



Annual Meeting Report • June 7, 2017  
June 2016 to May 2017

ARRM



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## LEADERSHIP FOR LONG-TERM STABILITY

This year has continued to show that changes in workforce demographics, community needs, political dynamics and regulatory policy will impact the direction and foundation of our industry. While there continues to be a tremendous amount of work to be done in the coming months and years, ARRM is proud to have taken on several areas that will begin to help return stability to our services.

### *DWRS Inflationary Adjustment*

ARRM worked hard this legislative session to preserve the inflationary adjustment to DWRS that will be implemented July 1, 2017. While the full impact to provider's revenue will not be seen until banding ends, this increase will affect rates for those individuals who are not banded. Although the Governor proposed offsetting the full increase by the amount of previous rate increases over the past five years, ARRM worked hard along with members to educate on the importance of not offsetting the full adjustment and ended up succeeding on this issue.

### *Respite*

ARRM was also successful in supporting a change in payments for daily respite. Use of the DWRS for respite resulted in rates that did not support a service that is in demand, creating unmet demand. Daily respite will now be a market based service so that providers can work with counties to receive rates that will make the service financially prudent to provide. The result is an opportunity for providers to expand services in this area, which will support families of people with disabilities.

### *Technology*

Promoting the use of technology in providing services continues to be a priority for ARRM. Despite technology being readily available and Minnesota having one of the strongest funding models in the country, barriers still exist. This includes the lack of engagement from counties, families and individuals. ARRM worked to revise legislative language to require all planning meetings to include a discussion on technology. While the use of technology is not required, this step of having initial conversations is vital in moving forward.

To support ARRM members and their stakeholders in having these conversations, ARRM spent the last several months working with an advisory group of members to develop a new microsite which will be a centralized pool of information and

resources on using technology to support people with disabilities. In addition to helpful information and tools for planning, funding and implementing technology, the site will also include promotional success stories to help spread the word and engage families and lead agencies.

You will find more information at [www.arrm.org/technology](http://www.arrm.org/technology).

## LEGISLATIVE ADVOCACY

### *Legislative Session Recap*

The 2017 Legislative Session was one of divided government, with the Republicans taking and maintaining the majority in the House and Senate and Governor Dayton, a Democrat holding the Governor's office. This divided government resulted in the legislature needing a four-day special session in order to complete their work.

Nonetheless, ARRM accomplished several important priorities during the session, and despite a significant disappointment with the Legislature not passing an immediate wage increase for Direct Support Professionals, important steps were taken toward the long-term sustainability of our system.

First, this year ARRM moved forward its own policy bill, passed unanimously off both the House and Senate floor; the Governor signed the bill into law on Tuesday, May 30th. The bill contains many important provisions and tools for providers to address the workforce crisis our industry is facing, including allowing providers to move to competency-based training.

ARRM also saw legislative wins in the final Health and Human Service Omnibus Bill. Largely due to the strong advocacy of members, ARRM was able to stop a proposed cap on the number of days a provider can bill for services. The bill also contained important policy changes to the Disability Waiver Rate System. While many providers will not see the immediate impact from these changes due to banding, they will go far in sustaining our system long-term.

ICFs also saw important language pass in the final HHS bill, with the legislature adopting ARRM's recommendations addressing therapeutic leave days, as well as inserting language instructing the commissioner to study payment rates for ICFs.

While the legislative session had highs and lows, one major high is the continued engagement and advocacy of members in the legislative process. The strong voice of providers across the state is heard and noticed by legislators, and planning is

already in process for ARRM's 2018 legislative agenda.

### *New Lobbyist*

ARRM was excited to begin 2017 by bringing on a new contract lobbyist, Phil Griffin. Phil brings over 30 years of government affairs and lobbying experience to his role with ARRM as well as many strong connections with key decision makers and a deep knowledge of the legislative process. This legislative session Phil was instrumental in ensuring that ARRM's policy bill was able to pass off both the House and Senate floor as well as advocating for ARRM issues to key legislators as they went behind closed doors during final negotiations.

### *Candidate Forums*

ARRM is committed to making grassroots advocacy a staple of what we do year round. As we entered the 2016 Election season, ARRM co-hosted six candidate forums and voter education events with our member organizations. The events took place across the state, focusing on areas with competitive races or legislators that hold key leadership roles at the Capitol. Candidates were asked questions important to the work the disability community would be focusing on during the 2017 legislative session and attendees were given the opportunity to hear great dialogue from their potential Representatives and Senators.

### *Day at the Capitol*

Our 2017 Day at the Capitol was once again a huge success with over 1,000 advocates representing ARRM and MOHR member organizations filling the halls of the Capitol, State Office Building and Senate Building. With construction complete at the Capitol, our rally was once again held under the Capitol Rotunda Dome and featured 10 legislative speakers, all being introduced by their constituents from across the state.

Following the rally, attendees took the rest of the day to meet with their legislators and share their personal story of why a wage increase was so critical to pass in 2017; in total, 170 of the 201 legislators had meetings set up for that day.

On the same day as our Day at the Capitol, the Best Life Alliance legislation was heard in the House Health and Human Service Finance Committee. Due to the overwhelming amount of people attending the hearing an overflow room was set up – attendees filled that room as well and legislators took notice, many commenting on the overwhelming support and need for addressing the workforce crisis through a wage increase.

ARRM members once again were able to use our Day at the Capitol to demonstrate the kind of people power that disability services has behind it.

### *Engagement with Key Policy Makers*

Throughout the legislative session ARRM was able to maintain strong relationships and dialogue with key decision makers at the Capitol. Working with the chairs of the Senate Human Services Reform and Finance Committee, as well as the House Health and Human Service Finance Committee, we were able to influence and monitor key decisions and regulations that would have an impact on our membership.

## CONFERENCES AND EDUCATION

### *ARRM Annual Conference*

The 2016 ARRM Conference was held at the Duluth Entertainment Convention Center (DECC). Nearly 700 individuals attended the two-day conference and trade show with 46 vendors. There were sessions for DSPs, frontline and middle management, upper management, human resources and nursing. ARRM received more than 100 ARRM Cares nominees, recognizing the top DSPs from ARRM members. Six winners were selected.

### *ARRM Training and Education*

In addition to the Annual Conference, ARRM hosted two Business and Finance Forums which were coordinated by the Financial Resource Committee, as well as the Leadership Conference which was attended by 258 members. The Leadership Conference focused on planning for the future in light of an ongoing workforce crisis. ARRM held its final Technology Conference in 2016, and has now implemented inclusion of an increase of technology topics into the Annual Conference.

ARRM also coordinated 6 additional workshops and webinars on topics ranging from wage and hour regulations to person center planning.

Following the 2016 Legislative Session, ARRM went “on the road” to share information during 6 sessions to summarize industry insights and gather information for the 2017 session.

At the beginning of 2017 ARRM released an enhanced training calendar for members, offering at least one training opportunity in every month of the year. This new way of structuring our training calendar provides members the ability to know what educational opportunities will be

available throughout the year, and plan accordingly. As always, members of ARRM are able to take advantage of these trainings at a discounted rate from non-members. Trainings provided in 2017 through May include:

- **Five Workforce Solutions you can Implement Today:** This webinar training was offered to members in February and featured members of the Workforce Solutions Committee as well as an HR expert sharing solutions to retaining and recruiting staff.
- **Business and Finance Forum:** The first installment of this bi-yearly event, the March Business and Finance Forum highlighted information on the exception process, new billing requirements and re-enrollment, as well as relevant industry and legislative updates.
- **DWRS 101: Learn the Waiver Rate System Components:** Barb Turner held three DWRS 101 trainings during the months of April and May to provide members background on the Disability Waiver Rate System (DWRS), as well as information on what may be happening in the upcoming years.
- **245D Licensing Requirements:** Barb Turner, along with Jill Slaikeu from DHS Licensing provided three training opportunities for members and non-members through the months of April and May. This training focused on common misunderstandings and confusion within 245D, as well as highlighting areas that licensing has seen consistent issues with providers.

membership has continued to support ARRM's objectives with dues revenue increasing 1.28 percent. While event registration income was down, expenses were controlled and event income came in ahead of the budgeted goal. Sponsorships also showed an increase.

The 2017 budget demonstrates a continued commitment to ARRM members through increased education, advocacy, communication and technological enhancements, including the new Technology Initiative.

## MEMBERSHIP

ARRM's membership remains strong, with 159 organizational members and 54 associate members.

This past year nine new organizational members and seven associate members were added: Access of the Red River Valley; Companion Linc; Granite Care Home; Independent Management Services; Jo Jo's Place; Pine Street Home; Progressive Living Solutions, Inc.; Royal Care Home; Wing House; Assisted Living Soft LLC; Autism Society of Minnesota; Cashé Software; Mercarik; Minnesota Autism Center; Rest Assured, LLC; and SUCCESS Computer Consulting.

### *Finances*

Because of the association's solid financial position for 2016, ARRM was able to absorb the anticipated expenditures for a CEO search, an office renovation and move, and new technology infrastructure. The result is ending a year of transition with a minimal operating loss. Strength in

## ARRM Board of Directors

### EXECUTIVE COMMITTEE

#### **President**

John Kehr, Regional Special Projects Director  
*Dungarvin Minnesota*

#### **Vice President**

Karin Stockwell, Senior Director  
*Dungarvin Minnesota*

#### **Treasurer**

John Estrem, CEO  
*Hammer Residences, Inc.*

#### **Secretary**

Rhonda Peterson, Executive Director  
*Integrity Living Options*

#### **Immediate Past President**

Darlene Scott, President & CEO  
*The Phoenix Residence, Inc.*

#### **Board Development Coordinator**

Shannon Bock, Executive Director  
*CCRI, Inc.*

### BOARD MEMBERS

Doug Annett  
*Opportunity Partners, Inc.*

Curt Bossert  
*Habilitative Services, Inc.*

Rod Carlson  
*Living Well Disability Services*

Melissa Danielsen  
*Josh's Place*

Chris DeVos  
*REM Minnesota*

Sandy Henry  
*Retired*

Heidi Holste  
*Northeast Residence, Inc.*

Steve Liston  
*Mary T. Inc.*

Connie Menne  
*REM Minnesota*

Michael Mills  
*DRCC*

Ric Nelson  
*MBW Company*

Jennifer O'Neill  
*Howry Residential Services*

Sam Orbovich  
*Fredrikson & Byron, P.A.*

Cindy Ostrowski  
*Hiawatha Homes, Inc.*

Don Priebe  
*Homeward Bound*

Lisa Scheinost  
*Episcopal Group Homes, Inc.*

Laurie Tazelaar-Williams  
*Olu's Home*

## ARRM Committees

Volunteers from the ARRM membership served on our Board, committees, subcommittees and task forces. We relied on them greatly last year for guidance and to make positive changes in the industry.

Through the following committees, our dedicated members supported the Annual Conference, training workshops, key legislation, rule reform, and public relations.

### CONFERENCE COMMITTEE

Laurie Tazelaar-Williams – Chair  
Melissa Danielsen – Vice Chair  
Lisa Scheinost – Vice Chair

### PUBLIC RELATIONS COMMITTEE

Rod Carlson – Chair  
Cindy Ostrowski – Vice Chair

### FINANCE COMMITTEE

John Estrem – Treasurer / Chair  
Chris DeVos – Vice Chair

### SERVICE INNOVATIONS COMMITTEE

Doug Annett – Chair  
Shannon Bock – Vice Chair  
Jennifer O’Neill – Vice Chair

### FINANCIAL RESOURCES COMMITTEE

Chris DeVos – Chair  
Curt Bossert – Vice Chair  
Don Priebe – Vice Chair

### WORKFORCE SOLUTIONS COMMITTEE

Ric Nelson – Chair

### PUBLIC AFFAIRS COMMITTEE

Steve Liston – Chair  
Heidi Holste – Vice Chair

## ARRM STAFF

### **Sara Grafstrom, Director of Government Relations and Member Advocacy**

Sara directs ARRM's grassroots advocacy efforts and manages the organization's educational program. She is the primary staff for the Public Affairs Committee and the Advocacy Partners Group. She also provides support to the Public Relations Committee.

[sgrafstrom@arrm.org](mailto:sgrafstrom@arrm.org)

### **Drew Henry, Director of Marketing and Communications**

Drew directs marketing and communications as well as supports ARRM's grassroots advocacy initiative. Drew is the primary staff for the Public Relations Committee and the Technology Work Group, and provides support to the Conference Committee and Public Affairs Committee.

[dhenry@arrm.org](mailto:dhenry@arrm.org)

### **Shelley Heutmaker, Technology Director**

Shelley is responsible for technology management including the association's databases, website and managed service providers. She also provides support for financial management and human resources.

[sheutmaker@arrm.org](mailto:sheutmaker@arrm.org)

### **Nancy Peterson, Director of Member Services and Education**

Nancy directs member relations services for ARRM, including the development of ARRM conferences. Nancy is the primary staff for the Conference Committee. She also supports the Workforce Solutions Committee and manages ARRM events.

[npeterson@arrm.org](mailto:npeterson@arrm.org)

### **Jennifer Schneider, Assistant Director of Operations**

Jennifer manages training and event logistics and marketing. She assists members with registration, payment processing, website resources and account updates. Jennifer also provides support to the Conference Committee.

[jschneider@arrm.org](mailto:jschneider@arrm.org)

### **Barb Turner, Vice President of External Affairs**

Barb provides leadership in coordinating staff work plans, strategic planning and addressing critical issues affecting the industry. She is the primary staff for the Program Services Networking Group, Service Innovations Committee and Financial Resources Committee.

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