

# possibilities

An IPMG magazine for individuals receiving  
waiver services and their advocates  
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ipmg



Developed for Hoosiers receiving waiver services and their advocates, *possibilities* is an ezine designed to bring the latest, most relevant information to IPMG Consumers. Our goal is to provide a focus on the trends and happenings that affect waiver recipients and their families, and to address Consumer needs by providing inspiration, information, and resources.



This ezine is an interactive pdf. To move to the next page or back to the navigation page, click on the dotted arrows within the orange circle. We encourage you to download this ezine and share *possibilities* with others who may be interested.

Until next issue, here's to expanding your possibilities!

Visit IPMG online at [www.gotoipmg.com](http://www.gotoipmg.com).





## **Hoosier Creates Happiness in Her Community**

*Learn how this Lowell resident uses her skills to enhance the lives of others through volunteer work*



## **IPMG, Community Assists Consumer with Rebuilding After Flood**

*Read how IPMG helped one Consumer regain her independence and begin to rebuild her life*



## **What is IPMG's Powerful Parents and Consumers Network?**

*Find out what this powerful resource for waiver recipients and their advocates can offer and more about upcoming meetings*



## **Professional Skill Set and Rigorous Training Creates Qualified IPMG Case Management Professionals**

*Understand the requirements IPMG sets for case management professionals, and how the training and skill set of each IPMG team member works for you*



## **A Greater Understanding**

*This regular column is dedicated to further explaining an important aspect of Indiana's waiver program. This issue's focus: What are case management services?*



## **Links**

*A short list of noteworthy resources, including links to online resources that may be of value to you!*





## Hoosier Creates Happiness in Her Community

Crown Point — Megan Beier moves down the hallways of St. Anthony Home, greeting residents and delivering sincere smiles to each person she sees. For many of the residents, they'll receive and review the mail she brings, but it's Megan they will remember.



The bright sunlight that pours in the windows of the Franciscan community in Crown Point complements Megan's pink wheelchair as she rolls through the building. For the residents at St. Anthony's Home, Megan's ability to spread happiness is unmatched.

"She brings joy into a room—just lights it up," said Nancy Hall, Megan's mother. "Volunteering at St. Anthony has been a terrific thing for Megan, too, who used to spend that time doing things she wasn't very interested in. Now she really looks forward to her volunteer role and being involved in the community."

As one of more than 10,000 Indiana residents receiving a Medicaid waiver, Megan receives case management services from Indiana Professional Management Group (IPMG). Her case manager, Jenny Stinnett, advocates for Megan to help utilize her waiver funds to meet her needs and move her closer to her dreams, which for Megan includes volunteering within the community.

"The key to advocating is to not give up, to keep seeking the right opportunity for the waiver recipient," explained Stinnett. "Most people see Megan's wheelchair and the cerebral palsy before they see Megan, and miss out on all she has to offer. As her advocate, I see her possibilities."

As the sole provider for case management services in the state of Indiana, IPMG provides a variety of services to the waiver recipient and his or her family. Like every Hoosier receiving an Autism, Developmental Disabilities, or Support Services Waiver, Megan works with her case manager to determine the best use of her waiver, which includes re-evaluating her choices as her needs and interests change.

"When IPMG became the sole provider of case management services for the state, Megan was only utilizing about half of



## Hoosier Creates Happiness in Her Community, continued...


the funds available through her waiver,” explained Stinnett. “Her parents just weren’t aware of all of the opportunities the waiver could provide. I was able to help them evaluate the options that best fit Megan’s needs and interests. The family and Megan then selected the service providers they wanted to work with.”

“Megan uses her entire waiver amount today,” said Stinnett, “which ensures she can continue to have support personnel accompany her during her volunteer times and provides needed respite for the family, as well.”

For St. Anthony, the dedication and assistance of a support person during Megan’s volunteer time was critical and welcome. Nannette Black, an employee of Help@Home, makes the rounds with Megan throughout St. Anthony’s and serves as Megan’s assistant. Black is one of several employees who work for the service providers selected by Megan and her family to assist Megan with her needs.

Designed to meet the needs of individuals with developmental disabilities, Indiana’s Waiver Program often also helps the waiver recipient’s family maintain financial stability. “Without the waiver, I would probably have to quit my job in order to care

for Megan full-time and it would be tough on us to pay for the services she needs,” said Hall. “We would make do some way in order to get those services, but the waiver makes it so much easier. I’m grateful I can keep my job and that she receives reliable and engaging support while I’m working.”

As a special education teacher at Crown Point High School, Hall has met many students with developmental disabilities who are not receiving a waiver. “I push their parents to get their child on the waiver wait list,” said Hall. “It’s so important to the families, and it provides the person with the disability so many other options in their life.” 

*IPMG is a statewide organization that quickly and creatively responds to the needs of people with developmental disabilities by forming solutions that endure. Successfully meeting the needs of waiver recipients is paramount to all aspects of the organization. IPMG’s innovative, 21<sup>st</sup> Century case management services empower individuals with intellectual and developmental disabilities to achieve their goals and thrive in their communities.*

*For more information on St. Anthony Home or IPMG, visit [www.stanthonyhome.com](http://www.stanthonyhome.com) or [www.gotoipmg.com](http://www.gotoipmg.com).*



## IPMG, Community Assists Consumer with Rebuilding After Flood



Franklin — Cristy Robinson wipes away the tears as she recalls the day that her Johnson County neighborhood flooded. “When the water started coming up, I never thought it would ever get to my house,” she said. “But when it did, boy, was I really scared, but I tried hard to be brave.”

The effect of the flooding was amplified by the 26-year old Edinburgh resident’s situation. As an individual with a developmental disability, Robinson, who is paralyzed from the waist down, relies on a motorized electric wheelchair and other specialty equipment to assist her throughout the day. Along with her personal belongings and a handicap-accessible place to live, Robinson’s vital medical equipment was also lost or damaged during the flood.

When Indiana Professional Management Group (IPMG) Supervisor Melissa Nightingale first found out about Robinson’s situation, she immediately took action. In this circumstance, Nightingale’s

primary concern was Robinson’s health and welfare.

“My first objective was to find Cristy, and Steve and Cindy, her parents, whom she lives with,” she said. “At the time, standard land lines weren’t working well locally, cell phone service was out in many places, and no one was at the flooded home.” After following a series of leads provided by Robinson’s neighbors in Edinburgh, Nightingale tracked down Steve Rottinghouse, Robinson’s step-father, at a local business.

“It was different when Melissa showed up. It really surprised us that there was someone out there who could help us, because we hadn’t found any help for Cristy at that point. We tried the Red Cross and our insurance company, and they both said they couldn’t help us. We just didn’t know what to do,” said Steve. “And then Melissa showed up and got to work.”

A quick discussion about Robinson’s current situation made it clear the best type of creative assistance Nightingale could provide should be finding Robinson’s adequate, accessible living arrangements.

“She was staying at a home that was not wheelchair accessible and she couldn’t access the shower,” explained Nightingale.





## IPMG, Community Assists Consumer with Rebuilding After Flood, continued...

“Cristy was sleeping on a couch rather than a hospital bed as she requires.”

Nightingale made an after-hours call to Teresa Human, Program Director for Putnam County Comprehensive Services, during which she explained Robinson’s situation and the need for immediate placement into a new residence. Within hours, Human located an available wheelchair-accessible apartment.

In order to provide emergency housing for her, IPMG South Central District Director Kathyleen Tompkins made contact with the State of Indiana with a request for collaboration to meet Robinson’s need.

“The State was immediately responsive to meeting Cristy’s needs,” stated Tompkins. “IPMG maintains a close, working relationship with the Division of Disability and Rehabilitative Services, and the quick response to this circumstance is reflective of that.”

A part of Indiana’s Family and Social Services Administration (FSSA), the Division of Disability and Rehabilitative Services (DDRS) ensures the federally-mandated waiver program is administered according to Medicaid requirements.

“In addition to ensuring the health and safety of the people we support, we work with each individual to help them achieve

goals of independent living and full inclusion in the community. Quickly addressing the needs of people with disabilities during the flooding disaster was critical to enable them to regain their independence,” said Adrienne Shields, Deputy Director for Division of Disability and Rehabilitative Services (DDRS).

“This example shows the State of Indiana’s dedication to meeting the needs of people with disabilities. It is critical that Indiana be flexible and responsive, especially during times of natural disasters,” said Peter Bisbecos, Director of DDRS for the State of Indiana.

Within 24 hours of Nightingale’s contact with Robinson and her family, Robinson was moving into the wheelchair-accessible apartment in Franklin.

In order to maintain Robinson’s independent lifestyle, having access to transportation services was a critical factor when looking for a location. “From this apartment, I can use Johnson County Access to get to work,” said Robinson, who has worked for TJ Maxx in Greenwood for seven years. Johnson County Access also donated funding for Robinson to use toward transportation costs while at her temporary home.

“It was tough on her for a few days because my wife and I couldn’t get her to the places



## IPMG, Community Assists Consumer with Rebuilding After Flood, continued...

she goes—she stays busy working and bowling and stuff, and she couldn't do that when this happened," explained Steve. "But she can now. IPMG found a place for Cristy that works great for her until we can all go home."

For Robinson and her mother, Cindy Rottinghouse, the temporary living arrangements have been a major adjustment. "As her parents are staying with relatives until the remodel is complete, this is the first time Cristy has resided somewhere other than her parents' home," explained Nightingale. "They are both adjusting pretty well, considering the pace at which all of this occurred and all of the changes Cristy and her family have had to make."

Robinson chuckled at Nightingale's comments, adding, "Boy, there have been a lot of changes, that's for sure, like living by myself. I was afraid at first, because it was something new for me. But now—no offense to my parents—I kind of like it!"

After securing the new residence and ensuring transportation needs were met, other immediate needs—including medical equipment, medicine, and clothing—became Nightingale's priority. For these, she organized community resources to support and fulfill Robinson's needs.

In addition to assisting with locating the apartment for Robinson, Putnam County Comprehensive Services' Greenwood office also provided a donation for clothing and personal items. The Medicine Shoppe in Greensburg, who is working with IPMG to obtain a new hospital bed and donated a number of personal items, hand-delivered Robinson's medicine to her at her new apartment in order to help her meet her medication schedule. Additionally, Nightingale secured other important donations from the community, including a dresser, TV, lamps, and other needed items for Robinson's temporary home.

"I'm really thankful for everything Melissa and everyone else did to get me here," said Robinson, as she shared a hug with Nightingale at the new apartment. "I just don't know what would have happened without you and everyone who's helped!"

With Robinson's needs met, the Rottinghouse's can now focus on rebuilding their home. "Having Cristy's needs taken care of has made a huge difference to us during this chaos," Steve said. "My wife can keep working and bring in income since I'm disabled, and I can help make sure the house gets worked on."

"Knowing Cristy is in a safe, accessible environment, and that she has what she



## IPMG, Community Assists Consumer with Rebuilding After Flood, continued...



needs, gives her parents a sense of relief so that they can focus on rebuilding,” said Nightingale. “Our core ethic—that the needs of the Consumer are paramount—is what drives each of us at IPMG, and I love what I do. It’s fulfilling to be able to assist when someone is really in need, especially during a disaster situation.”

“Supervisor Melissa Nightingale exemplifies the quality case management provided by IPMG. Constantly ensuring the health and safety of more than 10,000 individuals served by IPMG is part of our core value,” said Tompkins.

As with many flood victims, the Rottinghouses lost everything and did not have flood insurance, but are eligible for some FEMA assistance to help rebuild their home on Lind Drive, which will take about a month. But the real generosity has come from the community.

Many of the Rottinghouse’s neighbors in Edinburgh—some affected by the flood, others untouched—are helping with rebuilding of the Rottinghouse home, making it better than before. A local contractor, J/R Shelton, stepped up to provide assistance with not just renovation and repair of the water damaged home, but also a remodel to better match Robinson’s needs.

With the remodeling of the home, her parents are able to provide their daughter with a larger space to live. Family, friends, and local business volunteers will help install handicap-accessible and living upgrades, such as widened doors and larger windows that will enhance Robinson’s living area at the home.



In the meantime, as the work on Lind Drive continues, everyone is looking at the bright side of things—and toward drier weather—as they work to rebuild their lives and bring their family back together under one roof. ☺



## What is IPMG's Powerful Parents and Consumers Network?

IPMG's Powerful Parents and Consumers Network is an action-oriented network that provides accurate information and rich resources to people receiving waiver services and their loved ones.

This united force is dedicated to empowering and informing individuals with developmental disabilities and their families and advocates. Members include parents, guardians, and Hoosiers receiving services for Autism, Developmental Disabilities, and Support Services Waivers. Although IPMG's Powerful Parents and Consumers Network focuses on topics most relevant to people receiving waiver services, those not currently receiving a Medicaid waiver are also welcome to attend.

This network of leaders meets monthly in well-structured meetings that provide and discuss important updates, local community resources, and key topic discussions on waiver-related initiatives and information. Members also share positive experiences between chapters in an effort to find resolutions that benefit all members.

### Built to Engage and Empower

Representing the real needs in the community they live, IPMG's Powerful Parents and Consumers Network extends IPMG's commitment to assist Hoosiers

with developmental disabilities. Many meetings include guest speakers who are invited by IPMG to attend and discuss topics of direct interest to members. Additionally, IPMG district directors, supervisors, and case managers attend chapter meetings, providing direct contact and an opportunity to build close connections for all in attendance.

Each chapter is run by IPMG district leadership and individuals/advocates who are members. This structure ensures that each chapter is addressing the subjects that are pertinent and relevant to members.

IPMG's Powerful Parents and Consumers Network provides a structured, empowered platform for individuals to gain accurate and actionable information that meets members' unique needs.


### Gain Strength through Membership

Individuals and their advocates who join IPMG's Powerful Parents and Consumers Network have the opportunity to meet other individuals, families, and advocates.





## What is IPMG's Powerful Parents and Consumers Network? continued...

Members engage in programs and initiatives beneficial to those with developmental disabilities and their families. As a member of IPMG's Powerful Parents and Consumers Network, individuals and their advocates are empowered to stay up-to-date on important changes within Indiana's Waiver Program as they create stronger relationships with IPMG leadership and other waiver recipients. 

### Join a chapter near you!

IPMG's Powerful Parents and Consumers Network meets locally in chapters throughout the state. In addition, chapters are developing throughout the state of Indiana. Currently, four chapters are active. For more information or to join the Powerful Parents and Consumers Network nearest you, contact Richard Wherry, Powerful Parents and Consumers Network Liaison, at [r.wherry@gotoipmg.com](mailto:r.wherry@gotoipmg.com) or call him at (866) 672-IPMG (4764), ext. 257.

**Marion:** Meets the third Wednesday of every month 6:30 pm local time.

July only:

Old National Bank  
100 South Washington Street, # 1  
Marion, IN 46952

After July:

Marion Public Library  
600 South Washington Street  
Marion, IN 46953

**Merrillville:** Meets the last Thursday of every month

8585 Broadway, Suite 860  
Merrillville, IN 46410

Meeting Starts 6:15 pm local time.

**Evansville:** Meets the third Thursday of every month

Evansville-Vanderburgh Library  
Oaklyn Branch Community Room  
3001 Oaklyn Drive  
Evansville, IN 47713

Meeting Starts 6:30 pm local time.

**Ft. Wayne:** Meets the second Tuesday of every month

Allen County Public Library  
900 Library Plaza  
Ft. Wayne, IN 46802

Meeting Starts 6:30 pm local time.



## Professional Skill Set and Rigorous Training Creates Qualified IPMG Case Management Professionals

*By Deborah Schroeder, IPMG Director of Human Resources*

IPMG professionals help every individual create the life they desire through consistent, dignified, and dedicated person-centered case management. With skills originating from a deep, creative base of qualifications that are held to the highest ethical standards, our professionals are supported by continuously-evolving technology and ongoing training that ensures this level of service is upheld on all levels of the organization.



To ensure this, IPMG prides itself in hiring professionals who can bring a deep level of professionalism and skill to waiver recipients as we continue to elevate the standards for case management for all Hoosier waiver recipients.

Many IPMG professionals have diverse backgrounds in other areas of the human services field, such as special education and nursing, and their knowledge of those

fields enriches the creative services they can provide.

In addition to having a tightly-defined and required set of skills, IPMG ensures employees are qualified to perform professional case management for waiver recipients with a comprehensive training and mentoring program. All employees are required to move through this training process—regardless of their previous case management experience—in order to ensure the quality and consistency of our services is held to the high levels of professionalism IPMG Consumers have come to expect.

Upon hiring, IPMG case management professionals receive 24 hours of rigorous classroom training plus a minimum eight hours of supplemental training. As part of a close collaboration between IPMG and the State of Indiana, the training curriculum used by IPMG is approved by the State of Indiana’s Family and Social Services Administration (FSSA).

After the initial training is completed, each professional is assigned a mentor: another



## Professional skill set and rigorous training, continued...

IPMG professional with job knowledge and IPMG case management experience who serves as a resource and guide through the first six months after training.

Additional company-wide training occurs as new technology, information, or methods are developed. This training may be provided within the district by IPMG District Directors, or conducted through web-training sessions.

In addition to the guidance supplied by the mentor, all new IPMG professionals participate in a series of job shadowing with a fellow IPMG contemporary.


Job shadowing consists of several opportunities to follow another IPMG professional through their day as they advocate on behalf of Hoosier waiver recipients. The purpose of this training method is to show new IPMG professionals firsthand the inspired methods and inventive techniques that help waiver recipients move closer to their dreams.

Each IPMG case management professional is also assigned a supervisor, who is responsible for serving as a constant guide throughout their IPMG career.

Along with the case manager and supervisor, each Hoosier waiver recipient has a

complete IPMG team who works to advocate on their behalf. Every effort is made by IPMG to provide the latest training to each employee in order to build and maintain the most qualified set of case management professionals available for each waiver recipient.

By implementing a consistent and ongoing training program and hiring new employees with strong, transferable skills and a high level of empathy and energy, IPMG ensures every available IPMG case management professional is a highly qualified selection for Consumers and their families.

This dedication to the training of highly-skilled and deeply qualified professionals enables IPMG to deliver case management services that support every individual to express their hopes and dreams, bring out their unique talents, and reach their distinct and individual goals. 





## A Greater Understanding: What are case management services?

According to the State of Indiana's Administrative Code, case management services are defined as "a comprehensive service comprised of, but not limited to, the following:

1. Assessment of an individual to determine the individual's:
  - (A) functional impairment level; and
  - (B) corresponding need for services.
2. Development of a care plan addressing an eligible individual's needs.
3. Supervision of the implementation of appropriate and available services for an eligible individual.
4. Advocacy on behalf of an eligible individual's interests.
5. Monitoring the quality of community and home care services provided to an eligible individual.
6. Reassessment of the care plan to determine the continuing need and effectiveness of the community and home care services provided to an eligible individual under this article.
7. Provision of information and referral services to individuals in need of community and home care services."

As the sole provider of case management services for Hoosiers receiving an Autism, Developmental Disabilities, or Support Services Waiver, IPMG is dedicated to meeting and exceeding these state guidelines by providing creative solutions that meet the needs of Medicaid waiver recipients.

IPMG is an organization of approximately 350 professionals that work together to advocate for each waiver recipient's needs, goals, and dreams. This team includes a case manager who serves as the primary contact for your IPMG team, as well a number of other IPMG professionals.

As part of the case manager's responsibilities, he or she maintains regular contact with you, assisting you as you move toward your desired goals and outcomes. Each IPMG case manager is selected by the waiver recipient and should be considered a creative, inventive source who advocates on behalf of the person receiving waiver services.

IPMG case managers also collaborate with service providers and others who provide support to the waiver recipient to ensure all efforts are focused on meeting your unique needs and assisting you to achieve your personal goals.



## A Greater Understanding: What are case management services? continued...

A portion of the time your case manager works on your behalf will be in meetings with you or your loved one. These meetings typically occur on a quarterly basis, and are used to discuss any changes in your needs or life that may require an adjustment to of your plans and assuring filing deadlines are met and your records are maintained. IPMG believes your needs are paramount! While working to ensure the State's requirements are met and exceeded, your IPMG team's main focus is assisting you



your current plans. Additionally, your case manager may contact you at other times as required to support your current needs or to ensure quality service is being provided to you.

Outside of the face-to-face meetings with you, your case manager spends a number of hours each week on your behalf updating your other team members on the progress

to achieve your hopes, dreams, and goals. Your IPMG case manager is part of a larger group of IPMG professionals that advocate for you. With IPMG, you have an entire organization working to help you create a more meaningful life for you or your loved one. ©



## Featured contacts from this issue...

### **State of Indiana's Waiver Program**

The State of Indiana's definition of case management (Division of Disability and Rehabilitative Services; 460 IAC 1.2-4-10; filed Sep 1, 2006, 8:20 a.m.: 20060927-IR-460050119FRA) can be accessed at [www.in.gov/legislative/iac/To4600/A00012.PDF](http://www.in.gov/legislative/iac/To4600/A00012.PDF)

### **Additional information on Indiana's Waiver Program can be found at:**

[http://www.in.gov/rde/xchg/in\\_core/hs.xsl/faqs.htm?faq\\_id=903](http://www.in.gov/rde/xchg/in_core/hs.xsl/faqs.htm?faq_id=903)

This 46-page guide is designed to help people with disabilities and their families understand Indiana's Medicaid Home and Community-Based Waiver Program as well as a variety of other home and community services funded by various programs in Indiana.

### **IPMG Districts**

Contacting IPMG is easy! To locate the district serving you, go to: [www.gotoipmg.com/services/ipmg-districts.php](http://www.gotoipmg.com/services/ipmg-districts.php)

### **IPMG's Powerful Parents & Consumers Network**

Joining a Chapter near you is easy! Contact Rich Wherry, IPMG's Powerful Parents & Consumers Network Liaison at [r.wherry@gotoipmg.com](mailto:r.wherry@gotoipmg.com) or at 866-672-IPMG ext. 257 or go to <http://www.gotoipmg.com/powerful/>  
We look forward to seeing you at the next meeting!

