

RSA-509 - Protection & Advocacy of Individual Rights (PAIR) Program Performance Report

Indiana (INDIANA P and A SERVICES) - H240A130015 - FY2013

General Information

Designated Agency Identification

Name	Indiana Protection and Advocacy Services
Address	4701 N. Keystone Ave.
Address Line 2	Suite 222
City	Indianapolis
State	Indiana
Zip Code	46205
E-mail Address	tcrishon@ipas.in.gov
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Name of P&A Executive Director	Gary Richter
Name of PAIR Director/Coordinator	Thomas E. Crishon
Person to contact regarding report	Thomas E. Crishon
Contact Person phone	800-622-4845, Ext. 443

Part I. Non-Case Services

A. Individual Information and Referral Services (I&R)

Multiple responses are not permitted.

1. Individuals receiving I&R within PAIR priority areas	405
2. Individuals receiving I&R outside PAIR priority areas	96
3. Total individuals receiving I&R (lines A1 + A2)	501

B. Training Activities

1. Number of trainings presented by PAIR staff	7
2. Number of individuals who attended training (approximate)	101

During the past year, PAIR staff provided training at seven public speaking events addressing disability rights, PAIR services, and other disability rights issues to over 100 participants including the following:

Seven resident rights presentations - focusing on abuse, neglect, and grievance procedures - conducted at select Indiana nursing facilities to 101 participants.

C. Information Disseminated to the Public

1. Radio and TV appearances by PAIR staff	0
2. Newspaper/magazine/journal articles	0
3. PSAs/videos aired	0
4. Hits on the PAIR/P&A website	99,769
5. Publications/booklets/brochures disseminated	9,886
6. Other (specify separately)	30

Narrative

The 30 others include fairs and conferences where IPAS staff disseminated information to the public through booths or exhibits, including how many individuals attended the fair or conference:

10/03/2012 ARC Conference 2012 (200 individuals attended)

10/18/2012 2012 Ft. Wayne Transition Fair (150 individuals attended)

10/29/2012 Westside Secondary Transition Council Transition Fair 2012 (100 individuals attended)

11/09/2012 Bartholomew County School Corporation 2012 Transition Fair Exhibit (200 individuals attended)

12/04/2012 Indiana Governor's Council for Persons with Disabilities Conference (300 individuals attended)

02/28/2013 DCS Vanderburgh County Info Fair (100 individuals attended)

03/14/2013 2013 INARF Conference (300 individuals attended)

03/14/2013 Zionsville Community High School Transition Fair (150 individuals attended)

03/15/2013 Scott County Transition Fair Exhibit 2013 (100 individuals attended)

03/21/2013 2013 Transition Fair-Transition Partners of NE Indiana (150 individuals attended)

03/21/2013 Life Care Nursing Home Health Fair (25 individuals attended)

03/22/2013 Floyd County/New Albany Transition Fair Exhibit 2013 (200 individuals attended)

03/23/2013 Central Indiana Autism Expo 2013 (1,000 individuals attended)

04/03/2013 Monroe/Owen County Transition Fair Exhibit 2013 (100 individuals attended)

04/05/2013 Greensburg (Decatur Co.) Transition Fair Exhibit (150 individuals attended)

04/09/2013 Jackson County Transition Fair Exhibit 2013 (100 individuals attended)

04/13/2013 2013 Down Syndrome Family Connection Abilities Fair (100 individuals attended)

04/18/2013 2013 PATINS Tech Expo (400 individuals attended)

05/11/2013 2013 disABILITY Expo (700 individuals attended)

06/14/2013 2013 MHAI Symposium (200 individuals attended)

06/25/2013 Panel "Stump the Stars" at APSE (25 individuals attended)

06/26/2013 APSE 25th National Conference (600 individuals attended)

07/19/2013 Self Advocates of Indiana Picnic (20 individuals attended)

08/02/2013 Ethical Case Management and Clinic Interventions for Individuals with Brain Injuries (60 individuals attended)

08/16/2013 INDATA AT Vendor Expo (50 individuals attended)

08/22/2013 2013 Perry Township Transition Carnival (30,000 individuals attended)

08/29/2013 Sanders School (Marion Co.) Transition Fair (200 individuals attended)

09/12/2013 Brain Injury Association of Indiana Annual Conference 2013 (60 individuals attended)

09/13/2013 Key Consumer 2013 Conference (200 individuals attended)

09/28/2013 2013 Indiana Vision Expo (600 individuals attended)

Additionally, the following is a list of IPAS publications created in connection with PAIR, including the total number of each disseminated during FY2013:

Abuse and Neglect Information Cards (507 publications disseminated)

Article 7 (281 publications disseminated)

Complaint Brochure (2 publications disseminated)

Emergency Planning Guide (262 publications disseminated)

IMPACT Newsletter Annual Report (170 publications disseminated)

IMPACT Newsletter Priorities Publication (1656 publications disseminated)

IPAS Agency Booklet (125 publications disseminated)

IPAS Agency Brochure (2427 publications disseminated)

Recruitment for IPAS Commission and MIAC (190 publications disseminated)

Segregated and Exploited: The Failure of the Disability Service System to Provide Quality Work (499 publications disseminated)

TIPS Guide (45 publications disseminated)

Toll-free Resource Page (1580 publications disseminated)

Transition Planning Handbook (Generic) (1196 publications disseminated)

Voting Guide (375 publications disseminated)

Voting Information Bookmark (571 publications disseminated)

Part II. Individuals Served

A. Individuals Served

Count individual once per FY. Multiple counts not permitted for lines A1 through A3.

1. Individuals still served as of October 1 (carryover from prior FY)	29
2. Additional individuals served during the year	42
3. Total individuals served (lines A1 + A2)	71
4. Individuals w. more than 1 case opened/closed during the FY. (Do not add this number to total on line A3 above.)	4

B. Individuals served as of September 30

Carryover to next FY may not exceed total on line II. A.3 above 23

C. Problem Areas/Complaints of Individuals Served

1. Architectural accessibility	16
2. Employment	5
3. Program access	3
4. Housing	4
5. Government benefits/services	0
6. Transportation	2
7. Education	7
8. Assistive technology	2
9. Voting	2
10. Health care	2
11. Insurance	1
12. Non-government services	0
13. Privacy rights	0
14. Access to records	0
15. Abuse	14
16. Neglect	2
17. Other	15

D. Reasons for Closing Individual Case Files

1. Issues resolved partially or completely in individual favor	24
2. Other representation found	3
3. Individual withdrew complaint	10
4. Appeals unsuccessful	0
5. PAIR Services not needed due to individual's death, relocation etc.	2
6. PAIR withdrew from case	3
7. PAIR unable to take case because of lack of resources	0
8. Individual case lacks legal merit	8
9. Other	0

Please explain

E. Intervention Strategies Used in Serving Individuals

List the highest level of intervention used by PAIR prior to closing each case file.

1. Technical assistance in self-advocacy	6
2. Short-term assistance	29
3. Investigation/monitoring	7
4. Negotiation	4
5. Mediation/alternative dispute resolution	2
6. Administrative hearings	0
7. Litigation (including class actions)	0
8. Systemic/policy activities	2

Part III. Statistical Information on Individuals Served

A. Age of Individuals Served as of October 1

Multiple responses not permitted.

1. 0 - 4	0
2. 5 - 22	11
3. 23 - 59	42
4. 60 - 64	6
5. 65 and over	12

B. Gender of Individuals Served

Multiple responses not permitted.

1. Females	29
2. Males	42

C. Race/Ethnicity of Individuals Served

1. Hispanic/Latino of any race		<i>1For individuals who are non-Hispanic/Latino only</i>
2. American Indian or Alaskan Native	0	
3. Asian	1	
4. Black or African American	10	
5. Native Hawaiian or Other Pacific Islander	0	
6. White	58	
7. Two or more races	1	
8. Race/ethnicity unknown	0	

D. Living Arrangements of Individuals Served

Multiple responses not permitted.

1. Independent	37
2. Parental or other family home	12
3. Community residential home	0
4. Foster care	0
5. Nursing home	6
6. Public institutional living arrangement	0
7. Private institutional living arrangement	0
8. Jail/prison/detention center	16
9. Homeless	0
10. Other living arrangements	0
11. Living arrangements not known	0

E. Primary Disability of Individuals Served

Identify the individual's primary disability, namely the one directly related to the issues/complaints

1. Blind/visual impairment	7
2. Deaf/hard of hearing	11
3. Deaf-blind	0
4. Orthopedic impairment	33
5. Mental illness	0
6. Substance abuse	0
7. Mental retardation	0
8. Learning disability	3
9. Neurological impairment	9
10. Respiratory impairment	0
11. Heart/other circulatory impairment	4
12. Muscular/skeletal impairment	1
13. Speech impairment	0
14. AIDS/HIV	2
15. Traumatic brain injury	0
16. Other disability	1

Part IV. Systemic Activities and Litigation

A. Systemic Activities

1. Number of policies/practices changed as a result of non-litigation systemic activities	0
2. Number of individuals potentially impacted by policy changes	0

Describe your systemic activities. Be sure to include information about the policies that were changed and how these changes benefit individuals with disabilities. Include case examples of how your systemic activities impacted individuals served.

There were no policies/practices changed this year as a result of non-litigation systemic activities.

B. Litigation/Class Actions

1. Number of individuals potentially impacted by changes as a result of PAIR litigation/class action efforts	0
2. Number of individuals named in class actions	0

Describe your litigation/class action activities. Explain how individuals with disabilities benefited from your litigation activities. Be sure to include case examples that demonstrate the impact of your litigation.

There were no instances this year where litigation on an individual or class action basis was required to resolve client concerns. Negotiation/mediation and use of established complaint processes were adequate to resolve the service requests handled this year.

Part V. PAIR'S Priorities and Objectives

A. Priorities and Objectives for the Fiscal Year Covered by this Report

For each of your PAIR program priorities for the fiscal year covered by this report, please:

1. Identify and describe priority.
2. Identify the need, issue or barrier addressed by this priority.
3. Identify and describe indicators PAIR used to determine successful outcome of activities pursued under this priority.
4. Explain whether pursuing this priority involved collaborative efforts by other entities. If so, describe this collaboration.
5. Provide the number of cases handled under the priority. Indicate how many of these, if any, were class actions.
6. Provide at least one case summary that demonstrates the impact of the priority.

Priority 1: Reduce or eliminate abuse and neglect of individuals with disabilities.

Needs addressed: Continuing vulnerability of individuals with disabilities to be subject to abuse or neglect.

Indicators of success: Outcomes of individual cases handled which result in improved safety and well-being of clients served.

Collaboration: None required although cooperation of service providers, family, and guardians was often a contributing factor to success.

Objectives:

101 Review 20 allegations of abuse and neglect on behalf of individuals with disabilities to ensure that the allegation is reported to the responsible entities and advocate that necessary actions are taken to protect the health, safety and welfare of the individual.

For the year, seventeen service requests were closed. Three service requests are being carried over into FY 2014. For the year, with the seventeen service requests closed and three service requests carried over, the goal of reviewing twenty allegations was met.

Representative case: "Billy," age 30, an inmate at an Indiana Department of Corrections (IDOC) Correctional Facility contacted IPAS alleging that he was not receiving appropriate medical care for his cardiac condition. IPAS reviewed IDOC Health Care Services Directives and Billy's submitted grievances related to this medical care. It was determined that IDOC failed to follow its policies when it denied Billy a requested electrocardiography (EKG) following an incident where Billy experienced a rapid heart rate and chest pain. The denial was, in part,

because the facility's EKG machines were inoperable. IPAS advocated for the facility to recognize the situation as a serious medical issue. The facility complied, repaired the EKG machines, retrained staff on responding to medical emergencies, and provided Billy with a treatment/chronic care plan. Due to IPAS advocacy, the facility has now identified Billy's chronic condition, and provides appropriate medications and regularly-scheduled appointments every ninety days in the chronic care clinic.

Priority 2: Reduce or eliminate discrimination or the denial of rights due to disability.

Needs addressed: Continuing discrimination and denial of rights of individuals with disabilities.

Indicators of success: Interventions employed in individual cases results in cessation of discrimination and restoration of rights to individuals served.

Collaboration: None required although, again, often the cooperation of service providers, family, and guardians was helpful in achieving positive outcomes.

Objectives:

201 Review 30 allegations of discrimination under the Americans with Disabilities Act, Fair Housing Act, or other disability discrimination law.

For the year, thirty-four service requests were closed. Eighteen service requests are being carried over into FY 2014. For the year, with the thirty-four service requests closed and eighteen service requests carried over, the goal of reviewing thirty allegations was met.

Representative cases: "Joseph," age 66, contacted IPAS about interpreter services he and his brother received at a bank. Both Joseph and his brother are deaf and have trust accounts managed by the bank. Joseph recently discovered that the bank was charging the trust accounts for these interpreter services. Joseph called IPAS to request assistance. As the bank's actions were a violation of Title III of the Americans with Disabilities Act (ADA), IPAS contacted the bank. IPAS informed the bank of this violation, requested that such charges immediately cease, and requested that the bank reimburse Joseph and his brother all monies inappropriately charged to the accounts. The bank recognized the violation and agreed to stop charging for interpreter services. The bank also reimbursed the brothers for all charges, which occurred over the past several years. As a result of IPAS advocacy, Joseph and his brother were reimbursed all monies that were inappropriately charged. Additionally, the bank was educated on its obligations under the ADA, which will, hopefully, prevent future violations.

“Jennifer,” age 16, and her mother contacted IPAS about accessibility concerns they had at Jennifer’s high school. Jennifer utilizes a wheelchair and could not access parts of the school, including some of the restrooms. IPAS surveyed the building and found inaccessible features in the restrooms, cafeteria, and parking lot. IPAS informed the school principal and school district superintendent about these findings and requested a plan of correction. Thereafter, all noted areas of non-compliance were corrected. As a result of IPAS advocacy, Jennifer’s high school is in compliance with the ADA and Jennifer can now visit all areas of her high school, like other students.

“Frank,” age 81, is a member of an American Legion Post who utilizes a service dog. Frank contacted IPAS after the Post Commander informed him that he could no longer bring his service animal into the building. IPAS contacted the Post Commander and educated him on the requirements of the ADA regarding service animals. The Post Commander believed that the American Legion had no obligation to comply with the ADA as it was a private club. IPAS informed him that the American Legion Post did not meet the definition of “private club” under the ADA. After several discussions about the ADA requirements, the Post Commander agreed that Frank was permitted to bring the service animal into the building. As a result of IPAS advocacy, Frank’s rights under the ADA were properly observed. As a result, he was able to experience full and equal enjoyment of the American Legion Post.

“John,” age 58, contacted IPAS after a voting experience at a Vigo County polling place. John, who utilizes a wheelchair, said the polling place was located in a firehouse. John reported that the entrance door was not wide enough for him to enter with his wheelchair, the threshold was not level, and the hallways were too narrow. IPAS contacted the Vigo County ADA Coordinator and explained the problem John experienced while voting. At the request of IPAS, the ADA Coordinator completed an ADA survey at the firehouse. It was determined that, due to improper signage on the day of the election, John entered the residential entrance to the firehouse instead of the public entrance. As a result, the entrance that John utilized was not an accessible entrance. It was further determined that the entrance intended to be the public entrance was compliant with the ADA. The Vigo County ADA Coordinator ensured that proper signage indicating the accessible entrance was added to the firehouse so that future residents would know which entrance to use. As a result of IPAS advocacy, proper ADA signage was added to a Vigo County polling place and Vigo County residents will now know the location of the accessible entrance at this firehouse.

203 Review three allegations of disability based discrimination that may have systemic implications.

No service requests were successfully resolved under this objective. However, IPAS did complete advocacy under two projects. The first involved IPAS surveying nursing facilities to ensure compliance with federal regulations and

state law, which require posting of contact information of all pertinent client advocacy groups and state agencies. If violations were found, letters were sent to the noncompliant facilities, educating them on these legal obligations, and to the Director of Long Term Care at Indiana State Department of Health. This project was completed throughout FY2012 and FY2013. The second is a project regarding accessibility at Gas America convenience stores and gas station, which is also being carried over into FY2014. Gas America was acquired by Speedway LLC, the nation's fourth largest company-owned and operated convenience store chain and an indirect wholly owned subsidiary of Marathon Petroleum Corporation. IPAS legal continued to correspond with legal counsel from Speedway to discuss the accessibility problems found at the Gas America locations prior to the Speedway acquisition. IPAS legal will continue to communicate with Speedway and ascertain how that company has addressed or plans to address any ADA compliance issues at these newly-acquired locations in FY2014. As the goal was to review three systemic allegations, this objective was unmet for the year.

Priority 3: Increase awareness and effective self-advocacy by providing education and training about disability rights and the exercise of these rights.

Needs addressed: Improve knowledge about disability rights and self-advocacy skills of individuals with disabilities and their families and guardians.

Indicators of success: Most training and public speaking events include an evaluation by participants. One indicator of success is the results of these evaluations, which attempt to assess the degree to which participants found the information to be helpful. Such results are overwhelmingly positive.

Collaboration: To achieve positive outcomes, IPAS worked in partnership with participating individuals, families, and guardians, as well as with organizations and agencies on whose committees or groups IPAS staff members participated.

Objectives:

301 Provide education and training about disability rights and IPAS to individuals with disabilities, parents, guardians, advocates, and/or service program providers.

For the year, IPAS conducted seven education and training speaking engagements training approximately 101 individuals. Please refer to the previous listing of training and public information events.

302 Participate on selected committees, groups or task forces that have systemic implications concerning policies and practices affecting the rights of individuals with disabilities.

IPAS participated on two committees, groups or task forces this year.

First, IPAS continues to participate on the Indiana ADA Steering Committee. This group attempts to promote ADA awareness and compliance throughout the state. IPAS participated in eleven of twelve meetings conducted during the year. The committee continues to promote the ADA Audio Conference series sponsored by ADA Indiana and the Disability and Business Technical Assistance Center (DBTAC), the Legal Issues Webinar Series, and ADA Community grants available to entities wanting to promote accessibility in their communities. The committee also provides ongoing referrals, technical assistance, and information dissemination. IPAS will continue to participate on this committee in FY2014.

Second, IPAS continued to participate on the Back Home in Indiana Alliance Steering Committee. This organization comprises representatives from federal, state, and local housing, advocacy, and disability-related organizations and is working to increase the availability of individual, affordable, and accessible housing for people with disabilities. IPAS participated in two of two meetings this year. IPAS will continue to participate on this committee in FY2014.

Priority 4: Provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights.

Needs addressed: Individuals with disabilities require information about their rights, technical assistance in self-advocacy efforts, and referral to other organizations based on their presenting needs.

Indicators of success: IPAS conducts a follow-up telephone satisfaction survey on a sample of individuals who have recently received information and referral services. A goal has been established to achieve at least 89% affirmative responses to the question "would you call IPAS again if you have another disability rights concern?" This year, of those individuals calling about PAIR services, IPAS exceeded that goal by 6% achieving a positive response from 95% of the respondents.

Collaboration: None.

Objectives:

401 Respond to requests for information and referral and technical assistance to individuals with disabilities, their families, and professionals about disability rights and provide information and technical assistance concerning the exercise of these rights.

For the year, IPAS fielded 501 PAIR service requests for information and referral services. Of these, follow-up calls were made to thirty-seven individuals who participated in the satisfaction survey. This constitutes a 7.3% survey sample. Of the thirty-seven participants, 100% indicated that they found the information

which they gained to be helpful and 97.3% said they would call IPAS again if they should have a disability rights concern or problem.

B. Priorities and Objectives for the Current Fiscal Year

Please include a statement of priorities and objectives for the current fiscal year (the fiscal year succeeding that covered by this report), which should contain the following information:

1. a statement of each priority;
2. the need addressed by each priority; and;
3. a description of the activities to be carried out under each priority.

Priority 1: Reduce or eliminate abuse and neglect of individuals with disabilities.

Needs addressed: Continuing vulnerability of individuals with disabilities to be subject to abuse or neglect.

Activities: Activities are described by objectives below.

Objectives:

101 Review twenty allegations of abuse and neglect on behalf of individuals with disabilities to ensure that the allegation is reported to the responsible entities and advocate that necessary actions are taken to protect the health, safety and welfare of the individual.

Priority 2: Reduce or eliminate discrimination or the denial of rights due to disability.

Needs addressed: Continuing discrimination and denial of rights of individuals with disabilities.

Activities: Activities are described by objectives below.

Objectives:

201 Review thirty allegations of discrimination under the Americans with Disabilities Act, Fair Housing Act, or other disability discrimination law.

203 Review three allegations of disability based discrimination that may have systemic implications.

204 Review allegations on behalf of five students where the school is not providing appropriate

educational services.

Priority 3: Increase awareness and effective self-advocacy by providing education and training about disability rights and the exercise of these rights.

Needs addressed: Improve knowledge about disability rights and self-advocacy skills of individuals with disabilities and their families and guardians.

Activities: Activities are described by objectives below.

Objectives:

301 Provide education and training about disability rights and IPAS to individuals with disabilities, parents, guardians, advocates, and/or service program providers.

302 Participate on selected committees, groups or task forces that have systemic implications concerning policies and practices affecting the rights of individuals with disabilities.

Priority 4: Provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights.

Needs addressed: Individuals with disabilities require information about their rights, technical assistance in self-advocacy efforts and referral to other organizations based on their presenting needs.

Activities: Activities are described by objectives below.

Objectives:

401 Respond to requests for information and referral and technical assistance to individuals with disabilities, their families, and professionals about disability rights and provide information and technical assistance concerning the exercise of these rights.

Part VI. Narrative

At a minimum, you must include all of the information requested. You may include any other information, not otherwise collected on this reporting form that would be helpful in describing the extent of PAIR activities during the prior fiscal year. Please limit the narrative portion of this report, including attachments, to 20 pages or less.

The narrative should contain the following information. The instructions for this form outline the information that should be contained in each section.

- A. Sources of funds received and expended
- B. Budget for the fiscal year covered by this report
- C. Description of PAIR staff (duties and person-years)
- D. Involvement with advisory boards (if any)
- E. Grievances filed under the grievance procedure
- F. Coordination with the Client Assistance Program (CAP) and the State long-term care program, if these programs are not part of the P&A agency

A. Sources of funds received and expended:

The PAIR grant is the sole source of funds received and expended for the PAIR program activities.

B. Budget for the fiscal year covered by this report:

The following includes the actual amount expended in each category for FY2013, and the proposed budget for each category for FY2014.

SALARIES & FRINGE BENEFITS

Expended: \$235,270

Proposed: \$214,884

CONTRACTS/AGREEMENTS

Expended: \$34,704

Proposed: \$31,697

MATERIALS/SUPPLIES

Expended: \$2,472

Proposed: \$2,258

EQUIPMENT

Expended: \$7,178

Proposed: \$6,556

OTHER (Work, Comp, ID bills, etc.)

Expended: \$16,465

Proposed: \$15,038

ADMINISTRATIVE/OPERATING EXPENSES

Expended: \$2,423

Proposed: \$2,213

TOTAL Expenses for 2013: \$298,512

TOTAL Proposed for 2014: \$272,646

CARRYOVER 2013 Grant: \$190,520

C. Description of PAIR staff (duties and person-years):

IPAS has twenty-five staff members. IPAS administers eight federally-funded advocacy programs: the PAIR program; Protection and Advocacy for Individuals with Developmental Disabilities (PADD); Protection and Advocacy for Individuals with Mental Illness (PAIMI); the Client Assistance Program (CAP); Protection and Advocacy for Assistive Technology (PAAT); Protection and Advocacy for Beneficiaries of Social Security (PABSS); Protection and Advocacy for Traumatic Brain Injury (PATBI); and Protection and Advocacy for Voting Accessibility (PAVA). All staff work under the various programs, including the PAIR program. Staff are required to closely track their work activities under each program. Bi-weekly, each staff member accounts for the amount of time spent in each program. This accounting is used to determine the portion of each staff member's salary and benefits paid by each of the federal programs for that bi-weekly pay period. This cost allocation approach assures that each funding source supports only those activities and expenses which are authorized under that source's legislation and regulations.

The entire IPAS staff:

1 Executive Director

- 1 Interim Legal Director
- 2 Staff Attorneys
- 3 Assistant Client Services Directors
- 11 Advocacy Specialists
- 2 Intake Specialists
- 1 Education and Training Coordinator
- 2 Accountants
- 1 Executive Secretary
- 1 Data Entry Clerk

D. Involvement with advisory boards (if any):

IPAS is represented by staff serving on the ADA State Steering Committee, and the Back Home in Indiana Alliance Steering Committee. The IPAS Executive Director is a member of the Governor's Council for People with Disabilities.

E. Grievances filed under the grievance procedure:

There were three PAIR grievances filed under the IPAS grievance procedure in FY2013. All three grievances were requests for service for issues which were not among established priorities and were, therefore, denied at intake. The Executive Director reviewed each case and affirmed the decision made by the intake specialist. Two appellants accepted the decision and explanation provided by Executive Director. The third further appealed to the Commission Chairman, the second step in the IPAS grievance procedure. The Chairman upheld the decision affirmed by the Executive Director.

F. Coordination with the Client Assistance Program (CAP) and the State long-term care program, if these programs are not part of the P&A agency:

CAP is also administered by IPAS. The State long-term care program is administered by the Indiana Family and Social Services Administration, Division of Aging. IPAS has an on-going arrangement with the administering agency based on a prior written agreement, which defined coordination and referrals between all IPAS programs and the State long-term care ombudsman program.

Certification

Signed?	Yes
Signed By	Gary Richter
Title	Executive Director IPAS
Signed Date	12/02/2013