

Quick Reference Contact List

Eligibility for programs / Division of Family Resources 800-403-0864 or fax 888-436-9199

Adult Protective Services state hotline 800-992-6978

988 Crisis and Suicide Lifeline Call or text 9-8-8 to speak with a trained crisis specialist or chat at 988lifeline.org. Available 24/7.

To report fraud (Division of Family Resources) 800-403-0864 or reportfraud@fssa.in.gov

To report concerns with home- and community-based services and group homes 800-545-7763 or bds.help@fssa.in.gov

To report child care issues 877-511-1144

To report child abuse (Department of Child Services) 800-800-5556

Office of Strategic Communications and Public Affairs office.communications@fssa.in.gov

Indiana 211
Get help or speak with a community navigator 24/7/365
Dial 2-1-1 or 866-211-9966 (available 24/7)
Text your ZIP to 898-211 (available M-F, 8-5 Eastern)

Follow us on X @FSSAIndiana

www.fssa.in.gov

If you encounter any terms or program names you do not understand, refer to the Indiana Family and Social Services Administration glossary of terms on page 128 or at www.in.gov/fssa/resource-guide/fssa-glossary-of-terms/.

Introduction

The Indiana Family and Social Services Administration was established to consolidate and better integrate the delivery of human services by state government. FSSA is dedicated to helping Hoosiers live productive, safe and healthy lives. This guide is designed to help providers and community-and faith-based organizations connect those who are in need with services we provide. It contains information about programs provided and administered by FSSA and a few other state agencies, and gives direction on how Hoosiers qualify to receive assistance from a variety of programs. With greater understanding and awareness of the services FSSA provides, providers, advocates and faith- and humanitarian-based organizations can better employ these services to help rescue Hoosiers in crisis and improve the quality of life for all in our state.

FSSA is a health care and social service agency. Listed on the next page are the care divisions in FSSA that administer services to more than 2 million Hoosiers and a brief description of the division's role.





Division of Aging: Supports the development of alternatives to nursing home care and coordinates services through the INconnect Alliance statewide network.

Division of Disability and Rehabilitative Services: Supports a wide variety of Hoosiers with disabilities to create a vision for their future that uses paid and natural supports to build on and enhance their personal strengths and assets.

Office of Early Childhood and Out-of-School Learning: Oversees early care, education and out-of-school time programs.

Division of Family Resources: Receives applications and determines eligibility for Medicaid, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families and Refugee Cash Assistance.

Office of Medicaid Policy and Planning: Administers health coverage programs, including the Healthy Indiana Plan and other Indiana Medicaid programs.

Division of Mental Health and Addiction: Collaborates with a network of mental health care providers. DMHA operates six psychiatric hospitals and funds addiction prevention and treatment programs.







Using this guide

This guide has been organized into nine general areas of need to help you locate services. A description of specific services, eligibility and how to apply to receive assistance can be found in areas of need.

General Areas of Need:

- "Early Care & Education"
- · "Employment"
- · "Financial Services"
- "Food / Nutrition"
- · "Health Coverage"

- "Home- & Community-Based Services for the Aged, Blind and Disabled"
- "Mental Health / Addictions"
- · "Transportation Benefits"
- · "Housing"

Refugee Services

Indiana Refugee Services provides assistance and services to refugees, asylees, specific Afghan and Ukrainian populations, Cuban and Haitian entrants, special immigrant visa holders, certain Amerasian immigrants, victims of human trafficking and survivors of torture (referred to collectively as "refugees"). Indiana Refugee Services monitors program planning and provision of services and provides technical assistance to ensure compliance with federal and state regulations governing the delivery of refugee assistance and services, including cash and medical assistance.

Indiana Refugee Services ensures that refugees are provided assistance and services through state-administered programs that enable them to become employed, economically self-sufficient and integrated members of society as soon as possible after their arrival in the United States.

To address specific health challenges of refugees, Indiana Refugee Services also provides guidance, resources and oversight for initial medical screenings and mental health consultation.

Inquiries about the Indiana Refugee Services program can be directed to **855-673-0193**, ext. **5831** or **5838**.

Indiana 211

Indiana 211 is a free service that connects Hoosiers with help and answers from the thousands of health and human service agencies and resources in their local communities—quickly, easily and confidentially.

IN211's team is comprised of experienced, responsive and compassionate community navigators who are skilled at actively listening and identifying needs and providing referrals that best meet those needs. Go to **IN211.org** for more information.

The information in this guide is correct as of April 1, 2025. For the most up-to-date information, refer to **www.fssa.in.gov**.

Table of Contents



Bb Cc Dd Ee Early Care & Education

- Child Care Finder
- Child Care Resource and Referral
- Child Care and Development Fund
- First Steps
- Head Start and Early Head Start
- On My Way Pre-K
- Paths to QUALITY™



Employment

- Blind and Visually Impaired Services
- IMPACT
- Randolph-Sheppard Business Enterprise Program
- Vocational Rehabilitation Services
- Vocational Rehabilitation Pre-Employment Transition Services
- WorkOne Career Centers
- Office of Work-Based Learning and Apprenticeship
- One Stop to Start



Financial Services

- Burial Assistance Program
- Individual Development Account program
- Temporary Assistance for Needy Families



Food / Nutrition

- Community and Home Options to Institutional Care for the Elderly and Disabled
- The Milk Bank
- Older Americans Act programs
- Supplemental Nutrition Assistance Program
- Women, Infants and Children

For programs that appear in multiple area-of-need sections, this table of contents indicates the section with the main information for that program. Other sections where the program is listed will include a reference to the page with the main information.

Table of Contents (cont...)



Health Coverage

- Breast and Cervical Cancer Program
- Federal Health Insurance Marketplace
- Healthy Indiana Plan
- Hoosier Care Connect
- Hoosier Healthwise
- HoosierRx
- Medicare Savings Program
- Traditional Medicaid



Home- & Community-Based Services for the Aged, Blind and Disabled

- Adult Protective Services
- Centers for Independent Living
- Community and Home Options to Institutional Care for the Elderly and Disabled
- Community Integration and Habilitation waiver
- Deaf & Hard of Hearing Services
- Family Caregiver Program
- Family Supports waiver
- Health and Wellness waiver
- INconnect Alliance
- Indiana Long-Term Care Ombudsman
- Indiana PathWays for Aging
- Money Follows the Person
- Older Americans Act programs
- Older Independent Blind program
- Supervised Group Living
- Traumatic Brain Injury Medicaid waiver

For programs that appear in multiple area-of-need sections, this table of contents indicates the section with the main information for that program. Other sections where the program is listed will include a reference to the page with the main information.

Table of Contents (cont...)



Mental Health / Addictions

- Addiction recovery
- Adult Mental Health Habilitation
- Behavioral and Primary Healthcare Coordination
- Child Mental Health Wraparound
- Community Mental Health Centers
- Indiana Pregnancy Promise Program
- Indiana State Psychiatric Hospital Network
- Problem Gambling / Gambling Disorder
- Suicide Prevention



Transportation Benefits

- Indiana Health Coverage Programs
- Community and Home Options to Institutional Care for the Elderly and Disabled
- Health and Wellness waiver
- Older Americans Act programs
- Traumatic Brain Injury Medicaid waiver



Housing

- Emergency Rental Assistance
- Healthy Homes Resource Program
- Homeownership programs
- Housing Choice Vouchers
- Indiana Foreclosure Prevention Network
- Low-Income Home Energy Assistance Program
- Neighborhood Assistance Program
- Residential Care Assistance Program
- Weatherization Assistance Program

For programs that appear in multiple area-of-need sections, this table of contents indicates the section with the main information for that program. Other sections where the program is listed will include a reference to the page with the main information.

Early Care & Education



Early Care & Education

■ Child Care Finder

Child Care Finder is an innovative website to help Hoosier families find child care and early education providers throughout the state. Families can search licensed providers, registered ministries and exempt providers by numerous important parameters, including location, type of provider, hours, licensing status and whether or not the provider participates in Paths to QUALITYTM. They can also find inspection reports and any validated complaints or enforcement/actions for each provider they search.

Visit www.childcarefinder.in.gov for more information.

■ Child Care Resource and Referral

Choosing child care is one of the most important decisions families make, but all too often they must rely on word-of-mouth. Local Child Care Resource and Referral agencies help parents take the guesswork out of choosing care by providing:

- Referrals to local child care providers
- · Information on state licensing requirements
- · Information on availability of child care subsidies

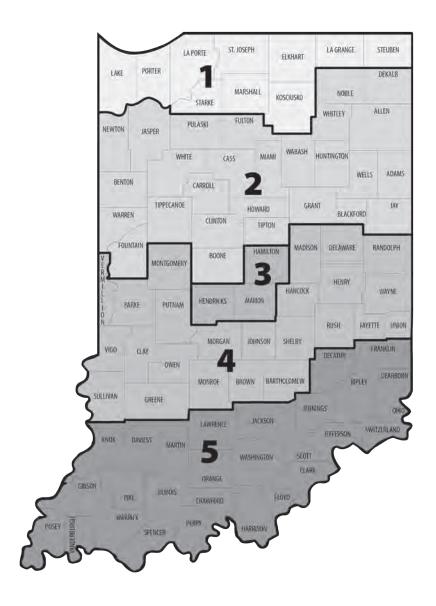
Child Care Resource and Referrals provide guidance by phone, in person and in other ways, such as online forms, that are tailored to each individual family.

Child Care Resource and Referrals support families to raise healthy children by:

- Using a two-generational approach, supporting the needs of a family's adults as well as the children, by navigating a library of resources and curating a selection tailored to each family's unique needs
- Understanding the delicate balance of family life, particularly for low-income families
- Reaching out to parents with trusted, local information that enables them to make informed choices

Visit www.in.gov/fssa/carefinder and select "Changes to child care resource & referral" to find more information about your local Child Care Resource and Referral agency.

Child Care Resource and Referral Agencies





Child Care Resource and Referral Agencies

This information is correct as of April 1, 2025. For up-to-date information, refer to www.in.gov/fssa/carefinder.

Region 1 Geminus CCR&R

8400 Louisiana St. Merrillville, IN 46410 Phone: 219-685-1500 Toll-Free: 844-685-1500 www.geminus.org/Child-Care-

Resources.html

Region 2 The Child Care Resource Network

31 N. Seventh St.

Suite B

Lafayette, IN 47901 Phone: 765-742-7105 Toll-Free: 800-932-3302

www.thechildcareresourcenetwork.org

Region 3 Child Care Answers

1776 N. Meridian St.

Suite A

Indianapolis, IN 46202 Phone: 317-636-5727 Toll-Free: 800-272-2937 Fax: 317-687-6248

www.childcareanswers.com

Region 4

Chances and Services for Youth

Booker T. Washington Community Center, Second Floor 1101 S. 13th St. Terre Haute, IN 47802

Phone: 812-232-3952 Toll-Free: 800-886-3952

Fax: 812-232-1731 www.casyonline.org

Region 5 Building Blocks

414 S.E. Fourth St.

Suite 214

Evansville, IN 47713 Phone: 812-423-4008 Toll-Free: 866-200-5909 Fax: 812-423-3399

www.buildingblocks.net

■ Child Care and Development Fund

The Child Care and Development Fund helps low-income families obtain child care so they can work, attend training or continue their education. The purpose of CCDF is to provide low-income families with the financial resources to locate and afford quality child care as well as increase the availability of these programs.

How does someone qualify for the Child Care and Development Fund?

To qualify for the Child Care and Development Fund, applicants must meet certain nonfinancial and financial requirements. Nonfinancial requirements include state residency, working or going to school, citizenship of the child receiving CCDF assistance and choosing a CCDF-eligible provider. Financial criteria include gross monthly income limits.

How does someone know if a child is eligible to receive Child Care and Development Fund benefits?

- The child receiving services must be a U.S. citizen or qualified alien.
- · The child may qualify up to age 13.
- Children with special needs may qualify up to the age of 18 years old.

Child Care and Development Fund Income Limits

Household Size	Gross Monthly Income Limits
2	\$2,644
3	\$3,331
4	\$4,019
5	\$4,706
6	\$5,394
7	\$6,081
8	\$6,769

150% of the 2025 federal poverty level

The information in this guide is correct as of April 1, 2025. For the most up-to-date information, refer to www.fssa.in.gov.



What are the income limits?

Eligibility for the Child Care and Development Fund is based on the total gross monthly income of the household. Gross monthly income is total income before taxes or any deductions. To be eligible, a family's income must be at or below 150% of the federal poverty level. Once on the CCDF program, a family's gross income cannot exceed 85% of the state median income to remain eligible.

Who is a Child Care and Development Fund-eligible provider?

A Child Care and Development Fund-eligible provider is defined as a provider, either licensed or exempt from being licensed by law, who has met all applicable CCDF provider eligibility standards and has completed the application process.

Eligible providers may include:

- · Licensed facilities and homes
- · Unlicensed registered day care ministries
- · Legally license-exempt child care facilities and homes
- Legally license-exempt relative care (grandparent, great grandparent, aunt and/or uncle of the eligible child)
- Legally license-exempt in-home care

How does someone apply for Child Care and Development Fund benefits?

Applicants apply through the online application at Early Ed Connect found at https://earlyedconnect.fssa.in.gov/onlineApp/home. For questions about the application process, applicants can contact the local Child Care and Development Fund eligibility office. A map of eligibility offices and contact information are found at www.in.gov/fssa/carefinder/files/CCDF_Eligibility_Office_Map.pdf.

Who counts in the Child Care and Development Fund applicant's household (family)?

A Child Care and Development Fund household is one or more custodial adults and children related by blood or law, or other person standing in loco parentis, which means "in place of a parent," residing in the same CCDF household. Where custodial adults over the age of 18 (other than spouses or biological parents of the children needing services) reside together, each is considered a separate CCDF household. Wards of the local office of the Department of Child Services, foster children on Title IV-E, are the legal responsibility of DCS and not the CCDF household in which the child has been placed.

What is a copayment or copay?

A copayment or "copay" is a weekly fee for child care based on the amount of the Child Care and Development Fund household's income that exceeds the federal poverty guidelines and the year of CCDF participation. If the household's countable income exceeds the federal poverty level, the individual will have a copay payable directly to the child care provider.

How does an applicant find a Child Care and Development Fund-eligible provider?

For help finding a Child Care and Development Fund-eligible provider, contact the Brighter Futures Indiana Call Center at **800-299-1627** for a free child care referral, or contact your local Child Care Resource and Referral Agency.

What happens during eligibility determination?

The Child Care and Development Fund eligibility specialist will ask questions about the persons living in the applicant's home, income and other pertinent information needed to determine eligibility. The applicant will be given or mailed a form listing all needed information to determine eligibility. Applicants will be notified if they are eligible.



■ First Steps – Early Intervention Services

Mission: To partner with Hoosier families whose young children are experiencing developmental delays and connect them with services that help them promote their child's development.

Vision: All Indiana families have a strong foundation to advocate for their infants and toddlers so they grow and flourish to their highest potential.

Values: Family-centered, routines-based, relationship-based, holistic, individualized and culturally competent.

Who is eligible for First Steps services?

First Steps early intervention services are for families with children under the age of 3 who are experiencing a developmental delay.

A child must exhibit a delay of 25% in one area of development or a 20% delay in two or more areas of development. These areas are:

- Cognitive development
- Communication development
- Physical development (gross motor, fine motor)
- Social/emotional development
- Adaptive/self-help skills

Or have a diagnosed physical or medical condition that makes it likely they will develop a delay, such as:

- Chromosomal abnormalities or genetic disorders
- Neurological disorders
- Congenital disorders
- Sensory impairments, including vision and hearing
- Severe toxic exposure (pre- and post-natal exposure)
- Neurological abnormality in the newborn period
- Low birth weight (1500 grams/3.1 pounds)
- · Severe attachment disorders

Are there fees associated with being enrolled in the program?

There is never a fee for eligibility evaluation or service coordination. First Steps bills private and public insurance for ongoing services. Depending on family income and insurance coverage, families may be responsible for cost participation fees associated with ongoing services.

First Steps clusters





First Steps local offices

This information is correct as of April 1, 2025. For up-to-date information, refer to **www.firststeps.in.gov**.

Cluster A

11045 Broadway St., Suite F Crown Point, IN 46307 Phone: 219-662-7790 FAX: 219-662-7510 Toll-Free: 800-387-7837 www.indianafirststeps.org

Cluster B

500 N. Nappanee St. Elkhart, IN 46514 Phone: 574-293-2813 FAX: 574-293-2300 Toll-Free: 866-725-2398 www.indianafirststeps.org

Cluster C

201 E. Rudisill Blvd., #108 Fort Wayne, IN 46806 Phone: 260-207-5799 Toll-Free: 877-494-5115 Fax: 260-444-4314 www.indianafirststeps.org

Cluster D

620 Morland Drive Lafayette, IN 47905 Phone 765-420-1404 Fax 765-420-1406 Toll-Free: 877-811-1644 www.indianafirststeps.org

Cluster F

Terre Haute, IN 47802 Phone: 812-917-2950 Toll-Free: 877-860-0413 Fax: 812-917-2862 www.firststepsbrs.org

4130 S. Seventh St.

Cluster G

1776 N. Meridian St., Suite 300 Indianapolis, IN 46202 Phone: 317-257-2229 Fax: 317-205-2592 Toll-Free: 866-212-1434 www.cibaby.org

Clusters H and J

1531 13th St., G 900 Columbus, IN 47201 Phone: 812-314-2982 Toll-Free: 866-644-2454 Fax: 812-373-3620 www.firststepssoutheast.org

Cluster I

215 E. Spring St. New Albany, IN 47150 Phone: 812-913-7333 Toll-Free: 800-941-2450 Fax: 877-674-2285 www.firststepsbrs.org

Please see the First Steps website, **www.firststeps.in.gov**, for the most up-to-date system point of entry contact information.



What services are available through the program?

Early intervention services are specifically designed to support the developmental needs of the child and family. Services are provided within the natural routines and environments of the child and family and involve the primary caregiver. Services that may be offered through the program are:

- Audiology
- Developmental therapy
- Nutrition
- Assistive technology
 Occupational therapy
 - Orientation and mobility
 - Physical therapy
 - Psychology services
- Service coordination
- Social work services
- Speech therapy
- Transportation*
- Vision

How does someone refer a child for First Steps?

Anyone can make a referral to First Steps. To make a referral, select "Get started" on the First Steps home page at www.firststeps.in.gov to see a map and a list of First Steps System Point of Entry offices and agencies. For more information, please call 800-545-7763 or email us at firststepsweb@fssa.in.gov.

■ Head Start and Early Head Start

Head Start is a federal program that promotes the school readiness of children age 5 and under from low-income families by enhancing their cognitive, social and emotional development. Head Start programs provide a learning environment that supports children's growth in many areas such as language, literacy and social and emotional development. Head Start emphasizes the role of parents as their child's first and most important teacher. These programs help build relationships with families that support family well-being and many other important areas.

Early Head Start programs serve infants, toddlers, birth to age 3, and pregnant women and their families who have incomes below the federal poverty level. Early Head Start programs were established in recognition of the mounting evidence that the earliest years matter a great deal to a child's growth and development. For more information on Head Start and Early Head Start grantees in your community, please visit www.in.gov/ fssa/carefinder/child-care-and-education and select "Head Start / Early Head Start" in the "Programs / Services" box.

^{*}Transportation is offered only when needed to access early intervention services



Who is served by Head Start and Early Head Start?

- Children with disabilities; regardless of income, 10% of a program's seats are reserved for children with disabilities
- Children from families whose income is below the Federal Poverty Level
- · Children from homeless families
- Children from families who receive public assistance such as Temporary Assistance for Needy Families, Supplemental Security Income or Supplemental Nutrition Assistance Program
- · Children in foster care, regardless of income
- Early Head Start services are also available for pregnant women with incomes below the Federal Poverty Level

■ On My Way Pre-K

On My Way Pre-K is Indiana's first state-funded pre-kindergarten program. On My Way Pre-K provides grants to eligible children for qualified early education services delivered via high-quality providers that are enrolled as approved On My Way Pre-K providers.

How does an applicant know if a child qualifies for an On My Way Pre-K youcher?

To qualify for the On My Way Pre-K voucher, an applicant's child must be 4 years old, but not yet 5 years old by August 1 of the voucher year and must be entering kindergarten during the following school year. The child must meet eligibility requirements.

What are the income limits?

An eligible child must be an Indiana resident and live in a household with an income below 150% of the federal poverty level. Parents or guardians living in the household must be working, going to school, attending job training or looking for a job. A limited number are vouchers available each year for children who live in households with incomes up to 185% of the federal poverty level. These children must also have:

- A parent or guardian living in the household who is working, going to school, attending job training or looking for a job; OR
- A parent/guardian who receives Social Security Disability Insurance or Supplemental Security Income (also known as SSDI or SSI) benefits.

On My Way Pre-K federal poverty chart: Monthly income before taxes

Family Size	0%-150%	151%–185%
2	\$0 to \$2,644	\$2,645 to \$3,261
3	\$0 to \$3,331	\$3,332 to \$4,109
4	\$0 to \$4,019	\$4,020 to \$4,956
5	\$0 to \$4,706	\$4,707 to \$5,804
6	\$0 to \$5,394	\$5,395 to \$6,652
7	\$0 to \$6,081	\$6,082 to \$7,500
8	\$0 to \$6,769	\$6,770 to \$8,348
9	\$0 to \$7,456	\$7,457 to \$9,196
10	\$0 to \$8,144	\$8,145 to \$ 10,044

For additional family sizes, please contact your eligibility office. This table is updated yearly prior to enrollment. For the most up-to-date information, refer to www.fssa.in.gov.

What is an On My Way Pre-K provider?

Families receiving a voucher may choose from any approved On My Way Pre-K program enrolled with the Office of Early Childhood and Out-of-School Learning. On My Way Pre-K programs have demonstrated a commitment to high-quality early education and can be found in public and private schools, Head Start centers, licensed centers, licensed child care homes and faith-based registered ministries. All programs must also meet Child Care and Development Fund Eligibility requirements.

- Community-based programs including Head Start, licensed centers, licensed family homes and registered ministries must be rated at Level 3 or Level 4 on Paths to QUALITY.
- Public schools including charter schools must be rated Level 3 or Level 4 on Paths to QUALITY for Public Schools.
- Private or nonpublic schools must either be rated Level 3 or Level 4 on Paths to QUALITY OR must be accredited by a regionally or nationally approved state board of education accrediting body.

How does someone qualify?

All families must meet financial need, residency and age requirements, and be working, attending an education or job training program or looking for work to complete a family application. Families are accepted on a first-



come, first-served basis, as long as funds are available. The easy online application allows families to apply and upload documents needed to verify their eligibility. An eligibility specialist then reviews their application and documents for final approval.

How does an applicant apply for an On My Way Pre-K voucher for their child?

- Applicants can go online at www.onmywayprek.org during the enrollment period each year.
- Visit the local eligibility office located within the county in which the family resides.

Who counts in my household (family) income?

A household is considered one or more custodial adults and children related by blood or law receiving the voucher residing in the same household. Income requirements are waived for foster children of licensed foster parents.

How does someone find an eligible provider?

For help finding an approved On My Way Pre-K-eligible provider, applicants can contact their local Child Care Resource and Referral Agency. Eligible providers are also listed online at www.onmywayprek.org or www.in.gov/fssa/childcarefinder/.

Does an applicant have to be working or have a service need to be eligible?

If families have not received funding prior from CCDF or On My Way Pre-K, then they can meet the service need requirement if they are looking for a job. Also, individuals who are receiving SSI or SSDI may also be eligible. Otherwise, applicants need to be working or attending an educational or job training program to be eligible for an On My Way Pre-K voucher.

How do I find out if my application is accepted?

After all documents have been uploaded to your online application, an eligibility specialist will review everything. They will contact you if they need additional documents and will let you know if you are eligible. On My Way Pre-K eligibility offices are the same as Child Care Development Fund agencies and can be found on page 13.

■ Paths to QUALITY™

Research shows that high quality early learning experiences prepare children for future success in school, work and life. From birth through age 5 is the most important time for growth of the human brain. A child's brain develops in response to the child's experiences by building neurological networks in reaction to the environment.

A child's experiences in an early childhood program can significantly contribute to that brain development and the future success of the child. High quality early childhood programs are essential not only to Hoosier children, but also to their families and to the communities in which they live.

Paths to QUALITY™ is Indiana's statewide rating system for early child-hood and education programs. It is a free resource to help families make informed decisions and to help early childhood and education programs improve their quality. There are four levels of quality that can be achieved by participating programs. Each level builds on the foundation of the previous one, resulting in significant quality improvements at each stage and in national accreditation at the highest level. The system validates early childhood programs for ongoing efforts to achieve higher standards of quality and provides incentives and awards for success. The four levels address:

- Level 1: Health and safety needs of children met.
- Level 2: Environment supports children's learning.
- Level 3: Planned curriculum guides child development and school readiness.
- Level 4: National accreditation (the highest indicator of quality) is achieved

For more information about Paths to QUALITY™, visit www.in.gov/fssa/pathstoquality.

Employment



Employment

■ Blind and Visually Impaired Services

Indiana Blind and Visually Impaired Services provides statewide assistance and services to enable the achievement of vocational and personal independence by the citizens of Indiana with blindness and visual impairment. BVIS is a program within the Bureau of Rehabilitation Services that encompasses the Randolph-Sheppard Business Enterprise Program, the Older Independent Blind Program and the Blind Registry. Individuals may be referred by Vocational Rehabilitation Services or can be self-referred. For additional information about blind services resources in Indiana, please go to www.bvis.in.gov, send an email to BVIS@fssa.in.gov, or contact the Blind and Visually Impaired Services program manager at 800-545-7763.

■ Indiana Manpower Placement and Comprehensive Training

Indiana Manpower Placement and Comprehensive Training provides services designed to help recipients of Supplemental Nutrition Assistance Program and Temporary Assistance for Needy Families achieve economic self-sufficiency through:

Education

Job search

Training

· Job placement activities

Indiana Manpower Placement and Comprehensive Training contracts with a service provider to implement job search, job development and placement activities in every county in Indiana. IMPACT services are a component of Indiana's employment and training programs for SNAP and TANF.

How does someone qualify for Indiana Manpower Placement and Comprehensive Training?

A person may be eligible for Indiana Manpower Placement and Comprehensive Training if they are currently receiving Supplemental Nutrition Assistance Program benefits or applying for and/or receiving Temporary Assistance for Needy Families benefits. The Division of Family Resources local offices in each of Indiana's 92 counties have the responsibility for determining eligibility for IMPACT services for SNAP and TANF recipients.

How does someone apply for Indiana Manpower Placement and Comprehensive Training?

Indiana Manpower Placement and Comprehensive Training services are dependent upon the client being a recipient of Supplemental Nutrition Assistance Program benefits or an applicant for/recipient of Temporary Assistance for Needy Families benefits. In some circumstances, clients are automatically scheduled for an IMPACT appointment. Individuals who are SNAP recipients may volunteer for IMPACT services at any time by notifying a Division of Family Resources local office in person or via telephone at **800-403-0864**.



Indiana Manpower Placement and Comprehensive Training offices

This information is correct as of April 1, 2025. For up-to-date information, refer to **www.dfrbenefits.in.gov**.

Adams County

1145 Bollman St. Decatur, IN 46733-2115

Allen County

201 E. Rudisill Blvd., Suite 302 Fort Wayne, IN 46806-1756

Bartholomew County

2330 Poshard Drive Columbus, IN 47203-1845

Benton County

305 E. Sixth St. Fowler, IN 47944-1417

Blackford County

2005 N. Walnut St. Hartford City, IN 47348

Boone County

362 N. Mt. Zion Road Lebanon, IN 46052-8330

Brown County

121 Locust Lane Nashville, IN 47448-0010

Carroll County

901 Prince William Road, Suite F Delphi, IN 46923-1758

Cass County

1 Cass City Center, Suite 301 Logansport, IN 46947-3141

Clark County

285 Quartermaster Court Jeffersonville, IN 47130

Clay County

1017 E. National Ave. Brazil, IN 47834-2713

Clinton County

520 S. County Road 200 W. Frankfort, IN 46041-7639

Crawford County

304 Indiana Ave., Suite B English, IN 47118

Daviess County

900 W. National Highway, Suite 9 Washington, IN 47501-3341

Dearborn County

230 Mary Ave., Suite 100 Greendale, IN 47025-2123

Decatur County

1023 E. Freeland Road Greensburg, IN 47240

DeKalb County

1390 S. Grandstaff Auburn, IN 46706-1660

Delaware County

3300 W. Kilgore Ave. Muncie, IN 47304

Dubois County

125 E. 37th St., Suite A Jasper, IN 47546

Elkhart County

225 E. Jackson Blvd. Elkhart, IN 46516-3543

Fayette County

1501 N. Eastern Ave. Connersville, IN 47331-2154

Floyd County

2633 Grant Line Road New Albany, IN 47150-2426

Fountain County

1319 Pearl St., Suite B Covington, IN 47932

Franklin County

12050 Saint Mary's Road, Suite A Brookville, IN 47012-9513

Fulton County

105 Rochester Plaza Rochester, IN 46975

Gibson County

210 S. Fifth Ave. Princeton, IN 47670

Grant County

830 N. Miller Ave. Marion, IN 46952-2338

Greene County

104 County Road 70 E., Suite D Bloomfield, IN 47424-8738

Hamilton County

1101 S. 10th St. Noblesville, IN 46060-3560

Hancock County

1290 N. State St., Suite A Greenfield, IN 46140-1055

Harrison County

2201 Concord Ave. NW, Suite 120 Corydon, IN 47112-2060

Hendricks County

2461 E. Main St. Plainfield, IN 46168





Henry County

3013 S. 14th St. New Castle. IN 47362-1845

Howard County

217 E. Southway Blvd., Suite 200 Kokomo, IN 46902

Huntington County

1175 Etna Ave. Huntington, IN 46750-1346

Jackson County

320 Dupont Drive Seymour, IN 47274

Jasper County

841 S. College Ave. Rensselaer. IN 47978

Jay County

1314 N. Meridian St., Ste. 200 Portland, IN 47371

Jefferson County

493 W. Hutchinson Lane, Suite A Madison, IN 47250-7830

Jennings County

2170 N. State Highway 3 North Vernon, IN 47265

Johnson County

1771 Thornburg Lane Franklin, IN 46131

Knox County

2335 N. Sixth St. Vincennes, IN 47591-3157

Kosciusko County

334 Enterprise Drive Warsaw, IN 46580-2294

LaGrange County

826 N. Detroit St. LaGrange, IN 46761-1112

Lake County

Lake: Gary Office

661 Broadway Gary, IN 46402-2407 (Office for ZIP codes 46401, 46402, 46403 and 46404)

Lake:

Crown Point Office

1865 E. Summit St. Crown Point, IN 46307-2768 (Office for ZIP codes 46303, 46307, 46308, 46311, 46341, 46355, 46356, 46373, 46375, 46376 and 46377)

Lake:

East Chicago Office

2200 Broadway St. East Chicago, IN 46312 (Office for ZIP codes 46312, 46319, 46322 and 46394)

Lake: Glen Park Office

110 W. Ridge Road Gary, IN 46409-2709 (Office for ZIP codes 46406, 46407, 46408 and 46409)

Lake: Hammond Office

6525 Columbia Ave. Hammond, IN 46320 (Office for ZIP codes 46320, 46321, 46323, 46324, 46325 and 46327)

Lake: Hobart Office

1871 E. 37th Ave. Hobart, IN 46342-2579 (Office for ZIP codes 46342, 46405, 46410 and 46411)

La Porte County

1551 S. Woodland Ave. Michigan City, IN 46360-7124

Lawrence County

1212 I St., Suite 3 Bedford, IN 47421-2955

Madison County

222 E. 10th St., Suite E Anderson, IN 46016-1734

Marion County

Marion: North

2620 Kessler Blvd. E. Dr., Suite 100 Indianapolis, IN 46220-2891 (Office for ZIP codes 46216, 46220, 46226, 46235, 46236, 46240, 46250, 46256, 46260, 46268 and 46278)

Marion: West

5610 Crawfordsville Road, Suite 500 Indianapolis, IN 46224-3715 (Office for ZIP codes 46113, 46214, 46217, 46221, 46224, 46225, 46231, 46241, 46234 and 46254)

Marion: Central

3400 Lafayette Road, Suite 100 Indianapolis, IN 46222 (Office for ZIP codes 46202, 46204, 46205, 46208, 46222 and 46228)

Marion: East

2525 N. Shadeland Ave., Suite 250 Indianapolis, IN 46219 (Office for ZIP codes 46201, 46218, 46219, 46229, 46239 and 46259)

Marion: South

3826 Madison Ave. Indianapolis, IN 46227 (Office for ZIP codes 46107, 46203, 46227 and 46237)



Marshall County

510 W. Adams St., Suite 210 Plymouth, IN 46563-1785

Martin County

125 Cooper St. Loogootee, IN 47553

Miami County

300 S. Broadway, Suite 2 Peru, IN 46970

Monroe County

1531 S. Curry Pike, Suite 300 Bloomington, IN 47403

Montgomery County

1621 Eastway Drive Crawfordsville, IN 47933

Morgan County

1328 Morton Ave. Martinsville, IN 46151

Newton County

207 N. Seventh St., Suite 2 Kentland, IN 47951

Noble County

774 Trail Ridge Road, Suite C Albion, IN 46701-1536

Ohio County

308 N. High St., Suite B Rising Sun, IN 47040-1075

Orange County

326 N. Gospel St., Suite B Paoli, IN 47454-1655

Owen County

450 E. Franklin St., Suite B Spencer, IN 47460-1824

Parke County

823 N. Lincoln Road Rockville, IN 47872

Perry County

8735 State Road 37, Suite A Tell City, IN 47586-8349

Pike County

820 E. Poplar St. Petersburg, IN 47567-1258

Porter County

2602 Chicago St. Valparaiso, IN 46383-5956

Posey County

1809 N. Main St., Suite B Mount Vernon, IN 47620-1209

Pulaski County

128 N. Sally Drive Winamac, IN 46996

Putnam County

1020 Ave. F, Suite A Greencastle, IN 46135-1895

Randolph County

221 N. Main St. Winchester, IN 47394-1626

Ripley County

888 S. Adams St. Versailles, IN 47042-9420

Rush County

1340 N. Cherry St., Suite B Rushville, IN 46173

St. Joseph County

St. Joseph: South Bend Office

Commerce Center, 401 E. Colfax Ave., Suite 375 South Bend, IN 46617-2737 (Office for ZIP codes 46536, 46552, 46554, 46574, 46595, 46601, 46613, 46614, 46615, 46616, 46617, 46619, 46624, 46626, 46628 and 46634)

St. Joseph: Mishawaka Office

102 N. Center St., Suite 500 Mishawaka, IN 46544-1232 (Office for ZIP codes 46530, 46544, 46545, 46646, 46556, 46561, 46635, 46637, 46660, 46680 and 46699)

Scott County

565 S. Lake Rd. S. Scottsburg, IN 47170

Shelby County

2565 Parkway Drive, Suite 2 Shelbyville, IN 46176-8202

Spencer County

201 Elm St. Rockport, IN 47635-1409

Starke County

1921 S. Heaton St. Knox, IN 46534-2325

Steuben County

1651 N. Wayne St., Suite 106 Angola, IN 46703

Sullivan County

124 S. State St. Sullivan, IN 47882-1841

Switzerland County

1035 W. Main St., Suite 3 Vevay, IN 47043-9125

Tippecanoe County

823 Park East Blvd., Suite A Lafayette, IN 47905-0811

Tipton County

701 E. Jefferson St., Suite 2 Tipton, IN 46072-1460

Union County

303A N. Main St. Liberty, IN 47353-1013

Vanderburgh County

401 SE Sixth St., Suite 114 Evansville, IN 47713

Vermillion County 121 N. Main St.

Clinton, IN 47842-2426





Vigo County

1800 Fort Harrison Road, Suite 17 3355 Liberty Blvd. Terre Haute, IN 47804-1413

Wabash County

403 S. Cass St., Suite B. Wabash, IN 46992-3200

Warren County

20 B W. Second St. Williamsport, IN 47993-1118

Warrick County

Boonville, IN 47601

Washington County

709 Anson St. Salem. IN 47167-2237

Wayne County

50 S. Second St. Richmond, IN 47374-4212

Wells County

915 N. Main St., Suite 102 Bluffton, IN 46714-1328

White County

384 S. Sixth St., Suite C Monticello, IN 47960-1590

Whitley County

545 N. Line St. Columbia City, IN 46725-1229

■ Randolph-Sheppard Business **Enterprise Program**

The Indiana Randolph-Sheppard Business Enterprise Program provides entrepreneurial opportunities for individuals receiving Vocational Rehabilitation Services who are legally blind. Blind entrepreneurs manage a wide variety of food service operations including cafeterias, coffee shops, vending machine locations and highway area vending sites. Through this program, individuals who are blind receive training and opportunities to become productive, tax-paying citizens and independent business owners. The Randolph-Sheppard Business Enterprise Program is for individuals who are eligible participants of Vocational Rehabilitation Services and meet a specific set of eligibility criteria.

For more information regarding resources for the Business Enterprise Program, including the eligibility criteria and frequently asked questions, please visit the webpage at www.in.gov/fssa/ddrs or contact the Blind and Visually Impaired Services program manager at 800-545-7763.

■ Vocational Rehabilitation Services

Indiana Vocational Rehabilitation Service is a program within the Bureau of Rehabilitation Services that helps people with disabilities prepare for, obtain and retain employment. Individuals in the program work closely with a vocational rehabilitation counselor. Through active participation in their rehabilitation, people with disabilities achieve a greater level of independence in their workplace and living environments.

How does someone qualify for Vocational Rehabilitation Services?

An applicant is eligible if all of the following criteria are met:

- They have a physical or mental impairment;
- The physical or mental impairment constitutes or results in a substantial impediment to employment;

- The individual requires vocational rehabilitation services to prepare for, secure, retain, advance in or regain employment consistent with his or her strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice; and
- The individual can benefit from VR services in terms of an employment outcome.

How are Vocational Rehabilitation Services financed?

There is no charge for Vocational Rehabilitation Services; however, some services require VR to explore other funding options. For some post-secondary expenses, for example, students and their parents/guardians are first required to file a Free Application for Federal Student Aid. Students will use any federal student aid they may be eligible for to help pay for certain costs (e.g., tuition and books).

What are the income/asset/resource limits?

Vocational Rehabilitation Services does not have any income/asset/resource limits.

What services are available?

Vocational Rehabilitation Services may include, but are not limited to, the following:

- Vocational counseling and guidance
- Transition services for students with disabilities to help make the transition from school to work
- Job placement assistance, including supported employment
- Training for a job, including vocational school, college/university and on-the-job training
- Assistive technology, including devices like speech-to-text software
- Physical and mental restoration services
- Rehabilitation technology (e.g., adaptive devices, vehicle modifications)
- Personal assistance services
- · Establishing self-employment as an employment outcome

How does someone apply for Vocational Rehabilitation Services?

Applicants should contact or visit a local Vocational Rehabilitation Services office to discuss the application and eligibility process or call Vocational Rehabilitation Services at **800-545-7763**. Office locations are provided at **www.vrs.in.gov**.

Applicants may view a short video titled "Working with Indiana Vocational Rehabilitation Services" at **www.vrs.in.gov** that outlines VR and how to apply.



What are Pre-employment Transition Services?

Vocational Rehabilitation also serves students with disabilities through Pre-Employment Transition Services. A student with a disability is defined as a student in secondary school between the ages of 14 through the school year in which the student becomes 22, who is eligible for, and receiving, special education or related services under Part B of the Individuals with Disabilities Education Act, or is an individual with a disability for purposes of Section 504 of the Rehabilitation Act. These services supplement what the school provides and increase access to career planning, work experience and job readiness training to support seamless movement from high school to employment or post-secondary education and training. Students with disabilities between the ages of 14–22 who are enrolled in post-secondary training may also be eligible to access Pre-ETS.

Pre-ETS includes the following activities:

- Job exploration counseling
- Work-based learning experiences
- · Counseling on post-secondary opportunities
- Workplace readiness training
- · Instruction in self-advocacy

More information can be found at **Pre-Employment Transition Services** or by sending an email to **fssa.pre-ets@fssa.in.gov**.

Vocational Rehabilitation offices

Areas 1 & 2

Counties: Lake & Newton

110 W. Ridge Road Gary, IN 46408-2709 Phone: 219-981-5326 Toll-Free: 877-847-9891

(V/VRS/711)

Toll-Free Fax: 855-450-3567

vrgary.vr@fssa.in.gov

Area 3

Counties: Jasper, LaPorte, Porter, Pulaski & Starke

2602 Chicago St., Suite 200 Valparaiso, IN 46383 Phone: 219-462-0521 Toll-Free: 877-847-9888

(V/VRS/711)

Toll-Free Fax: 855-450-3568 vrvalparaiso.vr@fssa.in.gov

Area 4

Counties: Marshall & St. Joseph

Commerce Center 401 E. Colfax Ave., Suite 270 South Bend, IN 46617 Phone: 574-232-4861 Toll-Free: 877-282-0964

(V/VRS/711)

Toll-Free Fax: 855-450-3569 vrsouthbend.vr@fssa.in.gov

Area 5

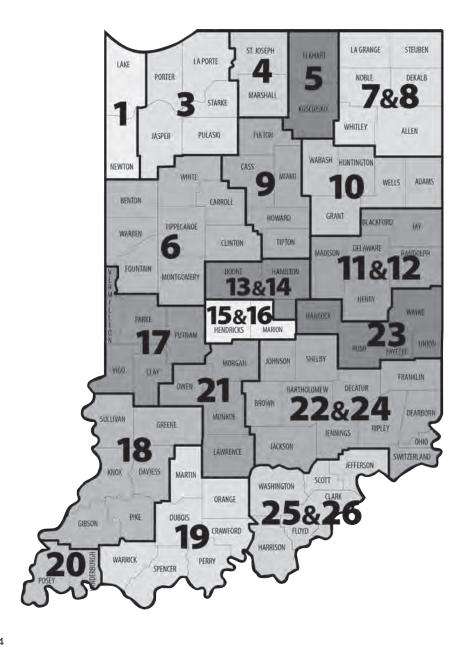
Counties: Elkhart & Kosciusko

1659 Mishawaka St., Suite A Elkhart, IN 46514-1812 Phone: 574-262-2086 Toll-Free: 877-847-9897

(V/VRS/711)

Toll-Free Fax: 855-450-3570 vrelkhart.vr@fssa.in.gov

Vocational Rehabilitation offices





Area 6

Counties: Benton, Clinton, Fountain, Montgomery, Tippecanoe, Warren & White

105 Executive Drive, Suite B, Lafayette, IN 47905 Phone: 765-449-4278

Toll-Free: 877-847-9892 (V/VRS/711)

Toll-Free Fax: 855-450-3575 vrlafayette.vr@fssa.in.gov

Areas 7 & 8 – Fort Wayne Counties: Allen, DeKalb, LaGrange, Noble, Steuben & Whitley

201 E. Rudisill Blvd., Suite 300 Fort Wayne, IN 46806-1756 Phone: 260-424-1595 Toll-Free: 877-715-5292

(V/VRS/711)

Toll-Free Fax: 855-450-3571 vrfortwayne.vr@fssa.in.gov

Area 9

Counties: Carroll, Cass, Fulton, Howard, Miami & Tipton

1914 S. Dixon Road Kokomo, IN 46902-7302 Phone: 765-455-5020 Toll-Free: 877-715-5294 (V/VRS/711)

Toll-Free Fax: 855-450-3576 vrkokomo.vr@fssa.in.gov

Area 10 Counties: Grant, Huntington & Wabash

840 N. Miller Ave., Suite C Marion, IN 46952-2338 Phone: 765-662-9961 Toll-Free: 877-876-2866

(V/VRS/711)

Toll-Free Fax: 855-450-3572 vrmarion.vr@fssa.in.gov

Areas 11 & 12 Counties: Adams, Blackford, Delaware, Henry, Jay, Madison, Randolph & Wells

201 E. Charles St., Suite 130 Muncie, IN 47305-2434 Toll-Free: 877-847-9890 (V/VRS/711)

Toll-Free Fax: 855-450-3573 vrmuncie.vr@fssa.in.gov

Areas 13 & 14 – Indianapolis Northeast & Central Counties: Boone, Hamilton & Marion [ZIP codes 46205, 46208, 46216, 46218, 46219, 46220, 46226, 46228, 46229, 46235, 46236,46240, 46250, 46256, 46260, 46268 46278, 46280 and 46290]

8085 Knue Road, Suite 200 Indianapolis, IN 46250 Phone: 317-205-0100 Toll-Free: 877-715-5296 (V/VRS/711) Toll-Free Fax: 855-442-0002 vrkessler.vr@fssa.in.gov

Areas 15 & 16 – Indianapolis West & South

Counties: Hendricks, & Marion [ZIP codes 46201, 46202, 46203, 46204, 46214, 46217, 46221, 46222, 46224, 46225, 46227, 46231, 46234, 46237, 46239, 46241, 46254, 46259 & 46107 (Beech Grove)]

6640 Parkdale Place, Suite L Indianapolis, IN 46254 Phone: 317-270-1005 Toll-Free: 877-876-2864 (V/VRS/711)

Toll-Free Fax: 855-344-0001 vrparkdale.vr@fssa.in.gov



Area 17 Counties: Clay, Parke, Putnam, Vermillion & Vigo

30 N. Eighth St., P.O. Box 10217 Terre Haute, IN 47801-0217 Phone: 812-232-7864

Toll-Free: 877-715-3170

(V/VRS/711)

Toll-Free Fax: 855-455-4256 vrterrehaute.vr@fssa.in.gov

Area 18

Counties: Daviess, Gibson, Greene, Knox, Pike & Sullivan

1813 Willow St., Suite 2B Vincennes, IN 47591 Phone: 812-882-7208 Toll-Free: 877-847-9898

(V/VRS/711) Toll-Free Fax: 855

Toll-Free Fax: 855-442-0001 vrvincennes.vr@fssa.in.gov

Area 19

Counties: Crawford, Dubois, Martin, Orange, Perry, Spencer & Warrick

125 E. 37th St., Suite A Jasper, IN 47546 Phone: 812-827-5179 Toll-Free: 877-847-9896

(V/VRS/711)

Toll-Free Fax: 855-455-4257 vrjasper.vr@fssa.in.gov

Area 20

Counties: Posey & Vanderburgh

East: 7409 Eagle Crest Blvd., Suite A, Evansville, IN 47715 Downtown: 401 S.E. Sixth St., Suite 212, Evansville, IN 47713 Phone: 812-425-1367

Toll-Free: 877-715-5299

(V/VRS/711)

Toll-Free Fax: 855-455-4258 vrevansville.vr@fssa.in.gov

Area 21 Counties: Lawrence, Monroe, Morgan & Owen

1531 S. Curry Pike, Suite 300 Bloomington, IN 47403-2716 Phone: 812-332-7331

Toll-Free: 877-847-9893

(V/VRS/711)

Toll-Free Fax: 855-455-4260 vrbloomington.vr@fssa.in.gov

Areas 22 & 24

Counties: Bartholomew, Brown, Dearborn, Decatur, Franklin, Jackson, Jennings, Johnson, Ohio, Ripley, Shelby & Switzerland

4465 Ray Boll Blvd. Columbus, IN 47203 Phone: 812-376-9935 Toll-Free: 877-396-3271

(V/VRS/711)

Toll-Free Fax: 855-455-4261 vrcolumbus.vr@fssa.in.gov

Area 23

Counties: Fayette, Hancock, Rush, Union & Wayne

52 S. Second St. Richmond, IN 47374-4212 Phone: 765-966-0932 Toll-Free: 877-715-3171 (V/VRS/711)

Toll-Free Fax: 855-450-3574 vrrichmond.vr@fssa.in.gov

Areas 25 & 26 Counties: Clark, Floyd, Harrison, Jefferson, Scott & Washington

1452 Vaxter Ave. Clarksville, IN 47129-7721 Phone: 812-288-8261 Toll-Free: 877-228-1967 (V/VRS/711)

Toll-Free Fax: 855-455-4259 vrclarksville.vr@fssa.in.gov



■ WorkOne Career Centers

In addition to services provided by FSSA, the Indiana Department of Workforce Development offers a variety of services through our WorkOne Career Centers to Hoosiers looking to get back in the workforce or change jobs. WorkOne Career Center staff can help you find a new or better job, choose a career or access training to get you the skills needed to succeed in today's economy. Some of the WorkOne Career Center services are listed below. To find your nearest WorkOne Career Center, visit IN.gov/dwd/WorkOne/locations.html or call 800-891-6499.

IndianaCareerConnect.com

To find a job that matches your skills and experience, search **IndianaCareerConnect.com**.

Indiana High School Equivalency

The Indiana High School Equivalency (formerly GED) is an alternative for earning a high school diploma. Workers who have a high school diploma or HSE earn over \$10,000 more per year than those who do not.

IN.gov/dwd/HSE.htm

INDemand Jobs

This tool uses a demand indicator to rank all jobs in Indiana based on future growth and wages. Whether searching for your first job, changing jobs or re-entering the workforce, **INDemandJobs.com** will help direct your career search.

IN Reality

This interactive tool allows Hoosiers to explore career choices based on earning potential. **Hoosierdata.IN.gov/inreality**

Indiana Career Explorer

Indiana Career Explorer is an online tool that provides all the resources you will need to explore careers or find a new career and college options. **IndianaCareerExplorer.com**

Next Level Jobs

For jobseekers, Next Level Jobs provides free training to Hoosiers for some of the state's most in-demand, high-paying jobs in rapidly growing industries. Tuition-free certificates can be earned in these sectors: Advanced Manufacturing, Building & Construction, IT & Business Services, Health & Life Sciences and Transportation & Logistics. Enroll now at **NextLevelJobs.org**.

Veteran Services

Services provided to Hoosier veterans at WorkOne Career Centers include direct job placement, resume, training and interview coaching. **IN.gov/dwd/veterans-services**.

■ Office of Work-Based Learning and Apprenticeship

The Office of Work-Based Learning and Apprenticeship serves to develop and implement a framework of various work-based learning pathways for both youth and adult populations. The office concentrates on three objectives:

- Coordinate efforts and partner with the U.S. Department of Labor to expand registered apprenticeships in the state of Indiana.
- Develop and implement a framework of work-based learning pathways with a focus on the state's key economic sectors and regional highwage, high-demand occupations.
- Build public-private partnerships statewide to increase business and industry engagement with education systems based on local economic needs.

Who is the program for?

OWBLA is best suited to work with employers and education providers interested in building work-based learning programs to establish and fill their workforce pipeline. Individuals interested in registered apprenticeships or other work-based learning opportunities should contact their local Work One Center and/or visit www.apprenticeship.gov.

How does someone qualify for the program?

Registered apprenticeship and State Earn and Learn programs are approved and/or certified by the U.S. Department of Labor Office of Apprenticeship and the OWBLA based on program development and standards. Individuals interested in participating in the programs will need to contact the entity that maintains "ownership" of the program, which is typically an education provider or business.

How do I apply/enroll in the program?

Employers and education providers should view our website at **www.lNwbl.com** for additional information and email **wbl@dwd.in.gov** to be connected with a regional director best suited to address your needs.

■ One Stop to Start, Indiana's Workforce Hub

Wherever you are on your career path, we have the resources to help you succeed. Are you looking to earn more money but don't know how to advance in you career? Or maybe you've been wanting to learn new skills that will unlock better opportunities. No matter who you are or where you are on the path, we can help with our career navigators. Visit **onestoptostart.in.gov**.

Financial Services



Financial Services

■ Burial Assistance Program

The Burial Assistance Program was established by the state of Indiana to assist with burial costs for those who are eligible in specific categories of Medicaid.

Who is the program for?

Burial assistance is available to those that were Medicaid recipients for the aged, blind and disabled at the time of their death or had applied for benefits prior to death and are later found categorically eligible for burial assistance. The categories of Medicaid eligible for Burial Assistance are MA A, MA B, MA D, MASI, MA R and MADW.

How does someone apply/enroll in the program?

Funeral homes and cemetery representatives file all appropriate documentation within 90 days from date of recipient's death to the state's burial claims office. All approved assistance funds are paid directly to the funeral homes' and cemeteries' vendor accounts.

Where should burial providers call to verify Medicaid eligibility to file a claim?

Call **800-403-0864**, **Prompt #7**. A case number and category of Medicaid will be provided.

Where should inquiries and claim submissions be sent?

Phone: 317-234-1412Fax: 317-234-5075

• Email: Indianaburialclaims@fssa.in.gov

 More information can be found at www.in.gov/fssa/dfr/. On the left-hand navigation menu, select "Burial Assistance Program."

■ Homeownership programs

The Indiana Housing and Community Development Authority offers programs that assist Hoosiers with making down payments, getting low interest rate loans and offering a tax credit. For more information, go to page 123.

■ Individual Development Account program

Indiana's Individual Development Account program is a matched saving opportunity. Every dollar a participant saves is matched, at a minimum for \$3 for every \$1 saved to help them reach their goals, including homeownership, higher education and small-business start-up through

matched-savings incentives and financial education. Participants in the program are eligible to receive up to \$4,500 in state and federal match funds towards one of the eligible asset goals mentioned above. Qualified participants set savings goals and make regular savings deposits. More information on the Individual Development Account may be found on our website at www.in.gov/ihcda/homeowners-and-renters/matched-savings-opportunities-individual-development-accounts-ida/.

Who is the program for?

The Individual Development Account program is for Hoosiers with low-to-moderate income.

How does someone qualify for the program?

To qualify for the Individual Development Account program, applicants must meet income and eligibility requirements.

How does someone apply/enroll in the program?

To apply/enroll in the Individual Development Account program, contact the program administrator for your county, as noted here: www.in.gov/ihcda/files/2023-IDA-Program-Administrators-for-Website.pdf.

■ Temporary Assistance for Needy Families

Temporary Assistance for Needy Families is a program that provides cash assistance and services to assist families with children under age 18. The underlying goal of the TANF program is to help recipient families achieve or return to economic self-sufficiency.

How does someone qualify for Temporary Assistance for Needy Families?

To qualify for Temporary Assistance for Needy Families, children under the age of 18 and their specified relative (e.g., their parent, grandparent, aunt or uncle) with whom they are living must meet certain nonfinancial and financial requirements. Nonfinancial requirements include state residency, citizenship status, child support participation and Indiana Manpower Placement and Comprehensive Training work registration.

Financial criteria include income limits and an asset test. A family may not possess assets valued in excess of \$1,000 at the time application for assistance is made. The family's home and surrounding lot, household goods and personal belongings are not counted as assets in determining Temporary Assistance for Needy Families eligibility.



What are the income limits?

Temporary Assistance for Needy Families has two income limits, gross income and net income. Gross income is total income before taxes or deductions. Net income is determined by subtracting certain allowable deductions from the gross income. Below is a chart of income limits and maximum allotments, or they can be found at **www.dfrbenefits.in.gov**. Mouse over "TANF (Cash Assistance)" on the left hand side of the page, and then click on "About TANF" for the most current income limits.

What are the responsibilities of the applicant or recipient of Temporary Assistance for Needy Families cash assistance?

The applicant or recipient must provide accurate and complete information regarding the child(ren), parent(s) and all other household members whose income and needs will be assessed in order to determine eligibility.

- Individuals must provide Social Security numbers, meet state residency, citizenship status, employment and child support assignment requirements.
- Some adult Temporary Assistance for Needy Families recipients must participate in Indiana Manpower Placement and Comprehensive Training, Indiana's employment and training program. They are required to attend applicant job search orientation and complete 20 days of applicant job search activities.
- The applicant or recipient must report any changes in circumstances within 10 days of the date the changes occurred.

How does someone apply for or manage their current Temporary Assistance for Needy Families benefits?

- · Applicants may apply online at www.fssabenefits.in.gov.
- Applicants may fax 888-436-9199.
- Visit a local Division of Family Resources office. They can locate a DFR office at www.dfrbenefits.in.gov or by calling 800-403-0864.

Addresses of the Division of Family Resources offices are listed on page 44.



Household Size	Gross Monthly Income Limit	Net Monthly Income Limit	Maximum TANF Benefit Amount
1	\$457	\$248	\$248
2	\$618	\$409	\$409
3	\$778	\$513	\$513
4	\$938	\$617	\$617
5	\$1,099	\$721	\$721
6	\$1,259	\$825	\$825
7	\$1,420	\$929	\$929
8	\$1,580	\$1,033	\$1,033
9	\$1,740	\$1,137	\$1,137
10	\$1,901	\$1,241	\$1,241
Each Add'l Member		+\$104	+\$104

Gross and net income limits noted are applicable at application. Allotment amounts will change, effective July 1, 2025. For the most up-to-date info, see www.fssa.in.gov.

Division of Family Resources offices

This information is correct as of April 1, 2025. For up-to-date information, refer to **www.dfrbenefits.in.gov**.

Adams County

1145 Bollman St. Decatur, IN 46733-2115

Allen County

201 E. Rudisill Blvd., Suite 302 Fort Wayne, IN 46806-1756

Bartholomew County

2330 Poshard Drive Columbus, IN 47203-1845

Benton County

305 E. Sixth St. Fowler, IN 47944-1417

Blackford County

2005 N. Walnut St. Hartford City, IN 47348

Boone County

362 N. Mt. Zion Road Lebanon, IN 46052-8330

Brown County

121 Locust Lane Nashville, IN 47448-0010

Carroll County

901 Prince William Road, Suite F Delphi, IN 46923-1758



Cass County

1 Cass City Center, Suite 301 Logansport, IN 46947-3141

Clark County

285 Quartermaster Court Jeffersonville, IN 47130

Clay County

1017 E. National Ave. Brazil, IN 47834-2713

Clinton County

520 S. County Road 200 W. Frankfort, IN 46041-7639

Crawford County

304 Indiana Ave., Suite B English, IN 47118

Daviess County

900 W. National Highway, Suite 9 Washington, IN 47501-3341

Dearborn County

230 Mary Ave., Suite 100 Greendale, IN 47025-2123

Decatur County

1023 E. Freeland Road, Greensburg, IN 47240

DeKalb County

1390 S. Grandstaff Drive Auburn, IN 46706-1660

Delaware County

3300 W. Kilgore Ave. Muncie, IN 47304

Dubois County

125 E. 37th St., Suite A Jasper, IN 47546

Elkhart County

225 E. Jackson Blvd. Elkhart, IN 46516-3543

Fayette County

1501 N. Eastern Ave. Connersville, IN 47331-2154

Floyd County

2633 Grant Line Road New Albany, IN 47150-2426

Fountain County

1319 Pearl St., Suite B Covington, IN 47932

Franklin County

12050 Saint Mary's Road, Suite A Brookville, IN 47012-9513

Fulton County

105 Rochester Plaza Rochester, IN 46975

Gibson County

210 S. Fifth Ave. Princeton, IN 47670

Grant County

830 N. Miller Ave. Marion, IN 46952-2338

Greene County

104 County Road 70 E., Suite D Bloomfield, IN 47424-8738

Hamilton County

1101 S. 10th St. Noblesville, IN 46060-3560

Hancock County

1290 N. State St., Suite A Greenfield, IN 46140-1055

Harrison County

2201 Concord Ave. NW, Suite 120 Corydon, IN 47112-2060

Hendricks County

2461 E. Main St. Plainfield, IN 46168

Henry County

3013 S. 14th St. New Castle, IN 47362

Howard County

217 E. Southway Blvd., Suite 200 Kokomo, IN 46902



Huntington County

1175 Etna Ave. Huntington, IN 46750-1346

Jackson County

320 Dupont Drive Seymour, IN 47274

Jasper County

841 S. College Ave. Rensselaer, IN 47978

Jay County

1314 N. Meridian St., Suite 200 Portland, IN 47371

Jefferson County

493 W. Hutchinson Lane, Suite A Madison, IN 47250-7830

Jennings County

2170 N. State Hwy. 3 North Vernon, IN 47265-7476

Johnson County

1771 Thornburg Lane Franklin, IN 46131

Knox County

2335 N. Sixth St. Vincennes, IN 47591-3157

Kosciusko County

334 Enterprise Drive Warsaw, IN 46580-2294

La Grange County

826 N. Detroit St. LaGrange, IN 46761-1112

Lake County

Lake: Gary Office

661 Broadway Gary, IN 46402-2407 (Office for ZIP codes 46401, 46402, 46403 and 46404)

Lake: Crown Point Office

1865 E. Summit St. Crown Point, IN 46307-2768 (Office for ZIP codes 46303, 46307, 46308, 46311, 46341, 46355, 46356, 46373, 46375, 46376 and 46377)

Lake: East Chicago Office

2200 Broadway St. East Chicago, IN 46312 (Office for ZIP codes 46312, 46319, 46322 and 46394)

Lake: Glen Park Office

110 W. Ridge Road Gary, IN 46409-2709 (Office for ZIP codes 46406, 46407, 46408 and 46409)

Lake: Hammond Office

6525 Columbia Ave. Hammond, IN 46320 (Office for ZIP codes 46320, 46321, 46323, 46324, 46325 and 46327)

Lake: Hobart Office

7744 E. Ridge Road Hobart, IN 46342 (Office for ZIP codes 46342, 46405, 46410 and 46411)

La Porte County

1551 S. Woodland Ave. Michigan City, IN 46360-7124

Lawrence County

1212 I St., Suite 3 Bedford, IN 47421-2955

Madison County

222 E. 10th St., Suite E Anderson, IN 46016-1734

Marion County

Marion: North

2620 Kessler Blvd. E. Dr., Suite 100 Indianapolis, IN 46220-2891 (Office for ZIP codes 46216, 46220, 46226, 46235, 46236, 46240, 46250, 46256, 46260, 46268 and 46278)

Marion: West

5610 Crawfordsville Road, Suite 500 Indianapolis, IN 46224-3715 (Office for ZIP codes 46113, 46214, 46217, 46221, 46224, 46225, 46231, 46241, 46234 and 46254)



Marion: Central

3400 Lafayette Road, Suite 100 Indianapolis, IN 46222 (Office for ZIP codes 46202, 46204, 46205, 46208, 46222 and 46228)

Marion: East

2525 N. Shadeland Ave., Suite 250 Indianapolis, IN 46219 (Office for ZIP codes 46201, 46218, 46219, 46229, 46239 and 46259)

Marion: South

3826 Madison Ave. Indianapolis, IN 46227 (Office for ZIP codes 46107, 46203, 46227 and 46237)

Marshall County

510 W. Adams St., Suite 210 Plymouth, IN 46563-1785

Martin County

125 Cooper St., Loogootee, IN 47553

Miami County

300 S. Broadway, Suite 2 Peru, IN 46970

Monroe County

1531 S. Curry Pike, Suite 300 Bloomington, IN 47403

Montgomery County

1621 Eastway Drive Crawfordsville, IN 47933

Morgan County

1328 Morton Ave. Martinsville, IN 46151

Newton County

207 N. Seventh St., Suite 2 Kentland, IN 47951

Noble County

774 Trail Ridge Road, Suite C Albion, IN 46701-1536

Ohio County

308 N. High St., Suite B Rising Sun, IN 47040-1075

Orange County

326 N. Gospel St., Suite B Paoli, IN 47454-1655

Owen County

450 E. Franklin St., Suite B Spencer, IN 47460-1824

Parke County

823 N. Lincoln Road, Rockville, IN 47872

Perry County

8735 State Road 37, Suite A Tell City, IN 47586-8349

Pike County

820 E. Poplar St. Petersburg, IN 47567

Porter County

2602 Chicago St. Valparaiso, IN 46383-5956

Posey County

1809 N. Main St., Suite B Mount Vernon, IN 47620-1209

Pulaski County

128 N. Sally Drive Winamac, IN 46996

Putnam County

1020 Ave. F, Suite A Greencastle, IN 46135-1895

Randolph County

221 N. Main St. Winchester, IN 47394-1626

Ripley County

888 S. Adams St. Versailles, IN 47042-9420

Rush County

1340 N. Cherry St., Suite B Rushville, IN 46173



St. Joseph County

St. Joseph: South Bend Office

Commerce Center 401 E. Colfax Ave., Suite 375 South Bend, IN 46617-2737 (Office for ZIP codes 46536, 46552, 46554, 46574, 46595, 46601, 46613, 46614, 46615, 46616, 46617, 46619, 46624, 46626, 46628 and 46634)

St. Joseph: Mishawaka Office

102 N. Center St., Suite 500 Mishawaka, IN 46544-1232 (Office for ZIP codes 46530, 46544, 46545, 46646, 46556, 46561, 46635, 46637, 46660, 46680 and 46699)

Scott County

565 S. Lake Road S. Scottsburg, IN 47170

Shelby County

2565 Parkway Drive, Suite 2 Shelbyville, IN 46176-8202

Spencer County

201 Elm St. Rockport, IN 47635-1409

Starke County

1921 S. Heaton St. Knox, IN 46534-2325

Steuben County

1651 N. Wayne St., Suite 106 Angola, IN 46703

Sullivan County

124 S. State St. Sullivan, IN 47882-1841

Switzerland County

1035 W. Main St., Suite 3 Vevay, IN 47043-9125

Tippecanoe County

2200 Elmwood Ave., Suite C-2 Lafayette, IN 47904

Tipton County

701 E. Jefferson St., Suite 2 Tipton, IN 46072-1460

Union County

303A N. Main St. Liberty, IN 47353-1013

Vanderburgh County

401 SE Sixth St., Suite 114 Evansville, IN 47713-2754

Vermillion County

121 N. Main St. Clinton, IN 47842-2426

Vigo County

1800 Fort Harrison Road, Suite 17 Terre Haute, IN 47804-1413

Wabash County

403 S. Cass St., Suite B Wabash, IN 46992-3200

Warren County

20 B W. Second St. Williamsport, IN 47993-1118

Warrick County

3355 Liberty Blvd. Boonville, IN 47601

Washington County

709 Anson St. Salem, IN 47167-2237

Wayne County

50 S. Second St. Richmond, IN 47374-4212

Wells County

915 N. Main St., Suite 102 Bluffton, IN 46714-1328

White County

384 S. Sixth St., Suite C Monticello, IN 47960-8174

Whitley County

545 N. Line St. Columbia City, IN 46725-1229

Food / Nutrition



Food / Nutrition

■ Community and Home Options to Institutional Care for the Elderly and Disabled

The Community and Home Options to Institutional Care for the Elderly and Disabled program provides home- and community-based services to assist individuals in maintaining their independence in their own home or community for as long as is safely possible. More details about services available under this program are found on page 78.

■ The Milk Bank

What is the outpatient program at The Milk Bank?

The Milk Bank, a nonprofit, provides pasteurized donor human milk to NICUs and has an outpatient program to help families address medical needs or bridge small gaps in breastfeeding for babies at home. There are many reasons a baby might need access to safe human milk. Learn more about pasteurized donor human milk from The Milk Bank at www.themilk-bank.org/request-milk-families.

How do I get financial assistance for pasteurized donor human milk?

If a baby has a medical need, your family may qualify for financial assistance. The Milk Bank can bill Medicaid for purchase of pasteurized donor human milk when the patient has Medicaid and a pre-authorized medical need for donor milk. The Milk Bank is enrolled with five managed care entities: Anthem, CareSource, MDwise, Managed Health Services and United Healthcare.

Begin the recipient intake form online at **www.themilkbank.org/recipient-app** or call 317-536-1670 and ask to speak to an outpatient specialist if your need is urgent.

How do I get free breastfeeding and bereavement support?

The Milk Bank provides additional free wraparound services to support breastfeeding and a bereavement program to support parents who have suffered a pregnancy or infant loss. Learn more about The Milk Bank at **www.themilkbank.org**.

■ Older Americans Act programs

The Older Americans Act provides community-based services and opportunities for older individuals and their families. Older Americans Act programs generally only require that recipients be over the age of 60. More details about services available under this program are found on page 97.

Supplemental Nutrition Assistance Program monthly income limits and maximum allotment

Assistance Group Size	Gross Monthly Income Limit	Net Monthly Income Limit	Maximum SNAP Allotment
1	\$1,632	\$1,255	\$292
2	\$2,215	\$1,704	\$536
3	\$2,798	\$2,152	\$768
4	\$3,380	\$2,600	\$975
5	\$3,963	\$3,049	\$1,158
6	\$4,546	\$3,497	\$1,390
7	\$5,129	\$3,945	\$1,536
8	\$5,712	\$4,394	\$1,756
Each Additional Member	+ \$583	+ \$449	+ \$220

SNAP amounts are subject to cost of living adjustments as of October each year. The information in this guide is correct as of April 1, 2025. For the most up-to-date information, refer to www.fssa.in.gov.

■ Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program, previously known as "food stamps," provides food assistance to low-income individuals. It is a federal aid program administered by the Food and Nutrition Service of the U.S. Department of Agriculture; however, benefits are distributed at the state level. SNAP helps low-income individuals and families buy the food they need for good health. Interested parties apply for benefits by completing a state application form online, in-person or via mail. Benefits are provided on an electronic card that is used like a debit card and accepted at most grocery stores.

How does someone qualify for the Supplemental Nutrition Assistance Program?

To qualify for the Supplemental Nutrition Assistance Program, applicants must meet certain nonfinancial and financial requirements. Nonfinancial criteria include state residency and citizenship status. Financial criteria include income and asset limits.





What are the income limits?

The Supplemental Nutrition Assistance Program has two income limits, gross income and net income. Gross income is total income before taxes or deductions. Net income is determined by subtracting certain allowable deductions from the gross income. For specific dollar figures, see the chart of monthly income limits and maximum monthly allotments on page 52.

What are the asset/resource limits?

The asset/resource limits are \$5,000 per household for most households. Assets include bank accounts, cash, real estate, personal property, vehicles, etc. The household's home and surrounding lot, household goods, personal belongings and life insurance policies are not counted as assets in determining SNAP eligibility.

What can a participant buy with Supplemental Nutrition Assistance Program benefits?

Supplemental Nutrition Assistance Program benefits can be used like cash to buy food items at any store, supermarket or co-op approved by the USDA. Items that can be purchased with SNAP are determined by the USDA, not the state of Indiana. SNAP can be used to purchase any foods meant for human consumption, as well as seeds and plants that produce food.

Will Supplemental Nutrition Assistance Program benefits provide all of an applicant's household's food needs?

Supplemental Nutrition Assistance Program benefits are not intended to purchase all of a household's meals for the month. The assistance group's budget is compared against the Thrifty Food Plan to determine the final benefit amount. Assistance groups do not necessarily qualify for the maximum SNAP benefit for their group size. Benefits are intended to supplement the household's other income to help purchase healthy meals during the month. Eligible households are issued SNAP monthly based on the Thrifty Food Plan, which is a model diet plan established by the National Academy of Sciences and supported by the U.S. Department of Agriculture.

How does someone apply for or manage their current SNAP benefits?

- · Applicants can apply online at www.fssabenefits.in.gov.
- Applicants can call 800-403-0864 or fax 888-436-9199.
- Applicants can visit a local Division of Family Resources office or find a local DFR office at **DFRBenefits.in.gov**.

How long does it take to get benefits?

The Division of Family Resources office has 30 days to make a decision on an applicant's case. However, if the person meets certain criteria, they may be determined to be eligible for expedited service, which means a decision will be made on the application within seven days of applying.

Can a recipient get expedited Supplemental Nutrition Assistance Program benefits today?

When an application is turned in, it is reviewed for expedited service. It is important for applicants to complete the expedited questions on the application so that they can be considered for this service.

To qualify for expedited benefits an applicant must:

- Have less than \$150 in gross monthly income and liquid resources (cash/checking/savings) of \$100 or less in the month of the application.
- Have monthly rent/mortgage and utilities that cost more than the applicant's gross monthly income and liquid resources.

If applicants qualify for expedited benefits, they will receive them by the seventh day after applying. Benefits are NEVER received the same day as the application.

What does an applicant have to provide when they apply?

Applicants will be asked to provide their name, address and signature. At the interview, the dates of birth and Social Security numbers for all persons living in their household must be provided. In addition, they will need to verify the income received by each household member. There may also be other information requested depending on each household's specific situation.

What happens at the interview appointment?

The worker will ask questions about the persons living in the home, income, resources and other information needed to determine eligibility. Applicants will be given or mailed a form listing all needed information with a deadline date. They must get the information to the local office or document center before the deadline date. They will be mailed a notice regarding eligibility after the case has been processed and eligibility has been determined. The notice lists appeal rights should the applicant disagree with the decision.



Can someone receive Supplemental Nutrition Assistance Program benefits if they are getting unemployment?

Yes. Individuals who receive unemployment benefits may still qualify for Supplemental Nutrition Assistance Program benefits.

Can someone receive Supplemental Nutrition Assistance Program benefits if they receive Supplemental Security Income, disability related Medicaid or other disability or insurance benefits?

Yes, if the applicant's income is within the established guidelines. Applicants must pass a net income test to qualify for Supplemental Nutrition Assistance Program benefits.

Can applicants get Supplemental Nutrition Assistance Program benefits if they have a felony drug conviction?

As of Jan. 1, 2020, individuals who have been convicted of a drug felony may be eligible for SNAP if they meet certain conditions. Individuals who are compliant with post-conviction supervision (such as probation or parole) or who are no longer subject to supervision and are not in violation of supervision may be eligible for SNAP if all other eligibility factors are met.

How does someone spend Supplemental Nutrition Assistance Program benefits?

Once it is determined that applicants are eligible for Supplemental Nutrition Assistance Program benefits, a "Hoosier Works" card is sent to the mailing address provided. Applicants should normally receive the card within three to five days. If an applicant has previously received SNAP benefits under their name, they will not be mailed a new Hoosier Works card. The benefits will be put on the old card. If the old card is lost or damaged, applicants will need to call **877-768-5098** to obtain a new card. The card is utilized like a debit card.

■ Women, Infants and Children

The Indiana State Department of Health offers a nutrition program called Women, Infants and Children, which is nationally recognized as an effective means for improving access to nutritious foods that helps pregnant women, new mothers, infants and children under the age of five eat well and stay healthy. The Indiana WIC program operates a statewide network of 124 clinics that offer services in every county and provides families:



- Supplemental healthy foods designed by qualified nutritionists;
- · Nutrition education and counseling;
- Electronic Benefits Transfer eWIC card to buy healthy foods:
- · Nutrition and health screening and assessment;
- Breastfeeding promotion and support, including breastfeeding moms receiving more nutritious foods;
- · Referrals to other Indiana health, family and social services

WIC benefits may be used at WIC-approved stores in your community to purchase fresh and frozen fruits and vegetables, baby food, milk, cereal, yogurt, juice, eggs, cheese, peanut butter, beans, tofu, whole wheat bread, brown rice, whole wheat tortillas, corn tortillas and baby formula. WIC benefits are easy to use and administered using an Electronic Benefits Transfer card called the eWIC card.

For more information, including eligibility requirements and how to apply, refer to www.wic.in.gov, call 800-522-0874, email inwic@health.in.gov or contact the Indiana Women, Infants and Children program clinic nearest you. Families already receiving Medicaid, SNAP or TANF are income eligible for the WIC program. Find us on Twitter and Facebook @IndianaWIC.

Health Coverage



Health Coverage

Indiana offers several health coverage options to qualified low-income individuals and families, individuals with disabilities and the elderly with limited financial resources. Each program is designed to meet the medical needs of that specific group of individuals. Each program uses a different set of measures to determine if a person qualifies for that program.

How does someone qualify for Indiana Health Coverage Programs?

To qualify, applicants must meet four main eligibility criteria:

Income/Household size

This applies to both earned income (example: wages from a job) and unearned income (example: Social Security disability payments). Income limits are adjusted to account for the number of household members. Visit the "Am I Eligible" page by visiting www.in.gov/medicaid/members/apply-for-medicaid/am-i-eligible-for-medicaid/. You may also check for current income limits or see if you qualify online at the Division of Family Resources Benefits Portal by visiting https://fssabenefits.in.gov and additional information may also be found on the Indiana Medicaid website, at www.in.gov/medicaid.

Age

Certain programs are designed for people in specific age groups.

Financial resources/assets

Different programs count different resources/assets. Resources/assets are not counted for the following groups: children, pregnant women, members with only family planning services, former foster children up to age 26 and Healthy Indiana Plan members.

Medical needs

Specific medical needs may determine eligibility and which program can best serve your needs.

How does someone apply for or manage Indiana Health Coverage Programs?

- To learn about the different programs, applicants can visit www.in.gov/medicaid.
- Applicants can apply online at www.dfrbenefits.in.gov.
- Applicants can call 800-403-0864 or fax 888-436-9199.
- Applicants can visit a local Division of Family Resources office. A
 directory of DFR offices is found on page 44 of this guide or online at
 www.dfrbenefits.in.gov.

What information does an applicant need to know/take with them to apply for Indiana Health Coverage Programs?

Applicants will need the following information for each person in the household:

- · Names and dates of birth
- Social Security numbers
- · Income from jobs or training
- Benefits each person gets now (or received within the past three months), such as Social Security, Supplemental Security Income, veteran's benefits or child support
- Amount of money in each person's checking account, savings accounts or other resources
- Any other health coverage and/or medical benefits each person currently has

How long will it take someone to get coverage?

Depending on the program applicants apply for, it may take approximately 45–90 days from the date the application is submitted to find out eligibility.

How long does someone keep his or her benefits?

Eligibility for any Indiana Health Coverage Program will typically need to be renewed each year. If eligibility cannot be renewed through the automated process, recipients will be contacted by mail when it is time for enrollment renewal. It is important for recipients to respond to all mail they receive regarding coverage. If enrollment occurs on time, there will be no break in program services. If recipients do not re-enroll, there may be a break in coverage or even lost coverage.

If a recipient has a change of address, phone number, income or resources, it is critical that they promptly inform the local Division of Family Resources office by calling **800-403-0864**.

Can someone have Medicare and Medicaid at the same time?

Yes. A person can be eligible for both Medicaid and Medicare and receive benefits from both programs at the same time.

■ Breast and Cervical Cancer Program

The Indiana Breast and Cervical Cancer Program is the Hoosier implementation of the National Breast and Cervical Cancer Early Detection Program. The BCCP provides access to breast and cervical cancer screenings, diagnostic testing and treatment for underserved and underinsured women who qualify for services.



The NBCCEDP functions through cooperative agreements with the Centers for Disease Control and Prevention and state and territorial health departments, tribes and organizations. The BCCP receives funds from both the NBCCEDP and from the state of Indiana.

Through the BCCP, female Indiana residents may qualify for free breast and cervical cancer screenings and diagnostic tests. The BCCP is capable of qualifying women diagnosed with breast and cervical cancer for health coverage through Indiana Medicaid through its Option 3. The coverage remains active during cancer treatment and terminates at its conclusion.

For additional information about the BCCP, visit www.in.gov/health/cdpc/in-wisewoman-indiana-well-integrated-screening-and-evaluation-for-women-across-the-nation/bccp/.

■ Federal Health Insurance Marketplace

If a person's income is too high to qualify for Medicaid or the Healthy Indiana Plan, they may be able to find health insurance through the federal Health Insurance Marketplace. Depending on income and household size, they may qualify for a tax credit that can help pay the cost of the health insurance.

Applicants may receive more information about the federal Health Insurance Marketplace by:

- · Calling 800-318-2596
- Visiting www.healthcare.gov

■ Healthy Indiana Plan

The Healthy Indiana Plan is an affordable health insurance program from the state of Indiana for uninsured adult Hoosiers. The Healthy Indiana Plan pays for medical expenses and provides incentives for members to be more health conscious. The Healthy Indiana Plan provides coverage for qualified low-income Hoosiers ages 19 to 64, who are interested in participating in a low-cost, consumer-driven health care program.

The Healthy Indiana Plan uses a proven, consumer-driven approach that was pioneered in Indiana. The program continues to build upon the framework and successes of the original Healthy Indiana Plan that started in 2008.

The Healthy Indiana Plan has two coverage options, HIP Plus and HIP Basic.

HIP Plus

The preferred plan selection for all members is HIP Plus, which offers the best value for members. HIP Plus has comprehensive benefits including vision, dental and chiropractic services. The member pays an affordable monthly POWER Account contribution based on income. The amount is between \$1 and \$20 per month. There is no copayment required for

receiving services with one exception: using the emergency room where there is no true emergency.

HIP Basic

HIP Basic is the fallback option for members with household income less than or equal to 100% of the federal poverty level who do not make their POWER Account contributions. The benefits are reduced. The essential health benefits are covered but not vision, dental or chiropractic services. The member is also required to make a copayment each time they receive a health care service, such as going to the doctor, filling a prescription or staying in the hospital. These payments may range from \$4 to \$8 per doctor visit or prescription filled and may be as high as \$75 per hospital stay. HIP Basic can be much more expensive than HIP Plus.

How does someone qualify for the Healthy Indiana Plan?

To qualify for the Healthy Indiana Plan, applicants must be between the ages of 19–64 and meet the following eligibility requirements:

 Hoosiers with incomes in 2025 up to \$21,603 for an individual, \$29,197.80 for a couple or \$44,376 for a family of four are generally eligible to participate in HIP. You can find up-to-date income limits under "Am I Eligible" at www.hip.in.gov.

Healthy Indiana Plan monthly income limits

Household Size	Monthly Income Limit For HIP Basic Eligibility	Monthly Income Limit For HIP Plus Eligibility*
1	\$1,305.00	\$1,800.25
2	\$1,763.00	\$2,433.15
3	\$2,221.00	\$3,065.05
4	\$2,680.00	\$3,698.00
5	\$3,138.00	\$4,329.90
6	\$3,596.00	\$4,962.80
7	\$4,055.00	\$5,595.75
8	\$4,513.00	\$6,227.65
9	\$4,971.00	\$6,860.55
10	\$5,430.00	\$7,492.50

Eligibility threshold is not rounded. The information in this guide is correct as of April 1, 2025. For the most up-to-date information, refer to www.hip.in.gov.



 Individuals who are not eligible for Medicare or other Medicaid categories.

What are the responsibilities of a Healthy Indiana Plan member?

In the Healthy Indiana Plan program, the first \$2,500 of medical expenses for covered benefits are paid with a special savings account called a Personal Wellness and Responsibility Account. The state will pay most of this amount, but each member is also required to make a monthly contribution toward their health coverage into their POWER Account. The member contribution is based on income and will be between \$1 and \$20, but may be higher for members that smoke. The minimum contribution is \$1 per month.

Managing the POWER Account and seeking preventive care can reduce the member's future costs. If the applicant's annual health care expenses are less than \$2,500 per year, they may reduce the monthly payment for the next year. Members can also have their monthly payment reduced even more if they complete preventive health services. If their annual health care expenses are more than \$2,500, the first \$2,500 is covered by their POWER Account, and additional health services are fully covered at no additional cost to the members.

What are the Healthy Indiana Plan health plans?

There are four managed care entities (health plans) that manage the benefits and POWER Accounts of Healthy Indiana Plan members. They are Anthem Blue Cross and Blue Shield, CareSource Indiana, Managed Health Services and MDwise.

What are the benefits of HIP Plus?

The HIP Plus program provides comprehensive benefits including vision, dental and chiropractic services for a low, predictable monthly cost. With HIP Plus, members won't have to pay every time they visit a doctor or fill a prescription. HIP Plus allows members to make a monthly contribution to their POWER Account based on their income. If both the member and spouse are enrolled in HIP Plus, the monthly contribution amount will be split between the two. The only other cost for health care in HIP Plus is a payment of \$8 if members visit the Emergency Room when they *do not* have an emergency health condition.

Can the member receive help paying for the required contribution?

Yes, in the Healthy Indiana Plan, third parties such as employers, nonprofits and friends or family can contribute any amount up to the full contribution amount. In addition, the health plans may implement a rewards program that allows members to "earn" additional dollars in their POWER Accounts. Total contributions may not exceed the members' required contribution to their POWER Accounts.

How does someone find a provider? Can they keep the same

Healthy Indiana Plan members should call their health plan (Anthem, CareSource, MDwise or MHS) or go online to research which providers are in that health plan's network. Members can also call **877-GET-HIP-9**

Members new to HIP will want to make sure they choose a health plan that includes their doctor. They can call **877-GET-HIP-9** to discuss options.

■ Hoosier Care Connect

doctor?

and ask.

Hoosier Care Connect is a coordinated care program primarily serving Hoosiers age 60 and younger, or with blindness or a disability who live in the community and are not eligible for Medicare or for home- and community-based waiver services. Children who are wards of the state, are in the Adoption Assistance Program, as well as those who are current and former foster children can opt into Hoosier Care Connect rather than receive traditional Medicaid. In Hoosier Care Connect, a person enrolls with a health plan that provides most of their Medicaid-covered benefits. A health plan, also called a managed care entity, is a group of doctors, pharmacies and hospitals that work together to help an individual get the health services they need.

What is covered by Hoosier Care Connect?

Hoosier Care Connect provides standard benefits including coverage for medical expenses such as doctor visits, hospital care, therapies, medications, prescriptions and medical equipment. The benefits also include preventative care, such as regular check-ups, and mental health and substance abuse treatment. Hoosier Care Connect also has benefits for members with certain health care conditions like heart disease, asthma, diabetes or a disabling condition. Various health plans may offer additional services.

Services that do not need a doctor's referral:

- · Dental care
- Podiatry care (foot care)
- · Chiropractic care
- Vision/eye care (except surgery)
- · Mental health services
- · Substance abuse services
- · Transportation services

If members need any other special service or need to see another type of medical professional, they need to talk with their doctor to get a referral. Some services will require their doctor or other specialty provider to request prior authorization before the service can be delivered. It is up to the provider to request the prior authorization.



How does someone choose a health plan and a health care provider?

When applicants enroll in Hoosier Care Connect, they will select a health plan. Each health plan has a network of health care providers including primary care doctors, specialists, home health providers, pharmacies, therapists, etc.

It is important for applicants to know which health plans their doctor or doctors participate in. For most health care services, applicants must use the health care providers who are in their health plan.

The health plan choices are:

- Anthem
- · Managed Health Services
- · United Healthcare

How do applicants know if they are eligible?

The Eligibility Guide, found under the "Apply for Coverage" tab at **in.gov/medicaid/members**, is a resource tool that can provide eligibility information to assist individuals in knowing if they are more likely or less likely to qualify for any Medicaid benefits. It is not a final determination. The only way to know eligibility is to apply.

■ Hoosier Healthwise

Hoosier Healthwise is the state of Indiana's health care program for children and some pregnant women with low income. Based on family income, children up to age 19 may be eligible for coverage. Hoosier Healthwise covers medical care like doctor visits, prescription medicine, mental health care, dental care, hospitalizations, surgeries, family planning and transportation to medical appointments at little or no cost to the member or the member's family.

How does someone qualify for Hoosier Healthwise?

To qualify for Hoosier Healthwise, applicants must meet the following eligibility criteria:

Income/Household Size

Income limits are adjusted to account for the number of household members. Types of income include earned (example: wages from a job), unearned income (example: Social Security Disability payments) and countable income (e.g., taxable income plus certain Social Security Income and lump sum income. Supplemental Security Income, veterans benefits and child support are not counted). Visit the "Am I Eligible" guide at www.in.gov/medicaid (first click "Members") for current income limits.



Age

Eligibility criteria can be based on age. Certain programs are designed for people in specific age groups.

How do applicants know if they are eligible?

The Eligibility Guide, found under the "Apply for Coverage" tab at **www.in.gov/medicaid/members**, is a resource tool that can provide eligibility information to assist individuals in understanding if they are more likely or less likely to qualify for any Medicaid benefits. It is not a final determination. The only way to know eligibility is to apply.

What is covered by Hoosier Healthwise?

Hoosier Healthwise provides standard benefits including coverage for medical expenses such as doctor visits, hospital care, therapies, medications, prescriptions and medical equipment. The benefits also include preventive care, such as well-baby and well-child care and regular checkups, and mental health and substance abuse treatment. Hoosier Healthwise also has benefits for children with special health care needs like asthma or diabetes. Various health plans may offer additional services.

How does someone choose a health plan and a health care provider?

When applicants enroll in Hoosier Healthwise, they will select a health plan. Each health plan has a network of health care providers including primary care doctors, specialists, home health care providers, pharmacies, therapists etc. It is important for applicants to know which health plans their doctor or doctors participate in. For most health care services, applicants must use the health care providers who are in their health plan. Members are assigned a primary medical provider to manage their health care.

The health plan choices are:

- Anthem
- CareSource
- · Managed Health Services
- MDwise

Services that do not need a doctor's referral:

- Dental care
- Podiatry care (foot care)
- · Chiropractic care
- Vision/eye care (except surgery)
- · Mental health services

- Substance abuse services
- Transportation services
- Family planning services
- Immunizations



If members need any other special service or need to see another type of medical professional, they need to talk with their doctor to get a referral. Some services will require their doctor or other specialty provider to request a prior authorization before the service can be delivered. It is up to the provider to request the prior authorization.

■ HoosierRx

Indiana's state pharmaceutical assistance program, HoosierRx, can help pay the monthly Part D premium, up to \$70 per month, for members enrolled in a Medicare Part D plan working with HoosierRx.

Who qualifies for HoosierRx?

To qualify for the HoosierRx program, an individual must be an Indiana resident, 65 years old or older, have a yearly income of \$23,475 or less for a single person, or \$31,725 or less for a married couple living together.

The information in this guide is correct as of April 1, 2025. For the most up-to-date information, refer to **www.fssa.in.gov**.

How does someone apply for HoosierRx?

A person who thinks they meet the eligibility requirements above should call a HoosierRx representative at **866-267-4679** or visit the HoosierRx website at **www.in.gov/medicaid/members/member-programs/hoosierrx/**.

Companies offering prescription drug plans working with HoosierRx include:

- AARP/UnitedHealthcare
- CIGNA
- SilverScript
- WellCare

■ Medicare Savings Program

The Medicare Savings Program is a Medicaid program that helps support Medicare out-of-pocket expenses for individuals. There are different categories within the Medicare Savings Program, and benefits vary. All categories offer payment for Medicare Part B premiums, and the most generous category also covers Medicare Part A and B deductibles, copayments and coinsurance for eligible beneficiaries. For more information call toll-free at **800-452-4800**.

■ Traditional Medicaid

Some Medicaid enrollees are served through a fee-for-service delivery system where health care providers are paid for each service (like an office visit, test or procedure).

Traditional Medicaid is mostly limited to those in long-term care facilities, those dually enrolled in Medicare and Medicaid and individuals receiving home- and community-based services waivers.

Home- & Community-Based Services for the Aged, Blind and Disabled



Home- & Community-Based Services for the Aged, Blind and Disabled

The Indiana Family and Social Services Administration administers various programs, including waiver programs, which help people facing permanent or temporary life challenges at various stages of life. The goal of many of these programs is to allow individuals who meet criteria to receive services within their homes and communities as opposed to being institutionalized. These programs and waivers are described in this section.

■ Adult Protective Services

The Adult Protective Services program was established to receive and investigate reports regarding adults within the state of Indiana who may be endangered and, as appropriate, to coordinate a proper response to protect endangered adults who are victims of abuse, neglect or exploitation. APS field investigators operate out of the offices of county prosecutors throughout the state. If the APS unit has reason to believe that an individual who is 18 years or older is an endangered adult, the unit shall investigate the complaint or cause the complaint to be investigated by law enforcement or other agency and make a determination as to whether the individual reported is an endangered adult.

Who is considered an endangered adult?

An endangered adult is defined as an individual who is:

- At least 18 years old
- · Incapacitated by any of the following:
 - > Mental illness
 - Developmental/Intellectual disability
 - > Dementia
 - > Habitual drunkenness
 - > Excessive drug use

and

- Harmed or threatened with harm as a result of any of the following:
 - > Battery
 - > Neglect

> Exploitation of the individual's personal services or property

> Other physical or mental incapacity preventing the

person from managing or

directing the management

of his or her property or

provision of self care

providing or directing the

What is battery, neglect or exploitation?

Indiana is a mandatory report state, meaning everyone is required by law to report cases of suspected neglect, battery or exploitation of an endangered adult to an APS unit or law enforcement. All reports are secured and kept confidential.

Battery: Knowingly or intentionally touching a person in a rude, insolent or angry manner; or in a rude, insolent or angry manner placing any bodily fluid or waste on another person

- Neglect/Self-Neglect: The intentional withholding of essential care or service or the inability of an individual to care for himself or herself; abandonment and confinement of an individual is also considered neglect
- Exploitation: The intentional misuse of a person's property, person or services for financial gain; includes, but is not limited to, sexual misuse as well as the use of the endangered adult's labor without pay

Adult Protective Services offices

UNIT 1

2900 W. 93rd Ave. Crown Point, IN 46307 219-755-3863 219-755-3865 FAX

UNIT 1A

Courthouse Square 809 State St. LaPorte, IN 46350 219-326-6808, ext. 2348 219-324-9394 FAX

UNIT 2

533 N. Niles Ave. South Bend, IN 46617 800-626-8320 574-235-5092 574-235-9734 FAX

UNIT 3

Keystone Building, 1st Floor 602 S. Calhoun St. Fort Wayne, IN 46802 260-449-7989 260-449-4618 FAX

UNIT 4

111 N. Fourth St. Lafayette, IN 47901 765-423-9307

UNIT 5

200 Court Park Logansport, IN 46947 574-753-5808 574-735-3205 FAX

UNIT 6

Madison County Government Center 16 E. Ninth St., Box 5 Anderson, IN 46016 765-641-9570

UNIT 7

Vigo County Courthouse 33 S. Third St. Terre Haute, IN 47807 812-462-3286

UNIT 8

251 E. Ohio St. Indianapolis, IN 46204 317-327-1403

UNIT 8B

Shelby County Courthouse 407 S. Harrison St. Shelbyville, IN 46176 317-392-6495 888-387-2352

UNIT 10

501 N. Morton St., Ste. 215 Bloomington, IN 47404 812-349-2665

UNIT 11

234 Washington St. Columbus, IN 47201 812-379-1670

UNIT 12

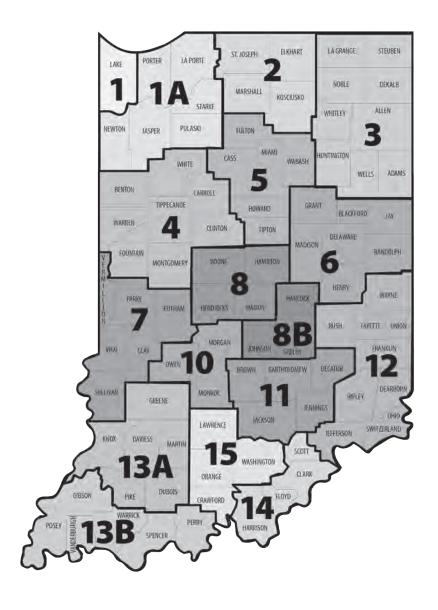
165 Mary St. Lawrenceburg, IN 47205 812-537-8862

Office listings continued on page 74.





Adult Protective Services unit service areas





UNIT 13A

200 E. Walnut Washington, IN 47501 812-254-8681

UNIT 13B

Civic Center, Room 329 1 N.W. M.L. King Jr. Blvd. Evansville, IN 47708 812-435-5190

UNIT 14

County Government Building 501 E. Court Ave. Jeffersonville, IN 47130 812-280-5693

UNIT 15

County Govt. Bldg.,Ste. 202 806 Martinsburg Road Salem, IN 47167 812-883-5998 812-883-3983 FAX

What should I do if I suspect an adult is endangered?

All persons are required by law to report all cases of suspected battery, neglect or exploitation of a vulnerable adult. A report may be made by calling **211**, calling the nearest APS office or law enforcement agency or by submitting an online report.

Local offices and contact information can be found on page 72.

■ Centers for Independent Living

Independent Living philosophy emphasizes consumer control, the idea that people with disabilities are the best experts on their own needs, having crucial and valuable perspective to contribute and deserving of equal opportunity to decide how to live, work and take part in their communities, particularly in reference to services that powerfully affect their day-to-day lives and access to independence. Centers for Independent Living are consumer-controlled, cross-disability, nonresidential, private, nonprofit agencies that are designed and operated within local communities by individuals with disabilities. Each center is unique but operates under the same five core services.

Core services include:

- Peer support
- Information and referral
- Individual and systems advocacy
- Independent living skills training
- Services that facilitate transition from nursing homes and other institutions to the community, provide assistance to those at risk of entering institutions and facilitate transition of youth to postsecondary life



Centers for Independent Living

Area 1 accessABILITY Center for Independent Living 8395 Keystone Crossing, #110

Indianapolis, IN 46240 317-926-1660 office 866-794-7245 toll-free 317-926-1687 fax www.abilityindiana.org info@abilityindiana.org

Area 2 Assistive Technology & Training Information Center, Inc.

2735 Washington Ave. Vincennes, IN 47591 812-886-0575 office 877-962-8842 toll-free 812-886-1128 fax www.atticin.org

Area 3 Everybody Counts Center for Independent Living 9111 Broadway, Ste. A Merrillville, IN 46410 219-769-5055 office www.everybodycounts.org

info@everybodycounts.org

Area 4 Everybody Counts North Roberto Clemente Center, 438 Fayette St. Hammond, IN 46321 219-937-5055 office www.everybodycounts.org info@everybodycounts.org

Area 5 FutureChoices Inc. 905 S. Walnut St. Muncie, IN 47302 765-741-8332 office 866-741-3444 toll-free 765-741-8333 fax www.futurechoices.org

Area 6 Independent Living Center of Eastern Indiana 1818 W. Main St. Richmond, IN 47374 765-939-9226 office 877-939-9226 toll-free 765-935-2215 fax/TTY www.ilcein.org

Area 7 League for the Blind & Disabled (The League) 5821 S. Anthony Blvd. Fort Wayne, IN 46816 260-441-0551 office V/TTY 800-889-3443 toll-free 260-441-7760 fax www.the-league.org

Area 8 Southern Indiana Center for Independent Living 1490 W. Main St. P.O. Box 308 Mitchell, IN 47446 812-277-9626 office V/TTY 800-845-6914 toll-free 812-277-9628 fax www.siilc.org

Area 9 Southeastern Indiana Independent Living Center

114 W. Main St. Vevay, IN 47043 812-427-3333 office 812-427-3338 fax www.siilcs.org siilc@live.com

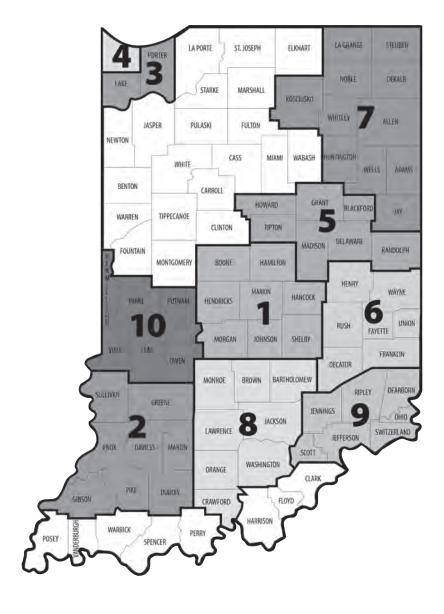
Area 10 The Wabash Independent Living & Learning Center (WILL Center) 1 Dreiser Square Terre Haute, IN 47807

Terre Haute, IN 47807 812-298-9455 office 812-915-9455 toll-free 812-299-9061 fax www.thewillcenter.org

■ Community and Home Options to Institutional Care for the Elderly and Disabled

The Community and Home Options to Institutional Care for the Elderly and Disabled program is administered through Indiana's 15 Area Agencies on Aging (serving 16 planning and service areas). The CHOICE program

Centers for Independent Living







provides home- and community-based services to assist individuals in maintaining their independence in their own homes or communities for as long as is safely possible.

How does one qualify for the Community and Home Options to Institutional Care for the Elderly and Disabled program?

Community and Home Options to Institutional Care for the Elderly and Disabled applicants must be at least 60 years of age or be any age and have a disability due to a mental or physical impairment. Applicants must also be found to be at risk of losing their independence, usually indicated by difficulties with activities of daily living, such as bathing, dressing, walking, transferring or medications set-ups, etc.

Community and Home Options to Institutional Care for the Elderly and Disabled funds may not be used if other funding such as Medicare or Medicaid is available to meet the individual's needs.

What are the income limits?

There are no income limits for the Community and Home Options to Institutional Care for the Elderly and Disabled program. However, there is a cost-sharing formula, and applicants with higher incomes may be asked to pay for a portion of their services.

What are the asset/resource limits?

An individual may not have assets that exceed \$250,000. In determining assets, an additional \$20,000 in countable assets will be excluded from the total. There is a cost-sharing formula based on countable assets and individuals may be asked to pay for a portion of their services.

The resource standard for a single individual is \$2,000 and for a married couple it is \$3,000. However, for certain married couples, if one spouse is receiving a home- and community-based services waiver and the other spouse is not and continues to live in the community, then spousal impoverishment provisions apply in which there are additional resource protections for the community spouse.

How does someone apply for the Community and Home Options to Institutional Care for the Elderly and Disabled program?

If you are interested in learning more about the Community and Home Options to Institutional Care for the Elderly and Disabled program, contact your local INconnect Alliance member at **800-713-9023**. A complete listing of INconnect Alliance members is available on page 86 or you can visit the INconnect Alliance website at **www.INconnectAlliance.org**.

What services are available?

Services available under the Community and Home Options to Institutional Care for the Elderly and Disabled program include:



- · Adult day services
- · Attendant care
- · Case management
- Environmental modification
- · Handy chore
- Homemaker

- Home-delivered meals
- Home health aide
- Personal emergency response systems
- Pest control
- Respite

- Skilled nursing
- Specialized medical equipment
- Transportation
- Vehicle modifications

■ Community Integration and Habilitation waiver

The Community Integration and Habilitation waiver helps children and adults with intellectual and developmental disabilities live successfully in their home. This is one of two waivers administered by the Bureau of Disabilities Services.

How does someone qualify for the Community Integration and Habilitation waiver?

To qualify, a child or adult must have been diagnosed with an intellectual disability, developmental disability or related condition prior to the age of 22 years and the condition must be expected to continue indefinitely.

The individual must exhibit substantial functional limitations in at least three of the six major life areas. Those areas include self-care, learning, self-direction, capacity for independent living, understanding and use of language, and mobility. In addition, the individual must also meet priority criteria. Those priority criteria are as follows:

- Individuals transitioning to the community from a nursing facility, extensive support needs facility and state operated facility
- Individuals determined to no longer need/receive active treatment in Supervised Group Living
- Individuals transitioning from 100% state-funded services
- Individuals aging out of Dept. of Education, Dept. of Child Services or Supervised Group Living
- Individuals requesting to leave a large private Intermediate Care Facility for Individuals with

- Intellectual Disabilities
- Death of a primary caregiver where there is no other caregiver er available
- Caregiver over the age of 80 years when there is no other caregiver available
- Evidence of abuse or neglect in current institutional or Supervised Group Living placement
- Extraordinary health and safety risk as reviewed and approved by the division director



How does someone apply for a Community Integration and Habilitation waiver?

An individual or his/her guardian may apply for the Community Integration and Habilitation waiver by contacting their local Bureau of Disabilities Services office for an application packet. A complete list and contact information for the district offices is available on page 81.

What services are available on the Community Integration and Habilitation waiver?

- Adult day services
- Behavioral support services
- · Case management
- · Community transition
- · Day habilitation
- Remote supports
- Environmental modifications
- Extended services
- Family and caregiver training
- Intensive behavioral intervention (age 21 and over)
- · Music therapy

- Occupational therapy (age 21 and over)
- Personal emergency response system
- Physical therapy (age 21 and over)
- Prevocational services
- Psychological therapy (age 21 and over)
- · Recreational therapy · Wellness
- Rent and food for unrelated live-in caregiver
- Residential habilitation and support

- Respite
 - Specialized medical equipment and supplies
- Speech/language therapy (age 21 and over)
- Structured family caregiving
- Transportation
- Wellness coordination
- Workplace assistance

If you encounter any terms or program names you do not understand, refer to the Indiana Family and Social Services Administration glossary of terms on page 128 or at www.in.gov/fssa/resource-guide/fssa-glossa-ry-of-terms/.

■ Deaf & Hard of Hearing Services

Deaf & Hard of Hearing Services is a program within the Bureau of Rehabilitation Services. DHHS provides advocacy and resources to deaf and hard of hearing Hoosiers. They oversee the grant funding of the Increasing Independence Program for case management services. DHHS provides assistance, consultation and education on resources to individuals and their families regarding the needs and rights of individuals who are deaf or hard of hearing, as defined in the Americans with Disabilities Act and various other laws. Case managers who are fluent in American Sign Language provide community support services to individuals who are deaf

or hard of hearing to ensure improved independence. DHHS staff also provide community outreach, education and advocacy throughout the state to organizations and state agencies, including the Department of Corrections and ILEA Police Academy. DHHS manages the Indiana Interpreters Certification program, tracks interpreter Continuing Education Units and the interpreter grievance process. DHHS coordinates and schedules ADA accommodations for Vocational Rehabilitation participants and manages the state employee discount hearing aid program.

For more information about Deaf & Hard of Hearing Services, interested parties can email **dhhshelp@fssa.in.gov** or write to the address below:

Deaf & Hard of Hearing Services

402 W. Washington St., MS 23 IGCS – W453 Indianapolis, IN 46204

■ Family Caregiver Program

The Family Caregiver Program, part of the Older Americans Act, acknowledges and encourages the role caregivers play in the nation's home- and community-based services system. These services are provided through Indiana's 15 Area Agencies on Aging. These 15 Area Agencies on Aging (serving 16 planning and service areas) comprise the INconnect Alliance. The Family Caregiver Program can provide services to individuals caring for loved ones 60 years of age and older or to older relatives (not parents) age 55 and older caring for a child or older relatives (including parents) age 55 and older caring for an individual with a disability between the ages of 18 and 59. Additionally, the program can support adult family members or other informal caregivers age 18 and older providing care to individuals of any age with Alzheimer's disease and related disorders. However, funding is extremely limited so services are not always available in every area of the state to cover all service options for eligible individuals who are in need of assistance.

What are the income limits?

There are no income limits for the Family Caregiver Program. Participants are asked to make voluntary contributions, as they are able.

What are the asset/resource limits?

There are no asset/resource limits for the Family Caregiver Program. Participants are asked to make voluntary contributions as they are able.

What services are available?

Services available under the Family Caregiver Program include:



- Caregiver counseling/caregiver training/caregiver support groups
- Respite
- · Supplemental services
- Caregiver care management/caregiver information and assistance/ caregiver public information

How does someone apply for the Family Caregiver program?

If you are interested in learning more about the Family Caregiver program, contact your local INconnect member at **800-713-9023**. A complete listing of INconnect Alliance members is available on page 86 or you can visit the INconnect Alliance website at **www.INconnectAlliance.org**.

Bureau of Disabilities Services district offices

District 1

110 W. Ridge Road Gary, IN 46408-2709 Phone: 219-981-5313

Toll-Free: 877-218-3053 (V/VRS/711) Toll-Free Fax: 855-455-4265

District 2

401 E. Colfax Ave., Ste. 270 South Bend, IN 46617-2737

Phone: 574-232-1412

Toll-Free: 877-218-3059 (V/VRS/711) Toll-Free Fax: 855-455-4266

District 3

201 E. Rudisill Blvd., Ste. 300 Fort Wayne, IN 46806-1756 Phone: 260-423-2571

Toll-Free: 877-218-3061 (V/VRS/711) Toll-Free Fax: 855-525-9370

District 4

30 N. Eighth St., P.O. Box 10217 Terre Haute, IN 47802-3106

Phone: 812-232-3603

Toll-Free: 877-218-3096 (V/VRS/711) Toll-Free Fax: 855-525-9374

District 5

8085 Knue Road, Suite 200 Indianapolis, IN 46250 Phone: 317-205-0101

Toll-Free: 877-218-3530 (V/VRS/711) Toll-Free Fax: 855-525-9373

District 6

201 E. Charles St., Ste. 130 Muncie, IN 47305-2434 Phone: 765-288-6516

Toll-Free: 877-218-3531 (V/VRS/711) Toll-Free Fax: 855-525-9372

District 7

East: 7409 Eagle Crest Blvd., Ste. A Evansville, IN 47715-9136 Downtown: 401 SE Sixth St., Ste. 212 Evansville, IN 47713-1216

Phone: 812-423-8449

Toll-Free: 877-218-3528 (V/VRS/711) Toll-Free Fax: 855-525-9375

District 8

1452 Vaxter Ave.

Clarksville, IN 47129-7721 Phone: 812-283-1040

Toll-Free: 877-218-3529 (V/VRS/711) Toll-Free Fax: 855-525-9376

Bureau of Disabilities Services districts





■ Family Supports waiver

The Family Supports waiver helps children and adults with intellectual and developmental disabilities live successfully in their home. This is one of two waivers administered by the Bureau of Disabilities Services.

What are the eligibility criteria for the Family Supports waiver and how does someone apply?

To qualify, a child or adult must have been diagnosed with an intellectual disability, developmental disability, or related condition prior to the age of 22 years, and the condition must be expected to continue indefinitely.

The individual must meet level of care. Level of care is determined by assessing six major life areas. Those areas include self-care, learning, self-direction, capacity for independent living, understanding and use of language, and mobility. The individual must exhibit substantial functional limitations in at least three of the six major life areas.

An individual or his/her guardian may apply for the Family Supports waiver by contacting their local Bureau of Disabilities Services office for an application packet. A list of the local BDS offices can be found on page 81.

What happens after the packet and application are turned in?

An intake specialist from the applicant's local Bureau of Disabilities Services office will contact him or her to schedule a time to complete the preliminary level of care.

When will waiver services begin?

It is the policy of the Bureau of Disabilities Services that individuals may be placed on a single statewide waiting list after applying for waiver services and meeting Level of Care criteria. Individuals will be targeted in the order they applied for services, from the oldest date of application to the newest.

The following priority criteria allows individuals to obtain the Family Support waiver without waiting:

- Adults ages 18 through 24 who have aged out of, graduated from or have permanently separated from their school setting
- A child of an active member or veteran of the armed forces of the United States or the National Guard

What services are available through the Family Supports waiver?

The Family Supports waiver is administered by the Bureau of Disabilities Services and provides services to individuals with developmental disabilities that are designed to enable them to live as independently as possible in their home or community setting appropriate to their needs.



Available services include:

- Adult day services
- Behavioral support services
- · Case management
- · Day habilitation
- · Extended services
- Family and caregiver training
- Intensive behavioral intervention (age 21 and over)
- Music therapy

- Occupational therapy (age 21 and over)
- Participant assistance and care
- Personal emergency response system
- Physical therapy (age 21 and over)
- Prevocational services
- Psychological therapy (age 21 and over)

- Recreational therapy
- Respite
- Remote supports
- Specialized medical equipment and supplies
- Speech/language therapy (age 21 and over)
- Transportation
- Workplace assistance

■ First Steps – Early Intervention Services

First Steps is the state's early intervention program. The First Steps program ensures that all Indiana families with infants and toddlers birth through third birthday experiencing developmental delays or disabilities have access to early intervention services. Please go to page 19 for more information about First Steps.

■ Health and Wellness waiver

The Health and Wellness waiver provides an alternative to nursing facility admission for adults and persons of all ages with a disability. The waiver is designed to provide services for people who would otherwise require care in a nursing facility. Waiver services can be used to help people remain in their own homes, as well as help people living in nursing facilities return to community settings such as their own homes, apartments, assisted living or adult family care settings.

How does someone qualify for the Health and Wellness waiver program?

To qualify for the Health and Wellness waiver, applicants must qualify for full coverage Medicaid and have needs that would otherwise require nursing facility level of care.

What are the income limits?

Applicants should refer to current Medicaid income limits. However, a special income limit is applied to Health and Wellness waiver recipients when Medicaid eligibility is determined.



- Financial eligibility
 - > 300% of Supplemental Security Income,
 - > Parental income and resources disregarded for children under 18, and
 - > Spousal impoverishment protections similar to those for nursing homes

Visit the "Am I Eligible" guide at www.indianamedicaid.com (click on "Members" first) for current income limits.

What are the asset/resource limits?

The resource standard is \$2,000 for a single individual and \$3,000 for a married couple. However, for certain married couples, if one spouse is receiving a home- and community-based services waiver and the other spouse is not and continues to live in the community, then spousal impoverishment provisions apply in which there are additional resource protections for the community spouse.

How does someone apply for the Health and Wellness waiver?

If you are interested in learning more about the Health and Wellness waiver, contact your local INconnect Alliance member at **800-713-9023**. A complete listing of INconnect Alliance members is also available on page 86 or you can visit the INconnect Alliance website at **www.INconnectAlliance.org**.

What services are available?

Case management services are provided to every Health and Wellness waiver recipient. Other services available under the Health and Wellness waiver include:

- Adult day services
- · Adult family care
- Assisted living
- Attendant care
- Home modifications
- · Health care coordination
- Homemaker
- Home-delivered meals

- Nutritional supplements
- Personal emergency response systems
- Respite
- · Specialized medical equipment
- · Structured family care
- Transportation
- · Vehicle modifications

■ INconnect Alliance

The INconnect Alliance is a a statewide network of 15 Area Agencies on Aging (serving 16 planning and service areas). Currently, Aging and Disability Resource Centers are housed at the Area Agencies on Aging. Alliance members receive thousands of calls from Hoosiers seeking information



and support for themselves or loved ones. They provide information or referral to other resources; they assess needs and match individuals with community resources, and they are the entry point for Indiana's programs of long-term services and supports for persons who are elderly or who have physical disabilities. The goal of the INconnect Alliance is to connect persons to resources, supports and services that allow them to remain as independent as possible within their homes and communities. For more information about the INconnect Alliance, visit www.INconnectAlliance.org or call 800-713-9023.

INconnect Alliance members

FSSA's Division of Aging established the INconnect Alliance, a statewide network of 15 Area Agencies on Aging (serving 16 planning and service areas). Information about the INconnect Alliance can be found on page 85.

AREA 1

Northwest Indiana Community Action Corporation

5240 Fountain Drive Crown Point, IN 46307 219-794-1829 or 800-826-7871 TTY: 888-814-7597 FAX 219-794-1860 www.nwi-ca.com director@nwi-ca.org

AREA 2 REAL Services Inc.

1151 S. Michigan St. South Bend, IN 46601-3427 574-284-2644 or 800-552-7928 FAX 574-284-2642 www.realservices.org info@realservices.org

AREA 3

Aging and In-Home Services of Northeast Indiana Inc.

8101 W. Jefferson Blvd. Fort Wayne, IN 46804 260-745-1200 or 800-552-3662 FAX 260-422-4916 www.agingihs.org info@agingihs.org

AREA 4

Area IV Agency on Aging & Community Action Programs Inc.

660 N. 36th St. Lafayette, IN 47903-4727 765-447-7683 or 800-382-7556 TDD 765-447-3307 FAX 765-447-6862 www.areaivagency.org

AREA 5

Area Five Agency on Aging & Community Services Inc.

1801 Smith St., Ste. 300 Logansport, IN 46947-1577 574-722-4451 or 800-654-9421 FAX 574-722-3447 www.areafive.com areafive@areafive.com

AREA 6

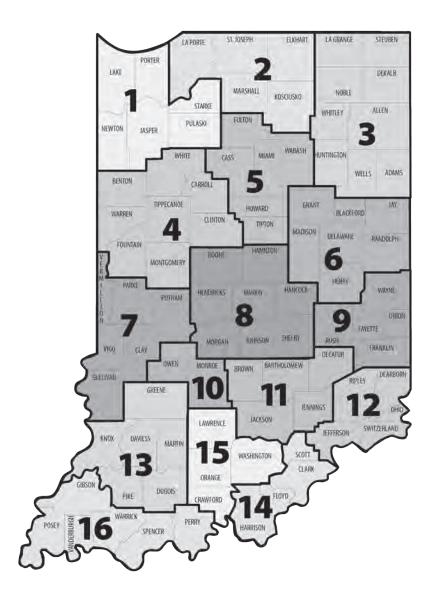
LifeStream Services Inc.

1701 Pilgrim Blvd. Yorktown, IN 47396-0308 765-759-1121 or 800-589-1121 TDY 866-801-6606 FAX 765-759-0060 www.lifestreaminc.org mail@lifestreaminc.org





INconnect Alliance planning and service areas





AREA 7

Thrive West Central

2800 Poplar St., Suite 9A Terre Haute, IN 47803 812-238-1561 or 800-489-1561 TDD 800-489-1561 FAX 812-238-1564 https://thrivewestcentral.com

AREA 8

CICOA Aging & In-Home Solutions

8440 Woodfield Crossing Blvd., Ste. 175 Indianapolis, IN 46240-4359 317-254-5465 or 800-432-2422 FAX 317-254-5494 TDD 317-254-5497 www.cicoa.org

AREA 9

LifeStream Services Inc.

2404 National Road W. Richmond, IN 47374 Phone: 765-966-1795 Fax: 765-759-1121 www.lifestreaminc.org

AREA 10

Area 10 Agency on Aging

631 W. Edgewood Drive Ellettsville, IN 47429 812-876-3383 or 800-844-1010 FAX 812-876-9922 www.area10agency.org info@area10agency.org

AREA 11

Thrive Alliance

1531 13th St., Ste. G900 Columbus, IN 47201 812-372-6918 or 866-644-6407 FAX 812-372-7864 www.thrive-alliance.org contact@thrive-alliance.org

AREA 12

LifeTime Resources Inc.

13091 Benedict Drive Dillsboro, IN 47018 812-432-6200 or 800-742-5001 FAX 812-432-3822 www.lifetime-resources.org contactltr@lifetime-resources.org

AREA 13

Generations Vincennes University Statewide Services

1019 N. Fourth St. Vincennes, IN 47591 812-888-5880 or 800-742-9002 FAX 812-888-4566 www.generationsnetwork.org generations@vinu.edu

AREA 14

Lifespan Resources Inc.

33 State St., Third Floor New Albany, IN 47151-0995 812-948-8330 or 888-948-8330 TTY 812-542-6895 FAX 812-948-0147 www.lsr14.org kstormes@lsr14.org

AREA 15

Hoosier Uplands/Area 15 Agency on Aging and Disability Services

521 W. Main St. Mitchell, IN 47446 812-849-4457 or 800-333-2451 TDD 800-473-3333 FAX 812-849-4467 www.hoosieruplands.org area15@hoosieruplands.org

AREA 16 SWIRCA & More

16 W. Virginia St. Evansville, IN 47737-3938 812-464-7800 or 800-253-2188 FAX 812-464-7843 or 812-464-7811 www.swirca.org swirca@swirca.org



■ Indiana Long-Term Care Ombudsman

The Indiana Long-Term Care Ombudsman Program advocates for residents of long-term care facilities, which includes nursing facilities and licensed assisted living facilities. Our primary purpose is to promote and protect the resident rights guaranteed to residents under federal and state law. We are resident-directed.

We achieve this mission with a network of local offices across the state, which recruit, train and manage a corps of certified ombudsmen. Staff and volunteer ombudsmen visit facilities throughout the state to ensure residents' rights are being upheld.

We are here for you – residents, family members, friends and anyone interested in the welfare of long-term care residents. Our services are free and confidential.

What does a long-term care ombudsman do?

Certified long-term care ombudsmen are trained to receive complaints and assist residents to resolve problems in situations involving quality of care, use of chemical or physical restraints, transfer and discharge, abuse, and other aspects of resident rights.

Your ombudsman will:

- Empower you to understand your rights so you feel confident in asking for what you need
- · Promote your rights as a resident living in a long-term care facility
- Provide education on how to self-advocate about your care and your rights
- Assist with resolving concerns about your quality of life and quality of care
- Work with you or others (with your permission) to help you get your needs met
- Support the establishment of a resident or family council
- Advocate with you, and on your behalf, while you receive services in a LTC facility or from providers in the community

Who can contact the long-term care ombudsman?

- · Residents of nursing homes and licensed assisted living facilities
- · Relatives and friends of residents in long-term care facilities
- Administrators and employees of long-term care facilities
- Anyone concerned about the welfare of residents of long-term care facilities
- The community at large

Reasons why people call us:

- Problems with care—call lights not being answered, problems with medication being administered, poor hygiene, etc.
- Violations of rights privacy issues, loss of dignity issues, poor staff attitudes, emotional and verbal abuses, etc.
- Problems with transfers and discharges—improperly discharged, service fees not disclosed, refused readmission, Medicaid discrimination, etc.

Residents' rights

When a person moves into a long-term care facility, they retain all their rights as a private citizen, plus, under federal and state law, they gain numerous other rights as a resident of the facility. Some of these rights, in abbreviated form, are listed below:

- · Right to be informed about and exercise their rights
- Right to know about services and financial charges
- Right to participate in planning their care and treatment
- Right to refuse treatment
- Right to confidentiality of records
- Right to privacy
- · Right to control their finances
- Right to freedom from abuse, neglect and exploitation
- Right to freedom from chemical and physical restraints
- Right to express grievances without fear of retaliation
- Rights pertaining to admissions, transfers and discharges, including the right to appeal
- Right to communicate freely with persons of their choice

How to file a complaint

If you or someone you care about lives in a nursing home, a licensed residential care facility (assisted living) or an adult family care home, you have the right to file a complaint regarding your concerns about the quality of life or care for yourself or your loved one.

There are several ways you may express your concerns:

- Talk directly to staff and/or leadership at the facility.
- · File a written grievance with the facility.
- Voice your concerns at the facility resident council meeting or family council meeting.
- Call the Indiana Department of Health Complaint Line at 800-246-8909.
- Contact your state or local long-term care ombudsman at 800-622-4484, email at LongTermCareOmbudsman@ombudsman. IN.gov or submit your complaint on our website.



If you decide to file a complaint with the LTC Ombudsman Program, here is what you can expect:

- · The information we receive is confidential.
- You have the right to remain anonymous.
- The LTC Ombudsman Program staff will review your complaint within two to three business days of receipt of the complaint.
- If you provide your contact information, a representative of the LTC Ombudsman Program may contact you for additional information.
- The LTC Ombudsman representative will follow up with the resident because we are "resident-directed."
- If the resident or resident's representative requests and grants permission to receive help from the program, an Ombudsman will assist the resident or their representative to try to resolve their concerns.

Indiana Long-term Care Ombudsman local offices

This information is correct as of April 1, 2024. For up-to-date information, refer to **www.in.gov/ombudsman/long-term-care-ombudsman**.

AREA 1

Mike Williams LTC ombudsman m.williams@NWI-CA.org 219-794-1829 ext. 2468

Northwest Indiana Community Action 5240 Fountain Dr., Crown Point, IN 46307 800-826-7871 219-794-1829 ext. 2468

Serving: Jasper, Lake, Newton, Porter, Pulaski and Starke Counties

AREA 2

Gretchen Camblin LTC ombudsman gretchen@realservices.org 574-284-7127 Teresa Delinski LTC ombudsman teresa@realservices.org 574-284-7135 ext. 7135

Real Services P.O. Box 1835 1151 S. Michigan St. South Bend, IN 46634-1835

Serving: Elkhart, Kosciusko, LaPorte, Marshall and St. Joseph Counties

AREA 3

Zanzy Lewis LTC ombudsman Email: zanzy@doingthegood-omg budsman.org 260-469-3161

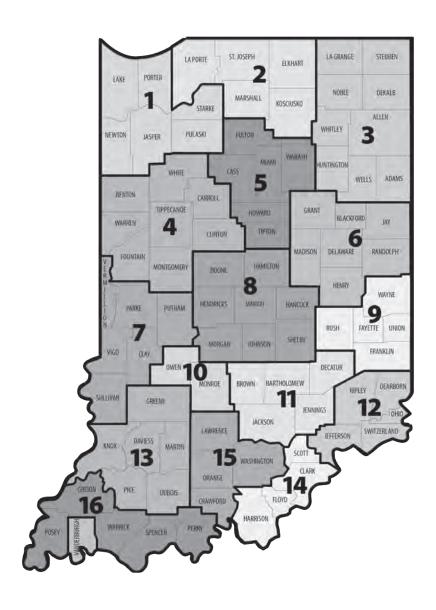
Kathy Lewis LTC ombudsman

Email: kathy@doingthegood-omg

budsman.org

Phone: 260-469-3161

Indiana Long-term Care Ombudsman areas





LTC Ombudsman Program of NE Indiana 3201 Stellhorn Road, Ste. C-106 Fort Wayne, IN 46815

Serving: Adams, Allen, DeKalb, Huntington, LaGrange, Noble, Steuben, Wells and Whitley Counties

AREA 4

Andrea Smothers LTC ombudsman

Email: andrea.smothers@ilsi.net

Phone: 765-423-5327

Debbie Winchester LTC ombudsman

Email: debbie.winchester@ilsi.net

Phone: 765-250-0008 Indiana Legal Services

8 N. Third St., Suite 102 Lafayette, IN 47901

Serving: Benton, Carroll, Clinton, Fountain, Montgomery, Tippecanoe, Warren and White Counties

AREA 5

Dana Neer LTC ombudsman

Email: dneer@areafive.com

Phone: 574-722-4451 Cell: 260-568-0579

Area 5 AAA 1801 Smith St.

Logansport, IN 46947

Serving: Cass, Fulton, Howard, Miami, Tipton and Wabash Counties

AREA 6

Maureen Walby LTC ombudsman

Email: Maureen.Walby@ilsi.net

Phone: 765-759-3371

Indiana Legal Services, Inc. Senior Law Project 1701 Pilgrim Blvd. Yorktown, IN 47396 Phone: 765-759-1121 or 800-589-1121

Serving: Blackford, Delaware, Grant, Henry, Jay, Madison and Randolph Counties

AREA 7

Kacey Barnes LTC ombudsman

Email: kacey.barnes@ilsi.net Phone: 317-445-2464

Serving: Clay, Parke, Putnam,

Sullivan, Vermillion and Vigo Counties

AREA 8

Kit Paternoster LTC ombudsman

Email: kathryn.paternoster@ilsi.net

Phone: 317-631-9424

John Heinz

LTC ombudsman

Email: John.Heinz@ilsi.net Phone: 317-631-9424

Stacey Writt

LTC ombudsman

Email: Stacey.Writt@ilsi.net

Phone 317-631-9424

Robin Willis

LTC ombudsman

Email: robin.willis@ilsi.net

Phone 317-631-9424

Indiana Legal Services Senior Law Project 1200 S. Madison Ave., Suite #200

Suite #300

Indianapolis, IN, 46225

Serving: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan and Shelby Counties



AREA 9

Daulphine Day LTC ombudsman

Email: daulphine.day@ilsi.net

Phone: 463-237-9373

Indiana Legal Services, Inc. Indiana Senior Law Project 423 Commerce Road Richmond, IN 47374

Serving: Fayette, Franklin, Rush, Union and Wayne Counties

AREAS 10 & 11

Kirsten Bouthier, LTC ombudsman Email: kirsten.bouthier@ilsi.net

Phone: 812-314-2727 Phone: 765-423-5327

Indiana Legal Services 1531 13th St., Suite G 330 Columbus, IN 47201

Serving: Bartholomew, Brown, Decatur, Jackson, Jennings, Monroe and Owen Counties

AREA 12

Debra Cole, LTC ombudsman Email: Area12ombudsman@live.com

Phone: 812-427-3333 Cell: 812-592-4222

Area 12 Ombudsman Services 114 W. Main St. Vevay, IN 47043

Serving: Dearborn, Jefferson, Ohio, Ripley and Switzerland Counties

AREA 13

Jennifer Clinkenbeard LTC ombudsman Email: jennifer.clinkenbeard@ilsi.net Phone: 317-675-0642

Indiana Legal Services 1200 Madison St., Suite 300 Indianapolis, IN 46225 Serving: Daviess, Dubois, Greene, Knox, Martin and Pike Counties

AREA 14

Mary Cleavinger, LTC ombudsman Email: mary.cleavinger@ilsi.net 812-913-7361 ext. 11223

Indiana Legal Services 3303 Plaza Drive #5 New Albany, IN 47150

Serving: Clark, Floyd, Harrison and Scott Counties

AREA 15

Kirsten Bouthier, LTC ombudsman Email: kirsten.bouthier@ilsi.net

Phone: 812-314-2727

Indiana Legal Services 1531 13th St., Suite G 330 Columbus, IN 47201

Serving: Lawrence County

Mary Cleavinger, LTC ombudsman Email: mary.cleavinger@ilsi.net Phone: 812-913-7361 ext. 11223

Indiana Legal Services 3303 Plaza Dr. #5 New Albany, IN 47150

Serving: Crawford, Orange and Washington Counties

AREA 16

Laura George, LTC ombudsman Email: laura.george@ilsi.net 463-237-9345

Indiana Legal Services 915 Main St., Suite #201 Evansville 47708

Serving: Gibson, Perry, Posey, Spencer and Warrick Counties

VOICES

Michelle Motta, LTC ombudsman Email: mmotta@voicesinc.info Phone: 812-423-2927

Alicia Reeves, LTC ombudsman Email: areeves@voicesinc.info Phone: 812-423-2927

Serving: Vanderburgh County



STATE CONTACTS

Lynn Clough State Long-Term Care Ombudsman, director FSSA Office of General Counsel 402 W. Washington St. P.O. Box 7083, MS 27 Indianapolis, IN 46207-7083 Email: Lynn.Clough@fssa.in.gov

Phone: 317-234-5544 Fax: 317-972-3285 Mary Swinford State LTC Ombudsman, deputy director FSSA Office of General Counsel 402 W. Washington St. P.O. Box 7083, MS 27 Indianapolis, IN 46207-7083 Email: Mary.Swinford@fssa.in.gov

Phone: 317-232-7134 Fax: 317-972-3285

When communicating your complaint to the LTC Ombudsman Program, be sure to provide the following information:

- The name of the resident(s)
- Your name and contact information (unless you prefer to remain anonymous)
- · The name and city where the facility is located
- Specific details about the nature of your concern

■ Indiana PathWays for Aging

Indiana PathWays for Aging is a program for Hoosiers aged 60 and over who receive Medicaid (or Medicaid and Medicare) benefits. With PathWays, older Hoosiers can pick a health plan. And that plan will help them to get the services and support they need to live as independently as possible. Hoosiers in the program may qualify for support like transportation to their doctor's office, help in making meals, or they may qualify for home health visits or going to an adult day center. There are many other services and support available. It all depends on what the senior is qualified to receive.

What are the PathWays health plans?

The PathWays health plans are Anthem, Humana and UnitedHealthcare.

Who can be in PathWays?

PathWays is for individuals who are 60 years of age and older and are eligible for Medicaid based on age, blindness or disability. Individuals can also be those in a nursing facility and those who are receiving long-term services and supports in a home- or community-based setting. Individuals in PathWays may also have Medicare at the same time.

Where do you apply for PathWays?

You can first apply for Medicaid online, print an application, have an application mailed to you via the FSSA Benefits Portal at **fssabenefits.in.gov**

or contact an Indiana navigator at in.accessgov.com/idoi/Forms/Page/idoi/find-a-navigator. If you are a current Indiana Medicaid member, you must call 877-284-9294 to select a PathWays plan.

Are there income and asset limits for PathWays?

Yes, there is a standard program income and asset limit. If applying for HCBS or Nursing Facility waiver, there are special income and asset limits.

Visit the "Am I Eligible" guide at **www.in.gov/medicaid** (click on "Members" first) for current income limits.

■ Money Follows the Person

The Money Follows the Person program is funded through a grant from the U.S. Centers for Medicare and Medicaid Services. The MFP program was developed to help states move individuals from institutional settings to home- and community-based settings. Indiana was approved for the MFP program in 2007. Since then, Indiana has focused on assisting eligible persons to leave institutional care by providing services for individuals to live safely in their communities.

How does someone qualify for Money Follows the Person?

An applicant must be living in an institution to be eligible for Indiana's Money Follows the Person program. To apply, a person must meet specific institutional placement criteria. The criteria vary depending on the qualifying institution in which the person is currently residing. The applicant must be a resident of a qualifying institution for at least 60 consecutive days. In addition to the placement requirements, a person wishing to participate in Indiana's MFP program must also meet all of the following conditions:

- They must have needs that can be met safely through services available in the community.
- They must be an Indiana Medicaid-eligible recipient for at least one day prior to discharge from the institution and remain eligible throughout the 365 days of MFP eligibility.
- They must meet the minimum requirements for a funding source that is currently partnering with Indiana's MFP program (e.g., Aged and Disabled Medicaid waiver, Traumatic Brain Injury Medicaid waiver).

What are the income limits?

Applicants should refer to current Medicaid income limits. However, a Special Income Limit is applied to Money Follows the Person recipients when Medicaid eligibility is determined.

Visit the "Am I Eligible?" guide at **www.in.gov/medicaid** (click "Members" first) for current income limits.





What are the asset/resource limits?

The resource standard for a single individual is \$2,000 and for a married couple it is \$3,000. However, for certain married couples, if one spouse is receiving a home- and community-based services waiver and the other spouse is not and continues to live in the community, then spousal impoverishment provisions apply in which there are additional resource protections for the community spouse.

What services are available?

Case management services and transition services are provided to every Money Follows the Person recipient. Other available services vary based on those provided by the partner program to which the individual will transfer at the end of his or her 365 days in the MFP program.

How does someone apply for the Money Follows the Person program?

Applicants can apply through their local INconnect Alliance member (a complete listing of INconnect Alliance members is available on page 86).

■ Older Americans Act programs

The Older Americans Act provides community-based services and opportunities for older individuals and their families. Supportive services and senior center programs are provided through Indiana's Area Agencies on Aging. These 15 Area Agencies on Aging (serving 16 planning and service areas) comprise the INconnect Alliance.

How does someone qualify for Older Americans Act programs?

Older Americans Act programs generally require only that recipients be over the age of 60. However, funding is extremely limited, so services are not always available to cover all service options for eligible individuals in need of assistance.

What are the income limits?

There are no income limits for Older Americans Act programs. Participants are asked to make voluntary contributions as they are able.

What are the asset/resource limits?

There are no asset/resource limits for Older Americans Act programs. Participants are asked to make voluntary contributions as they are able.

How does someone apply for Older Americans Act programs?

If you are interested in learning more about the Older Americans Act programs, contact your local INconnect Alliance member at **800-713-9023**. A



complete listing of INconnect Alliance members is available on page 86 or you can visit the INconnect Alliance website at **www.INconnectAlliance.org**.

What services are available?

Services available under the Older Americans Act include:

- Adult day services
- · Attendant care
- · Caregiver support services
- · Case management
- · Congregate meals
- · Environmental modifications
- Health promotion evidencebased or non-evidence based
- Homemaker

- · Home-delivered meals
- · Information and assistance
- Legal assistance
- Personal emergency response systems
- Respite
- · Specialized medical equipment
- Transportation
- · Vehicle modifications

■ Older Independent Blind program

The Indiana Older Independent Blind program expands independent living services for people who are age 55 and older and have a severe visual impairment. Through a grant from the U.S. Department of Education's Independent Living Services for Older Individuals Who Are Blind program, the Bureau of Rehabilitation Services and Blind and Visually Impaired Services partner with statewide community programs to administer a wide array of services for older individuals who are blind or visually impaired. Services may include assistance in correcting or modifying visual disabilities, to include providing optical vision aids, in-home training, orientation and mobility training, Braille instruction, adaptive skills training, information and referral, peer counseling and other appropriate services designed to assist the individual with daily living activities.

For a list of Older Independent Blind community programs by county of coverage and additional information about the Older Independent Blind program, please visit the program website at www.in.gov/fssa/ddrs/rehabilitation-employment/blind-and-visually-impaired/older-independent-blind-program/ or contact the Blind and Visually Impaired Services program manager at 877-241-8144.

Older Independent Blind community programs and a list of counties they serve:

- accessABILITY Counties: Bartholomew, Boone, Brown, Crawford, Hamilton, Hancock, Hendricks, Jackson, Johnson, Lawrence, Marion, Monroe, Morgan, Orange, Shelby, Washington
- Bosma Enterprises Counties: All Indiana counties



- Future Choices, Inc. Counties: Blackford, Delaware, Grant, Howard, Madison, Randolph, Tipton, Jay
- Independent Living Center of Eastern Indiana Counties: Dearborn, Decatur, Fayette, Franklin, Henry, Jefferson, Jennings, Ohio, Ripley, Rush, Scott, Switzerland, Union, Wayne
- League for the Blind and Disabled, Inc. Counties: Adam, Allen, DeKalb, Elkhart, Huntington, Kosciusko, LaGrange, LaPorte, Marshall, Noble, St. Joseph, Steuben, Wells, Whitley
- The WILL Center Counties: Clay, Owen, Parke, Putnam, Vermillion, Vigo

■ Supervised Group Living

Supervised Group Living, also known as "group homes," is a residential option available to eligible individuals with intellectual or developmental disabilities. Typically, there are five to eight individuals in one SGL setting. The setting and services provided in a Supervised Group Living placement can vary depending on the individual's age, support needs and interests.

What are the eligibility criteria for group home placement?

To qualify for SGL placement, an individual must have been diagnosed with an intellectual disability, developmental disability, or related condition prior to the age of 22 years and the condition must be expected to continue indefinitely.

The individual must meet level of care criteria. Level of care is determined by assessing six major life areas. Those areas include self-care, learning, self-direction, capacity for independent living, understanding and use of language, and mobility. The individual must exhibit substantial functional limitations in at least three of the six areas. An individual may NOT receive home- and community-based waiver services while in SGL placement.

How does someone apply?

An individual should contact their local Bureau of Disabilities Services District Office. The district offices can provide the application and provide assistance in finding additional services the individual may be eligible to receive.

A list of the local BDS district offices can be found on page 81.

■ Traumatic Brain Injury Medicaid waiver

The Traumatic Brain Injury waiver provides home- and community-based services to individuals who have suffered a traumatic brain injury and who, without such services, would require institutional care.

How does one qualify for the Traumatic Brain Injury waiver?

To qualify for the Traumatic Brain Injury waiver, applicants must have a traumatic brain injury diagnosis, qualify for full coverage Medicaid, and

either require nursing facility level of care or qualify for placement in an intellectual disability intermediate care facility.

What are the income limits?

Applicants should refer to current Medicaid income limits. However, a special income limit is applied to TBI Waiver recipients when Medicaid eligibility is determined.

- Financial eligibility
 - > 300% of Supplemental Security Income
 - > Parental income and resources disregarded for children under age 18

Visit the "Am I Eligible?" guide at **www.in.gov/medicaid** (click "Members" first) for current income limits.

What are the asset/resource limits?

The resource standard for a single individual is \$2,000 and for a married couple it is \$3,000. However, for certain married couples, if one spouse is receiving a home- and community-based services waiver and the other spouse is not and continues to live in the community, then spousal impoverishment provisions apply in which there are additional resource protections for the community spouse.

How does someone apply for the Traumatic Brain Injury waiver?

If you are interested in learning more about the Traumatic Brain Injury waiver, contact your local INconnect Alliance member at **800-713-9023**. A complete listing of INconnect Alliance members is available on page 86 or you can visit the INconnect Alliance website at **www.INconnectAlliance.org**.

What services are available?

Case management services are provided to every Traumatic Brain Injury Waiver recipient.

Other services available under the Traumatic Brain Injury Waiver include:

- Adult day services
- Adult family care
- Assisted living
- Attendant care
- Behavior management
- Home modifications
- Health care coordination

- Homemaker
- Home-delivered meals
- Nutritional supplements
- Personal emergency response systems
- Respite
- Residential-based

- habilitation
- Specialized medical equipment
- Structured day program
- Supported employment
- Transportation
- Vehicle modifications

Mental Health / Addictions



Mental Health / Addictions

■ Addiction recovery

The Division of Mental Health and Addiction offers many services designed to aid with addiction recovery. These services are available for adults, youth, women who are pregnant, women with dependent children, people with problems at home or at work, and people with legal troubles. Services are available for people with limited or no resources.

What is an addiction?

Thousands of Hoosiers are deeply affected by addiction every day. Family, friends and coworkers may be heartbroken by this illness. Whether a person is addicted to alcohol, prescription medication, tobacco, marijuana, illegal drugs or gambling, the result is the same. People become less and less happy with more and more attempts to regain the artificial pleasure produced by the substance, thought or behavior. As a person continues to try to regain that initial experience, the chemicals trick the body into imitating naturally occurring brain processes that allow our minds and bodies to work. Addiction is actually caused by the human body's ability to adapt to the presence of these substances and still continue to function.

Addiction is NOT taking or doing anything. Addiction is the inability to stop and not start again despite consequences. Addiction may be the only illness, the result of another mental illness or co-occur with a mental illness. Regardless of cause and effect, people can and do recover, and regain lives of joy and purpose.

Recovery from addiction is the return of that ability to stop and stay stopped.

How does someone get help with an addiction?

Since the Division of Mental Health and Addiction programs and services are designed for all Hoosiers in need, and since each has various requirements and is for a variety of needs, the best way to begin is to call a confidential and free counselor to assist you in finding help at **800-662-4357**.

You may also find help in your area by going online to **www.in.gov/fssa/addiction** and clicking "Find Addiction Treatment in Indiana," **treatmentatlas.org** or by calling **2-1-1**.

■ Adult Mental Health Habilitation

Adult Mental Health Habilitation is a program designed to help Hoosiers with serious mental illness maintain or sustain skills to live successfully in their communities.

What is Adult Mental Health Habilitation?

The Adult Mental Health Habilitation program is an option for consumers with long-term behavioral health needs who may benefit more from a

habilitative approach to treatment rather than a traditional rehabilitative approach. Habilitative services help people maintain or sustain their current level of functioning. Rehabilitative services help people regain a level of functioning that they once had but lost.

AMHH is designed for people who have attempted to regain a prior level of functioning and have been unsuccessful. AMHH services are designed to help these individuals maintain or sustain their current functioning level in order to prevent further regression. AMHH is intended to help people acquire, retain and/or improve the self-help, socialization and adaptive skills necessary to reside successfully in a community setting.

What are Adult Mental Health Habilitation services?

The Adult Mental Health Habilitation program consists of eight services, which are similar to what consumers receive from their behavioral health providers:

- Adult day services
- Home- and community-based habilitation and support
- Respite care
- Therapy and behavioral support services
- · Addiction counseling
- Supported community engagement services
- · Care coordination
- Medication training and support

Individuals will work with their case manager to develop treatment goals and then choose from the array of services based on their individual needs to help meet specific behavioral health and community living goals. Individuals receive a predetermined amount of service units to fulfill the combination of these services for the period of time they are enrolled in the Adult Mental Health Habilitation program. This is also referred to as the "package period."

What will change if I choose Adult Mental Health Habilitation?

The Adult Mental Health Habilitation program is a package of specialized services to help meet the habilitative goals of consumers with long-term behavioral health needs. The services are similar to other programs that offer skills training, therapy, medication support, case management and other services. However, they are specialized in their design to help individuals maintain and sustain their current level of functioning in an attempt to avoid a reduction in functioning level. AMHH services also provide training and support for family members, friends and other unpaid caregivers.

To be eligible, individuals must:

- Be at least 19 years of age
- · Have an Adult Needs and Strengths Assessment of three or higher
- Be enrolled in an eligible Medicaid program
- Have a qualifying mental health diagnosis
- Live in a community-based setting



Individuals currently receiving services through a community mental health center can ask their provider for additional information. Individuals who are not currently involved with a CMHC but think they may qualify may contact their local community mental health center or call the Division of Mental Health and Addiction at 317-232-7800 or amhhservices@fssa.in.gov.

■ Behavioral and Primary Healthcare Coordination

The Behavioral and Primary Healthcare Coordination program consists of the coordination of services to manage the healthcare needs of eligible recipients. This includes logistical support, advocacy and linkage to assist individuals in navigating the health care system. It also incorporates activities that help recipients gain access to needed physical and behavioral health services.

How does someone qualify for Behavioral and Primary Healthcare Coordination services?

The Behavioral and Primary Healthcare Coordination program is intended to assist in the coordination of mental health and primary health needs of the individual. An individual may qualify for the BPHC program if the individual has an eligible BPHC diagnosis and needs help managing his or her health care. To be eligible for BPHC, applicants must be age 19 or older and have a monthly income no higher than 300% of the federal poverty level. If there are children or other qualifying dependents in the individual's household, an individual's income may be higher.

What are the income limits?

An individual must have countable income no higher than 300% of the federal poverty level. Determination of financial eligibility is conducted by the Division of Family Resources.

What are the asset/resource limits?

There are no asset/resource limits.

Where does someone go to apply for Behavioral and Primary Healthcare Coordination?

Interested individuals can apply for Behavioral and Primary Healthcare Coordination at any community mental health center that has been approved by the Division of Mental Health and Addiction.

How does someone apply for Behavioral and Primary Healthcare Coordination?

The community mental health center will meet with the applicant to complete the Behavioral and Primary Healthcare Coordination application. They will ask questions about the applicant's physical and behavioral health and enter the information provided. Once clinically approved, the application must be approved by the Division of Family Resources. Once all components of the application have been reviewed, the applicant will then receive a letter stating if qualification was met for the program. This letter will give instructions on what rights exist if they do not qualify. For any further questions, applicants may contact the Division of Mental Health and Addiction at 317-232-7800 or bphcservice@fssa.in.gov.

■ Child Mental Health Wraparound

Child Mental Health Wraparound services provide young people identified as having a serious emotional disturbance with intensive, home- and community- based wraparound services that will be provided within a system of care philosophy and consistent with wraparound principles. Services are intended to augment the youth's existing or recommended behavioral health treatment plan (e.g., Medicaid Rehabilitation Option, Managed Care) and address the following:

- The unique needs of the Child Mental Health Wraparound participant
- A treatment plan built upon the participant and family strengths
- Services and strategies that assist the participant and family in achieving more positive outcomes in their lives

How does someone qualify for Child Mental Health Wraparound services?

Applicants must meet financial and behavioral health guidelines in order to be enrolled in the Child Mental Health Wraparound program. When an applicant completes an Indiana Application for Health Coverage, the Division of Family Resources will determine if they qualify for health coverage. The Division of Mental Health and Addiction will determine if the behavioral health criteria have been met.

1915(i) Child Mental Health Wraparound exclusionary criteria A youth with any of the criteria below will not qualify for Child Mental Health Wraparound services:

- · Primary Substance Use Disorder
- Pervasive Developmental Disorder (Autism Spectrum Disorder)
- · Primary Attention Deficit Hyperactivity Disorder



- Imminent risk of harm to self or others. Any youth identified as not able to feasibly receive intensive community-based services without compromising his/her safety, or the safety of others, will be referred to a facility capable of providing the level of intervention or care needed to keep the youth safe.
- Youth that resides in an institutional or otherwise home- and community-based services noncompliant setting
- Individual with an intellectual disability/disabilities
- Dual diagnosis of serious emotional disturbances and intellectual disability

What services will someone receive if eligible for Child Mental Health Wraparound?

Child Mental Health Wraparound services are provided by qualified, Division of Mental Health and Addiction approved, specially trained service providers who engage the participant and family in a unique assessment and treatment planning process characterized by the formation of a child and family wraparound team.

The state's purpose for providing CMHW services is to serve eligible participants, who have severe emotional disturbances, and enable them to benefit from receiving intensive wraparound services within their homes and communities with natural family/caregiver supports. The CMHW services available to the eligible participant include:

- Wraparound facilitation
- Habilitation
- · Respite care
- Family support and training for the unpaid caregiver
- Facility-based respite transportation

The table below shows the current eligibility requirements for the CMHW program. All of these criteria must be met:

Age	Must be between 6 and 17 years old
Financial Criteria	Must be eligible for Indiana Medicaid
Behavioral Health Criteria	Must have two or more DSM V-TR diag- noses that are not considered excluded

How does someone apply for Child Mental Health Wraparound?

To apply for this program, please call 211 and ask for a "wraparound referral". You can also complete the referral form on your own by visiting **incmhwportal.fssa.in.gov**. After the referral is made someone will contact you within a few days to begin the process and assist you in applying for the program. If you have any questions about the program or the application process, please email them to **DMHAyouthservices@fssa.in.gov**.

■ Community Mental Health Centers

If you are looking for assistance for a mental health or addiction issue, there are providers available in every county. Providers can be accessed for children, youth, adults and seniors through a network of community mental health centers.

To **locate a CMHC** near you, go to **www.fssa.in.gov/dmha** and click on "Find a Local Provider." The list below is also a starting point for connecting to services. For more information, call **317-232-7800**.

Community Mental Health Centers

Adams County

Park Center Inc. 260-481-2721

Allen County

Park Center Inc. 260-481-2721

Bartholomew County

Centerstone of Indiana Inc. 800-344-8802

Benton County

Wabash Valley Alliance Inc. 765-463-2555

Blackford County

Radiant Health 765-662-3971

Boone County

Aspire Indiana Inc. 317-587-0500

Brown County

Centerstone of Indiana Inc. 800-344-8802

Carroll County

Wabash Valley Alliance Inc. 765-463-2555

Cass County

Four County Comprehensive Mental Health Center Inc., DBA 4C Health 574-722-5151

Clark County

LifeSpring Inc. 812-280-2080

Clay County

Hamilton Center Inc. 812-231-8323

Clinton County

County Valley Oaks (Lafayette) 866-682-5539



Crawford County

LifeSpring Inc. 812-280-2080

Daviess County

Knox County Hospital Samaritan Center 812-886-6800

Dearborn County

Community Mental Health Center Inc. (Lawrenceburg) 812-532-3416

Decatur County

Centerstone of Indiana Inc. 800-344-8802

DeKalb County

Northeastern Center Inc. 260-347-2453

Delaware County

Meridian Health Services Corp. 765-288-1928

Dubois County

LifeSpring Inc. 812-280-2080

Elkhart County

Oaklawn Psychiatric Center Inc. 574-533-1234

Fayette County

Centerstone of Indiana Inc. 800-344-8802

Floyd County

LifeSpring Inc. 812-280-2080

Fountain County

Wabash Valley Alliance Inc. 765-463-2555

Franklin County

Community Mental Health Center Inc. (Lawrenceburg) 812-532-3416

Fulton County

Four County Comprehensive Mental Health Center Inc., DBA 4C Health 574-722-5151

Gibson County

Southwestern Indiana Mental Health Center Inc. 812-423-7791

Grant County

Radiant Health 765-662-3971

Greene County

Hamilton Center Inc. 812-231-8323

Hamilton County

Aspire Indiana Inc. 317-587-0500

Hancock County

Aspire 877-574-7254

Harrison County

LifeSpring Inc. 812-280-2080

Hendricks County

Cummins Behavioral Health Systems Inc. 317-272-3330

Henry County

Meridian Health Services Corp. 765-288-1928

Howard County

Community Howard Regional Health (Kokomo) 765-453-8555



Huntington County

The Otis R. Bowen Center 574-267-7169

Jackson County

Centerstone of Indiana Inc. 800-344-8802

Jasper County

Wabash Valley Alliance Inc. 765-463-2555

Jay County

Meridian Health Services Corp. 765-288-1928

Jefferson County

Centerstone of Indiana Inc. 800-344-8802

LifeSpring Inc. 812-280-2080

Jennings County

Centerstone of Indiana Inc. 800-344-8802

Johnson County

Adult & Child Mental Health Center Inc. 317-882-5122

Knox County

Knox County Hospital Samaritan Center 812-886-6800

Kosciusko County

The Otis R. Bowen Center 574-267-7169

LaGrange County

Northeastern Center Inc. 260-347-2453

Lake County

Edgewater Systems for Balanced Living Inc. 219-885-4264

Southlake Community Mental Health Center, Inc.

Regional Mental Health Center 219-769-4005

La Porte County

LaPorte County Comprehensive Mental Health Council Inc. Swanson Center 219-879-4621

Lawrence County

Centerstone of Indiana Inc. 800-344-8802

Madison County

Aspire Indiana Inc. 317-587-0500

Marion County

Adult & Child Mental Health Center Inc. 317-882-5122

Aspire Indiana Inc. 317-587-0500

Community Hospital of Indiana Gallahue Mental Health Center 317-621-7600

Sandra Eskenazi 317-880-8491

Marshall County

The Otis R. Bowen Center 574-267-7169

Martin County

Knox County Hospital Samaritan Center 812-886-6800

Miami County

Four County Comprehensive Mental Health Center Inc., DBA 4C Health 574-722-5151



Monroe County

Centerstone of Indiana Inc. 800-344-8802

Montgomery County

Wabash Valley Alliance Inc. 765-463-2555

Morgan County

Centerstone of Indiana Inc. 800-344-8802

Newton County

Wabash Valley Alliance Inc. 765-463-2555

Noble County

Northeastern Center Inc. 260-347-2453

Ohio County

Community Mental Health Center Inc. (Lawrenceburg) 812-532-3416

Orange County

LifeSpring Inc. 812-280-2080

Owen County

Centerstone of Indiana Inc. 800-344-8802

Parke County

Hamilton Center Inc. 812-231-8323

Perry County

LifeSpring Inc. 812-280-2080

Pike County

Knox County Hospital Samaritan Center 812-886-6800

Porter County

Porter-Starke Services Inc. 219-531-3500

Posey County

Southwestern Indiana Mental Health Center Inc. 812-423-7791

Pulaski County

Four County Comprehensive Mental Health Center Inc., DBA 4C Health 574-722-5151

Putnam County

Cummins Behavioral Health Systems Inc. 317-272-3330

Randolph County

Centerstone of Indiana Inc. 800-344-8802

Ripley County

Community Mental Health Center Inc. (Lawrenceburg) 812-532-3416

Rush County

Centerstone of Indiana Inc. 800-344-8802

St. Joseph County

Oaklawn Psychiatric Center Inc. 574-533-1234

Scott County

LifeSpring Inc. 812-280-2080

Shelby County

Aspire 877-574-7254

Spencer County

LifeSpring Inc. 812-280-2080

Starke County

Porter-Starke Services Inc. 219-531-3500



Steuben County

Northeastern Center Inc. 260-347-2453

Sullivan County

Hamilton Center Inc. 812-231-8323

Switzerland County

Community Mental Health Center Inc. (Lawrenceburg) 812-532-3416

Tippecanoe County

Wabash Valley Alliance Inc. 765-463-2555

Tipton County

Community Howard Regional Health (Kokomo) 765-453-8555

Union County

Centerstone of Indiana Inc. 800-344-8802

Vanderburgh County

Southwestern Indiana Mental Health Center Inc. 812-423-7791

Vermillion County

Hamilton Center Inc. 812-231-8323

Vigo County

Hamilton Center Inc. 812-231-8323

Wabash County

The Otis R. Bowen Center 574-267-7169

Warren County

Wabash Valley Alliance Inc. 765-463-2555

Warrick County

Southwestern Indiana Mental Health Center Inc. 812-423-7791

Washington County

LifeSpring Inc. 812-280-2080

Wayne County

Centerstone of Indiana Inc. 800-344-8802

Wells County

Park Center Inc. 260-481-2721

White County

Wabash Valley Alliance Inc. 765-463-2555

Whitley County

The Otis R. Bowen Center 574-267-7169

■ Indiana Pregnancy Promise Program

The Indiana Pregnancy Promise Program is a free, voluntary program for pregnant Medicaid members who use opioids or have used opioids in the past. The goals of the Pregnancy Promise Program are for participants to:

- Enter prenatal care
- Access opioid treatment needed to achieve sustained recovery
- Receive ongoing support and follow-up care for the mother and infant during and after pregnancy
- · Provide hope and set a strong foundation for the future



Why is the Indiana Pregnancy Promise Program important?

- Opioid use disorder during pregnancy is increasing in Indiana and nationwide
- Treatment of opioid use disorder during pregnancy has a high rate of success
- Treating opioid use during pregnancy reduces the risks of harmful effects to mothers and infants

Who can participate?

The Pregnancy Promise Program is available to pregnant individuals in the state of Indiana. To be eligible, participants must meet the following criteria:

- Pregnant or within 90 days of the end of pregnancy
- · Identify as having current or previous opioid use
- Be eligible for or receive Medicaid health coverage

To make a referral for yourself or someone you know, visit www.Pregnancy-Promise.in.gov, email PregnancyPromise@fssa.in.gov, call 317-234-5336 or call toll-free 888-467-2717.

■ Indiana State Psychiatric Hospital Network

Indiana's State Psychiatric Hospitals serve adults with mental illness (including adults who have co-occurring mental health and addiction issues, who are deaf or hearing impaired, and who have forensic involvement), and children and adolescents with serious emotional disturbances.

The state psychiatric hospitals are accredited by the Joint Commission. To maintain JC accreditation, all hospitals are required to participate in the National Research Institute Performance Measurement System, which provides a framework within which the state psychiatric hospitals can identify and implement consistent measures of performance and outcomes.

Individuals are admitted to a state hospital only after screening by a Community Mental Health Center responsible for providing case management to the individual in both the hospital and community. CMHCs facilitate an individual's transition from the hospital back to the community or other appropriate setting. Involuntary commitment may be sought through the CMHC by a friend, relative or law enforcement representative. No one is denied admission because of a lack of financial resources.

Evansville Psychiatric Children's Center 3300 E. Morgan Ave. Evansville, IN 47715 812-477-6436 Evansville State Hospital 3400 Lincoln Ave. Evansville, IN 47714 812-469-6800



Logansport State Hospital 1098 S. State Road 25 Logansport, IN 46947 574-722-4141

NeuroDiagnostic Institute and Advanced Treatment Center 5435 E. 16th St. Indianapolis, IN, 46218 317-941-4000 Madison State Hospital 711 Green Road Madison, IN 47250 812-265-2611

Richmond State Hospital 498 NW 18th St. Richmond, IN 47374 765-966-0511

■ Problem Gambling / Gambling Disorder

What is problem gambling / gambling disorder?

A variety of terms is used to describe gambling issues and addiction. To provide consistency, DMHA will use the following terms when addressing specific gambling criteria:

The term "problem gambling" is used when referring to prevention, education and/or awareness activities.

The term "gambling disorder" is used when referring to gambling addiction and/or treatment services. Similar to an alcohol or drug addiction, a gambling addiction is a progressive disorder that can have negative implications for the addicted individual's health, family, finances and career.

Do you or someone you know have a problem with gambling? For a confidential referral, call **800-994-8448**.

How does someone qualify for gambling disorder treatment?

To be eligible to receive gambling treatment services from a Division of Mental Health and Addiction-endorsed gambling disorder treatment provider, the following requirements must be met:

- The individual must be a resident of Indiana, and
- The individual is 18 years of age or older and has a qualifying score on the South Oaks Gambling Screen or the individual is 12 to 17 years of age and has a qualifying score on the South Oaks Gambling Screen – Revised Adolescent

This score must be reflective of gambling behavior over the 12-month period prior to screening.

What types of gambling treatment services are available?

Individuals that are diagnosed with a current gambling disorder are eligible to receive gambling treatment / education services from a Division of Mental Health and Addiction-endorsed gambling disorder treatment



provider. The service package and funding available will be based on each individual's assessment. Providers are also encouraged to maximize the use of non-state funds and other alternative funding sources, when appropriate. The types of gambling disorder treatment services available include:

- Enrollment / individualized integrated care plan
- Individualized integrated care plan review
- 24-hour crisis intervention
- Case management
- Intensive outpatient treatment
- Outpatient treatment (group)
- · Individual counseling
- · Acute stabilization

- (service must be related to a gambling disorder)
- Residential services (service must be billed as a separate event from acute stabilization)
- Medication, evaluation and monitoring
- Psychiatric consultation

- group
- Financial counseling – individual
- Transportation
- Family counseling
- Education group
- Education individual
- · Family education
- Certified recovery specialist services
- Certified recovery coach
- Financial counseling

If you encounter any terms or program names you do not understand, refer to the Indiana Family and Social Services Administration glossary of terms on page 128 or at www.in.gov/fssa/resource-guide/fssa-glossary-of-terms/.

Problem Gambling / Gambling Disorder Resources in Indiana

There are currently 16 Division of Mental Health and Addiction-endorsed gambling disorder treatment providers throughout Indiana. To find a listing of these agencies, visit www.in.gov/fssa/dmha/files/Problem_Gambling_Providers.pdf.

Additional Resources

Indiana Problem Gambling Awareness Program *www.ipgap.indiana.edu*

Indiana Council on Problem Gambling

www.indianaproblemgambling.org

Indiana Gaming Commission – Voluntary Exclusion Program https://www.in.gov/igc/voluntary-exclusion-program/

Gamblers Anonymous

www.gamblersanonymous.org/ga

For more information, contact:

Division of Mental Health and Addiction Indiana Family and Social Services Administration 402 W. Washington St., Rm. W353 Indianapolis, IN 46204 317-232-7800

■ Suicide Prevention

For education and resources regarding suicide prevention in Indiana, please visit **www.in.gov/issp/**. If you or someone you know has ongoing thoughts of death or suicide, or if a suicide attempt has been made, contact a doctor or go to a hospital emergency room immediately or call the Suicide and Crisis Lifeline at **988**. Call or text **9-8-8** to speak with a trained crisis specialist or chat at **988lifeline.org**. Available 24/7. Visit **988Indiana.org** for additional information.

The following resources are available for those in crisis as well:

Trevor Project

Trevor Lifeline is a crisis intervention and suicide prevention phone service available 24/7/365 for the LGBTQ+ community. Call **866-488-7386** or text "START" to **678-678**. You can find more by visiting: www.thetrevor-project.org/.

Specialized suicide and crisis support for LGBTQ+ under age 25: Call **988** and press 3.

Veteran Mental Health Crisis or Suicide Prevention Help Call 988, then press 1. If you have hearing loss, call TTY: 800-799-4889. You can find out more by visiting www.va.gov/health-care/ health-needs-conditions/mental-health/suicide-prevention/.

Spanish Suicide and Crisis Lifeline: Call 988 and press 2.

A teenager-specific national hotline is available as well: Teen Suicide Hotline at **988**. You can also text for help. Just **text "IN" to 741-741** for suicide prevention.

Transportation Benefits



Transportation Benefits

■ Indiana Health Coverage Programs

Transportation benefits are covered under Indiana Health Coverage Programs, subject to limitations established for certain benefit packages. Transportation benefits are available to Healthy Indiana Plan members only if in HIP State Plan Plus, HIP State Basic or HIP Maternity members; or if offered by their managed care entity as an enhanced benefit. Additionally, transportation benefits are available to other Medicaid members, including Hoosier Healthwise, Hoosier Care Connect, PathWays for Aging and traditional Medicaid.

For members under age 21 in managed care (HIP, HHW and HCC) and fee-for-service programs, transportation is covered without limitations for Early and Periodic Screening, Diagnosis and Treatment services. Please see the EPSDT module for further information. Specific rules about EPSDT services can be found in Indiana Administrative Code 405 IAC 5-15.

Transportation benefits include a ride from a Medicaid transportation provider to any covered medical service/appointment.

How does someone arrange for transportation?

To receive transportation benefits, a member enrolled in Hoosier Healthwise, Hoosier Care Connect, PathWays for Aging or the Healthy Indiana Plan must call their health plan's transportation broker (similar to a dispatching service) at least 48 hours in advance. The transportation broker arranges rides to and from the medical appointment. There are no mileage or frequency limits (such as annual limits).

Children in Hoosier Healthwise qualify for either Package A or Package C benefits, depending on family income. Hoosier Healthwise Package A covers all transportation at no cost to the member. Hoosier Healthwise Package C covers emergency transportation with a \$10 copayment. Non-emergency transportation is only available for EPSDT-related services.

Traditional Medicaid members may call Verida at least two business days in advance of a trip to schedule non-emergency transportation. To learn more about the nonemergency transportation benefit, Traditional Medicaid members can visit www.in.gov/fssa/ompp/non-emergency-medical-transportation/overview.

■ Community and Home Options to Institutional Care for the Elderly and Disabled

The Community and Home Options to Institutional Care for the Elderly and Disabled program provides home- and community-based services to assist individuals in maintaining their independence in their own home or

community for as long as is safely possible. More details about services available under this program are found on page 75.

■ Health and Wellness waiver

The Health and Wellness waiver provides an alternative to nursing facility admission for adults and persons of all ages with a disability. The waiver is designed to provide services for people who would otherwise require care in a nursing facility. More details about services available under this program are found on page 84.

■ Older Americans Act programs

The Older Americans Act provides community-based services and opportunities for older individuals and their families. Older Americans Act programs generally only require that recipients be over the age of 60. More details about services available under this program are found on page 97.

■ Traumatic Brain Injury Medicaid waiver

The Traumatic Brain Injury waiver provides home- and community-based services to individuals who have suffered a traumatic brain injury and who, without such services, would require institutional care. More details about services available under this program are found on page 99.

If you encounter any terms or program names you do not understand, refer to the Indiana Family and Social Services Administration glossary of terms on page 128 or at www.in.gov/fssa/resource-guide/fssa-glossary-of-terms/.

Housing



Housing

The Indiana Housing and Community Development Authority creates housing opportunities, generates and preserves assets and revitalizes neighborhoods by facilitating the collaboration of multiple stakeholders, investing financial and technical resources in development efforts, and helping build capacity of qualified partners throughout Indiana. An overview of IHCDA programs can be found on the following pages.

■ Emergency Rental Assistance

Indiana will be receiving emergency rental assistance funding as part of the new federal COVID-19 Relief Bill. This program helps eligible households impacted by the COVID-19 pandemic by providing rental assistance and other services designed to improve housing stability. Information will be made available on **www.indianahousingnow.org**. Funding for this program is limited and availability of this program is subject to change at any time. Please check the website listed above for current information about the program.

■ Healthy Homes Resource Program

The Healthy Homes Resource Program is a partnership between the Indiana Housing and Community Development Authority and the Indiana State Department of Health, who are leading the state of Indiana's effort to remediate health and safety hazards in targeted households throughout the state.

If any of these hazards apply to your home, you may be eligible for assistance:

- Radon
- · Lead-based paint
- · Damp and mold growth
- · Electrical hazards
- Accessibility
- Structural
- · Carbon monoxide and fuel combustion products
- · Pests and refuse

To learn more about the program, please visit www.in.gov/ihcda/home-owners-and-renters/lead-protection-program.

■ Homeownership programs

The Indiana Housing and Community Development Authority is proud to make the process of buying a home a reality for thousands of Hoosier families. We offer programs that assist Hoosiers with making down payments, getting low interest rate loans and offering a tax credit. In every county

across Indiana, there are lenders on hand to help with all the programs we offer. An overview of the current programs may be found here: www.in.gov/ihcda/homebuyers.

Who is the program for?

Residents of Indiana who are seeking to purchase a home.

How does someone qualify for the program?

Basic program guidelines may be found here: www.in.gov/ihcda/homeowners-and-renters.

How does someone apply/enroll in the program?

Contact a participating lender to begin the process: https://online.ihcda.in.gov/AuthorityOnline/participatinglenders/participatinglenders.aspx.

■ Housing Choice Vouchers

Housing Choice Vouchers (formerly known as Section 8) provide eligible households vouchers to help pay the rent on privately owned homes of their choosing.

A family receiving a voucher must pay at least 30% of its monthly adjusted gross income for rent and utilities. The vouchers are generally administered and can by applied for through local public housing authorities. The Indiana Housing and Community Development Authority is one of many independent public housing agencies in the state that provide vouchers. Housing Choice Vouchers are not ideal for immediate or emergency housing needs due to potentially long waitlists. Individuals are encouraged to apply for multiple waitlists. IHCDA serves portions of 81 counties that are not served by other PHAs (such as the Indianapolis Housing Authority and the Gary Housing Authority.)

The U.S. Department of Housing and Urban Development website lists each PHA in the state: www.hud.gov/program_offices/public_indian_housing/pha/contacts.

This website explains IHCDA's program and service area: www.in.gov/ihcda/homeowners-and-renters/section-8-housing-choice-vouchers-hcv/

Other affordable housing options can be found at: **www.indianahousingnow.org**



■ Indiana Foreclosure Prevention Network

Struggling to pay your mortgage? The Indiana Foreclosure Prevention Network provides free foreclosure prevention counseling to Hoosiers facing foreclosure. We will work with you and your lender to find a solution to your financial situation. Don't hesitate. Call **877-GET-HOPE** today or visit http://877gethope.org/.

■ Low-Income Home Energy Assistance Program

The Low-Income Home Energy Assistance Program assists low-income families with the cost of their home energy. The program serves low-income households subject to an energy burden. EAP is available for winter assistance beginning the first week of November through May of each year. To apply for EAP, contact the Local Service Provider in your area.

A complete listing of participating providers is available online at www.in.gov/ihcda/homeowners-and-renters/low-income-home-energy-assistance-program-liheap/.

■ Neighborhood Assistance Program

The Neighborhood Assistance Program offers up to \$2.5 million in state tax credits each state fiscal year for distribution to nonprofit organizations across Indiana. An application is released annually for organizations to apply for credits and participate in the program. Organizations who meet eligibility and reporting requirements may be eligible to receive credits.

■ Residential Care Assistance Program

The Residential Care Assistance Program provides residential financial assistance to eligible individuals residing in Indiana Department of Health licensed residential care facilities and county homes that have an approved RCAP contract with the Division of Aging. RCAP provides assistance for residents who cannot live in their homes because of age, mental illness or physical disability, but who do not need the level of care provided in a licensed nursing facility. Services include room, board and laundry with minimal administrative direction as well as care coordination provided on behalf of eligible individuals at an approved per diem rate established by the Division of Aging.

How does someone qualify for the Residential Care Assistance Program?

An applicant must be:

- At least 65 years of age, or blind or disabled or diagnosed with a serious mental illness
 - > Aged: Must be 65 years of age or older
 - > Blind: The degree of blindness is determined by the Indiana Family and Social Services Administration medical review team based on a visual exam; the client also must be at least 18 years of age
 - > **Disabled:** Disability is determined by the Indiana Family and Social Services Administration medical review team based upon social and medical information; the client also must be at least 18 years of age
- · A current Medicaid recipient
- Currently residing in a Residential Care Assistance Program facility

What are the income limits?

Applicant's gross monthly income cannot exceed \$1,501.06 if residing in a licensed Residential Care Assistance Program facility. Applicant's gross monthly income cannot exceed \$1,125.41 if residing in a county home.

What are the asset/resource limits?

The asset limits are \$2,000 for an individual and \$3,000 if living with a spouse.

How does someone apply for the Residential Care Assistance Program?

If you are interested in learning more about the program, contact your local INconnect Alliance member at **800-713-9023**. A complete listing of INconnect Alliance members is available on page 86 or you can visit the INconnect Alliance website at **www.INconnectAlliance.org**.

The Residential Care Assistance Program facility assists the applicant in completing the RCAP application. However, the applicant's family, guardian or advocate may assist in completion of the application. Complete the RCAP application and provide supporting documentation as indicated in the application. All documentation must be submitted at the same time as the application or the application will be denied by the Division of Family Resources.

Only one application per email can be sent to the Division of Family Resources in order for the application to be considered. Completed applications must be emailed to **fssa.apps4rcap@fssa.in.gov**. Incomplete applications will not be processed.



Applications can be obtained on the Division of Aging website at **www.in.gov/fssa/aging.htm**. In the "Information / Resources" box, click "Provider resources" and select "Residential Care Assistance Program."

How does someone find a Residential Care Assistance Program provider?

Contact the RCAP director at **rcap.provider@fssa.in.gov** or visit the Division of Aging website at **www.in.gov/fssa/aging.htm** for a list of facilities that are approved Residential Care Assistance Program providers.

■ Weatherization Assistance Program (Wx)

The Weatherization Assistance Program provides energy conservation measures and client education for the permanent long-term benefit of reducing the utility bills of low-income households. The focus of the Wx is to provide energy efficiency improvements to the households served. The program is available to both homeowners and renters. In the case of renters, the landlord must provide permission for the work to be performed and meet the conditions of the local Wx sub-grantee landlord agreement.

To find local weatherization sub-grantees, visit www.in.gov/ihcda/home-owners-and-renters/weatherizationenergy-conservation/.



The following terms relate to FSSA programs and topics. They are not inclusive, but may provide insight into any terms or programs you encounter on our site or in our Resource Guide with which you are not familiar. If you need clarification on a term, or know of another one that needs to be added, please email **Office.Communications@fssa.IN.gov**.

Agency review: A post-hearing process conducted by the FSSA Office of Hearings and Appeals to determine whether the appeal process was properly conducted.

Appeals and hearings: Numerous actions and decisions by the state are subject to appeal. An appeal is processed at a fair hearing before an impartial FSSA administrative law judge.

Area Agencies on Aging: There are 16 of these not-for-profit agencies around the state. They provide case management, information and referrals to various services for persons who are aging or developmentally disabled.

Assistance group: Persons living together who receive benefits issued through Supplemental Nutrition Assistance Program and/or Temporary Assistance for Needy Families.

Authorized representative: A person who has been specifically authorized by an applicant or recipient of health services or other benefits to receive that person's private health information or other confidential information and, if expressly authorized, to act on behalf of the beneficiary or applicant.

Case manager: An experienced professional who works with clients and providers to coordinate necessary services to a client.

Copayment (copay or co-pay): The amount a beneficiary must pay for health services or prescription drugs as his or her portion of the cost that a health care program plan does not cover.

Deductible: The amount a person must pay toward his or her medical expenses before a coverage program such as a health insurance plan begins paying.

Durable medical equipment: Any equipment that provides therapeutic benefits to a patient in need because of certain medical conditions and/or illnesses. Examples include wheelchairs and other non-disposable medical equipment.

Extended care facility: A licensed health care facility for residential, long-term care.

Long-term care facility: A facility that provides a variety of permanent or temporary health and personal needs services over a period of time. Examples are nursing homes and assisted living facilities.

Low income supplement: A low income supplement, as it relates to Indiana Medicaid, may include Medicaid monthly financial supplements under any of three Medicare programs: Qualified Medicare Beneficiary, Qualified disabled working individual or Specified low-income Medicare beneficiary.

Managed care: An arrangement whereby a single provider or organization oversees the overall care of a patient so as to ensure cost-efficient quality health care to its members.

Managed care entities: Organizations that oversee the overall care of a patient so as to ensure cost-efficient quality health care to members.

Medicaid number: The unique number assigned to a member who is eligible for Medicaid services. This number can be found on the front of your Medicaid ID card.

Medicaid transportation: Patient transportation provided by vendors, whom Indiana Medicaid reimburses, for taking Medicaid members to and from medical service providers.

Prior authorization: An authorization required for the delivery of certain services. The medical services contractor and state medical consultants review PAs for medical necessity, reasonableness and other criteria. The PA must be obtained before a service for benefits is provided within a certain time period, except in certain allowed instances.

RID number: A recipient identification number is a client identification number and is found on cards issued for services, such as a card for Medicaid, SNAP or TANF services.





Get Connected. Get Help.™

Get help or speak with a community navigator
Dial 2-1-1 or 866-211-9966 (7 a.m. to 7 p.m. ET, Mon. through Fri.)
Text your ZIP code to 898-211 (7 a.m. to 7 p.m. ET, Mon. through Fri.)

General info about IN211: info@in211.org www.in211.org

Indiana 211 is division of the Indiana Family and Social Services Administration.



State of Indiana

Family and Social Services Administration 402 W. Washington St., P.O. Box 7083 Indianapolis, IN 46207-7083

www.fssa.IN.gov

The Indiana Family and Social Services Administration does not discriminate on the basis of race, color, creed, sex, age, disability, national origin or ancestry.

#5572 April 21, 2025 2:02 PM