




# INARF Annual Meeting of the Members

March 25, 2022


## **Welcome**

- Debbie Bennett, CEO, Hillcroft Services, Inc.

## **Today's Agenda**

- Approval of 2021 Annual Meeting of the Members Minutes - Debbie Bennett
  - State of the Association Remarks - John Barth
  - Recognition of Incoming Board Members - Debbie Bennett
  - Recognition of Outgoing Board Members - John Barth
  - Board Chair Special Leadership Award - Debbie Bennett
  - INARF Staff Recognition - John Barth
  - Other Business - Debbie Bennett
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### **Financial Position**

- INARF: At the end of 2021, INARF had an increase in net assets from Operations of \$261,000 which includes PPP Loan proceeds of \$204,000, and total net assets of \$2.6 million.
  - Ability Indiana: At the end of 2021, Ability Indiana had a decrease in net assets from Operations of (\$34,000) and total net assets of \$2.1 million.
  - Our financial position remains strong and positioned well for the work of 2022 and beyond.
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### **Board Adopted Strategic Priorities**

- Purposeful strategic priority development process occurred in 2021, based on Board recommendations and guidance
- Included Board retreat and on-line prioritization process
- Updated three-year INARF Board Priorities approved by the Board at the August meeting and reviewed with members during October Member Forum

### **Board Adopted Strategic Priorities**

- Maintain and expand INARF regulatory and legislative influence
- Expand INARF's operational excellence and sustainability
- Advocate for workforce enhancement
- Advocate for a strategic approach to managed care


## **Membership Engagement**

- Membership retention remains high following the Annual Membership Renewal Campaign with retention of 96% of Organizational Members and 82% of Associate Members. Since January 1, three additional Associate Members have joined bringing the Associate member count to 33 and Organizational Member count to 65.
- Participation in Member Forums, Professional Interest Section meetings, DSP Series, Annual Conference and Stand-Alone Professional Development trainings remains very high, with 100% of Organizational Members participating in one or more opportunities.
- Satisfaction ratings and feedback on INARF meetings and events achieved a 4.32 Overall Event Satisfaction Score in 2021 as compared to 4.28 in 2020 (on a scale of 1 to 5).

## **Key 2021 Achievements**

- Successfully lobbied the Indiana General Assembly and received \$80M in new funding to increase rates by 14% to ensure a DSP wage increase.
- Further advocacy supported a 10% increase for DSP in a group home setting totaling almost \$41M in new funding.
- Developed technical assistance to ongoing questions regarding COVID-19 precautions and federal vaccine mandates.
- Provided education and guidance for members as FSSA implemented the Case Management Innovation program and contracted with six CMCOs.

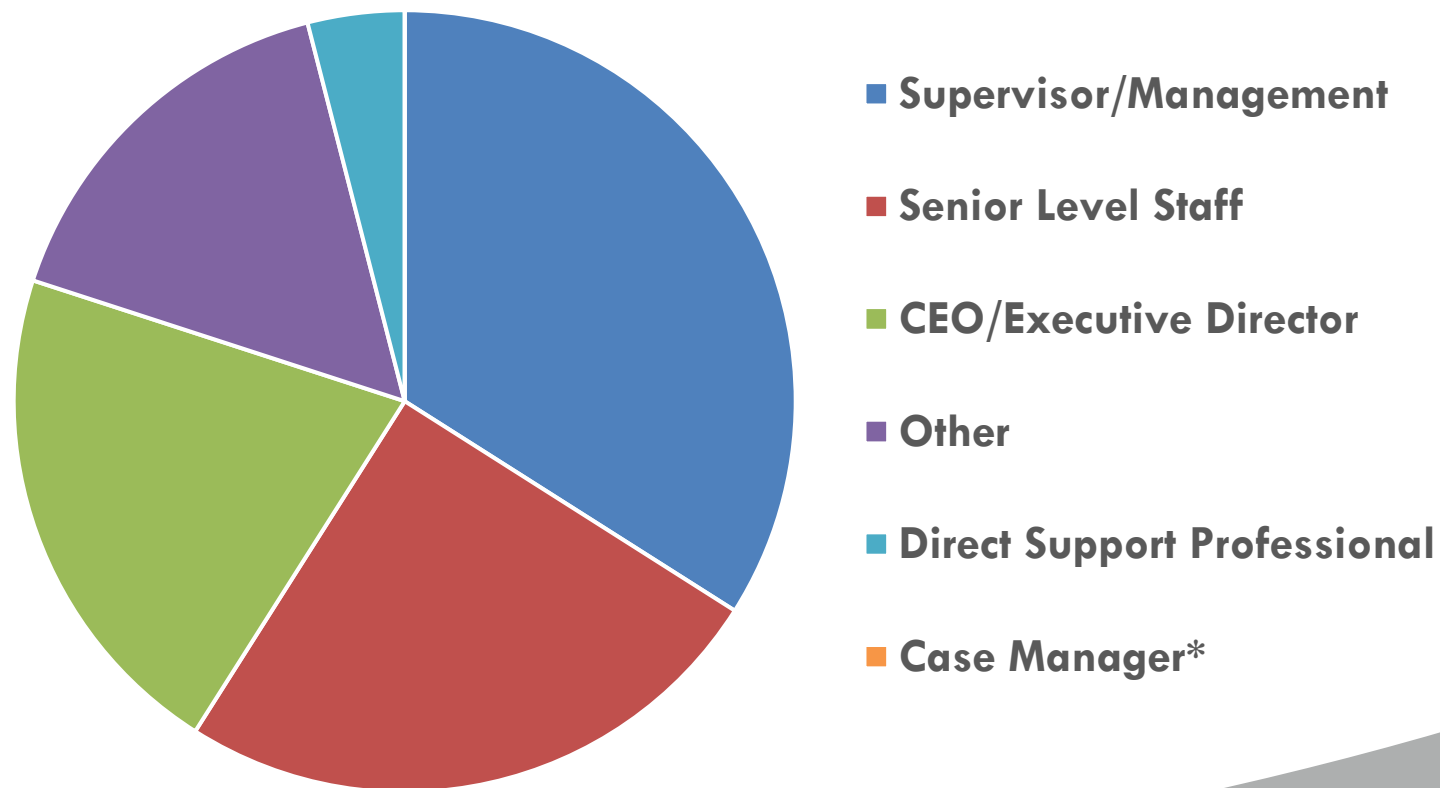
### **Key 2021 Achievements:**

- Advocated for providers to be able to utilize telemedicine during the public health emergency.
  - Honored Senator Mishler as Legislator of the Year by the INARF PAC.
  - Welcomed 21 participants and celebrated all 21 in June as Graduates of the INARF Leadership Academy – Class of 2021.
  - Returned to an in-person INARF Pre & Annual Conference in October featuring outstanding educational opportunities, resourceful Exhibitors, and talented Artisans.
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## Annual Membership Satisfaction Survey:

— Survey Participation



- NOTE: Case Management participation is included in the Senior Level Staff, Supervisor/Management, and Other as applicable.

## Annual Membership Satisfaction Survey:

- Overall Satisfaction by Audience (1 to 5 Scale)

<b>CEO/Executive Director</b>	<b>4.74</b>
<b>Senior Level Staff</b>	<b>4.68</b>
<b>Other</b>	<b>4.53</b>
<b>Direct Support Professional</b>	<b>4.25</b>
<b>Supervisor/Management</b>	<b>4.23</b>

## Annual Membership Satisfaction Survey:

- I. **INARF Governmental Affairs and Public Policy Initiatives** positively influence change to the industry...

<u>2022</u>	<u>2021</u>	<i>“INARF does a great job with keeping the membership updated on legislative issues. INARF’s lobbying and advocacy efforts are so important to our industry.”</i>
<b>4.57</b>	<b>4.23</b>	

- II. **INARF Support During Changes and Challenges** enabled me and my organization to successfully maneuver through changes and challenges...

<u>2022</u>	<u>2021</u>	<i>“INARF emails and documents typically guide us as we plan for these sorts of challenges and changes. The INARF approach is always well-grounded and sound. Our leadership often “check” our strategy and direction against INARF.”</i>
<b>4.5</b>	<b>4.32</b>	

## Annual Membership Satisfaction Survey:

III. INARF **Communications** help my organization remain current with vital industry information...

<u>2022</u>	<u>2021</u>	
<b>4.59</b>	<b>4.43</b>	<i>“Communication and the explanation of things is exceptional.”; and “I’ve come to rely on communication from INARF to keep up to date on industry happenings.”</i>

IV. INARF **Technical Assistance** is a valuable service that offers customized guidance to my organization...

<u>2022</u>	<u>2021</u>	
<b>4.26</b>	<b>4.09</b>	<i>“We appreciate the messages and meetings that break down new things to simplify the implementation process.” and “INARF personnel are always available for technical assistance to members. If they are unable to assist at that time, they are always willing to look further into it and get back with you.”</i>

## Annual Membership Satisfaction Survey:

V. How satisfied are you with **INARF's Professional Development** opportunities...

<u>2022</u>	<u>2021</u>	
<b>4.33</b>	<b>4.08</b>	<b>Member Forums</b>
<b>4.34</b>	<b>4.18</b>	<b>Pre &amp; Annual Conference</b>
<b>4.25</b>	<b>-</b>	<b>Leadership Academy</b>
<b>4.16</b>	<b>4.06</b>	<b>Stand-Alone Training Programs</b>
<b>4.18</b>	<b>4.06</b>	<b>DSP Series Webinars</b>
<b>4.25</b>	<b>4.11</b>	<b>Professional Interest Section Mtgs</b>

*“INARF has and continues to provide top notch programs, services, and supports to all of their member agencies and I feel that will continue to be the experience for all moving forward. INARF continues to maintain highly qualified and talented individuals within its organization which will assure high quality outcomes regarding future endeavors linked by their support and/or guidance.”*

## Annual Membership Satisfaction Survey:

VI. How likely are you to **recommend INARF membership** to another provider organization?

<u>2022</u>	<u>2021</u>
<b>4.74</b>	<b>4.39</b>

*“My organization has been an INARF member throughout my entire career and I’ve been able to witness how vital this sort of support is to the health of an organization. INARF is often the first call when a challenge arises or a change is required; often times they have multiple resources and information they can provide, but if they don’t, they work very hard to connect the member with someone that can help! The staff consistently demonstrate incredible customer service and go out of their way to assist and support members. Our state is extremely blessed to have such a dedicated trade association! In talking with peers from other states, I’ve learned just how rare this is!” and, “Without our INARF membership, our team would often be on our own to figure out compliance requirements and opportunities for growth and revenue potential. The support and expertise we receive from INARF staff and consultants is more than worth the financial investment we make for our INARF membership.”*

## Incoming INARF Board Members

Jason McManus

– CEO/President, Wabash Center, Inc.



Neil Samahon

– CEO/President, Opportunity Enterprises, Inc.



### Stan Keepes

- President/CEO, The Arc Southwest Indiana
- INARF Board of Directors, 2016 - 2022



### Allison Wharry

- CEO, New Hope of Indiana
- INARF Board of Directors, 2016 - 2022



*April 1, 2022 through March 31, 2023*

Chair:	Debbie Bennett, Hillcroft Services, Inc.
Immediate Past Chair:	Rick Adams, Benchmark Human Services
Vice Chair:	Donna Elbrecht, Easterseals Arc of Northeast Indiana
Secretary:	Yolanda Kincaid, Janus Developmental Services, Inc.
Treasurer:	Patrick Cockrum, Sycamore Services, Inc.
President/CEO:	John Barth, INARF

Allison Wharry, President/CEO, New Hope of Indiana

*“Thank you for serving and leading  
INARF’s cause to support  
Indiana providers to make a  
positive difference in the lives of  
people of all abilities.”*



## Staff, Title, and Years of Service to be Celebrated!

Barb Young	Vice President-Finance / CFO	30
Nanette Hagedorn	Vice President, Member Services	18
Katy Stafford-Cunningham	Executive Vice President / COO	8
Kim Wasiak	Operations Coordinator	7
Asher Weaver	Account Executive	7
Heather de Jong	Marketing Project Manager	6
Mindy Duddy	Accounting Coordinator	5
Phillip Parnell	Public Policy Analyst	4
Brooke Brown	Account Executive	3
John Barth	President/CEO	2
Brian Carnes	Director, Technical Assistance and Public Policy	1
Emily Keeney	Member Services Event Manager	2 wks

- Other Business
- Adjournment



Thank you!

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