



Eric Holcomb, Governor  
State of Indiana

*Division of Disability and Rehabilitative Services*  
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To: Bureau of Developmental Disabilities Services Providers, Case Managers, Self-Advocates, and Families  
From: Jessica Harlan-York, Director, Bureau of Quality Improvement Services  
Re: Quality On-Site Provider Review recordings available  
Date: September 3, 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 play a key role in helping individuals achieve their good life by facilitating choice, control and integration for the individuals receiving services.

Recently, we announced plans to fully implement the Quality On-Site Provider Review process. As part of this announcement, we held two webinars – one for individuals and families and one for providers – that provided an overview of the process.

A recording of the training for individuals is now available at [QOPR individual training](#) and a recording of the training for providers is available at [QOPR provider training](#). As a reminder, BQIS has a playlist of videos that might be of interest to providers, individuals, families and other stakeholders [here](#).

The QOPR process was developed to support our efforts to ensure the quality of home-and community-based services individuals are receiving. This new process includes an on-site review and evaluation of the quality of services being delivered to individuals receiving HCBS. Webinar participants learned more about:

- Quality improvement
- HCBS Settings Rule and LifeCourse
- Organizational and individual indicators
- The QOPR process

If you would like additional resources or have any questions that were not addressed in the Q&A section, please feel free to reach out to BQIS Help: 800-545-7763 or [BQIS.Help@fssa.IN.gov](mailto:BQIS.Help@fssa.IN.gov).