



INARF Community Supports Professional Interest Section Meeting

August 3, 2021

10 AM - Noon

- Welcome
- Sponsorship Recognition
- Waiver Redesign and American Rescue Plan Proposal Update
- Indiana 211 Presentation
- Section Discussion
- Upcoming Events & Announcements



Thank You to Our Sponsors!

Alicia M. Boyd, CPA
Professional Corporation



INARF 2021 ANNUAL CONFERENCE

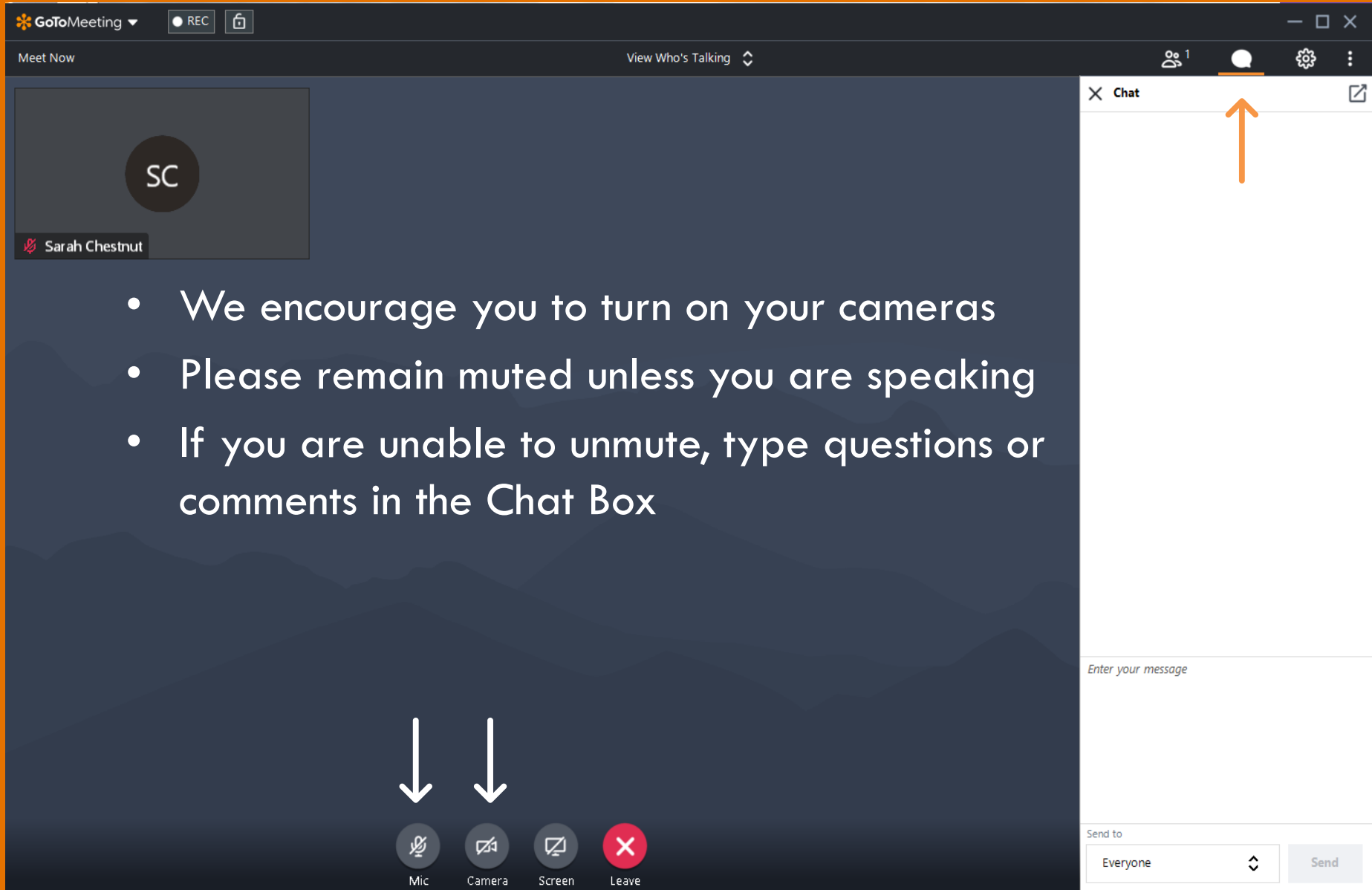
- ✓ Mar. 16 Exhibitor/Artisan/Sponsor Opportunities Open
- ✓ May 3 Annual Awards - Call for Nominations Open
- ✓ June 7 Attendee Registration Opens
- ☐ Oct. 5 Pre-Conference Leadership Symposium
- ☐ Oct. 6-7 Annual Conference

Learn more at www.inarf.org/2021_annual_conference

A graphic featuring a person standing on a mountain peak with arms raised in triumph against a sunset sky. A white rounded rectangle with a thin border is overlaid on the left side, containing the text 'Resilience Reset' followed by a right-pointing arrow.

Resilience Reset →

Housekeeping



The screenshot shows a GoToMeeting window. At the top, the GoToMeeting logo is on the left, and 'Meet Now' is in the center. On the right, there are icons for participants (1), chat, settings, and a menu. Below the title bar, the main area is dark blue with a large video placeholder showing 'SC' and the name 'Sarah Chestnut'. A list of three bullet points is centered in the main area. At the bottom, there are four icons: Mic, Camera, Screen, and Leave. Two white arrows point down to the Mic and Camera icons. On the right side, a 'Chat' window is open, showing a text input field with the placeholder 'Enter your message' and a 'Send' button. An orange arrow points up to the chat icon in the top right corner of the meeting window.

- We encourage you to turn on your cameras
- Please remain muted unless you are speaking
- If you are unable to unmute, type questions or comments in the Chat Box

Mic Camera Screen Leave

Chat

Enter your message

Send to Everyone Send



Community Supports

Waiver Redesign and American Rescue Plan Proposal Update

Kim Opsahl, Director, DDRS

Kelly Mitchell, Associate Director, DDRS



Waiver Redesign and American Rescue Plan Act Update

Kim Opsahl, DDRS Director

Kelly Mitchell, Associate DDRS Director



ALL people are empowered to live, love, work, learn, play and pursue their dreams.





• Before we get started . . .

- Appendix K ✓ Approved
- Wage Increase Implementation Guidance ✓ In Development
- Group Home Wage Increase Proposal ✓ Still Under Consideration
- Provider Relief Grants ✓ Working on Distribution
- Enhanced FMAP ✓ Hold Tight
- LTSS Reform ✓ DDERS Still NOT Included



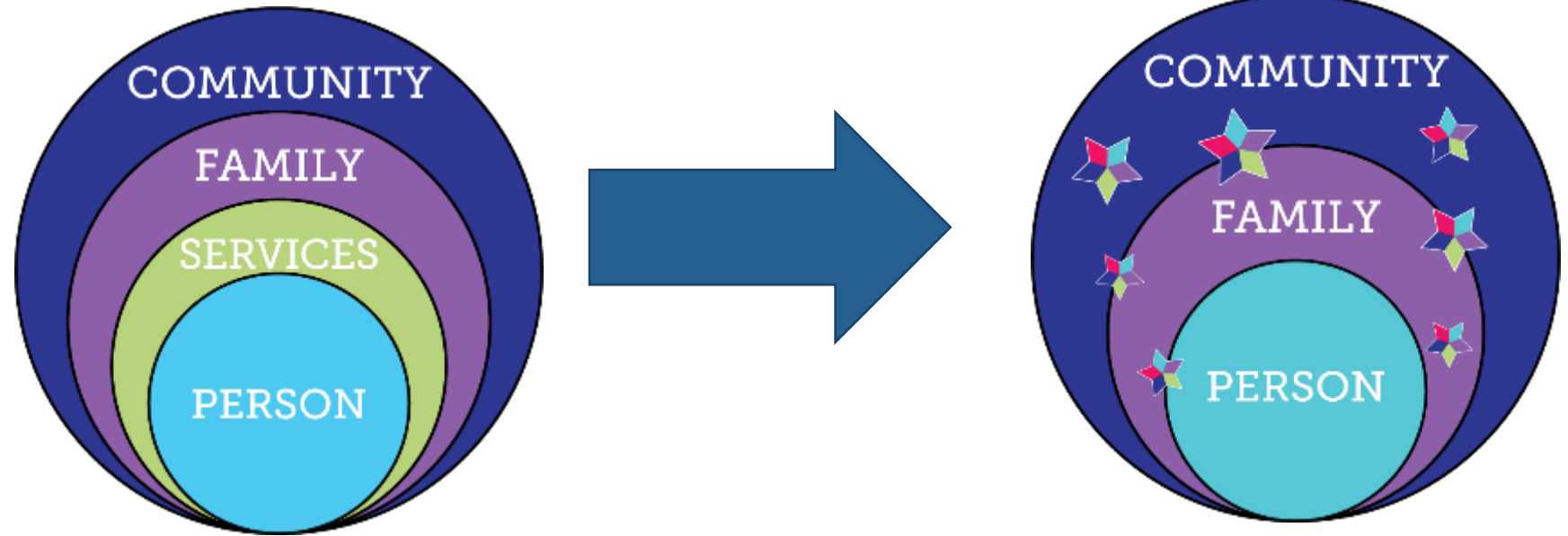
- Welcome to Kelly Mitchell!



Waiver Redesign Updates



Our Aim



To provide integrated supports and services
within the context of person, family and
community



Goals and Guiding Principles

Increase Person-Centered Planning

Improve Coordination of Care

Increase Community Engagement

Enhance Member Experience

Maintain Qualified Providers

Comply with HCBS Rule

Promote Efficiency



Our Current Modified Approach

Synthesis of Stakeholder Feedback and Current
Capacity to Inform Areas of Priority

Improve team dynamics
through shared
outcomes and
communication

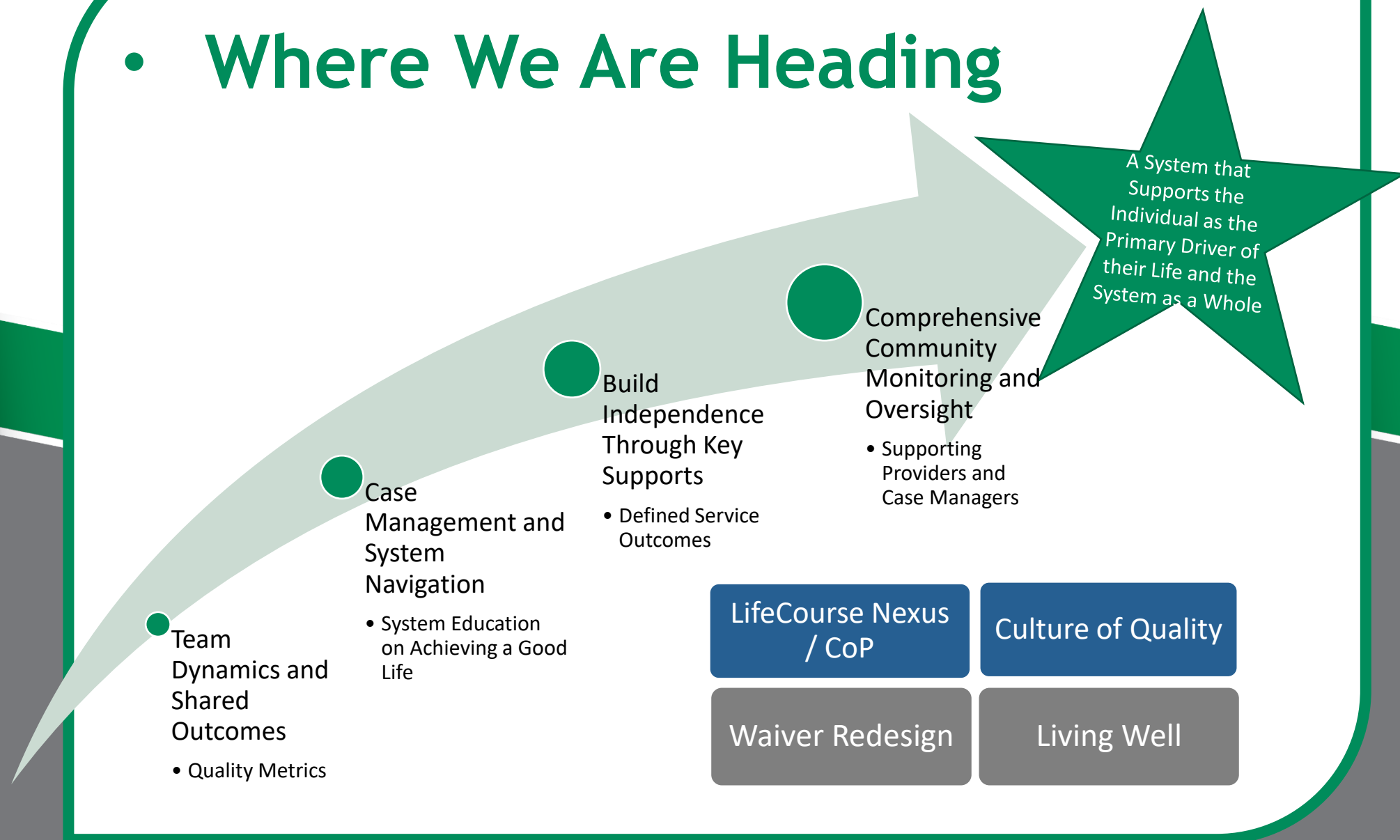
Enhance Case
Management and
System Navigation

Focus on key supports
to build independence

***All people have the right to live, love, work, learn, play
and pursue their dreams.***



• Where We Are Heading





Key System-wide Efforts (New & Existing)

- Systems Quality & Satisfaction
 - Partners in Transformation and Culture Quality Continuation (existing initiatives in DDRS)
- Simplify Service Names and Clarify Service Definitions (waiver amendments)
- Systems Consolidation (Release 2 Fall 2021)
- Capacity Building through Training, Information and Resources
- Alignment and update of policy and guidance
- Resources and Information for Individuals & Families

Improve team
dynamics
through shared
outcomes &
communication

Supporting the Vision of Individuals and Families
through Partnership & Collaboration



Enhance Case
Management and
System
Navigation

Key System-wide Efforts (New & Existing)

- Deliver Case Management via a 1915(b)(4)
- Enhance Case Management Service Definition
- Develop Comprehensive Quality Guide for Case Management
- Build Case Manager Capacity through Training, Information and Resources

Supporting the Vision of Individuals and Families
through Partnership & Collaboration



Focus on key
supports to build
independence

Key System-wide Efforts (New & Existing)

- Institutionalization Modernization
 - Assessing the needs of individuals, determining their desires
- Money Follows the Person & PASSR TA
 - Re-engagement efforts and improving PASSR process with greater emphasis on person-centered approaches
- Enhance understanding and language
 - Remote Supports
 - Behavior Supports
 - Specialized Medical Equipment & Supplies

Supporting the Vision of Individuals and Families
through Partnership & Collaboration



What is a 1915(b)(4)?

- **Selective Contracting** Waiver (Pursuing only for Case Management)
- Operates in coordination with the 1915(c)
- Provides mechanism and service delivery not otherwise available in 1915(c)
- Involves issuing a Request for Services (RFS) for procurement with selected entities
- Separate review and approval by CMS



Opportunities in 1915(b4) Implementation

Quality Improvement

- ✓ Consistent Messaging
- ✓ Training Coordination and Planning
- ✓ Non-financial incentives
- ✓ Increase capacity of state staff to provide quality technical assistance
- ✓ Strengthened Relationship and Partnership



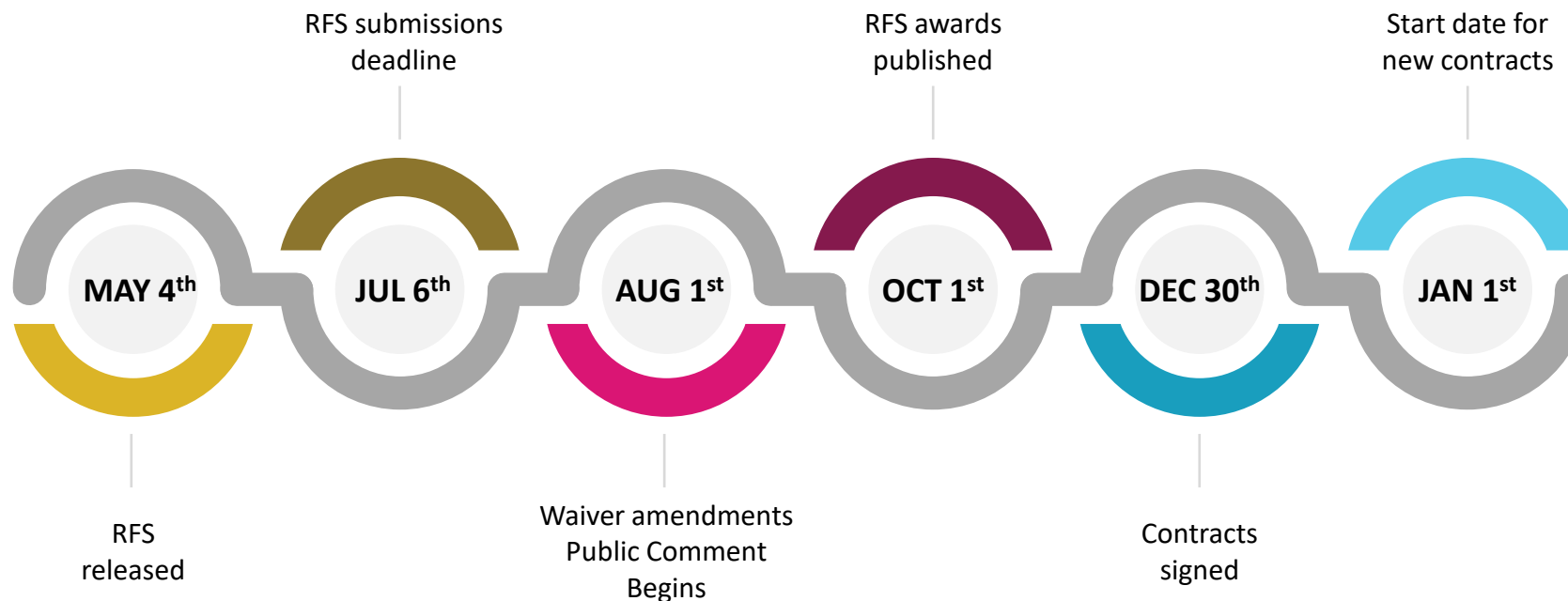
Opportunities in 1915(b4) Implementation

Greater Outcomes for Individuals & Families

- ✓ Connected to an array of supports
- ✓ Greater self-determination
- ✓ Meaningful engagement in family & community
- ✓ Enhanced quality of life
- ✓ More opportunities to develop skills in
 - Employment
 - Activities of daily living
 - Healthy relationships



Case Management Innovation Timeline





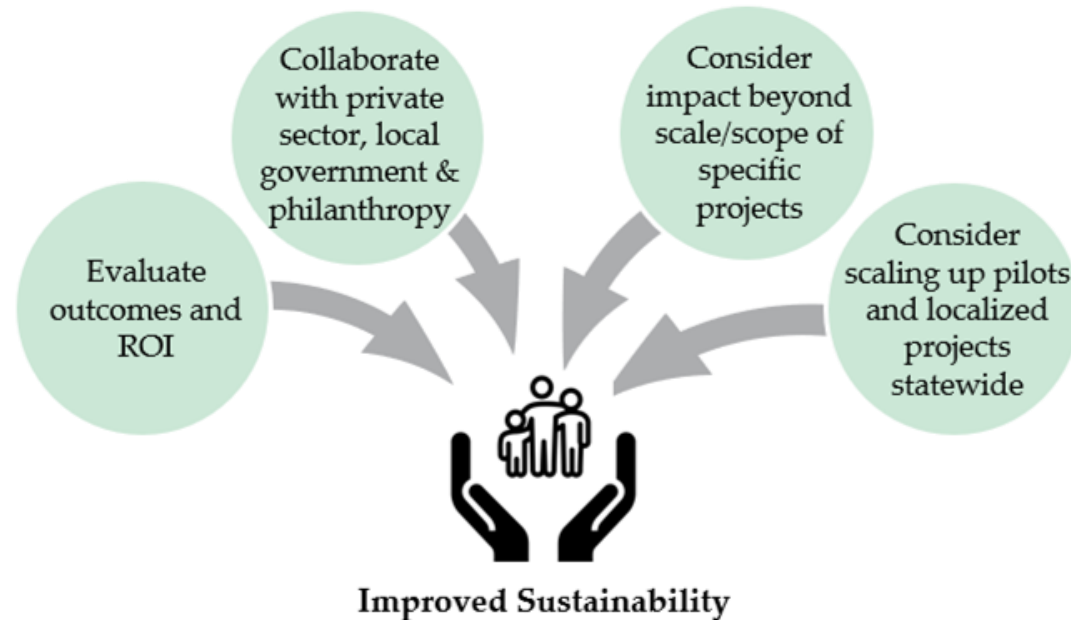
Overview: ARPA and Proposed Spend Plan for Enhanced FMAP



FSSA Investment Framework

FSSA established overarching goals for federal funding to enable equitable, effective, efficient, and sustainable supports to improve health outcomes, fill unmet needs, and support all Hoosiers.

Overarching Goals & Considerations





Background: Enhanced FMAP Through the American Rescue Plan Act

Provides a temporary 10% enhanced FMAP on state Home and Community Based Services expenditures from April 1, 2021 through March 31, 2022

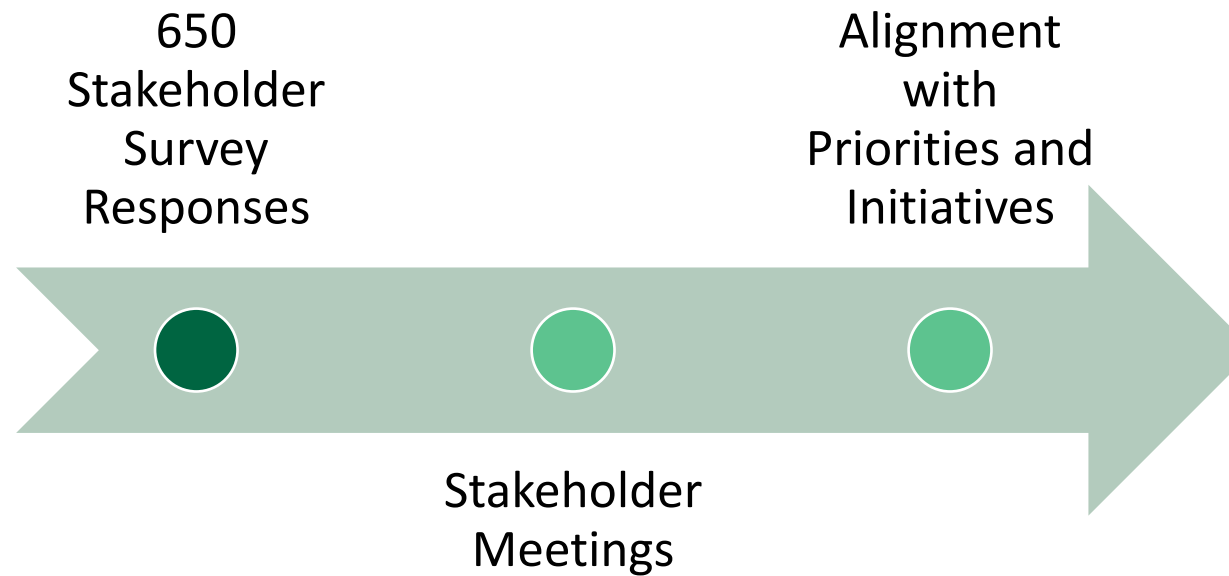
Enhanced funds can be used through March 31, 2024 to enhance, expand, or strengthen Home and Community Based Services

States are required to submit an initial plan for these funds and provide quarterly updates



FSSA's Approach to Enhanced FMAP

FSSA developed a Spending Plan for the use of enhanced FMAP available via ARPA to improve HCBS delivery and health outcomes for all Hoosiers, ensuring alignment with stakeholders, partners, and FSSA divisions.



State of Indiana
Indiana Family and Social Services Administration

**Proposed Spending Plan for
Implementation of the American
Rescue Plan Act of 2021, Section
9817**

State of Indiana
Submitted to The Centers for Medicare and Medicaid Services

July 9, 2021



Self-Advocates' Vision of a Good Life

BE THE CENTER OF OWN LIFE, AS IT RELATES TO PLANNING AND SUPPORTS - IT SHOULD BE ABOUT ME
THINGS THAT CONTRIBUTE TO QUALITY LIFE

DESIGN AN NETWORK AND SUPPORTS THAT SUPPLEMENT WITH PAID STAFF
LIVE WHERE YOU WANT TO LIVE

HOW VARIOUS / PERSONAL OPTIONS FOR INDIVIDUALS WITH DIFFERENT NEEDS, WANTS
HAVING HIGH EXPECTATIONS - FROM THE BEGINNING
EXPLORE LEARNING EXPERIENCES / CONTINUING EDUCATION / SUPPORTS AVAILABLE TO ACCESS CONTINUING EDUCATION

OPPORTUNITIES FOR FITNESS, WELLNESS, AND GOOD DIET CHOICES
ACCESS TO TECHNOLOGY INCLUDING ASSISTIVE TECHNOLOGY
ACTUAL CHOICES (VERSUS CONSTRAINT)
JOBS

LIVE WITH WHO AND WHERE YOU WANT
WAIVER NOT EVERYTHING IN MY LIFE
BEING INCLUDED
ACCESS TO RECREATION
ACCESS TO HEALTHCARE
EDUCATIONAL OPPORTUNITIES BEYOND HIGH SCHOOL
EQUAL AMOUNTS OF EXPERIENCES - BALANCE
SAY WHO PROVIDES SUPPORTS AND HOW
SUPPORT WITH DIFFERENT CHOICES / SUPPORTED DECISION-MAKING
OPPORTUNITY FOR CONTRIBUTION - TO HAVE A VALUED ROLE

ACCESS TO COMPETENT STAFF
WE ARE GOING TO GET BETTER SUPPORTS AND SERVICES TO HAVE THE FACILITY DESIGN AS SUPPORTS
SAFETY AND SAFETY NETS THAT ALLOW SOCIETY OR RESIDE
CHOICES AND OPTIONS
NATURAL, COMMUNITY SUPPORTS
INVOLVED AS MUCH AS POSSIBLE IN THE PERSON CENTERED PLANNING PROCESS

HAVING ROOTS
COMMUNITY MEMBERSHIP - NOT JUST TO BE PART OF THE COMMUNITY
ATTITUDE OF HOPE
RELATIONSHIPS - FRIENDSHIPS, PARTNERS
T LOOK ARTIFICIAL
TRANSPORTATION
ACCESS TO RELIABLE TRANSPORTATION
FRAMEWORK OF REASONABLE EXPECTATIONS
BREAK THE CYCLE OF POVERTY / BUILD ASSETS
EFFECTIVE AND COORDINATED TEAM
DOESN'T LOOK ARTIFICIAL
AUTHENTIC SOCIAL GROUP
ACCESS TO MEDICAL, AND BEHAVIORAL, HEALTH SERVICES
EDUCATED COMMUNITY



Self-Advocates' Vision of What They Don't Want

LOOKING AT THE DOLLARS AND NOT AT THE PERSON
TO NOT BE TREATED AS A PERSON
DECISIONS DRIVEN BY PROVIDER AND/OR FINANCES
LACK OF CHOICES
ABUSE, NEGLECT, AND EXPLOITATION
LIVING IN A LIFE/UNIVERSE THAT IS PARALLEL TO BUT NOT A PART OF EVERYONE ELSE'S
INCONSISTENCY IN PAID SUPPORTS
TURNOVER
CONGREGATE HOUSING
NOT BEING VALUED AS A HUMAN BEING
FRAZZLED AND STRESSED PARENTS



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317.977.2375 | arcind.org

Recommended Use of ARP Dollars and Increased FMAP

The Arc of Indiana is a state-wide advocacy organization with a mission to help intellectual and developmental disabilities realize their goals of living, working, learning in the community. We are 30,000 members strong with 42 chapters in states focused on helping people with disabilities and their families receive the services and supports they need to live a good life and enjoy opportunities pro

On March 11, 2021, President Biden signed the American Rescue Plan (ARP) Act providing \$1.9 trillion to be used toward mitigating the continuing effects of the included within the ARP are specific dollars targeted toward home and community service, which includes a temporary 10% point increase of the federal medical percentage (FMAP) for certain Medicaid expenditures for HCBS. The Centers for Medicaid Services (CMS) provided guidance to state to utilize the dollars provided by the ARP and increased FMAP for activities to enhance, expand or strengthen HCBS Medicaid program. Within its strong focus on HCBS workforce, safeguard financial dollars can be used to adequately protect the HCBS workforce, safeguard financial HCBS providers, and accelerate long-term services and supports (LTSS).

The Arc of Indiana sees great opportunity with the influx of these dollars into the services and supports. Through the 1102 Task Force and the stakeholder meeting Waiver Re-Design, we are hopeful we can invest these dollars in ways to move the thousands of Hoosiers needing them.

The following list of recommendations comes from conversations with people their families and our Chapters as we have spoken with them over the last few have shared their struggles and dreams.

We attempted to prioritize our list of recommendation and kept in mind the feedback from self advocates, families and our Chapters of The Arc.

JOBS

As we talk with self advocates, access to employment opportunities is a priority that having a job leads to a greater sense of value and purpose and that alone results in other areas of one's life. We need to keep in mind that access to employment opportunities includes many factors: educating potential employers about the

Achieve with us.



Opportunities to utilize American Rescue Plan Resources

Background:

During the 2021 legislative session, the Indiana General Assembly's budget bill (HB 1001) included language that would implement an increase of 14% in rates effective July 1, 2021 for certain Medicaid Waiver services provided to individuals with intellectual disabilities, which includes a provision that 95% of the increase must be spent on compensation, payroll taxes and benefits of direct support professionals. The funding to support this increase is estimated to be \$40 million each year or \$80 million for the biennium.

Concurrently, section 9817 of the American Rescue Plan (ARP) increases the federal Medicaid assistance percentage "by 10 percentage points with respect to expenditures of the State under the State Medicaid program for home and community-based services" for the period from April 1, 2021 through March 31, 2022. These Federal funds are being provided to "implement, or supplement the implementation of, one or more activities to enhance, expand, or strengthen home and community-based services under the State Medicaid program in effect as April 1, 2021." These federal funds must be used "to supplement, and not supplant, the level of State funds expended for home and community-based services."

Without additional guidance from the Center for Medicare and Medicaid Services (CMS) on the use of the home and community-based services (HCBS) funding, INARF interprets this to mean the increase in federal funding must be used for new programs, rates or services and cannot be used to replace current state Medicaid funding. The Kaiser Family Foundation estimates the State of Indiana will be eligible to receive \$138 million in new federal funding under this program.

Per the version of the ARP that passed the US House of Representatives, one of the allowable uses of these HCBS funds was defined as an increase in rates for "agencies or beneficiaries that employ direct support professionals (including independent providers in a self-directed or consumer-directed model) to provide home and community-based services under the State Medicaid program, if elected by the beneficiary for continuation of care, provided that any agency, beneficiary, or other individual that receives payment under such an increased rate increases the compensation it pays its home health workers or direct support professionals." Based on this language, the State of Indiana has an opportunity to use a portion of these new federal funds to increase rates effective April 1, 2021 on certain home and community-based services of individuals with intellectual disabilities and still have dollars for targeted investment in other areas.

In planning for the use of the ARP funds, and considering how to best implement the 14% increase approved by the Indiana General Assembly, it is useful to think of near-term emergency investments, mid-term efforts to stabilize the system, and long-term investments to invest in the future.

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HCBS Enhanced FMAP

FSSA developed a Spending Plan for the use of enhanced FMAP available via ARPA to improve HCBS delivery and health outcomes for all Hoosiers, ensuring alignment with stakeholders, partners, and FSSA divisions.

Stakeholder Survey Results	
Respondent Type	Percent
HCBS industry provider	35%
Other	20%
Family Caregiver	17%
Consumer (HCBS recipient or potential recipient)	10%
Direct service professional	9%
Consumer advocate representative	6%
HCBS industry/association representative	3%

Top 5 HCBS Priorities Identified by Respondents	
Workforce Recruitment	49%
Expand HCBS Provider Capacity	45%
Reduce or Eliminate Waiting List/Increase HCBS Waiver Slots	32%
Caregiver Training and Respite	28%
Leave Benefits	24%

Percent of Respondents

Spending Plan Summary	
Plan Component	Percent Allocated
Stabilize Provider Network	20%
Provider & workforce stabilization grants to address COVID-related expenses & bonus pay**	
Workforce Support	25%
Recruit & retain workforce Private Duty Nursing to provide in-home care**	
Enhance HCBS Services	20%
Address social needs by building integrative partnerships with state & community entities Presumptive eligibility model to improve access**	
Build Provider Capacity	30%
Build capacity to deliver HCBS Right-size institutional networks**	
Support Families & Caregivers	5%
Caregiver training for waiver participants families Caregiver survey to understand & address gaps in existing mental health supports**	
Enhanced FMAP Funding Range*	
\$670.6 M - \$877.6 M	

*Estimations based on 0% to 33% of spend in the first year.

**Examples are provided for illustrative purposes and are not an exhaustive list of potential activities and strategies

backhome.indiana@fssa.in.gov





Community Supports

Indiana 211 Presentation

Tara Morse, Executive Director of IN211



**Indiana Family &
Social Services
Administration**



Indiana



Indiana 211 is a free service that connects Hoosiers with help and answers from thousands of health and human service agencies and resources right in their local communities - quickly, easily, and confidentially. We use statistical data (not personally identifiable information) from calls, texts and web visits to help shed light on the nature of social needs in Indiana for decision-makers and government across the state.



3 Easy Ways to Access 211

Call 2-1-1



**Text Zip code to
898-211**



IN211.org





IN211 Fast Facts

- IN211 became the 8th Division of FSSA on July 1, 2020
- IN211 serves all residents of Indiana
- IN211 community navigators complete a comprehensive assessment around the social determinants of health
- IN211 averages 20,000 calls each month, with the greatest needs being food, shelter and utilities



IN211 Fast Facts

- **IN211 utilizes its platform to support programs, including the Be Well Indiana Helpline and Regional Recover Hub Peer Support line, Emergency Rental Assistance and COVID-19 Public Information Line**
- **IN211 works with government programs, such as Adult Protective Services, FSSA Division of Mental Health and Addictions and Indiana Department of Health**



Substance Use Disorder & Mental Health

- Open Beds
- Lyft
- Peer Recovery Network
- Be Well Indiana



Be Well Indiana

Answered over 17,000 calls for over
4,100 hours of counseling
24 hours per day, 7 days per week



COVID-19 Vaccine line

#1 Educate Callers about the vaccine

#2 Assist with Scheduling & Registration

The vaccine line has answered over 1.5
Million calls since January 2021



IN211 Data Dashboard

Go to IN211.org and select Indiana 211 Data Dashboard

Indiana 211 Data Dashboard



Indiana 211 Data Dashboard

[About the Dashboard](#)

Aggregated Client Data provides information about who is calling and what top needs they identify

Filters for dates, county, demographics to provide multiple views of the data

Indiana 211

Data Last Refreshed: July 26, 2021

Agency Name: (All) County: (All) Date Range: 1/1/2020 - 7/19/2021

Note: to reset all filters to their defaults, refresh your web browser.

Client Data

Referral Data

Call Volume

Total Calls

251,911

Total Distinct Callers

180,505

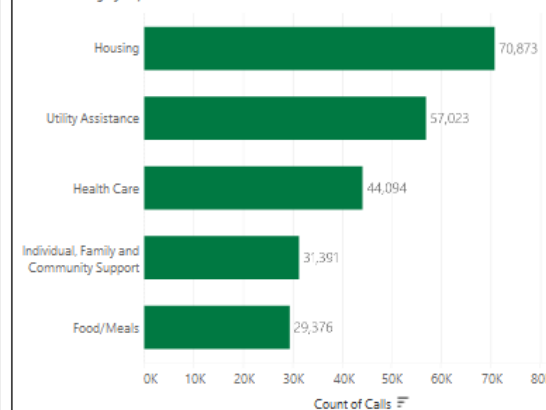
Total Call Volume



Caller Need Information

Top 5 Needs Categories

Click on a category to filter other visuals.



Needs Detail Table

Click on a need to filter other visuals.

Electric Service Payment Assistance	44,300
Rent Payment Assistance	39,091
Food Pantries	19,238
Ride App Services	17,235
COVID-19 Immunization Clinics	12,216
Housing Search and Information	10,821
Homeless Shelter	10,371
Adult Protective Services	9,557
Gas Service Payment Assistance	9,400
General Legal Aid	8,786
Utility Service Payment Assistance	7,625
Food Stamps/SNAP Applications	7,409
COVID-19 Diagnostic Tests	7,034
Case/Care Management	6,303
Tax Preparation Assistance	5,595
Undesignated Temporary Financial Assist.	5,094
Water Service Payment Assistance	4,953
Immunizations	4,928
Area Agencies on Aging	4,501

Caller Demographics



Aggregated Referral Data provides information about where referrals are going and the top needs and unmet needs

Filters for dates and agency, county for multiple views of the data

Indiana 211

Data Last Refreshed: July 26, 2021

Agency Name

(All)

County

(All)

Date Range

1/1/2020

7/19/2021

Note: to reset all filters to their defaults, refresh your web browser.

Client Data

Referral Data

Referrals

Top 10 Referred Services by Needs Category

Need Category

(All)

Electric Service Payment Assistance

44,300

Food Pantries

19,238

COVID-19
Immunization
Clinics

12,216

Housing Search
and
Information

10,821

Homeless
Shelter

10,371

Rent Payment Assistance

39,091

Ride App Services

17,235

Adult Protective Services

9,557

Gas Service Payment Assistance

9,400

General Legal
Aid

8,786

Referral Details

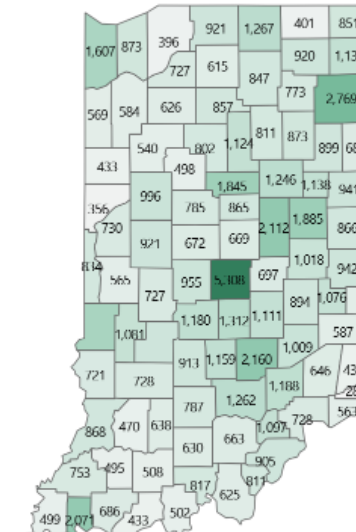
Click on a need to filter other visuals.

Housing	157,355
Utility Assistance	137,184
Food/Meals	68,738
Health Care	54,663
Individual, Family and Community Support	41,944
Legal, Consumer and Public Safety Services	38,116
Transportation	27,235
Income Support/Assistance	21,547
Clothing/Personal/Household Needs	16,259
Mental Health/Addictions	14,603
Information Services	10,660
Other Government/Economic Services	9,485
Volunteers/Donations	4,021
Disaster Services	3,543
Employment	2,991
Education	1,937
Arts, Culture and Recreation	828
Unknown	138

Referral Map

Show Map By:

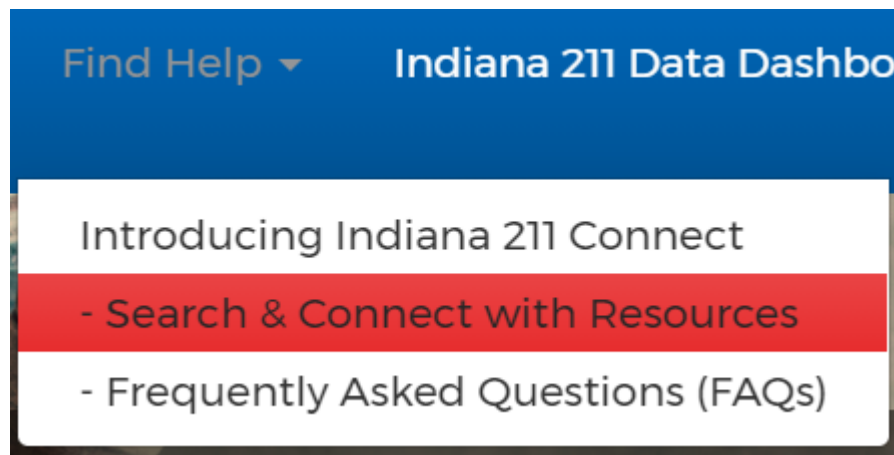
Count of Referrals to 100,000 Population





Online Resource Help

Go to IN211.org and select the Find Help option to connect to resources online



Indiana 211 Connect is an innovative community-based resource directory and referral network bringing residents, state programs and community partners together using one comprehensive and unified online platform.

Our mission is to demystify and continuously improve upon our network of state and community social services to better serve our diverse community of Hoosiers with dignity and ease.

Features

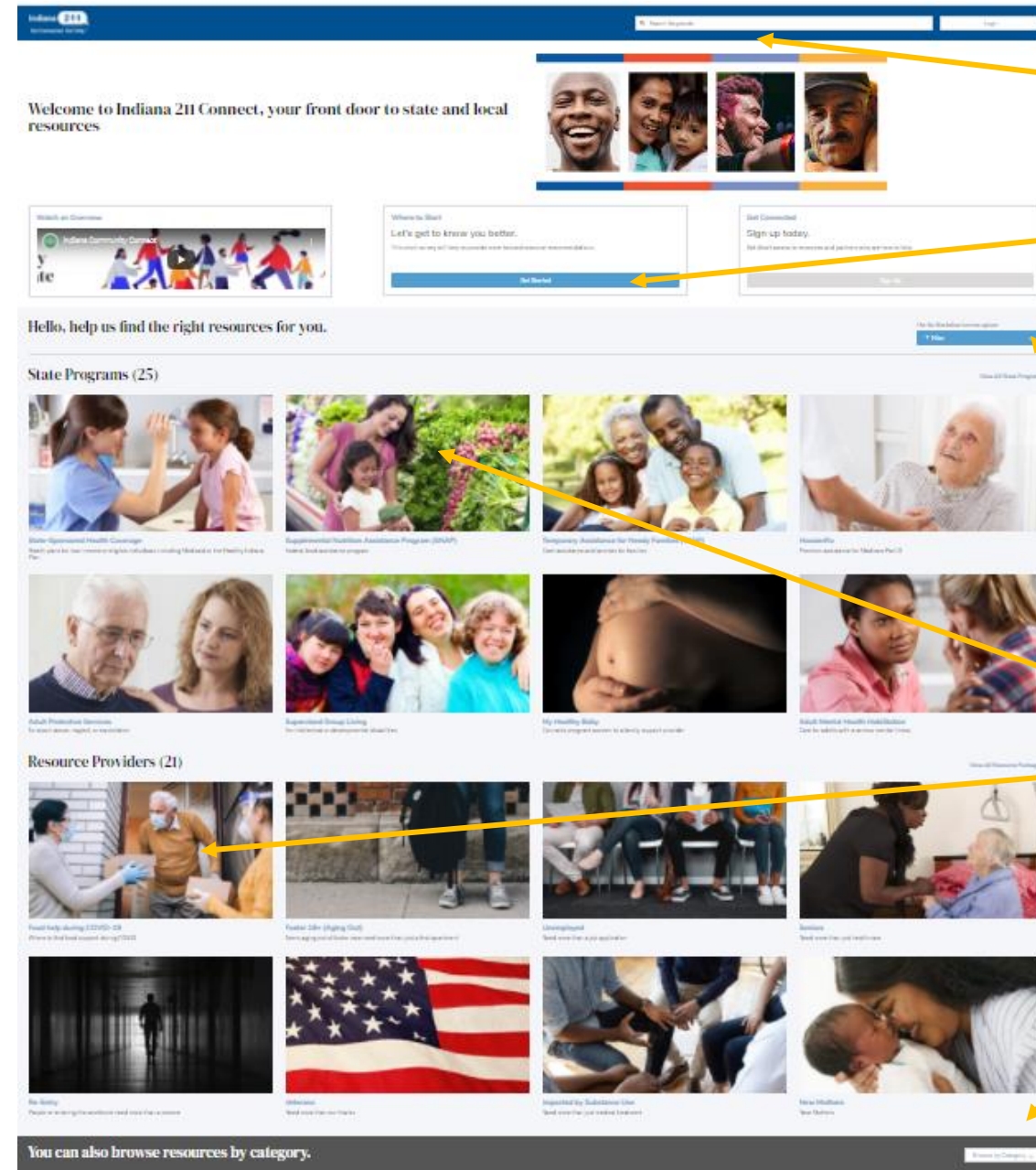
- Powered by IN211
- SDOH Assessment Tool
- Searchable State & Community Resource Directory
- Resource Providers
- Easy Access to State Program Applications
- Community Partner Accounts
- Referrals & Referral Management
- Account Reports



Homepage

There are **four ways to explore resources** through the home page: Search Bar, Browse by Category, Resource Providers, and Needs Assessments.

Select the Indiana 211 logo in the top left of the screen to navigate back to the home page. Remember! This menu is accessible from any page by clicking the Indiana 211 logo in the top left.



Search Bar allows searching for resources by type (e.g., Food) or name (e.g., Salvation Army).

Take a Healthy Opportunities Assessment to get personalized resource recommendations.

Filters to adjust information shown on home page.

State Programs and Resource Providers sections includes available FSSA programs and other community-based services.

Browse by Category includes a list of available resources by resource type.

Resource Details screen

Resource Details

Resource Details screen provides contact information, next steps, transportation instructions, and what to bring to access that resource.

Similar Resources section shows different providers that offer the same resource type.

Child Care Development Fund

by Maximus

Provides child care vouchers for low-income families who are working or in school. Families under 100% of the federal poverty level may receive free child care; families between 100-127% of the poverty level may receive child care at a sliding-scale rate.

Contact details

- ☎ Main: 833-946-8253
- 📍 429 North Pennsylvania Street, Suite 301, Indianapolis, Indiana, 46204
- 🕒 Open - Closes 5:00 p.m.
- 🕒 Time Zone: Eastern
- 🌐 www.maximus.com
- 🗣 English
- ✎ Suggest an Edit

Next steps

Call for information or to request an application -OR- Apply online at www.intakechildcare.com.

What to bring

See application for required documents. (Pre-Application requires copies, not originals) -- Proof of total household income for past 30 days -- If applicable, proof of child's special needs -- Additional documentation may be required at in-person interview.

Instructions

Transportation Instructions

Location is within 25 miles or 2 blocks of a public transit stop

Special Location Instructions

ADA Accessible

Additional

Fees

No

How to Connect button to generate referrals and **Share** button to send resource information to self or a friend.

How to Connect

Share

Similar Resources
recommends other providers for that resource type.

Notice a resource is missing? Suggest one.

Suggest a Resource

If an organization or resource is missing from our database, then click on the “Suggest a Resource” link at the bottom of the home page. This will navigate to a form where you can provide information on that resource.

The Suggest a Resource request gets routed to Indiana 211.



Individuals and Families

Connect to the help and support you need. Indiana Community Connect is a single site to find both FSSA and Community Resources.



For Community Partners

Join a community of support. Create an account today to maintain your organization's information, create and manage referrals, and gain access to shared data.

[Suggest a Resource](#)

[Join as a Community Partner](#)



Get Help

2-1-1 trained Navigators are available 24 hours a day, 7 days a week, to locate the resources you need. Dial 211 or text your zip code to 898211.

[FAQs](#)

Call 2-1-1 or (866) 211-9966

Suggest a Resource if you notice a community organization that is not listed in the resource database.

Questions about Indiana 211 Connect? Start with the FAQs!

Get Help / FAQs

Click on the FAQs link at the bottom of the home page to view frequently asked questions about Indiana Community Connect.

FAQs are also accessible by clicking the “Get Help” link at the bottom of every page.



Individuals and Families

Connect to the help and support you need. Indiana Community Connect is a single site to find both FSSA and Community Resources.



For Community Partners

Join a community of support. Create an account today to maintain your organization's information, create and manage referrals, and gain access to shared data.

[Suggest a Resource](#)
[Join as a Community Partner](#)



Get Help

2-1-1 trained Navigators are available 24 hours a day, 7 days a week, to locate the resources you need. Dial 211 or text your zip code to 898211.

[FAQs](#)

Call 2-1-1 or (866) 211-9966

Get Help to access FAQs. This link is located at the bottom of every page in Indiana 211 Connect.

FAQs link is available at the bottom of the home page. Check here first with any questions about the tool.

**Additional
Questions /
Feedback**

Questions?

Contact us.

Support email address
FSSASFHelp@fssa.in.gov



Community Supports

Section Discussion

Keith Digman, The Arc of Greater Boone County

Jacque Pulling, The Columbus Organization

- Provide feedback to the meeting:
 - Was the presentation(s) useful, timely, and relevant?
 - Was the information shared during the Section Discussion useful?
 - What other topics/presenters would you like presented?
 - How can we enhance your experience?

Contribute to the PAC



INARF PAC

Your contributions to the INARF PAC are a critical part of INARF's legislative advocacy efforts. They are used to support elected officials who serve as champions of the provider community. Please consider supporting the INARF PAC today.

For more information and to contribute, visit: www.INARF.org/INARF-PAC



Thank You to Our Sponsors!

Alicia M. Boyd, CPA
Professional Corporation



Professional Interest Section Meetings:

- August 12 - Financial Management (10 AM-Noon) / Human Resources (12:30-2:30 PM)
- October 28 - Business & Industry / CAIO (10 AM-Noon)
- November 2 - Community Supports (10 AM-Noon) / Employment Supports (12:30-2:30 PM)

**Note: INARF has changed the dates of the 4th quarter Community Supports / Employment Supports meetings out of professional courtesy to The Arc of Indiana and our members who hold dual membership.*

Upcoming Member Forum and Board of Directors meetings:

- August 27
- September 24

Registration for each meeting is available 3 weeks in advance.

Recordings and materials will be available on the [INARF Member Portal](#) within 2-3 business days following each meeting.



Thank you!

615 N. Alabama St., Ste. 410, Indianapolis, IN 46204

(t) 317-634-4957 / (f) 317-634-3221

info@inarf.org / www.inarf.org