



Eric Holcomb, Governor
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Division of Disability and Rehabilitative Services
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To: Bureau of Developmental Disabilities Services Providers and Case Managers
From: Jessica Harlan-York, Director, Bureau of Quality Improvement Services
Re: LifeCourse Ambassador Series opportunity for providers and case managers
Date: April 29, 2021

The Bureau of Developmental Disabilities Services and the Bureau of Quality Improvement Services believe that a true person-centered system measures a service or program by its ability to achieve quality, person-centered outcomes for the individuals being supported. We also recognize that providers and case managers play a key role in helping individuals achieve their good life by facilitating choice, control and integration for the individuals receiving services.

To better support implementation of person-centered principles in service delivery, BQIS and BDDS, in partnership with The University of Missouri–Kansas City, is offering two separate person-centered practice Charting the LifeCourse ambassador series for case managers, providers and others in paid support roles.

What is an Ambassador Series?

All Charting the LifeCourse Ambassador Series are designed to provide training, professional development, and implementation coaching to support individuals in achieving their good life and navigating services/supports.

The purpose of these two particular person-centered practice series is to provide professional development for case managers, providers and others in paid support roles in understanding and utilizing the Charting the LifeCourse framework and related practices for person-centered practices.

Each Series aims to:

- Provide a foundational understanding of the key principles within the CtLC framework.
- Introduce the application of the key principles for a specific focus area and/or practice.
- Share examples of how CtLC is being used around the country.

What does an Ambassador Series include?

The Ambassador Series combines self-paced learning and regular coaching support through a virtual learning experience.



Each Series includes:

- A “Kick Off” coaching call.
- Five online videos, learning activities and interactive coaching calls related to each key principle.
- Practice on how to apply the principle and using the related tools by downloading, completing, and submitting the learning activity.
- Feedback/ discussions on knowledge learned from coaches and peers during the coaching call.
- A wrap up, reflections and next steps coaching call.

To Complete an Ambassador Series:

- Attend and participate in all coaching calls.
- Watch all videos.
- Complete all learning activities.
- Dialogue and share with other participants.

Links to register are included below. Each of these series is limited to 15 participants each. Registrations will be received on a first come, first-serve basis.

Person Centered Practice Series (2 Series Available):

Coaching Calls Cohort 1: Mondays at 10-11:30 a.m. (EDT)

- **Kick off:** 5/24/21
- **Sessions:** 6/7/21, 6/21/21, 7/12/21, 7/26/21, 8/9/21, 8/23/21

[Please register here for Cohort 1 by clicking here.](#)

Coaching Calls Cohort 2: Tuesdays 1-2:30 p.m. (EDT)

- **Kick off:** 6/1/21
- **Sessions:** 6/15/21, 6/29/21, 7/13/21, 7/27/21, 8/10/21, 8/24/21

[Please register here for Cohort 2 please click here.](#)

We look forward to continuing to educate and inspire providers and case managers to empower individuals to live, love, learn, work, play and pursue their dreams.

If you need additional resources or support or have suggestions for additional trainings, please contact us at BQIS.Help@fssa.IN.gov