



DDRS Advisory Council

March 17, 2021

Welcome and Today's Agenda

Agenda Item	Time	Discussion Leader
Welcome and Introductions		Kylee Hope
Bureau of Rehabilitation Services Quarterly Update	25 minutes	Theresa Koleszar
HCBS Settings Rule Update	15 minutes	Cathy Robinson Jessica Harlan York
COVID Data & Updates	15 minutes	Kylee Hope Kim Opsahl Cathy Robinson
Culture Change & Systems Transformation through the CtLC Framework Life Domains & Experiences	60 minutes	Jenny Turner
Next Meeting April 21, 2021		



Bureau of Rehabilitation Services Vocational Rehabilitation Update

Theresa Koleszar, Director, Bureau of Rehabilitation Services

COVID Questionnaire

- VR, with the assistance of employment service providers, obtained information from VR participants regarding the impact of the pandemic on their employment.
- Information was compiled into a questionnaire for each participant, which was then analyzed to better understand the specific employment impact.
- Completed questionnaires from approx. 800 individuals who were working at the onset of the pandemic and still had an open case with VR when the questionnaires were being completed (approx. June-Sept 2020).



COVID Questionnaire

- 65% experienced some type of job interruption
- 35% experienced no interruption in work
- 41% were furloughed
- 14% were laid off
- 11% quit working by choice
- On average, participants who were still working experienced decreased work hours from 32.8 hours per week to 21.9 hours per week
- Of those still working, support needs included obtaining and understanding the use of PPE, guidance regarding quarantines, and understanding social distancing



COVID Trend Data

- VR applications are at 80% of pre-COVID volume
- Pre-ETS applications are at 50% of pre-COVID volume
- Exits with employment are at 76% of pre-COVID volume
- % of referrals resulting in application has *improved* by 12%
 - Potentially a positive outcome from increasing the frequency of contact with participants and the availability of virtual service delivery options.



New Technical Assistance Opportunity

- Division of Mental Health and Addiction (DMHA) and BRS collaboration - improving employment services and outcomes for individuals with mental health conditions
 - Co-leading taskforce with engaged stakeholders
 - Applied for and were awarded technical assistance through DOL, ODEP VOICE project
 - Introductory training on Individual Placement and Support (IPS)
 - Created videos and other content to increase awareness and reduce stigma
- ODEP is now supporting a new, but related initiative, called ASPIRE (Advancing State Policy Integration for Recovery and Employment).
 - Indiana is one of 7 states awarded
 - Additional technical assistance to support IPS pilot



Order of Selection Update

- Order of selection in place since 8/1/17
- 3042 in delayed status as of 3/16/21
 - 2028 disability service priority category 2 (67%)
 - 1014 disability service priority category 3 (33%)
- Second release occurred January 2021
- Third release planned for Spring 2021
- 15% of eligible individuals are deferred
- 85% of eligible individuals meet disability service priority category 1 criteria, and are served without a waiting period



Additional Updates

- Requirements for youth seeking subminimum wage employment
 - Modified expectations for VR staff- process more robust and intentional
 - Increase access to information and experiences to assist individuals in making an *informed* choice
- Updated guidance on serving VR participants with substance use disorder
 - Employment is an important part of recovery
- VR Learning Collaborative in December
 - VR Counseling and Guidance cohort
 - Discovery cohort
- 2020 VR Commission Annual Report
 - <https://www.in.gov/fssa/ddrs/files/2020-Annual-Report-Rehabilitation-Services.pdf>





HCBS Settings Rule Update

Cathy Robinson, Director, Bureau of Developmental Disabilities Services

Jessica Harlan York, Director, Bureau of Quality Improvement Services

Heather Dane, HCBS Director, Bureau of Developmental Disabilities
Services



HCBS are intended to:

- Provide access to meaningful and necessary services and supports in the home and community rather than in an institution
- Seeks to implement services and supports that respects the participant's preferences, aspirations, and health and safety needs
- Ensures that services are cost-effective
- Facilitates the participant's involvement in the community where he or she lives and works
- Facilitates the participant's development of social relationships in his or her home and work communities
- Facilitates the participant's independent living.



Expectations from BDDS and BQIS on Person Centered Plans



The PCISP is driven by the individual/family AND the individual is present for their meetings



The outcomes, wants, and needs are centered on the individual's and/or family's vision for a good life.



Their desires, cultural beliefs, and values are recognized, respected, embraced, and reflective in outcomes, formal services, and community activities.

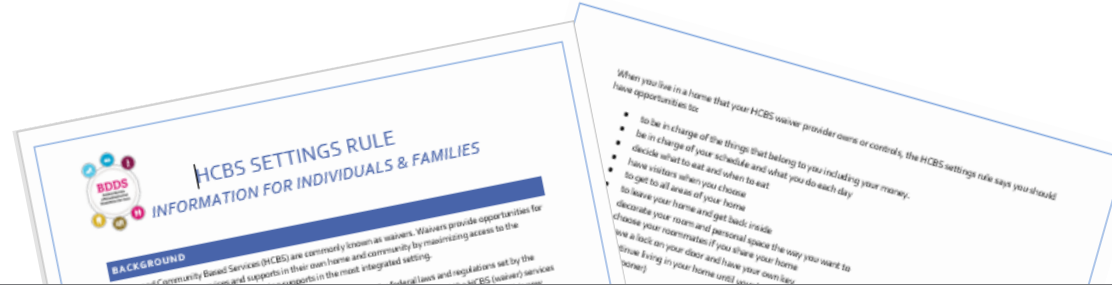


The PCISP demonstrates the individual's informed choice and allows for opportunities for learning.





New and Upcoming Resources



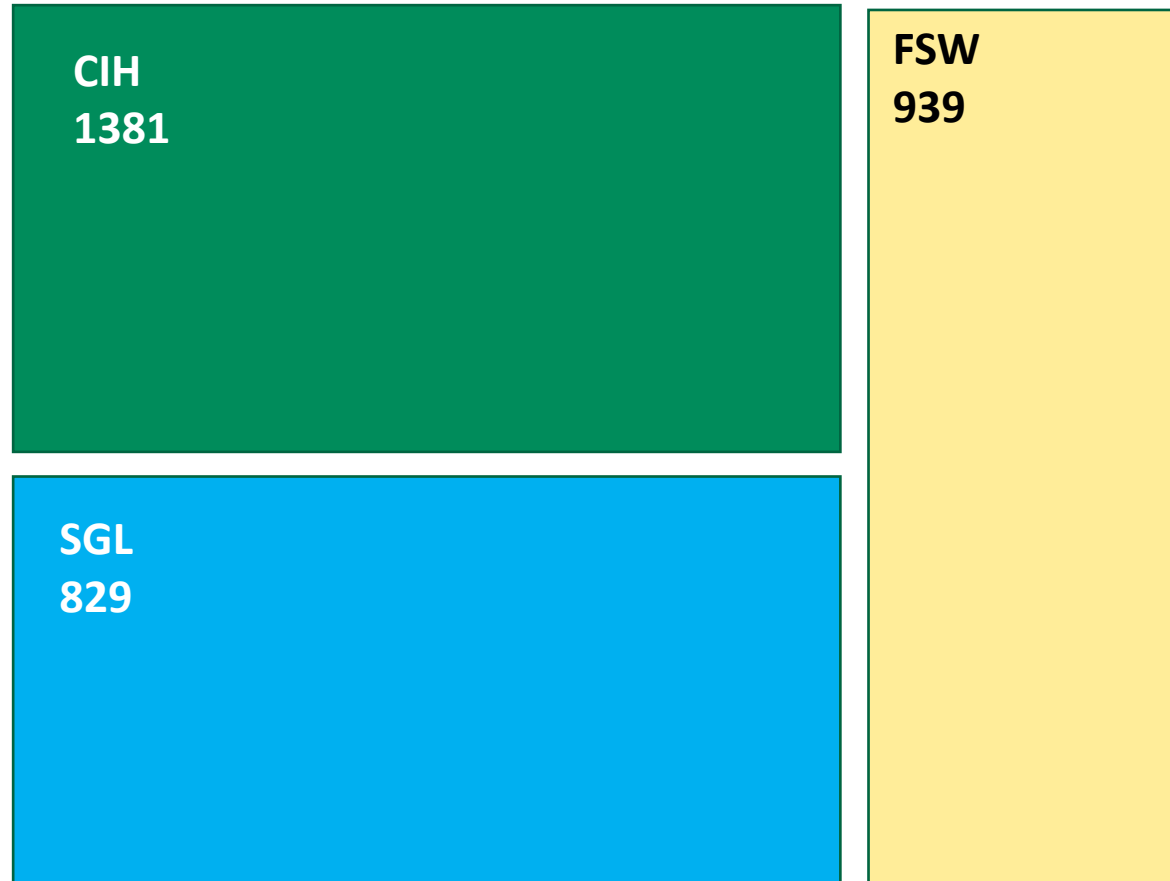


COVID-19 Updates and Discussion

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



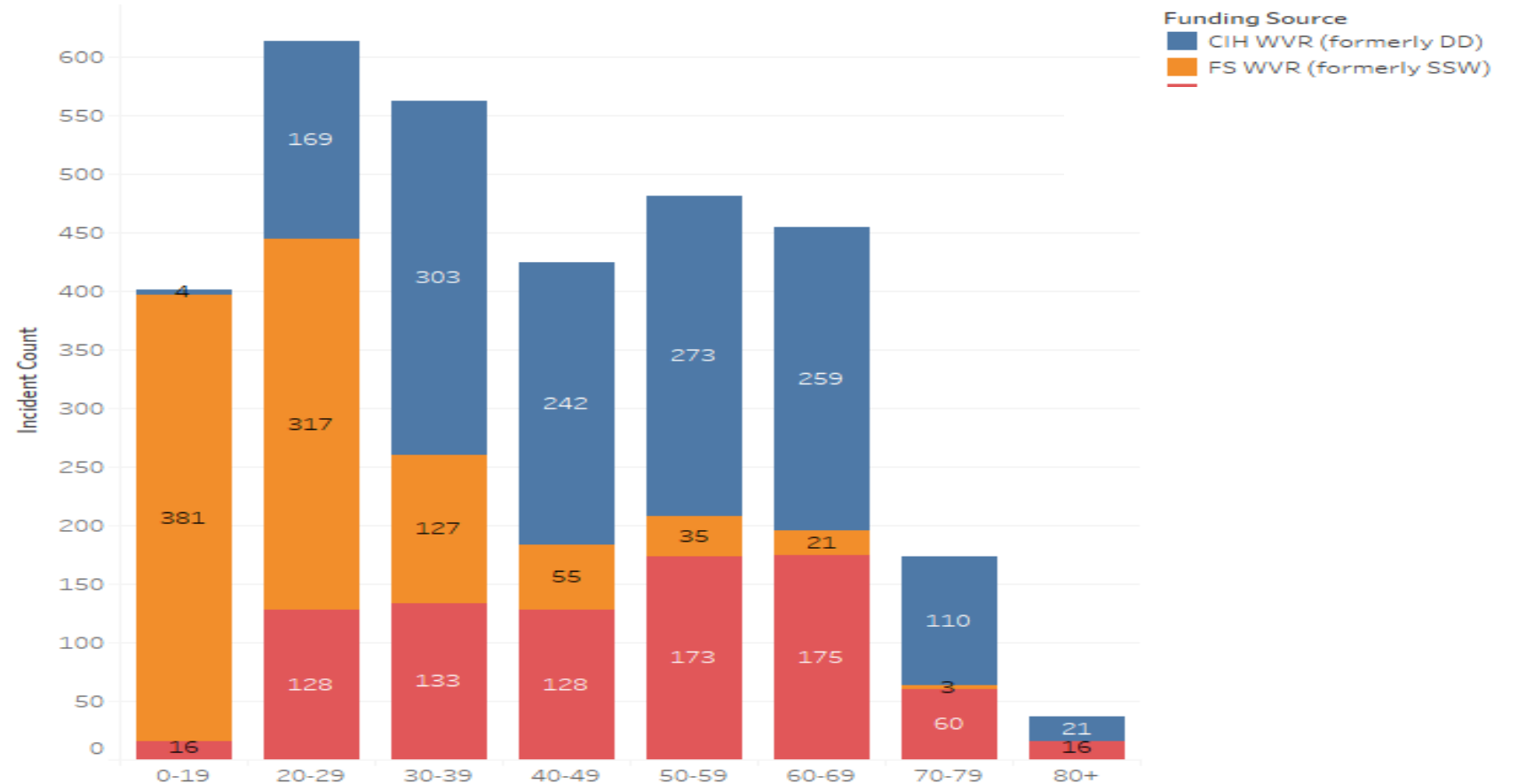
COVID-19 Data: Total Number of BDDS COVID Positive Cases



Total Cases: 3149
Total COVID-Related Deaths: 56



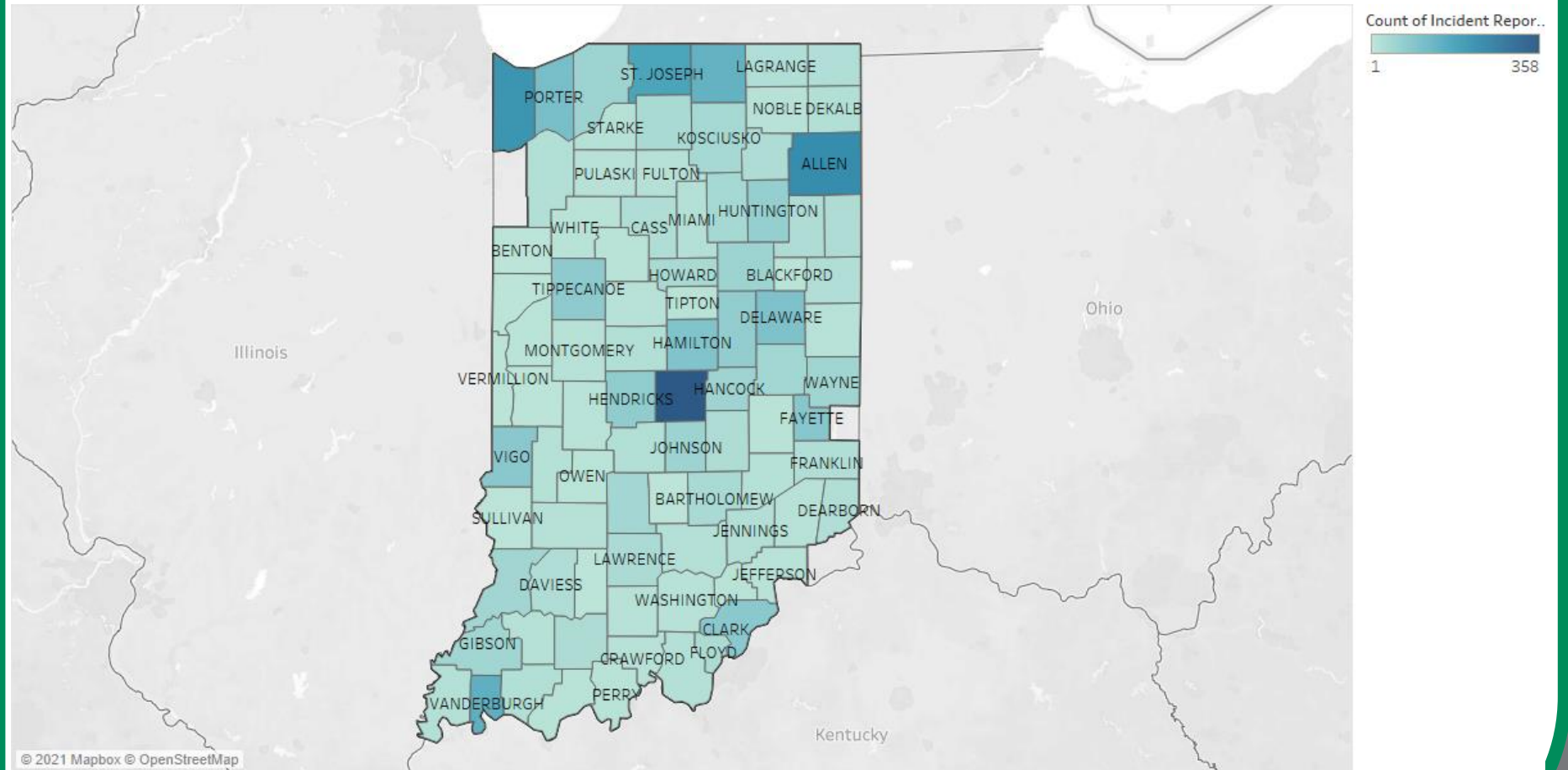
COVID-19 Data: Age Among Unique COVID Positive Cases





COVID Positive Cases by County

3149 Total Cases
Data as of 3/15/2021



Total COVID-related deaths- 56



COVID-19 Data: Total Number of Staff COVID Positive Cases

CIH
1335

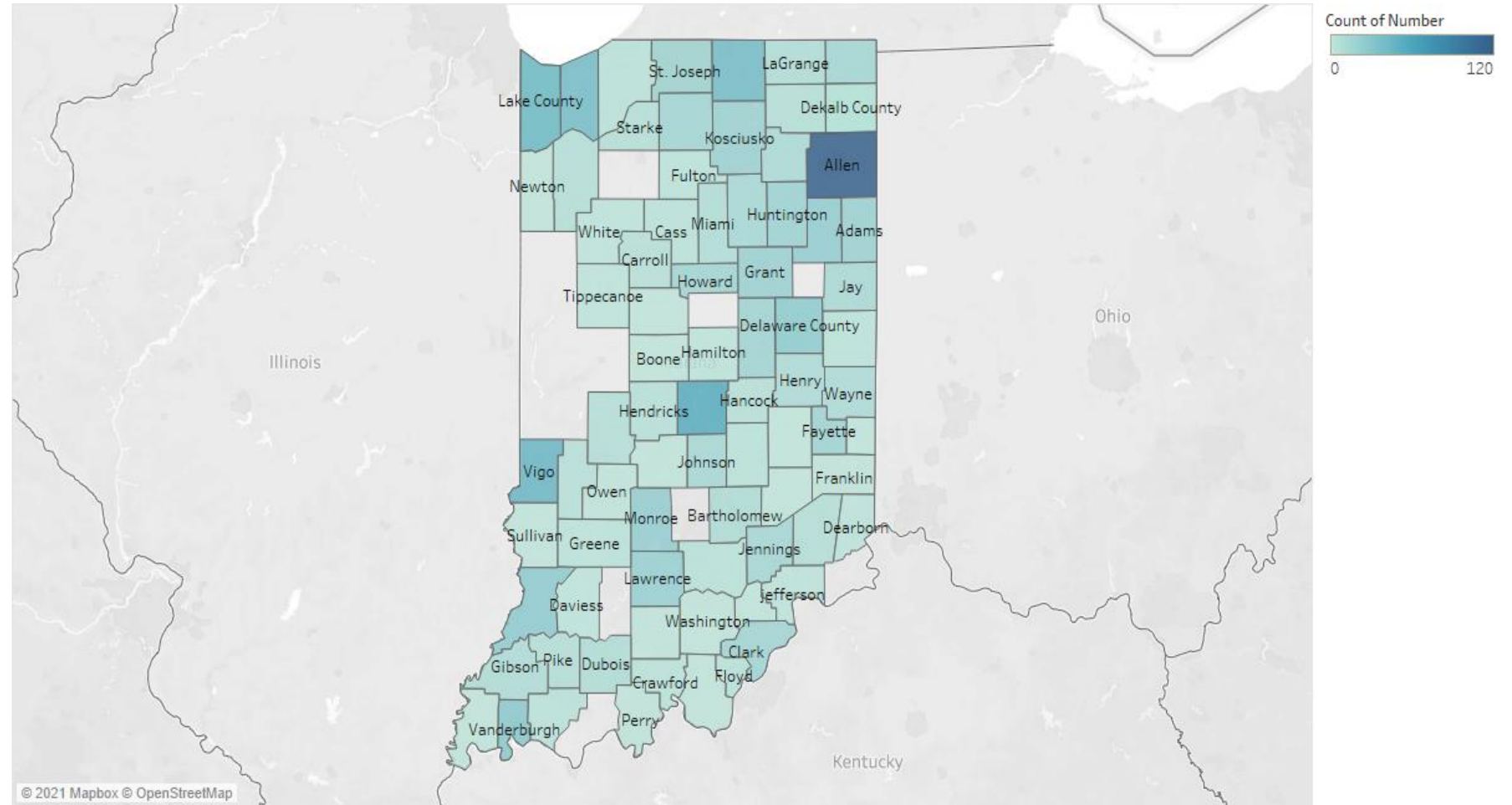
SGL
600

Total Cases: 1935
Total COVID-Related Deaths: 5



COVID-19 Data: Positive Staff Cases by County

1935 Total Cases
Data as of 3/15/2021



Total COVID-related deaths- 5



COVID Updates

- Appendix K
- Provider Grants
- Vaccine Updates



UMKC Institute for
Human Development
Charting the LifeCourse Nexus

Exploring Charting the LifeCourse Integration

Indiana DDRS Advisory Council

March 17, 2021

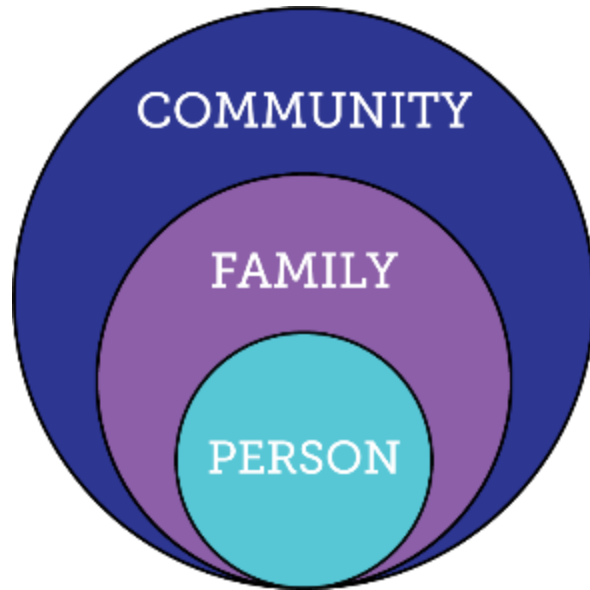
What We Hope to Achieve Today

- Feedback and Ideas: Using the Principle of Trajectory to identify strengths and opportunities
- Focusing on the Life Domains and Experiences
- Using the principle of Life Domains and Experiences to identify strengths and opportunities

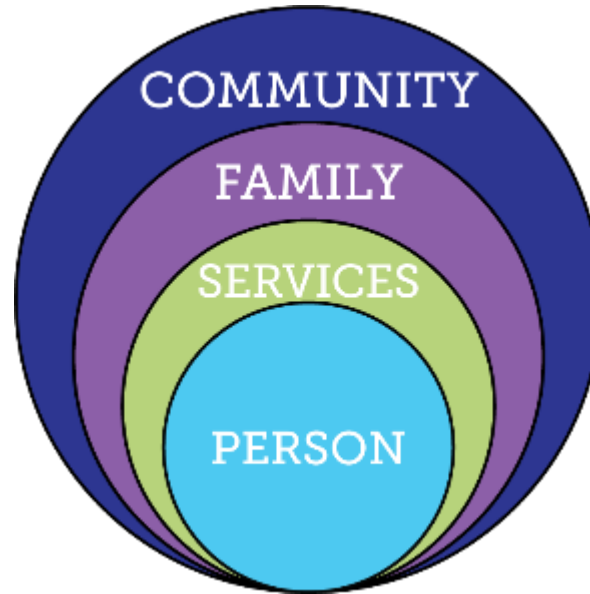


charting the
LIFECOURSE

A Brief Reminder... Why System Transformation?



Everyone exists within the context of family and community

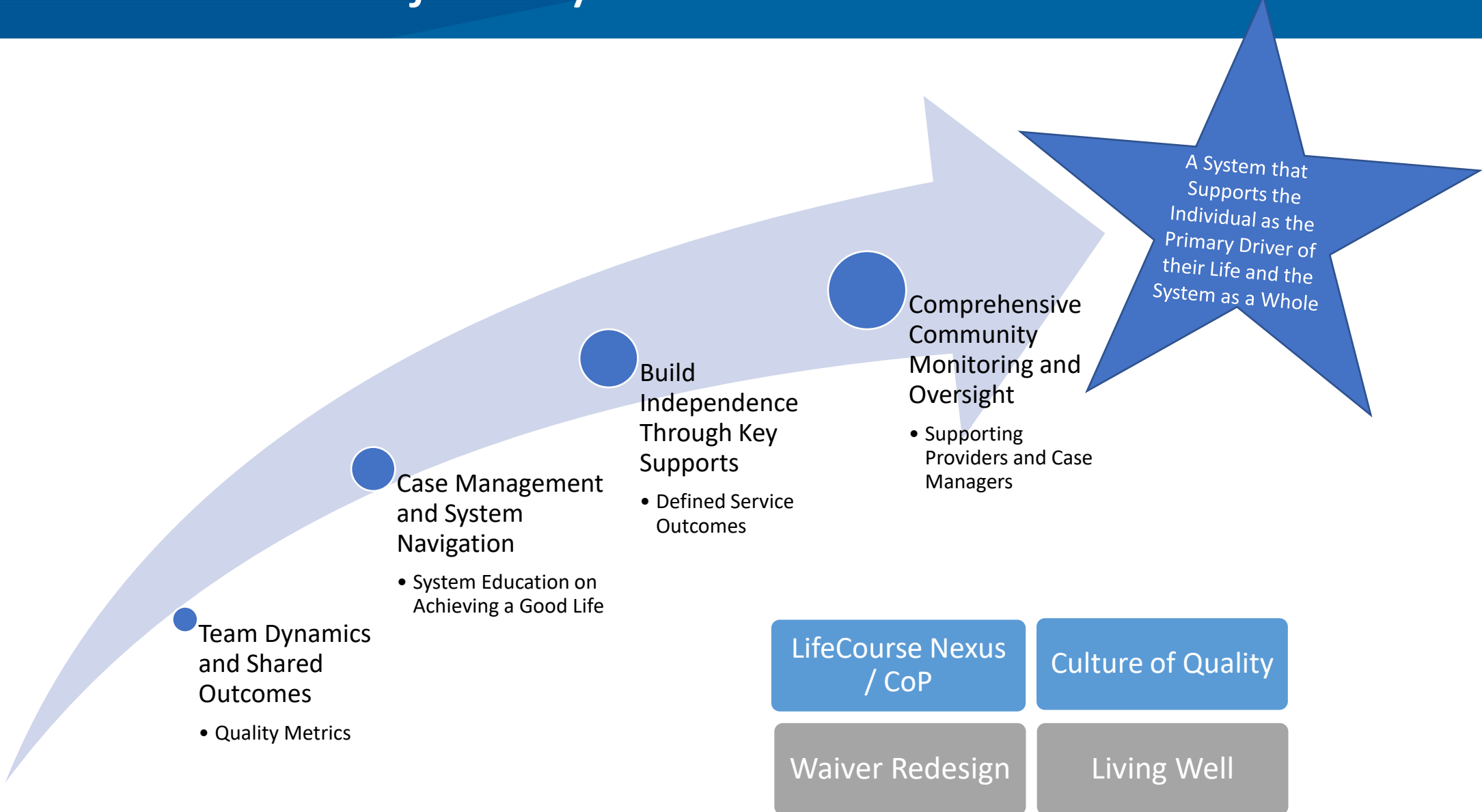


Person in relation to Traditional Disability Services



Integrated Services and Supports within context of person, family and community

A Trajectory Toward Transformation

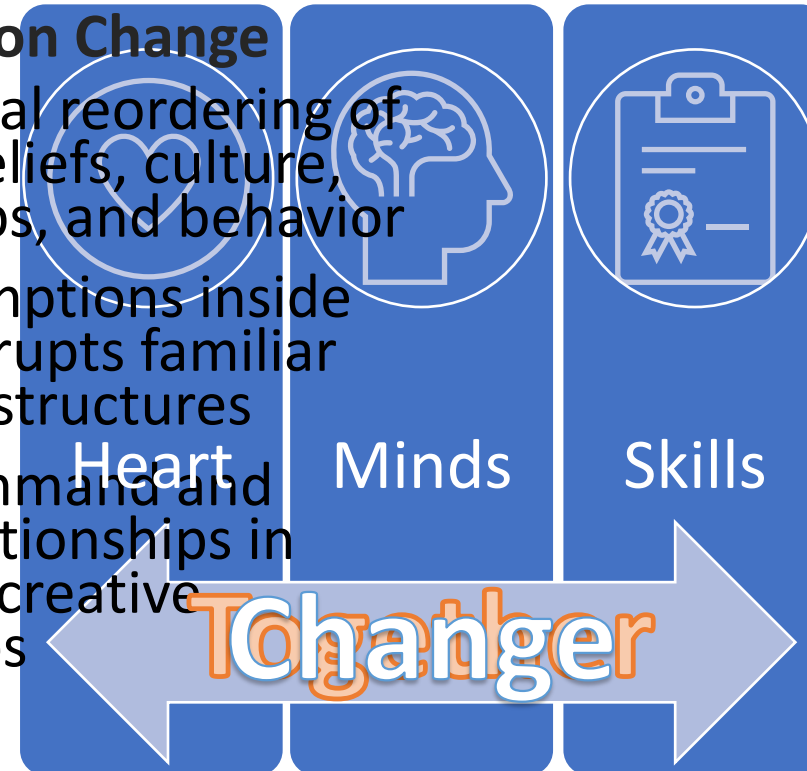


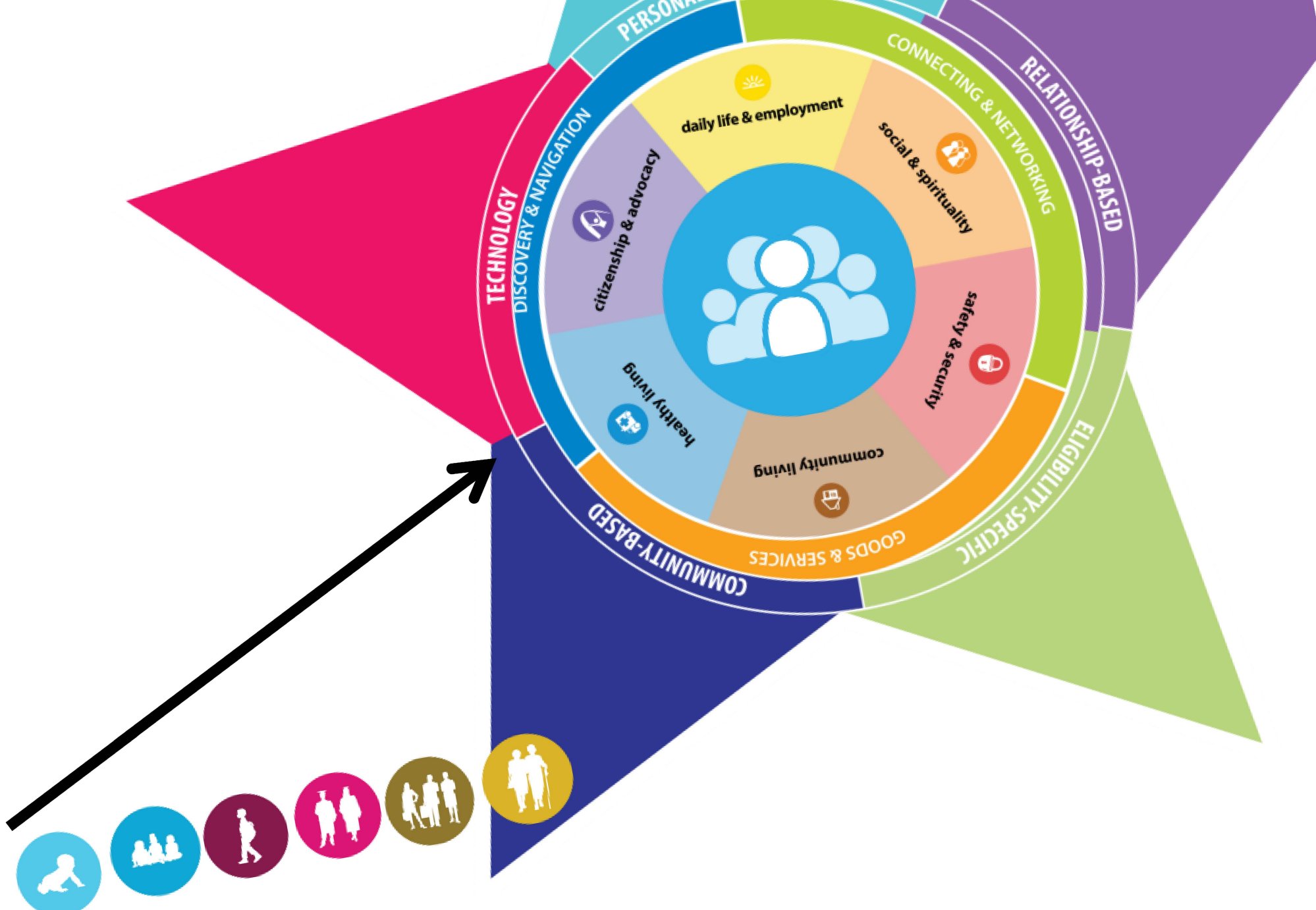
Achieving Transformational Change Together

Alone we can do little,
together we can do much.
– Helen Keller

Transformation Change

- Fundamental reordering of thinking, beliefs, culture, relationships, and behavior
- Turns assumptions inside out and disrupts familiar rituals and structures
- Rejects command and control relationships in favor of co-creative partnerships

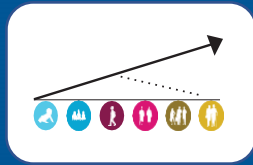






Circling Back: Trajectory and Life Experiences





LifeCourse Trajectory Principle

- **Trajectory for Exploring, Problem-Solving and Planning:** It is important to have a vision for a good, quality life and have opportunities, experiences and support to move the life trajectory in a positive direction
- **Trajectory of Life Experiences:** Individuals and families can focus on a specific life stage, with an awareness of how prior, current and future life stages impact and influence their trajectory.

Summary and Recap of Our Conversation

- What we want/want this would look like...
 - Changes in trajectories (plans) – flexibility for ongoing development
 - Discovery and exploration – truly understanding the person and what they want
 - People in control and driving their life, including defining “what makes this good” and setting expectations
- What we need to consider/do...
 - Culture change – shift in focus/thinking
 - Identify how to put “metrics” around quality of life and achievement of vision/ “important to”
 - Shift from units of service
 - Meaningful, measurable goals
 - Increase utilization of integrated supports
- Strategies/Ideas...
 - Broad community outreach and education
 - Education/empowerment of individuals and families (developing skill sets and confidence for discovery/exploration, informed choice, and meaningful participation)
 - Quality Improvement strategies (at all “levels”) based on individual and family feedback

Person Level:	Entity Level:
Person with a disability	Self-Advocate Organizations
Family members	Family Leader and Navigation Organizations
Direct Support Professionals Personal Care Assistants QDDPs Provider Leadership	Direct Service Providers Provider Networks
Support Coordinators Support Coordinator Supervisors Case Management Leadership	TCM Providers
State Staff <ul style="list-style-type: none"> • Includes support coordinators • support coordinator supervisors • quality enhancement staff 	State DD Agency
Cross System Partners and Stakeholders <ul style="list-style-type: none"> • Governor's Council • DPI • UCEDD 	Cross System

Feedback from your “Homework”

If supporting people to explore and determine their vision of a good life, and then thinking about how supports and services supported the “trajectory” to achieve that vision were our “way of doing business”...

Go to [menti.com](https://www.menti.com)

- What would this look like in our system/how would we see this in a person’s life?
 - How would we know that this was happening?
 - What would be different?
- What needs to happen in order to move toward this aspiration as a reality?
 - In your day to day, personal and professional life, what can YOU do?
 - What can YOUR LANE do to help with these identified priorities/efforts?



Achieving Life Outcomes through a Holistic Focus Across Life Domains

Domains and Experiences



What are the key concepts that stick out to you – what are the most important things about this concept/principle?

Things to Think About as we Reflect

- Based on this principle, what do we want to see for people/in their lives?
- If this were our “way of doing business” – and we saw those things in people’s lives – what would this look like in our “system?”
 - How would we know that this was happening?
 - What would be different?
- In your day to day, personal and professional life, how do you/your organization/your colleagues support moving toward what we want to see for people/in their lives?
- What else may need to happen “in your lane” (your personal/professional affiliations) to move us towards those kinds of outcomes for people?

HOLISTIC FOCUS ACROSS LIFE DOMAINS

People lead whole lives made up of specific, connected, and integrated life domains that are important to a good quality of life. Life domains are the different aspects and experiences of life that we all consider as we age and grow.



Focusing on Life Domains



Daily Life and Employment
(school/education, employment, volunteering, routines, life skills)



Healthy Living
(medical, behavioral, nutrition, wellness, affordable care)



Community Living
(housing, living options, home adaptations and modifications, community access, transportation)



Safety and Security
(emergencies, well-being, legal rights & issues, guardianship options & alternatives)



Social and Spirituality
(friends, relationships, leisure activities, personal networks, faith community)









Citizenship and Advocacy
(valued roles, making choices, setting goals, responsibility, leadership, peer support)

Life Domains and Sub-Domains

“Dinner Party Conversations”

Life Domain	Topics
 Daily Life & Employment	Education
	Employment
	Individual & Family Life
 Community Living	Living Options
	Accommodations and Access
	Transportation
 Safety & Security	Personal Safety
	Public Safety
	Legal and Financial
 Healthy Living	Healthcare
	Disability/Diagnosis Specific
	Fitness and Nutrition
 Social & Spirituality	Personal Relationships
	Leisure & Recreation
	Spiritual Enrichment
 Citizenship & Advocacy	Leadership
	Self/Parent Advocacy
	Supporting Families
	Civic Engagement

Crosswalk with Existing Outcome Measures

LifeCourse Framework		CQL Personal Outcome Measures [®]		
Life Domain	Sub-Topics			
 Daily Life & Employment	Education	<ul style="list-style-type: none"> • People choose where they work • People choose services 		
	Employment			
	Individual & Family Life			
 Community Living	Living Options	<ul style="list-style-type: none"> • People choose where and with whom they live • People use their environments • People live in integrated environments 		
	Accommodations & Access			
	Transportation			
 Safety & Security	Personal Safety	<ul style="list-style-type: none"> • People are safe • People are free from abuse and neglect • People are treated fairly 	<ul style="list-style-type: none"> • People experience continuity and security • People decide when to share personal information 	
	Public Safety			
	Legal and Financial			
 Healthy Living	Healthcare	<ul style="list-style-type: none"> • People have the best possible health 		
	Disability/Diagnosis Specific			
	Fitness and Nutrition			
 Social & Spirituality	Personal Relationships	<ul style="list-style-type: none"> • People are connected to natural support networks • People have intimate relationships • People interact with other members of the community • People have friends 		
	Leisure & Recreation			
	Spiritual Enrichment			
 Citizenship & Advocacy	Leadership	<ul style="list-style-type: none"> • People exercise rights • People are respected • People choose personal goals 	<ul style="list-style-type: none"> • People realize personal goals • People participate in the life of the community 	
	Self-Determination/Advocacy			
	Supporting Families			
	Civic Engagement			

Life Trajectory Worksheet

Life Experiences

Life Experiences

Outcomes

Past Life Experiences

LIST past life experiences and events that supported your vision for a good life.

Chores; boy scouts;
School inclusion/circle of friends;
Birthday parties;
Riding bike;
Family vacations;
Church youth group;
Debit card;
Football manager;
Homecoming king;
Volunteering
High School diploma

LIST past life experiences that pushed the arrow toward things you don't want.

Special education low expectations;
Para glued to Ben's side;
Pressure to segregate;
Medication side effects;
Scoliosis;
Seizures;
Physical barriers;

Future Life Experiences

LIST current/ future life experiences that continue supporting your good life vision.

Volunteer at fire station;
Find more volunteer ops;
Workout regularly;
Keep in touch w/ friends;
Increase alone time;
Go out with friends;
Spend daytime hours out of the house;
Explore micro enterprise;

LIST life experiences to avoid because they push you toward things you don't want.

Sitting at home watching TV all day;
Rely on paid supports;
Gain weight;
Eat unhealthy foods or drink too much Pepsi (caffeine);



Write current age here

25

VISION for a GOOD LIFE

LIST what you want your "good life" to look like ..

Family and friends
Girlfriend
Vacations
Concerts; WWE; Nascar
Tattoos
Money; job or my own business
Volunteer at fire station
Being Tiger football manager
Church
Healthy & fit
Good food; Pepsi
Basketball
Royals baseball
Staying active

What I DON'T Want

LIST the things you don't want in your life...

Poor health, heart disease, diabetes;
Poverty/no money;
Guardianship; institution/group home;
Segregation/isolation; being lonely
Being treated differently;



Looking at Life Possibilities

Innovative



**Traditional
Options**

Very new or undiscovered

Available in most places, inclusive and
community-based

Services that have existed
for a long time



What I do During the Day



Daily Life and Employment

Innovative

- A new possibility

Community-Based

- Micro-enterprise
- College/Tech Schools
- Career
- Military
- Supported Employment
- Volunteerism
- AmeriCorps/VISTA
- Community Day/Respite Programs
- Retirement

Traditional Options

- Sheltered Workshops
- Segregated Day Programs



Where I Live



Housing Options

Innovative

- Not Yet Discovered

Community-Based

- Own home
- Shared Living Space
- Co-op
- Environmental Adaptations
- Independent Supported Living
- Aging in Place
- Technology Supports

Traditional Options

- Training Centers
- Intermediate Care
- Group Homes
- Nursing Homes



How I am Supported



Long Term Services & Supports

Innovative

- A new possibility

Community-Based

- Remote Monitoring
- Assistive Technology
- Time banks
- Human-service coops
- Self-directed Services
- Respite
- Micro-boards
- Companion Model/Shared Living

Traditional Options

- Staff hired by Provider



How I Stay Healthy



Healthy Living

Innovative

- A new possibility

Community-Based

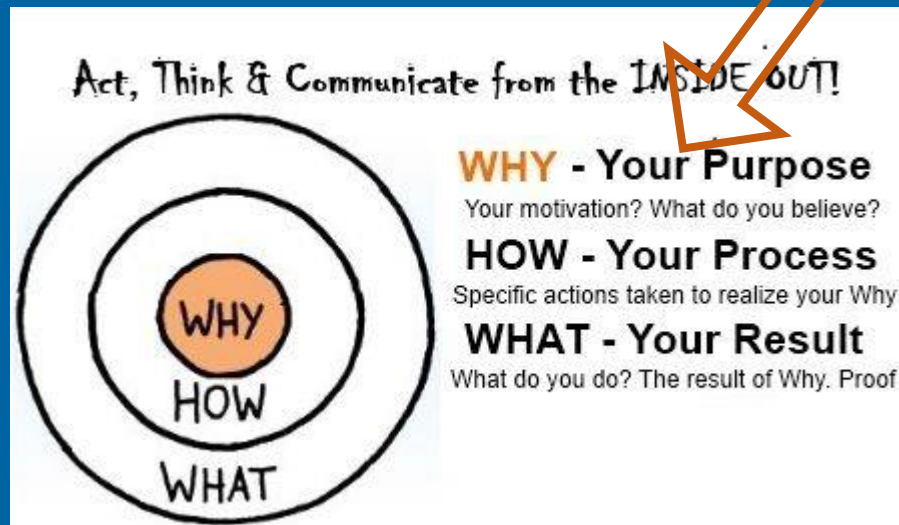
- Gym membership
- Community Health Centers
- Health fairs
- In-home or community based therapies
- Family member or school staff implement therapy
- Unified Sports Special Olympics
- Therapeutic Horsemanship

Traditional Options

- Center-based therapies (PT, OT, Speech)
- Institutional medical care

Using this Lens for System Transformation

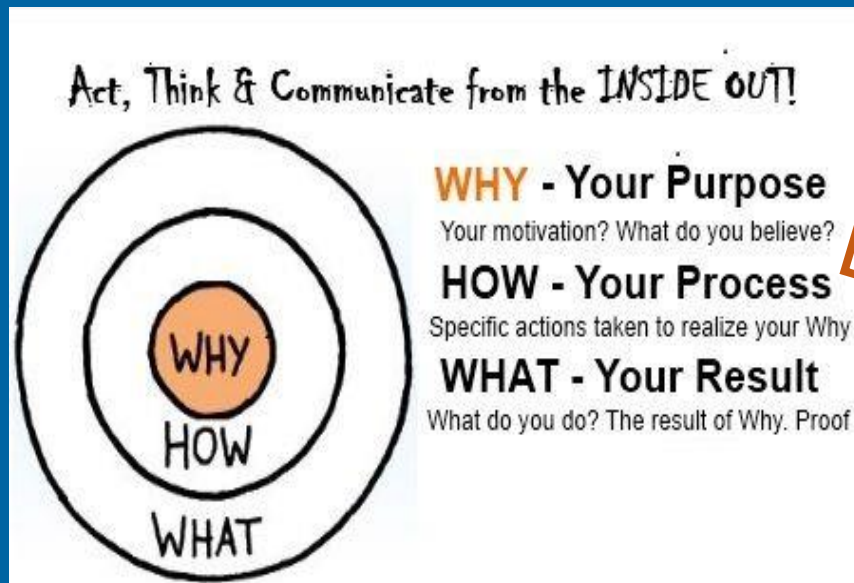
Let's Discuss and Brainstorm!



- Based on this principle, what do we want to see for people/in their lives?
- If this were true in our system, what would this look like?
- How would we know?
- What would be different?

Discussions by “Lane”

Share your personal and professional role (lane) and your ideas



- How does YOUR lane get to the “why” we just discussed?

- What needs to happen in YOUR lane to contribute to the outcomes we are hoping for?

Next Steps

DDRS Advisory Council

- Continue to think about and explore the discussion from today – come prepared to our next meeting to share any additional feedback
- Join our next conversation using the “lens” of the “three buckets”

DDRS Leadership

- Organize and share back feedback during our next meeting

Questions, Reflections, and Next Steps



UMKC Institute for
Human Development
Charting the LifeCourse Nexus

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DDRS Advisory Council Next Meeting

- Next Meeting:
 - Wednesday, April 21
 - 10 am – Noon
 - Location: Zoom