive relief prohibiting its enforcement, and a declaration that the regulation is in violation of the due process clauses of both the Kansas and Federal Constitutions and therefore subject to remedies provided by 42 U.S.C. §1983. Plaintiffs also ask for an order selecting them as class representatives for all indigent and disabled citizens of Kansas who are entitled to GA and medical benefits under the Medikan program.

Defendant has filed a motion to dismiss for improper venue or in the alternative to change venue to Shawnee County; and a motion to vacate, set aside and dissolve the Ex Parte restraining order. It is anticipated these motions will be taken up at the hearing on January 16, 2004. Next steps in the litigation will depend on the outcomes of those proceedings.



# Kansas Department of Social and Rehabilitation Services Service Delivery Redesign

## Realignment of Management Areas 6 Areas (Phased Approach)



Senate Ways and Means  
1-15-04  
Attachment 4

**West Region:**  
Counties: 46  
Percent: 15%  
Cases: 143,000  
Service Ctr: 10

**SC Region:**  
Counties: 17  
Percent: 15%  
Cases: 149,000  
Service Ctr: 7

**Wichita Region:**  
Counties: 1  
Percent: 22%  
Cases: 223,000  
Service Ctr: 1

**NE Region:**  
Counties: 24  
Percent: 17%  
Cases: 171,000  
Service Ctr: 11

**KC Metro Region:**  
Counties: 6  
Percent: 17%  
Cases: 172,000  
Service Ctr: 6

**SE Region:**  
Counties: 11  
Percent: 14%  
Cases: 137,000  
Service Ctr: 7