Administrative Report

Fourth Quarter – July 1, 2015 – September 30, 2015

EXECUTIVE DIRECTOR’S REPORT

Staff has been working extremely hard this quarter on activities for the continuous improvement of quality services for our clients. The Corrective Action Plan was approved by AIDD and provides the perfect framework for IPAS to move into the future with its best opportunity for success. With abuse and neglect investigations maintaining the priority spot for improvement this year, an experienced Lead Advocate was promoted to an Investigations Coordinator position and will be obtaining extensive training on leading all the investigations for IPAS.

We have also placed a higher priority focus on IPAS awareness throughout Indiana. Jessica Trimble has agreed to take on outreach activities in her role and is now the Director of Communication & Outreach for IPAS. It was apparent to me that we had a high need to expressly define that all outreach activities be coordinated through an executive level position. This will allow advocates and attorneys to focus on providing direct customer service and work on systemic activities, while Jessica builds the outreach program and becomes the known link throughout Indiana for these activities. While advocates and attorneys will still play a key role on building a professional reputation for IPAS, the coordination of efforts will allow for greater efficiency of resources.

Although much has taken place this quarter, one of the most exciting things has been the launch of the new and improved website for IPAS! I hope everyone has had a chance to check it out! Michelle Wickham devoted her heart and soul to this project. Her dedication to this project resulted in the culling of 98% of the information on the website that had been bogging down the system. Analytics had proven that 99% of visitors to the website never came back. We believe the changes provide for an easy to understand website with regular, fresh, interesting updates that will keep people coming back time after time.
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Corrective Action Plan (CAP) Progress

Much of the work IPAS has been doing recently is focused on activities to bring the organization up to compliance standards set by AIDD. Goals for November 1 completion were met through the completion of training for monitoring and investigations for IPAS staff. In addition, a logic model for non-profit decision making has been provided to the IPAS Commission and was submitted as part of the CAP. The concept of this model was designed to incorporate the work already being done by IPAS staff in regards to the IPAS Commission Laralyn Report Gaps Sub-Committee research.

As work is completed, documents are uploaded to the CAP document for review by AIDD. After an October 19 conference call between the AIDD Project Officer and me, it was decided that update calls would only be necessary once every other month. The next call is scheduled for December 10, at which time the Project Officer will provide feedback on the submissions through November.

As the CAP was being written, I reviewed the NDRN recommendations and cross-walked them with areas being addressed through the CAP. Upon review, I determined that the majority of the NDRN recommendations not previously completed would be addressed and closed through the activities of the CAP. The one NDRN recommendation still left unaddressed is the development of a detailed strategic plan. In addition, the Commission had added the development of a succession plan as a need for IPAS as well. Both of these recommendations have been incorporated into an overall improvement plan for IPAS as the CAP continues to make progress.

Executive Director Activities

I have had multiple opportunities to both become better educated for my role at IPAS, and to build relationships to support IPAS as we continue toward our overall organizational goal of serving as the statewide leader for disability rights in Indiana. Below is a list of some of the activities I have actively participated in over the last few weeks. I look forward to growing this list over the next year!

- Disability and Health Task Force – invited to be an active member and attended two meetings. This Task Force builds a connection between public health and disability. The Task Force will be planning a statewide symposium for 2016.
- Governor’s Office – met with the Governor’s Chief Counsel and attended a meeting for leaders of small agencies.
- Governor’s Council for People with Disabilities (GCPWD) – serve on hiring sub-committee. I have reviewed resumes and participated in several interviews as part of the search for a new leader for the organization. I also attended this quarter’s meeting.
Administrative Report

- Attended courses on Program Evaluation and Executive Management. These courses are part of a certificate curriculum through the IU School of Public & Environmental Affairs for Executive Education.
- Indiana Institute on Disability and Community Advisory Committee – attended as a member and presented on the current state of IPAS.
- Met with Fifth Freedom to establish a partnership with this non-profit that has a statewide presence.
- Attended a Town Hall in Evansville for GCPWD and toured the Evansville State Hospital (ESH) with IPAS Advocate Natasha Henry. (I was the first IPAS Executive Director to visit ESH.)
- Attended a Project Directors Conference for the federal grants funded by RSA. Those grants include CAP, PAAT and PAIR.
- Attended the fall NDRN CEO conference. Served as a speaker relative to the AIDD review.

Staff Recognition

The Super Star Award is a monthly award for an IPAS employee that includes recognition at a staff meeting, a certificate, lunch or small gift from the Executive Director, and a spot bonus. Managers and other staff may nominate someone who they believe has gone above and beyond in their job.

July Award Winner – Dan Ward, Intake Coordinator

August Award Winner – Mary Alter, Lead Advocate

September Award Winners – Nicky Martin and Shari Stites – Advocates
LEGAL DIRECTOR’S REPORT

This quarter was all about transition. Our newly formed teams were busy working on their plans and our staff as a whole worked on refining processes to ensure our new team-based model would be efficient and result in great advocacy for our clients. The plans and new processes are gradually being integrated into our new way of doing business and we expect to have everything fully implemented by November.

IPAS also had some staffing changes this quarter. We added a new advocate, Valentino Gray, who will cover the northwest portion of the state. We also added a new staff attorney, Justin Schrock, who will be the Attorney for the Community Integration team. Both Valentino and Justin have strong histories working with people with disabilities and we are excited to add them to the organization. Internally, we have had some reorganization as well. Dan Ward has been promoted to Intake Coordinator. He will oversee the intake advocates, and serve as the intake liaison to the Management Team. Tina Frayer has also been promoted to Investigations Coordinator. Under the Legal Director’s supervision, Tina will oversee all of the abuse and neglect investigations. Mary Alter will transition to intake advocate when Debbie Dulla retires at the end of the year. Finally, Michelle Wind and Nicky Martin have been selected as Advocate Team Leaders for the Community Integration team and Education team, respectively.

This quarter, IPAS hosted a two-day training on abuse and neglect investigations and monitoring for our advocates and attorneys. The training was conducted by Bob Fleischner from the Center for Public Representation and David Hutt from the National Disability Rights Network (NDRN).

Legal Advocacy Successes

Starting next quarter, our teams will have the opportunity to share individual and/or systemic success stories for the quarter.

Individual Advocacy Highlight

“Clint,” who was employed as a substitute teacher, was denied hearing aids by Vocational Rehabilitation Services (VR). Clint had previously received hearing aids through VR several years ago, but, they had worn out and were no longer functional. Clint could not hear what students were saying, responses to questions in class, conversations with other teachers or administrators, or announcements over the intercom. This made it difficult for him to hear and pass along information to the absent teacher.
IPAS represented Clint at a VR hearing. VR applied its replacement hearing aid standards and found that the client did not meet those standards. These standards are much tougher to meet than the standards for obtaining initial hearing aids. IPAS argued that the replacement hearing aid standards add requirements that violate the federal regulations. There is no distinction between replacement and original hearing aids in the federal regulations. Under the regulations, assistive technology, such as hearing aids, are required if they are necessary to achieve an employment outcome. The Administrative Law Judge ruled favorably to our client and found that VR’s replacement policy did violate the federal regulations. Our client has received his hearing aids as a result of IPAS advocacy.

**Litigation & Special Projects Highlight**

IPAS received information about a guardian attempting to move their ward, “Angela,” from her home in the community into a group home setting far away from Angela’s family and community. IPAS met with Angela and determined that this move was unnecessary given her needs and wishes. In partnership with Indiana Legal Services (ILS), IPAS successfully petitioned the court to grant a Temporary Restraining Order preventing the guardian from moving Angela into a group home. Despite the guardian’s intentions, the court further ordered the guardian to allow Angela to apply for various services and support programs in the Indianapolis area, where Angela desired to remain. The court further ordered the guardian to use Social Security funds for the benefit of Angela only. Recently, the guardian has tentatively agreed to transfer the guardianship to another family member who can better care for Angela, something Angela would like to see happen. IPAS and ILS are currently working to petition the probate court to transfer the guardianship and provide Angela with increased independence and decision-making capabilities.

**Written Complaint Responses**

IPAS reviewed the policies of all the State Operated Facilities (SOFs) regarding providing a written response to patient grievances that comply with federal regulations. Finding several discrepancies, IPAS’s Legal Director reached out to the Department of Mental Health and Addiction’s General Counsel and was able to informally advocate for the SOFs to modify their policies to comply with the regulations.

**Phone Access at State Operated Facilities**

An IPAS Advocate became aware of a State Operated Facility (SOF) that was using a physician order form that would restrict a patient’s ability to call IPAS and other advocacy organizations, contrary to IPAS’s access authority and the patient’s rights. IPAS’s Legal Director contacted the Superintendent. The form is now not being used and patient’s ability to access advocacy resources is protected.
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ADA Complaint Form

IPAS successfully advocated for the City of Indianapolis to put an ADA grievance form on its website. This will better allow people with disabilities to submit complaints of ADA grievances to the City.

Policy Advocacy

IPAS continues to provide public comments on proposed state and federal initiatives that would affect people with disabilities. This quarter’s work included comments on: federal ABLE Act regulations, federal 14(c) certificate changes, and state LSA Document #14-337, Nursing Therapies and ABA Rule. IPAS additionally provided comments on two federal guideline documents: the Department of Justice’s Frequently Asked Questions about Service Animals and the ADA, and the Administration on Community Living’s Draft Voluntary Consensus Guidelines for State Adult Protective Services Systems.

IPAS continues its participation on several public policy groups. Of note this quarter, IPAS wrote a letter to the Administration on Community Living (ACL), raising concerns about the overall effectiveness of the Indiana Council on Independent Living (ICOIL). IPAS serves as an advisory member of ICOIL and noted the group becoming fractured and unable to move forward in meeting its obligations. As a result of IPAS’s letter, ACL sent a representative to an ICOIL meeting in August and offered several focus areas for ICOIL to meet its objectives.
COMMUNICATION & OUTREACH DIRECTOR’S REPORT

Staffing Updates

Director of Communication and Outreach – Jessica Trimble

Jessica’s title has changed to reflect the addition of managing IPAS’s outreach activities. She is working with Amy Penrod, Advocate Supervisor, to coordinate the monitoring and outreach activities to be more efficient and reach new facilities.

Digital Media Intern – Emily Umland, Butler University

Emily completed her research on all P&A’s digital media presences and conducted an analysis to determine best practices. This research was also shared with Well Done Marketing to include in their research and discovery phase for the IPAS branding and messaging project. Emily completed the IPAS social media policy and the Partnership Analysis. Emily’s internship will change to part-time and is continuing through the Fall semester. She is focusing on creating digital content.

Special Projects Intern – Kristin Dulaney, IUPUI

Kristin is studying to become an American Sign Language Interpreter so she was tasked with learning about how IPAS is working with the Deaf community. She has conducted interviews with over 30 representatives from the Deaf community and service providers to learn what they know about IPAS and their needs. From these interviews, she has created a plan for how IPAS can build trust and deepen the relationship with the Deaf community.

Kristin is also working with the Government teacher at the Indiana School for the Deaf to team teach a class this semester about voting rights. She is documenting the process so it may be duplicated at the Indiana School for the Blind in the future. Kristin’s internship is also changing to part-time and is continuing through the fall semester. She is focusing on working on voting rights projects.
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Media and Outreach

Daily Clips

- The Communication Specialist reviews online disability related articles and materials daily and highlights are sent to staff.

Social Media

Facebook – Increased “likes” from 483 to 551. (“Reach” is defined as how many people see your post.)

- Greatest post reach – 832 and 726 impressions on 8/13/15 post about Keith Butler’s Assistive Technology article in Indy’s Child.

Twitter – Increased “followers” from 147 to 195.

- Profile visits – July – 245; August – 82; September - 73

LinkedIn – 26 followers.

Website

- Michelle Wickham, Communication Specialist, has been working with staff to develop new content for the website, www.IN.gov/IPAS. She has been working with the Indiana Office of Technology (IOT) to remove content and improve functionality and accessibility. The new website is set to launch in mid-October. Once up and running, we will be comparing the analytics from the same time last year to see trends in visits and use.

Print/Digital Media

- Dawn Adams presented on the Indiana State Department of Health Monthly Local Health Department Webcast in July.

- Keith Butler, Staff Attorney, was interviewed for an Assistive Technology article in the August issue of Indy’s child.

- Marisa Kwaitkowski, Indy Star reporter, interviewed Dawn Adams and Melissa Keyes for an upcoming article.

- IPAS was consulted for a story regarding post-partum depression in African American women for the Indianapolis Recorder.
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Partnerships

The Partnership analysis has been completed and we have begun researching how we use the data collected to create a GIS map of our partnerships. This quarter was spent deepening partnerships to discover how we can work together to reach more people. The Communication Team has met with the following organizations in this quarter:

- The Arc of Indiana – GIS group
- IN*Source
- Indiana Bicentennial Commission
- Indiana Governor’s Council for People with Disabilities
- Indiana Institute on Disability and Community
- Indiana School for the Deaf
- Indiana State Department of Health
- Indiana State Fair
- Mapping Compassion
- Purdue University
- Self Advocates of Indiana
- University of Indianapolis
- Well Done Marketing
- WFYI

Jessica will begin meeting with Joel Fosha, Indiana Institute on Community and Disability, and Chad Crowe, the Indiana Governor's Council for People with Disabilities, every other month to discuss how we can cross promote one another and work together to further our missions.

We have begun working with Well Done Marketing to improve our brand recognition and create targeted messaging for our different target audiences.

Outreach

We are working with Dr. Amie Wojtyna, Assistant Professor at University of Indianapolis, to analyze data to better determine where people with disabilities are living in Indiana and compare it to our Intake and Information & Referral data to see where we need to focus our outreach.

Based on a model from Disability Rights Texas, Jessica has created an online form for the website where organizations may request an IPAS speaker or ask IPAS to attend their event.
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PROGRAM DATA (Agency Wide)

Problem Area for all Cases closed during FFY 2015

- Abuse or Neglect: 49%
- Special Education: 19%
- Rights Violations: 12%
- Rehabilitation Services: 9%
- Employment: 2%
- Healthcare: 3%
- Housing: 3%
- Architectural Accessibility: 3%

This represents problem areas for all the cases addressed by IPAS during the 2015 Federal Fiscal Year.

For example, 49% of the cases concluded addressed an allegation of Abuse or Neglect.
During the year, 484 cases were concluded across all programs.

For example, 143 were PAIMI cases representing 30% of all cases closed.
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Individual Advocacy (Cases), Closed during each of the last 3 FFYs

Total Number of Individuals Served by Quarter and by Type during FFY 2015

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Individual Advocacy (Case)</th>
<th>Information and Referral</th>
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</thead>
<tbody>
<tr>
<td>1st Quarter</td>
<td>87</td>
<td>307</td>
</tr>
<tr>
<td>2nd Quarter</td>
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<td>137</td>
<td>318</td>
</tr>
<tr>
<td>4th Quarter</td>
<td>181</td>
<td>332</td>
</tr>
</tbody>
</table>
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**Reason for a Case Closure**

- All or part of the issues resolved in individual's favor
- Client chose to self advocate
- Following review, no legal issues present
- Issues not resolved in client's favor/Appeals were unsuccessful
- Other

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Reason for Case Closure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Quarter</td>
<td>48%</td>
</tr>
<tr>
<td>2nd Quarter</td>
<td>49%</td>
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<tr>
<td>3rd Quarter</td>
<td>50%</td>
</tr>
<tr>
<td>4th Quarter</td>
<td>51%</td>
</tr>
<tr>
<td>For the year 2015</td>
<td>51%</td>
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</table>
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ATTORNEY

JUSTIN SCHROCK  
ATTORNEY

COORDINATORS
AMY PENROD  
MONITORING & ADVOCATE COORDINATOR

DANIEL WARD  
INFORMATION & REFERRAL COORDINATOR

CATHY WINGARD  
CAP, PABSS &  
REP. PAYEE COORDINATOR

TINA FRAYER  
INVESTIGATIONS COORDINATOR

ADVOCACY SPECIALISTS
MARY ALTER (INTAKE Eff. 1/16)

BONNIE BOMER

DEBBIE DULLA (INTAKE)

ALLYSON HAMMONDS

NATASHA HENRY

MARGO “NICKY” MARTIN

TONYA PATTERSON

SHARI STITES

MICHELLE WIND

VALENTINO GRAY
TASC/NDRN
Commonly Used Acronyms

ACF - Administration for Children and Families
AC - Advisory Council
ADA- Americans with Disabilities Act
ADD - Administration on Development Disabilities
ATC - Assistive Technology Center
ATTAC - Advocacy Training and Technical Assistance Center
CMHS - Center for Mental Health Services
CAP - Client Assistance Program
CCD - Consortium of Citizens with Disabilities
CMS - Center for Medicare and Medicaid Services (formerly HCFA)
DAD - Disability Advocacy Database
DDARS Division of Aging and Rehabilitation Services
DD - Developmental Disabilities
DD Act - Developmental Disabilities Assistance and Bill of Rights Act
DDC - Developmental Disabilities Council
DSA - Designated State Agency
EEOC Equal Employment Opportunity Commission
HAVA- Help America Vote Act
HCFA - Health Care Financing Administration
HRSA - Health Resources and Services Administration
IDEA - Individual with Disabilities Education Act
ILCs - Independent Living Centers
I & R Information & Referral
LD - Learning Disability
MI - Mental Illness
MR - Mental Retardation
MTARS - Monitoring and Technical Assistance Review System
NAPAS - National Association of Protection & Advocacy Systems (Now NDRN)
NDRN- National Disabilities Rights Network
NIDRR - National Institute on Disability Rehabilitation Research
OMB - Office of Management & Budget
OSERS - Office of Special Education Rehabilitation Services
P&A - Protection & Advocacy System
PAAT - Protection & Advocacy for Obtaining Assistive Technology
PABSS - Protection & Advocacy for Beneficiaries of Social Security
PADD - Protection & Advocacy for Persons with Developmental Disabilities
PAI MI - Protection & Advocacy for Individuals with Mental Illness
PAIR - Protection & Advocacy for Individual Rights
PATBI - Protection & Advocacy for Persons with Traumatic Brain Injury
PPR - Program Performance Report
PR - Public Relations
SAMHSA- Substance Abuse and Mental Health Services Administration
SOP - Statement of Objectives & Priorities
SSA - Social Security Administration
RSA - Rehabilitation Services Administration
Rehab Act - Rehabilitation Act
TASC - Training and Advocacy Support Center
TASR - Technical Assistance Site Review (CMHS)
TBI - Traumatic Brain Injury
Tech Act - Technology-Related Assistance for Individuals with Disabilities Act
UAP - University Affiliated Program
UCDD - University Centers for Excellence in Development Disabilities
The Following are more Acronyms commonly used at IPAS:

ACLU  American Civil Liberties Union
APS  Adult Protective Services
ARC  State and local organizations for developmental disability advocacy
ARTICLE 7  Special Education Regulations (INDIANA)
DCS  Department of Child Services
DDRS  Division of Disability and Rehabilitative Services
DMHA  Division of Mental Health and Addictions
DOC  Indiana Department of Corrections
DOE  Department of Education
EEOC  Equal Employment Opportunity Commission
IDEA  Individuals with Disabilities Education Act (Federal)
ICF  Intermediate Care Facility
ICLU  Indiana Civil Liberties Union
IPE  Individual plan for employment
Institute  The Indiana Institute on Disability and Community
IPIN  Indiana Parent Information Network based in Indianapolis
IN*SOUR  Indiana’s Parent Training Information Project based in South Bend
IPE  Individual Plan for Employment a VR term
OCR  Office of Civil Rights
RULE 7  Part of Nursing Home Regulations (Indian) concerning the facility’s requirements for programming for MR residents used in QMRP-D Training
USDOE  United States Department of Education
VR / Voc Rehab  Vocational Rehabilitation Services
504  Section 504 of the Rehabilitation Act of 1973-504

State Hospitals (SOFs):

LCH  Larue Carter Hospital
LSH  Logansport State Hospital
EPCC  Evansville Psychiatric Children’s Center
ESH  Evansville State Hospital
MSH  Madison State Hospital
RSH  Richmond State Hospital