



Eric Holcomb, Governor  
State of Indiana

*Division of Disability and Rehabilitative Services*  
402 W. WASHINGTON STREET, P.O. BOX 7083  
INDIANAPOLIS, IN 46207-7083  
1-800-545-7763

**To:** Bureau of Developmental Disabilities Services and Bureau of Quality Improvement Services stakeholders, which includes individuals, families, providers and case managers

**From:** Jessica L. Harlan-York, BQIS Director

**Date:** June 3, 2020

**Re:** New Bureau of Quality Improvement Services quality contractor

---

The Bureau of Quality Improvement Services, within the Division of Disability and Rehabilitative Services, is responsible for establishing and overseeing quality assurance and quality improvement processes in order to support individuals with intellectual and developmental disabilities receiving services from the Bureau of Developmental Disabilities Services. BQIS' vision in accomplishing these responsibilities is that all Hoosiers are supported in navigating the opportunities and challenges they encounter in pursuit of their good life. More specifically, our mission focuses on ensuring that all quality supports are aligned with person-centered principles by leading strategic change that empowers people to live their good life. We strive to ensure that not only are individuals with intellectual and developmental disabilities healthy and safe, but that we are continuously supporting empowerment, self-determination, self-advocacy, independence, autonomy, and the right to live alongside their neighbors without disabilities.

A critical component of BQIS' efforts is partnering with entities that share these same principles and values. BQIS is pleased to announce that the quality contract has been awarded to Liberty of Indiana and will begin serving as the BQIS' quality contractor on July 1, 2020. Liberty of Indiana has over 30 years of experience providing services and programs that support individuals with intellectual and developmental disabilities and a proven record of designing, implementing and operating statewide quality oversight initiatives using contemporary person-centered best practices. It has been providing continuous services to Indiana since 1993, including 20 years with DDRS and the I/DD system, and six years directly managing the Statewide Quality Oversight Services program with BQIS. While Liberty will operate primarily out of their Indianapolis office, they will have staff located across Indiana to facilitate responsive in-person visits with providers, individuals and their families.

Through this transition, key procedures such as incident report processing, compliant investigations and mortality reviews will essentially remain the same. Two current processes, Compliance



Evaluation Review Tool and Data Driven Review, have been discontinued; however the activities related to these processes will be addressed in future initiatives.

With this new partnership, we will be developing new processes, such as on-site provider visits, as well as provider technical assistance and training. These are at the beginning stages of development and we have created a collaborative stakeholder workgroup that will support our efforts to balance regulatory compliance with person-centered quality, with the overall aim of transforming the BDDS/BQIS program into a collaborative effort among all stakeholders that results in enhanced outcomes for those with intellectual and developmental disabilities throughout Indiana.

BQIS would also like to thank Advocare LLC for its many years of valued service to the state of Indiana. They have been an excellent partner in improving the lives of the individuals we support. We appreciate Advocare and its staffs' dedication and innovative thinking that helped individuals live their best lives. Advocare's Managing Director, Rich Metzger, shared this sentiment: "On behalf of Advocare, we are incredibly grateful for the opportunity to work with the state of Indiana, DRS, BQIS, and on behalf of those we collectively serve. We wish all the very best in their future endeavors."

More specific information regarding Liberty's transition is forthcoming. In the meantime, if you have any questions, please free to send to BQIS at [bqis.help@fssa.in.gov](mailto:bqis.help@fssa.in.gov).

