



# **Human Resources Professional Interest Section Meeting**

August 11, 2022

The screenshot shows a Zoom meeting window. In the top left corner, there is a small video thumbnail of a person with the name 'Brooke' and the 'inarf' logo. The main area of the window is dark with a large white letter 'M' in the center. On the right side, there is a 'Chat' panel with a header 'Chat' and a list of participants: 'Everyone' and 'Mindy'. Below the list is a text input field 'Enter your message' and a 'Send' button. At the bottom of the window, there is a toolbar with icons for 'Record', 'React', 'Mic', 'Camera', 'Share', and 'Leave'. Annotations with orange arrows point to specific features: one arrow points to the 'React' button with the text 'Raise hand if you would like to unmute and speak'; another arrow points to the 'Mic' button with the text 'Please ensure mic is muted and camera is off'; a third arrow points to the 'Chat' panel header with the text 'Chat Feature – Select Who to message from List (select Mindy for Questions for Presenters)'; and a fourth arrow points to the 'Mindy' name in the chat list.

inarf

Brooke

M

Chat

Enter your message

Everyone

Mindy

To: Everyone

Send

Record

React

Mic

Camera


Share

Leave

Raise hand if you would like to unmute and speak

Please ensure mic is muted and camera is off

Chat Feature – Select Who to message from List (select Mindy for Questions for Presenters)

- Welcome
  - Upcoming Events
  - Updates on HCBS Stabilization Grants
  - Remote Work Schedules - Virtual Staff Engagement Panel
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## Professional Interest Section Meetings / Professional Development:

- August 18 - Child & Family Services (10 AM-Noon)
- October 20 - Community Supports (10 AM-Noon) / Employment Supports (12:30-2:30 PM)
- November 10 - Financial Management (10 AM-Noon) / Human Resources (12:30-2:30 PM)

## Upcoming Member Forum and Board of Directors Meetings:

- August 26, 2022 - PAC Legislative Reception / Member Forum / Board of Directors Meeting
- September 23, 2022 - Board of Directors Meeting / No Member Forum
- October 28, 2022 - Member Forum / Board of Directors Meeting



Registration opens 3 weeks in advance. To register for open events, scan the QR code or go to <https://web.inarf.org/events>



Register today by scanning the QR code or visit  
[www.inarf.org/2022\\_annual\\_conference.html](http://www.inarf.org/2022_annual_conference.html)

*Alicia M. Boyd, CPA*  
*Professional Corporation*

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# Updates on HCBS Stabilization Grants

*Holly Wimsatt, Director, BDDS*



# INARF HR Professional Interest Section Meeting

HCBS Stabilization Grant Impact

August 11, 2022

Bureau of Developmental Disabilities Services

Holly Wimsatt





# HCBS Stabilization Grant Impact

**\$176M**

to Home and Community- Based  
Services Providers & Frontline Staff

**\$132M**

to be passed directly to **Frontline  
HCBS Staff\***

**Purpose:** To stabilize Indiana's workforce and community-based provider network and meet urgent needs in the HCBS landscape

**Methodology:** FSSA applied a flat percentage increase of 8.1% to each provider's highest annual claims total across CY 2019, 2020, and 2021.

\*Awardees are required to pass through at least 75% of the grant directly to their workforce

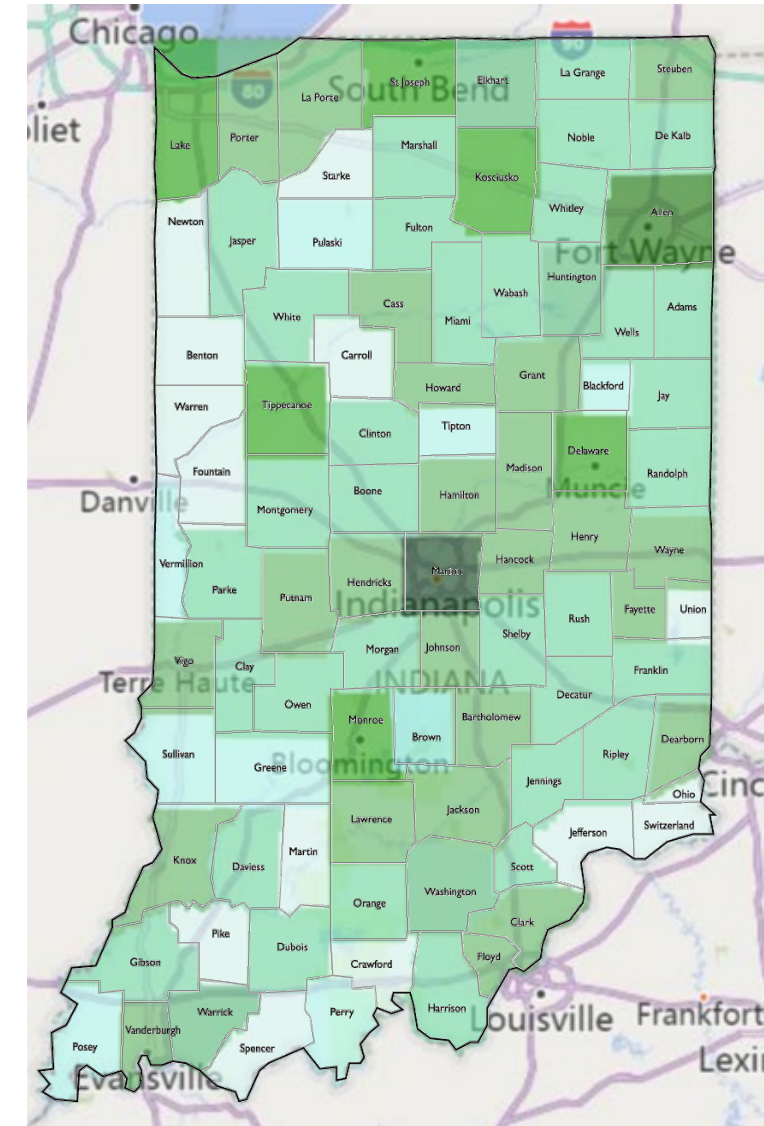


**1195**

## Providers Awarded

(Home Health Agencies, CMHCs, Adult Mental Health & Habilitation, CMHWs, Behavioral & Primary Healthcare Coordination, School Corporation, Waiver, PACE)

## Key



**HCBS Stabilization Grant  
County Coverage Map**

For more information, visit [FSSA HCBS](#)



# HCBS Stabilization Grant Impact

FSSA surveyed 1,195 HCBS Stabilization Grant awardees to better understand the impact of the \$176M total awarded in grant funding, \$132M of which were passed directly to frontline HCBS staff.\*

## HCBS Stabilization Grant Impact



Of the 1,195 grant recipients, **600** providers responded to the survey



For the 600 survey respondents, the grant payment range with the most respondents was **\$100K - \$250K\***



This funding impacted an est. **45,000** individuals employed by the 600 survey respondents



Survey respondents primarily used the funds for **workforce bonuses and recruitment**

*\*The survey offered multiple choice of ranges for ease of provider experience*

## Quotes from Survey Respondents

“Because of the grant we were able to give our staff **bonuses** and also offer them more **training**, including CPR and other courses directed to the care of clients.”

“The **bonuses** that were given to my employees helped them with **gas, bills, childcare**, etc. We were truly blessed with this grant!”

“We were able to have a minute benefit package for the first time in the company’s history. We now offer **healthcare insurance** including vision and dental. We are offering paid time off and a **retirement plan**. We implemented a company paid **life insurance program** put a \$25,000 for each employee.”

“Advertising for jobs with the hourly wage increase has led to **more new hires** and slightly **decreased staff turnover**.”

*\*Awardees are required to pass through at least 75% of the grant directly to their workforce*





# **1102 Task Force**

## **DSP Curriculum & Credentialing Subcommittee**

- IC 12-11-15.5-4.5
- Recommendations to the legislative council regarding:
  - Establishment of a statewide training curriculum for DSPs
  - Feasibility of establishing training certification for DSPs
  - Establishment of a statewide training registry for DSPs
  - Feasibility of a pilot project to implement recommendations of subcommittee



Thank  
You



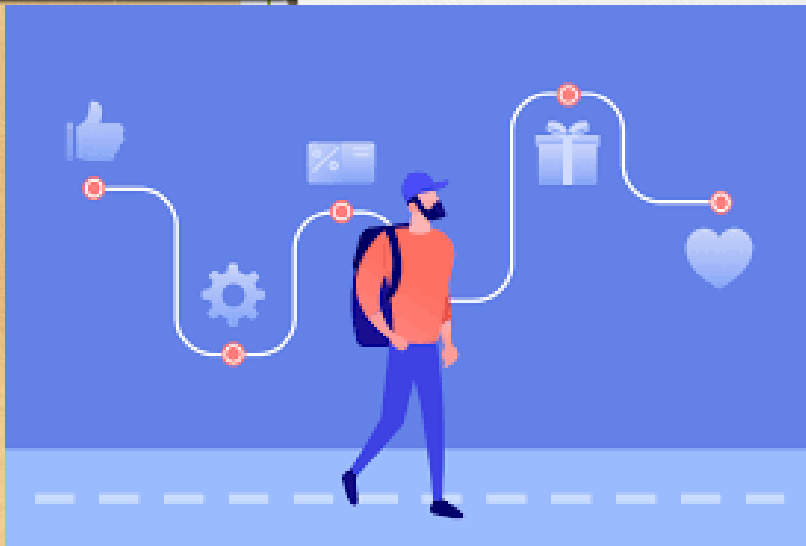
## **Remote Work Schedules/ Virtual Staff Engagement Panel**

*Ali Zoibi, Chief Talent & Diversity Officer, Tangram, Inc.*

*Emily Keen, Human Resource Director, Easterseals Crossroads*



# Tangram's Remote Work Journey



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- “Necessity is the mother of invention....”





# Uncharted Waters

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- COVID required all of us to invent new ways to perform work away from the office.
- We all did what we had to do.
- What we learned is that there are many jobs that can be performed 100% remotely or at least some portion remotely.





# Unintended Consequences

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- However, with this new work environment available to them, many employees began to reassess their work-life balance.
- Then, with the pandemic becoming somewhat less threatening businesses found employees resigning rather than accept coming back to the office on a daily basis.



- Parts of the American workforce, at least at this point in history, would never be the same.
- Many businesses, found that developing a remote work offering to employees was both a retention tool as well as a great way to attract employees to their organization. It differentiated them from their competition.

# Our Evolving Policy

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- At Tangram we began to migrate through the various stages of the pandemic. Initially (March 2020 to February 2021) we were 100% work from home.
- With the availability of vaccines we morphed into, “return when you feel safe doing so.”
- Then it evolved into, “come to the office at least 2 days a week.” (Tuesday and Thursday – turned out to be our office meeting days)
- In late February 2021 with vaccines beginning to be widely available, our new CEO (Sam Criss) had the good judgement to develop a Remote Work policy that works for our organization.



Document Number:	HR0002
Approved by: President/CEO	Date: 2/26/2021

## TANGRAM

### Employee Remote Work Policy and Agreement

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**Policy:**

Employees may work remotely on a permanent or temporary basis depending on business needs. Remote work does not change the terms and conditions of your employment with Tangram, Inc.

**Scope:**

This policy applies to all employees.

**Guidelines:**

This policy outlines guidelines for employees who work from a location other than our offices. We want to ensure that both employees and Tangram will benefit from these arrangements. All remote work must receive prior approval from your supervisor. Not all positions are appropriate or feasible for remote work.

To ensure that employee performance will not suffer in remote work arrangements, we advise our employees to:

- Choose a quiet and distraction-free working space
- Have an internet connection that's adequate for their job
- Dedicate their full attention to their job duties during working hours
- Adhere to all meal and rest break and attendance schedules agreed upon with their manager and in compliance with state law
- Ensure their schedules overlap with those of their team members for as long as is necessary to complete their job duties effectively

Team members and managers should determine long-term and short-term goals. They should frequently meet (either online or in-person when possible) to discuss progress and results.

While working remotely, employees must follow all Tangram, Inc. policies. Examples of policies that all employees should abide by include, but are not limited to, the following:

- Attendance
- Social media
- Confidentiality
- Data protection
- Employee Code of Conduct
- Anti-discrimination/Anti- harassment/ Equal opportunity

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## TANGRAM

### Employee Remote Work Policy and Agreement

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- Safety
- Dress code when meeting in-person or by video with customers, partners or other Tangram employees

Non-exempt employees must follow all applicable policies including, but not limited to, meal and rest breaks, requesting prior approval for overtime, and timekeeping. Off-the-clock work is prohibited under our policy.

Eligible employees may work no more than 3 days of their normal work schedule remotely, as approved by their supervisor.

We will provide our remote employees with equipment that is essential to their job duties, like laptops, headsets and cell phones (when applicable.) We will install VPN and Tangram-required software when employees receive their equipment.

Equipment that we provide is Tangram property. Tangram retains control over the property and reserves the right to monitor Tangram property even when used at your remote location.

Employees must keep it safe and avoid any misuse. Equipment supplied by Tangram is to be used for business purposes only. The remote worker will sign an inventory of all Tangram property received and agree to take appropriate action to protect the items from damage or theft. Employees must take proper measures to secure Tangram information, assets and systems. (Please refer to Policy IT 104)

Specifically, employees must:

- Keep their equipment password protected
- Store equipment in a safe and clean space when not in use
- Follow all data encryption, protection standards and settings
- Refrain from visiting untrustworthy or suspicious sites.
- Only download authorized software with prior approval.
- Keep confidential information in locked file cabinets and desks.

Upon termination of employment, all Tangram property will be returned to Tangram, unless other arrangements have been made.

# A Couple of Key Points in Our Policy

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- Does not apply to all positions.
- Must receive prior approval by management.
- Must have a dedicated quiet distraction-free working space.
- Must have a good internet connection and safe guard our equipment.
- Work with team members so schedules overlap and projects accomplished.
- All Tangram policies are still in force.
- Eligible employees may work remotely no more than 3 days per week.



# What have we learned and what has changed?

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- About 60 of our employees are eligible to take advantage of this policy. Mainly administrative and Management. This is only 30% of our workforce.
- The majority of our jobs (north of 175) are DSP and they would not qualify. Their managers on the other hand, are all remote.
- Prior to the pandemic, Tuesdays were always our big meeting days so when we instituted the remote working policy we kept Tuesday as an office-gathering day. Thursday fit in nicely as well. Mondays and Wednesdays are quite light and Friday is very light.

# What Has Changed ... Continued

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- We use some pretty “cool” technology:
  - “The Owl” to make virtual meetings realistic.
  - Teams is used a lot to communicate as well as hold meetings.
  - If needed we can also do parts of our orientation remotely.
- We’re conducting a space study to rethink how to better utilize our office space given the daily usage has changed considerably.





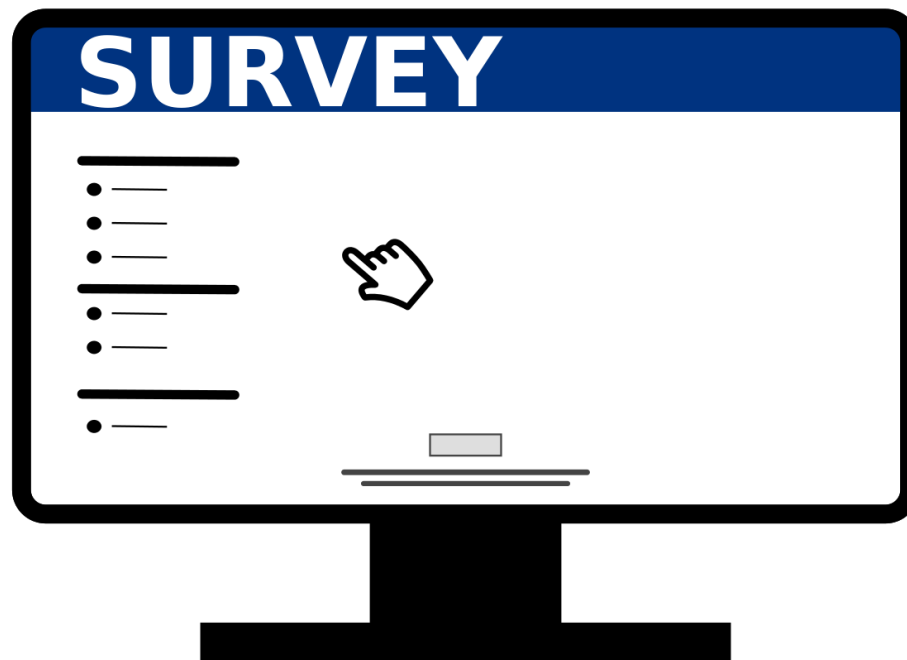
# Where We Stand Today


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- Employees tell us that they're more productive without the interruptions they'd get at the office.
- It's definitely a retention and recruitment tool for certain roles. (Finance, IT, HR, Admin, Management). You're at a competitive disadvantage if you don't have it.
- The missing socialization aspect that helps to form relationships takes a hit to some extent so we work to make Tuesdays and Thursday as full and as engaging as possible.
- Bottom line: The remote work option works for us and at this point I can't imagine us moving away from it.



Your participation in the brief 2-minute survey is requested.



- The INARF Salary Survey will launch on Friday, Aug. 12
  - CEOs will receive both the CEO Survey and the Staff Survey
  - The Staff Survey will also be emailed to those designated in the INARF Membership Directory for Human Resources or Financial Management
  - Initial deadline will be Friday, Sept. 2
  - Thank you in advance for your organization's participation in both Surveys
  - Results are anticipated to publish by Mid-November
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- A decorative graphic at the bottom of the slide consisting of a thick, wavy line that transitions from a light gray color on the left to a solid orange color on the right.



**INARF PAC**



2022 PAC Contributors are invited to the August 26  
INARF PAC Legislative Reception.

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, scan the QR code or visit: [www.INARF.org/INARF-PAC](http://www.INARF.org/INARF-PAC)

*Alicia M. Boyd, CPA*  
*Professional Corporation*

CPAs / ADVISORS



**FORV/S**





Thank you!

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