



Annual Report
June 2017 to June 2018

ARRM



1185 North Concord Street, Suite 302 • South Saint Paul, MN 55075
www.armm.org • phone: 651.291.1086 • fax: 651.293.9389

ARRM Welcomes new CEO

Sue Schettle came to ARRM after a more than 30 year run in the health care industry, most recently as the CEO of the Twin Cities Medical Society, a membership association representing more than 4,000 physicians from the 7-County Metropolitan Area. Sue led the organization and its foundation for 11 years. Under her leadership, the Society led groundbreaking public health advancements including smoke-free public policies, obesity prevention efforts and normalizing end-of-life care conversations through an initiative she co-founded, called Honoring Choices Minnesota. Sue began at ARRM in November 2017.

Leadership for Long-Term Stability

This year has continued to show that changes in workforce demographics, community needs, political dynamics and regulatory policy will impact the direction and foundation of our industry. While there continues to be a tremendous amount of work to be done in the coming months and years, ARRM is proud to have taken on several areas that will begin to help return stability to our services.

Legislative Advocacy

Legislative Session Recap

ARRM approached the 2018 Legislative Session with the intent on building upon the successful policy changes that were passed in 2017. However, with the announcement at the end of February of an impending 7% cut to Disability Waiver Rates in July, ARRM, in partnership with the Best Life Alliance, quickly adjusted its strategy with the main focus on Stopping the Cut.

The legislative session officially began on Tuesday, February 20th and news of the cut came out at the end of that week. In just three months, we were able to educate legislators and stakeholders on the broad impact of the 7% cut and were able to position ourselves as a funding priority for both the House and Senate, and in the end the Governor's office. A temporary stop to the 7% cut was included in the Omnibus Supplemental Spending bill. Unfortunately, that bill was vetoed by the Governor due to reasons unrelated to our priorities.

As it stands right now, a 7% cut will go into effect on July 1st, 2018 for all individuals that are un-banded and will impact banded individuals when banding year end 2019.

In addition to stopping the 7% cut, ARRM also carried a policy bill with initiatives that came out of our Service Innovations Committee. This bill included provisions that would extend the current licensing moratorium exception for unlicensed settings, change qualifications needed for Behavior Support Professionals, extend the sunset for adding a fifth bed to a CRS, and mandate the discussion of technology at every Service Authorization Planning meeting. The language was included in both the House and Senate Omnibus bills and made it into the larger Omnibus Supplemental Spending Bill. Unfortunately, this language was not passed as a result of the Governor's veto of the overall bill.

While the 2018 Legislative Session can be viewed as disappointment with big losses coming when the Governor vetoed the Omnibus bill, it is important to highlight and celebrate the tremendous support and advocacy that ARRM members showed this session.

Day at the Capitol

ARRM's 2018 Day at the Capitol was once again one of the largest rallies at the Capitol. Partnering with MOHR for the fifth year in a row, we welcomed over 1,000 advocates to the Capitol. Staff members, family members and people who receive services showed up in force to tell their legislators to stop the cut. We were able to meet with over 80% of the legislative body and following our Day at the Capitol, 28 House members added their name to our legislation that would stop the cut.

This session also saw advocates responding to action alerts in ways we have not seen in the past. When presenting budget targets at the end of session, Rep. Jim Knoblach (14B), Chair of the House Ways and Means Committee stated that the reason they were including funding to stop the 7% cut was because of the massive amounts of emails and phone calls that they have received about the issue. It cannot be stated enough that your actions made a difference this legislative session.

Technology

Promoting the use of technology in providing services continues to be a priority for ARRM. Despite technology being readily available and Minnesota having one of the strongest funding models in the country, barriers still exist. This includes the lack of engagement from counties, families and individuals.

To support ARRM members and their stakeholders in having these conversations, ARRM formed an advisory group of members to develop a new microsite which will be a centralized pool of information and resources on using technology to support people with disabilities. In addition to helpful information and tools for planning, funding and implementing technology, the site will also include promotional success stories to help spread the word and engage families and lead agencies. Since its launch, the site has consistently grown in its monthly users, featuring new educational articles and resources posted regularly, and several success stories demonstrating how technology can be successfully implemented in diverse scenarios. The work group is also actively engaging its key audiences, hosting a focus group with persons-served and family members to learn more about the resources and information they are seeking.

You will find more detailed information at www.arrm.org/technology.

Conferences and Education

ARRM Annual Conference

The 2017 ARRM Conference was held at Mystic Lake in Prior Lake, MN. Nearly 700 individuals attended the two-day conference and trade show with dozens of vendors. There were sessions for DSPs, frontline and middle management, upper management, human resources and nursing. ARRM received 99 ARRM Cares nominees, recognizing the top DSPs from ARRM members. 6 winners were selected.

ARRM Training and Education

In addition to the Annual Conference, ARRM hosted two Business and Finance Forums (BFFs) which were coordinated by the Financial Resource Committee, as well as the Leadership Conference which was attended by 221 members. The Leadership Conference focused on planning for the future in light of an ongoing workforce crisis. ARRM is implementing inclusion of an increase of technology topics into the Annual Conference.

Following the 2017 Legislative Session, ARRM will go “on the road” to share information during multiple sessions to summarize industry insights and gather information for the upcoming legislative session.

At the beginning of 2018 ARRM released an enhanced training calendar for members, offering at least one training opportunity in every month of the year. This new way of structuring our training calendar provides members the ability to know what educational opportunities will be available throughout the year, and plan accordingly.

As always, members of ARRM are able to take advantage of these trainings at a discounted rate from non-members. Trainings provided in 2018 through May include:

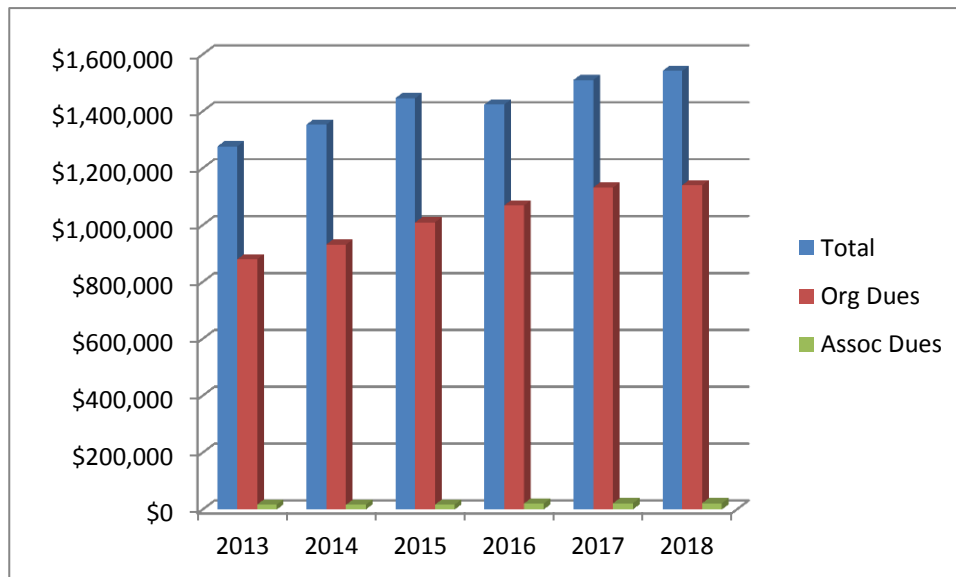
- o **Lawyer Day:** This event provided our members with a rare opportunity—a full day of chances to hear from attorneys about our industry. This event dealt with discharges, ideas about how to write and appeal licensing citations and other topics.
- o **Business and Finance Forum:** The first installment of this bi-yearly event, the March Business and Finance Forum highlighted information on provider enrollment, minimum wage/sick leave ordinances, DWRS and ICF updates, EVV and Moratorium Exceptions and a special session devoted to the 7%.
- o **DHS Day:** Representatives from DHS provided members with a plethora of information on rights, restrictions and guardianships. ARRM members were engaged and had a lot of questions.
- o **Aging and Disabilities:** Amy Hewitt, from the Institute for Community Integration and Karen Finck, Health Counseling Services provided great content for ARRM members about aging and retirement, the process of aging (physical changes, managing chronic illnesses, and understanding the stages of Alzheimers).

More events are planned through 2018.

Membership and Finances

ARRM’s membership remains strong with 207 organizational and associate members. Since January 2018 we added Foothold Technology, Stillwater Express Solutions, North Risk Partners as organizational members and Lutheran Social Services as a returning member.

ARRM’s financial picture remains strong and vibrant. Our overall revenue has increased steadily from year to year which allows ARRM to devote some of its resources to issues that our members deem appropriate.



ARRM remains a powerful organization because of our devoted members and their strong commitment to our mission and to helping to shape the strategic direction of the association. As we think about the future of our industry it is critical that we have our members engaged and involved in making ARRM even stronger than it is today.

ARRM Board of Directors

Executive Committee

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Howry Residential Services

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Fredrikson & Byron, P.A.

Cindy Ostrowski
Hiawatha Homes, Inc.

Eric Pederson
STAR Services Inc

Don Priebe
Homeward Bound

Laurie Tazelaar-Williams
Living Your Legacy, LTW

ARRM Committees

Volunteers from the ARRM membership served on our Board, committees, subcommittees and task forces. We relied on them greatly last year for guidance and to make positive changes in the industry.

Through the following committees, our dedicated members supported the Annual Conference, training workshops, key legislation, rule reform, and public relations.

Conference Committee

Laurie Tazelaar-Williams – Chair
Alan Berner – Vice Chair

Public Relations Committee

Rod Carlson – Chair
Cindy Ostrowski – Vice Chair
Rhonda Peterson – Vice Chair

Finance Committee

Shannon Bock – Treasurer / Chair
Chris DeVos – Vice Chair
Michelle Hooey, Vice Chair

Service Innovations Committee

Jon Nelson – Chair
Doug Annett – Vice Chair
Shannon Bock – Vice Chair
Jennifer O’Neill – Vice Chair

Financial Resources Committee

Chris DeVos – Chair
Curt Bossert – Vice Chair
Don Priebe – Vice Chair

Workforce Solutions Committee

Ric Nelson – Chair
Melissa Danielson – Vice Chair
Joe Peterson – Vice Chair

Public Affairs Committee

Heidi Holste – Chair
Steve Liston – Vice Chair
Jennifer O’Neill – Vice Chair

ARRM Staff

Casey Daubert, Coordinator of Member Services

Casey coordinates member relations for ARRM. She's charged with developing and then implementing ARRM's recruitment and retention plan and utilizes strong database management skills to analyze membership trends and processes dues for ARRM members. Casey supports the Board of Directors.

cbauert@arrm.org

Sara Grafstrom, Director of Government Relations and Member Advocacy

Sara directs ARRM's grassroots advocacy outreach and manages the organization's Government Relations efforts. She is the primary staff for the Public Affairs Committee, Workforce Solutions Committee and represents ARRM on the Best Life Alliance Steering Committee as well as co-leads the coalition's grassroots advocacy work. She also provides back-up support to the Public Relations Committee, Service Innovations Committee and Financial Resources Committee.

sgrfstrom@arrm.org

Drew Henry, Director of Marketing and Communications

Drew directs marketing and communications as well as supports ARRM's grassroots advocacy initiatives. Drew is the primary staff for the Public Relations Committee and the Technology Work Group, and provides support to the Conference Committee and Public Affairs Committee

dhenry@arrm.org

Sue Schettle, Chief Executive Officer

Sue Schettle became the CEO of ARRM in November 2017. She directs the day to day operations of the Association, leads the staff and is the primary person staffing the Executive Committee and Board of Directors. Sue also works to strengthen the ARRM partnerships by meeting with key stakeholders and groups.

sschettle@arrm.org

Barb Turner, Senior Director of External Affairs

Barb is the most tenured staff member at ARRM. She has been with the organization for 10 years. She is our policy expert and works closely with DHS and other key stakeholders. She is the person whose voice you hear every Friday on the Friday morning calls. She is also the primary staff member for the Service Innovations Committee and Financial Resources Committee and provides back-up to many other ARRM committees.

bturner@arrm.org

Ashley Wear, Manager of Events and Promotions

Ashley joined the ARRM staff in May. Her focus will be all-things related to ARRM educational offerings including developing program content, logistical details, marketing and design, identifying speakers, etc. She collaborates with members and leadership to create events that coincide with what our association and community say they need! She'll be devoting much of her time in the coming years to look for new exciting, innovative and creative offerings we could implement to further the success of our mission and ARRM members!

awear@arrm.org



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