



DDRS Advisory Council

September 16, 2020



Welcome and Today's Agenda

- Welcome and Introductions
- COVID-19 Update on Data
- First Steps Overview and Update
- Vocational Rehabilitation Overview and Update
- Waiver Redesign Update
- Continued Deep Dive: Use of Restraints
- Next Meeting: October 21st



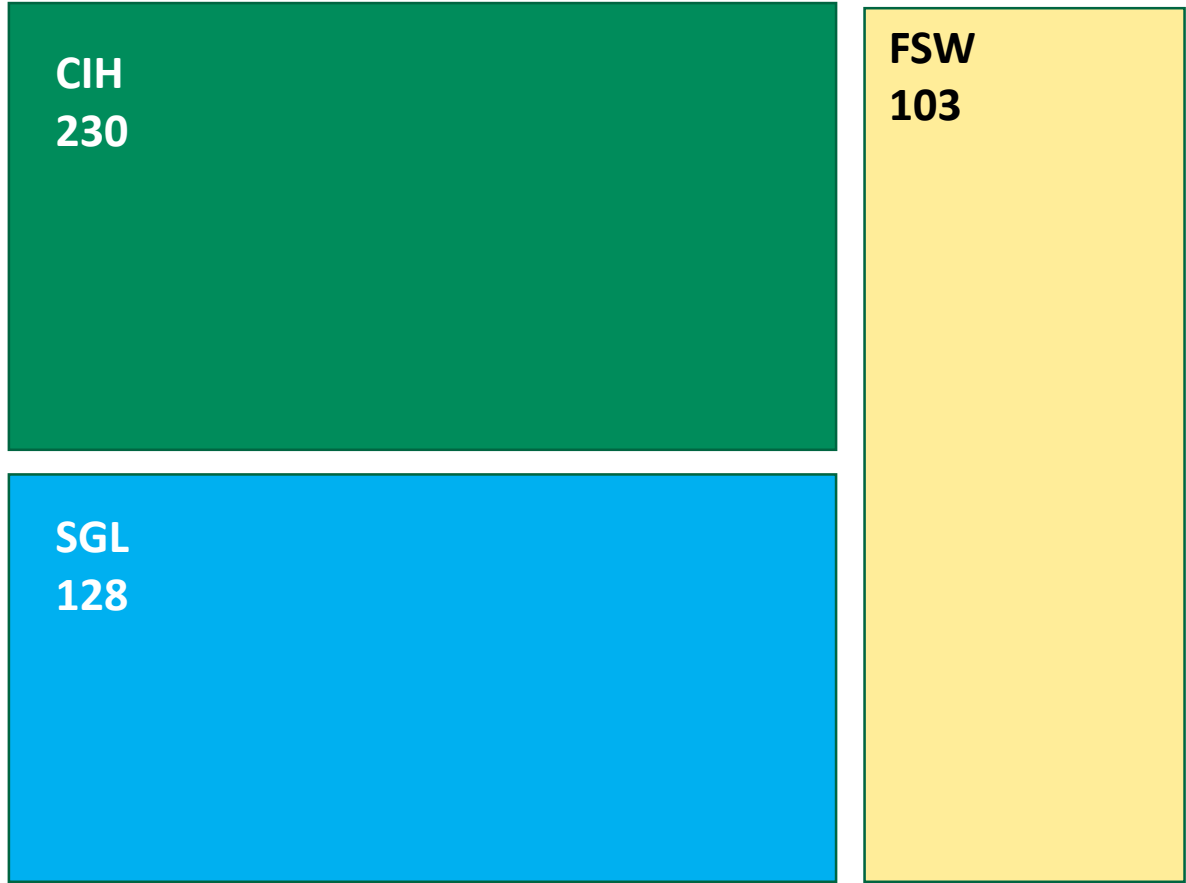
COVID-19 Updates on Data

Kylee Hope, Director, Division of Disability and Rehabilitative Services



COVID-19 Update on Data and Key Activities

Total Number of BDDS COVID+ Cases



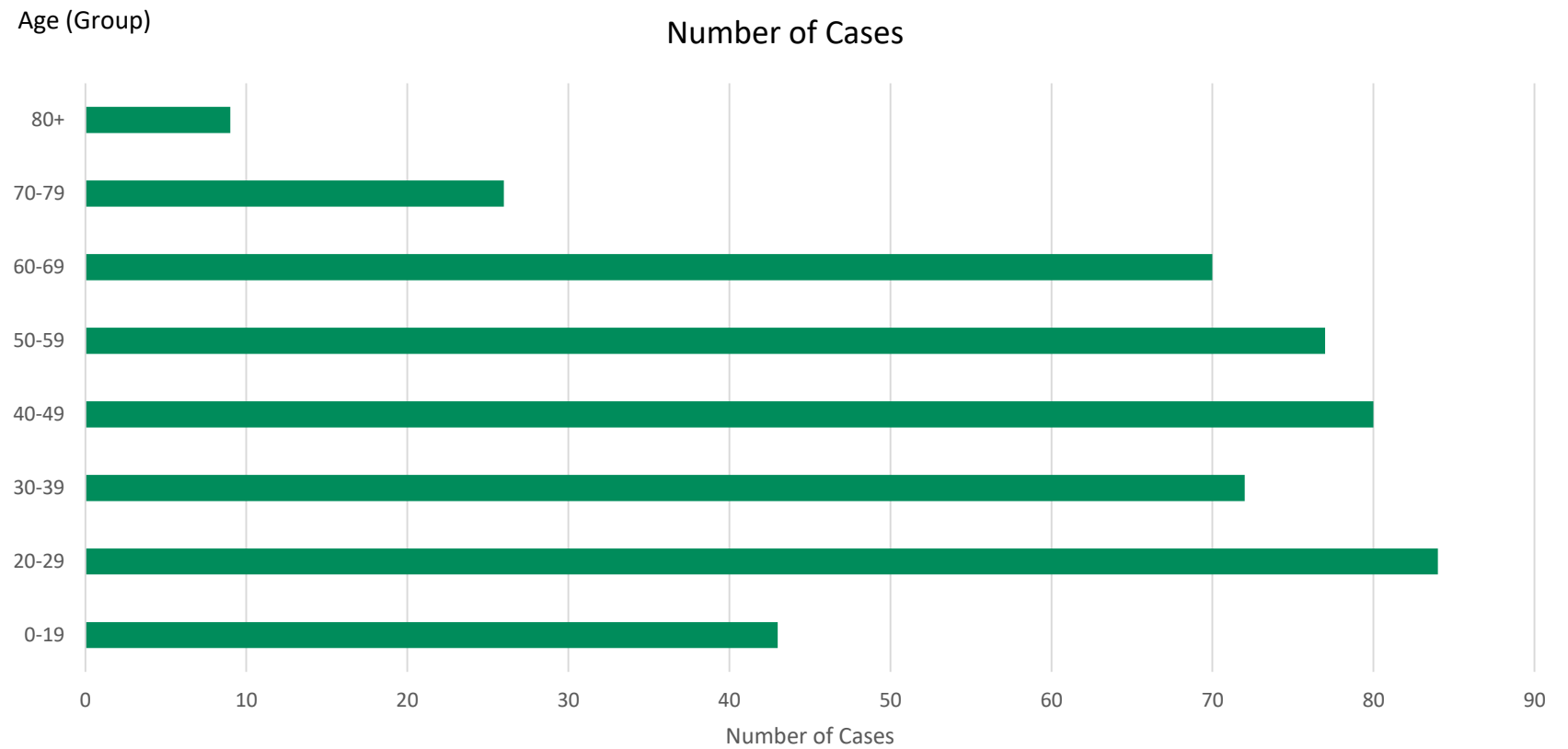
Data as of 9/13/20

Total Cases: 461
Total COVID-Related Deaths: 17



COVID-19 Update on Data and Key Activities

Age Among Unique COVID+ Cases



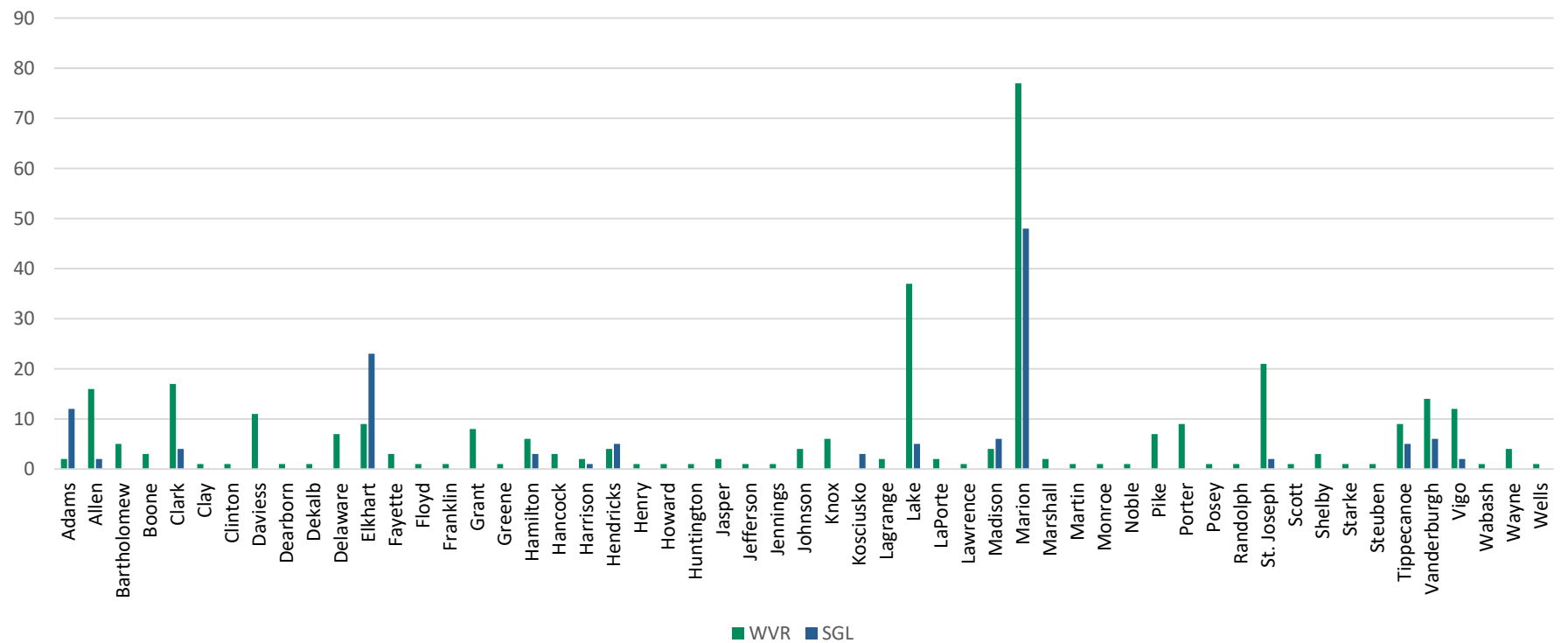
Data as of 9/13/20



COVID-19 Update on Data and Key Activities

Positive Cases by County & Funding Type

Positive Individual Cases
 by County/Funding Type
 Total Cases = 461
 Data as of 9/13/2020



Total COVID-related deaths- 17



**first
steps**

DDRS Advisory Council Meeting

September 16, 2020



Brief Overview:

- Federal entitlement program under IDEA
- Federally overseen by the Office of Special Education Programs (OSEP)
- Early intervention is a system of coordinated services designed to help infants and toddlers with developmental delays or disabilities.
- Serve infants and toddlers birth up to their 3rd birthday
- Anyone can make a referral for a child to First Steps
- Eligibility:

Developmental Delay

25% delay in one developmental domain

or

20% delay in two or more domains

- Cognitive
- Communication
- Physical
- Social-Emotional
- Adaptive

OR

High Probability of Delay



COVID-19 Response



Service Delivery

- Bureau issued new tele-health policies, procedures, forms, and guidance in March 2020
- Created a workgroup to develop guidance for in-person services in early May and issued new guidance late May
- Recently conducted a review of all issued COVID-19 policies, procedures, forms and guidance which can be found at www.firststeps.in.gov
- Services continue to be delivered virtually through video conferencing, telephone (audio-only), and in-person

Family Survey

- IIDC, in partnership with BCDS, conducted 100+ phone interviews with families
- Majority were thankful services could continue even if virtual, however, they felt it was much harder than when services were in-person
- Identified professional development needs and opportunities for personnel
 - Coaching model training through Family Guided Routines Based Intervention
 - Continuous improvement and practice
 - Improved communication with families regarding coaching and what they can expect when participating in First Steps

Communication with stakeholders

- Continue to host regular calls with SPOEs, agencies, and independent providers

Referrals

- Continue to be down as compared to 2019 and vary from region to region
- Increasing child-find activities

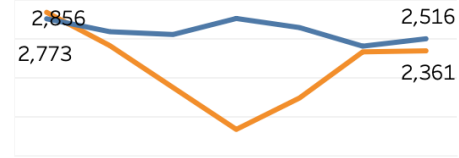
First Steps: July 2020



Number of Referrals

2,361

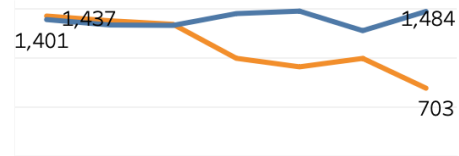
January - July 2020 Monthly Referrals



Number of Evaluations

703

Monthly Evaluations



Number of New IFSPs

715

Monthly New IFSPs



% of new IFSPs by Race for July 2019 and July 2020

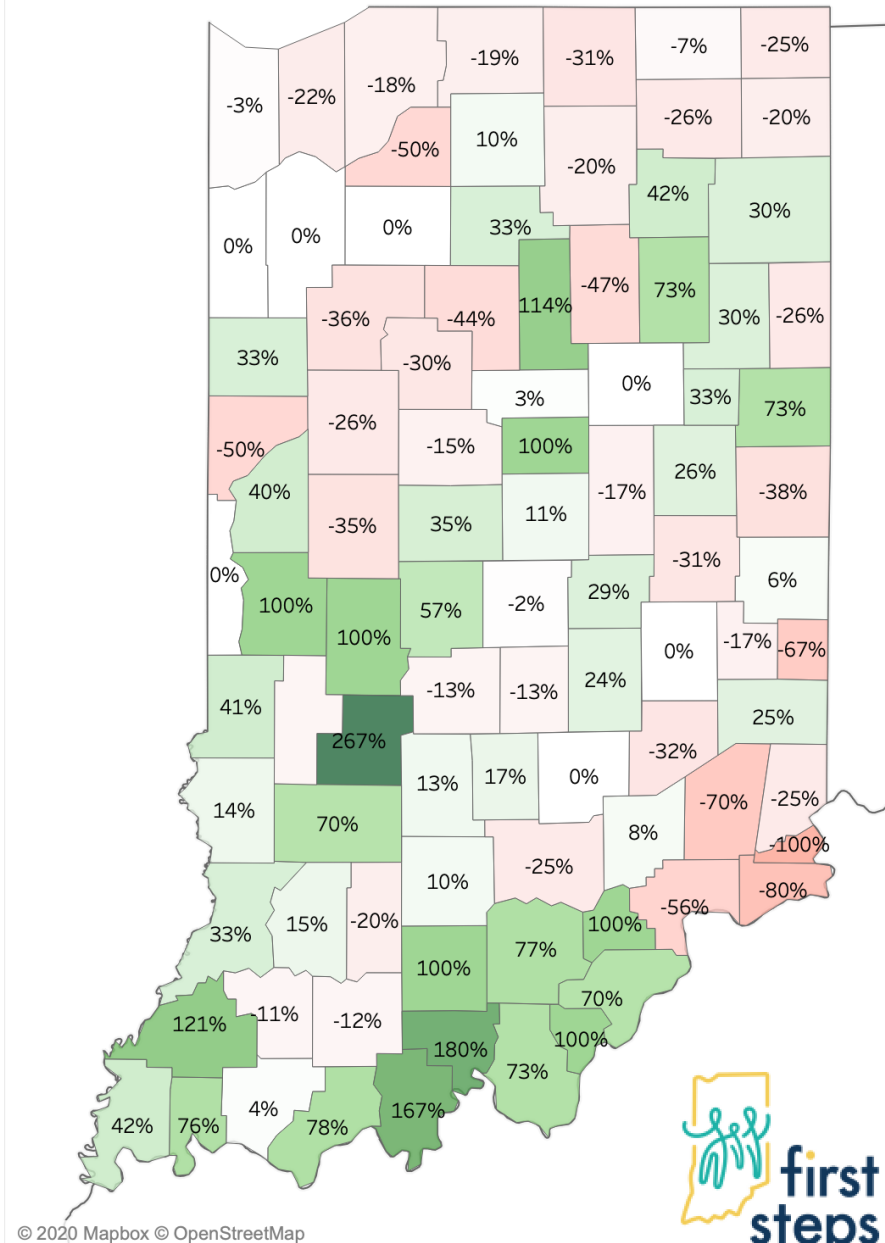
	2019	2020
White	73.0%	67.0%
Black or African American	9.3%	15.2%
Hispanic/Latino	8.1%	10.1%
Two or more races	9.5%	7.8%

Comparing July 2019 and July 2020 (with Percent Change Year over Year)

	2019	2020	% Change
Number of Children Receiving Service	10,609	7,809	-26.39%
Number of Providers Billed for Services	1,256	1,091	-13.14%



Percentage Year over Year Change for July 2020 Referrals



Coming Soon: New First Steps Data System



WHY?

- Bring First Steps into the 21st Century
- Improved fund recovery
- Statewide consistency
- Real-time data reporting
- Support best practices
- Alignment with FSSA's data transformation
- Create a culture around inquiry

Overview

The new system is called **IN EIHub**.

IN EIHub is a web-based solution with both case management and claims processing components. This includes:

- Learning Management System
- Case Management
- Service Logging
- Billing and Claiming
- Provider Enrollment and Credentialing
- Extensive reporting functionality to meet all State and Federal IDEA Part C reporting requirements
- Dashboard alerts and notifications to support compliance with required timelines
- Ad hoc reporting for local programmatic quality assurance and decision making



A Look Inside

The screenshot displays the 'EI HUB Case Management Module' interface. At the top, there is a blue header with the 'PUBLIC CONSULTING GROUP' logo on the left, a hamburger menu icon, and the 'EI HUB Case Management Module' logo on the right. Below the header is a navigation bar with a search icon and a breadcrumb trail: 'Home / Add'. The main content area is titled 'New Child' and features a horizontal tabbed interface with the following tabs: 'Child Info', 'Family Info', 'Ins Info', 'Eval Info', 'Elig', 'IFSP', 'Service Scheduling & Delivery', 'Services', and 'Transfer, Exit, Close, Re-Open'. The 'Child Info' tab is selected, and a dropdown menu is open, listing the following options: 'Basic Demographic Info', 'Child Secondary Languages', 'Secondary Race Category', 'Address', 'Referral', 'Child Note', 'Contact Log', 'Child Attributes', and 'Child Address Report'. The main form area contains several input fields: 'EI Child Code' (with a blue bar and 'Prior Written' text), 'Child Status' (a dropdown menu showing '--- Select ---'), '*Child's First Name', 'Child's Middle Name', and '*Child's Last Name'. A search icon is visible in the top left corner of the main content area.

Goals of IN EI-Hub

- Replace legacy systems: iSPOE, PAM, and other systems currently used to support families, service providers, and service coordinators.
- Seamlessly record and manage the work personnel do for children and families.
- Streamline the management of child, family, and provider data in real-time to enhance service delivery.

IN EI-Hub can be accessed on any **PC, laptop, tablet, or web-enabled mobile device** and will be available in 2021!



Thank you!



**Division of Disability and
Rehabilitative Services**

Christina Commons
First Steps Director

Bureau of Child Development Services
Indiana Family &
Social Services Administration

Division of Disability & Rehabilitative Services

317-234-1142

Christina.Commons@fssa.in.gov



Bureau of Rehabilitation Services Vocational Rehabilitation Update

Theresa Koleszar, Director, Bureau of Rehabilitation Services

Bureau of Rehabilitation Services - Vocational Rehabilitation

COVID-19 Update

- COVID-19 employment status questionnaire
 - Authorizations issued to VR employment service providers to reach VR participants
 - To better understand the impact of the pandemic on the employment status of VR participants
 - To facilitate individual conversations with VR participants to identify individual needs, e.g. support with adapting to new employer protocols, finding new employment, etc.



Bureau of Rehabilitation Services - Vocational Rehabilitation

COVID-19 Update

- COVID-19 employment status questionnaire summary of results
 - As of September 14, 2020, 787 questionnaires completed
 - 15% reported laid off, 41% furloughed, 2% working remotely due to COVID-19
 - 4% reported they were terminated for other reasons, and 11% reported that they quit working
 - Only 1/3 reported no interruption in employment due to COVID
- Last call communication - questionnaires should be submitted by September 25.



Bureau of Rehabilitation Services - Vocational Rehabilitation

COVID-19 Service Delivery

- VR referrals and applicants have started to increase but are still lower than pre-COVID levels
- Encourage re-engagement of current VR participants
- Encourage referrals to VR - new or returning
- Help us increase awareness that VR services continue to be available



Bureau of Rehabilitation Services - Vocational Rehabilitation

COVID-19 Service Delivery - How can VR help?

- Need to change job goal due to COVID?
- Lost employment and need help finding new employment?
- Adjusting to working remotely and need some support to successfully perform job duties?
- Returning to work and need support in understanding new protocols, changes to duties, shift in natural supports, etc.?
- Ready to begin the discovery/career exploration process?



Bureau of Rehabilitation Services - Vocational Rehabilitation

COVID-19 Service Delivery Update

- Many VR services continue to be offered remotely
- In-office appointments resumed July 6, 2020 for specific types of activities
 - Plexiglas
 - Masks
 - Office cleanings
 - Limiting number of people in the office
 - Considerations for staff and participants at risk



Bureau of Rehabilitation Services - Vocational Rehabilitation

Training News

- Training needs assessment completed
- 225 staff from VR employment service provider agencies responded
- Top training needs reported:
 - Serving individuals with mental health diagnosis
 - Virtual service delivery
 - Transitioning individuals out of subminimum wage employment
- Public Consulting Group is contracted with VR to provide training to VR employment service providers
 - Classroom or webinar based training - foundational and topical
 - Coaching network



Bureau of Rehabilitation Services - Vocational Rehabilitation

Additional VR Updates

- CCIR - individuals of any age working at submin wage
 - Continued partnership with The Arc of Indiana and SAI
 - Use of technology to expand access to CCIR during pandemic
 - Region 1 pilot - enhanced VR staff participation
- Requirements for youth seeking submin wage employment
 - Training to VR staff - more robust process for completing requirements
 - Increased participation in services to support informed choice



Bureau of Rehabilitation Services - Vocational Rehabilitation

Additional VR Updates

- VOICE project
 - Online training series - serving participants with mental health diagnosis
 - Introductory IPS Training to CMHC's
- 180 Skills Training for VR participants
 - The State of Indiana purchased 100,000 licenses from 180 Skills to help skill up Hoosiers to boost economic recovery from losses due to COVID-19
 - Access to VR participants at no charge to VR
 - Over 700 courses ranging from job readiness and soft skills training to vocational and occupational technical programs that result in industry-recognized certification



Bureau of Rehabilitation Services - Vocational Rehabilitation

Additional VR Updates

- Order of selection
 - Released 200 eligible individuals from delayed status February, 2020
 - Additional releases paused due to COVID-19 and subsequent 15% state budget reduction for SFY21
 - 85% of eligible individuals continue to be served - priority category 1
 - In SFY20, VR served 13,363 eligible individuals; 737 eligible individuals were deferred for VR services; and more than 9,000 students received Pre-ETS



Bureau of Rehabilitation Services - Vocational Rehabilitation

Questions?





Waiver Redesign Update

Kylee Hope, Director, Division of Disability and Rehabilitative Services
Cathy Robinson, Director, Bureau of Developmental Disabilities Services



Waiver Redesign Pre-COVID

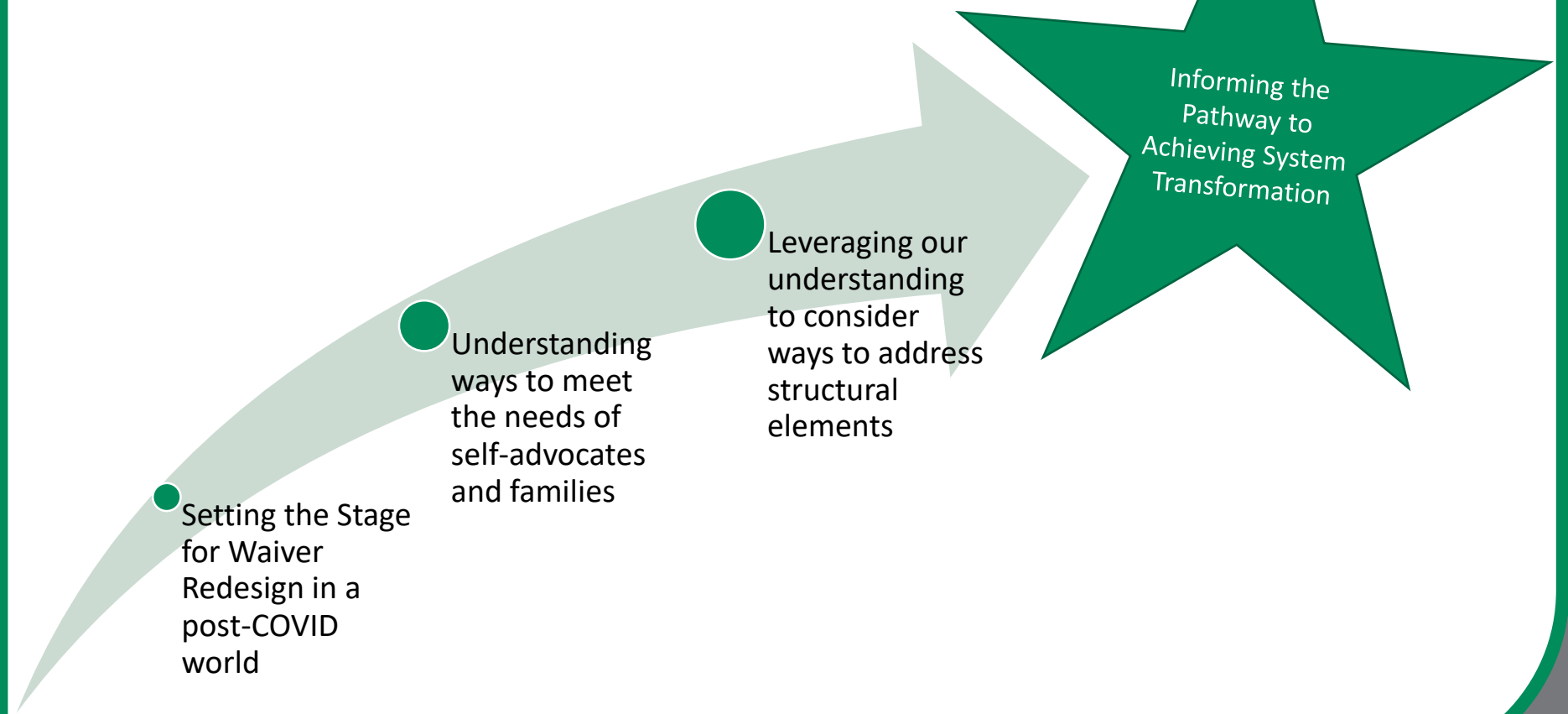


Waiver Redesign Post-COVID



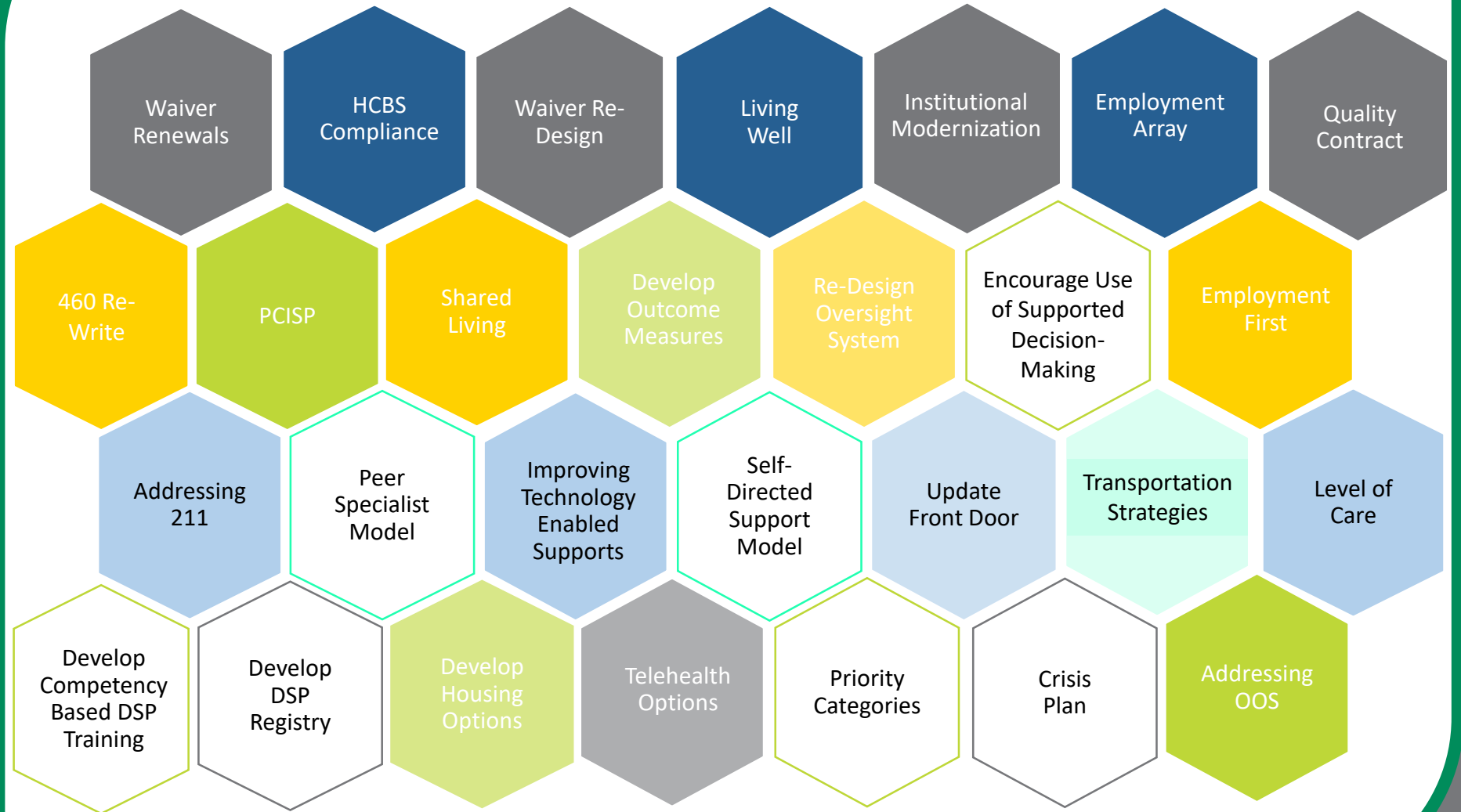


Waiver Redesign Through the COVID-19 Lens





#1 – It's Bigger Than the Waiver





Supporting the Vision of Individuals and Families

Structural Elements

- ✓ Support 3 waiver structure
- ✓ Support focus on case management
- ✓ Support participant directed goods and services
- ✓ Mixed results on agency with choice model

Service Changes

- ✓ Support simplifying service names
- ✓ Specific recommendation regarding qualifications for behavioral providers
- ✓ Increase access to amount and type of transportation service options

Quality Measures

- ✓ Focus on outcomes that are important to the individual
- ✓ Varying ideas to capture information from waiver participants

Other Improvements

- ✓ Support efforts to further Employment First
- ✓ Transportation options
- ✓ Expressed need for housing support options

Improve team dynamics through shared outcomes and communication

Enhance Case Management and System Navigation

Focus on key supports to build independence





Moving It Forward

Aim

- What are we trying to accomplish?

Measure

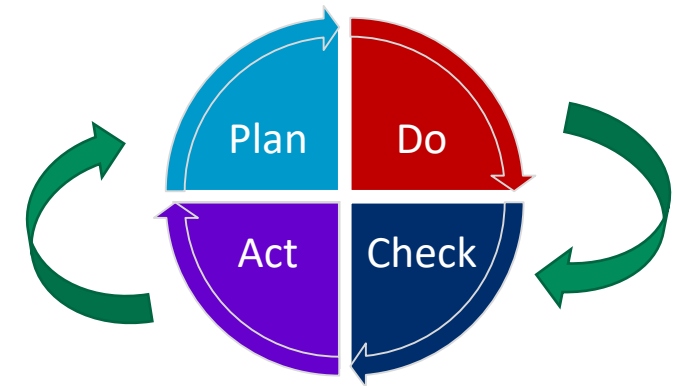
- How do we know that a change is an improvement?

Change

- What change can we make that will result in improvement?

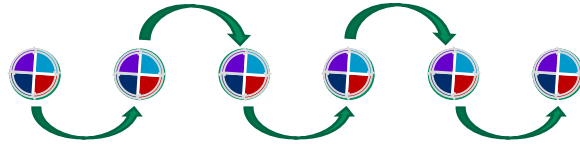
Leveraging The Model for Improvement

3 Simple Questions,
Followed with Rapid PDCA Cycles
Designed to Encourage Learning

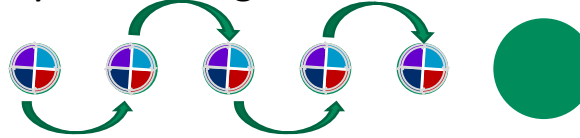




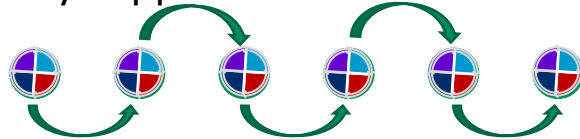
Team Dynamics and Shared Outcomes



Case Management and System Navigation



Build Independence Through Key Supports



Vision of Individuals and Families

A large, dark blue circle containing the text "Vision of Individuals and Families" in white, sans-serif font. This circle is the central focus of the diagram, with several smaller circles of various colors (dark blue, green, grey) arranged around it and to its right, suggesting a network or flow of information.



Continued Deep Dive: Use of Restraints

Shelly Thomas, Assistant Director, BQIS

Derek Nord, Director, Indiana Institute on Disability and Community



Review of Data presented 9/19/2020

- Restraints (Physical/Manual)
- PRN Medication – Behavioral Purposes
- NCI Data





A deeper look at Restraints (Physical/Manual)

Funding Source	# of Restraints (Physical/Manual)	% of Restraint IRs	# of Individuals w/ Restraint IR	% of Total population	Total Population
FS WVR (formerly SSW)	82	5%	43	0%	21271
CIH WVR (formerly DD)	249	15%	81	0%	9213
SGL	379	23%	134	1%	3081
LP-ICF/IDD	940	57%	48	0%	55
Grand Total	1650		306	1%	33620

Funding Source	Apparent Cause			# of Individuals w/ Restraint IR	# of Restraints (Physical/Manual)
	Family / Guardian	Other Person, Community	Staff		
FS WVR (formerly SSW)	43	14	25	43	82
CIH WVR (formerly DD)	9	0	240	81	249
SGL	1	1	377	134	379
LP ICF/IDD	0	0	940	48	940
Grand Total	53	15	1582	306	1650

Timeframe: 1/1/20-6/30/20



A deeper look at PRN Medication – Behavioral Purposes

Funding Source	# of PRN-Behavioral	% of PRN IRs	# of Individuals w/ PRN IR	% of Total population	Total Population
FS WVR (formerly SSW)	171	12%	59	0%	21271
CIH WVR (formerly DD)	596	41%	144	1%	9213
SGL	218	15%	48	0%	3081
LP-ICF/IDD	455	32%	43	0%	55
Grand Total	1440		294	1%	33620

Timeframe: 1/1/20-6/30/20



The Intersection of Waiver Program and Behavior

Data used: Indiana's 2018-2019 National Core Indicators (NCI) In-Person Survey. This survey allows Indiana to assess the outcomes of services provided to people access services and supports via the Bureau of Developmental Disabilities Services.

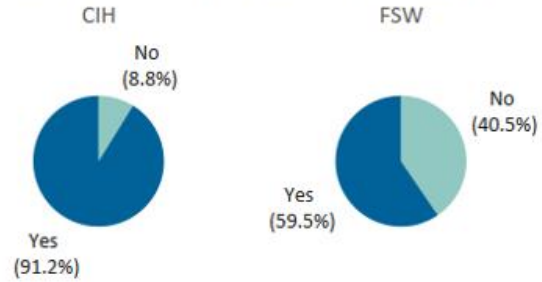
Sampling procedures: The sample surveyed was stratified by waiver and then randomly selected.

Sample: Total 742 of waiver recipients 18 years or older, made up of Community Integration and Habilitation (CIH) waiver = 370; Family Support waiver (FSW) = 372.

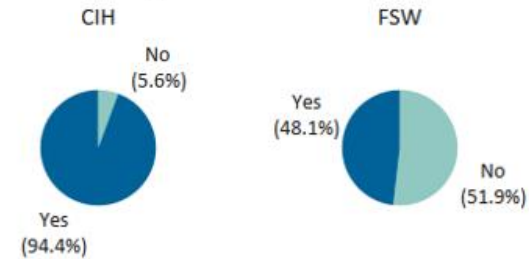
1. What proportion have recorded behaviors by waiver?



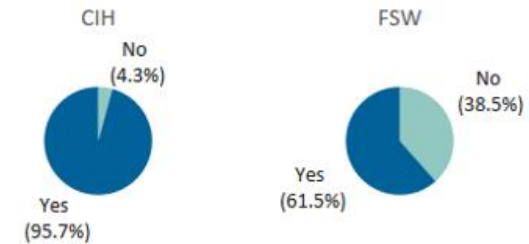
2. Do those with disruptive behavior have behavior plans?



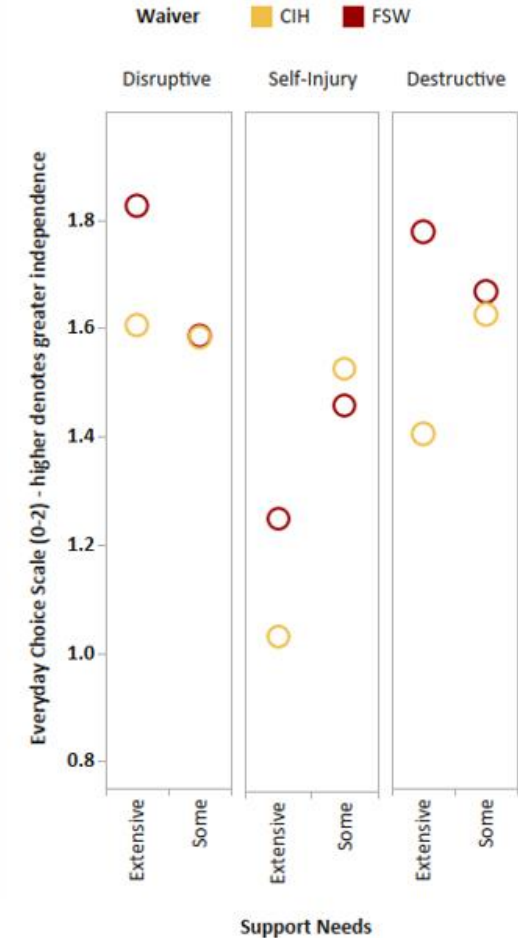
3. Do those that self-injure have a behavior plan?



4. Do those with destructive behavior have a behavior plan?



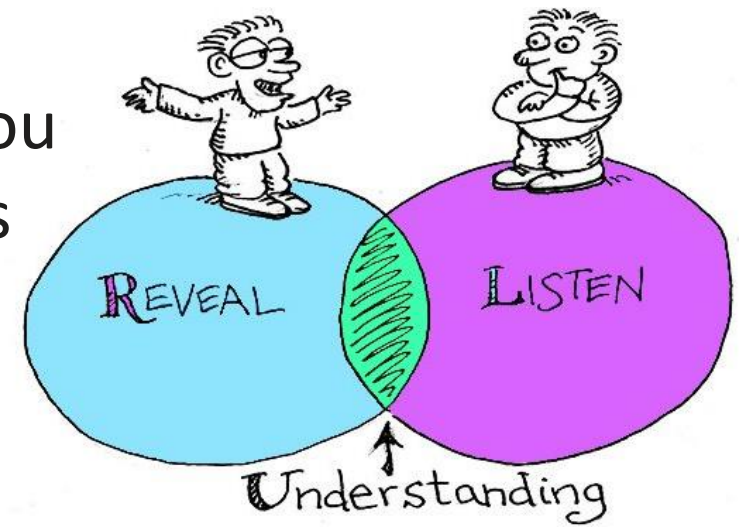
5. Do those with behaviors make fewer choices?





Understanding the Issue

- What information do the stakeholders you represent have that would add to our understanding of this issue?
- How are the stakeholders you represent impacted by this issue?
- How do the stakeholders you represent contribute to this issue?





Fishbone Diagram

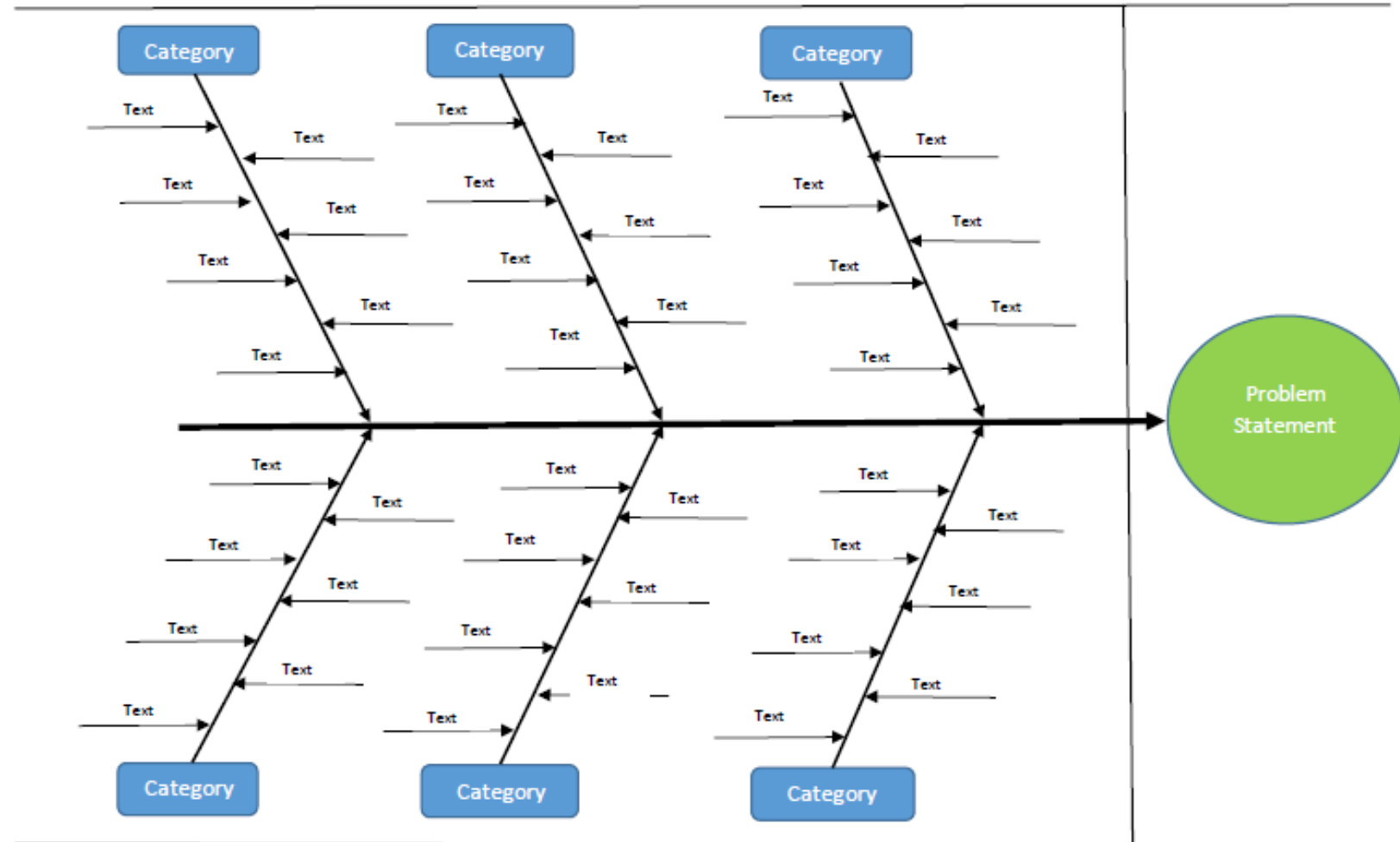
- A visual way to look at cause and effect
- Sort ideas into useful categories
- Structured approach to brainstorm causes of a problem
- Problem is displayed at the head of the fish
- Categories are identified
- Contributing causes are listed on the smaller 'bones' under the categories



Fishbone Diagram

Cause

Effect





Fishbone Diagram

Problem Statement:

Behaviors addressed through restraints (physical/manual) and PRN Medications

Categories:

What are the areas that affect how behaviors are addressed with an individual?



DDRS Advisory Council Next Meeting

- Next Meeting:
 - Wednesday, October 21
 - 10 am – Noon
 - Location: TBD