

INvision

Indiana Division of Disability & Rehabilitative Services Newsletter

HOPE NOTES

A message from Director Kylee Hope

LifeCourse principles are at the root of everything we do

At the Division of Disability and Rehabilitative Services, we are constantly striving to improve our services in an effort to support individuals with disabilities and their families in living their vision of a good life. We have several exciting initiatives and projects that are underway working toward our vision that all people are empowered to live, love, work, learn, play and pursue their dreams.

I often use this visual to tell the story of my vision for DDRS. As you can see, the LifeCourse is the root of our tree. That is because the LifeCourse principles are at the root of everything we do. It provides us with the foundation to grow and excel toward our goals. At the top we have listed some ideas of things we hope to achieve through our work. We want to provide opportunities for access and achievement in employment, education and housing. We want to support families as they support their loved one with a disability. We hope to do all of this by allowing flexibility, being strength-based, treating everyone with dignity and encouraging independence to the greatest extent possible.

The trunk of the tree are those concepts or ways to reach our goals. Providing an informed decision pathway allows individuals and families to know all of their options and choose what makes sense for them. We will use various workgroups to guide us through while producing and working toward positive outcomes.

Then all around the trunk are the various initiatives or identified areas that we are actively working on that will help us in growing our tree.

As we embark on 2020, I am encouraged and excited to continue to work with you in creating and delivering services that are meaningful, appropriate and assist you in living your best life.

Wishing you and your family the very best New Year!

Kylee B. Hope



JANUARY 2020
ISSUE 1, VOLUME 3

STORIES IN THIS NEWSLETTER

- **Bureau bits:** Updates from your First Steps, Bureau of Developmental Disabilities and Vocational Rehabilitation teams.
- **Featured story:** Sharing information about changes to Medicaid waivers gives families an opportunity to share their thoughts on the path forward.
- **Making the LifeCourse work for you:** As DDRS continues toward transformational change, this is a good time to discuss the principle of the *all*. The core belief of LifeCourse is that *all* people have to the right to live, love, work, play and pursue their life aspirations in their community.
- **News you can use:** It's time for everyone to participate in the U.S. Census. It's important, and you count!
- **Events you don't want to miss:** The quarterly Building Bridges events create direct avenues for individuals and families to share their feedback.

Vocational Rehabilitation

The Commission on Rehabilitation Services is happy to announce the release of the 2019 Annual Report. This year's annual report once again features individuals who have achieved their employment dreams and shows how Vocational Rehabilitation Services has positively impacted their lives. The report also features accomplishments and updates for 2019. We hope you enjoy reading it! You can [view the report online](#).

Bureau of Developmental Disabilities Services

In 2019, BDDS launched a projected two-and-a-half year project of waiver redesign. The Human Services Research Institute is the contracted project team lead helping BDDS design waivers and services that meet the variety of needs of all Hoosiers with an intellectual or developmental disability who qualify for our services. HSRI spent the first several months researching our current waivers, compiling feedback from a number of different stakeholders, including families and self advocates, and examining how other states administer their waiver services. We are now entering the phase of requesting stakeholder feedback on the initial concept paper that outlines possible paths to redesign. It is critical that families and self-advocates share their thoughts and input now and throughout the entire process. BDDS' goal is to create a system of waivers and services that are meaningful, appropriate and accessible. We will be gathering feedback through March, so please [visit our website](#) and [follow us on Facebook](#) for information on ways you can contribute.

First Steps early intervention program

Along with the Governor's Interagency Coordinating Council, stakeholders and partners, the First Steps state team continues to develop policies, create and implement new ideas, and provide support to assist families in obtaining their vision of a good life for their children and family. The First Steps program is happy to share that 2019 provided many opportunities for positive changes that will impact the families with whom we work. During the 2019 legislative year, the Indiana General Assembly invested \$6.6 million in additional funding in the program. We have also been fortunate to receive financial assistance from the federal Preschool Development Grant. This combined additional funding will allow us to grow our program, improve its infrastructure and invest in supporting and training the therapists who work with your children.

These new resources have also allowed us to partner with Public Consulting Group, Inc. to begin creating and implementing a new statewide case management and billing system. These new systems will allow us to streamline our processes to ensure our policies and procedures are family-friendly and that children are receiving services they need.

In addition, First Steps implemented a new make-up policy for missed sessions that went into effect on Nov. 1, 2019. Our intention is to allow families and therapists more flexibility in scheduling. [Click here](#) to read the full policy.

Families are also encouraged visit [the First Steps website](#) to learn more about policy changes and program updates. As always, if you have any questions you may contact your service coordinator and/or provider for more information or to clarify any questions you may have.

The Bureau of Quality Improvement Services

The Bureau of Quality Improvement Services monitors services to individuals by organizations and providers. BQIS is funded by or under authority of the Division of Disability Services and organizations/providers that have entered into a provider agreement under Indiana Administrative Code 12-15-11 to provide Medicaid in-home waiver services. BQIS will investigate complaints involving individuals receiving waiver services within DDRS.

Q. How do I file a complaint with BQIS?

- Contact the Complaint Hotline toll-free at 866-296-8322
- Contact BQIS toll-free at 800-545-7763
- Email BQIS at BQIS.Help@fssa.in.gov
- Complete the [online complaint form](#)

Q. What Indiana codes are DDRS/BQIS complaints associated with?

Title 460 (IAC); Article 6: Standards for supported living services and supports; Article 7: Standards for individuals support plan.

Q. What happens after a complaint is filed with BQIS/DDRS?

The complaint is triaged by the Quality Assurance team. Once an investigation to the complaint is launched, that investigation

can include interviews, site visits (including photographic documentation), thorough review of documents (PCISP, NOA, IRs and case management notes) and a summary of findings. At the completion of the investigation, all findings are released to the provider, individual and guardian (if applicable). When allegations are found, BQIS will formulate and validate all corrective action plans. BQIS will often issue recommendations to providers on various matters when allegations are not found. There are instances when no evidence to support events occurred per complaint and an investigation is then impossible to complete. When this occurs, BQIS issues communication to the complainant with the cited explanation.

Q. What happens if there is an allegation of fraud?

BQIS will notify the Medicaid Fraud Control Unit of Indiana or the Social Security Administration Office of the Inspector General and any other entity determined by BQIS.

Q. What subject areas are not a valid complaint within BQIS/DDRS?

Non-waiver individuals, complaint of a matter outside of one calendar year of occurrence, provider employee/issues and items not included in 460 IAC/BQIS policies.

Sharing information about changes to Medicaid waivers

An opportunity to share thoughts on the path forward

When a state sets out to make major changes to home- and community-based services, also known as Medicaid waivers, it is common for a concept paper to be developed early on in the process. The purpose of the concept paper is to inform about the reasons for the redesign, the issues the redesign hopes to address and to share some the changes that are being considered. By sharing this information, it allows the individuals and families who are using waivers or want to use waivers an opportunity to share their thoughts on which proposed changes sound like a good idea to explore, which ideas would not be helpful in their life and provide ideas that may not have been identified. *At the time of the concept paper, no decisions have been made.* It is simply a way to check in to see if individuals, families, providers and other stakeholders agree with the possible changes and path forward. Our concept will be released very soon, and we need your input!

When reading through the concept paper, keep in mind that the goals of BDDS/DDRS for waiver redesign are to:

- Enhance person- and family-centered planning so that individuals and families are supported to live their vision of a good life.
- Improve coordination of care so that case managers and providers are supported and responsible for connecting individuals and families to not only waiver services but other paid and unpaid community supports.
- Increase community engagement so that individuals and their families have the opportunity to participate in all aspects of community life that they wish.
- Enhance individuals' experiences by allowing flexibility and options that meet their current needs and goals throughout their life stages and as circumstances change.
- Obtain, maintain and develop quality providers by incorporating provider expectations and incentives.
- Comply with the federal Home- and Community-Based Services rule.
- Promote efficiency by incorporating integrated support options so that individuals are supported in a variety of ways.

Another part of the concept discusses the feedback that BDDS has already received from individuals and families on what they would like from waiver services. Here are the most common responses received:

IDD system

- Less staff turnover
- Better-trained staff
- Better transportation
- More-affordable housing
- More-meaningful community options
- Higher pay for providers
- More flexibility with services and supports
- Help with key transitions across the lifespan

HCBS waiver

- Help understanding the waivers, services and how to apply
- Help with choosing a provider
- More choice and control over services and self-directed options
- More technology services and supports
- Better coordination across medical, waiver and community supports
- Better behavioral supports
- Better monitoring and complaint systems
- Better quality support planning
- Services focused on developing community supports and relationships

BDDS/DDRS values the input provided by the individuals and families who use the services as YOU are the expert on what you need to be supported so that you can live your best life. There are several ways you can share your thoughts on the current concept paper and stay up to date on the redesign:

1. Information will be shared through this newsletter, the BDDS Facebook page, the DDRS announcement list serve and the DDRS website.
2. The commission and councils meetings that are open to the public such the DDRS advisory council and the 1102 Taskforce will provide updates.
3. There will be meetings with key partners such as The Arc of Indiana, Indiana Governor's Council on People with Disabilities and Self-Advocates of Indiana, who will share their thoughts and what they have heard from individuals and families. These organizations advocate for individuals and families and would welcome you to share your thoughts with them so that they can better advocate on your behalf.
4. Keep an eye out for announcements of public meetings that will occur around the state where you can attend in person and share your feedback.
5. An electronic survey will be available where you can answer questions that are presented throughout the concept paper and provide additional feedback.

It is important to remember that at this time no decisions have been made. BDDS/DDRS wants to work *with* you to transform and build a system of supports that allows you and your family to thrive, be connected to your community and to achieve your vision for a good life.

The concept paper will be available on [our website](#) and shared through the DDRS Announcements and [our Facebook page](#).

LIFE DOMAINS AND STAGES

Making the LifeCourse work for you

The principle of the all

As DDRS continues toward transformational change, this is a good time to discuss the principle of the *all*. The core belief of LifeCourse is that *all* people have to the right to live, love, work, play and pursue their life aspirations in their community.

When thinking of the *all*, LifeCourse states that *all* people are considered in our vision, values, policies and practices for supporting people with intellectual and developmental disabilities. Unlike many years ago when individuals with disabilities were institutionalized, today individuals with intellectual and developmental disabilities are treated with greater respect and are recognized as having skills, dreams and feelings.

Their contributions made to their family and community are valued. As principles of integration and inclusion are realized, a new generation of youth disabilities are growing up in classrooms with their peers, going to college, getting married and raising families of their own.

It is necessary to change not only our conversations but the way we think about people with intellectual and developmental disabilities and their families and the supports they need to live their best life full of meaningful experiences. DDRS holds this principle as its own and strives in all the work we do to consider the individual and family before anyone or anything else.



Daily Life and Employment: What a person does as part of everyday life – school, employment, volunteering, communication, routines and life skills.



Community Living: Where and how someone lives—housing and living options, community access, transportation, home adaptation and modification.



Safety and Security: Staying safe and secure—finances, emergencies, well-being, decision making supports, legal rights and issues.



Healthy Living: Managing and accessing health care and staying well—medical, mental health, behavior, developmental, wellness and nutrition.



Social and Spirituality: Building friendships and relationships, leisure activities, personal networks and faith community.



Citizenship and Advocacy: Building valued roles, making choices, setting goals, assuming responsibility and driving how one's own life is lived.

For more information on the LifeCourse framework and principles, visit: www.lifecoursetools.com.

NEWS YOU CAN USE

It's time for everyone to participate in the U.S. Census

It's important, and you count!

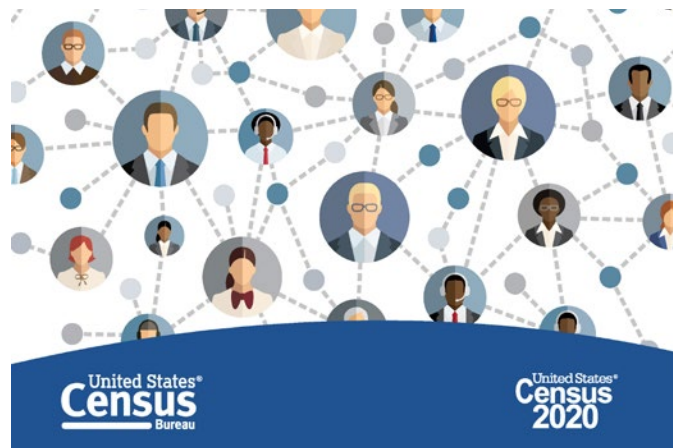
The year 2020 is here. As it is the end of a decade, that means it's time for everyone to participate in the U.S. Census.

The U.S. Census started in 1790 because the U.S. Constitution mandates that everyone in the country be counted every 10 years.

The Indiana Family and Social Services Administration is participating in the state's Complete Count Committee, where we are helping Hoosiers to learn about and complete the census.

Information gathered through the census is important in determining state government representation. For example, the census counts the number of people in each state and that number is used to determine the number of seats a state gets in the House of Representatives. Indiana officials can also use the information to redraw the boundaries of your congressional and legislative districts.

Additionally, the census can affect you, your family and your



community through the distribution of federal grants and support that each state receives. These grants provide funding for many state and local programs including Medicaid, TANF, SNAP, child care assistance and public education.

The census also allows your local government to plan appropriately for public safety and emergency readiness.

In early 2020, every home will receive an invitation by mail to participate. You will have a few options in how you respond. You

can [respond online](#) at by phone or by mail.

If you're worried about your privacy, your privacy is protected as it is against the law for the Census Bureau to publicly release your responses that could identify you or your household. Responses can only be used for statistics.

[Click here](#) for more information about the census.

It's important and you count!



Division of Disability and Rehabilitative Services

Indiana Family and Social Services Administration
Division of Disability and Rehabilitative Services
402 W. Washington St., W453/MS 26
Indianapolis, IN 46204

You can sign up to receive this newsletter by [clicking here](#).

You can receive other updates from DDRS by visiting [here](#).

The Division of Disability and Rehabilitative Services is a program of the Indiana Family & Social Services Administration. If you have questions about DDRS programs and services, [visit us online](#).

EVENTS YOU DON'T WANT TO MISS



Quarterly Building Bridges events

Don't miss the upcoming quarterly Building Bridges events! These meetings are an opportunity for families and self-advocates to meet and speak with the Bureau of Developmental Disabilities Services state staff. These sessions are an important part of the bureau's efforts to create direct avenues for individuals and families to share their feedback. The meetings are solely for families and individuals with disabilities to provide a forum for constructive and valuable conversations on successes or concerns, as well as suggestions or input regarding BDDS programs and services. All meetings are held from 6–8 p.m. local time.

Jan. 6, 2020
Greenfield
Intermediate School
204 W. Park St.
Greenfield

Jan. 22, 2020
Crawfordsville
Public Library
205 S. Washington St.
Crawfordsville

Jan. 28, 2020
Johnson County Public
Library White River Branch
1664 Library Blvd.
Greenwood

ICC meetings

The Interagency Coordinating Council for infants and toddlers with disabilities is the state's federally mandated early intervention council. The council is charged with advising and assisting DDRS in its responsibility to develop an early intervention system of the highest quality, balancing family-centered services with fiscal responsibility. The council is comprised of parents, state agency groups, early intervention service providers, legislators and others. The meetings are open to the public. For more information, visit [the DDRS Commissions & Councils webpage](#).

Date: Jan. 8, 2020

Time: 10 a.m.–2:30 p.m. EST

Location: Choices Coordinated Care Solutions, 7941 Castleway Drive, Indianapolis

Date: March 11, 2020

Time: 10 a.m.–2:30 p.m. EDT

Location: Choices Coordinated Care Solutions, 7941 Castleway Drive, Indianapolis

INSILC public meeting

The Indiana Statewide Independent Living Council provides oversight of the Indiana State Plan for Independent Living and assists the Centers for Independent Living with the SPIL's implementation and coordination of services. For more information, visit [the Statewide Independent Living Council webpage](#).

Location: Indiana Disability Rights, Large Conference Room, 4701 N. Keystone Ave., Suite 222, Indianapolis. **Date and time:** Jan. 28, 2020, 1 p.m. EST

Location: Indiana State University, Terre Haute. **Date and time:** March 31, 2020, 5:30 p.m. EST

DDRS Advisory Council

The DDRS Advisory Council was established to assist the Division of Disability and Rehabilitative Services in ensuring that individuals with disabilities are as independent and self-sufficient as possible. The council meets monthly and meetings are open to the public. For upcoming meeting information, visit the [DDRS Commissions & Councils webpage](#). DDRS Councils and Commissions meeting information such as agendas, updates and past meeting minutes can be found there as well.

Location: Easterseals Crossroads, 4740 Kingsway Drive, Indianapolis.

Date and time: Jan. 15, 2020, 10 a.m.–noon EST

Location: Easterseals Crossroads, 4740 Kingsway Drive, Indianapolis.

Date and time: Feb. 19, 2020, 10 a.m.–noon EST

Location: TBD. **Date and time:** March 25, 2020, 10 a.m.–noon EDT

Commission on Rehabilitation Services

The Commission on Rehabilitation Services works with the Bureau of Rehabilitation Services' Vocational Rehabilitation Services on matters such as the effectiveness and customer satisfaction with the services provided to individuals participating in the VR program. The commission is also involved in matters affecting VR policies and procedures, goals and priorities, and the state plan.

Location: BOSMA Enterprises, 7225 Woodland Drive, Indianapolis.

Date and time: Jan. 10, 10 a.m.–4 p.m. EST.

Location: BOSMA Enterprises, 7225 Woodland Drive, Indianapolis.

Date and time: March 13, 2020, 10 a.m.–1 p.m. EDT.