



To compassionately serve our diverse community of Hoosiers by dismantling long-standing persistent inequity through deliberate human services system improvement.

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All-Staff Address 2021

FSSA: An Engine for Good

Jen Sullivan, MD MPH
Secretary



Agenda

- Part I: looking back
 - COVID innovations
 - Agency accomplishments
 - Introducing!
- Part II: looking forward
 - Agency priorities
 - Our recovery approach
- Part III: Q&A



FSSA Mission/Vision





Mission Statement

To compassionately serve our diverse community of Hoosiers by dismantling long-standing, persistent inequity through deliberate human services system improvement





Vision Statement

All Hoosiers live in fully engaged communities and reach their greatest emotional, mental and physical well-being





PART I: Looking back



Indiana 211

- Indiana 211 became fully integrated into FSSA as our 8th division 7-1-20
- On April 8, the vaccine line celebrated its 1,000,000th call





Indiana 211 Leadership



Tara Morse



Jaimie Ferren



Peggy Welch





Chief Health Equity and ADA Officer



Breanca Merritt, Ph.D.



What is an Equity Team? Why join?

Equity teams: Hosted by FSSA's Office of Healthy Opportunities to increase racial and social equity throughout FSSA divisions and programs.

Benefits:

- Collaborating across FSSA divisions to learn about other efforts
- Opportunity to represent division and your work
- Channel frustration about lived experiences to action items and outcomes for the agency
- Ability to build skills in equity, inclusion and opportunity

Overall needs:

- Lived experience as a member of an underrepresented or minoritized population
- Possess any of the skills identified for the team you're interested in
- Knowledge of your program, day-to-day work
- Interest in improving outcomes for vulnerable populations and/or employee experiences

Time expected:

- Ranges from 2 to 5 hours per month, including team meetings
- Ability to roll off team after a year



How to join an OHO Equity Team

1. Learn about the teams

- Information from:
 - FSSA Communications
 - Hot Topic on The Hub
- Office of Healthy Opportunities

1b. Team info includes

- Team description
- Skills desired for each team
- Key projects

2. Review process

- Complete interest form
- Assessed by review team
- Supervisor will be notified if you are selected

3. Participation

- Receive e-mail from Office of Healthy Opportunities
- If not selected:
 - May be chosen for future efforts
 - Numerous activities to join outside of teams

Questions? Contact FSSA Office of Healthy Opportunities:
healthyopportunities@fssa.in.gov



Hoosier Health and Well-Being Atlas

- Aggregates two years of applicant data to help identify the most pressing needs of Hoosiers and their communities.
- Data volunteered by Hoosiers when they apply for state health coverage programs, food assistance or emergency cash assistance.
- We are using this tool at the state to make sure our programs align with the real, current needs of Hoosiers.
- Communities can identify and prioritize emerging social needs.

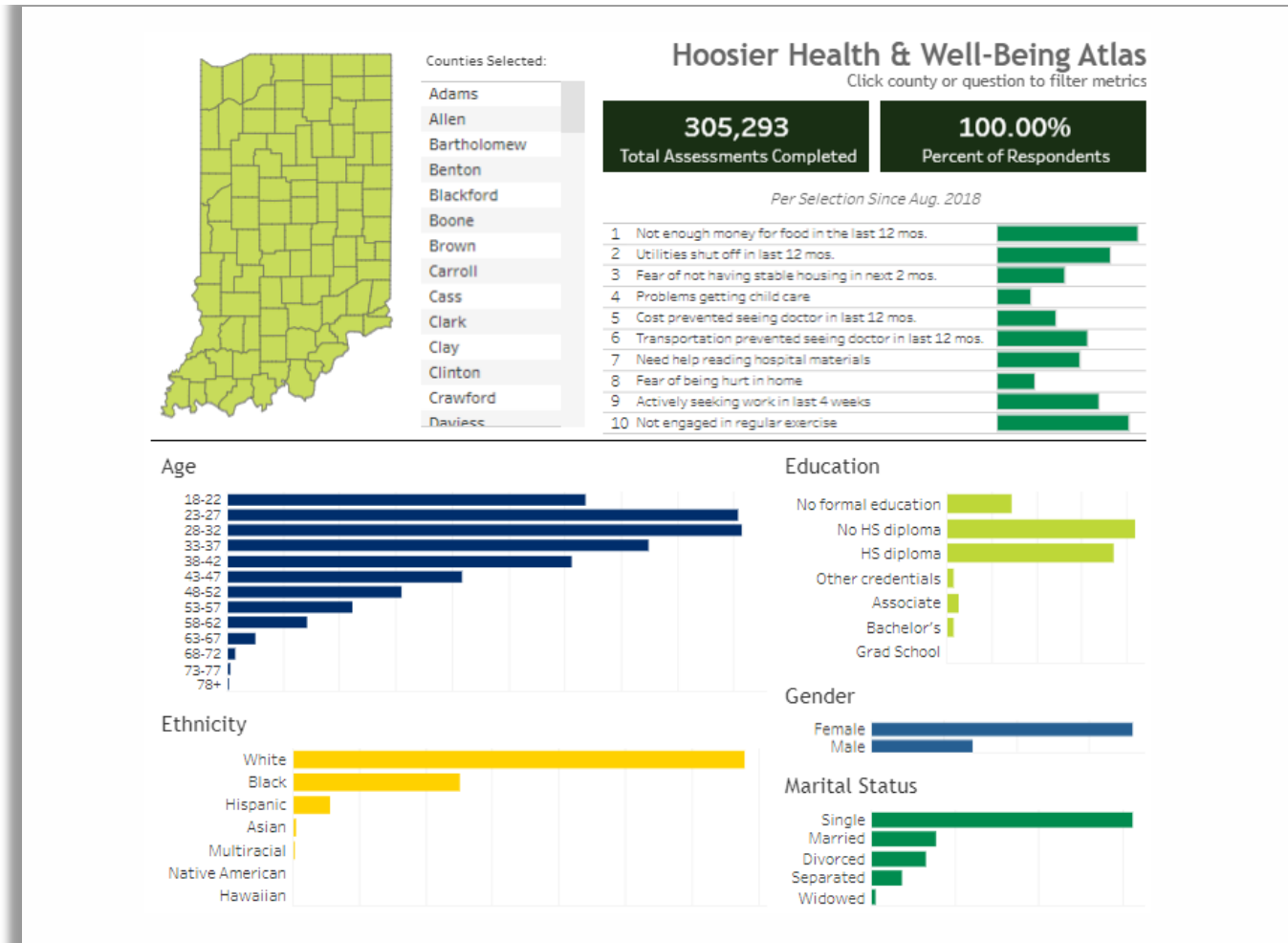


Hoosier Health and Well-Being Atlas

- In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money for food?
- In the last 12 months, has your utility company shut off your service for not paying your bills?
- Are you worried that in the next two months, you may not have stable housing?
- Do problems getting child care make it difficult for you to work or study? (leave blank if you do not have children)
- In the last 12 months, have you needed to see a doctor but could not because of cost?
- In the last 12 months, have you ever had to go without health care because you didn't have a way to get there?
- Do you ever need help reading hospital materials?
- Are you afraid you might be hurt in your apartment building or house?
- During the last four weeks, have you been actively looking for work?
- In the last 12 months, other than household activities or work, do you engage in moderate exercise (walking fast, jogging, swimming, biking or weightlifting) at least three times per week?

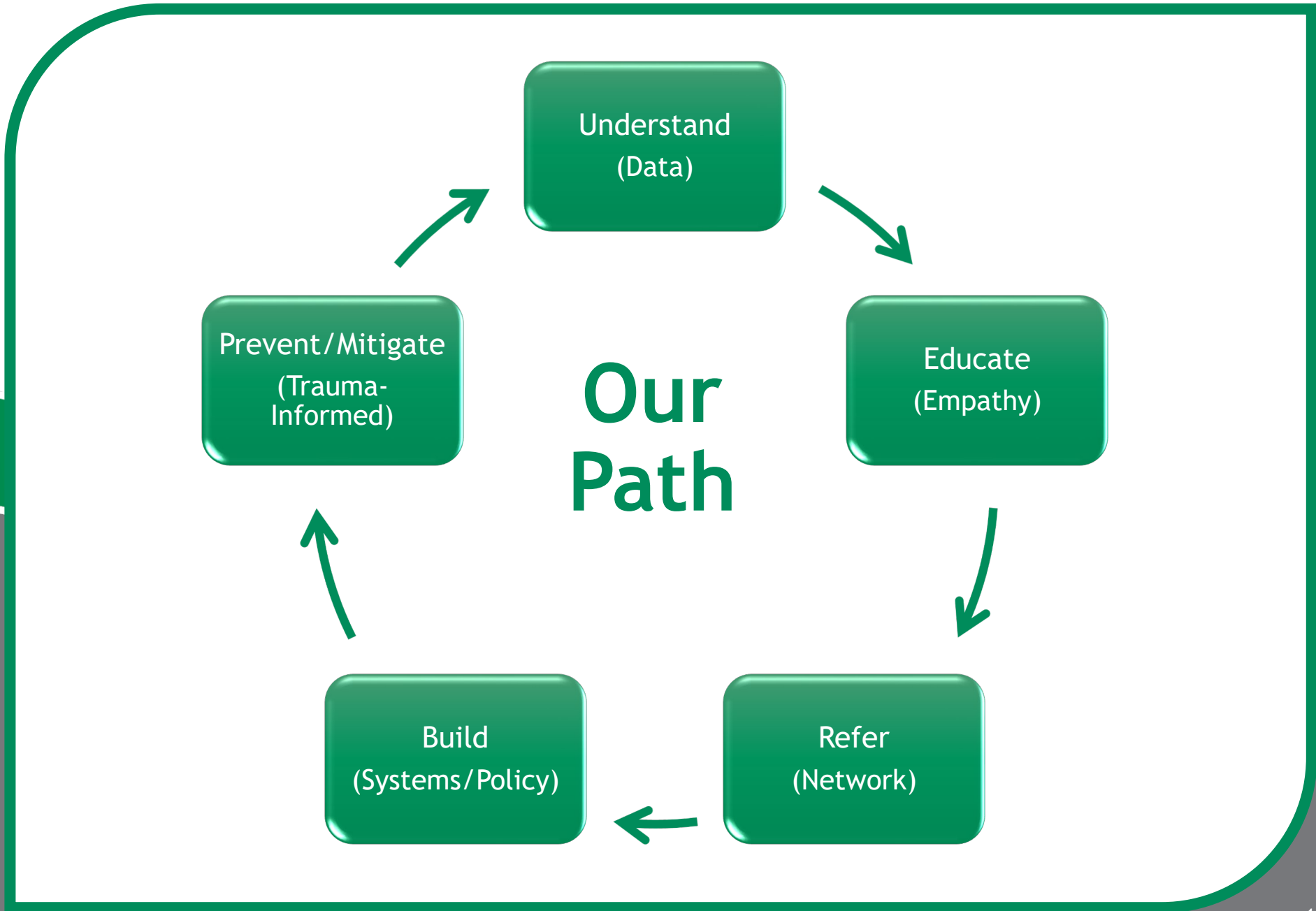


Hoosier Health and Well-Being Atlas





We did it





The image is a horizontal split composition. The left half shows a close-up of a man wearing a brown fedora and a white, textured jacket, looking towards the right. The right half shows a young child with brown hair and blue eyes, looking towards the left. The background is a soft, warm, out-of-focus light. Overlaid in the center is the text "Health is more than you realize." in a white, bold, serif font. A solid teal shape is visible at the bottom right corner.

**Health is
more than
you realize.**



2020 Successes





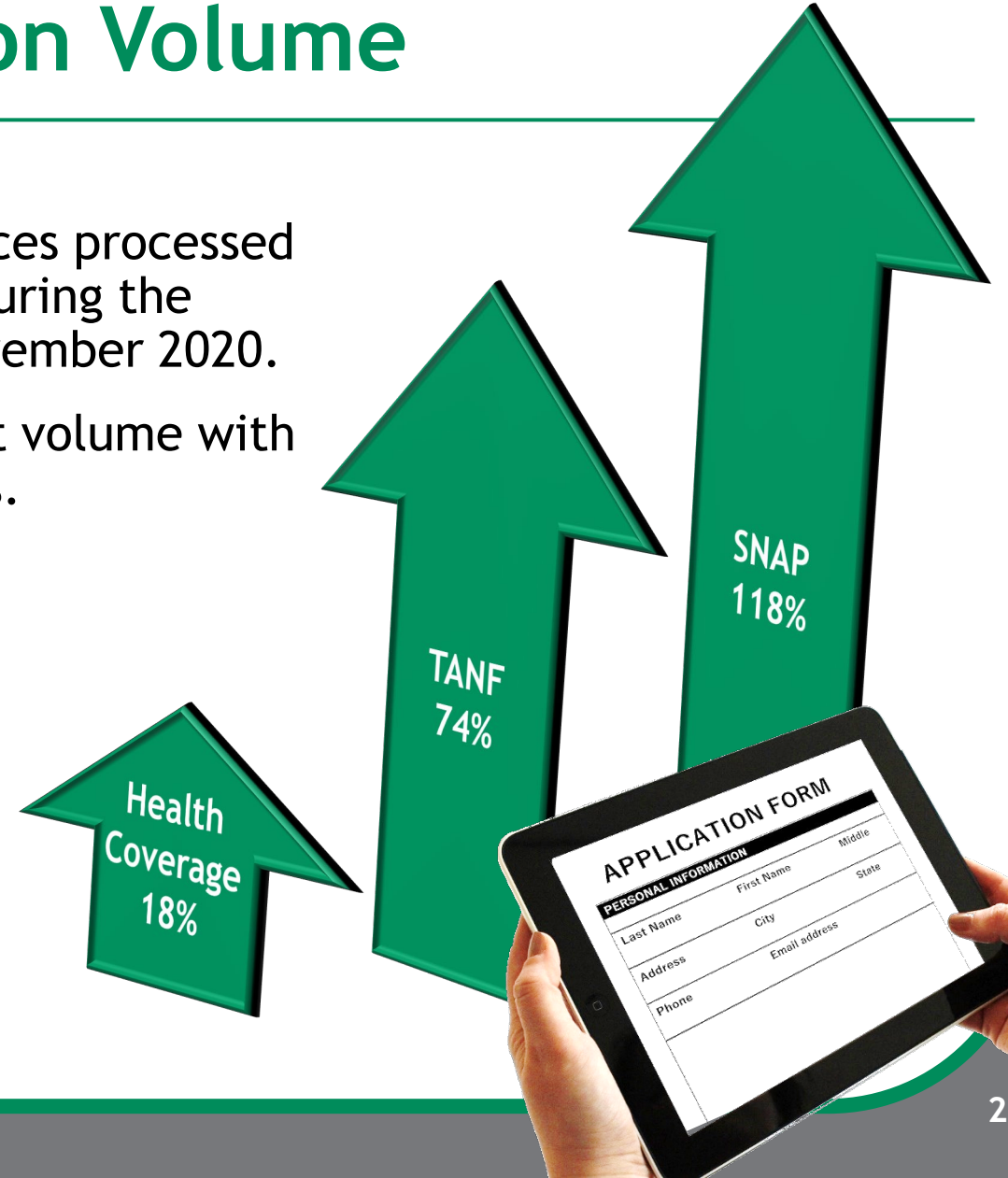
COVID Accomplishments

- Telehealth services
- In-person to telephonic appts. for DDB/DFR/DDRS
- COVID daily digest/WISE Indiana network
- Operation FOOD
- Safe recovery sites
- Be Well Indiana
- SUD supports
- Child care supports
- Disability and Aging supports
- SNAP/TANF/Medicaid waivers



DFR: Application Volume

- Division of Family Resources processed over 1.1 M applications during the months of January to November 2020.
- April 2020 had the largest volume with over 159,000 applications.
- The April 2020 DFR application volume increased sharply from March 2020 application volume:





DFR: SNAP Online Purchasing



June - November 2020

254,662 SNAP EBT approved purchase transactions for \$19,681,257.98!



DFR: P-EBT

Families who received free or reduced lunch prior to the pandemic received P-EBT.

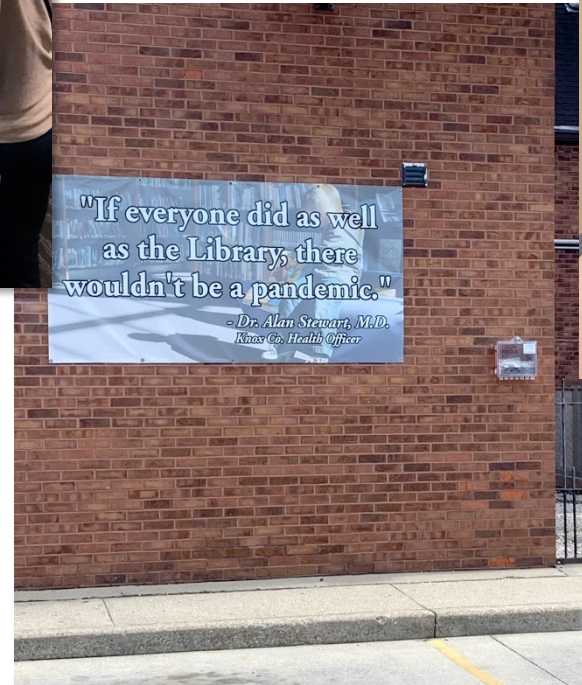
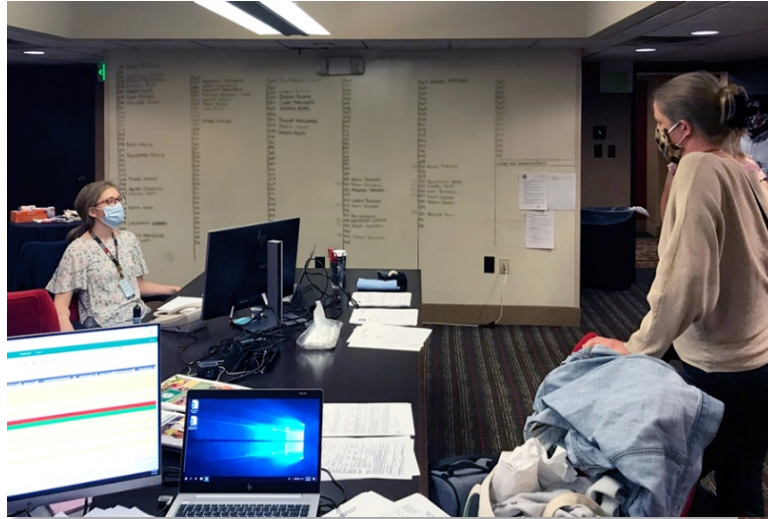
- P-EBT was provided in spring and fall issuances:
 - Spring: 606,459 students were issued \$193,426,176
 - Fall: 261,758 students were issued \$42,754,519



\$236,180,695 P-EBT benefits issued as of Sept. 30, 2020



Special projects that our teams have done in response to the COVID-19 pandemic



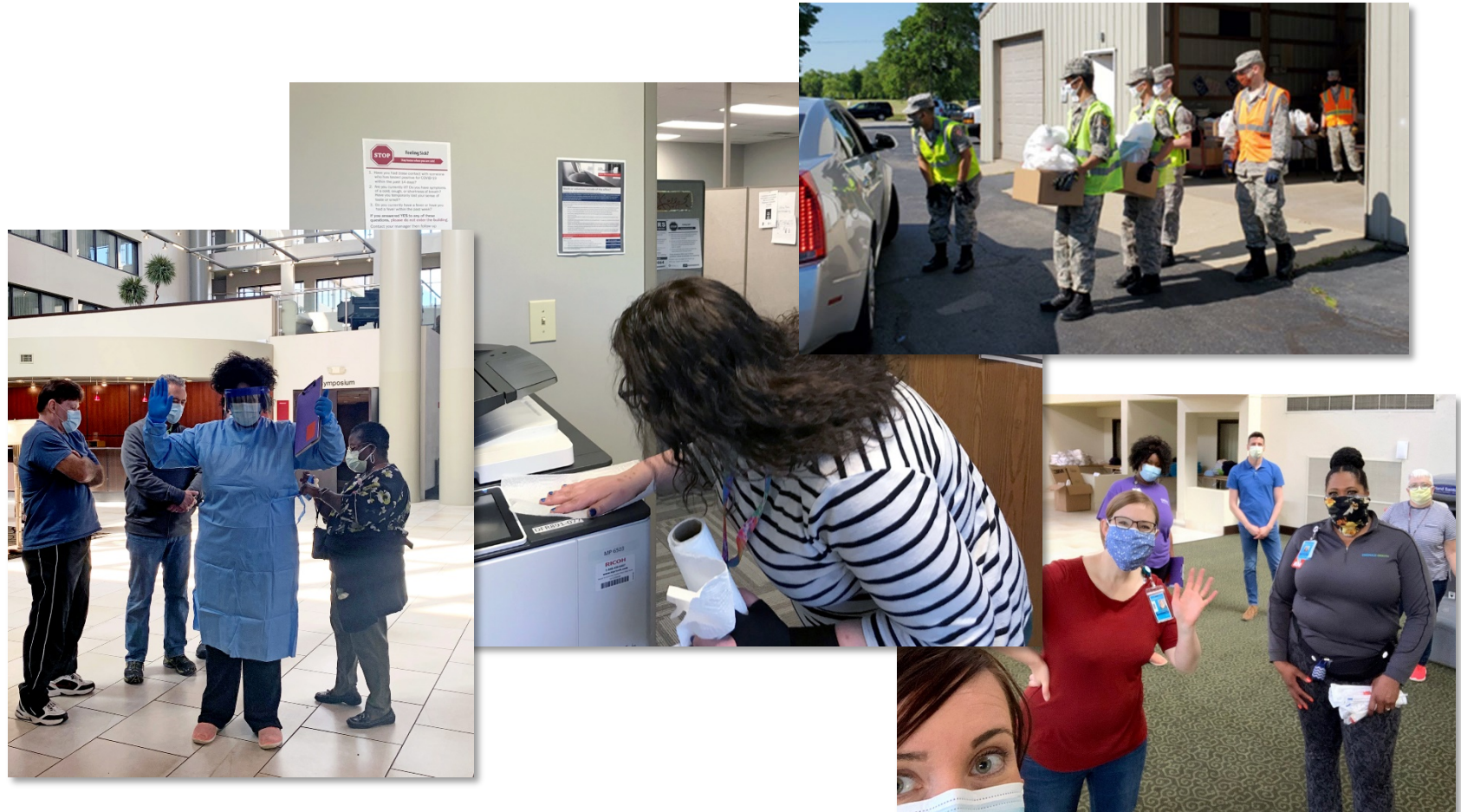


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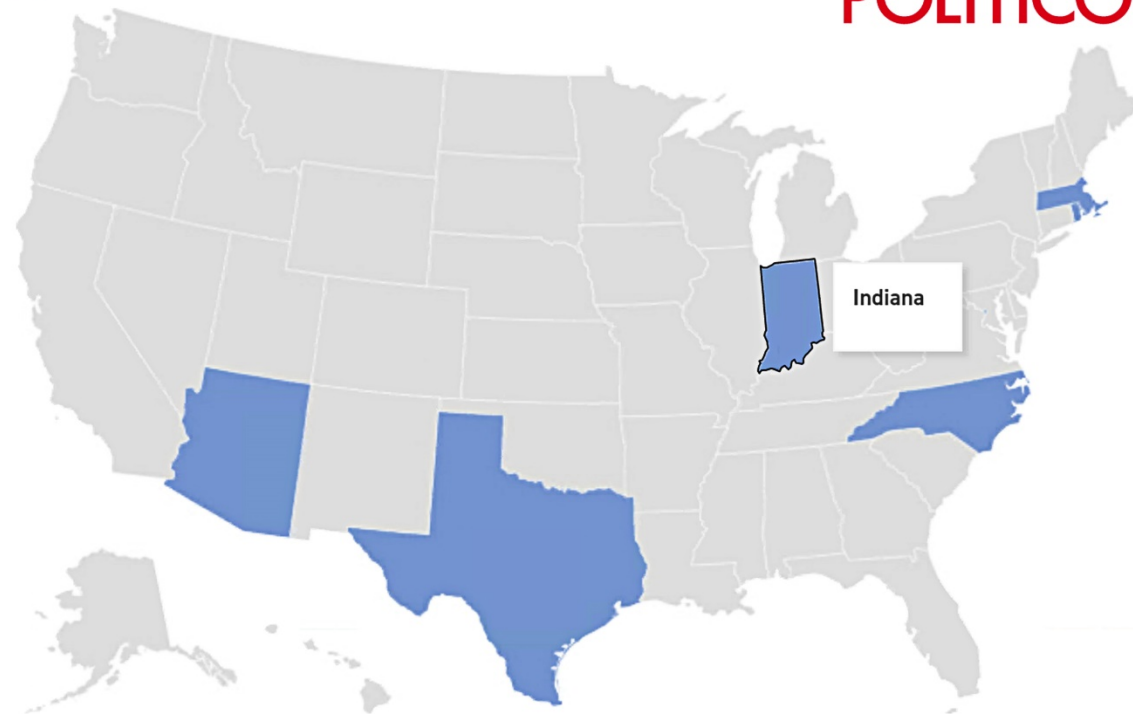
DFR: P-EBT

Few states have been approved to get aid to kids under 6

Just six states, along with Washington, D.C., have had their plans for this school year approved by USDA. Several states had not yet submitted plans as of April 7.

■ Approved

POLITICO



Map: Helena Bottemiller Evich • Source: USDA



2020 Highlights: “There’s more than COVID in Indiana”

- IEDSS completion
- HIP 10-year renewal
- OECOSL/DCS CCDF partnership
- OECOSL/DOC partnership
- First Steps EI Hub
- CaMSS one-year anniversary
- A/D and TBI waiver rate methodology project
- CMS approval of new self-directed pilot service that allows for the performance of both skilled care and personal care
- NDI one-year anniversary



2020 State Employees' Community Campaign

Area	Total 2020	Staff Participation
Administration	\$35,454.64	24%
Division of Mental Health and Addiction	\$4,849.72	33%
OECOSL	\$2,301.00	20%
Evansville Psychiatric Children's Center	\$876.00	10%
Evansville State Hospital	\$8,357.02	25%
Madison State Hospital	\$15,254.33	21%
Logansport State Hospital	\$15,782.96	23%
Richmond State Hospital	\$4,466.00	15%
NDI	\$3,396.00	21%
Division of Disability and Rehabilitation Services	\$19,718.66	26%
Division of Family Resources	\$60,415.02	41%
Division of Aging	\$5,288.40	41%
Medicaid Policy and Planning	\$10,918.44	34%
Totals	\$187,078.19	28%

- ▶ Raised over \$187,000, our *second highest total ever*
- ▶ Charity of choice: Indiana Charitable Food Distribution Network, which consists of 12 food banks and about 1,750 pantries and community kitchens
- ▶ Staff not only pledged funds but also held food drives to help their local food banks





Natural Born Pilots: COVID edition



"NATURAL BORN PILOT" LEADERSHIP DEVELOPMENT PROGRAM - DECEMBER 2020 SPEECHES

Natural Born Pilots, inspired by the Chuck Yeager quote, "There's no such thing as a natural-born pilot," is FSSA's leadership development program designed to strengthen relationships, enhance communication, develop leadership and networking skills, create an internal pipeline of leaders, build morale, and inspire our agency's top talent. Each year, this program brings together a handful of our FSSA colleagues to learn from each other and other inspiring Indiana leaders. This year's VIRTUAL journey is ending and, as with the three previous cohort of "pilots," it is being punctuated with each of them delivering short, idea-focused, thought-provoking talks about various topics – as inspired by the [TEDx series](#) of local events.

We invite you to view Dr. Sullivan's introduction and the 17 inspiring speeches by this year's "pilots" below or [click here to play all](#).



PART II: Looking forward



2021 Legislative Session Recap

- Telehealth!
- OTP take home
- Expiration of LTSS managed care moratorium
- Extension of postpartum Medicaid coverage
- Mental health funding!
- Food bank funding!



2021-22 Goals

- LTSS reform
- DDRS case management redesign
- Criminal justice/DMHA interface
- Infant and maternal mortality—completion of OB Navigator project rollout
- Telehealth policy
- Community health workers expansion
- Mental health system enhancement



FSSA II: CARES III funding

- Project management agency-wide format
- Amplify existing initiatives
- Phase I: Emergency funding
- Phase II: Stabilization funding
- Phase III: Infrastructure funding
- Mitigate cliff effect



What does future FSSA look like?

- Return to work
 - Planning
 - Timing
- COVID considerations
 - Vaccination
 - Worksite CDC updates
- Mental health supports
- Metrics management



Part III: Q&A



What has impressed you the most over the last year as it pertains to FSSA staff?



What are the lessons learned from our response to the COVID outbreak? Is there anything we should have approached differently?



Is tuition reimbursement an option that is still being looked into?



Should I still be wearing a mask?
When and where?



May we add preferred pronouns
to our email signatures?



Will there be an opportunity for field staff to share our opinions and feedback over how the last year impacted our work?



“Ambition is a dream with a V8 engine.”

—*Elvis Presley*