



# TEAMWORK

TOGETHER, EVERYONE ACHIEVES MORE

JANUARY 2023

# Welcome

---

Shelly Thomas, Outcomes Management Director, BDDS

[Shelly.Thomas@fssa.in.gov](mailto:Shelly.Thomas@fssa.in.gov)

Heather Dane, Chief Program Officer, BDDS

[Heather.Dane@fssa.in.gov](mailto:Heather.Dane@fssa.in.gov)

Kim Cauley, Quality Assurance Director, BDDS

[Kim.Cauley@fssa.in.gov](mailto:Kim.Cauley@fssa.in.gov)

Jennifer Akers, Training and Engagement Specialist, Liberty for BDDS

[Jennifer.Akers@fssa.in.gov](mailto:Jennifer.Akers@fssa.in.gov)



# Housekeeping

Please:

- Use chat ONLY for immediate technical issues
- Use Q&A button to ask questions
- Click closed captioning (cc) in order to see the live transcript
- Complete the evaluation that will be sent in the follow-up email (the email will also serve as confirmation you attended)

The recording will be uploaded to the FSSA YouTube Channel after the live sessions have been conducted



*Video at  
<https://youtu.be/zP9jpxitfb4>*





# Agenda

---

- *Working as a Team*
- *Group Dynamics*
- *Effective Communication*
- *Conflict Resolution*

# Working as a Team

---





# Team Meetings

---

Team meetings should be productive, collaborative forums held for the purpose of supporting the individual's movement toward living their good life.



# Individual Support Team

---

the individual

parent(s) when the individual is minor

the individual's legal representative, as applicable

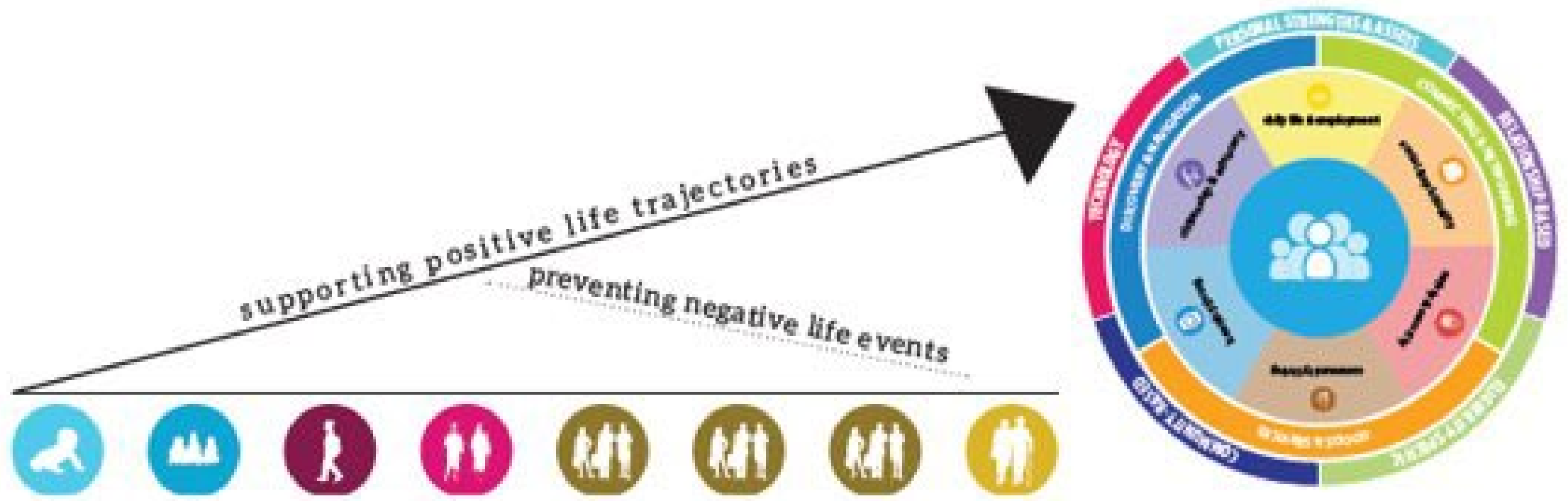
the individual's HCBS waiver case manager

the individual's HCBS waiver service providers

providers of nonwaiver services as desired by the individual, parent(s) of minor children or the individual's legal representative

other persons identified by the individual, parent(s) of minor children or the individual's legal representative





# Effective IST Meetings

# Possible Discussion Topics

---



Life goals

Strengths and capabilities

Preferences, including desired outcomes in the life domains

Natural supports and/or paid supports to achieve goals

Barriers to fulfillment of life goals or preferences

Concerns or problems

# Create an Environment of Partnership

---

- Individuals must have the power to make informed decisions about their own lives and the services they receive.

- Individuals must have access to necessary accommodations and supports in order to meaningfully participate in meetings, conferences, and other forums when issues are important to them are discussed (the “nothing about us without us” principle).

# Accommodations and Support

Extra time planned for meetings to ensure the participation of each person

Availability of technology supports and access through technology to ensure participation

Materials provided ahead of the meeting for review

Meeting materials written in plain language

Support from direct support professionals, when needed

Funding for transportation, including support staff

**NOTHING  
ABOUT ME  
WITHOUT ME**



**OPEN  
FUTURE  
LEARNING  
.ORG**





## LISTENING & SPEAKING

### Leading My Own Team Meeting



#### THINK

##### Set the Goal

Think about why you are meeting and what you want to say.



#### PLAN

##### Take the Steps

Create a way to lead your meeting.



#### DO

##### Make it Happen

Have your meeting agenda and notes ready ahead of time and practice what you will say.

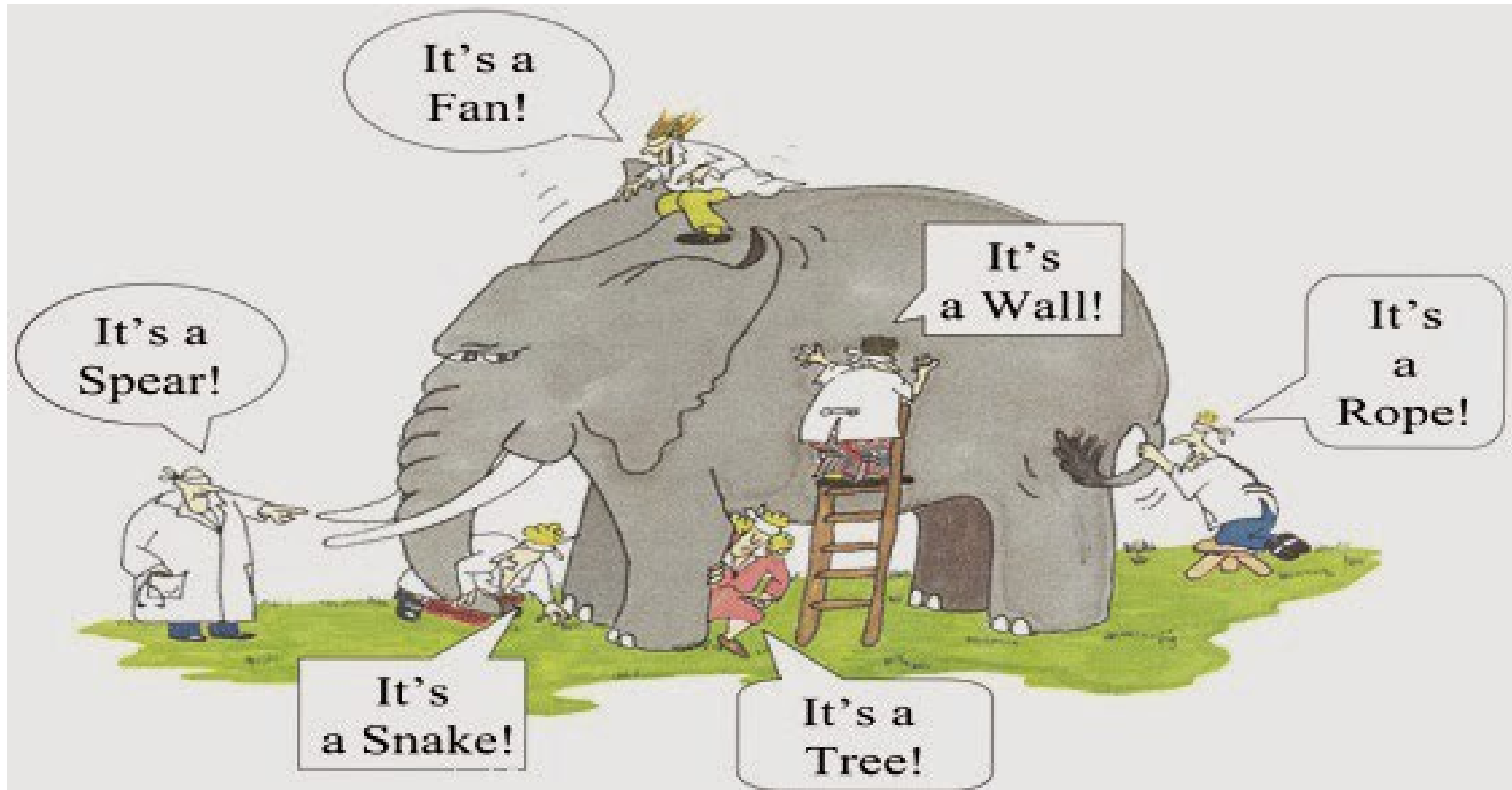


<https://www.dds.ca.gov/consumers/resources/consumer-friendly-publications>

# Group Dynamics

---





Adapted from Conflict Resolution Network, <https://www.crnhq.org/>



*Video at*  
*[https://youtu.be/wOs\\_IChPAVo](https://youtu.be/wOs_IChPAVo)*





<http://www.cohesiveteamsplus.com/>



# Group Dynamics

Know your team.

Tackle problems quickly with good feedback.

Define roles and responsibilities.

Break down barriers.

Focus on communication.

Pay attention.



Problem: Group members feel like a certain member or members aren't pulling their weight.



Solution: Identify what is causing social loafing and support that group member.

## Common Problems and Solutions

<https://asana.com/resources/improving-group-dynamics>



Problem: Group members are struggling to creatively resolve problems



Solution: Encourage co-creation and disagreement to spark good group collaboration and avoid groupthink.

# Common Problems and Solutions

<https://asana.com/resources/improving-group-dynamics>



Problem: Group members are using passive or aggressive communication styles, which is impeding good communication.



Solution: Help group members express themselves assertively, instead.

## Common Problems and Solutions

<https://asana.com/resources/improving-group-dynamics>



Video of team members celebrating success

*Video by Kindel Media*



# Effective Communication

---





Video of woman using wheelchair talking to another woman at a cafe

*Video by Marcus Aurelius*



# Communication

---

**Expressive** language is outgoing communication that a person can use to communicate their needs, wants, feelings and thoughts.

- Facial expressions
- Commentary
- Vocabulary
- Grammar
- Body posture and gestures
- Word formation

**Receptive** language is a person's ability to understand what someone else is communicating to them.

- Listening
- Body posture and gestures
- Interpretation
- Active feedback
- Direction following



**THE MOST IMPORTANT  
THING  
IN COMMUNICATION  
IS HEARING  
WHAT ISN'T SAID**

PETER DRUCKER

[openfuturelearning.org](http://openfuturelearning.org)



# Supporting Communication

---

Observation

Visual Cues

Photos

Gestures

Picture  
albums

Objects

AAC

ANY OTHER  
TOOL THAT  
WORKS!

*<https://www.c-q-l.org/resources/newsletters/listening-when-people-communicate-without-words/>*



# Effective Communication

---



# Conflict Resolution

---

*Conflict in our Groups: A guide for grassroots activists by Seeds for Change, Oxford*



# Conflict Resolution



**Listen for what is felt as well as said.**



**Make conflict resolution the priority rather than winning or “being right.”**



**Focus on the present.**



**Pick your battles.**



**Be willing to forgive.**



**Know when to let something go.**

*<https://www.helpguide.org/articles/relationships-communication/conflict-resolution-skills.htm>*

# Dispute Resolution

---

If a dispute arises between or among members of the IST, the following dispute resolution process shall be implemented:

- ✓ The IST shall work collaboratively toward the resolution of a dispute in a manner that addresses an individual's desires and needs above the needs of any IST member;
- ✓ When the team disagrees with the individual's decision, the team will work collaboratively to address the concerns of the IST while following individual's right to make decisions for their life.
- ✓ The IST shall refer to, discuss, and follow BDDS policy, guidance, information and materials when disputes arise.
- ✓ The IST shall attempt to resolve the dispute informally through an exchange of information and possible resolution.





# Dispute Resolution

---

If IST members have acted in good faith but are not able to resolve the dispute:

- ✓ The case manager shall document in case notes:
  - the issues in the dispute;
  - positions of the IST;
  - the efforts made to resolve the dispute;
- ✓ Waiver service providers shall document:
  - the issues in the dispute;
  - positions of the provider;
  - the efforts made to resolve the dispute;
- ✓ The parties shall submit a request in writing to the individual's case manager for an IST meeting for the purpose of resolution of the dispute.



# Dispute Resolution

---

- ✓ All parties shall provide their documentation of the dispute at least 24 hours in advance to the IST prior to the IST meeting for review.
- ✓ The IST shall collaborate to resolve the dispute in a manner that follows BDDS policy, regulations, information and materials.
- ✓ IST members shall document the determinations made during the IST meeting.
- ✓ The parties shall abide by the decision of the IST.
- ✓ If an IST cannot resolve the matter within fifteen (15) days after the date of the IST Meeting, then the case manager shall refer the matter in writing to the BDDS service coordinator for resolution of the dispute.
- ✓ The BDDS shall review documentation and make a decision within fifteen (15) days after the dispute is referred by the individual's case manager and give the parties notice of BDDS decision.





# Balancing Competing Priorities

---

*Photo by Nathan Anderson on [Unsplash](#) ; narrative from *Quality Guide for Case Managers and Case Management Organizations, BDDS**



# Outside Support

---

Additional Resources

BDDS District Office

Waiver Ombudsman:

**Call toll free: 800-622-4484, press 2**

**Call: 317-503-1217**

**Email: [Matt.Rodway@fssa.in.gov](mailto:Matt.Rodway@fssa.in.gov)**

Complaint Process:

**Online, or call: 800-545-7763**



# Resources

---



# Resources

---

*Quality Guide for Case Managers and Case Management Organizations*, BDDS; 2022. <https://www.in.gov/fssa/ddrs/files/QualityGuide.pdf>

*Person-Centered Individualized Support Plan (PCISP) Guide*, BDDS; 2022. <https://www.in.gov/fssa/ddrs/files/PCISP-Guidelines-v3.6-FINAL.pdf>

*Positive & Productive Meetings* by Helen Sanderson and Jean Balfour with Barney Cunningham and Amanda George; Helen Sanderson Associates. [Positive and Productive Meetings: interactive online course - Helen Sanderson Associates](#)

*"Listening" When People Communicate Without Words* by Vickie Overpeck, CQL Capstone Newsletter; April 24, 2019. ["Listening" When People Communicate Without Words - The Council on Quality and Leadership \(c-q-l.org\)](#)

Stock photos from Creative Commons





**ALL people are empowered to live, love, work, learn, play and pursue their dreams.**





# We're In This Together

---

If you need additional information,  
please contact us at

800-545-7763

[BDDS.Help@fssa.IN.gov](mailto:BDDS.Help@fssa.IN.gov)





# Stay Connected

---

Sign up for the DDRS listserv:

<https://public.govdelivery.com/accounts/INFSSA/subscriber/new>

Follow the BDDS FB page:

<https://www.facebook.com/Indiana-Bureau-of-Developmental-Disabilities-Services-318818311807579/>





