

DDRS Advisory Council

August 21, 2019



Welcome and Today's Agenda

- Welcome and Introductions
- NCI Update and Connection with Living Well
- New Mortality Review Platform
- BDDS Communication Material Review
- System Re-Design Updates
- Next Meeting: September 18th



Using National Core Indicators (NCI) for Quality Assurance

Presented by:

Shelly Thomas, Assistant Director, Bureau of Quality Improvement Services

DDRS Advisory Council
August 21, 2019



What is NCI?

- NCI is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).
- Supports state agencies in gathering a standard set of performance and outcome measures that can be used to track their own performance over time, to compare results across states, and to establish national benchmarks.



NCI Surveys

In-Person Survey (IPS)

Adult Family Survey

Family/Guardian Survey

Child Family Survey

Staff Stability Survey



NCI in Indiana

In-Person Survey (IPS)

- 2012-13
- 2013-14
- 2014-15
- 2015-16
- 2016-17
- 2017-18
- 2018-19 (report coming!)

Staff Stability Survey

- 2015
- 2016
- 2017
- 2018 (report coming!)

*Indiana's NCI reports are available on the BQIS webpage.

*National NCI reports are available at www.nationalcoreindicators.org



In-Person Survey

- IPS has more than 100 standard measures (or 'indicators') used across states to assess the outcomes of services provided to individuals with Intellectual and Developmental Disabilities (IDD).
- Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety.



In-Person Survey

- Face to face conversation
- Only adults 18 and older
 - ❖ Indiana's 2017-18 average age = 34 yrs
- Individuals must receive one service in addition to Case Management
- Currently Indiana only surveys individuals on the Family Supports (FS) and Community Integration and Habilitation (CIH) waivers
- A statistically valid random sample is implemented for the survey



Staff Stability Survey

- On-line survey of provider agencies supporting adults (age 18 and older) with IDD.
- Collects comprehensive data on the Direct Support Professionals(DSPs) related to volume, stability, compensation, and benefits.
- Assists states in benchmarking workforce data to those of other states so they can measure improvements made through policy or programmatic changes.
- Currently Indiana only surveys waiver providers.



How has Indiana used NCI Data?

- Comparisons to National Average
- Annual Trends
- CMS Waiver Requirements
- Quality Assurance/Improve Services
- Reports to State Legislatures



What we have learned

- Individuals participate but are not provided any feedback
- Providers who complete the survey invest a large amount of resource into the project
- Many providers do not participate
- Data needs to be shared continually with all stakeholders in a variety of modalities
- Data needs to be used for measuring improvement and quality

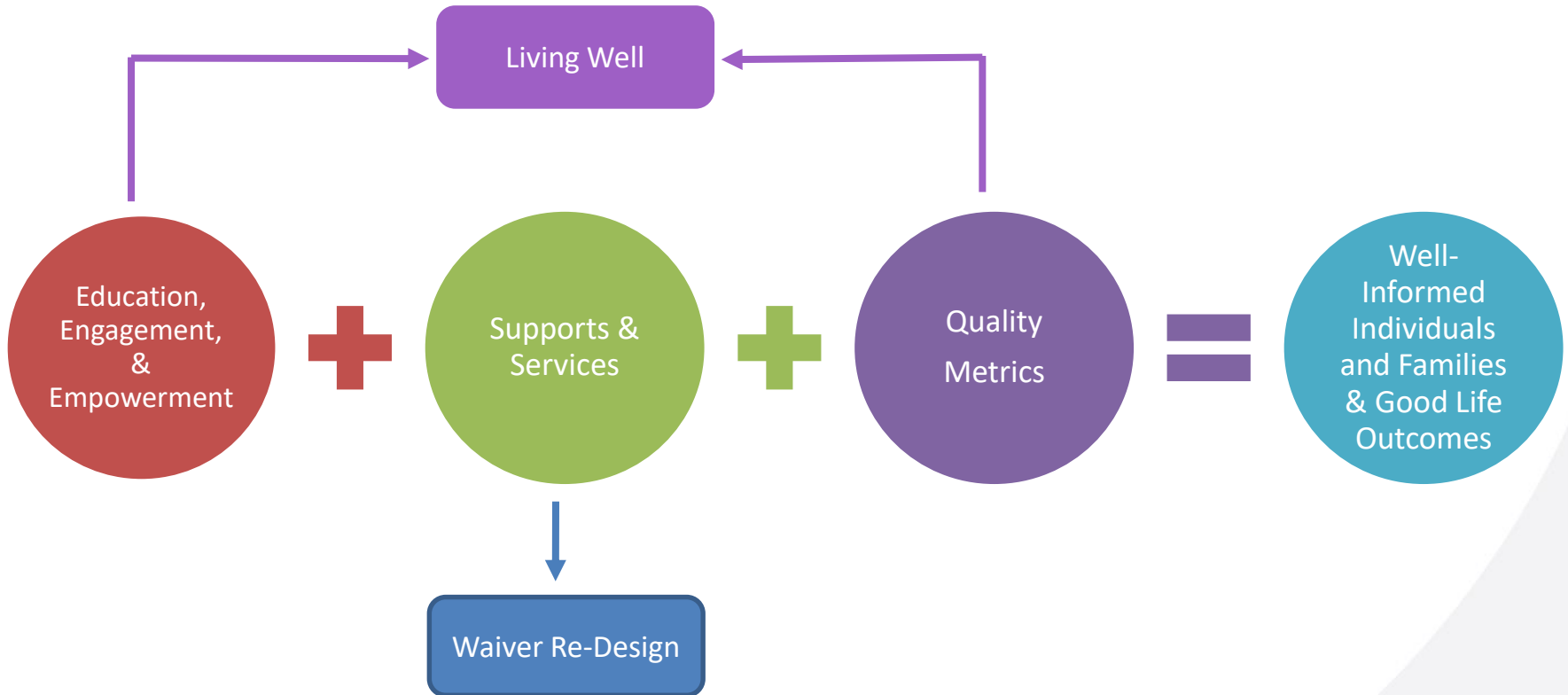


How can we make better use of this information?

- CMS Waiver Performance Measures
- Assessing compliance with the Settings Rule
- Using the data to support policy and legislative changes
- Improving quality assurance – Living Well Grant



Aligning Living Well and Waiver Redesign



Alignment Approach

Charting the
LifeCourse
Principles

All people have the
right to live, work,
play, and love in
their community

Policy
Intentions

Promote person-
centered thinking
and practice, comply
with setting rule, &
promote efficiency

Collaborative
Thought and
Action

Collaboration with
state staff
throughout, but also
with CMS, service
recipients, their
families, and
providers

Find balance between
our best intentions to
advance self-direction
and community
integration with the
discipline needed to field
an efficient, equitable,
and effective system



Identifying Areas of Impact

Increase Person-Centered Planning

Improve Coordination of Care

Increase Community Engagement

Enhance Member Experience

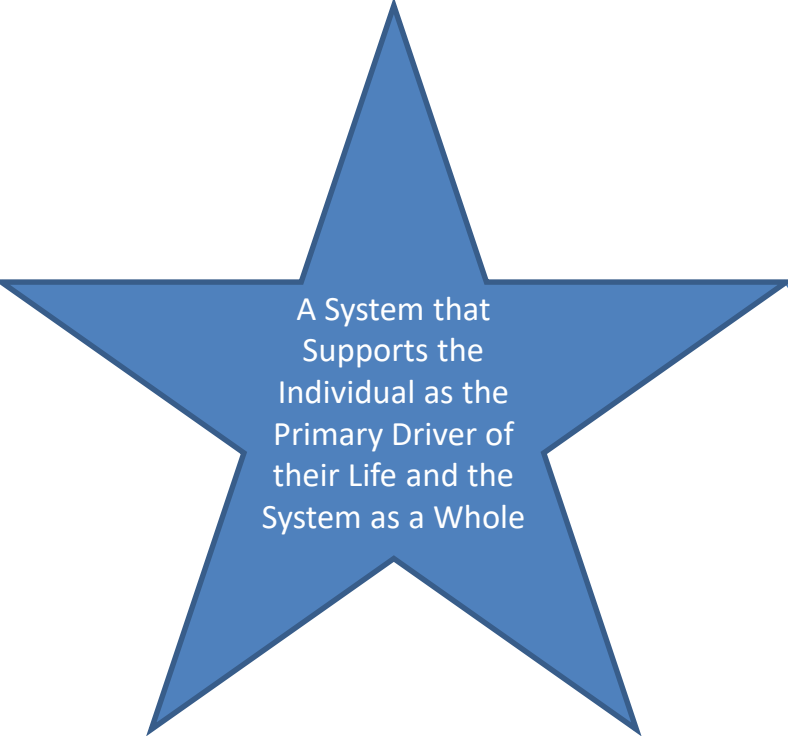
Maintain Qualified Providers

Comply with HCBS Rule

Promote Efficiency



Sharpening Our Focus



A System that
Supports the
Individual as the
Primary Driver of
their Life and the
System as a Whole

- **Comprehensive Compliance Oversight***
 - Preventative
 - IR
 - Complaint
- **Quality Metrics / Outcomes of Services Defined**
- Education of System to achieve “good life”
 - Choice
 - Active, Informed Decision Making
- Supporting Providers and Case Managers / Community Monitoring

- Purpose of Reporting
 - CMS Requirements
 - Research
 - How things are documented if not critical
- How it informs
 - Plan development
 - Risk needs
 - Supports



Sharpening Our Focus: Initial Action Steps

Define Quality Metrics

- What Indiana Currently Does Around Quality Metrics
 - CMS Quality Assurances
 - National Core Indicators
- Based on Our Good Life Vision, What Are Three Outcome Areas We Would Want to See Impacted by Our Work?
- Within Those Outcome Areas, How Would We Define and Measure Progress?



Identifying Areas of Impact

Safe And Stable (Safety and Financial)
Living As Independently As Possible
Activities And Connections Aligned With Interests, Desires, And Preferences
Services Built With Flexibility In Mind To Avoid Pigeonholing
Life Outcomes Established Across All Life Areas
Recognition Of Strengths
Understand Supports Services Done To Support Involvement
Team Moving Toward The Same Goal
Educated And Informed, As Early As Possible Promoting Abilities
Ability To Take A Path That Others May Disagree With
Having Possibilities - Something to Look Forward To
A Home That Is Their Own
Understanding Of What's Available And Where To Get Thorough Objective And Informed Sources
Equal Opportunity To Live, Love, Work, And Play Consistent with My Life Stage
Services That Are Cohesive
Choice Beyond What Is Available Through Services
Quality (Typical) Relationships With Friends, Family, Neighbor, And Others in the Community
Opportunities To Give Services To Maintain And Build On Existing Supports, Not Supplant
Stable Staffing A Job That Is Meaningful And Provides A Sense Of Accomplishment
Quality Services
Focus On Whole Person Within Appropriate Life Stage
Having Money For Bills And Fun
Having Someone To Support You In Organizing A Good Life
Meaningful Day As Defined By The Individual
Able To Take Risk - Not So Protected From Failure
Integrated - Part Of The Fabric Of The Community
Feel Useful And Able To Contribute
Having A Say In Who Provides Support
Opportunity To Revisit Choices As Circumstances Change
Doing Things Every Day That You Enjoy
Fundamental Needs Met (i.e. Health or Developmental)

Identifying Areas of Impact

Safe
True active citizenship
Explore supports beyond service definitions
Relationships driven through those connections
Meaningful connection within the community
Connecting with others through volunteering, working, and being active
Ability to dream and consider opportunities
Loved
Valuable **Good Health**
Opportunity to have various experiences
Happy Choice

Focused Areas of Impact

- Informed Choice



- Social Connectivity

- Employment



Connecting NCI Data and Living Well

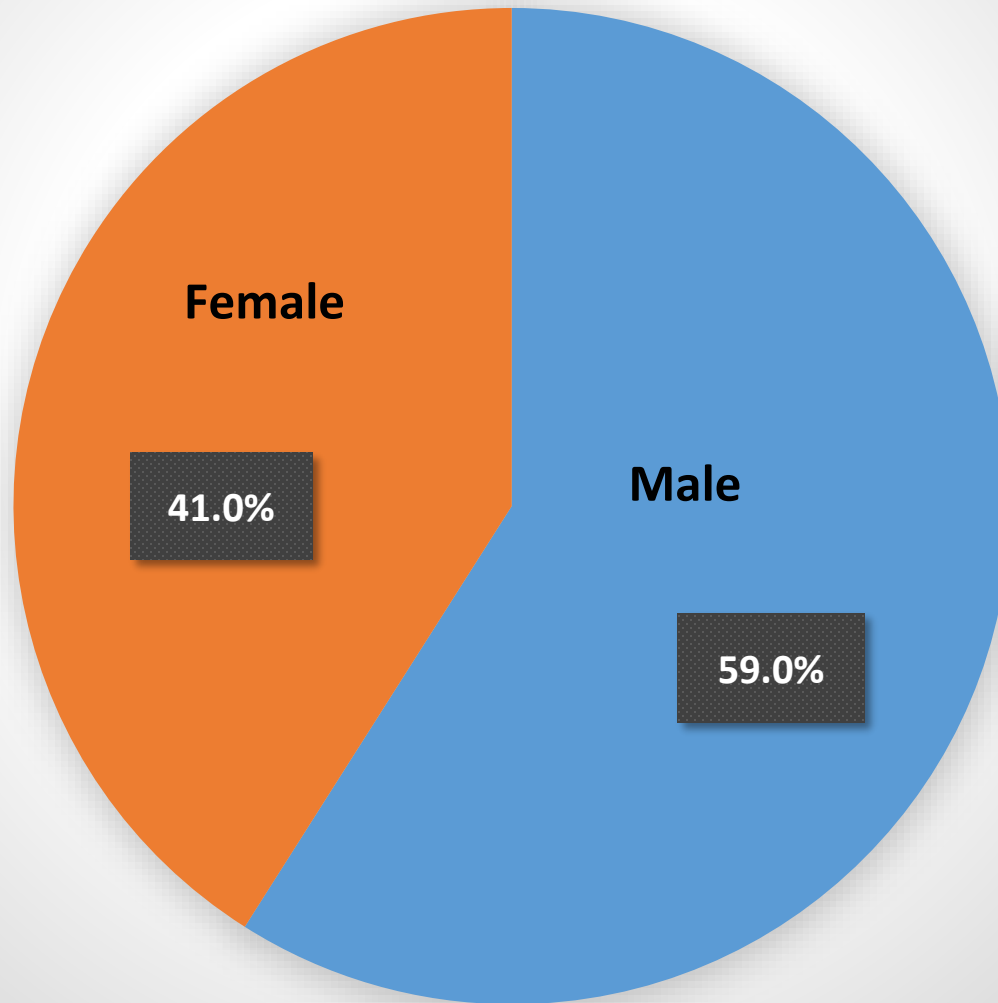
Example: Employment



IPS 2017-18

Gender

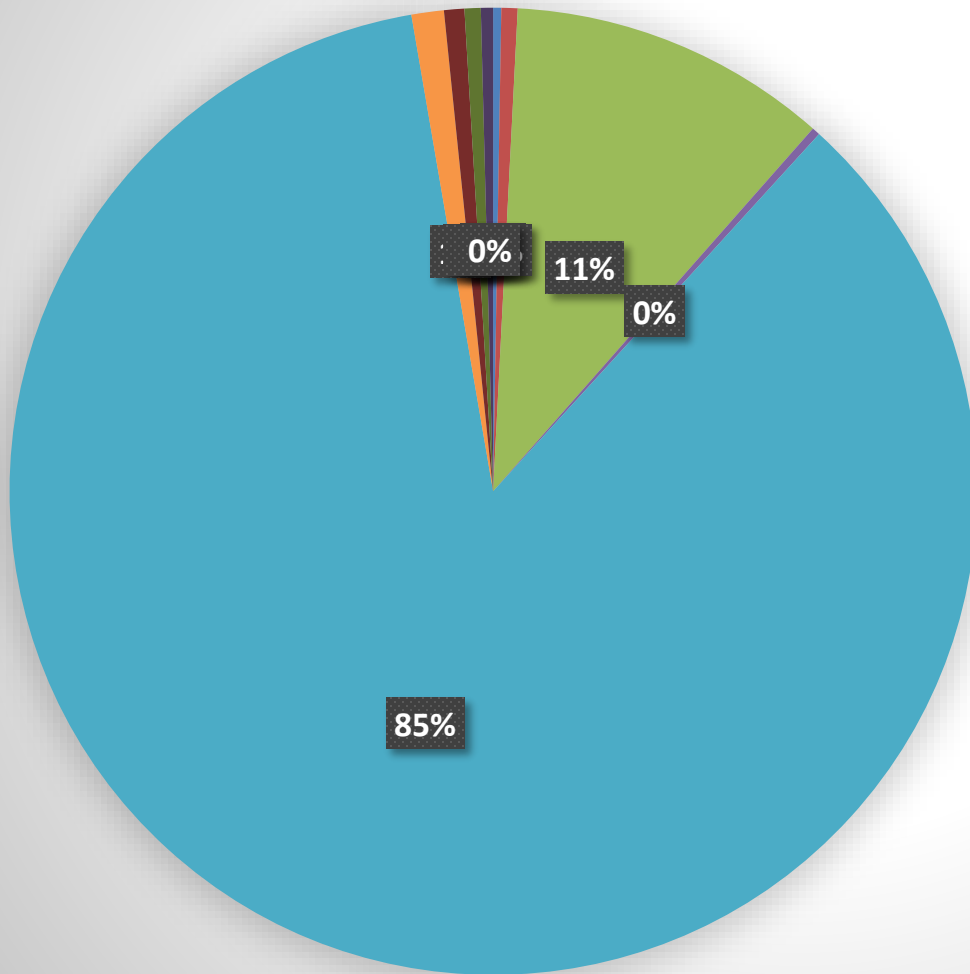
N=739



IPS 2017-18

Race/Ethnicity

N=739



- American Indian or Alaska Native
- Asian
- Black or African American
- Pacific Islander
- White
- Hispanic/Latino
- Other race not listed
- Two or more races
- Missing
- Dont Know

IPS 2017-18

N=739

Level of Intellectual Disability

Mild ID	56%
Moderate ID	26%
Severe ID	7%
Profound ID	5%
Unspecified or unknown	6%

82% of respondents have Mild or Moderate ID

Residence

Parent or relative's home	67%
Group home	0%
Own home/apartment	31%
ICF/ID or other institutional setting	0%
Foster care or host home	1%
Other/don't know	2%

IPS 2017-18

N=739

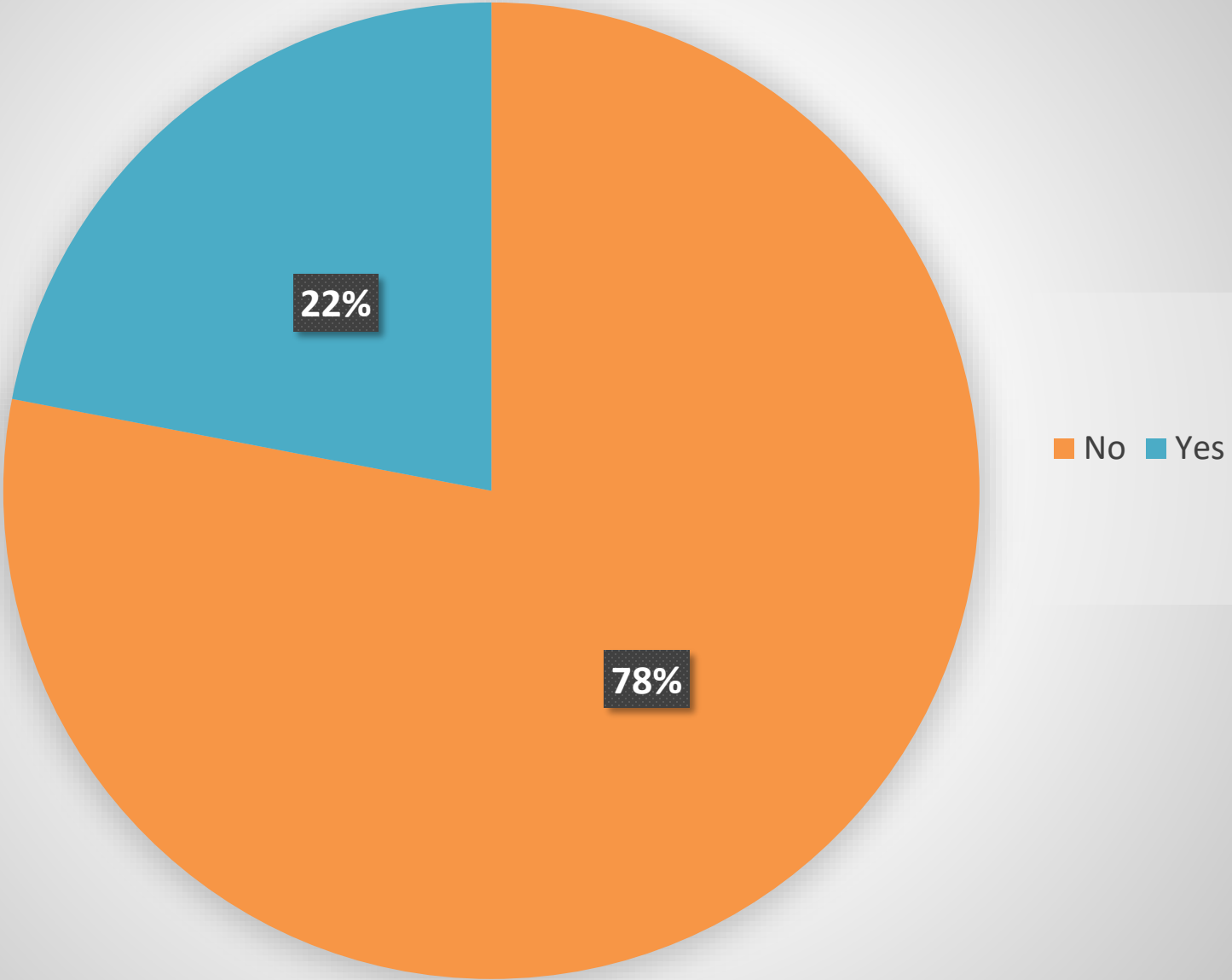
Diagnoses

Not mutually exclusive

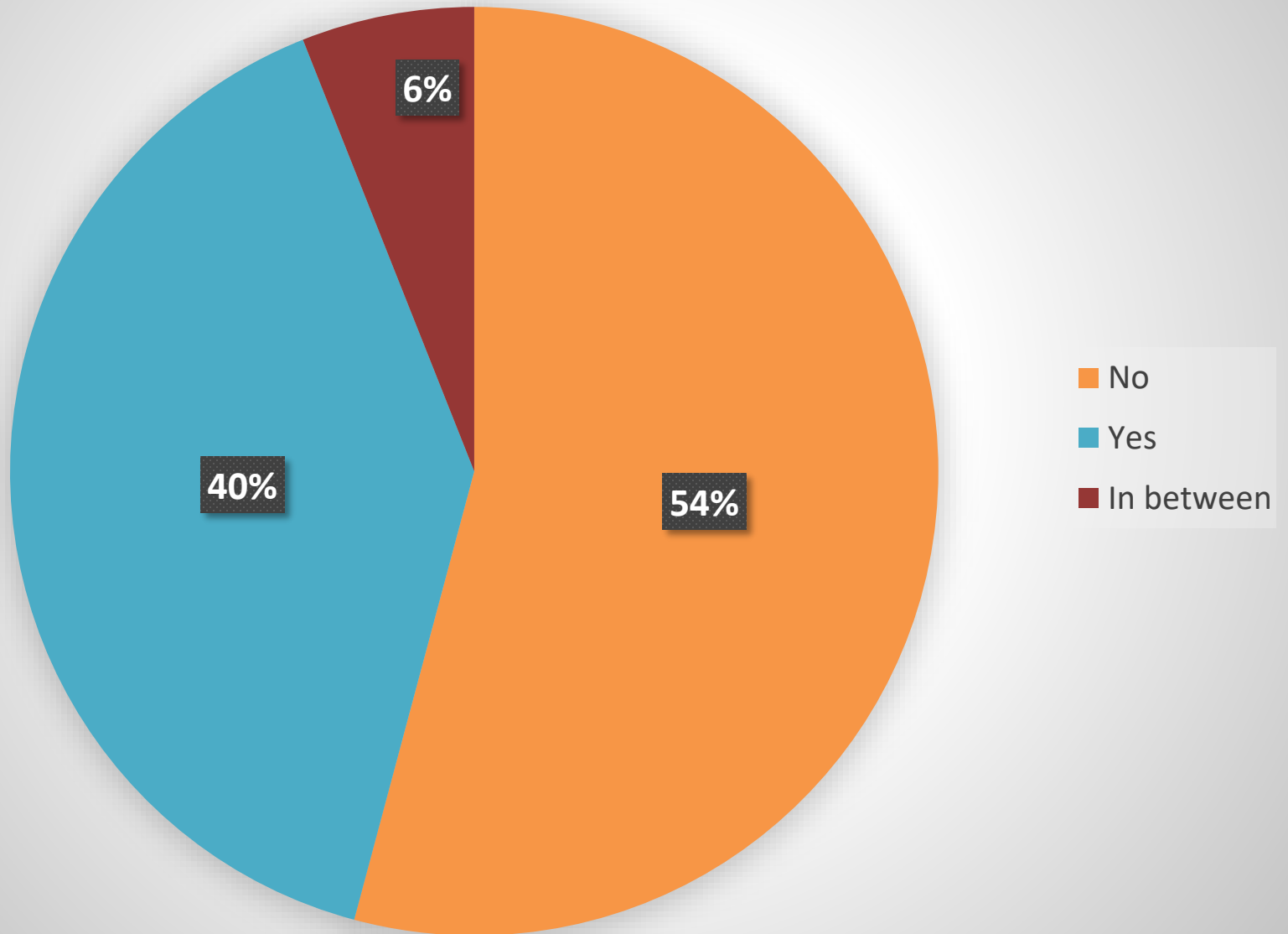
Intellectual Disability	100%
Mood Disorder	26%
Anxiety Disorder	28%
Psychotic Disorder	3%
Behavior Challenges	29%
Autism Spectrum Disorder	23%
Cerebral Palsy	16%
Brain Injury	3%
Seizure or Neurological Problem	28%
Down Syndrome	9%



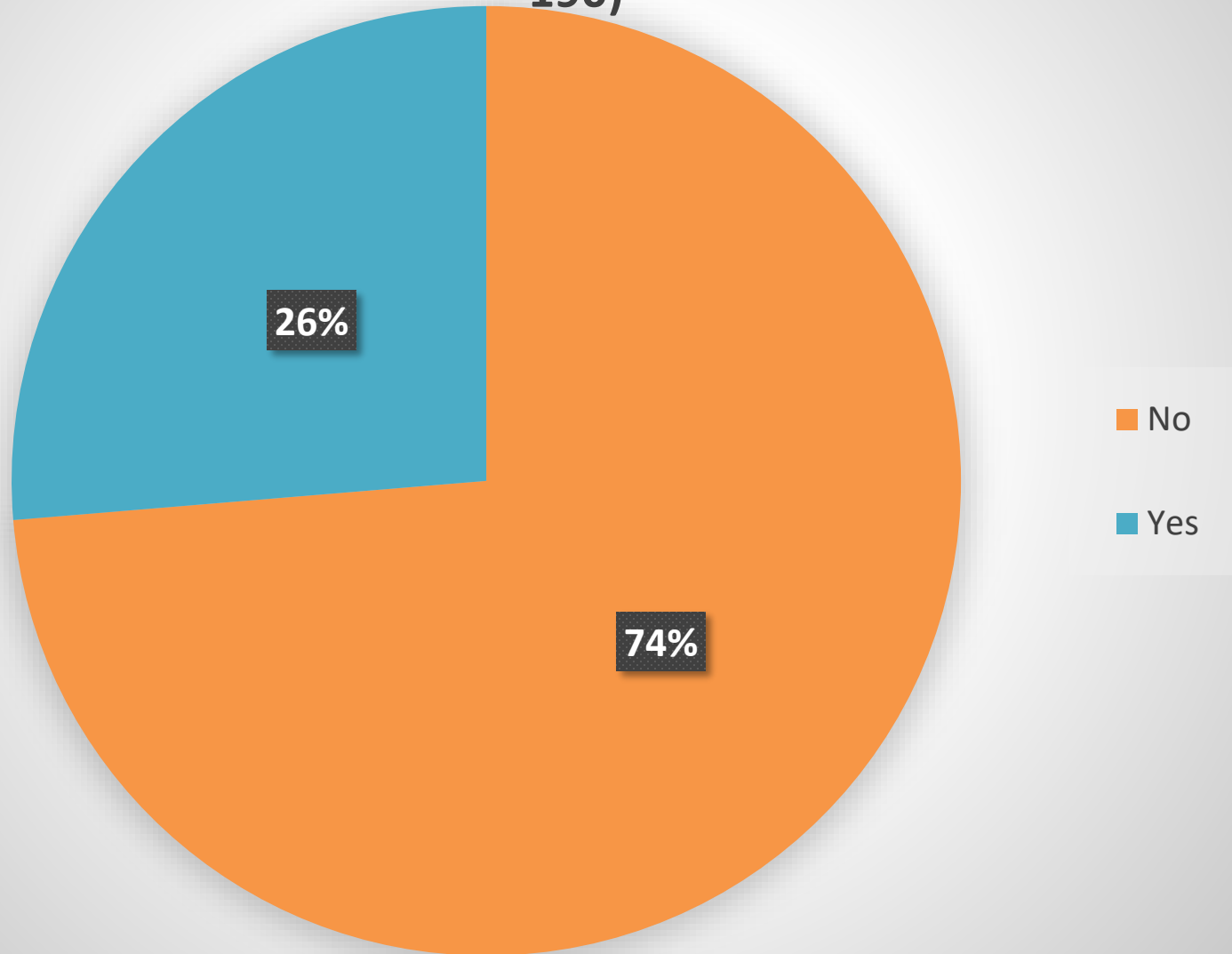
Has a Job in the Community (%): INDIANA (N = 614)



No job in community but would like one (%): INDIANA
(N = 432)



Has community employment as a service goal, among those with no job but would like a job, (%): INDIANA (N = 190)



Potential Applications to Living Well

- Prioritize this population (not employed, want a job, no goal)
- Investigate case manager practices related to goal setting and person-centered practices
- Consider exploration/education opportunities for the 54% that state they have no job and don't want one
- Establish benchmarks/metrics to assess improvement



Potential ways to use NCI Data

- Ensure individuals understand the importance of participating in the survey
- Supported Decision Making (SDM) – utilize NCI data to promote the need for SDM
- Include NCI tidbits in communications to stakeholders
- Present NCI information and data to advocacy groups



Potential ways to use NCI Data

- Establish a dedicated webpage for sharing of NCI data in a variety of formats
- Develop education and technical assistance based on the data
- Share Staff Stability with other divisions of state government – potentially to increase funding of DSPs
- Use Staff Stability data to develop training/technical assistance for provider agencies





For more information:

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Review: New Mortality Review Platform

Jessica Harlan-York
BQIS Director



Clarity Mortality Review

- Operated/housed by BQIS Quality Vendor Advocare
- Goal: Ease the mortality review process for providers, as well as emphasizing timely identification of others at risk, and ensuring protective measures are in place.
- New IT platform; not a new mortality review process
- No change in rules, regulations, or requirements are being added
- Testing with a provider before full implementation



BDDS Communication Material: Review and Discussion

Cathy Robinson
BDDS Director



New BDDS Communication Materials

FACT SHEET About the Bureau of Developmental Disabilities Services



Division of Disability and Rehabilitative Services
Bureau of Developmental Disabilities Services

What is BDDS?

The Division of Disability and Rehabilitative Services Bureau of Developmental Disabilities Services provides services for children and adults with intellectual and developmental disabilities to live as independently as possible in their communities. BDDS community supports using a person-centered approach to help determine what services and supports are best for each individual and who can best provide them. Listed below are the array of services provided.

What are Home- and Community-Based Medical Waivers?
BDDS offers two home- and community-based Medical Waivers, Integration and Habilitation Waiver and Family Support Waiver. The adults in a range of community settings as an alternative to care in a residential facility. Individuals with an intellectual or developmental disability who have limitations in at least three of six major life areas: mobility, capacity for direction, self-care, hearing and understanding, and use of language. Participants may choose to live in their own home, family home or other community setting. Participants develop a Person-Centered Individualized Individualized Support Team. The individual/guardian-led team develops and needs of the individual being served.

What is Supervised Group Living?

A group home or Supervised Group Living is a residential option for eligible individuals with intellectual/developmental disabilities. There are almost 500 Supervised Group Living homes in Indiana with 3,000 individuals. Homes are licensed and governed by state and file for annual recertification.

What are Caregiver Support Services?

Caregiver Support Services provide temporary respite to families of individuals with intellectual and developmental disabilities who are residing with the supports can be provided in the primary caregiver's and person's home. Caregiver Support Services are furnished on a first-come, first-served basis. The service is designed to provide temporary relief of the primary caregiver of eligible families within the available funds.

How do I apply for services or find out if I qualify?

To apply for services or to determine if you may qualify, please contact your local office near you. To find your local BDDS district field office, visit <http://www.bdds.org>.

CHECKLIST Family Support Waiver



Division of Disability and Rehabilitative Services
Bureau of Developmental Disabilities Services

1. APPLY FOR FAMILY SUPPORTS WAIVER

- Contact your local Bureau of Developmental Disabilities Services office for an application packet for the Family Support Waiver. Local office information can be found by calling 800-545-7763 or visiting <https://www.in.gov/hsa/fhsa/BDDS.pdf>.
- Once you receive your application packet, send the Confirmation of Diagnosis form to a physician involved in your or your loved one's care. This must be a MD or DO involved in your care but does NOT have to be the diagnosing physician.
- Complete the Application for Developmental Disabilities Services.

- Mail, fax or hand deliver the completed Application for Developmental Disabilities Services and Confirmation of Diagnosis form to your local BDDS office. Upon receipt by the BDDS office, you should hear from a district representative within two weeks. If you do not, please call the local office to follow up on the application.

- If your loved one is under the age of 6 years and meets the eligibility requirements of Level of Care you will then be placed on the Family Support Waiver waitlist.

If your loved one is over the age of 6 years, an intake specialist will contact the individual or guardian to schedule a preliminary Level of Care screen.

For you to meet Level of Care, you must exhibit substantial functional limitations in at least three of the six major life areas: understanding and use of language, mobility, self-care, capacity for independent living, self-direction and learning.

- Once eligibility is determined, you are notified by mail of the decision along with information on how to appeal a decision if you disagree. If determined eligible, you are then placed on the Family Support Waiver waitlist.

2. WHILE YOU ARE WAITING

- Contact your local Bureau of Developmental Disabilities Services office if there are any changes to your contact information, such as address or phone number. You can also visit the BDDS Waiver Web Portal at <http://www.in.gov/hsa/fhsa/BDDS> to update your information.

- You may apply for Caregiver Supports, which provides funds to supply rest and relief for the caregiver. Funds are available on a first-come, first-served basis. If you do NOT have a Level of Care on file, you will need to complete an eligibility determination prior to receiving Caregiver Supports. To apply, contact your local BDDS office or visit <https://www.in.gov/hsa/fhsa/BDDS/ConsumerHelp/CaregiverSupportRequest.aspx>.

- Make contact with local advocacy organizations that can assist you in finding other resources that may be available.

- Seek out natural supports, such as family members, church, neighbors, friends and community organizations who may be able to provide support.

- Check out LifeCourse Framework and Tools! This framework was created by families to help individuals and families of all abilities and all ages to develop a vision for a good life, think about what they need to know and do, identify how to find or develop supports, and discover what it takes to live the life they want to live. Visit www.lifecoursetools.com for more information.



BDDS
Indiana Bureau
of Developmental
Disabilities Services



System Re-Design Updates

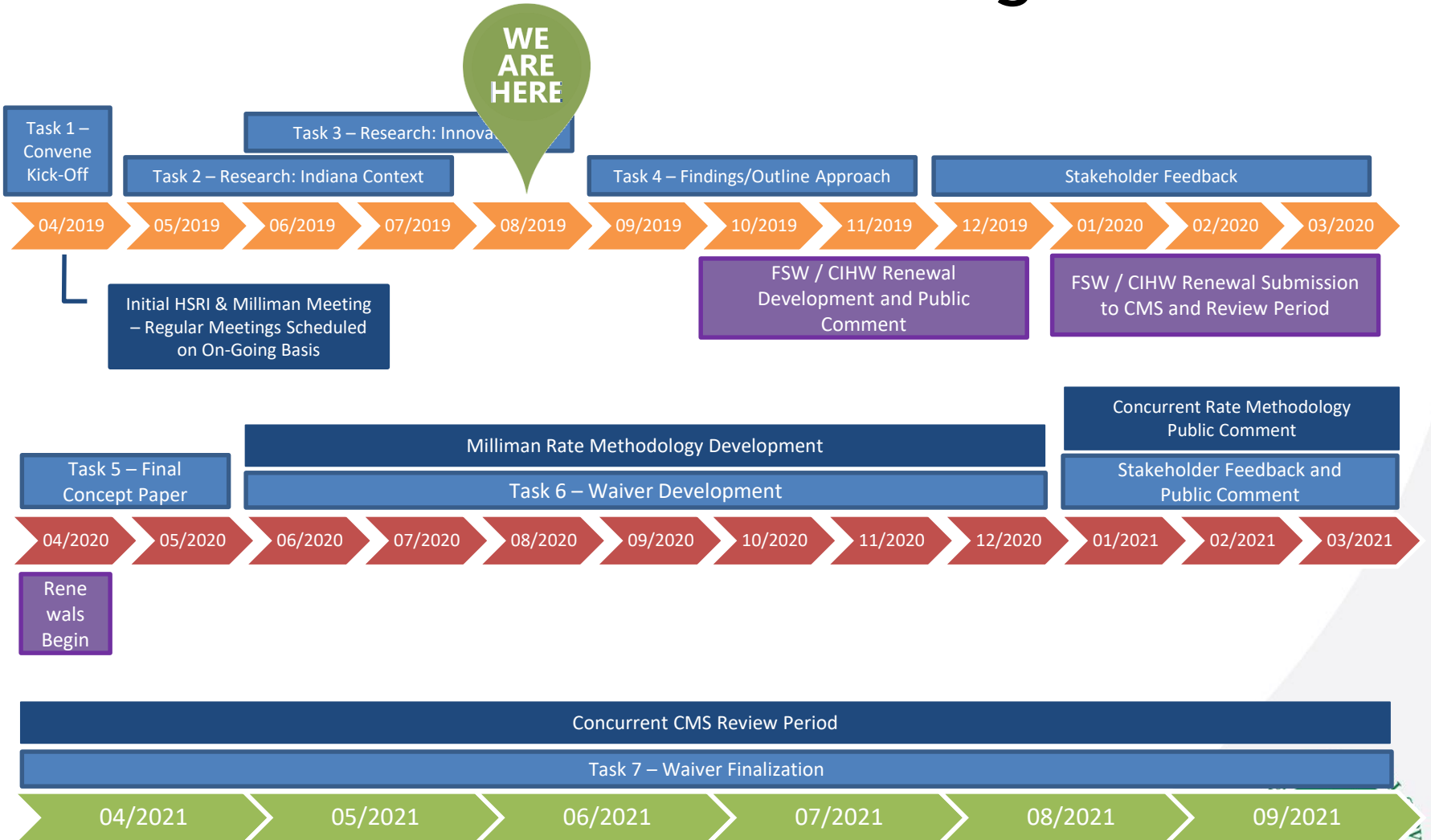


System Re-Design Updates

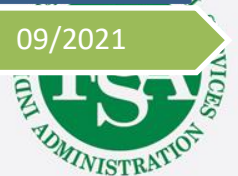
- Waiver Re-Design
 - Review New Service Definition Options
 - Update on SFC Recommendations
- Employment Array
- Institutional Modernization
- Living Well
 - Review Steering Committee Meeting



Waiver Re-Design Timeline



For Discussion Purposes – Timeline Subject to Change

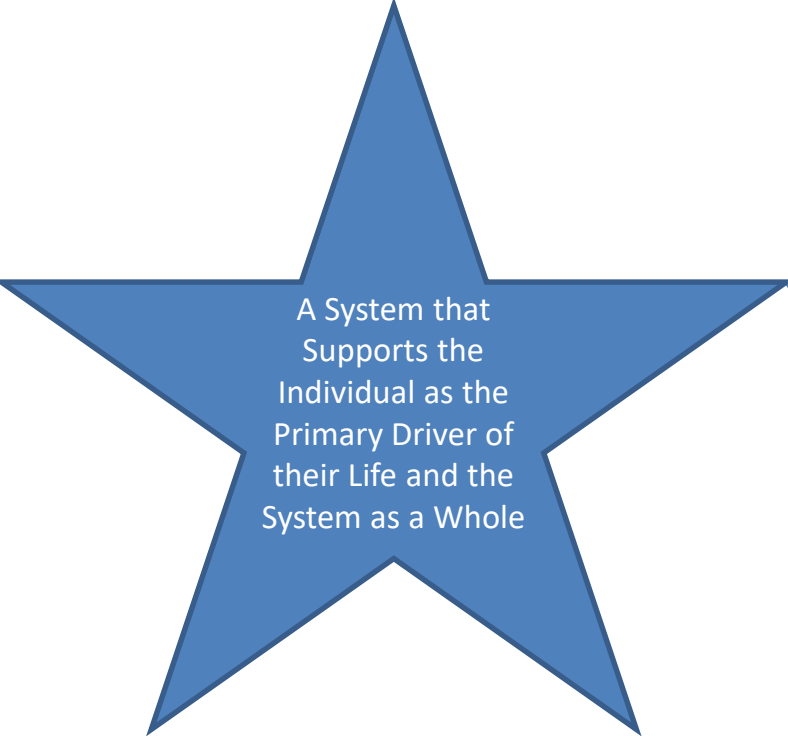


Service Definition Options & Considerations

- Assistive Technology / Remote Supports
- Homemaker / Personal Care
- Housing Counseling
- Mentorship
- Parenting Support
- Retirement Services
- Socialization and Sexuality Education
- Supported Living Coaching
- Wellness Services
- SFC Workgroup Recommendations



Sharpening Our Focus



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DDRS Advisory - Next Meeting

- Next Meeting:
 - Wednesday, September 18th
 - 10:00 am - Noon
 - Indiana Government Center
 - Topics Include:
 - Guest Presenter: Jan Kulick, ISDH Director of Survey Supports and Guidance
 - First Steps Quarterly Update

