



Eric Holcomb, Governor
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Division of Disability and Rehabilitative Services
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To: Individuals and Families, Bureau of Developmental Disabilities Services Providers, and Case Managers
From: Jessica Harlan-York, chief Operations Officer, Division of Disability and Rehabilitative Services
Re: Quality on-site provider review update
Date: September 30, 2022

The Bureau of Developmental Disabilities 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 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 been planning and conducting the Quality On-Site Provider Review process for over two years. This process includes an on-site review and evaluation of the quality of services being delivered to individuals receiving HCBS. While BDDS continues to review compliance with key regulatory requirements that are part of the assurances to the Centers for Medicare and Medicaid Services (e.g., qualified provider, employee background checks and training), additional insight is captured through inclusion of a person-centered review to include conversations with individuals, observations and review of outcome data.

This process has also provided an opportunity for BDDS to identify best practice models among HCBS providers and to provide technical assistance and training where opportunities for growth are identified. To date, the Quality On-Site Provider Review process has been completed for more than 100 providers, including talking with over 200 individuals.

Beginning in October of 2022, BDDS is rolling out a review of behavioral support services as part of the QOPR Process. Also, in October of 2022, and related to implementation of HCBS Enhanced FMAP funding, the Quality On-Site Provider Review process will be expanded to include conversations with additional individuals receiving day habilitation and residential habilitation services and supports. This will include four to six individuals talking with the reviewers. All Quality On-Site Provider Reviews will still include an on-site review and evaluation of the quality of services being delivered to individuals receiving HCBS, and opportunities for technical assistance and training. Providers of these services will be contacted



by quality managers to schedule a time to complete their agency's Quality On-Site Provider Review in the coming weeks.

If you have questions, please contact us at BDDS.Help@fssa.IN.gov.

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