



# FSSA'S BUILD LEARN GROW PROGRAM IMPACT REPORT

The **Build Learn Grow Program (BLG)** are the projects overseen by the Indiana Family and Social Services Administration (FSSA) and funded by federal relief dollars provided through the Coronavirus Response and Relief Supplemental Appropriations (CRRSA) Act and American Rescue Plan Act (ARPA).

*“We are committed to sharing with stakeholders how these investments are improving the health and well-being of Hoosiers in three key areas: **Services in the Home and Community**, **Early Childhood Programs**, and **Mental Health Services**.”*

- FSSA Secretary Dr. Dan Rusyniak

Across the program, FSSA is intentionally investing in three key areas. This report shares the impact these investments are having as well as the baseline metrics we are focused on.<sup>1</sup>

Services in the Home and Community

Early Childhood Programs

Mental Health Services

## FSSA Agency-Wide Build Learn Grow Outcome Targets

Six outcome targets we want to achieve with the utilization of funds to best support Hoosier families and the communities they live in.

### Access to Services

Grow provider capacity to increase available services while improving public awareness and equitable utilization of these services

### Quality of Services

Improve quality of services

### Family Caregiver Supports

Support unpaid and informal caregivers and their mental health



### Hoosier Experience

Improve the experience and satisfaction of Hoosiers who receive support from FSSA programs

### Workforce

Retain and grow the direct service workforce

### Provider Experience

Offer clear guidance to support stabilization of provider operations and reduce provider administrative burden

## Build Learn Grow Guiding Principles

Foundational considerations that influence our planning and implementation.



Stabilize, Grow, & Improve Service Delivery



Build Bridges, Not Cliffs



Build Data Infrastructure



Promote Evidence-Based Practices



Ensure & Promote Equity



Prioritize Internal & External Transparency

1. Previous Build Learn Grow Impact Reports can be on the FSSA: Home and Community-Based Services Spending Plan webpage: <https://www.in.gov/fssa/home-and-community-based-services-spending-plan/>

# Investments Made To Date

FSSA is leveraging Build Learn Grow (BLG) funds, which includes CRRSA and ARPA grants, available through 2025 and 2026 to achieve our Agency-Wide BLG Outcome Targets through responsible investments. We recognize the need for immediate financial relief balanced with deliberate sustainability planning.<sup>1</sup>

## Overview of Total Build Learn Grow Budget

### \$2.1B Total Build Learn Grow Budget

- \$1.1B** Committed to Early Childhood Programs
- \$701M** Committed to Services in the Home and Community
- \$300M** Committed to Mental Health Services



**84%** of the Total Budget has been Invested to Date

## \$55M+ Committed to implementing the PathWays for Aging program

In July 2024, FSSA launched the **PathWays for Aging program** for Hoosiers aged 60 and over who receive Medicaid (or Medicaid and Medicare) benefits - please see the Services in the Home and Community report page for more information about PathWays.

### Provider and Partner Investment Highlights

#### \$14M committed to **Aging and Disability Resource Centers (ADRCs)**



- ↳ Additional funding for ADRCs to support intake functions during the transition to PathWays

#### \$9M committed to **Provider Readiness Grants**



- ↳ Grants to provider agencies to support additional training, technical assistance, and PathWays readiness activities

### Member-Focused Investment Highlights

#### \$5M committed to **Member Outreach and Engagement Campaign**



- ↳ To learn more about the PathWays program and how to enroll, FSSA held in-person events, webinars, and worked directly with Hoosiers to support their transition to PathWays

#### \$1M committed to **Survey of HCBS Consumers**



- ↳ Survey of Home and Community Based Services (HCBS) consumers to understand members' perspectives on quality of care which informed development of PathWays policies

1. Available funds have different spending deadlines depending, with most ending in 2025 but some available through 2026.

# Services In The Home and Community

The Division of Aging (DA), Division of Disability & Rehabilitative Services (DDRS), Division of Family Resources (DFR), and Office of Medicaid Policy & Planning (OMPP) are responsibly leveraging BLG funds to enhance availability and quality of services used by individuals in the home and community in alignment with CMS approved spending plan and activities, including the transition to Indiana PathWays for Aging.<sup>1</sup>

## Investments in the newly launched Indiana PathWays for Aging program

After more than three years of collaborative design and implementation work, FSSA launched the Indiana PathWays for Aging program on July 1, 2024. PathWays for Aging is a Medicaid managed care program designed to:

- **Improve the health and wellbeing** of the Hoosiers it serves
- **Provide choice** for those members who want to age in their homes or communities
- **Better manage the rising costs** of providing Medicaid coverage to the aging population.

This health coverage program is for **Hoosiers aged 60 and older** who are eligible for Medicaid and will serve approximately **120,000 members**.

## Providers and Partners



**80** PathWays providers certified through the new provider certification portal since May 2024, allowing for more efficient communication between FSSA and providers.

**To ensure a seamless transition to PathWays for members, caregivers, and providers:**

→ OMPP launched **standardized Health Needs Screening (HNS) and Comprehensive Health Assessment Tool (CHAT) for use by all Managed Care Entities** to create treatment plans, collect information from members, identify caregivers, and understand patient barriers to accessing care.



→ **MCE Provider Workgroup Feedback meetings** were held since November 2023 on a monthly basis for providers and associations to provide input on PathWays updates and review policies, involving providers in the development of PathWays.

## Member Engagement



**28** educational meetings held for members and caregivers in March - June 2024 to further support their transition to PathWays. This included information about the program such as how to enroll, what supports are available, where to find resources, and more.

## Certified Ombudsman Investments in the Home and Community



Since March 2024:

- Helped **train 2 new LTC Ombudsmen**
- **Conducted Quality Assurance reviews** for Ombudsman trainings
- **Developed Resident Council training**



**1,110** Routine Access Visits made by Ombudsmen from October 2023 - May 2024

1. For more information, please see <https://www.in.gov/fssa/indiana-pathways-for-aging/>

2. The provided updates are associated with an Ombudsman Contractor hired using BLG funds. For additional information on the LTCOP program and services, please see <https://www.in.gov/ombudsman/long-term-care-ombudsman/overview/>

# Early Childhood Programs

The Office of Early Childhood & Out-of-School Learning (OECOSL) is responsibly leveraging BLG funds to enhance accessibility to, expand capacity, and improve quality of early childhood programs.

## Investments Strengthen the Early Childhood Landscape in Indiana

### Supply and Demand



**255** new child care providers opened in January - June 2024.



**2,200** child care slots added to available child care provider capacity from January to May 2024, capacity defined as the sum of reported vacancies and enrollment.<sup>1</sup>

### Workforce



**380** Teaching positions filled from January - June 2024.<sup>2</sup>

## Child Care Provider Infrastructure Investments

OECOSL launched a **Child Care Management System (CCMS)** program in partnership with SPARK Learning Lab, aimed at giving providers the tools to **build financial management systems**, and allowing for reduction of administrative paperwork due to automation and adoption of technology. The CCMS program also **supports engagement and communication between families and providers**, improving the overall quality of child care provision.

CCMS platforms will also allow providers a convenient way to report absences for CCDF enrollees following the rollout of the **Pay by Enrollment** billing method, which was launched in July 2024 to **reduce several attendance and billing-related burdens on families and providers**.



**870** additional child care providers signed up for the program who were not using a CCMS, demonstrating providers are embracing the program to help their businesses run more efficiently and effectively.



**1,330** child care providers attended webinars held in May and June 2024 to share information on Pay by Enrollment payment updates

1. & 2. Based on 68% provider reporting compliance rate in January - June 2024.

# Mental Health Services

The Division of Mental Health & Addiction (DMHA) is responsibly leveraging BLG funds to enhance the quality and capacity of mental health and addiction prevention, treatment, and recovery services.

## Investments Enhance Mental Health Services in Indiana

### Federal CCBHC Demonstration Program



In June 2024, Indiana was selected to participate in the **Certified Community Behavioral Health Clinic (CCBHC) Medicaid Demonstration Program**<sup>1</sup>, supporting its transformation of its behavioral health system to provide a coordinated, comprehensive range of services for anyone seeking them.

CCBHCs receive funding driven by the real costs of care - **increasing access to individualized treatment pathways** for those experiencing mental health and/or substance use challenges.

The Demonstration will provide **enhanced federal funding** to allow **8 Pilot Sites** to provide critical access to **quality behavioral health care** that aligns with **community needs**.

### Culturally and Linguistically Appropriate Services

DMHA assessed the progress that Indiana's 24 Community Mental Health Centers (CMHCs) have made toward implementing federal **Culturally and Linguistically Appropriate Services (CLAS standards)**. In the 2023 baseline survey, CMHCs were assessed across **three domains**: Governance, Leadership and Workforce; Communication and Language Assistance; and Engagement, Continuous Improvement and Accountability



The **second-highest score** was received for **76% of all domain scores**

**42% of CMHCs** received the highest score possible in the **Governance, Leadership, and Workforce** domain

### Child Mental Health Wraparound Access Site

The Child Mental Health Wraparound Program streamlines and improves access to services throughout the state via a single Access Site. In the first half of 2024, the following has been achieved:

**1,640 referrals** received

An **11% increase** from July - Dec 2023

**530 High-Fidelity**

**Applications** Submitted

**410 New Children**

Enrolled



### Building Out the 988 Crisis Response System<sup>2</sup>

**93% Average in-State answer rate of 988 call line calls in 2024**

1. Please visit <https://www.in.gov/fssa/dmha/certified-community-behavioral-health-clinic/> for more information on Indiana's CCBHC program

2. Please visit [988indiana.org](https://988indiana.org) for more information on 988.