



Eric Holcomb, Governor
State of Indiana

Division of Disability and Rehabilitative Services
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To: Division of Disability and Rehabilitative Services, Bureau of Developmental Disabilities Services Participants, Providers, Families and Stakeholders
From: Jessica L. Harlan-York, Director, Bureau of Quality Improvement Services
Re: Bureau of Quality Improvement Services staff announcement
Date: February 28, 2018

The Bureau of Quality Improvement Services (BQIS) has reorganized and created a new position to address and respond to quality improvement and quality assurance administration needs.

BQIS is pleased to have Micca Stewart join the team as quality assurance manager. The quality assurance manager position serves a critical role as the statewide program manager for quality assurance for Medicaid home and community waiver programs. Micca will be responsible for the administration, implementation and monitoring of the incident reporting system, the complaint process and the mortality review process. In addition she will ensure that BQIS, as well as the Bureau of Developmental Disability Services (BDDS), adheres to the responsibilities outlined in the Medicaid waivers.

Micca has a bachelor's degree in social work and a graduate certificate in non-profit management. Prior to her hire with BQIS, she was a valuable member of the BDDS team as a personal allocation review specialist, and prior to that, she was a service coordinator in District 5. Before joining the state, her career included work as an employment specialist for Crossroads and a case manager for several years at Behavior Corp. and Goodwill Industries. She also has experience in fundraising and grant writing.

If you have any questions, please feel to contact BQIS Director, Jessica Harlan-York.

