

INvIsion

Indiana Division of Disability & Rehabilitative Services Newsletter

A message from Director Kim Opsahl *Positioning case management to support self-direction*



Since 2016, we have been on a journey with all of you to transform services and supports for people with disabilities receiving home- and community-based waiver services. Collectively, we set a trajectory to move toward a service delivery system that leverages integrated supports to meet people in the places and spaces where they need and request support. Through this work, we are striving to center the person receiving supports as the primary driver of their life and of the system, as a whole.

This work is critical as we continue to move toward compliance with the Centers for Medicare and Medicaid Services home- and community-based services settings rule. More importantly, it is—simply put—the right thing to do. In fact, in only the way she can, long-time advocate and leader in Indiana’s self-advocacy movement Betty Williams summed up our charge as a service system, as providers, as families and as friends with the following: “I think the biggest thing in self-determination is listening to what people want and being able to help people do what they want with their lives and to help them dream about what it is they want in their life and then being able to put it into action.”

It is this charge that the Division of Disability and Rehabilitative Services, along with its Bureau of Developmental Disabilities Services and the Bureau of Quality Improvement, took up when we launched our Case Management Innovation effort in May. This effort recognizes that the role of the case manager is key in our collective ability to ensure people are heard, supported to dream and supported in putting those dreams into action. To do this consistently and with high quality for all individuals supported through the waiver required us to think differently about how this important service is structured and supported. This resulted in the decision to selectively contract for case management providers.

Earlier this month, we announced the six case management entities selected through to join us on our journey towards transformation. In this special edition of *INvIsion*, you will have the opportunity to learn a little more about each organization and access information and resources we’ve assembled to support those who may need to transition their case management services to a selected company.

As you think about this change and the impact it may have in your life, we encourage you to reflect on where you need support, what your dreams for your life are, what support you need to put those dreams into action and how your case manager can ensure that you are being heard and support you to direct your good life.

Kim

SPECIAL EDITION

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STORIES IN THIS NEWSLETTER

- **Case Management Innovation:** BDDS initiated the Case Management Innovation project in response to feedback from individuals and families.
- **Choosing a case management company:** Some things to consider or possible questions as you interview new case management companies.
- **Introducing the selected case management companies:** Six case management companies are approved to provide case management services, effective Jan. 1, 2022.
- **How to find more information:** Learn more about Case Management Innovation.
- **Events you don’t want to miss:** The quarterly Building Bridges events create direct avenues for individuals and families to share their feedback.

FEATURED STORY

The Case Management Innovation project

The Bureau of Developmental Disabilities Services initiated the Case Management Innovation project in May 2021. This project is in response to feedback from individuals and families that noted an inconsistency in experiences with case management.

Case management is a required service and the foundation which all other waiver services and supports are built upon. Effective Jan. 1, 2022, the delivery of case management will be through a 1915(b)(4) waiver. This allows BDDS to implement a selective contracting process which will operate alongside the Family Supports Waiver and the Community Integration and Habilitation Waiver. Ultimately, this will result in enhanced case management services in which individuals and families will experience a stronger partnership with their case manager as they are supported in living their vision of a good life.

Through a process called procurement, all case management companies were invited to submit proposals that were scored based upon criteria announced through the request

for services. On Oct. 1, 2021, the Indiana Department of Administration announced the awarded case management companies who are approved to provide case management services effective Jan. 1, 2022. They are:

- ▶ Indiana Professional Management Group
- ▶ Unity of Indiana
- ▶ Inspire Case Management
- ▶ Connections Case Management
- ▶ The Columbus Organization
- ▶ CareStar of Indiana

If you currently use one of the case management companies listed above, there is nothing you need to do.

If you do not currently use one of the case management companies listed above, you must choose one from the list **no later than Dec. 14, 2021.**

Your current case manager should be having conversations with you and providing you with the information and support you need to choose a case management company

that is right for you. Keep in mind that all individuals have the right to choose an approved provider of all waiver services and can make that change at any time, for any reason.

As a reminder, case management is a required service; therefore, it is important to choose one of the awarded case management companies no later than Dec. 14, 2021.



Choosing a case management company

When choosing a new case management company, you may be wondering, “How do I choose?” Start by thinking about what is important to you and make a list of the types of questions you may have in mind. Every person is different; therefore, this decision is a very personal one. Following are some things to consider or possible questions as you interview new case management companies.

Before calling, make a list of the questions you would like to ask so you don’t forget anything. Be sure to have a piece of paper and pen ready to take notes as you learn more about each company and speak to the potential case management company. This will be helpful to reference when trying to make a final decision.

One of the things you may be wondering is if you can keep your current case manager. If your case manager is going to work with a different company, you can ask them which company they are going to and they can tell you. Then you will want to call that case management company, tell them you would like to follow your case manager and ask what their processes and policies are on these types of requests.



Other questions you may want to consider asking are:

How does your company ensure quality services?

How does your company assign case managers to individuals?

Do I get to interview possible case managers?

Describe your vision of a good life. How will your company and case managers help me in working toward that vision?

How will my case manager advocate with me and assist me in obtaining supports?

What is the process if I have a complaint or concern?

What if I need help after typical business hours?

To learn more about the case management companies, you can also visit their website, follow their social media pages and talk to other individuals and families who are willing to share their experiences.

INTRODUCING THE SELECTED CASE MANAGEMENT COMPANIES

Indiana Professional Management Group

Indiana Professional Management Group has proudly provided excellent case management services in all 92 counties of Indiana for the past 15 years. We are excited to continue our partnership with Indiana's Division of Disability and Rehabilitation Services, working collaboratively for the betterment of the lives of individuals we are fortunate to support. Our best practice standards ensure that our case managers practice integrity, creativity and responsiveness in partnership with the persons served.

We remain committed to our mission of being an exceptional organization that supports its employee owners to become expert navigators, guiding individuals and families to access quality, integrated services and supports resulting in the betterment of their lives. IPMG is proud to utilize the lifecourse framework in the person-centered planning process, which DDRS identified as a tool to help individuals and families of all abilities and at any stage of life develop a vision for their good life.



The Columbus Organization

The Columbus Organization is the largest provider of services for individuals with intellectual/developmental and behavioral health challenges in the United States.

Supporting 15,000 families per year across seven states, we have been an integral part of the Indiana case management community for close to a decade. We support all 92 counties in the state with currently more than 64 case managers, 16 of whom are bilingual. Dedicated to the empowerment of individuals through person-centered planning and integration of the



Charting the LifeCourse™ framework, we continue to revolutionize case management through innovative complex care models, language-specific services and dedication to ongoing learning and development.

We are passionate about the people we support. We believe we deliver an unmatched depth of expertise, stability, quality, breadth of resources, diversity of thinking and commitment to finding the most appropriate, personalized solutions for each and every person. We hope you will consider the Columbus family.

Connections Case Management

Waiver is fueled by choice—it allows the individual and their family the ability to have the right people with the right skill set and personalities on their team! Connections Case Management is committed to supporting our case managers to best serve individuals and families. We provide extensive training to our case managers so that they are knowledgeable about waiver services, state-funded programs and community supports. We have extremely small super-



Connections Case Management, LLC

visor-to-CM ratios so that if you cannot contact your case manager you have a team of knowledgeable staff to access. Additionally, we have coordinators with varying subject matter expertise able to assist our case managers in their role supporting your loved one. Why do we ensure that our case managers are so well supported? Connections believes that if we empower our CMs to be the best advocates, we will be the best partner in your waiver journey!.

INTRODUCING THE SELECTED CASE MANAGEMENT COMPANIES

Unity of Indiana

Unity of Indiana case management is a family-owned and operated agency originating in 1998. The mission of Unity of Indiana is to assist individuals with special challenges by advocating, networking and resourcing services to promote quality life. Unity of Indiana's intent is to empower individuals to pursue their life goals and dreams. We are an Indiana-based agency, not a subsidiary of or controlled by a large out-of-state corporation. As a family-

owned business, the culture extends to a set of values that encourages respect ethical behavior by providing consumers/families a solid foundation of services driven by choice.

Unity of Indiana provides a 24-hour emergency contact number to be used during non-business hours to all consumers, families and providers. This contact will orchestrate immediate response from a management level staff to ensure consumers needs are met, regardless of the hour or day.



Unity of Indiana

CareStar of Indiana

CareStar was founded in 1988 and has since devoted nearly 33 years to our mission of "improving communities by improving lives." CareStar of Indiana, LLC has a successful history of providing case management services and supporting individuals. Our leadership and case management team work closely with the Bureau of Developmental Disabilities Services, as well as other groups, to provide person-centered services, where the focus is on the wants, needs, desires and preferences



of individuals with disabilities to live a quality life as they define it.

In addition to monitoring and improving the quality of services being delivered, we work to gather information, share community resources, identify trends and stay informed of new ways to help the individuals we serve. CareStar leaders and case managers have always recognized

that the most productive way to address needs, issues or concerns is by working together as a team.

Inspire Case Management

Inspire Case Management provides quality case management services through the Indiana Medicaid waiver program for the Family Supports and Community Integration and Habilitation waivers. Inspire Case Management will provide advocacy, annual planning, continued level of supports and a strong resource for the individuals served.

Inspire Case Management strives to be part of a world without barriers, where everyone has the opportunity and the right to make choices. We aim to recognize and

give our participants the tools and resources to successfully navigate each transition in life, including building social connections and independence, employment preparation, training and experience; and fun and engaging activities that offer families an opportunity to refresh and recharge.

Inspire Case Management will work in a team approach to improve individual's quality of life. Inspire Case Management will be dedicated to being an advocate and fundamental resource to creating the most independent life for the individuals served.



How to find more information

To learn more about Case Management Innovation, visit the [BDDS Case Management Innovation webpage](#). Here you will find frequently asked questions, a toolkit for individuals and families, webinar recordings and more! You can contact your BDDS district office to speak to one of our staff. You can find the [contact information for your district office](#) online. Follow us [on Facebook](#).



Division of Disability and Rehabilitative Services

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

For updated meeting information, as well as agendas and past meeting minutes, visit [the DDRS Commissions & Councils page](#).

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](#).

Did you know that families can sign up to receive text messages and email updates from First Steps? Families will learn more about policy issues, how to become an effective advocate, how to be involved in your local planning and coordinating council, how to connect to events and groups, how to tell your family story and more. Go to [this site to sign up!](#)

EVENTS YOU DON'T WANT TO MISS

Following are the current commission, council and public meetings that you may be interested in learning more about and/or attending in the future. To find the most current information, including next meeting dates and locations, [please click here](#).



Building Bridges

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. These 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. Keep an eye out for notice of the next scheduled meeting!

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 plan's implementation and coordination of services. For more information, visit [the Statewide Independent Living Council webpage](#).

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. For more information, visit the [DDRS Commissions & Councils webpage](#).

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. For more information, visit [the DDRS Commissions & Councils webpage](#).

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. For more information, visit the [DDRS Commissions & Councils webpage](#).