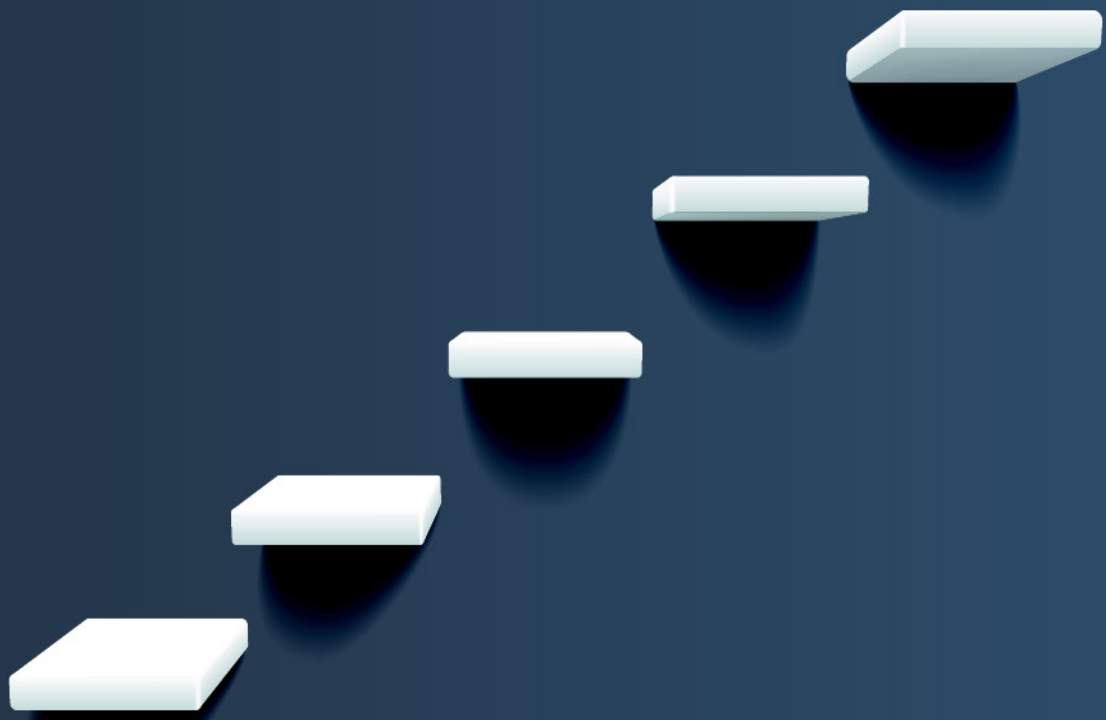


2023

BIG STEPS FORWARD



MESSAGE FROM THE CEO

BIG Steps Forward



Dear ARRMC Members,

As we reflect on the strides we've made together in the past year, I'm filled with immense pride and gratitude for each one of you who has contributed to ARRMC's goal of advancing home and community-based services for individuals living with disabilities. Your unwavering dedication has propelled us forward, shaping a landscape where meaningful lives are not just a goal but a tangible reality.

This year marked a monumental leap in our advocacy efforts. Through tireless advocacy and strategic engagement, we've secured unprecedented financial support, underscoring the growing recognition of the indispensable role our services play in fostering security, inclusivity, and empowerment for individuals with disabilities.

Furthermore, our events this year have been nothing short of extraordinary. The soaring attendance at ARRMC events underscored our community's solidarity and passion for creating positive change and professional development. The vibrant discussions, invaluable networking opportunities, and shared knowledge have enriched our collective understanding and fortified our resolve to push boundaries in providing exceptional services.

A pivotal milestone this year has been the growing interest in the use of assistive technology across Minnesota, catalyzed by our multi-year Innovation Grant initiative. The utilization of assistive technology has

not only transformed the landscape of care but has also opened new doors of opportunity and independence for individuals with disabilities. This strategic embrace of innovation by county case managers underscores ARRMC's commitment to breaking down barriers to enhance the lives of all.

Equally vital is our ongoing dedication to making data-driven decisions and evolving our industry. Embracing data-driven insights has empowered us to make informed choices, drive efficiency, and enhance the quality of services provided. This data guides disability services as we all continue to adapt, innovate, and evolve to meet the evolving needs of our community.

"Big Steps Forward" aptly encapsulates the overarching theme of this year's report, signifying the magnitude of our achievements and the transformative strides we've taken collectively. Each milestone represents not just progress but also a testament to our shared commitment to creating a more inclusive and empowering future for individuals with disabilities.

In conclusion, I extend my deepest gratitude to each of you for your unwavering dedication, passion, and relentless pursuit of our shared goals. Together, we've achieved remarkable milestones, and I'm confident that our collective efforts will continue to shape a brighter, more inclusive future for all.

A handwritten signature in black ink that reads "Sue Schettle". The script is fluid and cursive.

SUE SCHETTLE
ARRMC CEO

THE TEAM

ARRM is fortunate to have a dedicated staff of experienced and passionate professionals. In addition, countless volunteers from our organizational and associate members donate their time to ARRM's governance and advisory committees.

STAFF



SUE SCHETTLE
CEO



KEN BENCE
DIRECTOR OF RESEARCH,
ANALYSIS & POLICY



RACHEL DYER
DIRECTOR OF FINANCE



SARA GRAFSTROM
SENIOR DIRECTOR OF STATE
AND FEDERAL POLICY



ERIN ROOP
EXECUTIVE ASSISTANT



ASHLEY WEAR
DIRECTOR OF EVENTS



KEVIN ZABEL
DIRECTOR OF
COMMUNICATIONS



ALAINA GALLAGHER
EXECUTIVE PROJECT MANAGER
(INNOVATION GRANT)



BOARD OF DIRECTORS

Stacy Roe (President)
Mains'l Services, Inc.

Anna Hegland (Vice President)
Dungarvin MN LLC

Tom Gillespie (Treasurer)
Living Well Disability Services

Steve Turvold (Secretary)
ProCare HR

Shannon Bock (Past President)
CCRI, Inc.

Rita Wiersma (Board Development Coordinator)
Accord

Josh Berg, Accessible Space, Inc.

Alan Berner, The Phoenix Residence, Inc.

Mark Dubbels, Lutheran Social Service of Minnesota

John Estrem, Hammer Residences, Inc.

Krystle Glad, Range Center, Inc.

James Hammill, Options Residential, Inc.

Michelle Hooey, DRCC

Cari McCann, Great River Homes, Inc.

Jon Nelson, Residential Services of NE MN, Inc.

Jennifer O'Neill, Howry Residential Services

Cindy Ostrowski, Hiawatha Homes, Inc.

Eric Pederson, STAR Services, Inc.

Rhonda Peterson, Integrity Living Options, Inc.

Joe Peterson, STAR Services, Inc.

Marge Schwab, Lifetime Resources, Inc.

Karin Stockwell, Dungarvin MN LLC

Lisa Thelen, REM Minnesota, Inc.

Beth Tollefson, Living Well Disability Services

Alison Williams, Christensen Group Insurance

COMMITTEES

ARRM's member-led committees play a critical role in everything from shaping ARRM's legislative agenda, to creating professional development opportunities, and beyond. Thank you to everyone who volunteered their time and talents on these important committees.

- Alternative Payment Model Committee
- ARRM Cares Award Committee
- Education Committee
- Family Providers Network
- Finance Committee
- Financial Resources Committee
- Grassroots Advocacy Network
- ICF Taskforce
- Service Innovations Committee
- Technology Work Group
- UBS Task Force



ARRM Board Members at the
2023 Leadership Conference



Pictured: 2023 ARRM Cares Award Finalists with ARRM President Stacy Roe (Left) and Vice President Anna Hegland (Right)

ABOUT US

ARRM is a nonprofit association of nearly 200 provider organizations, businesses and advocates dedicated to leading the advancement of home and community-based services supporting people living with disabilities in their pursuit of meaningful lives.

Founded in 1970, ARRM continues to lead advocacy and training for positive industry reforms that support Minnesotans with disabilities.

OUR VISION



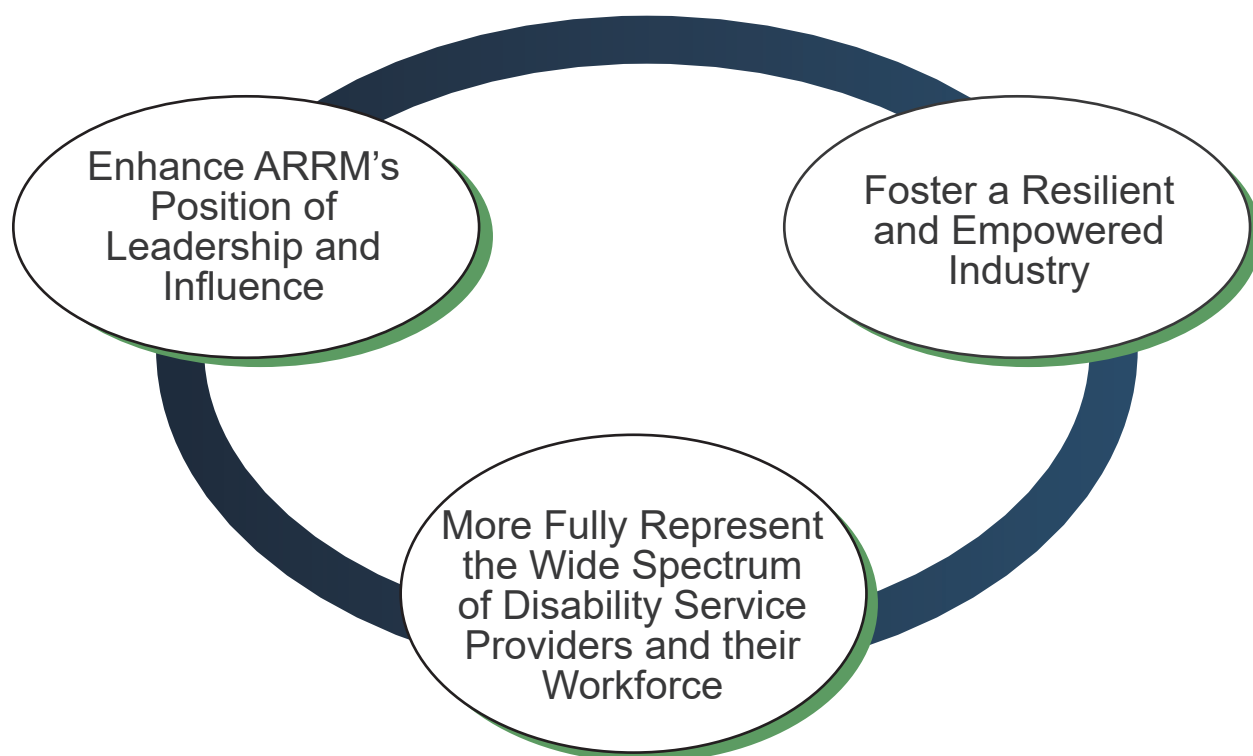
A healthy, thriving provider network that is a model for the nation.

OUR MISSION



The mission of ARRM is to advocate for, inform and support Minnesota organizations serving people in the disability and mental health communities.

STRATEGIC GOALS



ADVOCACY BY THE NUMBERS

There's no substitute for telling the story of disability services directly to an elected official. DSPs and individuals served are the best storytellers, and their stories make a profound impact on advancing ARRM's legislative agenda.



NEW FACES

35% of the Minnesota House and 36% of the Minnesota Senate were new in 2023. This provided ample opportunities to inform and educate policymakers on the nuance and importance of disability services.



CONTACT MADE

ARRM members connected with 195 of 201 state legislators, a **whopping 97%**! More than 2,700 messages were sent.



VOICES HEARD

More than 1,000 advocates took over the capitol rotunda, advocating for higher wages and regulatory reform at Disability Services Day at the Capitol on March 28, 2023.



DISTRICT DIALOGUE MEETINGS

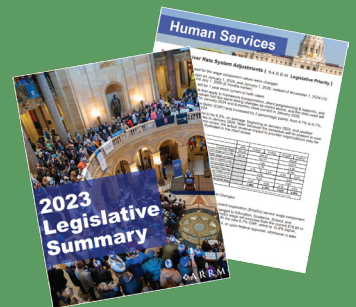
ARRM's in-district meeting series returned in late 2023, with meetings taking place in every corner of the state (Duluth, Willmar, Apple Valley, Burnsville). These events played a big role in developing relationships with important legislators and advocates from their respective districts.

ADVOCACY DELIVERS

Legislative success often requires an 'all-of-the-above' strategy and grassroots advocacy is an important cornerstone.

ARRM members showed up and made a tremendous difference.

See how you made an impact in ARRM's 2023 Legislative Summary



ARRM members meet with State Representative Dave Baker (Willmar) as part of the District Dialogue series

MONUMENTAL PROGRESS

The 2023 Legislative Session started fast and furiously and didn't slow down until adjournment in May. For ARRM, we saw progress made and big steps taken on initiatives that have been on our legislative agenda for many years.

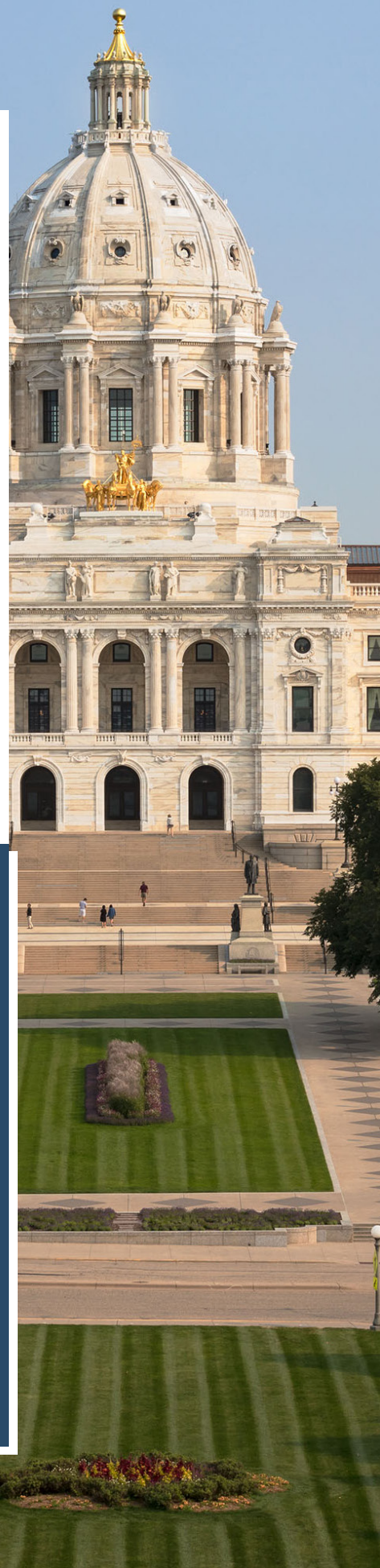
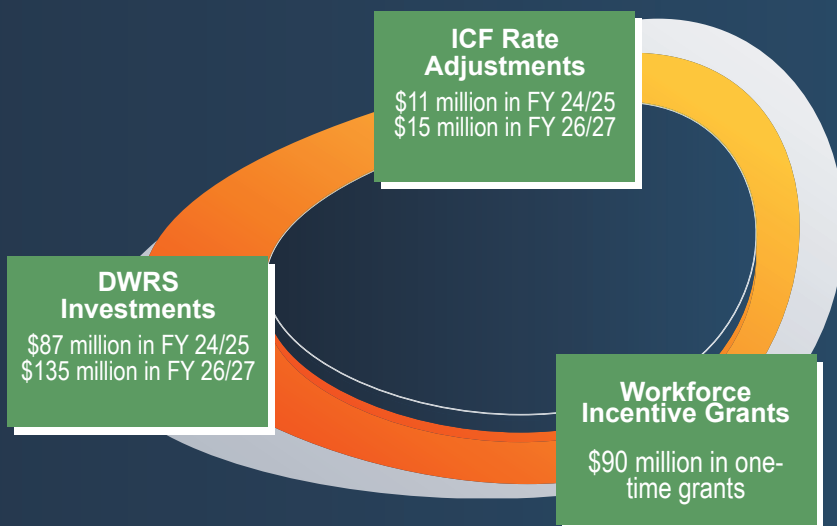
The word for 2023 was "trifecta". Following the 2022 election, the DFL took control of the Senate and retained control of the Governor's office and House. This set up a one-party control in Minnesota for the first time in ten years. In addition, the state budget surplus had grown to almost \$19 billion, making the list of potential spending proposals long and vast.

ARRM brought forward an aggressive list of spending and policy provisions that would invest in the Disability Waiver Rate System (DWRS), ICFs and Direct Support Professional wages as well as make meaningful changes to certain

service delivery models. With six bills on our legislative agenda in 2023, ARRM kept the workforce shortage, and the real-life implications of the shortages on people with disabilities at the forefront of our meetings and conversations with legislators.

In the end, we were able to secure significant investments for both waiver services and ICF services, as well as recruitment and retention bonuses for any staff making under \$30 per hour. We were also able to change licensing requirements for homes that utilize Alternative Overnight Supervision with Technology and change the way Unit Based Respite rates are funded.

KEY FUNDING ACCOMPLISHMENTS



OUR EVENTS

Learning opportunities were on the rise throughout 2023. With more events came more attendees, and created more impactful opportunities for collaboration and education than we have had since before the pandemic. These events garnered substantial interest, with an increase of more than 20% over last year at nearly 1,400 registrations from individuals, professionals, and organizations committed to advancing their work and our industry. The success of these events was further amplified by the generous support of dozens of exhibitors and sponsors, highlighting the broad industry backing and shared commitment to serving people with disabilities and empowering the voice of home and community-based services.



DISABILITY SERVICES DAY AT THE CAPITOL
MARCH 28, 2023

ARRM MOHR Best Life ALLIANCE

More than 1,000 advocates with a clear message. INVEST. IN. US.



Tom Hauser @thauserkstp · M
Minnesotans pack Capitol Rotunda for **Disability Services Day**

Jessie Van Berkel @jessvanb ·
It's **Disability Services Day** at the Capitol and this crowd is the biggest I've seen this legislative session. Folks are crowded on every level around the rotunda for rally.

Caroline Cummings @CaroRCummings ·
The rotunda is packed at every corner for **Disability Services Day** at the Capitol.

Lt. Governor Peggy Flanagan @LtGovFlanagan ·
To the advocates and support staff at **Disability Services Day** at the Capitol: Thank you for sharing your stories. It matters.



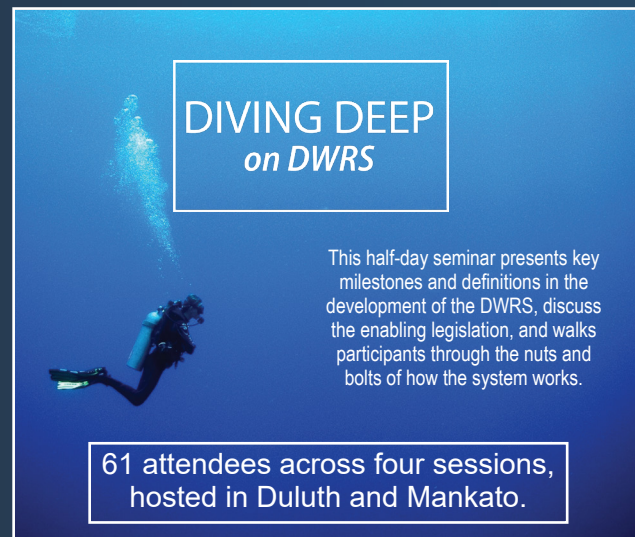
ARRM FORWARD
ANNUAL CONFERENCE & EXPO

22 Sessions
29% more than 2022

673 Attendees
Up 23% over 2022

ARRM Cares Returns

Award Finalists Recognized on Stage



DIVING DEEP on DWRS

This half-day seminar presents key milestones and definitions in the development of the DWRS, discuss the enabling legislation, and walks participants through the nuts and bolts of how the system works.

61 attendees across four sessions, hosted in Duluth and Mankato.



ARRM BUSINESS & FINANCE FORUM 2023

July: 139 Attendees
(19% increase)

Dec.: 99 Attendees
(5% decrease)

234 Attendees
(20% increase)

The End of an Era:
ARRM's final year at Ruttger's Bay Lake

ARRM Leadership conference
SEPTEMBER 20-21, 2024



MARK YOUR CALENDARS

DISABILITY SERVICES DAY AT THE CAPITOL
MARCH 19, 2024

ARRM FORWARD
ANNUAL CONFERENCE & EXPO
JULY 23-24, 2024

ARRM Leadership conference
SEPTEMBER 20-21, 2024

ARRM BUSINESS & FINANCE FORUM 2024

Summer: July 23
Winter: TBA

COMMUNICATIONS BY THE NUMBERS

ARRM continues to disseminate critical information and market valuable professional development opportunities through our well-established communications channels. Despite concerns of 'digital burnout', ARRM's web-based and social media platforms continued to grow and provide needed information to wide audiences.



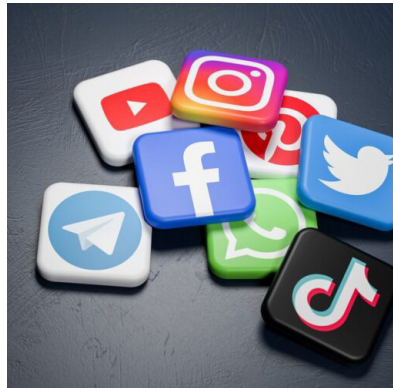
WEB TRAFFIC & SITE USE

11,352: Avg. people per day.

1,301: Active user accounts
(18% Increase over 2022)

2.38: Average communities per active user account

2,209: Views on 25 Daily Dispatch blog posts



SOCIAL MEDIA

3,391: New Facebook Followers
(144% Increase)

119,636: Total Facebook Reach
(8.9% Decrease from 2022)

17,382: Facebook Page Visits
(Up 84.5% over 2022)



MEMBER ENGAGEMENT

Open Forum:

- 123 Threads (Up 9%)
- 186 Replies (Up 13%)
- 106 Contributors (Down 9%)

ARRM.ORG IS GETTING
A MAKEOVER



SPRING 2024

EMAIL STATS

215,475 Emails Sent
(10% Fewer than 2022)

34.9% Open Rate
(18.3% Higher than 2022)

11.4% Click Rate
(25.5% Lower than 2022)





INNOVATION GRANT: GAINING MOMENTUM

ARRM's work to advance the use of Assistive Technology (AT) and Remote Supports (RS) made tremendous progress in 2023, as part of DHS' Innovation Grant. In addition to broadening the reach of informational and education trainings with county case managers and interested parties across the state, ARRM also made widespread revisions to program content and resources.

EDUCATIONAL TRAININGS: BY THE NUMBERS

42

COUNTY TRAININGS

Building statewide knowledge and capacity for AT/RS utilization.

4

CONFERENCE

Sharing expertise at Odyssey, ARRM, St. Louis County, and MN Gathering conferences.

9

WORKSHOPS

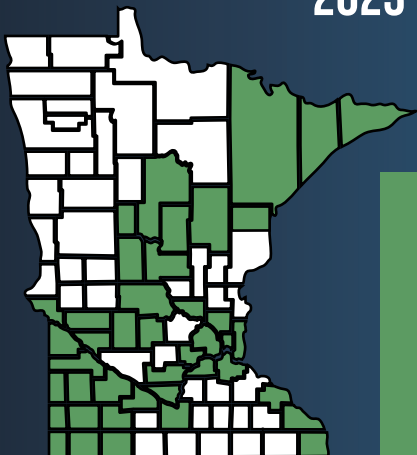
Covering specialized topics like "Tech for Healthy Aging", "Roadblocks to AT/RS", and "Technology for Employment"

6

PROVIDER TRAININGS

Including full-county sessions in Houston and Sherburne, and engagement at the ARRM Leadership Institute.

COUNTY TRAININGS IN 2023



18,752

CONNECTIONS MADE

Estimated number of individuals on HCBS Waiver plans positively affected by the grant.

BIG THINGS AHEAD:



ARRM's Innovation Grant has been extended through June 2025.



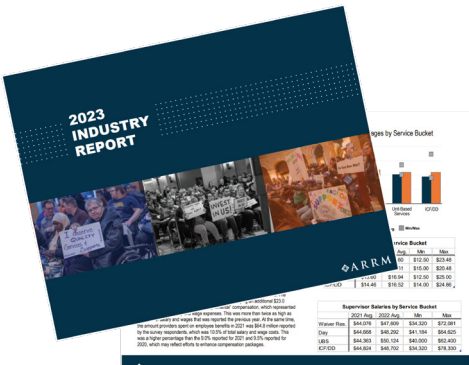
DATA GUIDED

As the disability services industry continues to evolve, in large part to the lingering effects of COVID-19 and the workforce shortage, data and analytics continue to guide our work in driving the industry forward.

Industry Report

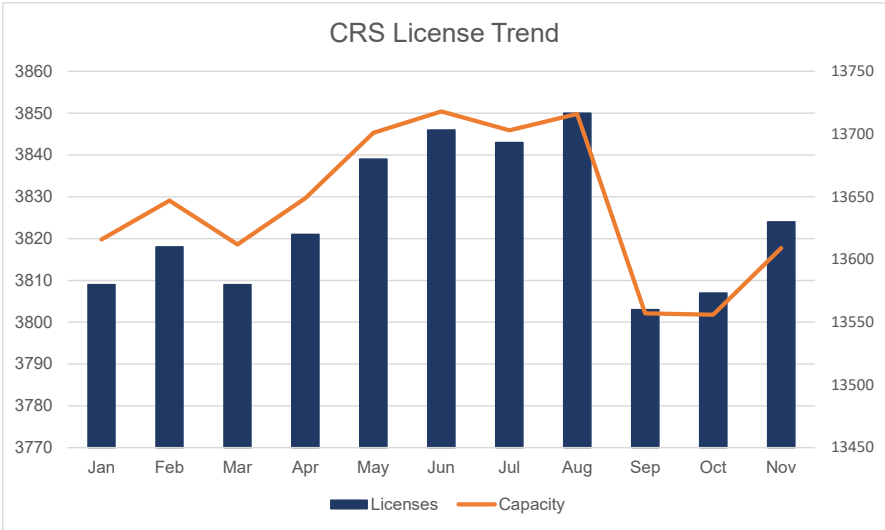
2023 brought the highest response rate in recent memory, both in terms of the number of organizations that responded (78) and the overall response rate (47.3%).

Among the results, we saw an upward trend in staff turnover (from 43.2% in 2020 to 47.1% in 2022 for DSPs and 17.7% to 31.9% for supervisors) and a decrease in the number of staff vacancies from (27.8% in 2021 to 20.7% in 2022 for DSPs and 13.4% to 9.5% for supervisors). DSP wages increased by 10.5% year-over-year while the number of empty licensed beds increased.



CRS License Trend

As disability services continues to evolve, ARRM is closely tracking trends throughout the industry, including patterns in CRS licensing. This graph shows the number of active CRS licenses and associated licensed capacity at the beginning of each month during calendar year 2023. Licenses and capacity stayed fairly constant throughout the year, with a noticeable dip in September, which was related to the transfer of a large number of licenses from one provider to another.





MEMBERSHIP SNAPSHOT



187 ORGANIZATIONAL MEMBERS
(14% INCREASE IN 2023)



38 ASSOCIATE MEMBERS
(12% INCREASE IN 2023)

ARRM
HAD A 97.6%
MEMBER
RETENTION
RATE IN 2023

MEMBERSHIP ADDITIONS

ALICIA NELSON FOSTER CARE
EMERGE HOME HEALTH CARE
FRIDGEN FOSTER CARE
GAUL FAMILY FOSTER CARE
GEBI TUFAA AFC
GRACE LIVING HOMES
HMONG HOME HEALTH CARE
HONOR HOME

J&K COZY CARE
JACQUELINE QUIRAM AFC
JENNIFER BOLTE FRs
JEWELL FAMILY FOSTER CARE PROGRAMS
JOSEPH'S CHATEAU
LAKE COUNTRY SUPPORTED LIVING SERVICES
MELODY CARES INC.
NEWGARD HOMES

OLU'S HOME*
PERSPECTIVE CO-OP
PETER & TRACY BURCHARD
ROCK E LM COUNTRY HOMES
STRASSER FOSTER SERVICES
VAUGHN FAMILY AFC
WARREN'S FOSTER HOME
WINNIFRED FLOBERG AFC

*RETURNING MEMBER

FINANCIAL REPORTS

Revenue Report	2021	2022	2023	% of Total Budget
Interest, In-Kind & Misc.	\$ 28,974	\$21,358	\$ 34,514	1.72%
Grants	\$ 49,982	\$ 101,998	\$ 164,515	8.18%
Events & Education	\$ 284,130	\$264,791	\$ 349,350	17.36%
Membership Dues	\$ 1,355,544	\$ 1,433,769	\$ 1,463,881	72.75%
TOTAL	\$ 1,718,631	\$ 1,821,916	\$ 2,012,260	100.00%

Topline Financials	2021	2022	2023
Revenue	\$ 1,719,069	\$ 1,821,915	\$ 2,012,260
Expenses	\$ 1,607,667	\$ 1,522,923	\$ 1,784,029
Change in Net Assets	\$ 111,402	\$ 298,991	\$ 228,231

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