



FY 2020 GOALS & PRIORITIES PROGRESS
QUARTER 3 (4/1/2020-6/30/2020)

GOAL 1: PREVENTING, FINDING, AND STOPPING ABUSE AND NEGLECT OF PERSONS WITH DISABILITIES IN FACILITIES.

PRIORITIES TO ADDRESS:

1. Conduct systemic investigations at private secured facilities and psychiatric rehabilitation treatment facilities.

Q1: The PSF Monitoring and Investigation Project re-started this quarter. Staff visited two facilities.

Q2: Prior to the stay home order, IDR staff re-visited a previously monitored facility for a follow up visit. Virtual monitoring was completed at six (6) facilities.

Q3: During the outbreak of COVID-19 IDR continued to monitor the Private Secure Facilities (PSF) virtually. Investigators were able to speak with administrators about procedural changes.

IDR met virtually with children, by video chat, at most of the facilities. Most of these visits were not private due to concerns about the safety of the children and equipment and a couple facilities did reported difficulty in making virtual visits with children possible.

Most facilities are starting to resume visits with some family, mostly for purposes of discharge, and DCS family case managers. Most of the DCS visits are currently limited to one or two case managers per facility. They meet with a number children who are in placement even if they are not the child's case manager.

2. Investigate suspected abuse and neglect in facilities or by a service provider.

Q1: 26 Investigations carried over from the previous quarter, 9 new investigations were opened and 8 investigations closed. Tom Crishon took over the role of serving on the Mortality Review Committee.

Q2: 26 Investigations carried over from the previous quarter. Two were closed, no new investigations were opened.



Q3: At the end of the quarter, IDR had 32 active investigations. Thirteen new investigations were opened and seven were closed. Investigations continue to be done virtually.

3. Use monitoring authority to ensure appropriate treatment of residents in: children’s nursing homes, mental health facilities, nursing facilities, private psychiatric facilities, sheltered workshops, educational settings, waiver settings, and juvenile detention centers.

Q1: 35 monitoring visits at 13 different facilities were conducted this quarter. Residents at these facilities were asked about rights violations and access to assistive technology.

Q2: 30 in-person monitoring visits and 21 virtual visits were conducted at 11 different facilities this quarter. Residents were asked about COVID-19 related issues.

Q3: IDR conducted 208 virtual monitoring visits across 62 different facilities. No in-person monitoring was done during this quarter due to the pandemic.

GOAL 2: BREAKING DOWN BARRIERS AND ENSURING SUPPORTS ARE AVAILABLE FOR PERSONS WITH DISABILITIES TO ENSURE EQUALITY AND INCLUSION IN SOCIETY.

PRIORITIES TO ADDRESS:

1. Provide individual legal advocacy to ensure the protection of rights for individuals with disabilities in the areas of abuse and neglect, community integration, education, employment, justice, and voting.

Q1:

Team	Carryover	Opened	Closed
Abuse/Neglect-Advocacy	6	0	2
Abuse/Neglect-Investigation	26	9	8
Education	24	18	8
Employment	18	3	12
Community Integration	24	12	10
Justice	14	0	5



Total	112	42	45
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Q2:

Team	Carryover	Opened	Closed
Abuse/Neglect-Advocacy	4	4	4
Abuse/Neglect-Investigation	26	0	2
Education	33	19	24
Employment	9	16	13
Community Integration	25	9	7
Justice	9	2	3
Total	106	50	53

Q3: *Database switched to PANDA

Team	Opened in Quarter	Closed in Quarter	Active End of Quarter (Carryover)
Abuse, Neglect and Discharge	5	3	14
Civil Rights	7	5	33
Education	3	9	19
Employment	8	6	8
Health Care	4	2	4
Self-Determination	3	0	7
Total	30	25	85

2. Develop a plan to conduct systemic investigations into the education received by students with disabilities in facilities.



Q1: The Education team is consulted when educational issues are discovered during monitoring and investigations at PRTFs or other youth-based facilities. A formalized plan has not been made.

Q2: This project was put on hold during the second quarter to allow staff to address issues relating to e-learning and school closures for students with disabilities.

Q3: This project continues to be on hold to address issues related to e-learning and school closures.

3. Develop a plan for a systemic approach to prevent unnecessary guardianships by increasing the use of supported decision making and other options for supporting independence in adulthood.

Q1: Work continued on the development of a state plan to further the use of supported decision-making (funded by ACL). Melissa Keyes gave six (6) invited presentations on supported decision-making this quarter.

Q2: Work continued on the development of a state plan. The project has moved to a virtual meeting format in the interim. Melissa Keyes gave four (4) invited presentations on supported decision-making this quarter. Melissa also consulted with two other states on the development of SDM legislation.

Q3: Work continued on the development of the state plan. The grant period has been extended by 1 year to allow for additional input in light of the pandemic. Melissa Keyes gave an invited presentation to members of the Evansville Bar Association, resulting in a case being referred to IDR to defend against a guardianship petition.

4. Outreach to VR Offices and Centers for Independent Living (CIL) to educate them on their legal responsibilities under CAP.

Q1: No outreach activities were conducted during this quarter.

Q2: No outreach activities were conducted during this quarter.

Q3: No outreach activities were conducted during this quarter.

GOAL 3: EMPOWERING PERSONS WITH DISABILITIES BY SERVING AS A PARTNER IN RIGHTS ISSUES, PROVIDING RESOURCES FOR SELF-ADVOCACY AND BY BRINGING AWARENESS THROUGH OUTREACH TO SOCIETY TO ELIMINATE DISCRIMINATION.

PRIORITIES TO ADDRESS:



1. Provide easily accessible pathways to the public for the purpose of contacting IDR for advocacy needs, and distribution of information, referrals, and resources to individuals.

Q1: IDR continues to provide information & referral services.

Federal Grant	Information & Referral	Unresponsive Contact	Case Denied	Case Opened	Total
Agency All	7	10	0	0	17
CAP	5	4	1	0	10
PAAT	3	0	2	6	11
PABSS	1	0	1	0	2
PADD	103	24	17	17	161
PAIMI	194	34	10	7	249
PAIR	36	5	3	2	46
PATBI	12	0	1	1	14
PAVA	1	0	0	0	1
Rep Payee	0	0	0	0	0
Total	362	77	35	33	511

Q2:

Federal Grant	Information & Referral	Unresponsive Contact	Case Denied	Case Opened	Total
Agency All	4	7	0	0	11
CAP	8	1	2	11	22
PAAT	1	0	0	4	5
PABSS	3	1	0	0	4
PADD	114	17	14	28	173
PAIMI	202	32	7	4	245



PAIR	36	1	8	2	47
PATBI	7	0	1	1	9
PAVA	0	0	0	0	0
Rep Payee	0	0	0	0	0
Total	375	59	32	50	516

Q3: Switched to PANDA. Intake handled 440 requests this quarter, resulting in:

Federal Grant	Information & Referral	Converted to Client Case
Agency All	7	0
CAP	3	3
PAAT	0	0
PABSS	0	0
PADD	33	16
PAIMI	65	16
PAIR	16	11
PATBI	5	3
PAVA	4	0
Rep Payee	0	0
Total	133	49

- Expand the professional image, credibility, and distribution of resources through the strategic use of social media, development of relevant video resources, and implementation of an inclusive outreach program.



See Communication Report.

3. Support the self-advocacy movement in Indiana through continued collaboration with self-advocates on voting initiatives, supported decision-making and other activities that align with the mission of IDR.

Q1: There are several self-advocates that actively participate on the Supported Decision-Making stakeholder group. Additional partnerships have been leveraged for presentations and voter outreach and outreach about the census.

Q2: IDR staff provided virtual training to a CIL regarding voting rights.

Q3: Two IDR staff, Kristin Dulaney and Catherine Vest helped plan and execute a virtual Disability Vote Summit.

4. Create a plan for participation in the State policy process including the monitoring of emerging trends in the area of disability rights, the use of developing strategic collaborations with other disability organizations and educating legislators and policymakers regarding the impact of policies on people with disabilities.

Q1: IDR has restructured the teams. There is now an attorney responsible for overseeing policy initiatives to better streamline the process of reviewing and responding to regulatory and legislative policy issues.

Q2: IDR submitted several public comments and drafted letters to policymakers and decision-makers relating to COVID-19. IDR is also participating on several state and national stakeholder groups about issues relating to COVID-19. IDR also submitted public comments relating to DDRS Waiver Redesign.

Q3: IDR submitted comments on Waiver Redesign, changes to the PASRR process, and Voluntary Voting System Guidelines. IDR also signed on to several letters. IDR also worked with people with disabilities to raise awareness about proposed changes to Indianapolis' para-transit bus service. IDR also continues to actively participate on several workgroups. See Legal Director's Report for additional details.

GOAL 4: MAINTAIN AN INCLUSIVE, HEALTHY, SAFE, POSITIVE AGENCY ENVIRONMENT.

PRIORITIES TO ADDRESS:

1. Integrate cultural and linguistic competency practices at all levels of the agency.
Q1: IDR staff participated in two webinars addressing cultural competency. Two staff attended a presentation on implicit bias. Several additional staff will attend implicit bias training in the second quarter.



Q2: IDR staff continued participation on Georgetown University's National Center for Cultural Competence Community of Practice with other members from around Indiana. IDR's Executive Director attended a half-day training on implicit bias.

Q3: Please see the Diversity and Cultural Competency section in the ED Report.

2. Implement the use of a strengths-based model to maximize employee engagement.

Q1: There were no activities this quarter.

Q2: There were no activities this quarter.

Q3: There were no activities this quarter.

3. Develop safety committee, review operational processes and implement needed improvements.

Q1: IDR is in negotiations to explore moving to a first floor office space. This would increase our accessibility and improve safety for our staff and visitors.

Q2: IDR is near completing a lease for first floor office accommodations. IDR is in the process of reviewing and updating its Continuity of Operations Plan in response to the public health crisis.

Q3: IDR is in continuing negotiations for new first floor office space. IDR Operations Director secured PPE for central office and remote staff.

4. Create and monitor agency budgets, maximize the use of Federal funding, maintain accurate financial records and follow accounting policies and procedures to prevent fraud.

Q1: The ED and other IDR staff are currently reviewing all budgets and accounts to ensure fiscal integrity and compliance with state and federal rules regarding funding.

Q2: All funds have been properly cleared out of our dummy account, all federal financial reports have been submitted timely and accurately, all federal draws have been completed, and IDR is working with the state to complete any required state reports and processes. IDR is current going through its contracting process and reviewing all current contracts. IDR is also looking through expense coding to ensure expenses are being properly categorized in the state system.



Q3: All federal reports have been completed. All 2019 grants are set to be cleared out prior to the end of the grant funding cycle. IDR staff continue to review fiscal policies and processes.

5. Begin the process for development of a comprehensive strategic plan for the agency.

Q1: The Commission will re-start this process, looking to NDRN for assistance with facilitating a strategic planning retreat.

Q2: The ED and Chair of the Commission met to discuss the process of moving forward with a strategic plan. Moving forward will likely be on hold until the public health emergency is over.

Q3: The ED and Chair of the Commission met with NDRN to outline the strategic planning process. Due to the pandemic, in-person strategic planning is on hold until 2021.