



INARF Community Supports Professional Interest Section Meeting

May 6, 2021

10 AM - Noon

- Welcome
- Sponsorship Recognition
- Association Current Initiatives
 - Conference Activities
- Quality Onsite Provider Reviews: Trends and Recommendations
- Waiver Redesign Updates
- Section Discussion
- Upcoming Events & Announcements



Thank You to Our Sponsors!

Alicia M. Boyd, CPA
Professional Corporation



INARF 2021 ANNUAL CONFERENCE

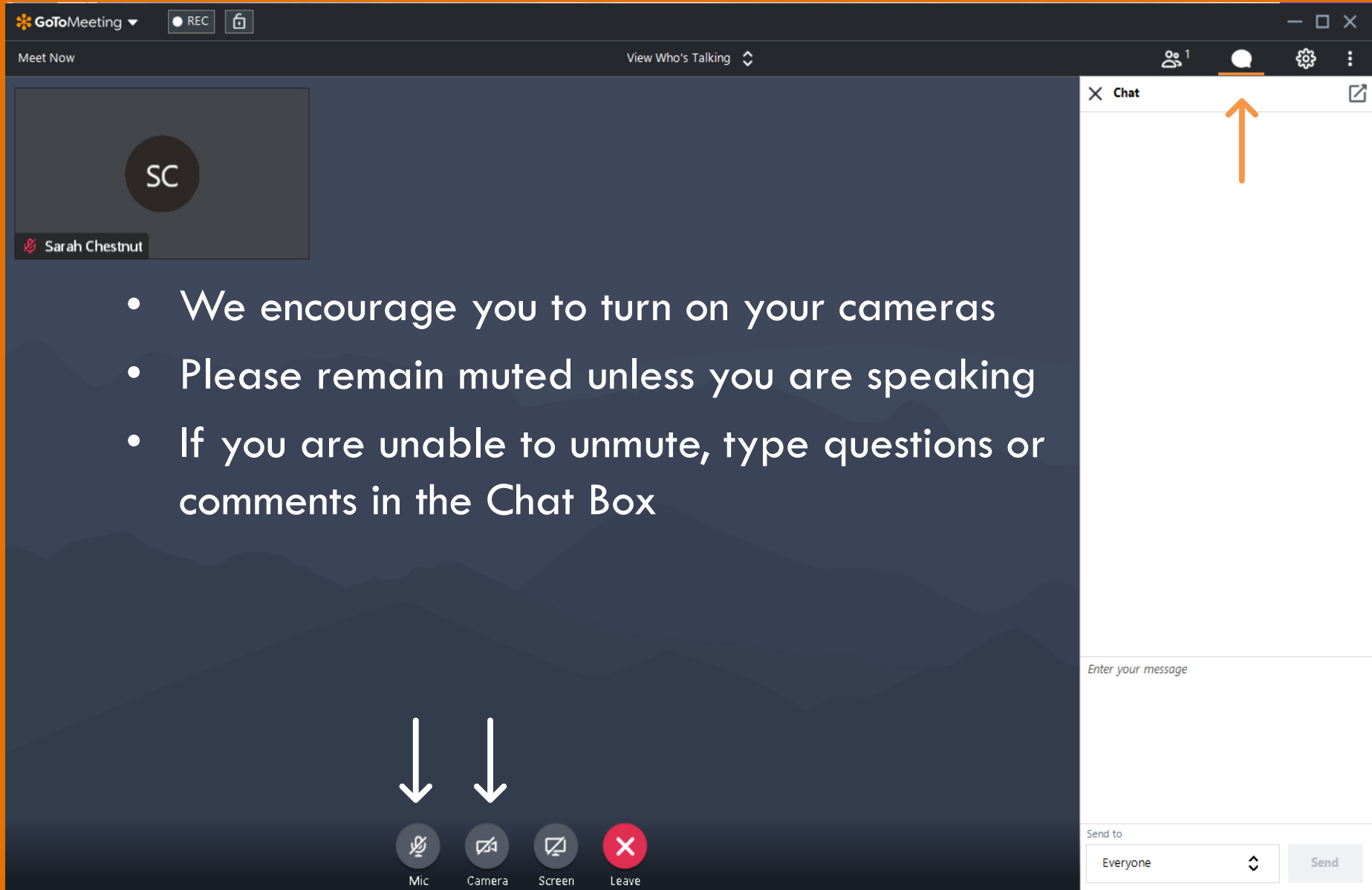
- ✓ Mar. 16 Exhibitor/Artisan/Sponsor Opportunities Open
- ✓ May 3 Annual Awards - Call for Nominations Open
- ☐ June 7 Attendee Registration Opens
- ☐ Oct. 5 Pre-Conference Leadership Symposium
- ☐ Oct. 6-7 Annual Conference

Learn more at www.inarf.org/2021_annual_conference

A silhouette of a person standing on a mountain peak with arms raised in triumph, set against a sunset or sunrise sky. The text 'Resilience Reset' is overlaid in a white rounded rectangle with an arrow pointing right.

Resilience Reset →

Housekeeping



The screenshot shows a GoToMeeting window. At the top, there's a header bar with the GoToMeeting logo, a 'Meet Now' button, and icons for recording (REC) and locking. Below the header, the main area displays a video feed of a person with initials 'SC' and a name tag 'Sarah Chestnut'. To the right of the video feed is a 'Chat' panel with a close button (X), a title 'Chat', and a list of participants (1). An orange arrow points to the chat icon in the top right corner of the meeting window. At the bottom of the meeting window, there are four icons: 'Mic', 'Camera', 'Screen', and 'Leave'. Two white arrows point down to the 'Mic' and 'Camera' icons. The 'Chat' panel has a text input field labeled 'Enter your message' and a 'Send' button. Below the input field, there's a 'Send to' dropdown menu set to 'Everyone' and a 'Send' button.

- We encourage you to turn on your cameras
- Please remain muted unless you are speaking
- If you are unable to unmute, type questions or comments in the Chat Box



Community Supports

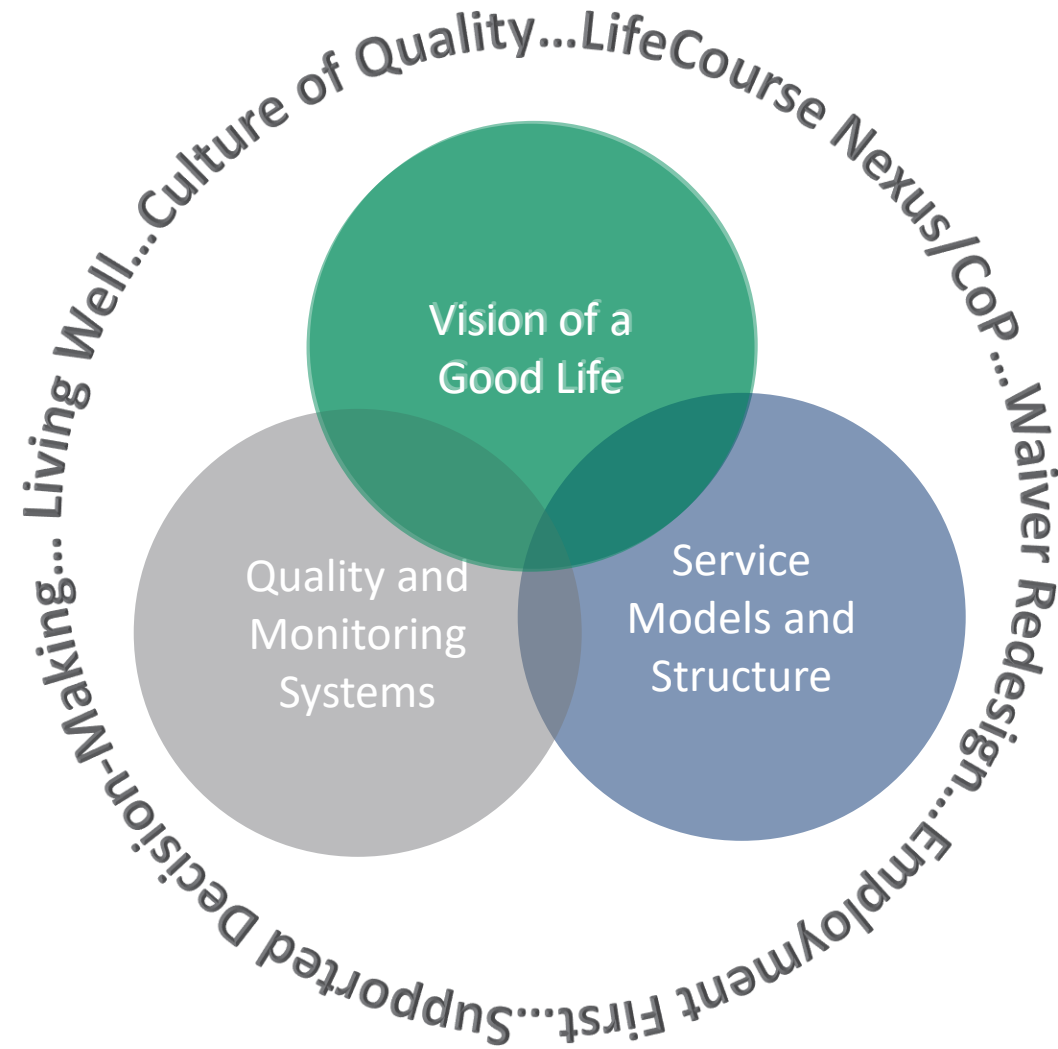
Quality Onsite Provider Reviews: Trends and Recommendations

Jessica Harlan-York, Director, BQIS

*Janet Delehanty, Executive Director, Liberty of
Indiana Corporation*

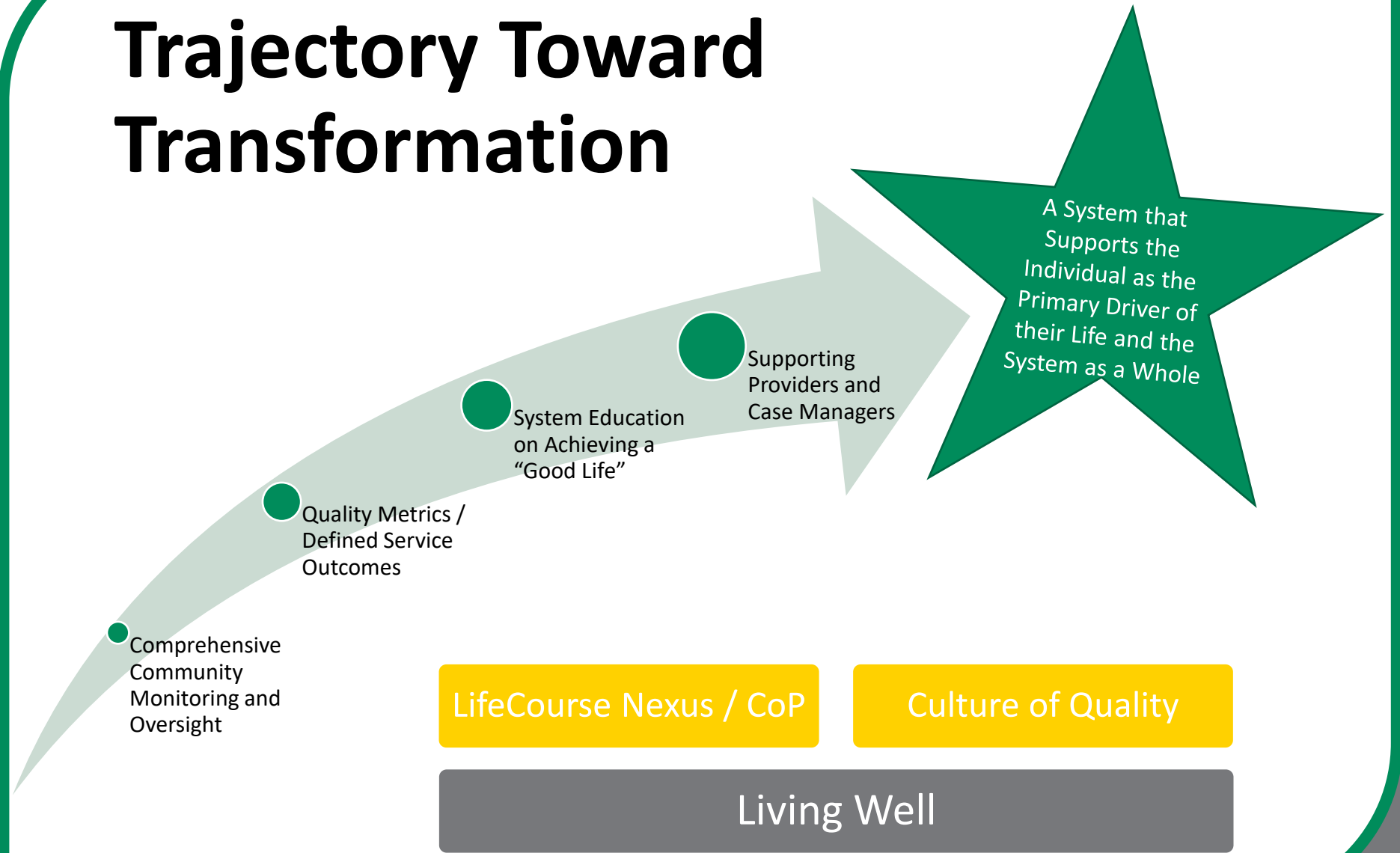


The Big Picture





Trajectory Toward Transformation

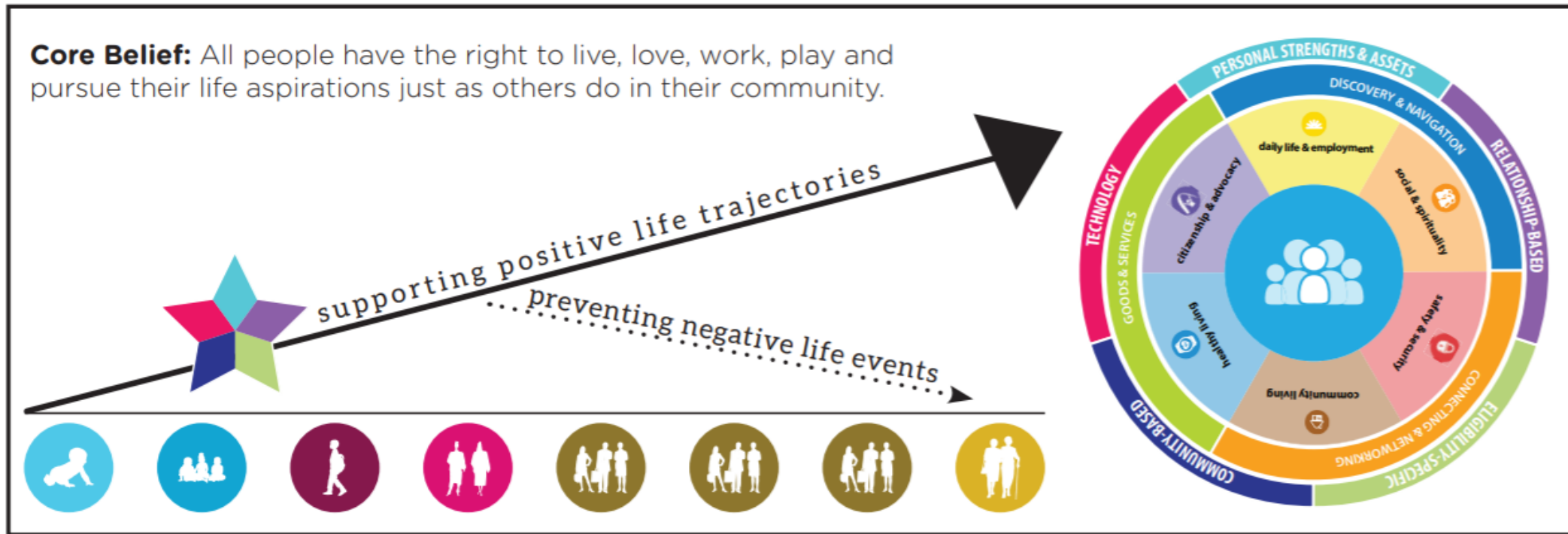




Quality On-Site Provider Review (QOPR)

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.

Person-Centered Practices/LifeCourse





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 PC/ISP 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

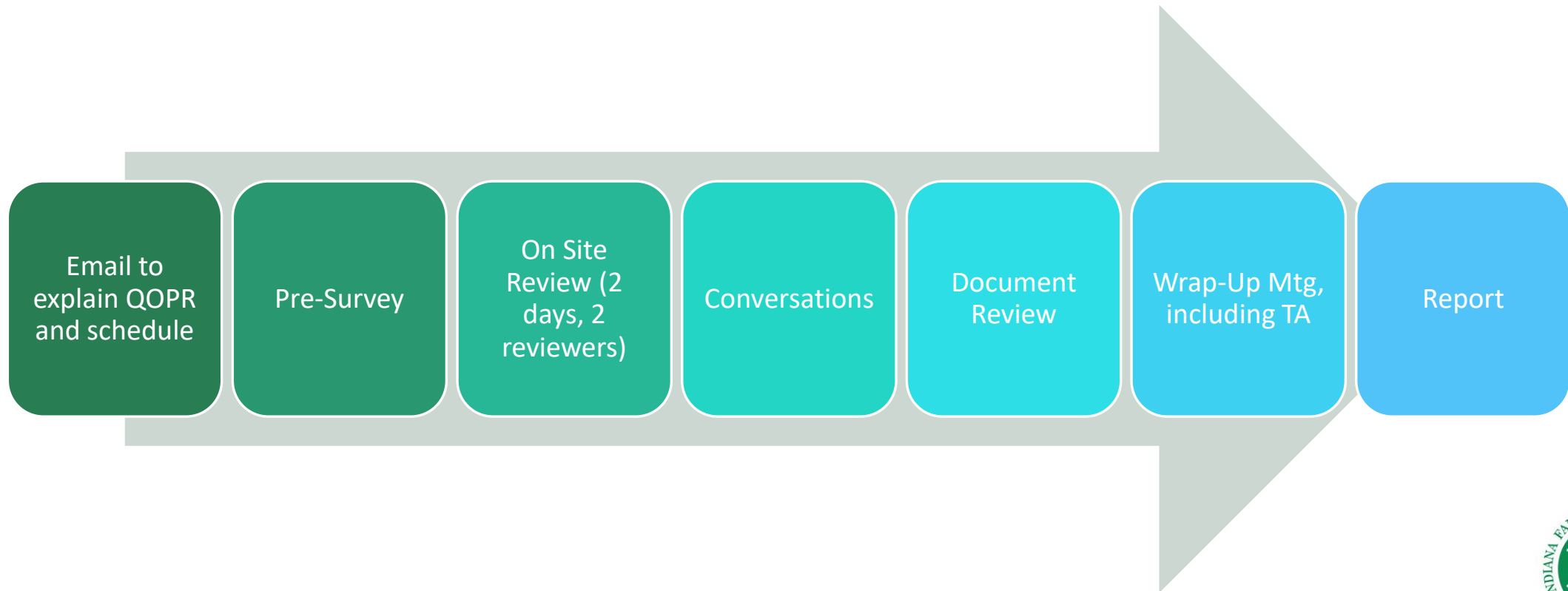


Examples of Organizational Indicators



- 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

Process





Ensuring a Voice

Individual and anyone they choose as support

Staff

Staff Supervisor

Management/CEO

Quality On-Site Provider Review (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 participants by service

You will be asked to send a list of waiver employees, with date of hire

You will be asked to talk with individuals about our visit, and create a list of individuals who are willing to talk with us



Quality On-Site Provider Review (QOPR)

Preparing people for visit

The process will be most effective if people are at ease.

We are preparing a fact sheet that can be given to people in advance. Some areas to stress include:

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.



Quality On-Site Provider Review (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



Quality On-Site Provider Review (QOPR) Pilot Experience

Strengths of Providers:

Commitment to individuals

Staff longevity

Flexibility in staff schedules to meet desires of individuals

Relationships with family members

Well organized staff files



Quality On-Site Provider Review (QOPR) Pilot Experience

Identified areas of opportunities for Providers:

Rights issues

Staff training issues

Better communication amongst an individual's team members

Increased communication between provider administrative staff and DSP's



Ensuring Rights and Protections under HCBS

Does the individual have **privacy** in their sleeping or living quarters?

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 access** to food at any time?

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

Does the individual have the freedom and support to **control** their own schedules and activities?



Quality On-Site Provider Review (QOPR) Pilot Experience

Technical assistance recommended or requested:

How to work with guardians/families

Individual Rights

HCBS Settings Rule

Requirements of risk plans

Cooking suggestions



Quality On-Site Provider Review (QOPR) Provider Feedback

Like the collaborative approach

Appreciate a different perspective to provider issues- has been helpful

Technical assistance being available is great

The information regarding individual rights and the HCBS Settings Rule has been great

Likes how it helps tie in the State requirements- not something their Accreditation does

Have expressed having several AH HA moments, just hadn't thought about a different approach until talking about it during QOPR

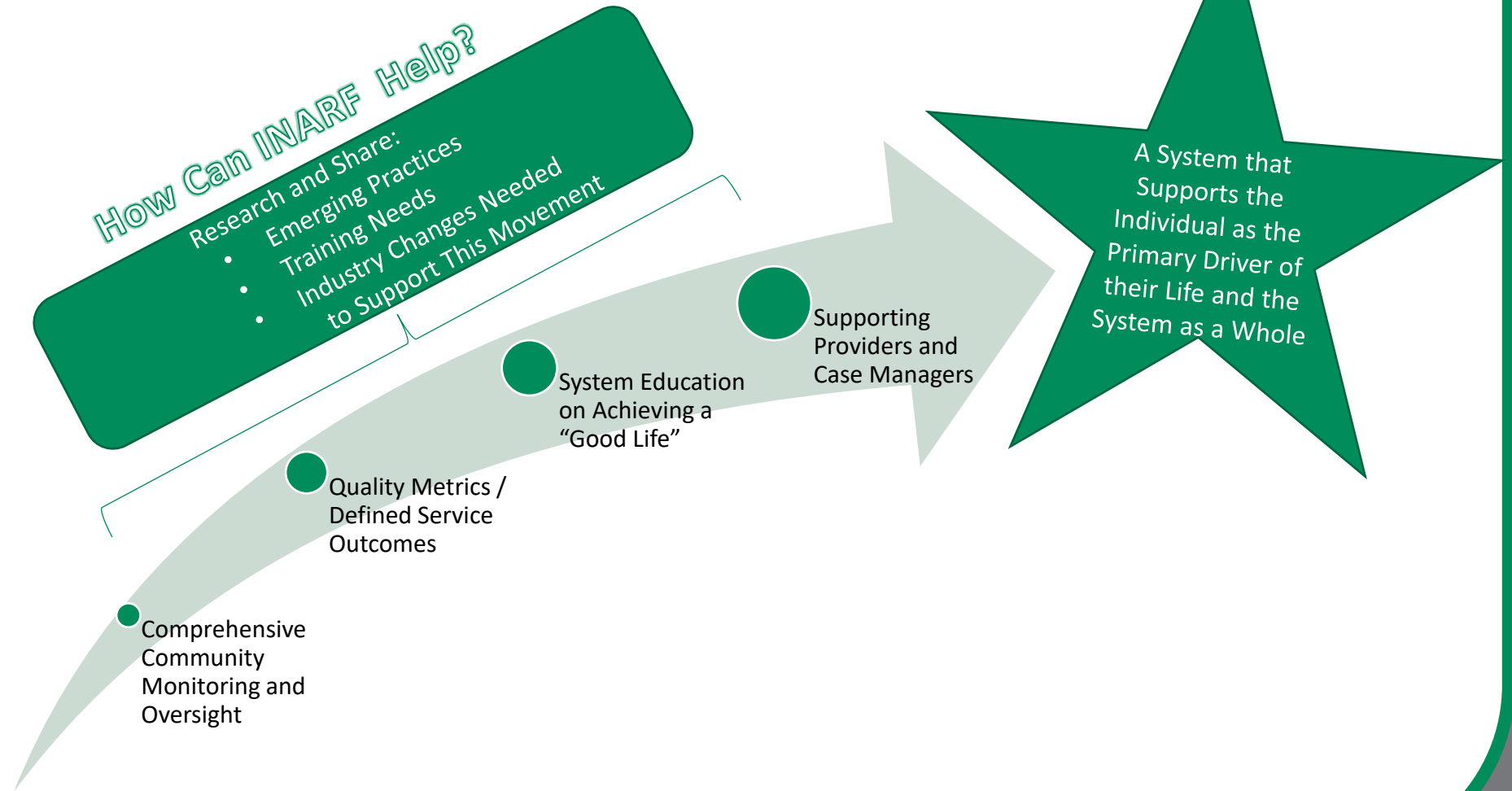




Preparing for the Future

How Can INARF Help?

- Research and Share: Emerging Practices
- Training Needs
- Industry Changes Needed to Support This Movement





Contact BQIS

- Jessica Harlan-York, BQIS Director
jessica.harlan-york@fssa.in.gov
- Shelly Thomas, BQIS Assistant Director
shelly.thomas@fssa.in.gov
- Quality Assurance Manager



Contacting Liberty of Indiana



Phone: 1-800-545-7763



Email: janet.delehanty@fssa.in.gov



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Indianapolis, IN 46204



Community Supports

Waiver Redesign Updates

Cathy Robinson, Director, BDDS



Waiver Redesign

Supporting individuals and families to live their best lives





Goals and Guiding Principles

Increase Person-Centered Planning

Improve Coordination of Care

Increase Community Engagement

Enhance Member Experience

Maintain Qualified Providers

Comply with HCBS Rule

Promote Efficiency



Our Current Modified Approach

Synthesis of Stakeholder Feedback and Current
Capacity to Inform Areas of Priority

Improve team dynamics
through shared
outcomes and
communication

Enhance Case
Management and
System Navigation

Focus on key supports
to build independence

*All people have the right to live, love, work, learn, play
and pursue their dreams.*



Improve team
dynamics through
shared outcomes
& communication

Key System-wide Efforts (New & Existing)

- Systems Quality & Satisfaction
 - Partners in Transformation and Culture Quality Continuation
- Simplify Service Names and Clarify Service Definitions (waiver amendments)
- Systems Consolidation (Release 2 Fall 2021)
- Capacity Building through Training, Information and Resources
- Alignment and update of policy and guidance
- Resources and Information for Individuals & Families

**Supporting the Vision of Individuals and Families
through Partnership & Collaboration**



Focus on key
supports to build
independence

Key System-wide Efforts (New & Existing)

- Institutionalization Modernization
 - Assessing the needs of individuals, determining their desires
- Money Follows the Person & PASSR TA
 - Re-engagement efforts and improving PASSR process with greater emphasis on person-centered approaches
- Enhance understanding and language
 - Remote Supports
 - Behavior Supports
 - Specialized Medical Equipment & Supplies

**Supporting the Vision of Individuals and Families
through Partnership & Collaboration**



What we have heard from individuals & families

"I need someone to help me find resources"

"I need someone to have my back"

I would be lost without my case manager

"I need my case manager to understand how services impact my budget"

I rely on my case manager to know what I don't.

"I wish my case manager would think outside the box"

"Case managers need more training"

"Case managers should focus on what could be rather than what is"

"I need my case manager to communicate with me better"

"My case manager should be the glue that holds it all together"

Enhance Case Management and System Navigation



What we have heard from CMCOs & Case Managers

"We want to be a partner"

"We are different than other providers"

"I need the state to tell my case managers what is expected of them"

"Case managers should be change agents"

"CMCO's should be held accountable"

"That isn't what my CMCO has directed us to do"

"We need more training"

Enhance Case Management and System Navigation



What we have heard from Providers

Case managers bringing their own agenda – not considering the person's context

Consistency among the case managers and case management providers of what is due and when it is due.

Sometimes pitting providers against families when not working together with existing resources

i always loved the conversations around life span case management....so the front door involved getting a case manager that looked at ALL available supports and was not service system dependent

Requiring the case manager to communicate better and have some state oversight on their performance.

Enhance Case Management and System Navigation



Enhance Case
Management and
System
Navigation

Key System-wide Efforts (New & Existing)

- Deliver Case Management via a 1915(b)(4)
- Enhance Case Management Service Definition
- Develop Comprehensive Quality Guide for Case Management
- Build Case Manager Capacity through Training, Information and Resources

**Supporting the Vision of Individuals and Families
through Partnership & Collaboration**



What is a 1915(b)(4)?

- **Selective Contracting** Waiver (Pursuing only for Case Management)
- Operates in coordination with the 1915(c)
- Provides mechanism and service delivery not otherwise available in 1915(c)
- Involves issuing a Request for Services (RFS) for procurement with selected entities
- Separate review and approval by CMS



Opportunities in 1915(b4) Implementation

Quality Improvement

- ✓ Consistent Messaging
- ✓ Training Coordination and Planning
- ✓ Non-financial incentives
- ✓ Increase capacity of state staff to provide quality technical assistance
- ✓ Strengthened Relationship and Partnership



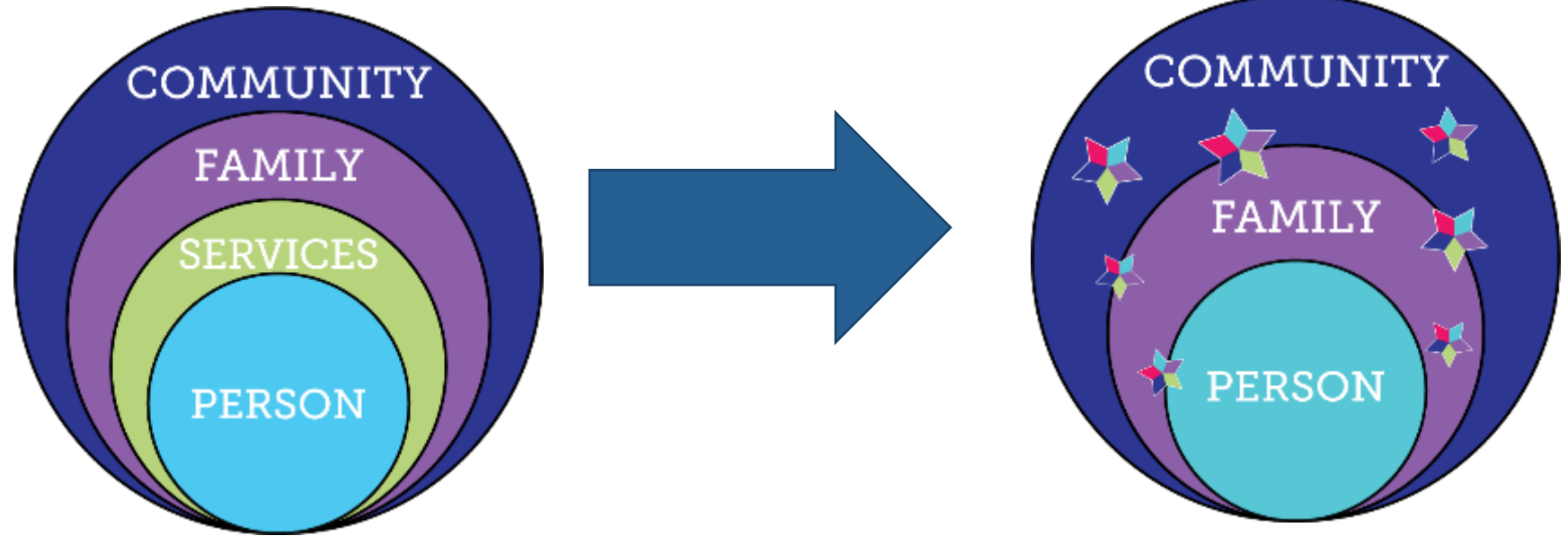
Opportunities in 1915(b4) Implementation

Greater Outcomes for Individuals & Families

- ✓ Connected to an array of supports
- ✓ Greater self-determination
- ✓ Meaningful engagement in family & community
- ✓ Enhanced quality of life
- ✓ More opportunities to develop skills in
 - Employment
 - Activities of daily living
 - Healthy relationships



Our Aim



To provide integrated supports and services
within the context of person, family and
community



Our Why

Case management is a foundational service which all other supports and services are coordinated.



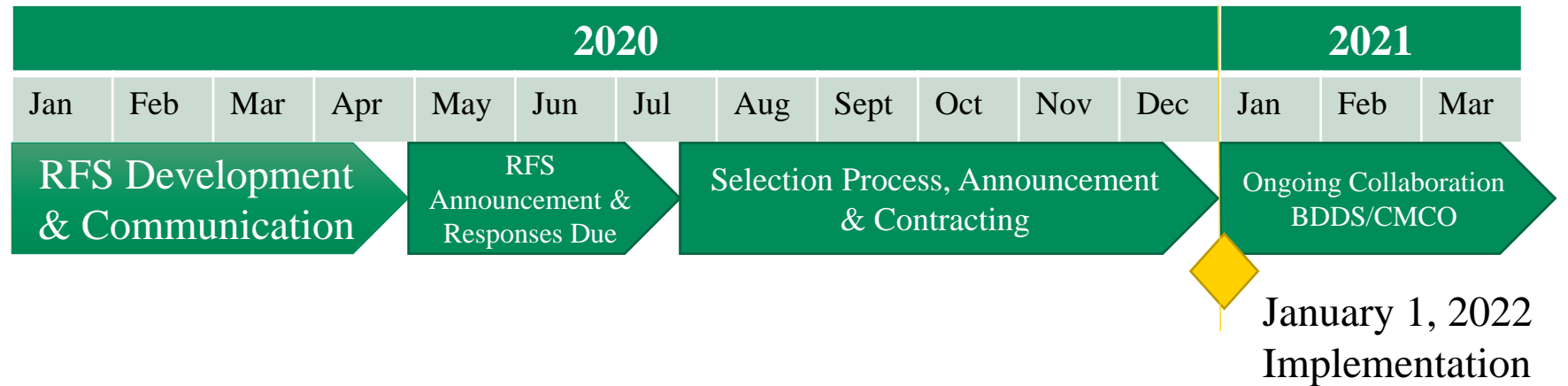
Our Need

Case managers and companies who are:

- ✓ Navigators
- ✓ Advocates
- ✓ Partners



Timeline



- Release of RFS – May 4th
- Waiver amendments submitted to CMS – August 1st
- RFS awards published – October 1st
- Contracts signed – December 30th
- Start date – January 1, 2022

*Planned mailed communications throughout this timeline from DDFS directly to individuals and families



RFS Next Steps & Special Considerations

- Release of RFS – May 4th
 - Response Training Sessions for Vendors
- RFS Responses Due – July 6th
 - Extended Time to Complete & Submit Proposals
- RFS Awards Published – October 1st



Opportunities for Stakeholder Partnership & Feedback

- Development of individual & family satisfaction survey
- Topics to be included in Case Management Quality Guide
- Waiver Amendments (Tribal Notice & Public Comment)
- Waiver Redesign Reimagined: Plan Moving Forward Release and Summary of Stakeholder Feedback



A word cloud featuring the phrase "thank you" in various languages and scripts. The central text "thank you" is in large, bold, red letters. Surrounding it are numerous other words in different colors and sizes, including:

- danke (German)
- 謝謝 (Chinese)
- ngiyabonga (Xhosa)
- tesekkür ederim (Turkish)
- gracias (Spanish)
- tapadh leat (Irish)
- obrigado (Portuguese)
- merci (French)
- sukriya (Arabic)
- dziękuję (Polish)
- bedankt (Dutch)
- спасибо (Russian)
- Баярлалаа (Mongolian)
- mauriuru (Maori)
- hvala (Croatian)
- moichhakkeram (Tamil)
- go raibh maith agat (Irish)
- arigatō (Japanese)
- terima kasih (Indonesian)
- 감사합니다 (Korean)
- төсөө (Tibetan)
- dhanyavad (Sinhala)
- shukriya (Urdu)
- merci (Swahili)
- trugarez (Breton)
- merci (Catalan)
- merci (Basque)
- merci (Provençal)
- merci (Occitan)
- merci (Ligurian)
- merci (Emilian)
- merci (Friulian)
- merci (Lombard)
- merci (Venetian)
- merci (Friulian)
- merci (Lombard)
- merci (Venetian)



Community Supports

Section Discussion

Keith Digman, The Arc of Greater Boone County

Yolanda Kincaid, Janus Developmental Services, Inc.

Jacque Pulling, The Columbus Organization



Contribute to the PAC



INARF PAC

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

Professional Interest Section Meetings:

- May 13 - Financial Management (10 AM-Noon) / Human Resources (12:30-2:30 PM)
- June 11 - Child and Family Services (10 AM-Noon)
- July 8 - Business & Industry / CAIO (10 AM-Noon)
- August 3 – Community Supports (10 AM-Noon) / Employment Supports (12:30-2:30 PM)

**Note: INARF has changed the dates of the 3rd & 4th quarter Community Supports / Employment Supports meetings out of professional courtesy to The Arc of Indiana and our members who hold dual membership.*

Upcoming Member Forum and Board of Directors meetings:

- May 21
- June 25 Board of Directors Meeting and Retreat / **No Member Forum.*

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.



Thank you!

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