



Eric Holcomb, Governor
State of Indiana

Division of Disability and Rehabilitative Services
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TO: Bureau of Disabilities Services Waiver Providers, individuals, and families
FROM: Shelly Thomas, Outcomes Management Director, BDS
RE: Quality On-Site Provider Review
DATE: Sept. 13, 2023

The Bureau of Disabilities Services believes 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 play a key role in helping individuals receiving services achieve their good life by facilitating choice, control and integration.

In order to better ensure the quality of Home and Community-Based Services individuals are receiving, the state has created the Quality On-Site Provider Review process. This process includes an on-site review and evaluation of the quality of services being delivered to individuals receiving HCBS. The QOPR is designed to capture insight into an individual's life and services through inclusion of a person-centered review to include conversations with individuals and their families, observations and review of outcome data. This also provides an opportunity for BDS to identify best practice models among HCBS providers and to provide technical assistance where opportunities for growth are identified.

Over the past two years, residential, day and behavior management providers have participated in the QOPR process. The information collected during these reviews has been invaluable in working with providers to advance quality services and supports and compliance with the Settings Rule.

In August of 2023, the QOPR process was expanded to include a review of Music Therapy services. Providers of music therapy services will be contacted by quality managers to schedule a time to complete their agency's Quality On-Site Provider Review. Providers will be given a minimum of 30 days notice.

As Indiana progresses as a state, BDS wants to take compliance and understanding to the next level and will utilize the QOPR as the mechanism for ensuring quality supports and services. **As a result, the QOPR review cycle for residential and day services will begin again in September of 2023** which will include providers who participated in the pilot. Providers of day and residential services will be contacted by quality managers to schedule a time to complete their agency's Quality On-Site Provider Review. Providers will be given a minimum of 30 days notice.



If you have questions, please contact BDS.Help@fssa.IN.gov.

We look forward to continuing to empower individuals to live, love, learn, work, play and pursue their dreams!