

**> 2022
ANNUAL
REPORT**

A MESSAGE FROM ARRM CEO

SUE SCHETTLE



2022 was a year of change, evolution, and growth at ARRM. As COVID continued to ebb and flow, many ARRM events and learning opportunities returned in person but workforce shortages limited the amount of time ARRM members were able to dedicate to professional development. Progress and success at the State Capitol remained elusive, as partisan gridlock kept much-needed funding and policy reforms on the back burner. In spite of these challenges, ARRM took the steps necessary to position our association and the disability services industry for a busy and hopefully successful 2023.

Strategic Planning: Throughout 2022, ARRM worked diligently on updating its strategic plan to better reflect the current state of the disability services industry and align the association's resources to reflect our member needs in a rapidly changing, post-COVID world. As part of this process, ARRM's Board of Directors and staff worked with consultants to reaffirm our mission statement as well as create a new vision statement. In the end, the Board of Directors approved three goals that will serve as cornerstones for ARRM's work in the years ahead.

Mission: To advocate for, inform, and support Minnesota organizations serving people in the disability and mental health communities.

Vision: A healthy, thriving provider network that is a model for the nation.

Goal One: Enhance ARRM's position of leadership and influence.

Goal Two: More fully represent the wide spectrum of disability service providers and their workforce.

Goal Three: Foster a resilient and empowered industry.

New Faces: In late 2022, ARRM welcomed our seventh full-time staff member, Erin Roop, to the team. Erin is supporting the administrative functions of ARRM and will be a frequent face at many of ARRM's committees and events. In early 2023, we will be hiring our eighth ARRM team member to assist with the growing list of lobbying and policy needs of ARRM.

New Space: Like most companies, ARRM re-evaluated its space needs during the pandemic. The oversized and often under-utilized office in South St. Paul no longer fit ARRM's strategic vision or the work-from-home reality many workers, including the team at ARRM experienced. In September, we signed the lease on a new office space in Eagan, a space better suited to ARRM's needs. We hope you will come to visit us and check out the space sometime!

Growing ARRM's Impact: Non-profits often rely on grants to help support initiatives and causes that would not otherwise be accomplished without additional financial resources. Since 2020, ARRM has been awarded two highly competitive grants from DHS as part of its Innovation Grant program. The grants total over \$400,000 and will run until June 2024. The Innovation Grants have allowed ARRM to hire a contract program manager to support the implementation of the grant, which focuses on ways to use assistive technology to support individuals.





Legislative Session Ends with a Thud

Despite early optimism that needs within disability services would be addressed, the 2022 Legislative Session concluded with disappointing results. As little got done and issues went unaddressed, legislators went home to hit the campaign trail and roll the political dice that voters would give their respective parties greater control in the New Year. For Democrats, the dice came up 'Yahtzee' as they swept all state constitutional offices, maintained their majority in the House of Representatives, and picked up a slim one-seat majority in the State Senate.

An Agenda to Meet the Moment

As disability services continued to struggle with COVID-19 impacts, as well as the ongoing workforce crisis, ARRM's legislative agenda sought to alleviate fiscal pressures on providers, Direct Support Professionals, and the disability services system. As ARRM's bills worked their way through the process, their journey was further supported by hours of committee testimony from ARRM staff, disability providers, and advocates. ARRM's testimony, largely to the House and Senate Human Services committees, highlighted the growing number of Community Residential Settings that were closing, the challenges that people are having in finding staff to support them in their own homes, and the impact that it is having on families across the state.

Taking Our Message to the Media and the Campaign Trail

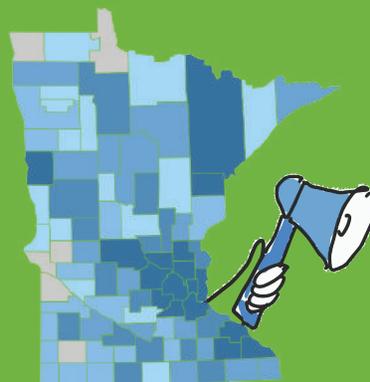
As legislators failed to reach a compromise before the required end to the session, and then failed to agree on terms for a special session, disability advocates ratcheted up the pressure, staging rallies outside the

Governor's mansion, taking interviews with local media to highlight the impact on individuals with disabilities, and voiced their frustration with candidates on the campaign trail. To assist frustrated advocates with talking to candidates for state and legislative office, ARRM released a 'reverse doorknocker', highlighting issues facing disability services and how candidates, if elected, can help.

Looking Ahead

Shaking off the disappointing and frustrating legislative gridlock in 2022, disability services and ARRM are fully prepared to make an impact during the 2023 Legislative Session, kicking off right away on January 3, 2023.

Disability Advocates Speak Up!



10 Action Alerts

201 Legislators +
Governor
Walz

3,459 Contacts
Made

81/87 Counties



ARRM Communication Metrics

As digital burnout remains a challenge for associations everywhere, ARRM's continued growth in social media and on ARRM.org bucks the trend. 2022's goal was to further refine ARRM's content, put additional emphasis on a "less is more" mentality, and maximize our time in front of our busy members.

117
Contributors
(▲ 26%)
Open Forum
113
New Threads
(▲ 18%)

239,146
Emails Sent
▼14.7%
from 2021
29.5%
Open Rate
(+38.5% from 2021)

facebook
Activity
Avg. Monthly
Engagement up **75.4%**
(over 2021)
Page Following
Grew 37%

ARRM.org
Member
Activity
1103
Active User
Accounts
(▲ 55%)

ARRM.org
16,164 Visitors
per Month



The Numbers Tell the Story

Research

ARRM's primary research work continues to be the annual Industry Survey. Conducted after the conclusion of the legislative session, it aggregates wage, workforce, and other operational data from member organizations to generate statistics and information for use in messaging and advocacy. This year's survey produced compelling data on the workforce challenges, which contribute to a growing number of settings closures, which ARRM staff and members were able to incorporate into legislative testimony and grassroots efforts.

Analysis

There is a wealth of information and data produced every day by other researchers, media outlets, and stakeholders, and ARRM provides meaningful analysis and reporting to synthesize relevant information into consumable and actionable packages. National data on workforce trends shows that Minnesota's experience is similar, and the danger of catastrophic impacts affecting people with disabilities is everywhere.

Policy

The information we generated through our research and analysis work was used to directly influence policy discussions as the Minnesota Legislature debated numerous bonding and budgetary proposals. There were many bills that required analysis to determine impact and provide commentary in support or opposition. It was very deflating when they adjourned in May without passing anything of substance to provide desperately needed aid to our sector. The policy work did not stop, however. There were still requests for information from key legislators and more work to develop ARRM's 2023 legislative agenda. We expect the 2023 session to be very busy!



Growing and Learning



ARRM continued to make staff from DHS and MDH accessible as the COVID-19 pandemic dragged on through its bi-monthly Q&A calls. With 24 calls throughout the year, attended by more than 3,900 attendees, providers remained in-the-know as state agency representatives conveyed critical updates and helpful tips in combating the pandemic.

Some events remained virtual in 2022, offering added safety precautions against COVID variants and allowing greater flexibility with busy member schedules. Disability Services Day at the Capitol took place on March 8th, with more than 1,000 attendees participating in the virtual rally and meetings with two-thirds of the legislature scheduled.



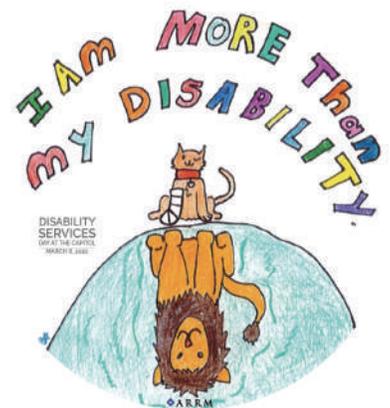
ARRM's Forward Annual Conference returned to Mystic Center this year, for a jam-packed day of learning, networking, and growth. 524 attendees broadened their horizons, taking part in almost two dozen sessions ranging from creating person-centered outcomes to becoming more effective communicators. In addition to a day of learning, attendees networked with 56 exhibitors.

Among the new offerings in 2022 was 'Diving Deep on DWRS', a half-day workshop jumping both feet first into the complicated but important world of the Disability Waiver Rate System. The limited capacity in both sessions quickly filled up as ARRM members eagerly sought answers to their bountiful questions.



2023 Event Calendar

- Feb. 22, May 10, Aug. 16, & Nov. 15 - ARRM Leadership Institute
- March 28 - Disability Services Day at the Capitol
- April 19 - Diving Deep on DWRS Workshop (Duluth)
- July 25 - Business & Finance Forum
- July 26 - ARRM Forward Annual Conference
- September 20-22: - ARRM Leadership Conference
- October 25 - Diving Deep on DWRS Workshop (Mankato)



Innovation Grant Drives Assistive Technology Progress Ahead

ARRM was awarded the highly competitive Innovation Grant from the Minnesota Department of Human Services for a second time! The new grant period allows us to continue the hard work we started to expand the use and understanding of Assistive Technology and Remote Support across the state for county/lead agency case managers, service providers, and individuals living with disabilities and their families.

Feedback from state agencies showed success in ARRM completing its goal of providing a baseline education about Assistive Technology statewide. More people across the state report that they have an understanding now about Assistive Technology and that it can be billed to an individual's waiver plan. This was a primary goal for ARRM and the Technology Resource Center, so we were all very excited to receive that feedback.

Additional feedback suggested it was time for ARRM to update the Tech 101 course and the TRC website. These changes were written into the new grant so we can provide the most up to date and useful resources for state agencies, providers, individuals, and families. In July, ARRM hired a new executive project manager to oversee the second installation of the grant.

Early goals of the grant have already started being met:

- Conducted live survey during quarterly statewide case manager and assessor meeting to understand what they still need to be more confident authorizing Assistive Technology and Remote Support
- Tech 101 update to be released in early 2023
- Updating the technology resources page and moving it to the ARRM website so it can be more accessible and easier to navigate for providers and lead agencies - New website planned for launch in early 2023

We are encouraging all of our members to engage in technology conversations. The sooner everyone is comfortable with technology the sooner we can all start to make changes for the people we support!

NOTE: Assistive Technology and Remote Support are proven methods for helping assist with staff shortages and increasing individual independence.



Meet Alaina Gallagher

Alaina Gallagher is a dedicated, high-energy executive, passionate about using technology to increase independence and improve health outcomes. Alaina has worked in the Assistive Technology and Remote Supports world for six-years and currently serves as the Executive Project Manager for the Innovation Grant with ARRM while also serving as the Chair for MN Networking in Education and Assistive Technology (MN NEAT). She is devoted to finding creative routes to enhance quality of life for everyone.

2022 MEMBERSHIP & FINANCE SNAPSHOT



Welcome New Members

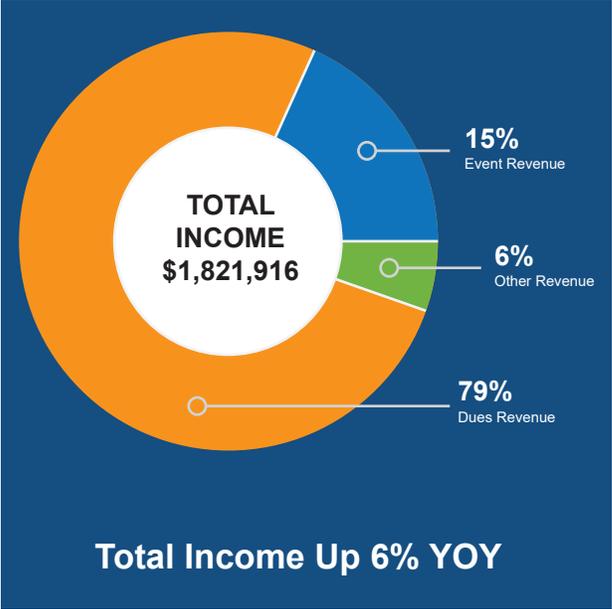
Artesian Homes AFC	Focused Living, Inc.
BrightPath LLC	Healing Hearts AFC
Cenneidigh, Inc	HealthNorth, Inc.
Covenant Ability Network of MN	Open Hands, Inc
Double Diamond	Three Oaks Adult Foster Home

Welcome Back Returning Members

Companion Housing Programs, Inc
Progressive Living Solutions, Inc

212
Committee Volunteers

88
**Organizations
Represented**



Topline Finances

	2020	2021	2022
Revenue	\$1,343,411	\$1,718,831	\$1,821,916
Expenses	\$1,245,028	\$1,607,364	\$1,522,924
Change in Net Assets	\$98,383	\$111,467	\$298,991

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