

FSSA UPDATE

June 2021 | Volume 10, Issue 2



Gov. Holcomb's message about returning to on-site work locations

ON MARCH 23, 2020, I issued a stay-at-home order that closed in-person public activity at state offices because of the COVID-19 pandemic. Many of you quickly made significant changes to continue state operations away from your normal work locations. Slowly, BMV offices reopened and other employees began to return to their worksites. Many at the Department of Correction, the Indiana State Police, the state Department of Health, the Indiana National Guard, DCS, INDOT and others have been on the front lines throughout the pandemic.

It is time for all of us to return to our on-site work locations, and state employees will do so no later than July 6.

Much progress has been made in the fight against COVID-19 in recent weeks and months. We have three vaccines that are safe and effective and nearly 2.5 million Hoosiers have been vaccinated. New CDC guidance provides that fully vaccinated people can resume regular activities without wearing face coverings and social distancing. More people are going to restaurants, race-tracks, graduations and other events, and more businesses are beginning to bring their employees back to offices.

Our work has incredible impact for Hoosiers and I celebrate, with you, what we have accomplished with remote work tools, but it is not the optimal way for us to



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serve Hoosiers. We work better together, and build more solid and collaborative teams, when we can have regular face-to-face conversations. Returning to the office means the impromptu discussions that so often lead to innovation will be happening again with more frequency and energy. And with the recently passed budget, we have more opportunities than ever to serve Hoosiers and move Indiana forward.

Here is how we will return:

1. Beginning Tuesday, June 7, all agency heads, senior staff and supervisors should be in their pre-pandemic work locations full-time.
2. No later than Monday, June 21, all non-supervisory employees should report to their pre-pandemic work locations at least 50 percent of their work week.
3. No later than Tuesday, July 6, all employees should report to their pre-pandemic locations full-time.

Employees who had alternate work arrangements before March 2020 may resume or continue those arrangements.

I encourage state employees who have not been vaccinated for COVID-19 to do so before returning to the workplace, so you protect yourself, your families, friends and co-workers. We will offer a vaccination clinic on the Indianapolis campus on June 21 and 22, and there are some 800 locations across the state to obtain a free vaccination.

Your agency leaders have been informed of this plan, and updated guidance will be provided early in June. As we have done throughout the pandemic, we will monitor and adjust plans if needed.

I am grateful for all you have accomplished to keep our state not only on track but flourishing. We should all be proud of how we have helped Hoosiers through this unprecedented time.



Sincerely,

Eric Holcomb

Additional resources for state employees

The [“Welcome Back” web page](#) has lots of information regarding the return-to-the-office timeline, policy information, what to do if you’re sick, and other resources to make the return as smooth as possible. The State Personnel Department will continue to update guidance and information via this site as needed.

Highlights include:

- ▶ Welcome back message from Dr. Box
- ▶ Updated COVID-19 frequently asked questions
- ▶ Child care resources
- ▶ Vaccine information
- ▶ Vaccinated vs. unvaccinated comparison chart
- ▶ COVID-19 decision tree: A quick visual that runs an employee through the three most common scenarios
- ▶ Link to Anthem’s Employee Assistance Program
- ▶ Link to the governor’s [most recent executive order](#)
- ▶ And more!

The week of May 2, 2021, was Public Service Recognition Week. Staff throughout the state celebrated in a variety of ways, including sharing their years of service and the reasons they serve.



Welcome to

**PUBLIC SERVICE
RECOGNITION WEEK**

MAY 2-8, 2021

I serve because...

I do it because I am invested in the well-being of our neighbors, our city, our hometown and our state.

—Tiffany Pettiford, OMPP



It makes a difference in someone's life every single day.

—Justissa Elion-Epon, NDI Financial Operations Manager



▲ Evansville State Hospital employees display their years of service

Vigo County DFR ▶

◀ Logansport State Hospital Spirit Day

Terresa Bradburn, Richmond State Hospital Spirit Day ▼



I like to make people smile!

—Lacey Walden, HR



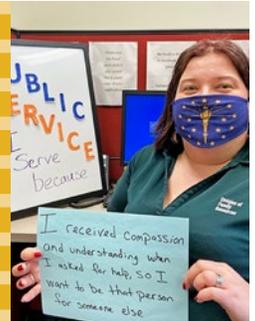


PUBLIC SERVICE RECOGNITION WEEK



I received compassion and understanding when I asked for help, so I want to be that person for someone else.

—Mary Goff, Hendricks County DFR



▲ Hendricks County DFR staff display their years of service
Psychiatric Nurse Practitioner Chad Davis, Logansport State Hospital ▼

I care about you like you care about me.
—Tabytha Thurman, Vanderburgh County DFR



I want to make this world a better place one person at a time.
—Melissa Cook, VR



▲ Evansville State Hospital Spirit Day
Above right: Mary and John May, DFR Region 10 Regional Manager and Deputy Regional Manager
Dianne Patchett, VR ▼
DDB staff displays their years of service ▼



Coping with the changes of pandemic (and post-pandemic!) life

Pay attention to your mental well-being

Life changed dramatically over the last year. Since March 2020 to now, Hoosiers have gone from hunkering down to getting their shots to reentering public spaces cautiously and optimistically. While many are excited for this summer, many may also feel conflicted. To address this drastic cultural shift, the [Be Well Indiana](#) Blog checked in with Rachel Halleck, MA, LMHC, LAC, deputy director and chief of staff for Indiana's Division of Mental Health and Addiction. Rachel lends expertise to the greater discussion of navigating mental health challenges and changes Hoosiers have faced over the last year-and-a-half.

It's important to acknowledge and remember that as we transition out of a space of active, intentional isolation and seclusion, we need to understand that it is okay to reinvent what the idea of "normal" is. The everyday realities of life before the pandemic may no longer be possible or desired. What is comfortable for one person may be completely different for another. "In my clinical experience, anytime someone goes through a life-changing event, there is a sense of grief that the person they were before the event is not the same as the person they will be once they heal from the event. This is time to reinvent and redefine yourself in a healthy and functional way," Rachel shared.

As we ease back into engaging in-person, it's important to check in

with yourself and your feelings. You may feel unmotivated by activities that once excited you. You may feel overwhelmed by social interactions. You may be wary of your stamina levels. This is all normal.

Here are some questions to ask yourself to help manage your own expectations:

Coping with change check-in:

1. **Feeling off? Use the mental health self-assessment tools on the Be Well Indiana website. It's a great jumping-off point for self-reflection. Give yourself an opportunity to understand your feelings.**
2. **Make sure you spend time FOR and WITH yourself. Do things that make you feel fulfilled. Examples include meeting friends, reading, seeing a pastor or therapist, and exercise.**
3. **Pay attention to your feelings and reach out early. Ask for help when stress is at a four out of 10 as opposed to a nine out of 10. Download a mood-tracker app to help track your feelings.**

"What activities, events or relationships did I really miss in the past year?"

"Which activities, events or relationships was I okay letting go of?"

"Is this a healthy fit for me, my lifestyle or my family?"

"Do I actually have the desire or stamina to participate in this?"

"What kind of impact does this have to me, my lifestyle or my family?"

For many Hoosiers, life throughout the height of the pandemic felt like survival mode. Rachel noted that while as a community we've all experienced a collective traumatic event, everyone has been affected differently. The impact is as unique as the individual. In this spirit she encouraged the value of self-reflec-

tion. "It's not about IF the past year affected you, it's about understanding and getting to know HOW. If you know HOW something affects you, you're less likely to be blindsided by your own responses and pay closer attention to your own health."

Because mental health is so important and varied across people, it's

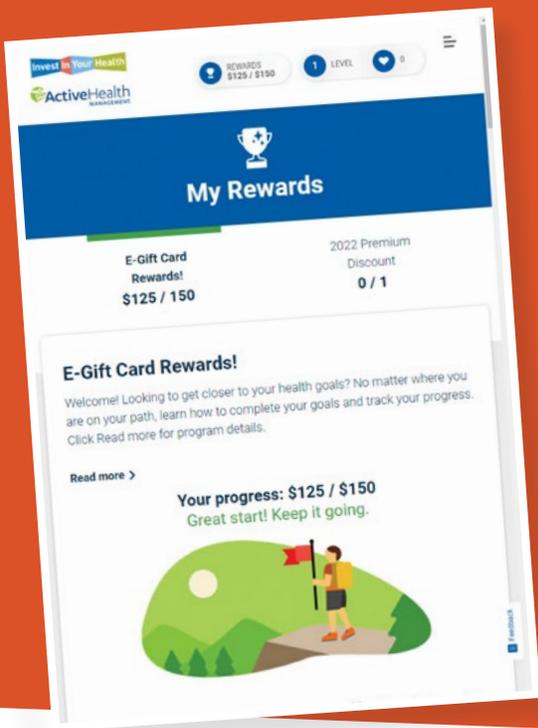
essential to remember there is a balance to everything. It's okay to feel off or to feel hesitant, just like it's okay to feel excited again! By paying attention to your mental well-being, and the mental well-being of your loved ones, you can take steps to live in a way that is beneficial to

yourself and others.

If you start noticing a lot of sadness, loneliness, mood swings, changes in appetite or being withdrawn, pay attention and try to recognize if they're better or worse over time. Get professional help when you can. If you need a place to start, call 211 to speak with a trained counselor.

Indiana 211

Indiana 211 is a free, safe and confidential way to connect to resources from around the state and in your community. If you need support, call 2-1-1. The resources on Indiana 211 are updated weekly to provide the most accurate services.



2022 health premium discount and gift card rewards

ActiveHealth is a wellness program offered by the Indiana State Personnel Department as part of your medical benefits package. The ActiveHealth wellness program is focused on helping you make little changes that have a big impact on your health.

Wellness is a daily commitment, and ActiveHealth will be your partner each step of the way. Through the program, you can work with qualified professionals and access reliable information to improve your health. You can also get rewarded for your hard work with \$150 in gift cards and a 2022 health premium discount! In 2021 this was a savings of \$374.44 on a single plan and \$1,123.20 on a family plan.

Build, Learn, Grow initiative to help working families connect to early care and education

FSSA employees could have up to 80% of costs covered for summer care, early education and before- and after-school care

The Indiana Family and Social Services Administration Build, Learn, Grow initiative has made 50,000 scholarships available to help Hoosier children from families working in essential industries—regardless of income—enroll in early care and education, summer learning or out-of-school care. Scholarships run from May through October 2021 and will cover up to 80% of the early care and education program’s tuition for each child age 12 and younger.

Information is available at www.BuildLearnGrow.org.

For families to qualify for Build, Learn, Grow scholarships, an adult in the household must work in an essential business (examples include health care, human services like FSSA, retail, restaurant and food service, essential infrastructure, media, manufacturing and logistics, religious and charitable organizations and many others). Income [guidelines are outlined here](#). Families will qualify for The Build, Learn, Grow scholarship to cover 80% of their cost with incomes of up to 250% of the federal poverty level. Families with incomes between 251% and 400% of FPL will qualify for 60% of costs covered and those with incomes at 401% of FPL and above will qualify for 20% of costs covered.



Families should complete the Build, Learn, Grow Scholarship Fund [application found here](#) and submit it to their early care and education provider. Families not currently connected to an early care and education program will be able to find a list of participating programs on the Build, Learn, Grow website also on the eligibility page. All providers who currently accept

federal child care assistance are encouraged to enroll.

The scholarships are funded by more than \$101 million provided to Indiana by the federal Coronavirus Response

and Relief Supplemental Appropriations Act, or CRRSA. To administer the Build, Learn, Grow scholarship program, the Office of Early Childhood and Out-of-School Learning has partnered with Early Learning Indiana and Indiana Afterschool Network, the state’s leading organizations supporting early care and education and out-of-school-time programs. Early care and education and out-of-school-time programs interested in receiving children with Build, Learn, Grow scholarships can [learn more at www.BuildLearnGrow.org](#).

Anthem Employee Assistance Program

The tools and resources are available 24/7 and are completely confidential

The Anthem EAP is a free service for all full-time state employees and those in their household and can be a beneficial tool to improve your overall well-being. These tools and resources are available 24/7 and are completely confidential.

The goal of the EAP is to help you

cope with the challenges happening in your life – whether it’s concerning financial issues, emotional well-being, addiction and recovery, or other life events, the Anthem EAP services are available to you. When you call, you are paired with a clinical social worker, professional counselor, psychologist, or

marriage and family therapist who best fits your needs and concerns.

Resources are also available online for marriage and relationships concerns, health and wellness, finance/legal, workplace issues, mental health, education, daily life, consumer education, moving and pet care.

Services include:

- ▶ **Counseling services:** Anthem EAP includes free phone counseling services 24/7 for topics such as relationship problems, stress management, coping, substance abuse, depression or anxiety, working issues, and loss or grief. Through Anthem EAP, state of Indiana employees, their spouses, dependents and others living in their homes have access to eight free face-to-face counseling sessions with a licensed therapist, per issue and per year. Crisis services are also available.
- ▶ **Child and elder care:** Topics regarding childcare include adoption and resources for children with special needs. Topics regarding elder care include housing options, caregiving issues and adjusting to retirement.
- ▶ **Financial consultation:** Anthem EAP includes budgeting, college funding and student loans, credit and debt issues, divorce, insurance, retirement, financial planning, small business, mortgages, and taxes.
- ▶ **Legal and mediation services:** These services can include topics such as personal business, criminal matters, IRS, and personal or family legal services.
- ▶ **Smoking cessation:** Access telephonic tobacco cessation coaching for smoking and chewing, coaching support with weight management as it relates to the cessation program, a 10-session online Living Free behavior change module and tobacco cessation tip sheets.
- ▶ **ID recovery and credit monitoring:** Assess your risk level and identify steps to resolve potential identity theft. Your EAP can help you complete any necessary paperwork, will report to consumer credit agencies for you, and negotiate with creditors to repair your debt history.

Getting started is easy.

To access the Anthem EAP online resources, visit www.AnthemEAP.com. Once on the homepage, click the Members Login button on the left-hand side of the page. The next page will ask you to enter your company name, which is State of Indiana. Once you’ve hit the “Log In” button, all of

these services are open to you.

To connect via phone, call 800-223-7723 and select option 1. This will get you connected to a trained EAP representative. The representative will then help you find a therapist that fits your specific situation, and will even assist you in scheduling your initial appointment.

You can also schedule appointments through LiveHealth Online. If you choose to go this route, please let the EAP representative know. With LiveHealth Online, your appointment can take place wherever you are—through a computer, smartphone or tablet. Each visit lasts approximately 45 minutes.

New superintendents named at Logansport State Hospital and NeuroDiagnostic Institute

Welcome to Bethany Schoenrad, MSW, LCSW and Matthew Foster, J.D.

The Division of Mental Health and Addition has named Bethany Schoenrad, MSW, LCSW, the new superintendent of the Logansport State Hospital. Matthew Foster, J.D., of Indianapolis, has been named the superintendent of the NeuroDiagnostic Institute and Advanced Treatment Center.

Bethany is the first female superintendent in the 133-year history of LSH and literally grew up near the hospital, as she and her parents still reside in Logansport. She previously worked at Indiana University Health in Lafayette as a behavioral health consultant. Bethany also has several years of experience as a case manager, therapist and director of health services for more than 20 years and has solid agency and program leadership experience throughout the state.

Bethany received her bachelor's degree in youth, adult and family services at Purdue University, and her Master of Social Work degree from the Indiana University School of Social Work in Indianapolis.

Matt most recently served as the Indiana Department of Health's assistant commissioner for health care regulation and special counsel. He has been with the IDOH for 10 years and helped successfully lead the state's frontline crisis response to COVID-19 in long-term care facilities, hospitals, intermediate care facilities for individuals with intellectual and developmental disabilities, and home health agencies.

Foster received his bachelor's degree in finance at Northeastern State University in Tahlequah, Okla., and his Juris Doctor degree from the Vanderbilt University School of Law. He is a member of the American College of Healthcare Executives, National Association of Healthcare Access Management and American Health Lawyers Association.

Bethany started her role at LSH on June 1, 2021, and Matt's first day at the NDI will be June 28.



Bethany Schoenrad, MSW, LCSW, the new superintendent of the Logansport State Hospital



Matthew Foster, J.D., the new superintendent of the NeuroDiagnostic Institute and Advanced Treatment Center

SENDING AND RECEIVING SECURE EMAILS CHANGES

The state of Indiana's current secure email solution, DataMotion SecureMail, is being replaced with Microsoft Office Management Encryption.

OME lets staff send encrypted emails to people inside or outside the state network with an email address that does not end with fssa.in.gov, regardless of the destination email address (Gmail, Yahoo! Mail, Outlook, etc.). Emails sent to external recipients outside the state network can only be encrypted using OME. It is FSSA's policy that any email that contains client personal information sent outside the state network must be encrypted.

Recipients of encrypted messages receive an email that directs them to the OME Portal where they can easily authenticate using a Microsoft account, Gmail or Yahoo credentials. External users and those who are not using an fssa.in.gov email account will be able to receive and read their encrypted messages without any additional cost or client software.

OME is currently available to all FSSA staff as DataMotion SecureMail will be retired in the coming months. To learn how to use the new email encryption, please [click here](#) or visit [Technology Resources Hub](#) page and read the "Office 365 Message Encryption Email Encryption Reference Guide."

Please open an IOT helpdesk ticket if you have any questions or issues with OME.

FIVE QUESTIONS



Name: CJ Schroeder

Title: Content and eLearning developer, Division of Family Resources

Education: Bachelor of Arts in English from Indiana University, Bachelor of Arts in Philosophy and minor in Religious Studies from Purdue University

Career Highlights: Project lead for the redesign of the DFR new hire training curriculum and delivery that successfully transitioned all training materials to modern authoring tools, implemented a new learning management system, refocused the curriculum around end-to-end case processing, and reduced the average course completion from 18 weeks to 13 weeks. Helped coordinate the implementation of the DFR's internal case review team and developed the review and reporting mechanisms that successfully reduced Indiana's Supplemental Nutritional Assistance Program error rate to the lowest in the region for federal fiscal year 2019. Became an FSSA certified data user in 2020.

1 What attracted you to a career here at FSSA?

Working for FSSA gives us the opportunity to serve our communities by strengthening the mental, physical and financial well-being of the members of those communities. More importantly, FSSA provides the tools necessary to fulfill that service. It is important to me to work for an organization that champions diversity, equity and inclusion, makes data-informed decisions, and is committed to using technology to maximize quality and efficiency in our workflows.

2 What gives you a sense of accomplishment professionally?

Working at FSSA is a team sport. I measure my professional accomplishments by the success of the DFR training team. A win for the training team is a win for DFR, and hopefully the impact of that success flows upwards through FSSA and outwards to the Hoosiers we serve.

3 What do you want FSSA workers to know about the work you're doing?

Our agency administers benefits to Hoosiers such as SNAP and health coverage. The accurate and timely delivery of those benefits is paramount to the health of our communities. I am fortunate to work for a leadership team that is willing to invest in technology and adopt modern adult learning pedagogy to deliver the best possible training to our workforce. My leadership has invested in me and entrusted me with the creative freedom and opportunity to help initiate real advancements in our training programs.

4 What is the best advice you can offer, based on your years of experience?

Don't bring problems to the table. Bring solutions.

5 What about your background might your co-workers find surprising?

I think I am the best basketball player in the agency and I am willing to accept any and all challenges to a game of one-on-one!