



DDRS Advisory Council

October 20, 2021



Agenda

Time

Discussion Leader

Welcome & Introduction

5 minutes

Kim Opsahl

BDDS/BQIS Update

25 minutes

Cathy
Robinson/Shelly
Thomas

Culture Change and Systems
Transformation through the
CtLC Framework

90 minutes

Jenny Turner
Kim Opsahl
Shawn Fulton

Next Meeting: November
17, 2021



BDDS / BQIS Updates

Cathy Robinson, M.S. Ed, Director, Bureau of Developmental
Disabilities Services

Shelly Thomas, Assistant Director Bureau of Quality Improvement
Services





Case Management Innovation Awards

October 1, 2021, IDOA announced the awards for the RFS. The following case management organizations will be awarded a contract:

- Indiana Professional Management Group (IPMG)
- Unity of Indiana
- Inspire Case Management
- Columbus Organization
- Connections Case Management
- CareStar of Indiana



Transition Supports for Individuals & Families

October 2021:
Awards
Announced

December 14, 2021
Deadline to choose new
case management
company *if current case
management company
was not awarded*

January 1,
2022
Implement
ation

October through November Communication :

- Informational Webinars
- Meet and Greet Opportunities
 - Public Meetings
 - Phone Outreach

Upcoming Virtual Meet and Greets

The October virtual meet and greet opportunities will take place as follows:

- Wednesday, Oct. 20, 2021, 7 – 8 p.m. EDT
- Thursday, Oct. 21, 2021, 10 – 11 a.m. EDT
- Friday, Oct. 22, 2021, 1 – 2 pm. EDT

No registration is required.

There will be additional dates and times scheduled for November so please watch for future announcements.

November dates will include both virtual and in-person meet and greet sessions

Additionally, BDDS will provide ongoing updates during the Provider/CM webinars. The next webinar is scheduled for 11/3.





National Core Indicators

In-Person Surveys

- Child Family Survey
- Adult Family Survey
- Family Guardian Survey



Provider Reverification

- Revised policy for accredited providers issued 10/4/2021 (effective 11/13/2021)
- Process for accredited providers will launch in November 2021
- A pilot with non-accredited providers will begin in early 2022



COVID-19 Data: Total Number of BDDS COVID Positive Cases



Data as of 10/18/2021

Total Cases: 3814

Total COVID-Related Deaths: 90



COVID-19 Data: Total Number of Staff COVID Positive Cases

Waiver
1692

SGL
739

Data as of 10/18/2021
Total Cases: 2431
Total COVID-Related Deaths: 7



Discussion: Ensuring People with I/DD Are Part of the Talent Pipeline

Megan Burger
Shawn Fulton
Kim Opsahl



System Transformation: Moving to Action

Indiana DDRS Advisory Council

October 20, 2021

What We Hope to Achieve Today

- Connecting the Work of Partners in Transformation and DDRS Advisory Council
- Identify Focus/Action Areas
 - Continuing the Employment Discussion
 - Continuing the “Logic Model” Discussion



charting the
LIFECOURSE



UMKC Institute for
Human Development
Charting the LifeCourse Nexus

Connecting the Work of PiT and DDRS Advisory Council

A Trajectory Toward Transformation

DDRS is involved in several initiatives to support system transformation:

- LifeCourse/Nexus/Community of Practice
- Culture of Quality
- Living Well Grant
- Waiver Redesign

Four themes identified by stakeholder feedback to waiver redesign serve as our foundation to a system that supports the Individual as the primary driver of their life and the system as a whole:

- Team Dynamics and Shared Outcomes
- Case Management and System Navigation
- Build Independence Through Key Supports
- Comprehensive Community Monitoring and Oversight

Combining Efforts for a Path Forward

- Creating opportunities to bring together DDRS Advisory members and Partners in System Transformation Leadership Team to work collaboratively on system-level and person-level actions that will move us forward.
- Thoughts on
 - Should they be coupled with or in addition to standing Advisory Council meetings?
 - How frequently and how long should meetings be held?
 - Best ways to share and solicit feedback on the identified action items



Developing Focus Areas

Continuing the Employment Discussion

What can your organization do?

- Support employers in addressing accessibility and accommodation issues
 - GCPD - Leverage work 2 include resources
 - Connect to IDR
 - GCPD/IDR - Educate individuals regarding their rights
 - Provider network - Supporting the individual and educating employers
 - Provider network - Frame employer education as a business solution
- Sharing success stories - Employment and self-employment
 - Capture from both the person and employer perspective
 - Understand local resources like disability enterprise designations
- Building the skill set of our teams
- Employment first has to really mean employment first
 - Aligning everyone within our respective organizations
- Supporting people - Celebrating employment; recapturing excitement
- Peer-to-peer supports - sharing success stories; connecting and networking
- Understanding what is working for those who are choosing to not return to traditional day supports and/or full day support
- Starting with the all
 - Release the belief that the system is solely responsible for making employment happen

- How do we re-deploy staffing resources to support employment
- Shifting the conversation around barriers - Not using barriers to dissuade folks
 - SAI plays a central role in educating folks around the issues
- Parent/families/guardians need support with decision-making - need to develop / implement an intervention model
- Using the LifeCourse framework/ focusing on strengths
- Changing mindset
- Starting early - leverage INSource
- P40/ Pay above

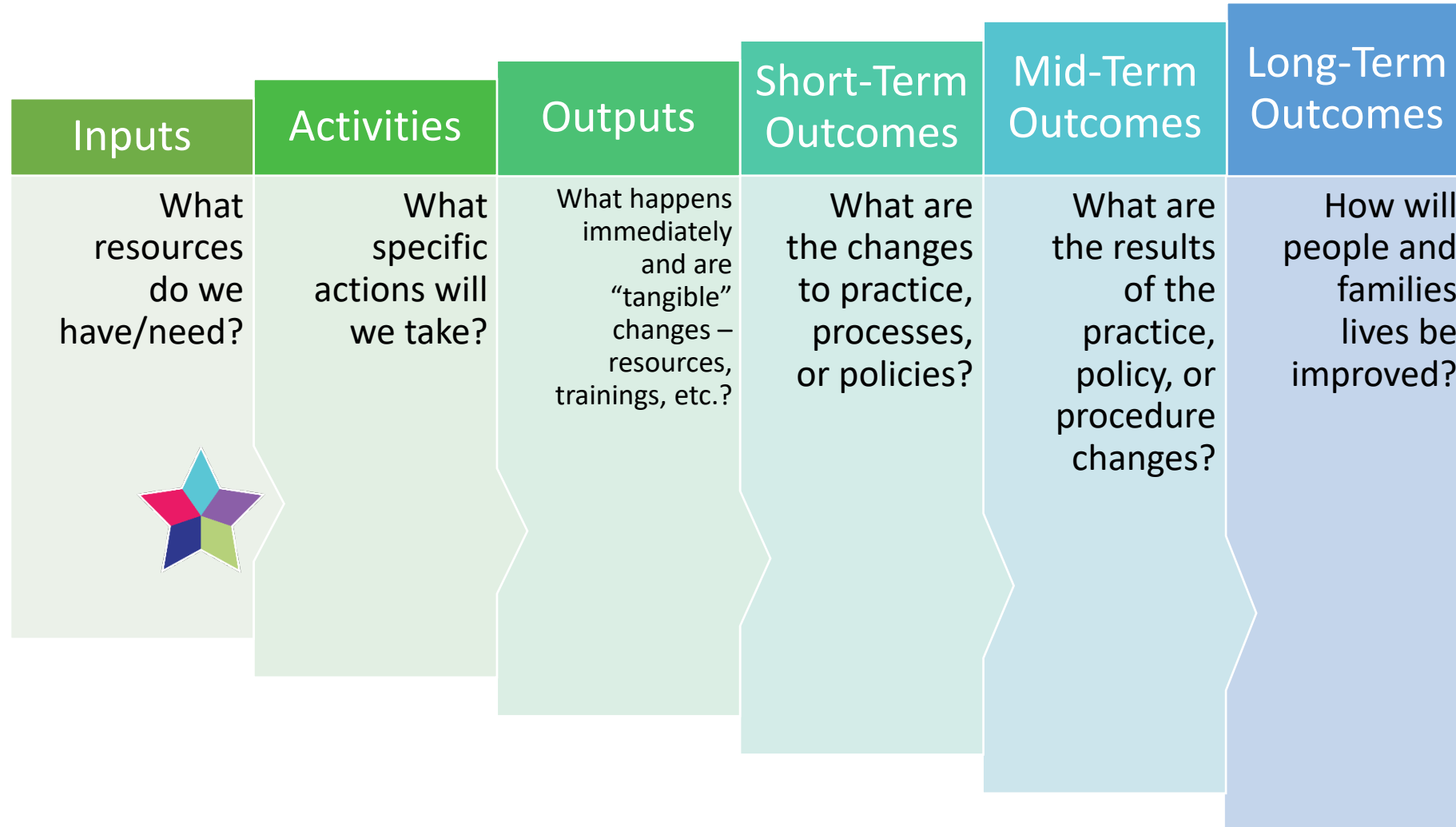
Changing the way we think

- Shifting employment as the first (not last) conversation when planning waiver supports
- Employment is not a yes / no
- Thinking about how we use existing tools (like service definitions) for different outcomes

Continuing the Employment Discussion

- In what ways can we support teams to work with people towards meaningful, community-integrated employment outcomes?
- What tools do they need to be successful?

Using Logic Models to Identify Priorities



Inputs	Activities	Outputs	Short-Term Outcomes	Mid-Term Outcomes	Long-Term Outcome
<p>Self-Advocate and Family Groups develop and design a common message that can be shared and universally used</p>	<p>Developing messages and tools to communicate clearly and succinctly what the waiver is intended to do for people</p> <p>Update the website to be more family friendly, and include guidance/tools for discovery and exploration</p> <p>Update Indiana Community Connect to include “if you’re applying, you’ll need to know this information – your vision of a good life for you/your loved one”</p> <p>Revamp the first eligibility letter – giving families a roadmap/visual of how the process works, where you are in the process, next steps</p> <p>Cross- system education (taking the message to others)</p>	<p>Orientation (or other training/capacity building) for people/families about the culture and what to expect (including what’s required and the choices a person will need to make at each step of the process)</p> <p>Transparent process for tracking progress of application, with ongoing connection and updates</p>	<p>“Front Door” practices that are discovery and exploration based, and focus on how services supplement what’s working</p>	<p>Improved access and navigation</p> <p>Individuals and families will start discovery and exploration sooner</p>	<p>Individuals and families will know more about the possibilities, have higher expectations, and will access services as part of how to reach the envisioned good life</p>

Inputs	Activities	Outputs	Short-Term Outcomes	Mid-Term Outcomes	Long-Term Outcome
<p>Provider to provider peer mentor program</p>	<p>Develop an assessment that aligns with the PCISP</p>	<p>Restructured timelines for “rolling” assessment and planning</p> <p>Flexibilities in waiver authorizations and approvals</p> <p>Updated incident monitoring system and practices to ensure dignity of risk</p> <p>Provider rating process based on quality with identified outcomes and indicators that are shared transparently</p>	<p>Improved process for people to choose their provider</p> <p>Rewards for providers are based on quality of supports (not quantity)</p>	<p>Ongoing discovery and exploration that drives ongoing planning and provision of supports</p> <p>Measure quality outcomes according to the individual</p> <p>Qualifications and processes recognize and align with values and principles</p>	<p>Quality is defined by the person and their vision for a good life, and who supports are helping them achieve that vision</p>
	<p>Develop methodologies to get feedback from the individual re: their services</p>				
<p>Cross training for providers of different services (ability for different services to bill at the same time)</p>	<p>Change the quarterly reporting from providers to be aligned with the PCISP</p>				
<p>Supporting providers in innovating how to provide services</p>	<p>Clarify the role of provider and establish aligned expectations/accountability and capacity building</p>				
	<p>Provide incentives for staff to get advanced training</p>				
	<p>Create team based incentives that are aligned across providers (such as employment – not just employment providers)</p>				

Initial Discussion/Themes

Shared Themes Across Outputs

- Tools and guidance for families to think about where they are, where they want to go and start future planning now – then think about how services fit into that
- Peer to peer support and connections
- Clear expectations and regulations that are aligned with the values/culture

July Discussion

- Cross-System Convening
- “Front Door” Messaging /Navigation Support that begins with the “vision”

August Discussion

1. Clearly define competencies and related expectations
 - a. Communicate
 - b. Provide training
2. Develop ways to track those expectations (can do this based on individual definitions of quality, as well as “systemic” definitions of quality)
 - a. Case manager
 - b. Progress reporting
 - c. Feedback from people

What are immediate, “tangible” changes – resources, trainings, etc.?

Outputs	Short-Term Outcomes	Mid-Term Outcomes	Long-Term Outcome
	People choose what they talk about at, and who is part of, their planning meeting	People know their rights and speak up when they feel their rights are being violated	Quality is defined by the person and their vision for a good life, and who supports are helping them achieve that vision

Inputs

Activities

Outputs

**Short-Term
Outcomes**

**Mid-Term
Outcomes**

**Long-Term
Outcome**

Core
competencies and
related
expectations for
case managers
(across all
touchpoints)

Consistency
across case
management
companies

Quality is defined
by the person and
their vision for a
good life, and who
supports are
helping them
achieve that vision

**What are additional activities – things we can do – to reach the outcomes?
What can YOU/YOUR ORGANIZATION contribute as an input?**

Themes and Priorities

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October Discussion

Next Steps

October

- Finish brainstorming
- Identify focus/action areas

November

- Verify action areas
- Finalize logistics

December

- Identify targets for each area

January
2022

- **LAUNCH!**



DDRS Advisory Council Next Meeting

- Next Meeting:
 - Wednesday, November 17
 - 10 am – Noon
 - Location: In-Person
 - Indiana Government Center South
 - Conference Room A