



# The Indiana Family and Social Services Administration

First Steps

Cathy Robinson, Director





# Transition – Region 2 (CEH)

Annual Count of Children Served  
(SFY13)

Cluster	Count
C	1,604
E	1,363
H	1,406
<b>Total</b>	<b>4,373</b>





## Transition Information

- Clusters C & E: Now served by 1<sup>st</sup> Kids, Inc.

(Allen, Adams, Huntington, Wells, Starke, Marshall, Kosciusko, Wabash, Miami, Fulton, Pulaski, Cass, Howard, Grant)

New SPOE location: **201 E. Rudisill Blvd. Fort Wayne**

- Cluster H: Now served by Thrive Alliance

(Blackford, Jay, Madison, Delaware, Randolph, Henry, Wayne)

New SPOE location: **1320 E. 53<sup>rd</sup> St. Anderson**

<http://www.in.gov/fssa/ddrs/4688.htm> (updated map, contact information for Region 2 counties)



## **SPP-APR Proposed Changes**

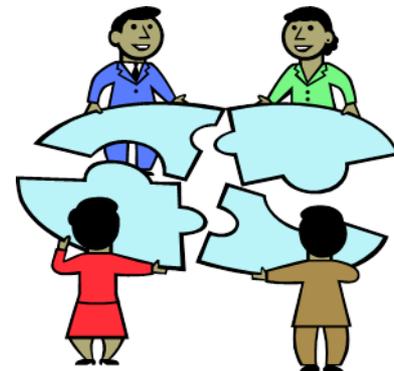
- Eliminated requirement to submit APR and update SPP—now just one document
- Will eventually be an online submission process
- Removed some indicators as duplicative reporting: Indicators 9, 10 and 14
- Removed reporting Improvement Strategies by indicator
- Removed reporting progress/slippage when targets are met
- Moving toward Results Driven Accountability: new C-11



## Indiana Part C – SSIP Activities

SSIP – State Systemic Improvement Plan

A detailed data and infrastructure analysis that will guide the development of the strategies to increase a State's capacity to structure and lead meaningful change in EIS programs and providers





# State Systemic Improvement Plan

## Phase 1— February, 2015

- Identification of evidence-based practices
- Identify Focus for Improvement
- Infrastructure to Support Improvement and Build Capacity
- Theory of Action

## Phase 2— February, 2016

- Steps to implement the SSIP
- Improvement Strategies with timelines
- Formative Evaluation
- Plan for how the Lead Agency will support EIS programs and providers in “scaling up” and sustaining implementation
- Evaluation Plan

## Phase 3— February, 2017 through February, 2020

- Results of Ongoing Evaluation and Revisions to the SPP
- Extent of Implementation
- Progress
- Revisions



## Proposed Timelines

	Apr-May	Jun-Aug	Sept-Nov	Dec-Jan
Conduct data analyses	Red	Light Gray	Light Gray	Light Gray
Conduct infrastructure analyses	Red	Light Gray	Light Gray	Light Gray
Determine primary concern(s)	Light Gray	Red	Light Gray	Light Gray
Identify root causes	Light Gray	Red	Light Gray	Light Gray
Identify measurable results target	Light Blue	Light Blue	Red	Light Gray
Select improvement strategies	Light Gray	Light Gray	Red	Light Gray
Theory of Action/Logic Model	Light Gray	Light Gray	Light Blue	Red
Complete APR	Light Gray	Light Gray	Light Gray	Red



# The Indiana Family and Social Services Administration

Bureau of Developmental Disabilities (BDDS)

Julie Reynolds, Director





# Provider Portal

- Advocare Provider Portal Opened for Business
  - Over 150 Providers have enrolled
- Webinars have been completed and more are scheduled
- If you have not signed up please contact Nora Loechel at [n.loechel@intermediususa.com](mailto:n.loechel@intermediususa.com)



# FSW Targeting Project Is Complete

- Local Offices are to be commended for doing a remarkable job!
- There was a “backlog” of 2,492 individuals
  - Of those, 1,831 have been referred to Case Management - 70% of the individuals
  - 27% have been closed but can come back into the system at any time
  - 3% are still pending Medicaid



# New FSW Targeting

- On April 15, 150 individuals were Targeted from the FSW waitlist
- As of April 15, there are 3,204 individuals on the FSW waitlist
  - The average time individuals have been on the list is 2.8 years
- 150 individuals will be targeted from the waitlist on May 15
  - Further analysis will be done to determine long term targeting numbers



## Hickory Creek

- Voluntary Closure by Hickory Creek Ownership
- 62 Individuals Transitioned
  - 33 to CIH Waiver
  - 23 to SGL
  - 6 to Nursing Facilities



# Opening the Door

- Open Door Intake Process for Individuals
- Looking at Needs First
- Needs are not Services
- Concrete Timelines to Complete Enrollments
- Clear Performance Measures
- Outcome Driven



# The Future is Now

- New CMS Home and Community Based Services
  - **Outcome Oriented** Definition of Home and **Community Based** Settings
  - Maximizes the Opportunities for Individuals to Receive Services in the **Most Integrated Setting**
  - Greater Emphasis on Person Centered Planning Process
  - Planning Directed by the Individual and Clearly Reflects their Preferences



## The Future is Now

- Rhode Island Agreement – April, 2014
  - Inclusion Rather Than Exclusion
  - Addresses the Rights of Individuals with Disabilities to Receive Employment and Day Services in the Broader Community Rather than in Segregated Settings
  - Focus on Transition Age Youth
  - Employment First
  - Integrated Day Services



## More Information

- CMS HCBS
  - Google - CMS HCBS Final Rule
  - <http://www.cms.gov/Newsroom/MediaReleaseDatabase/Fact-sheets/2014-Fact-sheets-items/2014-01-10-2.html>
- Rhode Island
  - Google - Rhode Island DOJ Settlement
  - <http://www.justice.gov/opa/pr/2014/April/14-crt-350.html>
  - New York Times Article:  
[http://www.nytimes.com/2014/04/09/us/developmentally-disabled-get-more-workplace-protections.html?\\_r=0](http://www.nytimes.com/2014/04/09/us/developmentally-disabled-get-more-workplace-protections.html?_r=0)



# The Indiana Family and Social Services Administration

Bureau of Quality Improvement Services (BQIS)

Anne Davis, Director





## **Bureau of Quality Improvement Services**

- Designing systems
- Overview of key projects
- Noteworthy changes
- The “bucket list”



## **BQIS - Key Projects**

- Provider enrollment process
- Provider Re-approval Process
- Data. . .Data. . .Data
  - Tracking health and safety
  - Informed improvement
  - Provider Scorecard



## **Provider Enrollment Process**

- Centralized process
- All DDRS Bureaus:
  - Developmental Disabilities
  - First Steps
  - Rehabilitative Services
- Stakeholder feedback
- Ongoing reviews after implementation



## **Provider Re-Approval Process**

- Transparent
- Data driven
- Stakeholder feedback



## **Noteworthy Changes**

### **Transition to Advocare**

- April 1 – Contract start date
- April 1 through May 31 – Gradual transition from Liberty to Advocare
- Collaborative Work Sessions with Liberty, Advocare and BQIS staff:
  - Incident Reporting
  - Mortality Review



## Noteworthy Changes

### Provider Relations Joins BQIS

- Joint responsibilities
- Provider Relations reviews and approves potential (new) providers
- BQIS monitors health and safety
- Collaboratively steward the re-approval process



## The “Bucket List”

- Quality Providers
- Monitoring
- Data Analysis
- Technical Assistance



## **Bucket 1: Quality Providers**

- Provider Enrollment  
(aka Potential Provider application process)
- Provider Re-approval Process
- Accreditation
- Compliance Evaluation and Review Tool  
(aka CERT Process)



## **Bucket 2: Monitoring Health and Safety**

- Historic BQIS activity
- Includes:
  - Incident Reports
  - Complaints
- Additionally:
  - Mortality Review
  - Verification of correction



## **Bucket 3: Data Analysis**

### Data Sources

- Incident Reports
- Complaints
- Mortality Review
- Re-approval process
- Accreditation

### Trend Analysis

- By ALGO
- By provider
- By facility



## Bucket 4: Technical Assistance

### Process

*How to. . .*

- Apply to be a provider (for potential providers)
- Submit a comprehensive re-approval packet the *first* time
- Navigate the CERT process
- Submit a comprehensive Incident Report

### Quality Outcomes

*How do you know if. . .?*

- Your policies are being implemented with fidelity?
- Your staff is adequately trained?
- The number of Incident Reports for your agency is accurate?



## **Bucket 4: Technical Assistance**

### Delivery Mechanisms

- Webex
- White papers
- Provider Meetings
- Regional Meetings
- *Whatever gets the message out!*

### The Goal:

- Best in class
- Best practice



# The Indiana Family and Social Services Administration

Bureau of Rehabilitation Services (BRS)

Kylee Hope, Director





# BRS Updates

- VRS Employment Services Provider Agreements (POSA)
  - POSA extensions through June 30, 2015
- VRS Rate Reform Workgroup
  - Review of Results Based Funding (RBF)
  - Workgroup recommendations expected within 30-60 days
- Supported Employment Follow-Along Services (SEFA)
  - Clarify supported employment (SE) and how it is used in Indiana (“18 months rule”)
  - Working with BDDS/DMHA to discuss necessary policy and practice changes for extended services (i.e., ongoing support services needed to support those with a most significant disability in SE that cannot be funded through VRS)
  - Appropriate determination that a consumer is “stable”
  - Proactive planning and appropriate identification of continued service needs in transition to extended services.
  - Use of post-employment services when appropriate



# BRS Updates

- VRS Rule Promulgation
  - Target date for internal draft is October 2014
  - 5 Policy Workgroups: Postsecondary Training, Hearing aids, Vehicle Modification, Home Modification, Small Business Enterprise/Self-Employment
- Work Experience (Immersed Internships)
  - Tiered Payment based on #hours/week
  - Identifying appropriate purpose of service and appropriate consumer
  - Transition-aged students – purposeful and collaborative process with developing Transition IEPs.
- BRS 2015 State Plan for VRS – Public Hearings
  - Public comment period through May 30, 2014. Comments should be sent to: [Kathy.Sodeman@fssa.in.gov](mailto:Kathy.Sodeman@fssa.in.gov)
  - Due to RSA by July 1, 2014.



# BRS 2015 State Plan Public Hearings

## \*North

**Monday 5/19/14**

10:30 a.m. to 12:30 p.m. (EST)

Saint Joseph County Library – Main Branch

Dickenson Conference Room

304 S. Main St. South Bend, IN 46601

## \*South

**Monday 5/19/2014**

12:00 p.m. to 2:00 p.m. (EST)

WorkOne Southwest

1500 North Chestnut Street

Vincennes, IN 47591

## \*Central

**Monday 5/19/2014**

9:00 a.m. to 11:00 a.m. (EST)

Indiana Government Center South

Conference Center, Room 4

402 W. Washington Street

Indianapolis, IN 46207

## Conference Call

**Wednesday 5/21/2014**

10:00 a.m. to 12:00 p.m. (EST)

Call Toll Free (877) 422-1931

Enter conference code 5096611778

*Accessible through Video Remote Services  
and CapTel*

*\*ASL Interpreter Available – for other accommodation needs contact [Kathy.Sodeman@fssa.in.gov](mailto:Kathy.Sodeman@fssa.in.gov)*



# Where Have We Been and Where Are We Going?





## **The Last 12 Months:**

- Relationship Building
- DDRS Restructuring
- Group Home Conversions
- Relocation of Consumers
- Rate Restoration
- Wellness Coordination
- Addition of Key Personnel
- Vocational Rehabilitation Rate Reform
- Combination of Provider Relations and BQIS
- Staff Expectations Related to Timeliness of Work
- First all DDRS Office



## **Individuals Added to the Waiver:**

### Family Supports Waiver

May 2013: 5,856

May 2014: 8,122

*2,266 individuals added to the waiver*

### Community Integration and Habilitation:

May 2013: 8,043

May 2014: 8,379

*336 individuals added to the waiver*

*2,602 individuals added to the waiver from May 2013 to May 2014*



## **New Beginnings:**

Susi began smiling and talking as soon as I spoke to her. She called me “Mama” and began to talk in sentences and this was something I had not seen before. Susi’s prior information indicated Susi was non-verbal before admission. Staff reported she was using one – two words to communicate such as “bye-bye and let’s go out.” While visiting, Susi began talking to me about her “Mama and Dada” having a black car and she wanted to ride in a black car. Susi smiled, hugged me and I redirected her to shake hands, however, she already had me by the neck, hugged, and then continued to kiss my cheek. Susi smiled ear to ear when I asked her if she was happy at the group home. Then shook her head and upper body in a yes motion, after several bobs up and down she stated “yes, happy”.

Staff reported the first few days were huge for Susi as she continued to exit the group home and go into the grass in the yard, sit down, and began to feel the grass with her hands. Susi is attending Day Services out of the group home daily and appears to enjoy the ride in the van the 15 minute each day.



## The Next 12 Months:

- Evaluation of System: Fee for Outcomes

CMS HCBS Rule

Rhode Island Settlement

Implications

- Renewal of CIH and FSW Applications

Rate Reform

Service Definition

Evaluation

- Stateline/OBRA Service Evaluation
- Crisis Services Evaluation (START Model)

- Provider “Dashboard”
- Rule Promulgation (VRS and BDDS)
- Rate Study for First Steps
- Restructuring of Vocational Rehabilitation
- Vocational Rehabilitation Counselors in Indiana’s High Schools
- BQIS Restructuring
- Group Home Referral Process
- Integrated Case Management (IRIS)

