



Community Supports Professional Interest Section Meeting

April 21, 2022

- Welcome
- Upcoming Events
- QOPR and Provider Emergency Plans Update
- Remote Supports Panel
- Section Discussion

Professional Interest Section Meetings / Professional Development:

- April 21 - Employment Supports (12:30-2:30 PM)
- May 12 - Financial Management (10 AM-Noon) / Human Resources (12:30-2:30 PM)
- May 19 - Child & Family Services (10 AM-Noon)

Upcoming Member Forum and Board of Directors Meetings:

- April 22 - Member Forum / Board of Directors Meeting
- May 20 - Board of Directors Meeting / **No Member Forum*
- June 24 - Member Forum / Board of Directors Meeting

Registration for each meeting is available 3 weeks in advance. Recordings and materials will be available on the [INARF Member Portal](#) within 2-3 business days following each meeting.

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QOPR and Provider Emergency Plans Update

Jessica Harlan-York, BQIS



Quality Onsite Provider Review (QOPR)

INARF

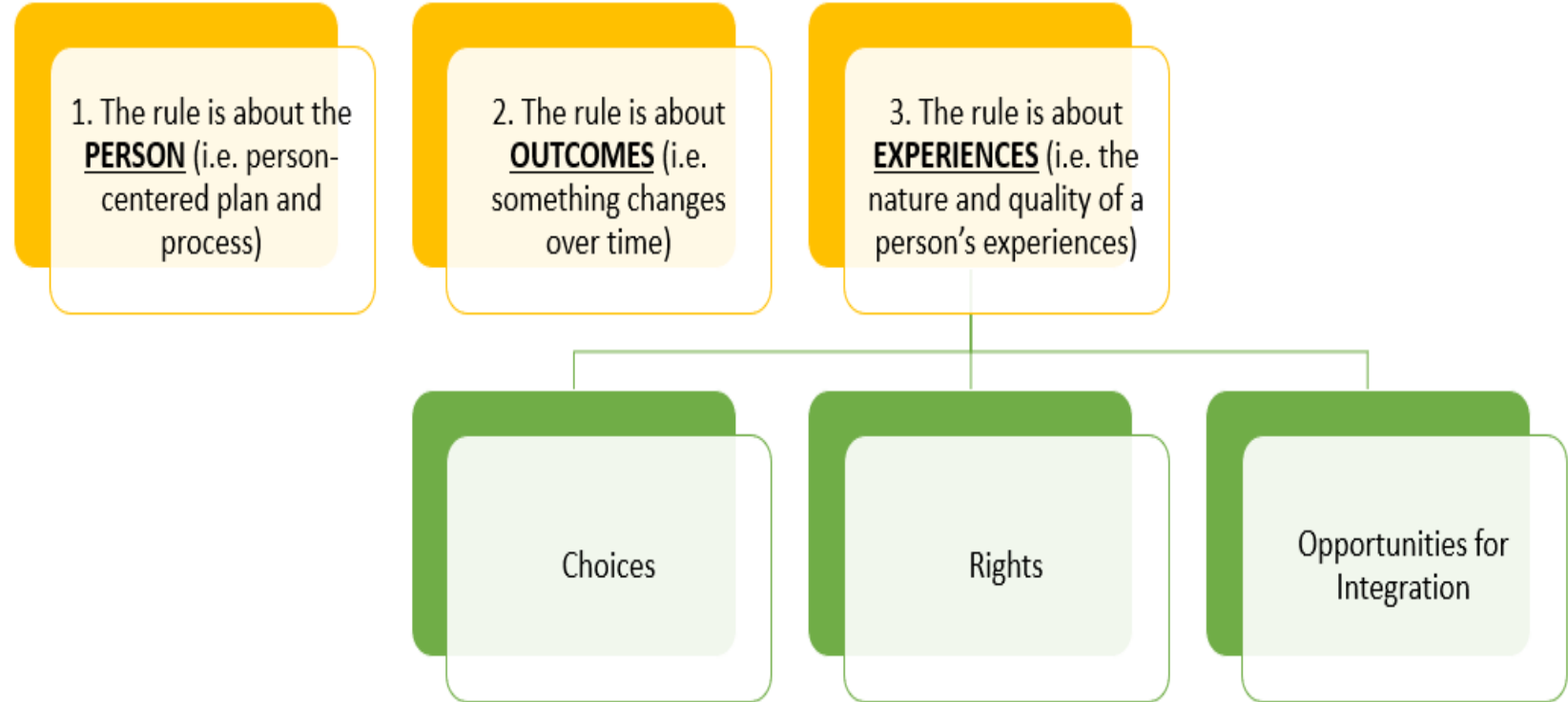
Community Supports

April 21, 2022





HCBS Settings Rule



Brackin and Associates, CMS Rule: All About the Person ppt, Indiana, 2019





HCBS Settings

- Integration
- Access
- Choice
- Privacy, Dignity, Respect
- Initiative, Autonomy, and Independence





Ensuring Rights and Protections

- Does the individual have the freedom and support to **control** their own schedules and activities?
- Does the individual's living quarters have lockable entrance doors, with the **individual** and appropriate staff having keys to doors as needed?
- If the individual shares living quarters, did the individual have a **choice** of roommates?
- Does the individual have the **freedom** to furnish and decorate their sleeping or living quarters within the lease or other agreement?
- Does the individual have **privacy** in their sleeping or living quarters?

Does the individual **have access** to food at any time?

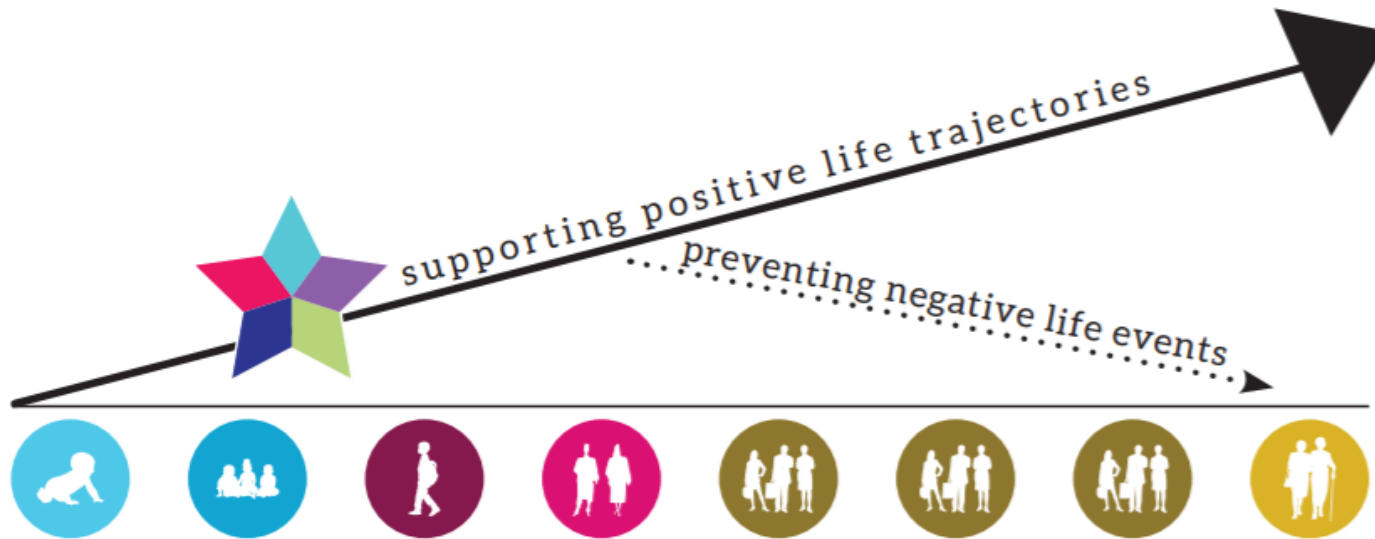
- Is the individual **allowed** visitors at any time?





Person-Centered Practices/LifeCourse

Core Belief: All people have the right to live, love, work, play and pursue their life aspirations just as others do in their community.





Quality On-Site Provider Review (QOPR)

Assess the quality of supports and outcomes of individuals. The process will recognize and promote the progress a provider has made in aligning their service delivery system with the person-centered values embraced in the Charting the LifeCourse Framework and the requirements of the HCBS Settings Rule.

Life Stages and Life Domains



Meaningful Day & Employment:

What you do as part of everyday life– school, employment, volunteering, communication, routines, life skills.



Community Living

Where and how you live– housing and living options, community access, transportation, home modifications.



Safety & Security

Staying safe and secure– emergencies, well-being, guardianship options, legal rights and issues.



Healthy Living

Managing and accessing health care and staying well– medical, mental health, behavior, developmental, wellness and nutrition.



Social & Spirituality

Building friendships and relationships, leisure activities, personal networks, faith community.



Citizenship & Advocacy

Building valued roles, making choices, setting goals, assuming responsibility and driving how one's own life is lived.



Prenatal/Infancy

Early years, wondering if meeting developmental milestones



Early Childhood

Preschool age, getting a diagnosis



School Age

Everyday life during school years



Transition

Transitions from school to adult life– Realizing school is almost over!



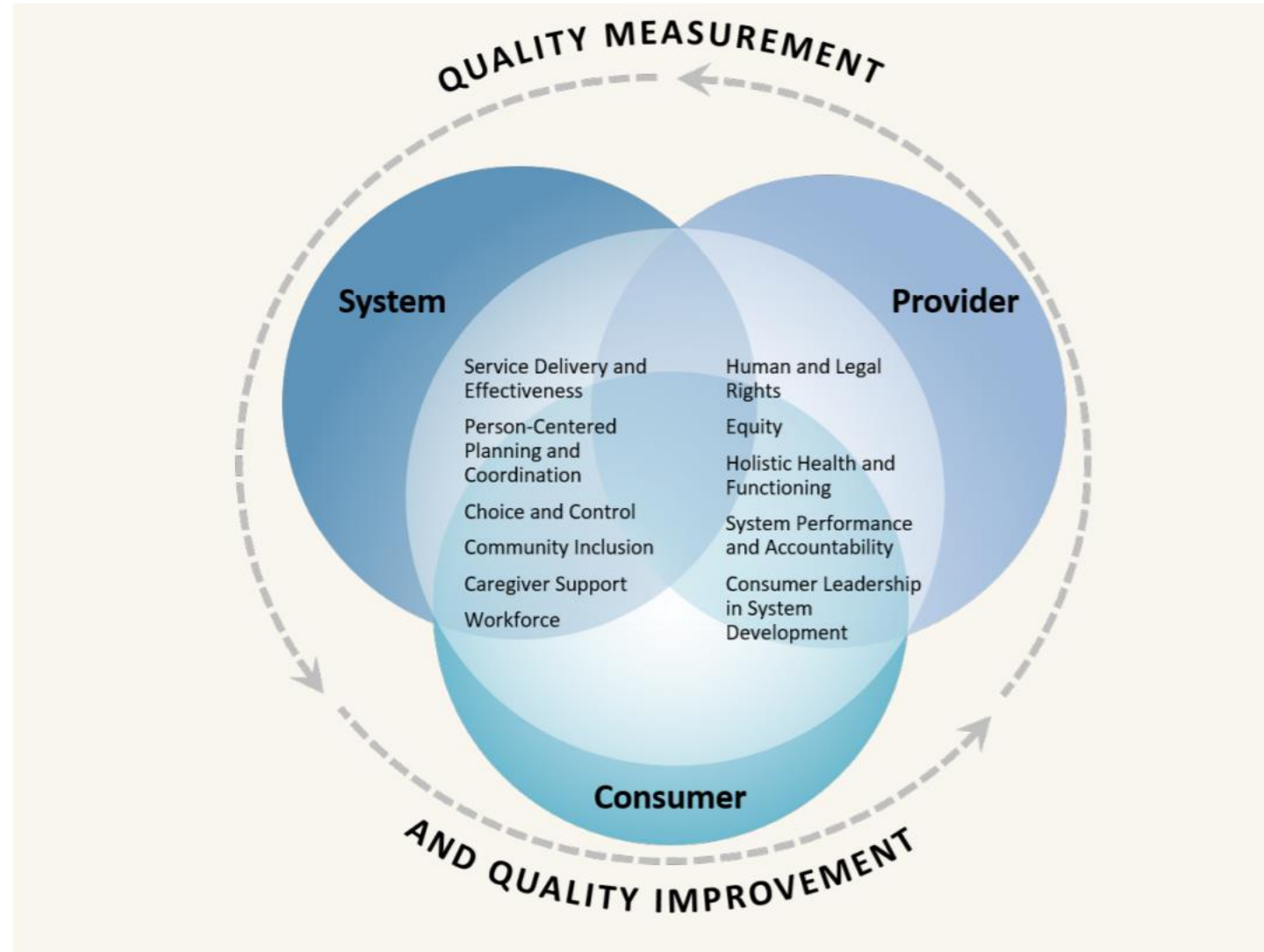
Adulthood

Living life as an adult



Aging

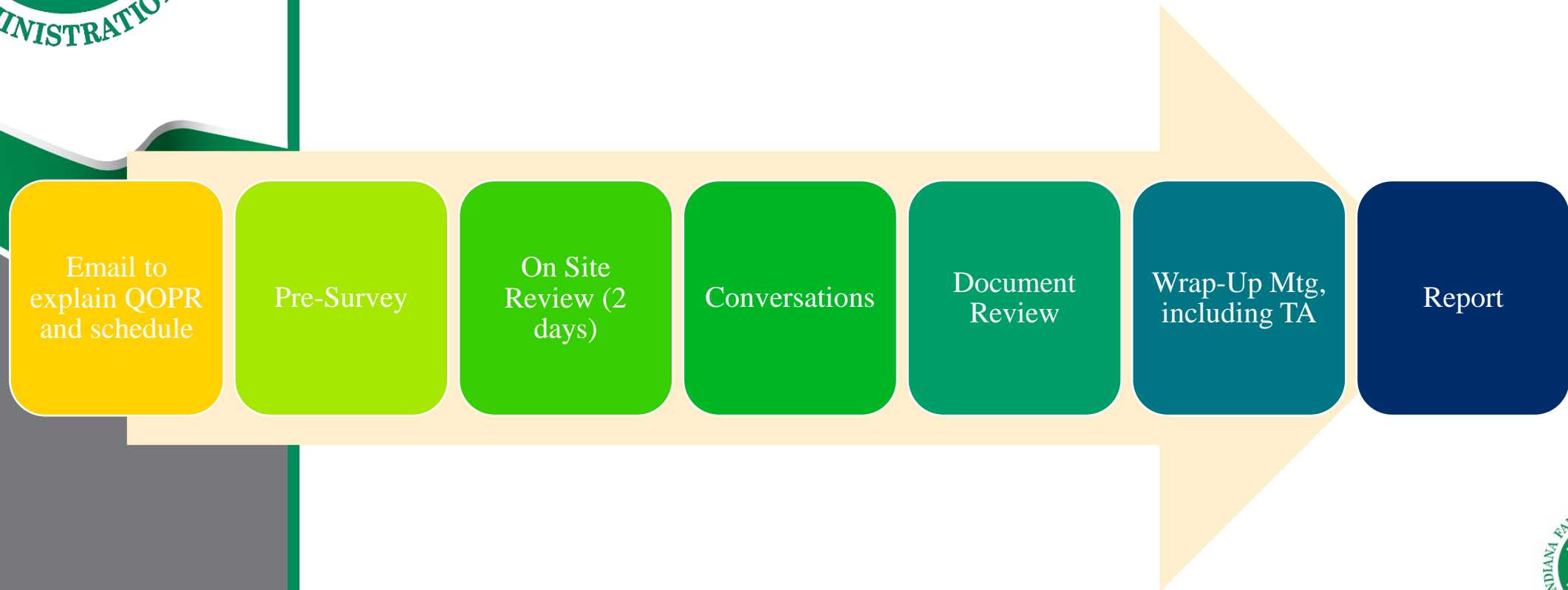
Getting older and preparing for end of family/individual)



National Quality Forum. Quality in Home and Community-based Services to Support Community Living: Addressing Gaps in Performance Measurement Final Report. September 2016.



Process





QOPR

The tool consists of two types of indicators



- Person Centered Indicators - focus on what is happening with the person



- Organizational Indicators - focus on provider capacity and systems that support individuals and address quality assurance in way that enables individuals to live their best life



Examples of Individual Indicators



- The individual participates in the assessment process and prepares for their PCISP meeting in a way that communicate their wants, needs and desires
- The person has control over the services they want to receive and are currently receiving
- The person knows and evaluates all of their choices as they relate to services
- The provider, as a member of the IST, uses their community contacts, relationships, experiences, and resources to contribute to supporting action toward an individual's preferred life
- The provider complies with the HCBS Settings Rule as it relates to facilitating individual choice



Organizational Indicators

There is a system in place to support individuals in minimizing risk while living their best possible lives

There is a system in place to ensure individuals have the best possible health, while promoting independence and choice

The provider supports individuals to develop relationships outside of the service delivery system

The provider supports self-advocacy and choice

The provider supports individuals to actively participate in scheduled team planning meetings

There are strategies in place to learn what is important to and for individuals and implement that strategy in the person-centered planning process





Ensuring a Voice

Individual and anyone they choose
as support

Staff

Staff Supervisor

Management/CEO





QOPR

Preparing for visit

- The process is intended to be easy
- You will receive an introductory email
- You will be asked to complete a pre-visit survey
- You will be asked to send a list of waiver individuals by service
- You will be asked to talk with individuals about our visit, and create a list of individuals who are willing to chat with us





QOPR

Preparing people for visit

- The process will be most effective if people are at ease
- We are trying not to use the words interview or audit but describing it as a conversation.
- Some conversations are lasting 15 minutes, others an hour.
- We would like to talk with the individual first and privately if they are willing. Staff should know this is our preference in advance, so they are not offended when/if we ask them to leave.
- We may take some notes, but just so we can remember key points.





The Individual Review Report

- Who receives it?
 - The provider
 - The individual (and anyone they identify)
 - The case manager
 - The BBDS Field Manager



What happens next?

- The team reviews the report and meets with the individual to share results and address any concerns
- Teams can request technical assistance at any point if they need support





QOPR

Post visit activities

- You will be asked to complete a post-visit survey
- You will receive a written summary of the visit
- You will have an opportunity to receive technical assistance and support with any areas for improvement identified





QOPR Provider Observations

- Use of LifeCourse principles and values
- Relationship between DSPs and person
- Open to feedback
- Willingness to change
- Guardianship dynamics
- Team members blaming
- Over support
- Lack of access to money
- Compliance with Settings
- Rule Emphasis on health/safety



QOPR Provider Observations

- Issues with POCOS rules: lock boxes, visitor policies, lack of access to/choice of food, lack of flexible schedules, privacy issues
- Rights issues: individuals don't understand their rights; behavior plans that don't support individual, but instead reward/punish; lack of "alone time"
- Most individuals not prepared to participate in team meetings
- Day Services don't support a meaningful day
- Lack of community engagement
- Waiver services creating a barrier to a good life





Technical Assistance

- Supporting an individual to make choices
- Supporting self-advocacy
- Developing circles of support
- Positive behavior supports
- Discovering transportation options
- Understanding dignity of risk
- Balancing important to/unimportant for
- Person-centered risk plans; personalized risk identification and assessment
- LifeCourse and other person-centered thinking resources





QOPR Next Steps

- Talking to more individuals
- Deeper dive with ISTs
- More intensive TA with case managers, providers and teams
- Adding emphasis on employment



Quality Onsite Provider Review

We were able to share and verbalize some of the new information with our direct care team. We also added little extras to our staff training. For instance, we created a quiz on Individual Rights.

It has often collectively felt that RHS providers are not valued for the quality services provided, but instead looked at negatively. The QOPR helped to bridge that necessary & previously lacking communication & collaboration for the greater good of support services.

We will take the information received from this experience and implement it into our training and performance.

We learned a great deal from this visit about some things that we are doing that are strong – it was great for the team to hear that positive feedback from “the state”.



Update on Emergency Plans

Most Common Issues:

- No defined long-term plans
- Communication plan doesn't include all the components
- Critical and non-critical functions are not defined



ALL people are empowered to live,
love, work, learn, play and pursue
their dreams.







Contact

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Community Supports

Remote Supports Panel

Tracy Brumbaugh, Rest Assured, LLC

LeAnne Cole, Hillcroft Services, Inc.

Cheryl Mullis, Southern IN Resource Solutions, Inc.

Christopher Patterson, Night Owl Support Systems, LLC

Don Shirley, SafeinHome, Inc.

Scott Steele, SafeinHome, Inc.



Section Discussion

Jacque Pulling, The Columbus Organization

Your contributions to the INARF PAC are a critical part of INARF's legislative advocacy efforts. They are used to support elected officials who serve as champions of the provider community. Please consider supporting the INARF PAC today.

For more information and to contribute, visit:

www.INARF.org/INARF-PAC



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Thank you!

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