



# **Member Forum**

April 22, 2022

## Welcome

- Debbie Bennett, President & CEO, Hillcroft Services, Inc.

## Today's Agenda

- Employment-Focused Presentations
    - Innovation and Partnering with the Recycling Industry - Neil Samahon, President/CEO, Opportunity Enterprises, Inc.
    - FSSA's Employment Initiatives - Kelly Mitchell, Director, DDRS
  - Industry Update - John Barth, Brian Carnes, and Katy Stafford-Cunningham, INARF
- 


### Professional Interest Section Meetings / Professional Development:

- May 12 - Financial Management (10 AM-Noon) / Human Resources (12:30-2:30 PM)
- May 19 - Child and Family Services (10 AM-Noon)

### Upcoming Member Forum and Board of Directors Meetings:

- May 20 - Board of Directors Meeting Only
- June 24 – Member Forum and Board of Directors Meeting

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.





# **Innovation and Employment Focused Presentations**

Neil Samahon, President/CEO, Opportunity Enterprises, Inc.  
Kelly Mitchell, Director, DDRS

# Innovation



# What problem are we solving?



# Staffing





How can we talk about  
innovation during a  
staffing crisis?





How can we talk about  
innovation during a  
staffing crisis?

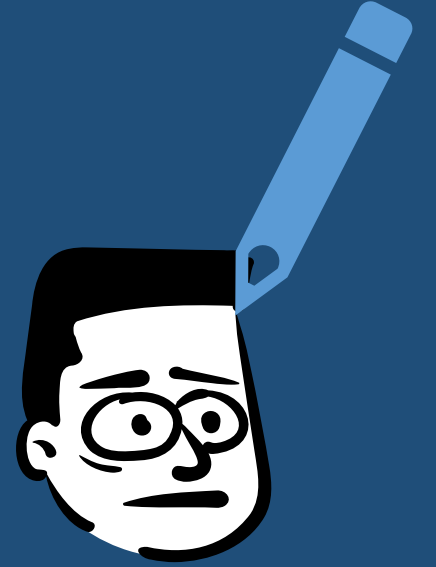
Let the crisis be the  
innovation driver!!

Innovate or Die



Innovate or Die

Approach the  
Problem Differently



Innovate or Die

Approach the  
Problem Differently

Identify New  
Opportunities for Growth





**STICK  
WITH  
IT**

# Our Challenges to Innovate

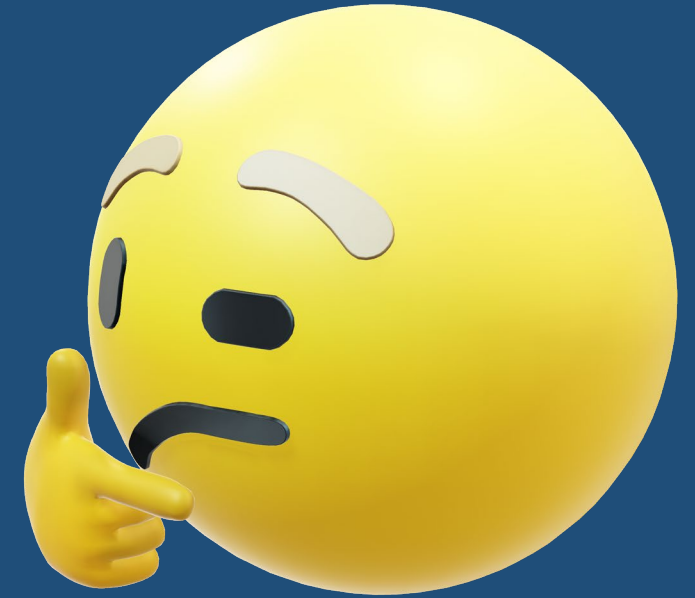


Risk Averse



Risk Averse

Service to Others

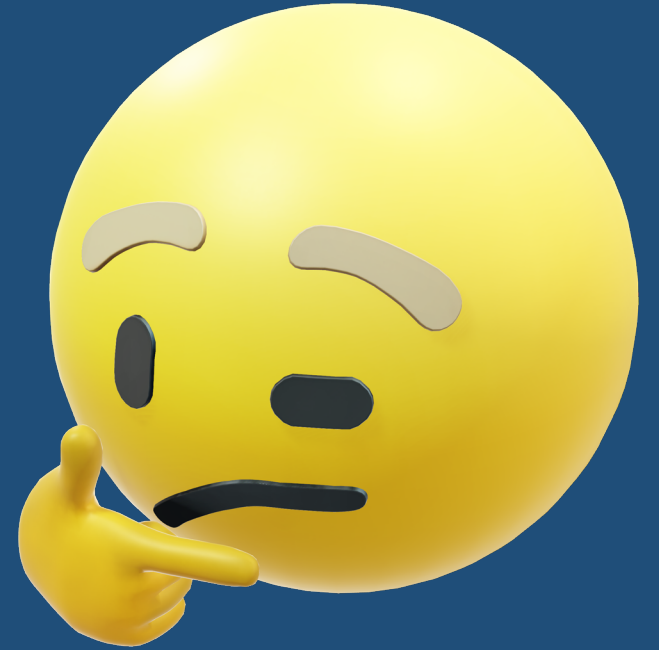




Risk Averse

Service to Others

Capital



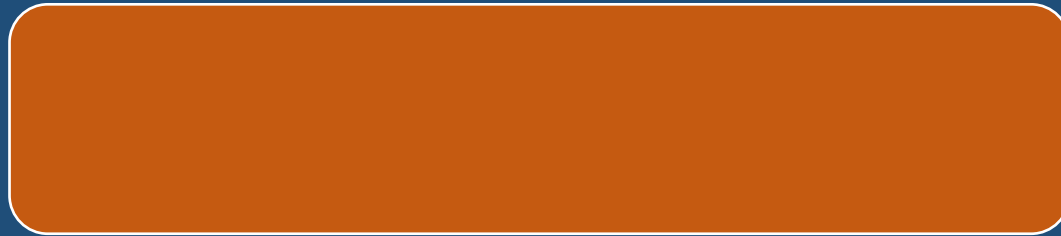
Prepare to Innovate



Prepare to Innovate



Policies/Infrastructure



Policies/Infrastructure

Encourage/Empower



Give Permission to Fail

Encourage/Empower

Give Permission to Fail







Summer fun  
starts here.



# Respite & Camps







# Vocational Training

Electronic Recycling  
Light Industrial  
Janitorial  
Food Service  
Retail



**Gain independence and marketable skills for tomorrow's opportunities.**

Postsecondary vocational training programs for individuals with disabilities.





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BUYERS' GUIDE

## SecureShred receives e-Stewards certification

The organization is the first e-Stewards processor in northern Indiana.

January 19, 2022



DeAnne Toto



Electronics

Opportunity Enterprises' SecureShred operation in Valparaiso, Indiana, has become e-Stewards certified, making it the first processor in northern Indiana to do so, according to a news release from e-Stewards. SecureShred provides information technology asset disposition (ITAD) services, focusing on confidential data destruction. The organization also is **NAID** (National Association for Information Destruction) AAA certified, which will become a requirement of e-Stewards this year.

**Opportunity Enterprises** is a nonprofit organization that works to help individuals with developmental disabilities. It founded SecureShred, which provides ITAD, electronics recycling and paper shredding services. Its electronics recycling services include collection, sorting, dismantling and hard drive data sanitization.

"As companies are becoming more environmentally and socially conscious, they seek vendors of a like mind," Neil Samahon, CEO of Opportunity Enterprises, says. "Our decision to pursue e-Stewards certification started with a desire to raise the bar on responsible recycling for ourselves and our customers."

As a social enterprise of Opportunity Enterprises, **SecureShred** offers employment opportunities for people with disabilities. According to e-Stewards, SecureShred's mission to empower a workforce that is often ignored aligns closely with the e-Stewards' mission of encouraging recyclers to have an inclusive workforce that provides gainful employment to individuals with autism and other disabilities. Individuals with disabilities comprise 70 percent of SecureShred's workforce.

"As an e-Stewards recycler, SecureShred will now uphold the highest standard for safe and secure handling of your data and hardware," says Prema George, **e-Stewards** certification director. "They will not export hazardous equipment to developing countries, nor allow any private data to be released. We welcome them to the e-Stewards community."

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WHAT NEEDS SHREDDING?

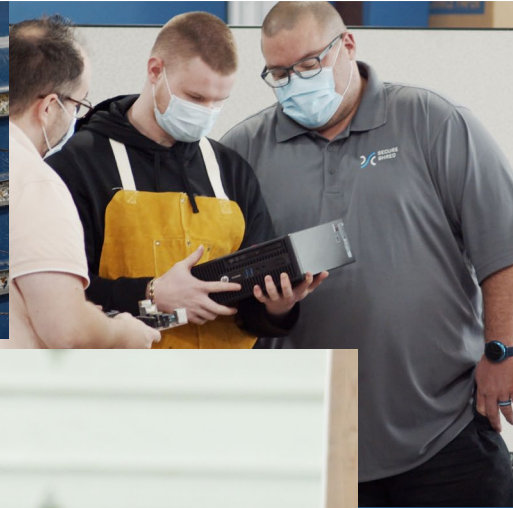


### SPONSORED CONTENT





# Industry Collaboration



Mark Carpenter • 1st

Vice President of Communications at Institute of Scrap Recycling Industries, Inc.  
3w •

Fantastic [#ISRI2022](#) presentation by [Neil Samahon](#) on successfully employing people with intellectual disabilities. For those looking for hiring solutions this is an untapped labor market that fulfills business needs, increases productivity, improves workplace culture, and so much more. I encourage companies to look at these opportunities in their local community.

[#workforcedevelopment](#) [#hiring](#) [#recycling](#)



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OPPORTUNITY  
ENTERPRISES

*We're in the Business of **Amazing People***



# ***DDRS Update***

## ***Systems Transformation***

Kelly Mitchell

Division Director

April 22, 2022

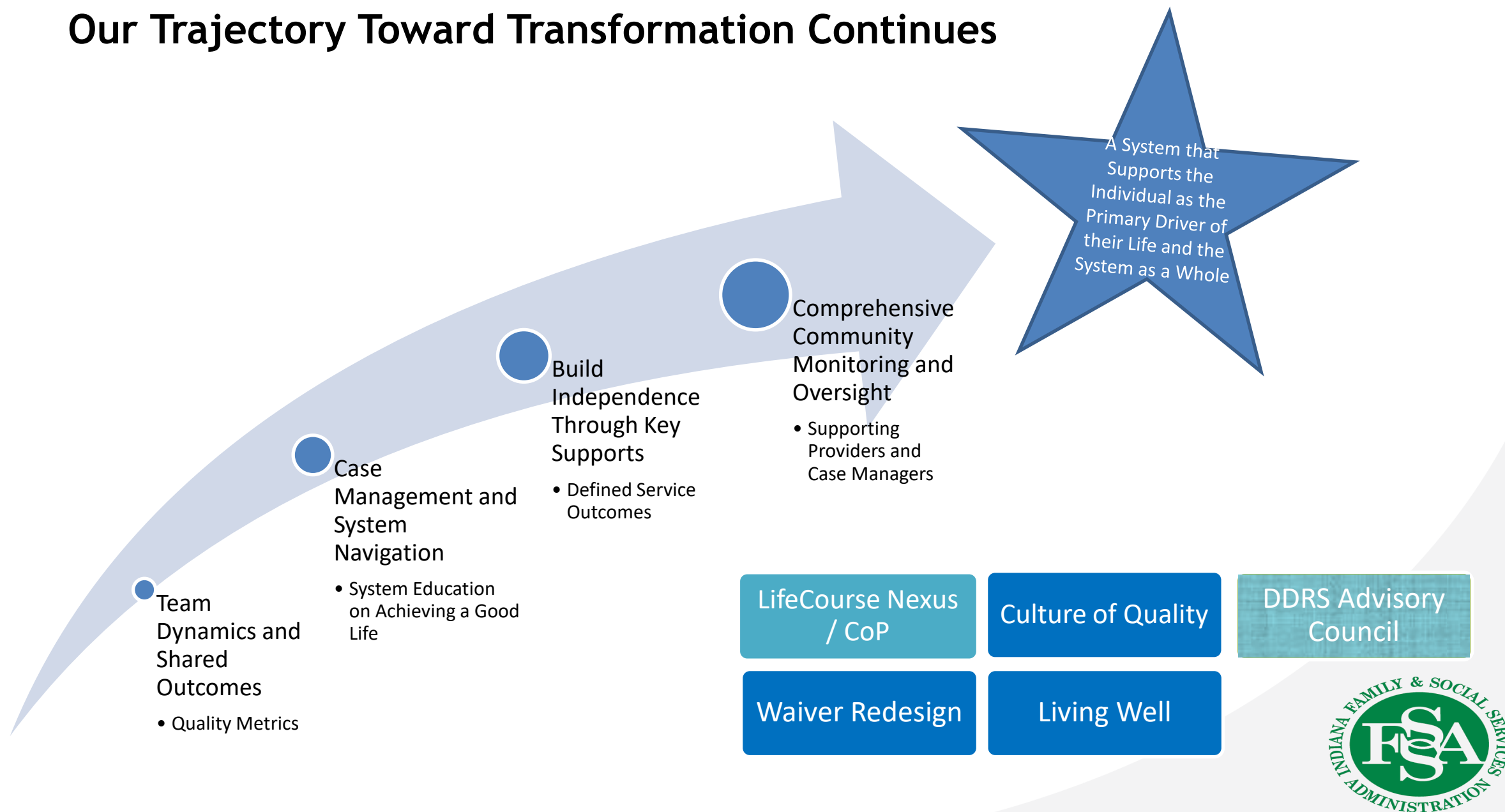




ALL people are empowered to live, love, work, learn, play and pursue their dreams.



# Our Trajectory Toward Transformation Continues



**By 2027, percentage of individuals in competitive, integrated employment, as measured by DESOS, will increase from 23%-38%**

**Focus:**

- Person-First and Holistic Planning (Systems Navigation)
- Competitive Integrated Employment
- Meaningful Day/Life
- Quality of Life/Experiences (Community Monitoring)
- Value-Based Outcomes Model (Shared Outcomes)
- Redirection of resources to support competitive integrated employment







## ***Employment Transformation Collaboratives***

***Open to Providers currently billing sheltered work pre-vocational service or discontinued billing less than 60 days prior to 4/1/2022***

- Submit Letter of Intent to Transform sheltered work to competitive integrated employment outcomes model
- Commit to a minimum of 12 months participation in Learning Collaborative, up to 24 months
- \$50,000.00 participation/planning grant per year
- Attest to utilize funds to support participation in the collaborative and development of a transformation plan
- Up to 25 providers



## *Employment Transformation Collaborative Commitment*

- Devote sufficient staff and organizational resources to actively participate
- Attend virtual kick-off meeting
- Quarterly Virtual Collaborative meetings
- Twice-yearly shared in-person meetings of Collaborative and Network members
- Participate in on-site meetings with DDRS and project coordinators:
  - Initial **2-day value-stream mapping visit**,
  - follow-up 1-day value-stream mapping visit,
  - 1-day customized employment training,
  - 1-day family and employer interview coaching
- Engage with offered content webinars on Facilitating Community-Based Employment, Customized Employment, and Meaningful Day
- Committing to securing 4 competitive integrated employment placements during 2-year Collaborative period



## *Employment Leadership Network*

***Open to Providers that discontinued billing/providing sheltered work services between 4/1/2020 and 1/31/2022***

- Submit Letter of Intent to build/enhance capacity to support competitive integrated employment outcomes
- Attest to the discontinuation of sheltered work services and utilization of planning grant funds to support participation in the collaboration and development of a quality competitive integrated employment outcomes model
- Commit to a minimum of 12 months participation in Learning Collaborative, up to 24 months
- \$50,000.00 participation/planning grant per year
- Up to 10 providers



## *Employment Leadership Network Commitment*

- Attend virtual kick-off meeting
- Quarterly Virtual Collaborative meetings
- Twice-yearly shared in-person meetings of Collaborative and Network members
- Participate in on-site meetings with DDRS and project coordinators:
  - Initial **2-day value-stream mapping visit**,
  - follow-up 1-day value-stream mapping visit,
  - 1-day customized employment training,
  - 1-day family and employer interview coaching
- Engage with offered content webinars on Facilitating Community-Based Employment, Customized Employment, and Meaningful Day
- Committing to securing 4 competitive integrated employment placements during 2-year Collaborative period
- Lead or co-lead training and other content offered at twice-yearly in-person meetings; openness to Mentoring 2-3 Collaborative members



# Timelines- Transformation

- Employment Transformation Collaborative Letter of Intent/Attestation: April 25, 2022
- Employment Leadership Network Letter of Intent/Attestation: May 2, 2022
- Release of Collaborative and Network Funds May-June 2022
- Collaboratives Launch: July 2022
- RFI/RFP Transformation Grant Applications August 2022
  - Evaluated based on plan to achieve competitive integrated employment outcomes
  - No construction/renovation
  - No direct conversion to a congregate day program



# *Innovation Grants Timeline*

- Letter of Intent and Attestation for Planning Grant communicated May/June 2022
- Planning funds released July 2022
  - Limited Technical Assistance Included
- RFI/RFP of Innovation Grants July 31, 2022
  - Applications will need to clearly state how a pilot or innovation area will address an identified program area of need for HCBS supports
  - Providers and partners participating in the pilots and innovation areas must be willing to commit to be involved in coordination efforts with DDHS for analysis purposes.
- Innovation Grant Funds Released August/September 2022



- Applications will need to contemplate and describe the cost or associated changes and steps to scale the pilot or innovation area if successful
- Provider applications will need to describe the potential population of individuals served who would be participating in a pilot project or innovation area and be able to obtain consent for individuals who want to participate, with the understanding those individuals may need or want to opt out at any time.
- Entities or individuals selected for the pilots or innovations must attest to utilizing funds and available resources for the sole purposes of the designated pilot or innovation proposed.





# Potential Focus Areas....

- Residential models and serving individuals in alternative shared living models
- Improved Behavioral or crisis support (waiver service)
- Case management strategies that support complex, cross-funding service coordination needs
- Strategies that address staffing support needs long-term
- **Models that strategically aim to improve quality/outcomes**
- Incorporation of technology or other uses of assistive technology to building individuals' independence and/or offer family supports
- **Peer to peer supports** for individuals and their families in their pursuit of competitive, integrated employment or other life domain area
- Supporting individuals with dual diagnosis and coordination of supports
- Strategies/Models to Increase Competitive Integrated Employment (Waiver)
- **Holistic planning/shared outcomes model to achieve individual's goal(s)**



Any  
Questions



## Industry Update

John Barth, Brian Carnes, Katy Stafford-Cunningham, INARF

INARF Meets with FSSA Secretary Dr. Dan Rusyniak each Quarter to hear the perspectives of our industry directly. We met again earlier this week.

### **Review of Key Issues and Responses:**

- Staffing Crisis:
  - Shared with Dr. Dan the nature of the on-going crisis faced by members
- Routine Rate Review Process Status:
  - Discussed the need for certainty and predictability
  - FSSA is creating a tool to use to develop such a schedule
- Case Management Rates and Administrative Flexibility:
  - Reminded FSSA about the length of time since the last increase

- Developed as a component of INARF's three-year Board strategic priority planning process.
- INARF launched "INARF Priority Project Documentation"
- INARF Priority Project Documentation is intended to provide INARF members with historical information and documentation on key projects initiated to advance industry goals.
- The aim of the historical documentation is to ensure access to past information and outcomes to support future projects, long-term knowledge retention and sharing.
- Initial project is focused on 14(c) history and current status.
- The 14(c) entry on the INARF Member Portal [is here](#) and expect a new project update each quarter.

Last week, the American Network of Community Options and Resources ([ANCOR](#)) hosted its [Elevate 2022 ANCOR Annual Conference](#) after two years of virtual events.

- John Barth, Brian Carnes, and Nanette Hagedorn attended, and a few session examples included:
- Becoming Great Disability Sector Leaders: Leveraging Leadership Strengths: *Focus on the importance of the Appreciative Inquiry - the ability to focus on what individuals do well, instead of what they need to do better. By focusing on these positive contributions and recognizing the best in people, you create a strengths-based approach that will resonate throughout the organization.*

- Strategic Growth During Extraordinary Times: This session followed the pandemic journey of UCP Heartland of St. Louis, under the leadership of President/CEO, Clint Bolser.
- The ICF/IID Solution Swap: Focused on offering participants the opportunity to explore pressing challenges facing the service sector through small group interactive discussions with a collective outcome of identifying opportunities for the continued delivery of high-quality supports and services.

## Reverification for Accredited Providers

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- 460 IAC 6-7-2 : Ensures that service providers approved under Indiana's home-and community-based services' waivers are compliant with all statutes, rules, regulations and requirements.
- BDDS, or its designee (BQIS), within the DDRS is required to re-verify all BDDS approved waiver providers.
- BQIS will rollout the provider reverification process for accredited providers the week of April 18, 2022.
- The process will be initiated by BQIS via an email to the provider.
- The policy is available on the [DDRS Policies webpage](#).

- ICFs are asking day service providers, case managers and behavioral specialists for vaccine status
  - ADA may prevent employers from sharing protected HR documentation such as vaccine status without consent
  - BQIS: This is a person's home, and they deserve to receive services in their homes as they wish
  - INARF and DDRS is working with CMS and IDOH to clarify this regulatory issue
- CMS vaccine mandate rule guidance allows for alternatives to masking for unvaccinated employees
  - IDOH believes that masks are required, but other items can be added to prevent disease transmission
  - CMS has given us documentation that masks are only one option but not a requirement
  - INARF is working with IDOH to get this discrepancy cleared up



# Update on FSSA ARP Spend Plan Implementation

## Plan Components

- Stabilization – provider, workforce and caregiver
- Workforce – support and expand the HCBS provider workforce
- Enhance HCBS – increasing competitive employment opportunities
- Build provider capacity – increase access to services and promote self-direction
- Caregiver training and support

Phase 1	
January 2022	• HCBS Stabilization Grants

## Update on FSSA ARP Spend Plan Implementation

Phase 2	
Quarter 1 2022	<ul style="list-style-type: none"><li>• Increased amount of quality on-site provider reviews as well as additional consultation</li><li>• Opportunities for participation in Charting the LifeCourse Innovation Collaboratives and Employment Network Cohorts</li><li>• Opportunities for Open Future Learning and Provider Engagement for Enhanced Training</li></ul>

# Update on FSSA ARP Spend Plan Implementation

Phase 2	
Quarter 2 2022	<ul style="list-style-type: none"><li>• Release of request for funding for employment innovation pilots</li><li>• Launch of 14c Transition Learning Collaborative</li><li>• Announcement of 14c Pre and Post Transition Grant Opportunities to support voluntary conversion, innovative pre-vocational supports and improved competitive employment outcomes</li><li>• Grants to build and strengthen the network of self-advocates</li><li>• Pilots and grant opportunities for innovative approaches to community support, such as creative use of technology and other services, that address system resource needs and family caregiver supports</li><li>• Begin the development of a behavioral services technical guide</li></ul>

## Update on FSSA ARP Spend Plan Implementation

Phase 2	
Quarter 3 2022	<ul style="list-style-type: none"><li>• Begin update and enhancement of the incident reporting system</li><li>• Begin update and enhancement of the provider application process and experience</li><li>• Begin research as well as strategize on how to improve communication and marketing</li><li>• Announcement of state hospital transition pilots</li></ul>

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John Barth

Debbie Bennett

Patrick Cockrum

Stan Keepes

Jason Meyer

Chris Nabors

Jodi Neighbors

Kenneth Rose

Katy Stafford-Cunningham

Pam Verbarg

Kelli Waggoner

Grant Waggoner

Melissa Walden

Barb Young



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](http://www.INARF.org/INARF-PAC)





Thank you!

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