



Annual Meeting Report • May 13, 2015 June 2014 to May 2015

Advocating & Navigating the Sea of Change





ARRM

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With the continued onset of massive funding and regulatory changes, ARRM led and responded on three major fronts over the past year:

1. Researched and advocated to drive changes in the best interests of people with disabilities and providers throughout Minnesota,
2. Informed, educated and trained members on implementing those changes, and
3. Intervened on behalf of members with DHS when state or local implementation of those changes went awry.

These changes and efforts, which started to develop in 2008, continued with robust ARRM action in the last year. Fortunately, much of the training and intervention were supported by successful advocacy at the Capitol and with DHS.

At the same time, ARRM and The 5% Campaign brought needed new funding to support our members as we continued to drive Minnesota to realize the vision of Olmstead and person centered services.

This report summarizes the association's many activities and positive outcomes since the 2014 Annual Meeting, and is current as of May 13, 2015 (before the 2015 Legislature adjourned).

The Challenge Ahead

One issue envelopes all these efforts and all we do: supporting people with a skilled and sustained workforce, technology and other supports. Caseloads are growing as people with disabilities live longer. The workforce is shrinking and exploding Medicaid costs are consuming federal and state budgets. Rate increases for Home & Community-Based Services are desperately needed, but because of these realities they cannot be relied on as the sole answer.

As the sea continues to change, ARRM will continue to advocate for policy changes to support new innovative efforts and guide our members successfully through the new realities.

Advocacy

The 5% Campaign:

- ARRM and The 5% Campaign secured a five percent rate increase for Home & Community-Based Services in 2014. Without question, it was ARRM's grassroots leadership paired with member and caregiver advocacy that led to this significant statewide funding.
- In 2015, the push for another rate increase remains in play. With a \$297 million price tag for a five percent increase in each of the next two fiscal years, we know that the final resolution will be less than $5 + 5 = 10$ percent. We are optimistic that a significant ongoing and sustainable rate increase will be adopted and signed by the governor.

ARRM's efforts were led by its Public Affairs Committee, Sara Grafstrom and Bruce Nelson. Efforts were strongly supported by Amy Wartick, our members, committed grassroots advocates, and our contract lobbyists Bob and Rob Vanasek.

Disability Waiver Rate System (DWRS):

- Much needed changes, developed by ARRM's Payment Methodology Subcommittee and the DWRS Coalition, were adopted by the 2014 Legislature. Homeward Bound CEO Don Priebe and ARRM COO Barb Turner negotiated with DHS up to the closing moments of the 2014 session.
- In 2015, ARRM and the DWRS Coalition are again advancing critical changes to the Rate Management System. Among the issues at stake are shared staffing, the exceptions process and receiving assurances that money stays in the system during and after the banding process. These and other key provisions are now included in the House and Senate Health and Human Services Omnibus Finance Bills.

While many individuals played key roles along with Don and Barb, we must note the significant contributions of Chris DeVos (REM Minnesota), Mike Mills (Duluth Regional Care Center) and ARRM's fiscal analyst consultant, Doug Anderson.

245 A & 245 D:

ARRM's major licensing and standards revisions were adopted by the 2014 Legislature. The remaining issues from 2014, plus additional needed changes, appear headed toward passage in 2015. These changes were developed by ARRM's Services Innovations Committee and ARRM COO Barb Turner who presented to and negotiated with other stakeholders, DHS, and legislators.

Minimum Wage:

In 2015 ARRM developed a proposal to fund this new cost of paying sleep time employees. Neither the House nor Senate Health and Human Services Omnibus Finance Bills includes this provision, which would cost \$17.9 million over the next two years, according to the state's fiscal note. We have incorporated this new cost into our arguments for an overall rate increase.

Investigations and Sanctions:

The major provisions in ARRM's 2015 bill to address the increase in conditional licenses appear on track to passage. At the same time, several provisions in the bill we introduced will be addressed – as a result of our initial bill – administratively by the Inspector General and his staff. These needed changes were developed by an ad hoc group of ARRM members. Barb Turner negotiated many of the provisions with the Inspector General and marshalled the bill through the Legislature.

Other issues:

Demissions: DHS proposed new language regarding requirements for provider initiated demissions. ARRM worked to assure that the new standards were fair for both providers as well as the individuals being served.

Positive Behavior Supports: ARRM is actively involved in providing input as the new Positive Behavior Supports rule is being developed. This includes participation in preliminary meetings, attending public comment hearings and monitoring the work as it moves forward.

SOCS: The Commissioner appointed Barb Turner to the Steering Committee to work on the transition of some SOCS services to private providers. The expectation is to develop a general plan by the end of 2015 with details to be worked on in the following year.

ICF/DD Leave Days/Open Beds: ARRM proposed an amendment to address the issue of billing for therapeutic leave days when there is an open bed. Due to a fiscal note, the amendment did not move forward, but ARRM will continue to pursue this issue in the future.

ARRM worked for, against or amending many other bills winding their way through the Legislature.

They included legislation on Medical Assistance spend-down limits, Olmstead implementation, ABLE (Achieving a Better Life Experience) accounts, State Quality Council, MAEPD (Medical Assistance for Employed People with Disabilities), GRH changes, TEFRA restriction reduction, CDCS payment methodologies, innovation pilots, safe patient handling, background study/NETStudy/fingerprinting, CFSS/PCA, broadband expansion, durable medical equipment payments, Advocating for Change (ACT) grants, Working Parents Act, and telemedicine.

Minnesota's CMS Transition Plan and Olmstead:

ARRM worked with numerous groups on issues related to Minnesota's CMS Final Rule transition plan and the Olmstead Plan. Both the Olmstead Plan and the CMS Final Rule Plan have been submitted for approval. DHS has just learned that the newest version of the Olmstead Plan has again been rejected. There has been no word on the CMS Final Rule Plan.

Research

ARRM engaged attorney Sam Orbovich regarding conditional licenses legislation and the inclusion of nursing in waiver rates. We also hired Clifton Larson Allen to work with Fiscal Analyst Doug Anderson to drive our minimum wage legislation.

Events

Annual Conference: 1,094 people attended our 2014 Annual Conference, In Search of Oz: The Yellow Brick Road is Under Construction. The sessions spanned an array of topics relevant to the disability industry, including 245D, the Olmstead Plan, Dual Diagnosis, Team Building, Person Centered Thinking, Professional Boundaries and Behavioral Strategies. We honored 110 ARRM Cares Awards nominees and six outstanding direct support professional winners at the ARRM Cares luncheon.

Legislative, 245A/D and DWRS Trainings held across the state gave ARRM members an opportunity for some face-to-face interaction and provided the latest updates from the 2014 Legislature. ARRM presented a total of seven trainings to 582 people in the metro, Duluth, Detroit Lakes, Redwood Falls, St. Cloud and Rochester. Barb Turner also worked with DHS and MOHR to present 10 regional trainings on DWRS. It is anticipated that ARRM will continue to partner with DHS to present additional trainings on DWRS in 2015.

Two *CFO/Administrative/Operations Meetings* in 2014 brought detailed information on DWRS, 245D, GRH, Olmstead, licensing and inspections, workers' comp and upshots from the Legislature. As the scope of these workshops grows their name has now been changed to Business & Finance Forums. The trainings, attended by 287 ARRM members in 2014, are planned and directed by our Financial Resources Committee.

Our *Leadership Conference* at Ruttger's in September 2014 moved members forward through networking, utilizing technology, managing changes in DWRS and 245D, understanding how federal government changes affect us, and maximizing the use of social media. The Executive Committee and senior staff design and coordinate the conference, which included 183 ARRM members.

ARRM's *Technology Conference & Showcase in Bloomington* was attended by 187 people in 2014. They included ARRM members and non-member providers, providers and association staff from Iowa, Minnesota DHS staff, and county employees. The Technology Sub-Committee is responsible for planning this event and is currently working on the Technology Showcase for August 3-4th, 2015. The focus of this event using technology to support independence for people with disabilities, supplement or replace staffing, and improve back office technology.

The Service Innovation Committee hosted several *Lunch with the Experts* presentations over the past year. Sessions offered members an opportunity to hear the latest on some of the hottest topics, including MNChoices and Positive Behavior Supports. In 2015 the responsibility for Lunch with the Experts has been moved to the newly formed group "Program and Service Networking Group" which replaces the Service Design and Delivery Committee. The networking opportunities occur quarterly.

Sponsorships: Our annual events are a success each year thanks in no small part to the support of our generous sponsors. Their contributions allow ARRM

to offer quality conferences and workshops on up-to-the minute issues, organize a vast network of grassroots advocates across the state, and fulfill our mission of advancing community-based services for people with disabilities. We are grateful that in each of the past two years, event sponsorship support has increased by \$6,000.

Communications

Through nine *Member to Member* articles, ARRM member experts in various domains shared industry and organizational knowledge, best practices, and success stories with their peers. Topics covered everything from the future of technology to celebrating the ADA's upcoming 25th anniversary, and energizing staff. In addition, 2015 saw the launch of a new 'Workforce Member to Member' to highlight workforce strategies, processes, or resources for tackling issues around recruitment, retention, human resources, and other topics.

ARRM Answers conference calls occurred most Fridays, with the exception of the First Fridays. This weekly opportunity allowed providers to ask timely questions directly of ARRM staff. Barb Turner is the primary staff responsible, with others contributing as needed.

Daily Dispatch Blog: This members-only blog kept our members updated with critical and timely information throughout the year. Frequent posts include the latest on DHS administrative actions, legislative developments out of St. Paul, state and federal news affecting our industry, and progress on ARRM's priorities.

First Friday Phone-In: During these monthly informative and interactive conference calls, members heard from ARRM staff experts on the big issues of the day, had their questions answered, and alerted us to developments in their parts of the state.

ARRM Alerts: When an issue crosses the threshold of critical importance or needs member action at the Capitol, ARRM's Alerts are shared with members. Over the last year these included 14 high level alerts on topics such as a rate increase, town hall forums, DWRS and shared staffing.

Thanks to the Public Relations Committee, we published a new **ARRM Media Toolkit** in 2014. Available via the Publications page of the members-only section of our website, it includes tips on working with the media, pitching stories, interviewing with a reporter, and dealing with a crisis situation. It also features practical templates such as a sample news release and photo consent form.

ARRM's social media continues to build awareness of our value, relay updates, and allow members, legislators, media and the disability community to join together in ongoing conversations. Since 2013, ARRM's Facebook followers have increased by 45%, and our Twitter followers have increased by 55%. We've also added a YouTube Channel where two new videos about the benefits of ARRM membership and the Day at the Capitol were posted in 2015.

Intervention on Behalf of Members

One of the benefits of ARRM membership is the intervention we make on behalf of our members, primarily related to issues at DHS or within the counties. With many changes to the system occurring simultaneously, ARRM receives calls or messages on a daily basis from members who need assistance with a problem. Barb Turner is the primary staff contact for resolving issues with DHS and counties. She is often able to solve system issues that impact many members without having to name a particular member in the process.

Infrastructure

Database and Website:

ARRM completed the process of combining its website and membership database into one centralized system in July 2014, after months of research and development. ARRM's database management is engineered by Shelley Heutmaker with Communications Director Amy Wartick leading the website redesign and ongoing updates.

Features of the revamped website include:

- Improved navigation and usability for visitors anytime, anywhere, from any device.
- Updated homepage layout that highlights the latest news and events, and includes a keyword search.
- Features allowing visitors to create and manage a personal profile, pay dues, give donations, register for/sponsor events with a secure online payment, view upcoming event registrations and access committee information.
- New Federal Grassroots section and members-only ARRM Alerts archive.

These new on-demand tools and resources demonstrate value, ensure member retention, increase staff productivity, and boost the organization's revenue performance. Coming next will be online private communities including discussion forums, document libraries, wikis, and blogs.

Finances:

ARRM again showed a positive balance in 2014, due in large part to increased membership and an open staff position. The audit profit and loss statement matched our internal year-end statement and the auditor found no management issues to be addressed. ARRM's Finance and Database Director Shelley Heutmaker and Finance Committee and Treasurer John Kehr maintain the Board's confidence in the association's financial management.

Legislative Action Center:

ARRM is currently in the final stages of building a new Legislative Action Center. We are focused on taking what worked well for advocates with the old site and creating a tool that is more interactive, contains more legislative information, and better allows advocates to be active participants in the legislative process.

Highlights of the new site will include:

- Easy to access advocacy tools that meet you where you are at in grassroots advocacy
- Individual issue pages that provide information on each of ARRM's legislative initiatives
- A helpful legislator directory
- Time sensitive and ongoing grassroots engagement activities
- A more user-friendly bill tracker

Member Retention and Growth:

Our membership has grown to 158 Organizational Members and 57 Associate Members for a total of 215 ARRM members. We welcomed four previous members back into the fold, as well as adding seven new Organizational Members and nine new Associate Members. The timely updates, advocacy, training, networking opportunities, and legislative work of ARRM are just a few of the reasons individuals and organizations join or renew their membership.

ARRM Board of Directors

Executive Committee

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Vice President

Jon Nelson
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Dungarvin Minnesota

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Homeward Bound

Laurie Tazelaar-Williams
Community Connections Partnership

Lisa Zaspel
Fraser

Susann Zeug-Hoese
Mount Olivet Rolling Acres, Inc.

ARRM Committees & Chairs

In 2014, over 400 volunteers from the ARRM membership served on our Board, committees, subcommittees and task forces. We relied on them 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. They also provided technical assistance and helped set new ARRM benefits.

Board of Directors

Darlene Scott- President
Jon Nelson- Vice President

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Jon Nelson – Vice Chair
Karin Stockwell – Vice Chair

- *Technology Subcommittee*

Sandy Henry- Chair

Workforce Development Committee

Barb Hoheisel - Chair
Vacant – Vice Chair

ARRM Staff

Doug Anderson, Consultant Fiscal Analyst

Focuses on the Disability Waiver Rate Setting (DWRS) implementation and legislation, as well as research and fiscal analysis needed to advance funding.

danderson@arrm.org

Laura Blyton, Office Manager

Provides a wide range of operational and administrative support to ARRM staff and its committees.

lblyton@arrm.org

Sara Grafstrom, Director of Advocacy and Community Relations

Primary staff for the Public Affairs Committee, directs ARRM's grassroots advocacy efforts, and assists Nancy Peterson in coordinating member recruitment and retention activities. She also provides support for the Public Relations Committee.

sgrafstrom@arrm.org

Shelley Heutmaker, Finance & Database Director

Primary staff for the Finance Committee and is responsible for operations including financial management, human resources, database and administrative management.

sheutmaker@arrm.org

Bruce Nelson, Chief Executive Officer

Primary staff for the Board of Directors, Executive Committee, Financial Resources Committee, and Payment Methodology Subcommittee. He is responsible for the overall operations of the association and ensuring that ARRM's mission and directives of the Board of Directors are carried out. He focuses much of his efforts on legislative and other public policy issues.

bnelson@arrm.org

Nancy Peterson, Director of Member Services and Education

Primary staff for the Conference Committees and the Workforce Development Committee. She is responsible for ARRM's many conferences, workshops and special events, as well as member recruitment and retention.

npeterson@arrm.org

Barb Turner, Chief Operations Officer

Primary staff for the ACA Task Force, the Service Design and Delivery Committee, the Service Innovations Committee, and the Technology Subcommittee. She provides leadership, with Bruce, in coordinating staff work plans and addressing critical issues affecting the industry. She works with the CEO on strategic planning and is second in command.

bturmer@arrm.org

Amy Wartick, Communications Director

Primary staff for the Public Relations Committee and responsible for the marketing side of member relations. She manages sponsorships, content for the website, blogs and social media, and public relations projects. Also supports ARRM's grassroots advocacy initiative and the Technology Sub-Committee.

awartick@arrm.org