

Wednesday

January 23, 2019

DDRS Quarterly Stakeholder Meeting

Charting a Trajectory for Transformational Change

1:00-3:00 PM EST

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[Captioner standing by]

[Music]

>> KYLEE HOPE: [Music playing over Kylee's speaking.] Thank you for spending a few hours with us this afternoon. I hope you get some updates and information on what is going on in DDRS. We always like to kick off, kind of reshaping, again, the reason why we're all here, focusing, I think we have done a lot of foundation building in 2018 off of the 1102 Task Force even of really focusing in on, again, all people have the right to live, love, work, play, learn, participate and pursue their dreams in their community.

Key aspects of the values of why we're all here and what we want to do to continue to improve services and support to those who need it.

A little bit about today's agenda. We have been in planning mode in DDRS for the past, actually December and January, looking at very strategically, what

does that look like for the Bureau? What are the initiatives? How we're going to be prioritizing them? As well as looking at, clearly, the 1102 Task Force recommendation report which is very helpful in our design of that [indiscernible] as well. And we'll give you a glimpse of when the next quarterly meeting will be.

So a little bit of good news for Indiana, I think we all should be proud, we started off 2019 with some positive news from the Inclusion Report that Indiana moved actually from number 20 in 2016 to number 16 this year. I think this is a great testament actually for the work we have done collectively and efforts to improve supports for the [music playing very loudly in background]. While we still have a lot of work to do, this is a good confirmation that we as a team [Music] and one of which we are moving in the right direction.

[Music is on and playing over the speaker.]

So within the division, we've been spending a lot of time talking about what it means to be a transformational versus transactional at state agency, as a state you know that sometimes we can get down into the transactional details of our work and it is a sometimes a need to stop and reflect on the why of the transformation we are doing and why we are all here and working in the same direction.

In simplest terms we framed it as the difference between the why behind the work versus the how. Both are important, being rooted in the why is, in our opinion, critical before we tackle the how. We feel we have some great values. We have great Staff. We have great leadership teams. We have great stakeholders, Providers, families and individuals and I think we saw that very much so in the 1102 Task Force and the participation of the state and the community. So we are very lucky in Indiana to have that backing.

So with this in mind, we wanted to share a few recent DDRS stories and reflect on our why. Why are we here? And we wanted to start with Richard.

So Richard is 81 years old and was residing in a nursing facility due to his continued need of management of his medical condition, self-care, and medical instability.

At his May 2018 Annual Resident Review, Richard's closing words were, I'd like to get out of here. In sharing his vision for a good live, Richard shared snippets of his life prior to living in the nursing home, talking about his work in various hotels in downtown Indianapolis and talking daily with his dearest friend who lived in a nearby apartment and was recently admitted into hospice. Richard said he was not content remaining in the nursing facility and he wanted to return to the community which he enjoyed so much.

By September of 2018, Richard was sharing an apartment with two house mates, enjoying his new found independence and taking care of the person-centered services that were offered.

Obviously from our perspective, we identified maybe a short-term need that Richard had and he was very adamant that he wanted to go back into the community-based on his wonderful community and experiences he had and that was accomplished with the great team and the great work that the Bureau of Developmental Disabilities Services provides, as well as many of the Providers in the situation.

So the second Success Story I have is maybe one of my favorites because it is involving one of our Staff. The second story is actually highlighted in Vocational Rehabilitations 2018 Annual Report. If you are interested, you can find more information on that report online. Renee began her journey with DDRS

actually over 20 years ago when she applied for Vocational Rehabilitation Services to receive training on how to operate a vending business through the BEP, the Blind Enterprise Program. While she enjoyed the experience of owning her own business, she had a vision of a good life that included helping others who lost their vision to live on their own potential.

She returned to VR for assistance in transitioning to a career in Social Services. Renee was wrapping up her MSW in 2014 and working with Bosma and exploring her job options when she was diagnosed with cancer. Deciding she had come too far to stop, she decided cancer would just have to come along for the ride and pursue her goals. Thankfully for us, those goals, included seeking a position as a VR Counselor. Three years later and cancer free, Renee gets pride each day by getting to be a small part of the tremendous life-changing outcomes she sees with individuals within the VR services. Thank you, Renee.

Lastly, but surely not least is Betty Williams. Many of you guys are aware that we had a huge loss in 2018. Sorry, I have a cold. I apologize. I actually -- why do I always do this, guys? I actually met Betty a really long time ago when I was actually a child and so I grew up with Betty, advocating as I did with a sibling and having some comradery with the gang, if you will, and working with ARC as some of the advocacy events that they did.

Betty is a longtime friend of the division. She was a fierce advocate and she unfortunately passed away on December 4th. But her life and work exemplified self-determination, citizenship, advocacy and inclusion of peers with intellectual and developmental disabilities. Her resume was long and countless, recognitions, positions held, and awards won which made her a leader in her state and clearly nationwide. Betty's willingness of to share a personal story brought

excitement to our community, but most importantly it brought positive change.

We at DDRS send our deepest condolences to Betty's family, friends, co-workers, and community, however, we think clearly she has a genuine spirit that we want to have engage those conversations to ensure that we have a clear pathway forward in ensuring that we have a vision of a good life for those that we serve.

So I also wanted to mention that in some of the reflection in 2018 and early 2019, we want you to also join us in celebrating by sharing your DDRS Success Stories. We have and will be sharing very soon that we I will be setting up a dedicated e-mail address for -- in the near future, so you can actually submit stories. We welcome stories from all stakeholders, family, Staff, so that is something we can continue on in sharing from various means of communication of DDRS. We think it's very critical that we continue to share and spotlight on all the great work that we do day-to-day and continue in that effort.

And if you visit Central Office, you're welcome to review our recent whiteboard edition, what we have coined, I should say Julie Reynolds has called the Brag Board. We have identified that, man, we do a lot of cool things, sometimes we focus on the crisis or emergency or needs at the moment and don't take the time to really identify some of the successes that we've had. As you can see, we've started that board and we want to fill it up all of 2019.

A couple highlights I want to make all of you aware of is that we are proud to host two Project SEARCH interns this year. They have started already and we have enjoyed having them on our team and they have been a great asset and we hope that they learn from us some skills and we learn, of course, by having those Project SEARCH interns with us.

DDRS, like I said, has been in the planning for the last few months and I use this example, I'm a very visual person so we got some feedback after the DDRS Advisory Council meeting that actually said, okay, this visual is actually helpful. Could we actually see this? So we thought we would just go ahead and include that in today's update so you guys have a better understanding of where we're going with laying the groundwork for the continuation of pursuing kind of that good life for the individuals we serve.

So our big picture begins with our why. And dare I ask how many of you guys don't know what LifeCourse is? Anyways, you'll see the picture as it forms, but LifeCourse is at the bottom and the bottom there is representative of the ground and the roots, if you will. So LifeCourse is truly what our value base is in DDRS and every policy, every change we make really is rooted in those values and ensuring that we have appropriately identified what is best for the individuals and how we appropriately support them and their families along this life trajectory.

We also at the bottom, kind of the grass, if you will, is we're lucky enough to have the 1102 Task Force provide us some very key recommendations of how we're going to be moving forward in 2019 and future years as well.

So as you can see, the base again, our values, our roots, but then that grass or the fertilizer, if you will, of really helping us in that direction is the 1102 Task Force recommendations and those priorities. Many of you are aware those 1102 recommendations cross all of DDRS, so there's items in there related to First Steps, the Bureau of Quality Improvement Services, as well as the Bureau of Rehabilitation Services.

So if you can bear with me here, so the bottom is the roots, the base, the fertilizer, so what do we see as the outcomes? Uh-oh, there we go. The outcomes

are pretty simple, all of which you guys would probably agree, right? We want to see improved employment outcomes. We want to ensure individuals have housing options. That people have dignity. That they have flexibility in the services and options that they have. That we are appropriately supporting families. We are ensuring appropriate independence in that trajectory moving forward. And of course, education is a key foundation for everything and how do we ensure those outcomes stay strong for individuals who just happen to have disabilities?

There are, I'm sure, many, many more outcomes, but to name a few and give you a visual, that's, again, the tree, the outcome.

So all this in between. This is my handwriting, sorry if you cannot read it, so I will go through this with you. The tree then we also have some off shoots. We have early intervention and we're lucky enough to have early intervention within our division that is key and critical clearly for the early intervention program and supporting those families with infants and toddlers. We are also supported with the Interagency Coordinating Council. On the other side we have the VR Commission, Vocational Rehabilitation, I should say even bigger, the Bureau of Rehabilitation Services that focuses on the aspect of employment and independence and ensuring that individuals have those supports necessary.

In the middle is really a lot of the work BDDS and BQIS is doing. We have all of the blue on the side, that's really identifying some 1102 task for recommendations and how they will infiltrate, again, how we grow that tree. So we're looking at group home or institutional care, modernization. We are looking at having a work group to discuss the employment array options in Indiana. We will have a provider approval and re-approval work group. We will be looking at 460. I'm even nervous to say we will have 640 drafted by such and such date because I

feel like it's a curse since that thing has been sitting on people's desk for years and years, but we need to revise 460, primarily due to the needs of HCBS, as well as the direction that we're moving.

The person-centered and individualized support plan will continue ensuring and enhancing that is a key focus for the individual and their team. We will be working on a community-based home redesign process. As well we received the Living Well Grant that will be focusing on the quality aspects as well.

And then the looming HCBS compliance, but really more than compliance is how do we do our business to, again, be person-centered? And how do we do our business that allows people the most options allowed so that they can live the life they want to live?

Obviously with all of DDRS, there's one visual to try to demonstrate some of the key concepts of the tree of how we're rooted with our foundation, which I think is critical, right? Where we all share the same values. We all share the same kind of expectations. And I will say high expectations for the individuals that we are supporting and their families. And that we are lucky enough as a state, again, to have a very driving force through the 1102 recommendations to help navigate and give us a pathway to get there.

So part of the 2019 planning also involved us looking at our Vision and Mission Statement. We have been doing that within FSSA, currently there is some draft FSSA Vision and Mission Statement that is will be finalized soon. But we took that upon ourselves to, again, relook at ours which is always good to ensure they are appropriately aligned.

We presented this Vision and Mission Statement at the DDRS Advisory Council and with their input we came up with these particular Vision Statements

and Mission Statement that we will begin operationalizing in the work we do.

So, again, nothing that is similar to what we started off with for the vision is that all people are empowered to live, love, work, learn, play, and pursue their dreams. I think the vision is pretty clear. All of the things that all of us want to do and it's not different because somebody happens to have a disability of variety of type.

DDRS Mission Statement, how are we going to have the services and support and programs we administer to actually get us to that vision? We hope to promote opportunities and cultivate collaborative partnerships to support individuals with disabilities and their families to lead full lives. That goes across all Bureaus, from early intervention to an individual who is wanting to retire. Having that ability to really at the moment in their life help them, the individual and their families, to lead the life they want to lead.

If I can start off with a quick update of general DDRS planning ideas, I do want to introduce, it was actually a 2018 Success Story, but we have an Associate Director, Kim Opsahl, who started with us December -- I should know this date -- December 3rd? Something like that. So she has not been here very long, but has been a wonderful opportunity from her background, from the provider network, the national work she has done, to really come and provide another great brain, another pair of hands that have allowed us to continue to grow and do the work that we're doing.

Again in 2019, a few goals I want to touch upon, so the LifeCourse, the Community of Practice, we're still one of the states that receives technical assistance from the Federal Government on the LifeCourse framework. We will be, as some of you may be aware, we had a save the date go out to look at dates in

May for the Annual Conference. More information will be coming on that, but, again, we have the ability to bring in some national TA to really focus in on, how can families utilize the LifeCourse framework? And continue to really make that a family focus rather than a state focus initiative, one in which the state will support, but we want families to pick this up and run with it.

We also for LifeCourse, we also will be, 2018 was very much focused on the Bureau of Developmental Disabilities Services with their work of redesign of person-centered planning in order to be compliant with HCBS, but also because it was good practice that it somewhat got a face lift. But we will be engaging First Steps and Vocational Rehabilitation to engage students, families at a level we think -- at an early level on both cases to ensure they have the right tools and the right pathway and the right mindset, if you will, moving through ensuring an independent life for their child or for themselves.

We will also be incorporating cultural competency, so Indiana is also a partner in cultural competency Community of Practice, with Indiana Disability Rights and the Institute on Disability and Community. And so -- and family voices. So we will be working with them to ensure that anything we do through the cultural competency lens is also embedded in the LifeCourse.

As part of the 1102 Task Force and recommendations, we also are going to focus on looking at having a technology committee. I don't know what we're going to call that yet. We have definitely had some great minds come together in late winter and even in 2019 to really look at what does that look like in Indiana, but our goal there is really to ensure that we have some more innovative solutions and that we utilize technology to its fullest potential to enhance the lives of the individuals we serve. I actually joked the other day as my child is working on, you

know, spelling, I asked, are you done? And he said, yes. I said, you spelled everything right. He said, yeah, I asked Alexa.

>> [laughter].

>> So do you need to know how to spell anymore? I guess I'm not sure. To be fair, I was shocked he knew how to spell all of it and I was a little annoyed, but at the same time it was a little resourceful to ask Alexa how to spell "friendship." Alexa got it right.

We are looking at how we embed the 1102 Task Force recommendations into the work we do. We will be working hand in hand with the DDRS Advisory Council to make sure we are in the same foot step to have appropriate prioritization with those recommendations as well as resource ability as well.

And then we always, as a state, can grow communication efforts. How do we do a better job communicating with key stakeholders? How do we do a better job communicating with families and individuals of what we do? And how we as an agency maybe have some accessibility and more transparency. So, again, I hope -- those are an area that we will be looking and planning for in 2019, but we are always open for suggestions or ideas in different ways. We have appreciated some of the feedback on the Envision newsletter we have been doing on a quarterly basis. It is one way we are trying to engage families into the work we do every day and have appreciated many of the contributors there.

I will stop there and next up is Christina to give the First Steps update.

>> CHRISTINA COMMONS: Good afternoon. For those of you who don't know me, my name is Christina Commons and I'm the First Steps Director.

So we also had a planning session earlier this month and had the opportunity to really reflect on 2018 and our accomplishments. For those of who

don't know, we have a mighty team of currently four, but we did have five. And to look at the full accomplishments over 2018, it's really impressive from my point of view.

So in 2018, we led some important infrastructure initiatives of which were fully appointing our Interagency Coordinating Council. That took coordination with both our Legal Department, as well as the Governor's Office and we realized a very extensive and impressive group of individuals who are coming now every two months to spend a significant amount of time with us to put our heads together and work on the goals of First Steps.

We did have a full state team until a couple of weeks ago. Unfortunately we lost one to a relocation for her husband, so our Program Services Manager position is currently posted. If you know of anyone who is qualified for that position, please do let me know. We are always looking for great individuals to join our team.

We collectively put out a Policy Manual or revised Policy Manual for the First Steps program. We took a very comprehensive two Policy Manuals and combined them into one over the course of the last year. It was a really big undertaking, so thank you to my team for all of your hard work on this, as well as stakeholder input.

We were able to -- so key takeaways, we were able to simplify the enrollment process. And when you are looking to grow your provider base through recruitment and retention, really taking a hard look at what that enrollment process entails and as well as annual -- pardon me, provider professional development and those processes and requirement, we were able to simplify them, and even provide an electronic format from which to submit. Which I know for 2018 was really quite

progressive. It's not. But we are excited that they are electronic now and easier for Providers.

Also, through House Enrolled Act 1317, we were able to implement our fiscal analysis of the program, which is important for us to understand the fiscal health of First Steps. We did a very comprehensive review of our revenue, as well as completed a rate time cost study and we also looked at our program growth over the next five years. And then we presented those reports to the Budget Committee in October.

And then in November, we released our central reimbursement office request for proposal, which was, again, a huge undertaking in trying to convey all of the technology needs for First Steps. So our hope is that we have, by July, a contract executed with a pretty innovative system for the First Steps program that is a comprehensive technology solution for our program.

We also expanded our training and outreach efforts over 2018. We had a First Steps conference with over 475 people in attendance. If you were able to be there, it was amazing. We had Providers from all areas of the state in attendance. We had various different types of services Providers there. What we heard most was Providers felt valued, they felt -- I don't know, special, for lack of a better word, and they received excellent training opportunities at this event. If you are interested in attending, I hope you will register for our conference coming up this June.

We improved our First Steps newsletter in collaboration with the communications department here at FSSA. It's providing you with relevant information regarding our trainings, regarding implementation of services. If you have any suggestions for things we could add to that newsletter, please do let us

know.

And the distribution of that newsletter has increased significantly.

We are implementing a Home Visiting Series Training. We started that in 2017 and continued in 2018 and even into 2019, really trying to provide our service Providers with comprehensive professional development related to coaching. So we'll be collaborating with our partners and provider agencies, as well as our systems point of entry to look at what we'll be doing in state fiscal year 20.

And we revised our direct service provider training. We went from an in-person training that took a whole day, where Providers had to travel from all over the state and we are now implementing a live webinar format. Providers having to take less time off of work, spend less on hotel rooms, and are able to actually get out there and see the children and families for which they enroll to provide services.

We also worked really hard at building partnerships. Not only partnerships within the State of Indiana, but nationally as well. And First Steps has received national recognition. We presented at the Ounce of Prevention Summit last January on our work with the Indiana State Department of Health and the Department of Child Services. We presented at our Office of Special Education Programs Annual Conference. And I was, I guess, excitedly elected Vice President of the infant/toddler coordination board. It's really exciting that Indiana is being asked to come to the table nationally and provide information to our peers.

We also obtained 21st Century Cures funding. With our partners, we were able to leverage funding to support innovative training for our Providers around substance abuse disorder. We also trained someone from IIDRC on the Growing Brain Training and we look to implement three regional trainings to train others in

this training as well. And we're getting ready to launch Project ECHO webinars. There will be four of them, one starting in February, and ending in May. And we will also be working with our other home visiting partners at Department of Child Services, Indiana Department of Health, and the Department of Out-of-School Learning.

We are also collaborating with other state agencies. The Indiana Department of Health, we are supporting their infrastructure around Help Me Grow and how to get families information about children's development, linking them with the critical services that they are looking for, and following up as to whether or not they landed in the right space.

We are also working with the Department of Education, the Office of Early Childhood, and other early childhood programs on transition values.

So what does it look like when a child transitions from early intervention to preschool services? Or preschool services to kindergarten services? All of our agencies want to make sure we are maintaining the same values and that it feels similar for families as they navigate in and out of our various spaces.

And very exciting, we finally are gathering signatures on our MOU with the Department of Child Services and working with them to receive referrals for children with substantiated abuse and neglect cases, so that is exciting work as well.

We, too, took a look at our Vision Statement and our Mission Statement during that planning session and we landed -- we didn't make any changes to our Vision Statement. It really is the same as DDRS's, that all infants and toddlers have a right to live, love, play, learn, and participate in their community.

But our Mission Statement needed some work and so we took a hard look at

that and we landed on that First Steps wants to partner Hoosier families and their children with developmental needs. If you have any additions or things to change, please let us know.

Now on to our 2019 goals, we are hoping we are standing here a year from now and continue to share the continued work we have done in 2019. We will be partnering with our Office of Medicaid on a Medicaid State Plan Amendment. We are still working out the details on all of that, but we hope to define some services that are not currently covered under Medicaid that First Steps provides, and what would it look like if Medicaid did cover those services?

We think that's pretty important work and we're excited to work with our partners.

Our central reimbursement contract execution, will include a redesign of our technology services, as I mentioned, the development of that, as well as the implementation will be done in all of 2019. We, too, are drafting a rule and hope to have that draft complete by the summer. We have been working on that draft for probably, I don't know, two years and have made a huge commitment that we will not put competing priorities in front of that. That is a real priority for 2019.

We want to build and strengthen our stakeholder and state agency partnerships. A couple slides ago I mentioned those partnerships have really expanded over the last two years and we're hoping to only strengthen them in 2019.

We hope to examine First Steps Administration. So what does that look like for provider agencies and Providers and our systems point of entry who are implementing services? And how can we partner with them to come up with solutions to maybe decrease some of the Administration burdens and make the

necessary change that we need to move forward with.

And we also want to build that professional development for First Steps. I think we have a nice foundation through what we have been able to do in 2017 and 2018, and we look to only strengthen that.

And as I said, we have a First Steps conference coming up this June, we hope that you will register. You can follow the link in the slide and pull up our app and register for that conference. We anticipate two great Keynote Speakers, as well as a number of breakout sessions that will relate to early childhood development and the implementation of early intervention services. We look forward to seeing you all there.

I was like, I don't know who is next.

>> THERESA KOLESZAR: Good afternoon, everyone. I'm Theresa Koleszar. I'm the Director of the Bureau of Rehabilitation Services.

You are probably sensing a theme here now, these are what I think are some of our most significant accomplishments from 2018. I feel I've been talking quite a lot about accomplishments lately, so today I wanted to focus on our most significant accomplishments. First is our statewide expansion of Pre-Employment Transition Services. Similar to LifeCourse, I'm not sure there's anyone in the room that has not heard of Pre-Employment Transition Services. VR state agencies are required to set aside 15% of their funding for Pre-Employment Transition Services. This is still a fairly new requirement under the Workforce Innovation and Opportunity Act. And we are required to make sure that those services are available statewide. We accomplished that in 2018. We did some additional requests for proposals, funded two additional Contractors, we now have a total of ten Contractors carrying out a large bulk of our Pre-Employment

Transition Services across the state. Each of those ten Contractors is committed and assigned to a specific geographic area, certain Counties, and collectively those required activities, which are activities like career exploration, these are all for students with disabilities, ages 14 to 22, work-based learning, assistance in how to pursue and enroll in post-secondary training, self-advocacy skills, job readiness skills. And, again, we have ten Contractors collectively providing those activities in all 92 Counties.

We also have Pre-Employment Transition Services activities carried out by Counselors who happen to be serving students that require those kind of activities. And we are looking to partner with several other organizations and state agencies who are carrying out activities that look an awful lot like Pre-Employment Transition Services, but perhaps there's opportunity for enhancement or for better inclusion of students with disabilities specifically within those programs. More to come on that in 2019.

We spent, gosh, thousands of man hours, many resources in 2019 on system modernization. This was a huge, a huge part of our 2018. And we're not only developing one system, but a couple of different systems. The largest system we're working to develop is a new Case Management System to replace our current 20 year old system and we anticipate rolling that out here this spring.

We actually started User Acceptance Testing last week, so if anyone knows anything about developing systems, that's a pretty good milestone, so we're very much looking forward to rolling that out here in a few months.

We also went live with a vendor registration portal in VR. We really lacked a very good formalized vendor registration, vendor application process in VR. What we did acquire over the last couple of years is a Contractor to develop an

electronic claims payment system, also to enter, you know, the 21st century here and do electronic claims payments. And we were able to expand the scope of that partnership a bit to also include this vendor registration process. So we opened that in April of last year. We continue to enroll vendors throughout the rest of the calendar-year and we are now operating with using just those vendors in terms of developing authorizations and processing payments.

The vendor registration portal is still open for additional vendors to register, but as of 12/31, authorizations for VR Services can't be issued until a vendor completes that registration process in the portal.

The second phase of that vendor registration portal is the vendor claims payment system. Again, spent many, many hours this last year developing that system. We expect to start testing that system here within the next week or so. And we also look to roll that out this spring.

And then the last major accomplishment I want to highlight today is a very comprehensive review that we completed in 2018 of the VR rules. VR promulgated rules about four or so years ago, right before [indiscernible] was passed into law. One piece we need to accomplish with promulgating new rules is making sure we are once again in line with Federal requirements. We were not the master of timing with the last promulgated rules, but it's quite a long process so it can be really difficult to time that correctly. There's a couple of other accomplishments we are hoping to realize with promulgating new rules and one of those is that in reviewing and taking a very deep and hard review of our rules over this past year, we identified a lot of opportunities for added clarity in our rules. No surprises there, right? We think there's a lot of opportunity to improve the clarity, which is going to help us accomplish a few things as well.

And one of our major initiatives with promulgating the rules is to help lead us to that VR vision of an effective, equitable, but also sustainable VR Program. So this is also an opportunity for us to take a really fresh look at some of the practices and specifically some of the services that we provide, in particular those high cost services such as home modifications, vehicle modifications, post-secondary funding, again to see how we can realign our practices and our policies around those activities, again, to strive for more consistency, better equity and better sustainability.

We definitely look to continue to move that. Right now we have a very first full draft of those new rules. There are still lots of reviews that need to happen with that and at some point that will also be ready to go out for public comment and we look forward to your feedback and hope we do get that feedback.

We also have drafted some new statements here in terms of the mission for the Bureau -- or the vision for the Bureau of Rehabilitation Services. And a little bit about BRS, if you're not familiar, under the Bureau of Rehabilitation Services, we have the Vocational Rehabilitation program, which is by far the largest program, you know, the highest level of funding, the most clients served, highest number of Staff, and that's the program we most known for. Also in BRS, we have a few other programs. That's our blind and visually impaired services. Our Deaf and Hard-of-Hearing Services. And then we also help support Independent Living Services in Indiana.

So in crafting our vision, we had to be mindful not only of VRs, the vision for VR and the vision and employment, but to broaden that a bit to make sure it was encompassing all that BRS offers. The BRS Vision Statement is, and again, this is in draft, all Hoosiers are encouraged and empowered to pursue opportunities that

promote their independence.

Our plan is for each of those programs within the Bureau to develop and take a fresh look at their own Mission Statements. So we're still working on those for several of our programs, but the draft in pencil right now, the Mission Statement for the VR Program in BRS is to partner with individuals with disabilities, to explore career pathways, to achieve their employment success.

Now that we're in 2019, almost a month in already, of course, we're already planning for those goals, those objective that is we hope to accomplish this year. A couple of these I've kind of touched on a little bit. At the top of the list here is to implement both the new VR Case Management System, it's called AWARE. As well as the claims payment system.

Building Staff capacity, this has been on the goal list for many years and we've made a lot of gains in this each year, but we are not where we want to be just yet. We still have some work to do to get to better Staff capacity to overall make sure we are providing quality services to individuals with disabilities.

We also hope to move that, what now is a very internal, very first draft of our new rules, flush that out, finalize that, get a lot of input around that and start moving that through the promulgation process.

I also mentioned briefly, we looked to establish partnerships and look for opportunities to collaborate and partner with other organizations to fully utilize our Pre-Employment Transition Services funding. We still are not quite meeting our 15% requirement, even though we are statewide, so we have more work to do in terms of drawing down those dollars, but we need to that that in a smart and strategy way and make sure we blend with other programs to make sure we have the fiscal ability to actually utilize that full 15%.

We also want to continue to build strategies around best practices for Employment Services. A few years ago we made some very significant, I would call them enhancements to the manner in which we carry out Employment Services in VR. Different expectations, raised expectations, different funding services, broader menu of services, and an overall objective of having a system that is more individualized, more flexibility, more consumer centric, and hopefully more responsive to the individuals that we serve, who are very, very, very diverse and need various levels of support.

We want to continue identifying those best practices. Again, we have seen some gains here, but our work is not yet done.

We also continue to evaluate our outcomes under the new model and I have a link here at the end here where you can see the latest summary reports touching on some of those outcomes.

We also will continue kind of in line -- very much in line with the objective in 2019, we'll continue to support the Establishment Projects with our VR Employment Services Providers. If you're not familiar with those, we entered into Establishment Projects with more than 40 VR Providers, that's about half of our overall Employment Service providers, about -- not quite two years ago. That's a four year project. We are getting ready to wrap up year two. The half way mark is in March and we are in process of amending those projects to extend those out for year three and four.

The purpose of those Establishment Projects is two-fold and really only two-fold. One to enhance the staffing capacity of our Employment Service Providers. So we, of course, have some challenges with staffing capacity in VR and we also know our Providers very much experience that as well. So one of the

purposes here is to help expand that staffing capacity, maybe get additional Staff, enhance roles of Staff, we've seen some great strategies where many Providers have taken a seasoned and experienced employment specialist and perhaps decreased their caseload, but then shifted half of their role to be a mentor or a lead so that they can coach and train and mentor other up and coming employment specialist.

The second piece of that is to enhance training and specifically foundational hands-on applied training. I've said many times, we're actually quite blessed in Indiana that we have a lot of opportunities to go to a training or take training online, but what's missing from a lot of those training opportunities is, again, the applied, hands-on training. You don't go to school to learn how to be a job coach, right, an employment specialist, so if you are not getting those skills on the job, where are you getting those skills from? It's trial by fire a lot of times, I think. So we wanted to really focus on increased opportunities for, again, those hands-on training opportunities. And that includes providing some funding to Providers to enhance their own internal training programs. So it's great to send folks to training, we encourage that, we support a lot of those trainings, however, when those new Staff or sometimes even seasoned Staff are coming back from those trainings, sometimes there's a gap. There's not as much follow-up as maybe there could be and now helping them apply those skills they've learned, have on-going technical assistance and support in applying those skills.

Let's see, developing resources and tools to support business engagement. There is some enhanced focus around VR Agency requirements to embark upon employer engagement and business engagement efforts. We have a small, but very mighty team that has done a great job building a network of partners, not only

with businesses, also about partners to help connect those businesses to in the local community, including business-to-business connections. We are always looking for ways to be more innovated, to do a better job, to offer more to businesses within our capacity, and to have more partners to carry that out. Again, we are looking for more innovated strategies here in 2019 to continue our success.

And also partnering around employment first efforts. Again, I'm assuming most folks in the room are at least familiar with the concept of Employment First and probably familiar with the legislation around Employment First that passed in actually 2017. So with the Employment First legislation that was passed, the VR Commission, which is a federally mandated commission that serves as an Advisory Board, if you will, to the VR Program. They have their own set of requirement they are required to carry out, but with the passing of this legislation in Indiana, some additional responsibility were added to that at the statewide, Employment First level. We will continue to support that commission in identifying strategies and recommendations to promote Employment First and meet the new requirements.

Now I have a few very quick updates, last reminders for you. If you are an Employment Service provider and you are listening in and you have not yet registered for this upcoming training, please, please do so, if you can. We are in process of rolling out some enhancements, again, that's my word of the day today, I think. Enhancements to our Employment Services documentation. And AKA, we are simplifying it. Hopefully. We are making it more simplified, condensing, consolidating, improving, making it better. We have a lot of documentation around our Employment Services process and we've had a really great work team and a very engaged pilot group that was both VR Staff and Employment Service

provider Staff sort of trying out these new versions and giving additional feedback to make them even better

So we are rolling out those changes in -- through some trainings in February and that includes some in-person trainings around the state. Really quickly, if you can't see what's up here, February 13th is Indianapolis. February 14th in Marion. February 18th in Jasper. February 19th, Seymour. And January 21st in South Bend. Space is limited. This is joint training so the VR service Staff will be. Again, that's in-person training. Think of it as a Train-the-Trainer type of training so the idea is that you can get the information and then go back and help spread that information to your organizations.

In addition to rolling out some revisions, and I think improvements, to the documentation requirements, we'll also be covering other topics during the trainings. Let's see if I can remember them. I didn't write them down. One is that we are rolling out VR funding for extended services. So under, again, the Workforce Innovation and Opportunity Act, the state Bureau agencies now are able to, if they choose to, we are able to use VR dollars for extended services for a very specific population and a specific period of time. That population are youth. Youth with disabilities. A youth is an individual who is age 24 and younger and in the VR system with a most significant disability.

So the process that will roll out, and, again, please come to the training to learn more and figure out how this is going to work on the ground level, but we don't want to duplicate other funding sources, so if an individual can -- has a funding service for extended service or national supports are adequate, this funding would not be available. But if someone does not have those resources and was someone who received supported employment, again, they are a youth

with a most significant disability and they don't have another source for extended service, this would be funding that could be available to support that individual for up to four years, or up until the time they are no longer a youth, whichever comes first. It's a maximum of four years. I'll give you an example, consider youth who maybe comes into VR at age 19. Maybe they get a job at age 20. They are stabilized, you know, the case is ready to move into extended services at age 21. They are going to be 24 in three more years, so they would get three more years potentially of extended services.

And then what's the other change? Oh, I know what it is. We also are changing the funding structure around work experience services. So work experience is one of the activities that we fund under that Discovery process for eligible VR participants. We were getting a lot of feedback on whether we could simplify the funding structure around work experience. We have three different tiers based on the number of hours that individuals are at that work site. And that was somewhat cumbersome, somewhat difficult to administer. And so we were very open to that feedback. If something can be effective and simpler, we are all for it. We got feedback, can we just go to one level instead of three? Could this be hourly? And we ultimately did a survey, we got feedback from our employment advisory group, we then did a survey to give those options to VR and Employment Service provider Staff, and by and large, the vote, if you will, was to move that to just a simple hourly service. So we'll also be touching on that and rolling that out as part of -- as you'll learn as part of these trainings.

So the plan is to roll of this out, likely, the first of March. And there will also be webinars that all Staff can participate in following these in-person trainings.

So there's the link to register if you have not done so yet. I understand the

Indy session is starting to get pretty full, but there is still a lot of space in the other sessions, so please definitely talk to your Supervisors, talk to your agency, and let's make sure we can get someone at those trainings.

And finally a few other quick updates and links for your reading pleasure. We are, every three years we are required to complete a needs assessment, a comprehensive statewide needs assessment. We also partner with the VR Commission to do so. One step, one action we are taking in order to help inform that needs assessment is conducting a survey. Hopefully you have seen the survey link or maybe even taken the survey. The link is here. It does close tomorrow, so we're in the tail end of the open survey period. We've gotten a pretty good response rate, but, again, we can do better. We really, really would love to have more responses from individuals with disabilities, as well as their families, from businesses, and really from anyone who has interest in employment for people with disabilities.

One note I want to give you about the survey, there are a lot of questions, it could be a little lengthy, however, you do not have to complete every question. So if you have a business, as an example, that's interested in weighing in, but they don't want to go through all the questions, they can truly just go to those three or four questions around business engagement, only answer those questions, and then submit the survey. The survey is set up to allow respondents to answer all the questions or only the questions that they choose. So please pass that along as well.

The second link here, Kylee mentioned earlier the Annual Report, the VR Commission Annual Report. This was submitted to our Federal partners in December again, the link is here for you to review. You will see several Success

Stories highlighted here and a brief update on employment first and overall VR accomplishments from 2018.

Finally I mentioned earlier the Employment Services evaluation report. We are reviewing our outcomes on an on-going basis and we are publishing reports every six months. The latest report link is here. It was posted last month, in December, and it covers Employment Services data up through September 2018. So fairly recent and fresh data.

Thank you.

And next up we have Cathy Robinson.

>> CATHY ROBINSON: Hi, good afternoon, everyone. Cathy Robinson, I'm the Director for the Bureau of Developmental Disability Services. Thank you all for joining us this afternoon.

I'd like to start with the Bureau of Developmental Disabilities Services updates with this slide, which is me with a number of BDDS Staff at our Annual Conference from, it's only been a couple months ago, but it feels like a really long time ago [laughter]. Every year at the Annual Conference we do a Staff recognition and that's a result of a survey that our BDDS Staff complete and nominate a co-worker or peer for special recognition. So this is me and this year's winner -- or this past year's winners.

I want to point that out because a couple of things as I go into talking about the 2018 accomplishments for the Bureau of Developmental Disability Services and recognizing that all of the Bureau Staff contribute to all of the successes that I'm about to talk about in the district and Central Office. And so just a kudos to the BDDS Staff. In the last year we have a lot going on, there's been a lot of work to be done and everyone's passion for the work they do and their support is very much

appreciated by me and everyone else and the division and FSSA. So just a quick acknowledgement to the Bureau Staff and appreciation for everything that I put you through in 2018. I really appreciate all of that.

I'm looking at our 2018 accomplishments. It looks really brief, but I'm going to talk for a minute. So just looking at particularly the innovations in Case Management, the Bureau made some significant, pretty robust efforts to transform our Case Management services and there are a number of reasons we did that, but largely because we felt like there was a transformational change opportunity there, really to relay the foundation and groundwork there for that service as we see it as a very crucial service for the individuals that we're supporting in our services. But, also, for person-centered planning and all of the things that go into that, including the philosophy and perspectives that drive those person-centered practices. So we took a pretty good first review and first kind of layer of review and change to that service definition. Hopefully we're starting to see some of the impact that that is making to this system and making Case Management Managers' jobs a little more flexible, less frustrating, and hopefully more fun.

We aren't done with that. We know we still have some work to do. As Kylee mentioned earlier with some of the waiver redesign work that we're going to be starting in 2019, obviously that includes Case Management and we will continue to see efforts around that and how we can take that to the next level. Very excited about that and very happy in terms of the progress we've made.

The work that we did with the Case Management service and the activities around that were very much largely driven by the Case Management Providers themselves. A lot or most, if not all of the changes that we made were very much driven by the suggestions and input from the Case Management companies. We

couldn't have made those gains without them as well. So having them involve understand that process and really giving some very honest and concrete feedback around how we can make that better was pretty instrumental.

Next I want to talk just a little bit about the Building Bridges event and hopefully that terminology is starting to become more familiar. I'm going to keep talking about it just to make sure it is familiar to you.

We started these events in 2018, which are basically regional events that we host for families, usually in the evenings, which is probably when I'm on my third cup of coffee just so I can, you know, sound like I know what I'm talking about. But they really have been great opportunities for myself and some of the other BDDS Staff. Heather, Dane, and Holly have largely been accompanying me and I really appreciate their ability to also stay awake between the hours of 6:00 and 8:00 PM after we've had a very long day.

But we've really found those as valuable opportunities and we will continue to do that just because we want to make sure families have that opportunity and level of access. It's good for me to get out of the office every now and then, but it's also really been very helpful to hear from families in terms of what their lives are like, how they've been able to utilize the services in the system. And if they haven't been able to utilize them, what are some of the barriers to that.

So I will take a moment and just thank families because, you know, their patience with us and coming to the meetings and sharing their stories and information and opening up to us and all of that has been really very informative for me and very, I think, helpful for our team to recognize how families navigate systems and services and how complicated that can be if they don't have that level of knowledge and expertise that none of us really have all of to be able to navigate

those things. And so, you know, this is also my way of shoe horning in our Facebook page, so if you don't know that the Bureau has a Facebook page, you are welcome to follow us on Facebook. I would highly encourage you to do so. We have locked the auditorium doors and I can't leave until you do. Just kidding!

But the Facebook page we put a lot of information out there and we do promote the Building Bridges events there and you can stay tuned in terms of when they are and when they will be in your area. We post them in other places as well, so if you don't have Facebook or you are trying to cut out some of the social media, that's okay, too, you will probably still get the information.

Also, I want to talk a little bit about the progression through some of the HCBS rule activities. Kind of revisiting, similar to Theresa feeling like, hopefully you know what we're talking about with pre-ETS, but the Settings Rule is something that the Bureau has been working toward becoming compliant with for a number of years. We continue to work toward compliance. And, on our webpage, in case you are interested, there's that statewide Transition Plan for the Bureau, for the division actually, that OMPP, the Office of Medicaid Policy and Planning, operates and manages that statewide Transition Plan, DDRS has a specific portion of that plan where we talk about efforts and changes that we're making systematically to get us to compliance with the Settings Rule. And some of the things I mentioned with the Case Management innovation work that we did was really instrumental in helping us move that needle some this past year.

So you will see us continue to make some efforts around this for the next several years, but we did a lot in 2018 to work with non-residential provider, day residential Providers who are trying to work with us in working towards that compliance and things they need to do as part of their service delivery to

demonstrate compliance with that.

So I would like to also acknowledge just the work that the Providers in our system are doing every day to try to, again, enhance and improve the quality and person-centeredness of the services that are being administered through our Bureau. Stay tuned because I'll have a slide about this maybe in 2019 as well.

But we still have a lot of work to do around that, but certainly feel very good about the direction that we're heading with the Settings Rule and how much we've gotten accomplished in the past year.

This would be the Vision and Mission Statement for BDDS. I'm joking, it's not. Although kind of maybe sometimes appropriate. We are still working and making some enhancements to ours. We didn't feel like we were at the point where we could quite share it yet. But certainly something that is important to us is we look at how our Bureau has evolved, particularly through that LifeCourse lens and that foundation and wanting to make sure that how we've honed in on that philosophy and shared Vision and Mission Statement that really suit the Bureau to meet that end. So stay tuned. There will be some additional information coming about that. It's really not -- that's not really our Vision and Mission Statement, just FYI.

I also do not have the touch. No.

In looking at 2019, we are -- I'm going to go through these goals and recognize that this is not an all-inclusive list because I and my neighbor, Jessica Harlan-York have shared goals, we are very special, we will be going through those near the end, so stay tuned, this isn't it for BDDS, of course.

So one of the things on my list is to identify and on board a new policy/assistant BDDS Director. And I may identify someone in the audience

before you leave for that.

>> [Laughter].

>> CATHY ROBINSON: I'm really encouraged and excited about that opportunity because I do think, similar to the benefit that is we've realized with having Kim join our team, there's an opportunity there to enhance and bring in other brains, so to speak, to the table, an additional set of hands to allow some transformational-type work to happen, while we're also really trying to do effective day-to-day service delivery in BDDS. So that's something I would like to highlight. It's not posted yet, but it will be out there soon.

The non-residential setting, site visits and remediation plans, we do have, as I kind of mentioned earlier, things we have completed in 2018 and 2019 we are moving forward with some remediation effort that is we have engaged with our Non-Residential Waiver Providers in terms of submitted remediation plans to demonstrate compliance or work towards compliance with the Settings Rule.

Our Federal compliance date for the home community-based setting rule is in 2022. So, yes, it seems like several years away, but that's actually not a whole lot of time in the grand scheme of things and for Providers and for a system sort of redesign to get that all accomplished. So certainly we're going to be trying to make some significant efforts and gains there. The remediation plans we have started to review those, Providers have been submitting those, and we'll be doing some additional work with Providers and follow-up on those plans. So very excited for, you know, how some Providers have really kind of drummed up and gotten excited about this work and ways they can think of doing things differently and thinking outside of the box and just thinking about how they can be more person-centered in the day-to-day service delivery, which is promising.

Moving DART and Insite into the BDDS portal. That sounds super exciting, doesn't it? DART is a system, just in case anyone doesn't know, it's a very interesting, old system that we would like to get rid of. [Laughter]. So what we were planning to do, and going back to some of the Case Management innovation work I talked about, that was a good opportunity because it allowed us to dovetail some of those changes into system changes, IT system changes that we were making at that time. And the DART and Insite bullet here really is a progression of that and we are pretty committed to making some pretty significant changes to make those systems work for us instead of us working for those systems, which is very much what's happening today.

You'll start to see some information coming out about how that looks and it will primarily impact our Staff and Case Managers and some Providers, depending on, you know, their access to the system and what they are in there doing. So I'm very excited about that because I think it also allows us to move some of our philosophical transformation changes forward and it provides another way and a tool for us to be able to do that. That's certainly a necessary change that has been kind of long overdue for us.

We are also looking to update and clarify the processes related to the CIH application, the coordination between DMHA and BDDS, and our eligibility process. That all sounds also kind of overwhelming really. Some of the processes that BDDS has been operating under for a number of years need to be updated, need to be modernized, or, you know, just documented. So one of the things that we've been doing, that I've been doing since my start in this position is really looking at processes within the Bureau, ensuring those processes are documented, that they are understandable to people, that the steps and

procedures associated with them are clearly laid out, and ensuring that our own Staff kind of know what they are. And where possible, even try to cross train Staff so that multiple people kind of know what those procedures look like.

So we'll be doing some of that with those three kind of main areas for 2019. Again, just to try to continue on that progression, making those things a little bit more clear and enhancing some of those coordination efforts, particularly with DMHA and our Bureau.

And as Kylee noted earlier with the Success Story, we are continuing additional strategies to facilitate community transitions for individuals residing in nursing facilities. Indiana still has room for improvement there, particularly for individuals with intellectual disabilities who are in nursing facilities and we want to be better. We are doing collaborative opportunities and looking at our processes and procedures to identify ways that we can make sure that individuals have appropriate information and can make informed decisions and be supported in the event they are able to and want to transition out of nursing facilities.

With that, I'll turn it over to Jessica Harlan-York, and stay tuned for the rest of the goals for BDDS.

>> JESSICA HARLAN-YORK: I'll try to hurry up so you guys can see those goals. Hi, I'm Jessica Harlan-York, the BQIS Director. I, too, want to thank my Staff. We have a small, mighty group like Christina's. One of the things I love about my Staff is we always pitch in. If I say, hey, can you help with this assignment or this project, they are always willing to pitch in and help, so I'm really lucky.

Some of our accomplishments in 2018, and Kylee touched on this, we were awarded the Living Well Grant, that is a five year grant given out by the Federal

Government. To pat ourselves on the back for that, we found out we are the only state who has that grant where the state agency is actually leading the way, which is really exciting.

And I put up some of the outcomes, again, this is a five year process, which is long, so there's a lot to do within that, but just to kind of lay out some of the things we'll be working on. One is develop and implement an innovative and integrated monitoring systems that promotes self-determination for individuals with I/DD. Number two, increased capacity and competency of workforce by expanding person-centered principles.

And number three, collaborate between DDRS, self-advocates, families, and stakeholders to improve waiver services and leadership opportunities.

We have our kick off meeting next Thursday, January 31st, and that will be a meeting with all of our partners and we'll start to really look at that first year and what we want to accomplish in the first year.

We'll develop some work groups, some smaller work groups to tackle some of these outcomes so we can be where we want to be in five years. It's super exciting. There will be a lot more to come in the coming months as we develop that.

Secondly, excuse me, I have a little bit of a cold, we instituted the report group, we brought together BQIS Staff, Providers, family members, and we really want to take a deep dive into the incident reporting system. Mainly looking at what we report, what do we want report? How do we want it reported? And also, what do we want to do, once it's reported, what is the state going to do about it? That kind of get started in March of 2018 and we will roll that into the Living Well Grant.

So that will be a work group, a subgroup of one of the work groups within that grant. Continuing the work we've been doing, but just kind of pulling it into that Living Well Grant.

Also another thing I'm really proud of that we have been doing as an agency in specifically working with our Contractor is infusing some of those person-centered approaches into the incident report and complaints system. Really asking pointed questions when doing follow-ups on the IRs. And also looking at the difference between a concern and complaint. So when someone calls the complaint lines and wants to talk to someone, really figuring out, what do you really want to accomplish? Maybe it's just a team meeting. Maybe you have a questions for your Case Manager. Maybe it's something a Case Manager can address instead of the state. So really trying to -- part of that as well is going back to the PCISP and what does it say. So those are kind of just, we have some specific instances of that that, we, again, we'll kind of build that in through the grant, but those are some the accomplishments we had specifically to that.

And, again, like the other Bureaus, we met, had some doughnuts and pizza as well, and went over kind of looked at a Mission Statement and a Vision Statement for BQIS. And, again, these are drafts. I'll just read them to you. For the Vision Statement, all Hoosiers are supported in 9/11 gaiting the opportunities and challenges they encounter in pursuit of their good life.

Mission Statement, to ensure quality supports are aligned with person-centered principles by leading strategic change that empowers people to live their good live.

The key words in the Vision Statement are supported. In the Mission Statement, again, we're leading strategic change by empowering individuals.

Again, giving them the tools that they need and it's the individuals that are creating the change.

Again, these are drafts we came up with as a group. We welcome any feedback anyone has.

So some of our 2019 goals, some pretty small ones here, establishing and implementing the work plan for year one of the Living Well Grant. Again, that kicks off next week. Focus for that first year is a couple things. One is looking at the data, figuring out some of the things we already know and some of the things we need to figure out and the data we can look at to get that information.

Another thing is looking at the Living Well Grant as well as the redesign, 1102, and making sure we're consistent and that those are also working together, right? And we're not being duplicative.

Second one, updating the provider enrollment process to incorporate HCBS compliance. That could entail adding questions when someone is enrolling to become a provider. Asking questions about them being a provider and some of the sites. Some of the person-centered principles will be weaved into the provider enrollment process as well. Develop short-term adjustments to IR and approval process. Again, on some of those there are tweaks that we can make for consistencies purposes in those two processes and make sure we're not being duplicative. There will be more long-term things coming with the grant.

Identify and define data elements and gaps that can be used to identify and monitor for systemic issues. That will kind of go into the data with the Living Well Grant, as well as Cathy mentioned, DART and Insite and looking at, again, what do those systems not do for us and what is it that we need?

Develop and award RFP for the BQIS quality vendor. That expires in March

of 2020, that contract. We will develop and award that RFP sometime in 2019.

And lastly, develop consistent provider non-compliance sanction process. We have had some Providers issues that have come up and we realize we need more consistency in the process we use, as well as document that process. As the months go on, we need to document that and make sure we are consistent across the board.

And that is it. Thank you.

Kim is going to do the double.

>> KIM OPSAHL: Great, thanks so much. And thank you all for joining us today. We really appreciate your time.

As promised, what you hopefully have seen today is kind of what I have seen coming in as a new person, so to speak, at least new on this side of the fence, and that's that we have an incredible Staff who are really committed to the folks that they serve, who have done some great things, and who are not content to rest on that, but rather looking for opportunities to just keep pushing forward. It's personally exciting for me to be joining them, but also to be joining all of you in this work because we recognize that it is most definitely a collaborative effort.

So as promised, I'm going to talk about Jessica and Cathy's shared goals because we didn't feel like they had enough on their plate and we wanted to add a few more things.

So really the reason these are shared is because more than any of the other goals, and all of those really do require collaborative effort, these really do cross both Bureaus in pretty significant ways. We want to make sure as we are working towards these goals we are doing so in a purposeful, collaborative and coordinated way.

So at the top of the list is the infamous rule draft. For those of you who have been around our world for a long time, this would be indeed 460 IA66 and trying to bring that into an updated version to reflex the things we are doing today, as well as the things we see on the horizon.

I think Cathy has already started plotting a really great pathway forward on this and we're hopeful that when we're here next January we can share we have that draft complete with a lot of input from all of you and we are ready to move down the path towards promulgation process.

A couple other goals related towards the waiver, both the Community Integration Rehabilitation Waiver, as well as the Family Support Waiver is due to be renewed. The CIH will need to be renewed by the end of September. And the Family Support Waiver will need to be renewed by the end of March 2020. As you all know, that work involves a lot of public comment process and a lot of things that we make sure that we've got everybody's kind of input into what we're doing and what we're presenting to CMS, so that work is actually underway for the CIH waiver, in particular, Cathy, again has been leading a very impressive effort to look thoroughly at what our waivers say today and where are those opportunities in particular related to 1102 that we can start incorporating some of the directions and guidance that we got through those recommendations.

So just kind of keep an eye out, we'll be -- as we hit the spring time, making the turn into the public comment period, as well as starting to do the work that needs to be done on the Family Support Waiver as well.

I'm going to skip down a little bit because what's related to that, as soon as we get the renewals launched into the world, we will be turning our attention to waiver redesign, which is one of the primary recommendation that came out of the

1102 Task Force and really looking -- taking a hard look at what it is we do today, but more importantly, what is it that folks need from us tomorrow? How do we start building a future together so folks can truly be part of their community and be supported in doing so?

We're really excited, we do have -- we have identified a Contractor who will be assisting us with that work. By spring they will be on board, so there will be a lot more to come, but that's a really exciting part of the work. And in and of itself a pretty ambitious task ahead of us.

In addition to the waiver redesign work group, 1102 also called for two additional work groups. One focused on employment options or employment array. We're really excited that the self-advocates of Indiana have agreed to head up that work group and really lead those discussions about what is the appropriate array of employment options that folks should have available to them. How do we help educate folks about that? And more importantly, how do we support them in making decisions in regard to their employment desires and goals?

And we also have the CGL or institutional modernization work group, that's a mouthful, but, again, kind of a group as we are looking at how we bring our waiver services forward, also looking at how do we bring our capacity with group homes and other institutional settings along with that? And really make sure that we're offering folks a full array of services and option that is might meet their needs, depending on where they're at in their LifeCourse.

And kind of the last goal we have up here that I skipped over, not because it's not important, but it's really foundational, I think, to all of this is, how do we continue to support you all in implemented the person-centered individualized support plan that we started earlier this year?

As Cathy mentioned with some of the changes we made around Case Management, we really did that in coordination with changes to the PCISP because we recognize that we needed to make some Case Management changes, so they could support this new process. But we know it is a new process and we really want to be a partner with all of you in making sure it's implemented well. So over the next few weeks, expect to hear from us asking for your input on ways that we can continue to support you in using that new planning tool, using LifeCourse tools and other person-centered planning resources so that we can help folks to really design and articulate what is good life means to them and more importantly, how we can support them in achieving that.

So that's, again, kind of the cherry on the top of a very ambitious list of goals for this year, but personally I'm very excited because I think we have a really motivated team, not only internally, but all of you as stakeholders and partners to really make some significant headway with these goals.

So with that, I'll have Kylee come back up and finish us out.

>> KYLEE HOPE: Thank you, Kim. And thank you, all of you, for being here today. I do want to give you a save the date, if you will, April 24th at 10:00 AM will be the next quarterly update. It's crazy, it's already in spring. So, again, we hope to continue to provide you updates on many of the goals that we're doing. And as you can probably tell, many of the goals are 2019 and likely even 2020 long-term goals. But we appreciate kind of any feedback you guys have. Any successes that you have when we have that e-mail address up and running, we will provide an announcement, but we very much appreciate kind of that feedback and stakeholder buy-in as well.

With that, we do have a few more minutes and I'm open to having some

questions if some Bureau Directors are also open to having questions as well.

Any questions?

Yes?

>> [Off microphone].

>> KYLEE HOPE: Let me repeat, regarding the family rule with the 40 hour rule, if you will coin that, and that you need clarification, the state provided some clarification, but you are indicating you are getting some feedback that maybe there are different interpretations through Case Management companies. Is that correct?

>> [Off microphone].

>> KYLEE HOPE: Okay, so --

>> [Off microphone].

>> KYLEE HOPE: So we will, if you wouldn't mind just waiting afterwards and then we would get some more information from you and we would definitely want to make sure that whatever the difference is that that is clear so we have the same message because it is critical. Thank you for bringing that to our attention.

Any other questions?

I won't keep you in suspense just waiting for people, but, again, thank you for your time this afternoon. And I look forward to having a great 2019 with all of you. Thank you.

>> [Applause].

[Webinar concluded]

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