The Indiana Family and Social Services Administration

Division of Disability and Rehabilitative Services
In*Source Training
### FSSA’s Division of Disabilities and Rehabilitative Services (DDRS)

<table>
<thead>
<tr>
<th>Bureau of Child Development Services</th>
<th>Bureau of Developmental Disabilities (BDDS)</th>
<th>Bureau of Rehabilitation Services (BRS)</th>
<th>Bureau of Quality Improvement Services (BQIS)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Steps</strong></td>
<td><strong>Medicaid Waiver Services</strong></td>
<td><strong>Vocational Rehabilitation Services</strong></td>
<td><strong>Monitors services to individuals by organizations and providers</strong></td>
</tr>
<tr>
<td><strong>• Early Intervention Services for children birth up to age 3.</strong></td>
<td><strong>• Medicaid Waiver Services</strong></td>
<td><strong>• Blind and Visually Impaired Services</strong></td>
<td><strong>• Provider Relations</strong></td>
</tr>
<tr>
<td></td>
<td><strong>• Supervised Group Living</strong></td>
<td><strong>• Deaf/Hard of Hearing Services</strong></td>
<td><strong>• Approval and Certification of Providers</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>• Centers for Independent Living</strong></td>
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Our Mission:

To develop, finance and compassionately administer programs to provide healthcare and other social services to Hoosiers in need in order to enable them to achieve healthy, self-sufficient and productive lives.
Increase the number of individuals served through any DDRS program to ensure that all Hoosiers have access to the needed services and supports.

– All DDRS staff will have a performance appraisal goal that relates to the increased number of individuals receiving services through a DDRS program.
Build systems that are sustainable, offer the supports that individuals and their families need and desire, and build innovative structures that better meet the needs of all Hoosiers.
First Steps
Indiana’s Early Intervention Program
First Steps is Indiana early intervention program providing services to infants and toddlers from birth up to age 3 who have or are at risk of developmental delays.
History and Vision

First Steps is authorized under the Individuals with Disabilities Education Act, IDEA.

IDEA was enacted by Congress in 1975 to ensure that children with disabilities have the opportunity to receive a free appropriate public education, just like other children.
In 1986 Congress established Part C of the act in recognition of an “urgent and substantial need” to:

- enhance the development of infants and toddlers with disabilities;
- reduce educational costs by minimizing the need for special education through early intervention;
- minimize the likelihood of institutionalization, and maximize independent living; and,
- enhance the capacity of families to meet their child's needs.
Indiana’s Mission

To assure that all Indiana families with infants and toddlers experiencing developmental delays or disabilities have access to early intervention services close to home when they need them. This is accomplished through the implementation of a comprehensive, coordinated statewide system of System Points of Entry (SPOE) and Local Planning and Coordinating Councils (LPCC) providing early intervention services called First Steps.
Early intervention is a system of coordinated services that promote the child's growth and support families during the critical early years of the child’s development.

Early intervention services delivered within the context of the family can:

• Improve both developmental, social, and educational gains;
• Reduce the future costs of special education, rehabilitation and health care needs;
• Reduce feelings of isolation, stress and frustration that families may experience;
• Help alleviate and reduce behaviors by using positive behavior strategies and interventions; and
• Help children with disabilities grow up to become productive, independent individuals
Early intervention services are specifically designed to support the family in addressing the developmental needs of the child. Services are provided within the natural routines and environments of the child and family and involve the primary caregiver. Services which may be offered through the program are:

* Assistive Technology
* Developmental Therapy
* Medical services (for diagnosis only)
* Nutrition services
* Physical Therapy
* Service Coordination
* Speech Therapy
* Audiology
* Heath services
* Nursing services
* Occupational Therapy
* Psychological services
* Social Work services
* Vision services

A service coordinator works with each individual family to develop a plan of care or Individualized Family Service Plan (IFSP) which specifies the services that will be provided.

Providers are located within agencies around the state and serve all of Indiana’s 92 counties.
What is a developmental delay for FS?

The child’s development is assessed in 5 major areas by a multidisciplinary team using multiple sources of information during a face-to-face meeting with the child and the family. Children who are experiencing a developmental delays of 25% or -2 standard deviations from the mean in one or more developmental domains or 20% or -1.5 standard deviations from the mean in two or more developmental domains are considered to meet the definition of developmental delay for the program. Areas assessed are:

- Cognitive development
- Physical development, including vision and hearing
- Communication development
- Social and/or emotional development
- Adaptive development, including eating skills, dressing and toileting skills and other areas of personal responsibility
Eligibility

Children may be eligible for the program who are:

- Under the age of 3
- Have a Developmental Delay
- Have a diagnosed physical or mental condition that has a high probability of resulting in a developmental delay such as:
  - Chromosomal abnormalities or genetic disorder
  - Neurological disorder
  - Congenital disorder Sensory Impairment, including vision and hearing
  - Severe toxic exposure, including prenatal exposure
  - Neurological abnormality in the newborn period
  - Low birth weight of less than or equal to 1500 grams
Individualized Family Service Plan

Referrals may come from anyone to the System Point of Entry (SPOE) or to the State office.

The intake Service Coordinator at the SPOE will complete an intake with the family at a time and location convenient for them.

An assessment of the child’s strengths and developmental needs will be completed by at least 2 different disciplines and will include input from the family.

Eligibility will be determined based on the assessment and other information gathered during the intake process.

For eligible children an IFSP will be developed with the team and family. The Plan will outline the services and supports that will assist the family in helping the child meet his or her goals.

Services are delivered in accordance with the IFSP. A service Coordinator who is employed by the SPOE will assist the family through each step of the process.
Bureau of Developmental Disabilities Services (BDDS)
What is BDDS?

- The Bureau of Developmental Disabilities Services or BDDS is a unit within DDRS which administers several programs for individuals with intellectual and developmental disabilities with the goal of supporting individuals to live and work in their communities, living as independently as possible.

- BDDS uses person-centered planning to assist individuals in determining their strengths and needs.
• Individuals may apply for services through:
  – Home and Community Based Services
  – Medicaid Waiver
  – Supervised Group Living or Group Homes
  – State Line Services, such as respite or habilitation support for individuals in nursing facilites.
BDDS Offices

There are 8 BDDS offices around the state. Within the offices the staff are responsible for the following activities:

- Completing intake for individuals and families that are in need of services.
- Participating in the eligibility and level of care determination.
- Monitor the quality of services provided.
- Coordinating the care that individuals may receive.
- Assisting individuals in identifying additional supports and services.
BDDS is Person Centered

- BDDS talks with individuals and families about:
  - What they need and want in their lives
  - Their hopes and dreams
  - What they would like to do and how they would like to do it
  - The important people in their lives that can help us know them better
  - What we can do to help them reach their goals
  - What they want to do in their lives
  - Where they have been and what they have been doing
  - How we will help them get to where they want to go
Intake
Information Gathering

Confirmation of Qualifying Condition

• Federal and state regulations require a physician's confirmation that the individual's developmental disability/intellectual disability (DD/ID) condition manifested before the age of twenty-two 22.

• The impairment must be expected to continue without a foreseeable end.

• Confirmation of Diagnosis (COD) form must be signed by a Physician.
Collateral/Supplementary Information is reviewed by BDDS staff and may include the following:

- Medical Records
- Psychological Assessment/Testing
- School Information – IEP
- Social History
- List of Diagnoses

Collateral information will be used in determining eligibility and service planning, so anything is helpful.
How is Level of Care\Eligibility Determined?

Face to Face Interview

+ COD

+ Collateral

determines if a person meets
Level of Care and is eligible for BDDS services.
Home & Community Based Services (HCBS) Waiver

- **Family Support Waiver (FSW)**
  - Provides a range of services and supports
  - Each participant has a Case Manager that oversees services and supports
  - Capped at $16,545 per year
  - Current waiting list
  - Priority categories of 18-24 & current graduate
HCBS Waiver

- **Community Integration & Habilitation Waiver (CIH)**
  - Needs based waiver available to those who meet very specific criteria
  - Objective Based Allocation (OBA), which is the amount of money the individual has to purchase his/her services via the CIH, is determined by combining the Overall Algo score, age, employment, and living arrangement of the individual.
  - Wide array of services including residential supports
  - Each participant has a Case Manager that oversees services and supports
CIH Waiver Services Provided

- Adult Day Services
- Case Management
- Behavioral Support Services
- Community Based Habilitation – Individual and Group
- Community Transition
- Electronic Monitoring
- Environmental Modifications
- Facility Based Habilitation – Individual and Group
- Family and Caregiver Training
- Music Therapy

- Prevocational Services
- Recreational Therapy
- Residential Habilitation and Support Section Respite
- Extended Services
- Transportation
- Workplace Assistance
- Structured Family Caregiving
Family Supports Waiver (FSW) Services

- Adult Day Services
- Case Management
- Behavioral Support Services
- Community Based Habilitation – Individual and Group
- Community Transition
- Electronic Monitoring
- Facility Based Habilitation – Individual and Group
- Family and Caregiver Training
- Prevocational Services
- Recreational Therapy
- Extended Services
- Transportation
- Workplace Assistance
- Participant Assistance and Care
- Music Therapy
Two important aspects to this Rule:

- The Person-Centered Planning Process is key!
- All HCBS settings need to provide for:
  - Opportunities to seek employment and work in competitive and integrated settings
  - Engagement in community life
  - Control of personal resources
  - Opportunity to receive services in the community to the same degree as individuals who do not receive HCBS
Indiana’s Assessment Activities to Date

- National Core Indicators Data Review
- Review of Indiana’s Policies, Rules, Regulations, Requirements and Procedures
- Preliminary Setting Assessment Based on HCBS Requirements
- Transition Plans posted on In.gov
• BDDS Map

• 8 Districts
# BDDS Contact List

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Work Phone/s</th>
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<tbody>
<tr>
<td>District 1</td>
<td>110 West Ridge Rd. Gary, IN 46408-2709</td>
<td>(219) 981-5318</td>
</tr>
<tr>
<td>District 2</td>
<td>100 W. South St., Suite 100 South Bend, IN 46601-2435</td>
<td>(574) 232-1412</td>
</tr>
<tr>
<td>District 3</td>
<td>201 East Rudisill Blvd., Suite 300 Fort Wayne, IN 46806</td>
<td>(260) 423-2571</td>
</tr>
<tr>
<td>District 4</td>
<td>30 N. 8th St. Terre Haute, IN 47802-3106</td>
<td>(812) 232-3603</td>
</tr>
<tr>
<td>District 5</td>
<td>2620 Kessler Blvd. East Dr. Indianapolis, IN 46220</td>
<td>(317) 205-0101</td>
</tr>
<tr>
<td>District 6</td>
<td>201 E. Charles St., Suite 130 Muncie, IN 46256-3691</td>
<td>(765) 288-6516</td>
</tr>
<tr>
<td>District 7</td>
<td>700 E. Walnut St. Evansville, IN 47713-2561</td>
<td>(812) 423-8449</td>
</tr>
<tr>
<td>District 8</td>
<td>1452 Vaxter Ave. Clarksville, IN 47129-7721</td>
<td>Clarksville: (812) 283-1040</td>
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We can’t promise that there won’t be bumps in the road, but we will promise to work hard to help individuals access programs that will help meet individual needs and play to their strengths.
Bureau of Rehabilitation Services
State Coverage

- 4 State Regions
- 19 Offices
Program

- VRS works with eligible individuals with disabilities to assist them in achieving their **employment goals**.

- Goals are based on the individual’s **interests**, **strengths**, and **priorities**.

- Focus is on **employment**.
The Process

- Referral
- Application
- Eligibility determination
- Individualized Plan for Employment (IPE)
- Service Implementation
- Employment
- Case Closure
Referral

- Anyone can make a referral

**Referral Sources:**
- Self Referral
- Social Workers
- Physicians
- Therapists
- Case Managers
- Parents
- Friends
- Others
Referral

- Referrals can be taken in person or by phone or fax.

**Referral Information** (minimum)
- Name (first, middle initial, last)
- Date of Birth
- Address
- Telephone Number
- SSN if available
### During the Appointment
- **✓ Meet VR Counselor**
- **✓ Interview of individual includes a thorough discussion regarding history in the areas of medical, psychological, academic, employment, family etc…**
- **✓ Release of Information forms are signed**

### After the Appointment
- **✓ Collateral information is obtained**
- **✓ If necessary, new diagnostic test/evaluations are scheduled**
- **✓ Eligibility determination is made within 60 days from the date of the application appointment**
Eligibility Determination

- Determination is made within 60 days of application and is determined in a sequential manner based on the following:
  1) Does the individual have a physical or mental impairment?
  2) Does the applicant’s physical or mental impairment constitute or result in a substantial impediment to employment?
  3) Does the applicant require VR services to prepare for, secure, retain, or regain employment consistent with the applicant’s unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice?
  4) Will the applicant benefit in terms of an employment outcome from VR services?

**NOTE:** There is a presumption that the applicant will benefit from VR services, unless VR demonstrates based on clear and convincing evidence that the applicant is incapable of benefiting due to the severity of the applicant’s disability.
Individualized Plan for Employment

- Signed agreement stating what services will be provided to help achieve employment goal.

Must be designed to achieve a **specific employment outcome** in accordance with individual’s **informed choice**, consistent with **vocational strengths**, **resources**, **priorities**, **concerns**, **abilities**, **capabilities** and **career interests**.
Individualized Plan for Employment

• Applicant is determined eligible
• Comprehensive Assessment
• IPE Development begins

☑ Joint effort between VRC and Client
☑ IPE is based upon information gathered during the Comprehensive Assessment
☑ Vocational Goal is agreed upon
☑ Necessary VR Services are determined
☑ Time frames are formulated

• Service Provision Commences
Service Implementation

- Services can include, but are not limited to:
  - Assessment to determine eligibility and vocational rehabilitation needs
  - Job related services, including job search and placement assistance
  - Vocational and training services including books, tools and training materials
  - Supported employment (e.g., job development, job coaching, and ongoing job support)
  - Counseling and guidance
  - Assistive technology
  - Vehicle modification
**Employment**

- **Competitive, Integrated Employment**

  1. In the competitive labor market that is performed on a full time or part-time basis in an *integrated work setting*

  2. for which the individual is compensated at or above the federal minimum wage, but not less that the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who do not have disabilities

*Integrated setting means a setting typically found in the community (not a setting artificially created) in which consumers with disabilities interact with non-disabled individuals to the same extent that non-disabled individuals in comparable situations interact with other persons.*

- Employment related to job goal as noted on IPE
Vocational Rehabilitation Supported Employment Model

- Stabilization
- VR Job Placement
- Ongoing Support Services
- Transition
- Case Closure
- Extended Services

- Up to 24 months of supported employment
- Not less than 90 days

Post-Employment
Reenter VR
Case Closure

• Successful Case Closure if the following occur:
  1. Employment outcome is achieved
  2. Employment outcome is maintained (not less than 90 days)
  3. Satisfactory outcome in which the VR counselor and the consumer agree and consumer is performing well in the employment per the employer
  4. Consumer is informed of the availability of post-employment services
A social media campaign to bring awareness about the importance of employment for young people with disabilities
Follow VRS on:

@IndianaVR

Join the campaign!
Find us on Facebook at...
Indiana Vocational Rehabilitation
Contacting VRS

• If you or someone you know might benefit from Vocational Rehabilitation Services, please call the local office nearest you.

• Information available on VRS website:

  • [www.vrs.in.gov](http://www.vrs.in.gov)
Questions
The Indiana Family and Social Services Administration

Bureau of Quality Improvement Services (BQIS)
Establishment of the Bureau of Quality Improvement Services

• Established
  – Indiana Code 9-1-3 (4)

• Duties
  – Indiana Code 12-12.5-1-1
    • Monitor Providers
    • Establish and administer complaints
    • Power to establish rules
What does that mean?

**Quality Assurance**

- Based on compliance with rules and regulations
- Activities generally involve some type of monitoring
- Corrective action may be assigned (or sanction, depending on severity)

**Quality Improvement**

- Based on growth
- Activities generally include identification of issue for improvement
- Improvement plan versus corrective action or sanction
What does that mean?

**Quality Providers**
- Provider Enrollment
- Provider Re-approval Process
- Accreditation
- Comprehensive Evaluation Review Tool (CERT) Process

**Monitoring**
- Historic BQIS activity
- Includes Incidents and Complaints
- Mortality Review
- Verification of Correction

**Data Analysis**
- Data Sources
  - IRs, Complaints, CERTS, etc.
- Trend Analysis
  - By provider, service, ALGO, etc.

**Technical Assistance**
- Process
  - How to...
- Quality Outcomes
  - How to know if...?
Quality Assurance Activities

- Incident Reporting
- Complaint Investigations
- Mortality Review Process
Incident Reporting

Reportable Incidents

- 460 IAC Article 6
- Division of Disability and Rehabilitative Services (DDRS) Policy
- Indiana’s Home and Community Based Services (HCBS) Medicaid Waiver

Sentinel Events: Some incidents qualify as sentinel

An unexpected occurrence involving serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. Such events are called “sentinel” because they signal the need for immediate investigation and response.
Some examples of Incident Report categories:

- Medication error
- Alleged Abuse, Neglect, or Exploitation
- Fall
- Elopement
- Fire at a service delivery site
- Choking
- Injury (of known or unknown origin)
# Complaint Investigations

## 3 Categories

- **Urgent**
- **Critical**
- **Non-Critical**

<table>
<thead>
<tr>
<th></th>
<th>Urgent</th>
<th>Critical</th>
<th>Non-Critical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required Contact</td>
<td>ASAP; same day</td>
<td>2 days</td>
<td>3 days</td>
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<tr>
<td>Report due to Provider</td>
<td>15 days</td>
<td>25 days</td>
<td>30 days</td>
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<tr>
<td>Provider submits Corrective Action Plan</td>
<td>5 days</td>
<td>5 days</td>
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<tr>
<td>BQIS Accepts/Rejects Corrective Action Plan</td>
<td>5 days</td>
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<tr>
<td>BQIS Validation of Implementation</td>
<td>5 days</td>
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As you work with families

Resolving issues: Point of contact will generally be case manager

Rights violations: Bureau of Quality Improvement Services
Contacting the Bureau of Quality Improvement Services

Email:  BQIS.Help@fssa.in.gov
Toll free:  1-800-545-7763

BQIS Complaints Hotline:  1-866-296-8322

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317-234-1147

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