



You have
goals

You have
dreams

You have
ipmg

IPMG Annual Report 2015



A Unique Company: Indiana Professional Management Group (IPMG)

Thank you for taking a moment to review our Annual Report for 2015. As you will see, it has been a remarkable year for IPMG. In September of 2016, we will look forward to celebrating our 10th anniversary, marking a decade of service to individuals with intellectual disabilities within the State of Indiana. As the premier case management agency providing Medicaid Waiver services, IPMG has created a strong, stable company, focusing on the needs of the individuals we serve.



From left to right: Ann Robertson, Indiana House Rep. Sheila Klinker, and Karen Brummet-Taylor

IPMG recognizes that our employees are our most valuable assets, and that their dedication and enthusiasm are critical to making our vision of quality services a reality. IPMG has become a leader in the virtual business model, employing home based case managers who bring their expertise into every county within the State of Indiana. We strive to create a work environment in which employees know unreservedly that their thoughts and opinions can play a real part in the creation of the company, its policies and procedures, and ultimately, in the lives of the individuals they serve.

In 2015, the Indiana Chamber of Commerce chose IPMG as one of the top 100 Best Places to Work in Indiana. This selection was based upon an employee questionnaire and an employee survey. IPMG earned a 17th place ranking in the Large Company category, which is quite remarkable for our first application attempt. It is clearly evident that IPMG employees are very satisfied and due to their acknowledgement, IPMG is recognized as a great place to work!

The year ahead looks to be one of continuous creativity, responsiveness and enhancement for IPMG as we look to always provide the highest quality services for the individuals whose lives we impact on a daily basis. Our ability to seamlessly communicate with individuals served, families, and disability stakeholders will continue to receive ongoing attention, and the use of input received will continue to impact the way in which we provide services.

Creating an exceptional organization that supports our Case Managers to become expert navigators, guiding individuals and families to access quality services, is at the very core of IPMG. We are proud of this cutting edge organization and are excited about our future.

We hope that you enjoy our Annual Report!

Karen Brummet-Taylor



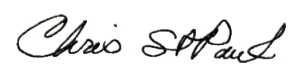
Chief Operations Officer,
Board of Directors

Ann Robertson



Senior Advisor,
Board of Directors

Christine St. Paul



Board of Directors

The mission of IPMG is to create an exceptional organization that supports Case Managers to become expert navigators, guiding individuals and families to access quality, integrated services and supports that result in the betterment of their lives.

IPMG envisions the individuals we support will live quality, self-determined lives as integral and valued members of their communities.

Leadership

IPMG's leadership team is comprised of a Chief Operating Officer of Business Operations, Executive Director of Case Management Operations, a Senior Advisor, a Quality Analyst, Department Directors and Assistant Directors who each bring to the table a unique and extensive experience in the delivery of services to individuals with developmental and intellectual disabilities throughout Indiana. Their experience ensures that this organization possesses the level of expertise required to respond to the needs of the individuals we serve, and to deliver services to them in a person-centered and effective manner.

Karen Brummet Taylor



*Chief Operations Officer,
Business Operations*

Jennifer Lantz



*Executive Director,
Case Management
Operations*

Ann Robertson



Senior Advisor

Jeff Richendollar



Quality Analyst

Lana Hunt



*Director,
Outreach & Training*

Jennifer Ewalt



*Director,
Human Resources*

Carolyn Underwood



*Assistant Director,
Case Management
Operations*

Cassie Balk



*Assistant Director,
Case Management
Operations*

Heather Sorrells



*Assistant Director,
Case Management
Operations
(Field Support)*

Our Headquarters

IPMG's Corporate headquarters houses all divisions of the Business Operations Department, including the Chief Operations Officer, Human Resources, Customer Service, and Finance. Our conference rooms provide space for monthly new employee orientations, leadership meetings, Employee Advisory Committee meetings, and more.

IPMG Corporate Office
1305 Cumberland Avenue
Suite 110
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Did you Know?

IPMG is a certified Indiana Medicaid Waiver Case Management Company.



Toll Free Customer Service: 866-672-4764
After Hours Crisis Line: 800-878-9133



Top left: Becky Isaacs,
Controller

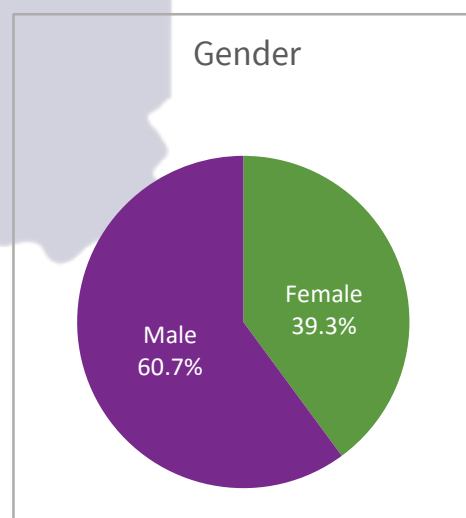
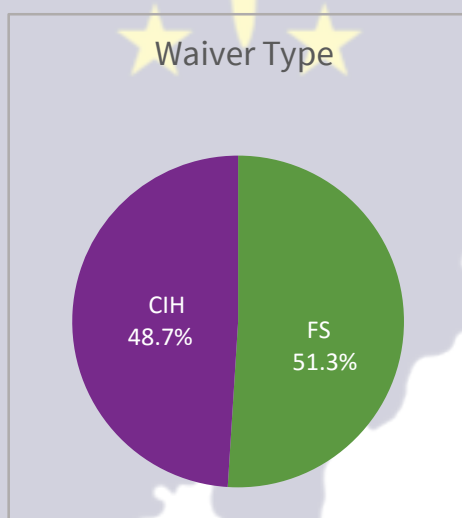
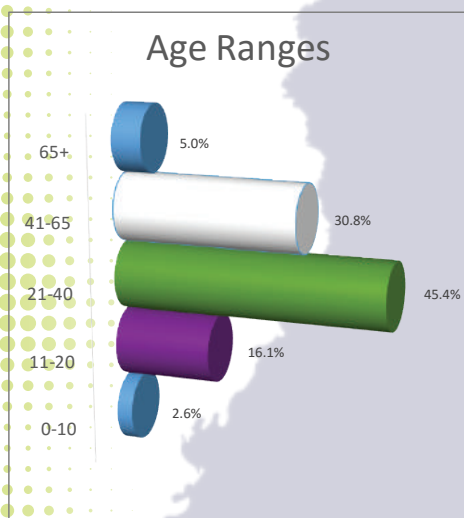
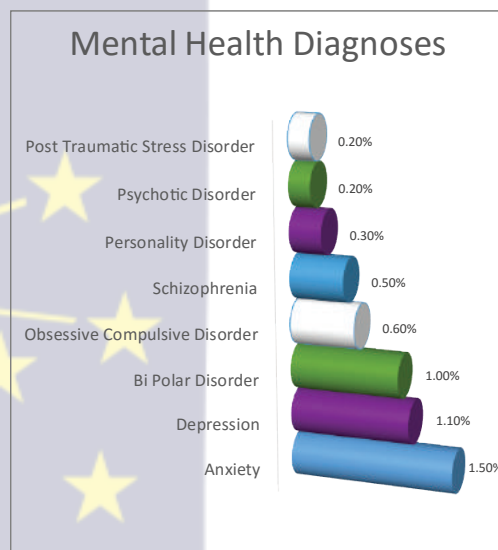
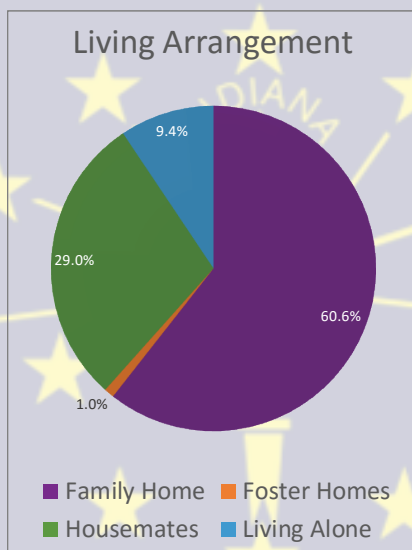
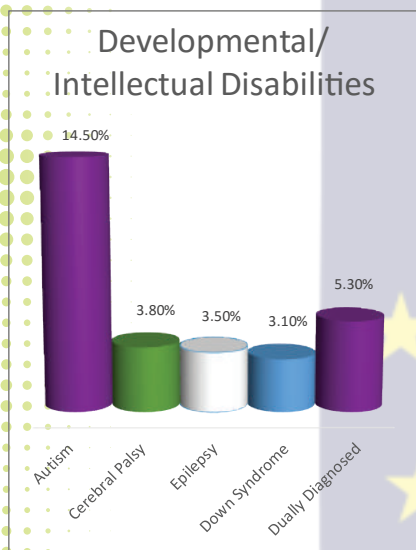


Lower left: Sharon Relinski,
IT Support Specialist

From left to right:
Jenna Winger, HR Assistant;
Jennifer Ewalt, HR Director;
Monica Wontor, Executive
Assistant for Business
Operations

Individuals Served

IPMG serves individuals throughout the state of Indiana who are approved by the FSSA for the Family Support Waiver (FSW), the Community Integration and Habilitation Waiver (CIH), and the Medical Model Waiver. Those individuals present with a diversity of strengths, challenges, and diagnoses. Throughout 2015, IPMG gathered, analyzed and applied demographic information about individuals served to refine our comprehensive case management training curriculum. The results of this ongoing project indicate that we are able to provide a more individualized and focused support approach to each person's unique life situation.



Support for Families and Individuals Served

Since its inception, IPMG has been involved in a variety of initiatives designed to enhance the waiver experience and quality of life for the individuals we serve. We continuously strive toward innovation in the way we approach this important task.

Accessibility: IPMG's Accessibility Plan was designed to reduce barriers that challenge and inhibit the ability of individuals with disabilities to live a self-fulfilled life. One focus of the plan was the creation of accessible informational materials aimed at demystifying the waiver experience for individuals served and their families. Those materials, including videos, handbooks, CDs, a Spanish language guide, and Easy Read documents are available at www.gotoipmg.com.



Medicaid and Intake Manager: Obtaining and keeping Medicaid eligibility has sometimes proven to be a challenge for those not familiar with the related rules and responsibilities. In response to a demonstrated need by individuals and their families for additional supports, IPMG has on staff a full-time Medicaid & Intake Manager, Diane Buff.

Diane is available to assist those who may be experiencing a delayed intake process due to Medicaid eligibility issues, or who may be in danger of losing services due to a lack of understanding of, or involvement in, the redetermination process. She is also available to assist with completing Social Security applications and educate families on Miller trusts, the ABLE Act, and Healthy Indiana Plan 2.0. Diane assists families on an as-needed basis, and also provides education to families and providers via IPMG's Professional Development Workshops.



Diane Buff,
IPMG Medicaid &
Intake Manager

Support for Families and Individuals Served

Risk Planning: IPMG's Registered Nurse Consultant and Chair of IPMG's Health and Safety Committee, Donna Riedle, provides supports to individuals who experience risk issues that require specialized attention and planning by the team. Since beginning this project, Donna has identified more than 120 of the top risk issues that require such focus and has created risk planning templates for each issue that help to ensure that key points of needed services are not inadvertently overlooked in the planning process. Donna has also provided training on a variety of health and diagnosis-specific topics via IPMG's Professional Development Workshops.

SEIZURE DISORDER

PICA

GERD

DYSPHASIA

DIABETES

CONSTIPATION

Community Connections: IPMG has continued to grow a vast database of resources that enhance the ability of individuals served to connect to their communities. These resources are available to all IPMG case managers to use on behalf of the individuals they serve, and many of them are posted on our web site for direct accessibility by individuals served and their families.



Advocacy: IPMG kept a close eye throughout 2015 on legislative issues that had the potential to affect individuals with disabilities, and connected with legislators as needed to lobby in favor of bills that promised a positive outcome to those individuals.

Support for Families and Individuals Served

Professional Development Workshops: In 2015, IPMG continued regular Professional Development Workshop (PDW) programming available not only to IPMG employees, but also to other Case Management Companies, service providers, guardians, families, and individuals served. Our PDWs typically take place on the third Friday of each month via online webinar. PDWs are recorded and posted on our website and YouTube channel for later viewing. PDW topics in 2015 included “Connecting Individuals with Disabilities and Community Members,” “Understanding the Medicaid Waiver Request for Approval Process,” “How to Navigate Medicaid Pitfalls,” “Adult Protective Services: Recognizing and Reporting Suspected Adult Abuse, Neglect, and Exploitation,” “Specialized Dietary Support: Providing Person Centered Nutritional Support,” “Waiver Services for Individuals with Disabilities: Lessons Learned From History, As We Begin a New Journey Forward,” and more!

Support for Employees

IPMG provides to its case managers a virtual, yet structured environment in which to learn and grow as professionals in their field. Our impetus is always to continually improve our ability to ensure that employees feel connected and supported, and confident in their ability to support the individuals they serve.

Smart Device Program: An important part of supporting individuals served is the completion of documentation required by State and Federal regulations. To help employees complete their paperwork with least amount of extraneous effort, IPMG provides them with a tax-free technology grant for the purchase of a smart device of their choice. Employees call the resultant time savings “huge” and “life changing” and have seen a significant difference in the time available to them to spend in more direct case management pursuits.



Support for Employees

Training and Development: In response to our ongoing commitment to providing the best and most relevant training for our case managers, IPMG continues to develop our Training and Development program, led by Director Lana Hunt. This program is at the core of our ability to implement our mission statement to develop case managers who are experts in their field, and who empower individuals served to better understand and access services. In 2015, we launched **ipmgLearn**, a brand new customized Learning Management System that houses all of IPMG's internal trainings and assessments.

Case Management Operations Department: Led by Executive Director Jennifer Lantz and Assistant Directors Carolyn Underwood and Cassie Balk, this department provides ongoing support to Case Managers throughout their career with IPMG. Managers provide support to Case Managers via monthly in-person office hours, webinars, face-to-face meetings, and additional support as needed. Technical support, problem solving, training and socialization are all part of this integral program. "Knowledge is Power Hour" webinars enable Case Managers to learn real world tips and techniques from tenured CMs for improved organization and caseload management.

Accessibility Support: As a support to both our employees and the individuals we serve, IPMG employs an RFA (Request for Approval) Specialist, Ruth Roberts. Ruth assists case managers with RFA requests for home/environmental modifications, vehicle modifications and specialized medical equipment covered by Medicaid.

Field Support/Intakes: 2015 saw changes to the structure of IPMG's Field Support team. Now encompassed within the Case Management Operations Department and led by Executive Director Jennifer Lantz and Assistant Director Heather Sorrells, IPMG's Field Support team supports Case Managers by completing Intakes using a team approach of management level staff. By utilizing more experienced staff to coordinate initial services, we develop a sound base for the start of an individual's waiver life before they are transitioned to their Case Manager. IPMG's Field Support team further supports Case Managers by providing coverage during vacations and extended leaves. Our Field Support team is statewide and represents all 92 counties in Indiana.



Support for Employees

Balanced Life Wellness Program: IPMG's Balanced Life Wellness Program, facilitated by Donna Riedle, our Registered Nurse Consultant, offers personal health coaching as well as resources on topics such as smoking cessation, diet and exercise, and stress reduction. In 2015, Donna organized several Wellness Challenges for employees and moderated an associated online support group. Employees relate a new level of cognizance regarding potential threat factors that previously had gone unremarked, and great successes in achieving their personal health goals.

Donna Riedle, RN



Employee Advisory Committee: This committee was formed to garner input from employees to ensure that IPMG provides a positive and supportive work experience. Members have conducted surveys, instituted a Suggestion Box and a monthly newsletter, and publish regular tips on how to work smarter. Their input regarding IPMG policies and procedures has resulted in changes being made that allow everyone to function more efficiently and effectively.



Internal Opportunities: 2015 saw many promotions within IPMG. Among other changes, a new structure was developed which created three new Assistant Director positions as well as several new Senior Case Manager positions. Case management professionals continued to have the opportunity to engage in activities that supported their peers and allowed them to gain valuable professional experience for themselves. Qualified case managers mentored their peers, assisted with trainings, and provided leadership in areas about which they demonstrated a special interest.

Best Places to Work in Indiana

On Thursday, May 7, IPMG attended the Awards Banquet for the 2015 Best Places to Work in Indiana. We are extremely proud to have been selected by the Indiana Chamber of Commerce to receive the award on our first attempt! We look forward to working our way up in the rankings each year as we continue to grow and become an increasingly fantastic workplace!



"I believe that the company as a whole is compassionate to those that we serve and are equally compassionate with their staff. I believe that I am a respected and appreciated employee and I am able to balance my personal life and professional life well with the flexibility that the job has to offer."

As part of the application process for the Best Places to Work program, employees were given an opportunity to participate in a confidential, uncompromised survey of employee satisfaction. On the survey, which was administered by the Indiana Chamber of Commerce, IPMG Employees shared their enthusiasm for their jobs, a strong belief in the **"values and ethics"** displayed by IPMG leadership as well as a feeling that they are **"open to new ideas"**. Employees felt themselves to be **"part of a meaningful effort"** and **"having balance between work and personal life"**.

Results of the employee survey were provided to the Employee Advisory Committee who used it to help design new processes to define our work experience.



Input from Stakeholders

IPMG strongly believes that the way we operate should be consistent with the perspectives of the individuals we serve, of our employees, and of those stakeholders within the disability population whose lives we touch in the regular performance of our responsibilities. We continuously enhance our methods for collection and utilization of input from all stakeholders to help shape and refine our way of doing business.

Individuals Served: In March 2015, IPMG conducted a comprehensive survey of individuals served and their guardians to determine their satisfaction with IPMG's services. That survey had as its focus those factors that are an inherent part of quality case management services, such as respect for individuals served, waiver knowledge, and person-centered planning facilitation. Without exception, the most frequent response to each of the presented quality statements indicated that individuals **"Strongly Agree"** that IPMG case managers met those levels of quality. The results of the survey were utilized by IPMG's leadership to better tailor our services to meet the needs and expectations of the individuals we serve.

"Billie is exceptional in keeping on top of my sister's needs and the processes involved in obtaining and overseeing her funding and care. She is warm, yet highly professional and I appreciate her presence on my sister's team."

"Lynne was wonderful in helping to transition our daughter, Jenny, into an apartment with a roommate and changing companies. We are very pleased with all her help and timely manner in which she works. If we were giving grades, she would receive an A+."

Other Stakeholders: IPMG also published in March a survey for waiver service providers, of similar format and content. It included quality indicators frequently put forth as important to them in their relationship with our company. Results of the survey indicated that stakeholders feel that IPMG has particular strengths in the areas of **"waiver knowledge, coordination of services"** and **"person-centered planning facilitation"**. The results of the survey were utilized as a basis of collaboration with our community partners.

"Kris and Judy both have great knowledge of the Waiver programs and solicit a team approach when working with consumers. Their relationships with families is positive and accommodating."

"Gina has always been very helpful with answering any questions I had and with reaching out and advocating for the consumers. She goes above and beyond to be patient and helpful with the consumers' team members in the best interest of the consumer."

Outreach

2015 was a year of expanding our connections to the community. With the support of Outreach and Communications Manager Laura Shelley, IPMG took seriously its commitment to connect with and support schools, disability advocacy organizations, providers and individuals and families in the community.

Laura Shelley,
Outreach &
Communications
Manager



Community Events: IPMG representatives supported and participated in disability related events throughout the state.



A team of IPMG staff at the Special Olympics Unified Relay for the World Games



IPMG's booth at the Homeland Security Seminar on Disaster Preparedness for Individuals with Disabilities

IPMG on the Road! In 2015, IPMG replaced its stakeholder advisory committee with a brand new opportunity for individuals served, families and professionals within the disability field to meet face-to-face with the Leadership of IPMG. Each quarter, IPMG's Leadership travels to a new location within the state. It is our hope that these events will help IPMG to build and strengthen relationships with the individuals who comprise the communities we serve.

Online Communication: IPMG introduced and refined a variety of our online communication modalities to better connect with the individuals we serve and the disability community in general. We are better able than ever to share information about important issues in an accessible and timely manner.



Newsletter



Website



Social Media

Outreach

Community Service Days for Employees: 2015 was the third year in which IPMG gave all employees one day off per year to be involved in the community service of their choice. Our staff responded enthusiastically and descended upon their communities with bright green and purple shirts and a determination to make their small corner of the world a better place. Staff volunteered at Habitat for Humanity, local food pantries, Riley Hospital for Children, nursing homes, dances for individuals with disabilities, and more! Thanks to all our employees who took seriously our initiative to give back to the communities in which they live!



IPMG volunteers at Habitat for Humanity



IPMG volunteers at Hoosier Hills Food Bank



IPMG volunteers at the Mission in Fort Wayne



IPMG volunteers at Prom for Individuals with Disabilities

Provider Outreach: Waiver service providers play a key role in the day-to-day lives of individuals that we mutually serve. In 2015, IPMG's Outreach Committee reached out regularly to them to ensure that the lines of communication remain open, and that we work together to coordinate and problem solve as challenges occur. We completed sixty-three provider visits in 2015. As an INARF member, IPMG collaborates with them regularly regarding issues related to the waiver program.

Collaboration with DDRS: IPMG representatives met regularly with State representatives to provide support to their agency, as well as to brainstorm ways to improve the waiver system. As part of that effort, IPMG participated in the monthly CMCO meetings designed to enhance the case management system in Indiana.

Special Projects

The year 2015 was dedicated to sharing stories of accomplishments that reinforce IPMG's core values, by empowering Individuals we serve to better direct their lives:

Person-Centered Thinking: IPMG values the person-centered process, whereby the needs and preferences of the individual are directed by that person, in collaboration with family, friends and other team members, placing the individual at the center of the planning process.

Self-determination: IPMG values empowerment and supports to ensure each Individual lives a self-determined life.

Community Integration: IPMG values full membership and participation allowing each Individual to have a respected role within their community.

Freedom of Choice: IPMG values Individual choice by providing all options and alternatives in a manner that is meaningful to the Individual and easily understood.

Advocacy: IPMG values self-advocacy so each Individual's voice can be heard at the same time advocating for the protection of each Individual's rights.

Throughout the year, individuals, parents, direct support professionals, behavior consultants, program managers, and even some of our own case managers were nominated for awards based on their demonstration of the core values described above. Those nominated for an award received a letter and certificate of recognition. They were also publicly recognized on IPMG's website. To read more about the recipients of IPMG's Core Values Awards, please visit <http://gotoipmg.com/about-us/ipmg-core-values-awards>.



Looking Forward

The year ahead looks to be one of continuous creativity, responsiveness and enhancement for IPMG as we look to always provide the highest quality services to the Individuals whose lives we impact on a daily basis. Our ability to seamlessly communicate with individuals served, families, and disability stakeholders will receive ongoing attention, and the use of input received will continue to impact the way in which we provide services.

The year 2016 will be an exciting one for IPMG. On September 1, we will be celebrating our company's 10th anniversary! In honor of this important milestone, throughout the year we will be collecting and sharing stories about the individuals we serve and our employees that make IPMG "YOUUnique." Those who choose to participate will have opportunities to share their hobbies, talents, interests, and traditions with the IPMG family. Look for announcements about the engaging activities we have planned throughout 2016!

As always, advocacy on the state and national stage will continue to receive our attention and efforts as we work to educate legislators and other influential members of the community about the value that people with disabilities add to their communities, to the workforce, and to the lives of those who know them.



Memberships



Contact

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Address:	1305 Cumberland Avenue, Suite 110 West Lafayette, IN 47906
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