



**Division of Disability and
Rehabilitative Services**
Bureau of Developmental
Disabilities Services



Case Management Innovation *Information for individuals and families*

Background

The Bureau of Developmental Disabilities Services has been engaged in a Waiver Redesign project since 2019. This is a multi-year process to modernize and improve the services and supports available through the BDDS home- and community-based services waivers for individuals with intellectual and developmental disabilities. BDDS sought feedback from individuals and families on waiver redesign through various methods which included family forums, Building Bridges events, surveys distributed to families, Facebook posts, web events and general emails received by BDDS, to name just a few. This feedback shined a light on inconsistencies in the delivery of case management services. It also demonstrated gaps in case manager training, knowledge of waiver and non-waiver resources, ability to facilitate the person-centered planning process focusing on the individual's strengths as well as the importance of the case manager to be a partner and navigator to those BDDS supports.

A focus on case management

Individuals and families have asked for changes to case management therefore as part of the waiver redesign efforts, the Division of Disability and Rehabilitative Services and BDDS is focusing efforts on Case Management Innovation. Case management is the foundation upon which all other HCBS services and supports are coordinated and is a federally required service for everyone receiving waiver services. With this in mind, BDDS is compelled to ensure all individuals with disabilities and their families supported through BDDS HCBS waivers experience high quality, consistent case management support.

Through this initiative, DRS and BDDS are utilizing a 1915 (b)(4) selective contracting waiver which provides a structure for BDDS to work more closely with a limited number of case management organizations to improve the skills and knowledge of case managers serving persons on the Family Supports Waiver and Community Integration and Habilitation waiver. All current case management organizations, along with any other interested companies, were invited to submit a proposal through a request for services process. A third-party vendor is leading this process to ensure all proposals are scored solely on their merits and without prejudice. Case management organizations with the highest scores will be selected to provide services. Payments for services will continue through Indiana Medicaid. Those case management organizations who are selected will be announced on Oct. 1, 2021.



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BDDS commitment to individuals and families

As we work through Waiver Redesign and particularly Case Management Innovation, we have a transition plan and communication steps with individuals and families to help everyone understand and work through this change. BDDS is committed to making this transition as easy as possible for individuals and families. To that end, we are committed to:

- Developing and implementing transition plans that reduce the disruption to your life.
- Communicating regularly to keep you up to date on progress as we move towards the available options of case management companies.
- Supporting you throughout the transition.

Timeline

- Selected case management organizations will be identified and announced Oct. 1, 2021.
- If your current case management organization is not chosen on Oct. 1, you will need to choose a new case management organization from the selected companies by Dec. 1, 2021.
 - You will receive additional information to support you through this transition if your current case management organization is not chosen.
 - You may contact your BDDS District Office if you have additional questions or visit the [Case Management Innovations](#) webpage for updates.
- All individuals must have one of the selected case management organizations effective Jan. 1, 2022.
- Individuals can choose any approved case management company they wish. If your current case management company is chosen, you can stay with them or choose a new case management company.

For more information

We encourage individuals and families to visit the [Case Management Innovations](#) webpage for updates and review of the FAQ.

Anyone with questions is urged to discuss these with your local BDDS office service coordinator or submit them to DDRSwaivernoticecomment@fssa.IN.gov.



What you should expect from your case manager

1. Voice and Choice:
 - a. Your voice and your choice are the most important and will be treated as such by your case manager.
 - b. Your case manager will support and encourage you in self-advocacy.
 - c. Your case manager will recognize the importance of your long-term connections and relationships with others.
 - d. Your case manager will support you in making new connections and building more relationships.
 - e. Your case manager will support you in identifying your team.
 - f. Your case manager will support you in leading your team and in the planning process.

2. Person-Centered:
 - a. Your case manager will advocate with you.
 - b. Your case manager will support you and the rest of your team in your journey toward your best life as you define it.
 - c. Your case manager will ensure that the focus of services and supports is about you and your desired outcomes.
 - d. Your case manager will help you understand your rights.

3. Strengths-Based
 - a. Your case manager will always work with a focus on your strengths.
 - b. Your case manager will assist you and your team in identifying and building on your strengths.
 - c. Your case manager will ensure that your team focuses on your strengths and what you do well.
 - d. Your case manager will help your team work together, flexible, and see value in differences.

4. Individualized:
 - a. Your case manager will ensure that your team develops and implements a set of strategies, supports, and services that are unique to you and your goals.
 - b. Your case manager will problem solve with you and your team when there are bumps in the road.
 - c. Your case manager will help coordinate services and supports to achieve your good life.



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- d. Your case manager will help you access supports beyond just those available on the waiver.
5. Culturally Competent:
 - a. Your case manager will always show respect for your values, beliefs, culture, identity, and preferences.
 - b. Your case manager will interact in ways that demonstrate respect for diversity in expression, opinion, and preference.
 - c. Your case manager will work with you and members of your team to ensure you receive culturally competent services and supports extend beyond the team meetings.
 - d. Your case manager will effectively and efficiently communicate with you by whatever means you prefer, including accommodating individuals with limited English proficiency.
 6. Team-Based Collaboration:
 - a. Your case manager will coordinate and facilitate a team-based approach.
 - b. Your case manager will foster relationships and communication among all team members.
 - c. Your case manager will ensure that your team is supporting you in reaching your desired outcomes.
 7. Improved Connections:
 - a. Your case manager will be an advocate in supporting you.
 - b. Your case manager will support you in navigating using paid and non-paid supports to access opportunities to form new connections, see new environments, and allow for new experiences.
 - c. Your case manager will be your partner in the process.
 8. Unconditional:
 - a. Your case manager will not give up on you.
 - b. Your case manager will ensure your team's commitment to supporting you in your journey regardless of outside circumstances.
 9. Outcome Based:
 - a. Your case manager will support you and your team in connecting your desired outcomes in your PCISP in your journey.



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- b. Your case manager will meet with you regularly to discuss what is currently happening in your life and whether that is helping you move to your vision of a good life.
- c. Your case manager will revise your PCISP as you achieve outcomes, grow, or change your preferences.
- d. Your case manager will always keep you first in mind by helping to work out any problems that may be happening so that you can achieve your best life.