



Eric Holcomb, Governor
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Division of Disability and Rehabilitative Services
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To: Bureau of Developmental Disabilities Services Residential Providers
From: Jessica Harlan-York, Director, Bureau of Quality Improvement Services
Re: Emergency plan feedback
Date: May 10, 2022

The Bureau of Developmental Disabilities Services and the Bureau of Quality Improvement Services is committed to maintaining our provider network and empowering person-centered decision-making. Earlier this year, BDDS providers of residential services submitted their agency's emergency plan based upon the criteria established by BDDS. BDDS and BQIS staff are reviewing the plans and providing feedback to providers. While some plans required a corrective action plan due to the extent of the missing required elements, it is possible that providers with fewer issues evident in their plans will be given the opportunity to address these identified issues independently. BQIS will provide feedback to the provider and the provider will be expected to update their agency's emergency plan accordingly.

The following are some of the most common issues identified:

- Individual's right to choose not evident. Providers must ensure the individual's rights are not violated during an emergency or at any time. The individual has the right to choose where they live and whom they associate with at all times.
- Long-term plans are not defined. For example, the plan will indicate that a long-term plan will be implemented but a long-term plan is not included.
- Communication plans are not defined. For example, timelines for communication are generally missing. In addition, the communication plan for individuals/families as well as the individual's team is not well defined.
- Critical and non-critical operations are not defined. For example, the plan will indicate such things as 'only critical operations will continue' but the critical operations are not identified. Additionally, non-critical operations are usually not identified.

Residential services include Supervised Group Living and the following waiver services: Residential Habilitation-Hourly, Residential Habilitation-Daily, Structured Family Caregiving and Participant Assistance and Care.

When possible, providers should be in close communication with BDDS prior to enacting an emergency plan that affects an individual's services

Questions may be submitted to BQIS.Help@fssa.in.gov

