

Introducing the Individual Experience Survey (IES)

8/11/15

The Indiana Family and Social Services Administration (FSSA) drafted a Home and Community Based Settings (HCBS) transition plan which was submitted to the Centers for Medicare and Medicaid Services (CMS). This draft plan is in response to the new HCBS rule in March of 2014. The new rule supports improving the quality of home and community-based waiver services, and adds protections for individuals receiving these services.

To help ensure Indiana is compliant with the HCBS rule, an Individual Experience Survey (IES) was created to examine how people receiving supports and services experience them in their day-to-day activities. The purpose of the survey is to learn how people receiving supports and services experience these elements in their communities. The survey results will be used to assess changes that may be needed to improve the experience people have when receiving services. This survey will also help ensure Indiana is compliant with the HCBS Settings Rule.

The survey's questions will examine how people live, work, and spend their time both at home and out in their communities. For example, how do they interact with family and friends? In what kinds of activities do they participate? What are their daily routines like? The survey is to be given to all individuals receiving home and community based services on both the Community Integration and Habilitation (CIH) and the Family Supports Waiver (FSW) in Indiana.

Case managers will complete the Individual Experience Survey (IES) with each person currently receiving services (for at least three months). The survey is to be completed during regularly scheduled service planning meetings sometime before December 31, 2015. Participant/family cooperation and participation in this survey is greatly appreciated, however the survey is completely voluntary.

For questions about the survey, please contact BQIS Help:
BQIS.Help@fssa.IN.gov. Waiver recipients may contact their case managers with questions.

For more information:

An FAQ for case managers is available [by clicking here](#). An IES case manager training webinar and slide presentation is also available.



Indiana Family and Social Services Administration
HCBS Statewide Transition Plan

