



Eric Holcomb, Governor
State of Indiana

Indiana Family and Social Services Administration
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INDIANAPOLIS, IN 46207-7083

TO: Bureau of Disabilities Services Waiver Providers, Division of Aging Waiver Providers, individuals, and families
FROM: Shelly Thomas, Outcomes Management Director, BDS
RE: Mandatory Provider Training for BDS Providers and Optional for DA Waiver Providers – Incident Reports, Complaints, and Mortality Reviews

The Bureau of Disabilities Services mission is “To connect people with disabilities and their families to resources and supports to live their best life.” In support of this mission, BDS is committed to supporting our provider network in working toward a true person-centered system which empowers an individual to direct their services to the greatest extent possible. As part of that commitment, BDS is hosting a web-based training opportunity focused on Incident Reports, Complaints, and Mortality Reviews. The originally scheduled topic, Provider Owned and/or Controlled Settings, will be rescheduled for a later date.

Participants will learn about:

- An overview of Incident Reporting, what information is reported, and the review process.
- What the complaint process is, what to expect when a complaint is filed, and how to file a complaint with the BDS.
- The importance of the mortality review process, what information is collected, and what outcomes to expect from the mortality review process.
- How incident reports, complaints, and mortality reviews work to improve the services and supports that are provided to individuals receiving HCBS services.

This opportunity is being provided at no cost to participants and is mandatory for all approved Bureau of Disabilities Services home and community-based services providers. This means if your organization is a current BDS service provider of any home and community-based services, an executive level staff member of your organization is required to attend this training. Sign-up, participation, and completion of this training will be verified and monitored throughout the training.

Division of Aging HCBS providers are not required to attend but it is highly recommended as this topic will be critical as the Aged and Disabled and Traumatic Brain Injury waivers transition to BDS on July 1.



All others, including individuals with disabilities, program managers, direct support professionals, case managers and families are welcome to attend.

Advance registration is required to receive a link to join. Please do not share the log in information or share your email address with others or use it to register other people. To verify attendance virtually, Zoom uses your email address. If you share it with others, attendance cannot be verified. If you call in instead of using the log in info, Zoom will not track your attendance. You must have an account with Zoom (free to register) and it should be the same email address used to register for ease of verification and log in.

We are offering this training at four different times. Please be aware that each session is capped at 1000 attendees, so if your first choice is full, please choose another date.

- May 2, 2024, at 10 - 11:30 a.m. ET - Register [Here](#)
- May 15, 2024, at 1 - 2:30 p.m. ET - [Here](#)
- May 21, 2024, at 1 - 2:30 p.m. ET - Register [Here](#)
- May 29, 2024, at 10 - 11:30 a.m. ET - Register [Here](#)

If you need accommodations to participate, please email sarah.vansickel@fssa.in.gov at least three days prior to the event.

If you have questions, please contact us at BDS.Help@fssa.IN.gov. We look forward to continuing to educate and support providers to empower individuals to live, love, learn, work, play and pursue their dreams!