



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

WWW.FSSA.IN.GOV



FSSA All-Staff Address August 2020

Jen Sullivan, M.D., M.P.H.
Secretary



Today's Topics

- COVID Update
- Healthy Opportunities Employee Campaign
- Race Equity Progress
- Employee Survey Results
- 2020 Accomplishments
- 2021 Goals
- Sneak Peek - Indiana Community Connect



COVID Updates

- Further re-opening indefinitely paused due to increased cases
- Individual, family and community commitment to face coverings, distance and hand-washing
- Vaccination planning underway
- Actively engaged in long-term care and school planning
- Test/trace/isolate model



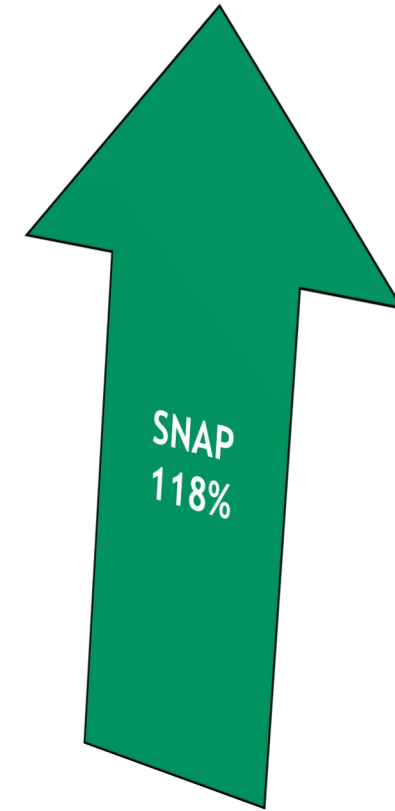
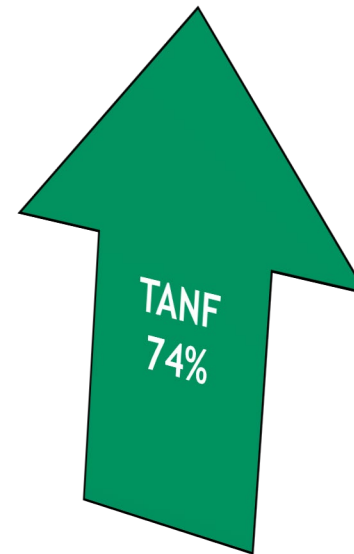
COVID Accomplishments

- Telehealth services
- Operation FOOD
- Be Well Indiana
- SUD supports
- Child care supports
- Disability and Aging supports
- SNAP/TANF/Medicaid waivers



High Application Volumes

- Division of Family Resources processed over 552,000 applications during the months of March 2020 - July 2020.
- April 2020 had the largest volume, with over 159,000 applications.





Pandemic Electronic Benefits Transfer

- P-EBT was provided for over 600,000 students
- Families were reimbursed the cost of school meals when children were unable to school meals due to the COVID-19 school closures
- Each student received approximately \$319



\$188,562,688 P-EBT benefits
issued as of August 9, 2020



COVID Next Steps

- Back to work plan
- “Next” normal
- Budget changes
- Guiding principles



First Cleaning Crew

When necessary, DFR is using professional cleaning crews to keep our offices safe and COVID-19-free.

Pictured is our first cleaning crew in action.





Office of Healthy Opportunities

Racism is a Social Determinant of Health

- Interviews beginning for Chief Health Equity and ADA Officer
 - Will oversee ongoing social determinants efforts in Office of Healthy Opportunities
 - Will chair the FSSA equity committee
- Race Equity Resolution

**At the heart
of what we do,**

**we care,
together.**

Over the past year, we:

Conducted **17 focus groups**, **20 interviews**
and **3,748 surveys** across the agency
listening to your experiences & expertise

We heard things like:

“ **We want to be able to give our clients more.** ”

We heard things like:

**“ When helping people
every case is different. ”**

We heard things like:

**“ I feel frustrated at the thought of..
not knowing the best place to send
them to have certain needs met. ”**

Over the past year, we:

Developed resources for us to use
& learn from throughout the coming years

Why?

**Because serving
the whole person,
makes for a better
community.**

**We are
building on
a culture of
understanding
& informing.**

Video here

What to expect

**A symbol that
embodies how we
engage with our
members.**





● **Food**

Safety ●

● **Housing**



Stigmas

Food

Safety

Employment

Belonging

Housing



Stigmas

Food

Bias

Safety

Employment

Child care

Belonging

Housing



**A unified
message to
champion.**

The image is a horizontal split. The left side shows a close-up of a man wearing a brown fedora and a thick, cream-colored fur-lined jacket. He is looking towards the right with a slight smile. The right side shows a young child with brown hair and blue eyes, looking over a white ledge or railing. The background on the right is bright and out of focus. In the center, the text "Health is more than you realize." is written in a large, white, serif font. A solid teal-colored shape is visible at the bottom of the right side of the image.

**Health is
more than
you realize.**

[HOME](#)

[COMMUNITIES](#)

[ECONOMIC SECURITY](#)

[EDUCATION](#)

[FOOD](#)

[SOCIAL STRUCTURES](#)

[SURROUNDINGS](#)

[ABOUT](#)

Our new microsite

HealthyOpportunitiesIN.com

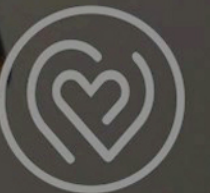
Informative videos



Arielle Logwood

State Eligibility Consultant, DFR

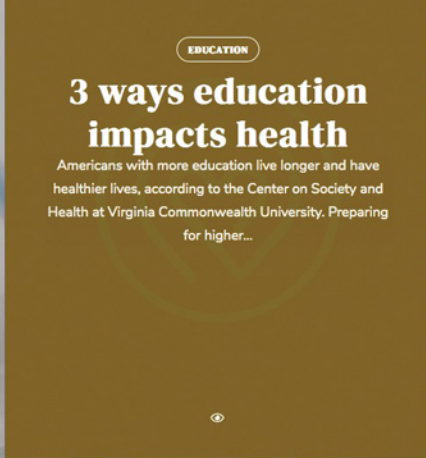
is job training services through IMPACT.





EDUCATION

Building blocks for better futures



EDUCATION

3 ways education impacts health

Americans with more education live longer and have healthier lives, according to the Center on Society and Health at Virginia Commonwealth University. Preparing for higher...



SURROUNDINGS

A home might not be a home



SURROUNDINGS

Understanding childhood experiences

Traumatic events in childhood—the death of a parent, physical or sexual abuse for example—can have a negative impact on our health and wellbeing in...



FOOD

Good food for thought



EDUCATION

A pathway to success

Education is the clearest pathway out of poverty and can lead to a healthier life. At The Excel Center, a program of Goodwill of Central...



SOCIAL STRUCTURES

What is systemic racism?



EDUCATION

Blog posts



SOCIAL STRUCTURES

Implicit bias in healthcare



FOOD

Combating food insecurity



FOOD

Combating food insecurity



ECONOMIC SECURITY

Health & housing critically tied



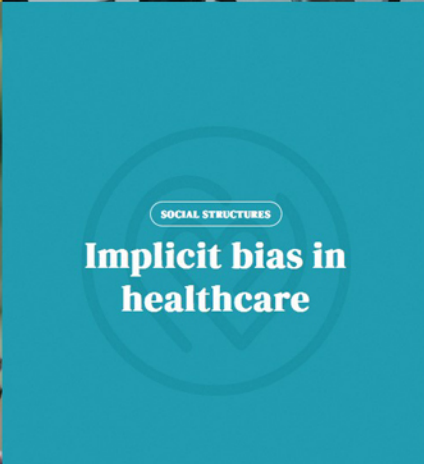
ECONOMIC SECURITY

Six ways a job affects your health



COMMUNITIES

Support beyond inner circle



SOCIAL STRUCTURES

Implicit bias in healthcare



ECONOMIC SECURITY

Skills are the starting point

Studies have shown that unemployment impacts one's financial, physical and mental well-being. Laid-off workers are more likely to develop a stress-related condition, such as stroke...



SURROUNDINGS

5 ways parks improve health

Communities



COMMUNITIES

Loneliness leads to poor health

Did you know that there's a difference between being alone and feeling lonely? You may be alone but have a strong social network that feels you're connected. Loneliness can happen when you don't feel a sense of belonging and or have someone to call on for help.

READ MORE

Economic Security



ECONOMIC SECURITY

Health & housing critically tied

Poor health is a major cause of homelessness. If an injury or chronic condition results in someone being unable to work, paying rent or a mortgage may become an issue. Conversely, homelessness may create or worsen health-related conditions due to weather conditions, lack of healthcare, unhealthy diet, street violence, etc.

READ MORE

Education



EDUCATION

Building blocks for better futures

The earlier children have access to educational opportunities, the better their health outcomes are likely to be. That's because early developmental opportunities provide a foundation for children's academic success, health and general well-being.

READ MORE

Topics that inform and inspire.

Food



FOOD

Good food for thought

Eating healthy is a great goal, but it's not always affordable – especially for those receiving Supplemental Nutrition Assistance Program (SNAP) benefits. Local farmers markets are working with USDA to change that.

READ MORE

Social Structures



WHAT IS SYSTEMIC RACISM?

What is systemic racism?

The term "systemic racism" has been used frequently in recent months. What do we mean by that? Systemic racism is discrimination that is rooted in society's systems, such as institutions, housing, government, education, policy, etc.

READ MORE

Surroundings



SURROUNDINGS

A home might not be a home

Where we live can either help or harm our health. Stable housing and safe housing conditions protect individuals and families from harmful exposures and provides them with a sense of stability and control.

READ MORE

Food

Transportation

Education

Employment

Housing

Stigmas

Bias

Child care

Belonging

Safety

**Navigating
services**



**Resources
& reminder
materials.**

We invite you to join us to:

Look

Listen

Learn

**Together,
understanding
these health
factors internally
helps us serve
better externally.**



Health is more than you realize

What other factors impact someone's health?

Listen, look and learn how someone's **whole health** impacts our community. Together, understanding these health factors internally, helps us serve better externally.

From the Office of Healthy Opportunities at FSSA



Build blocks for better futures

What other factors impact someone's health?

Look how **child care** impacts our community. Health is more than we realize.



Good food for thought

What other factors impact someone's health?

Learn how **food access** impacts our community. Health is more than we realize.



Make progress over perfect

What other factors impact someone's health?

Learn how **education** impacts our community. Health is more than we realize.



Safe space, positive place

What other factors impact someone's health?

Look how **safe environments** impacts our community. Health is more than we realize.

From the Office of Healthy Opportunities at FSSA



Skills are the starting point

What other factors impact someone's health?

Look how **employment** impacts our community. Health is more than we realize.

From the Office of Healthy Opportunities at FSSA



A bridge to belong

What other factors impact someone's health?

Listen how **isolation** impacts our community. Health is more than we realize.



~~Write~~ Rewrite the story

What other factors impact someone's health?

Listen how **personal history** impacts our community. Health is more than we realize.



Ask the next question

What other factors impact someone's health?

Look how **sex** impacts our community. Health is more than we realize.



Guide the path forward

What other factors impact someone's health?

Learn how **navigating services** impacts our community. Health is more than we realize.

From the Office of Healthy Opportunities at FSSA



Office of Healthy Opportunities Employee Engagement Campaign

FSSA All Staff Address



Mini Staff Tutorials



August - November

January 2021

August 2020

September - December



DFR Monthly Staff Calls



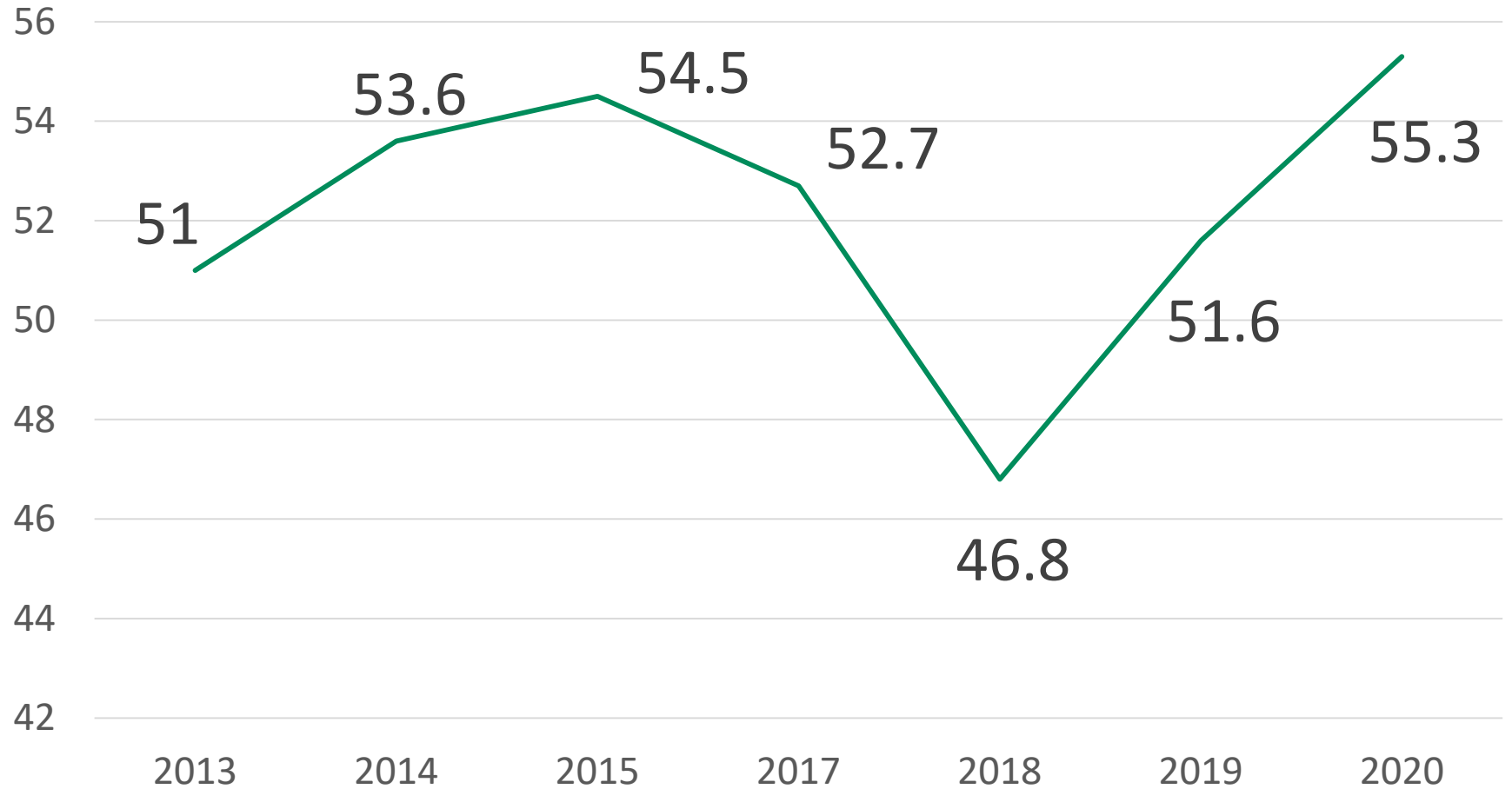
IN 211 Referral Flow



2020 Employee Survey Results



Percentage of employees taking survey



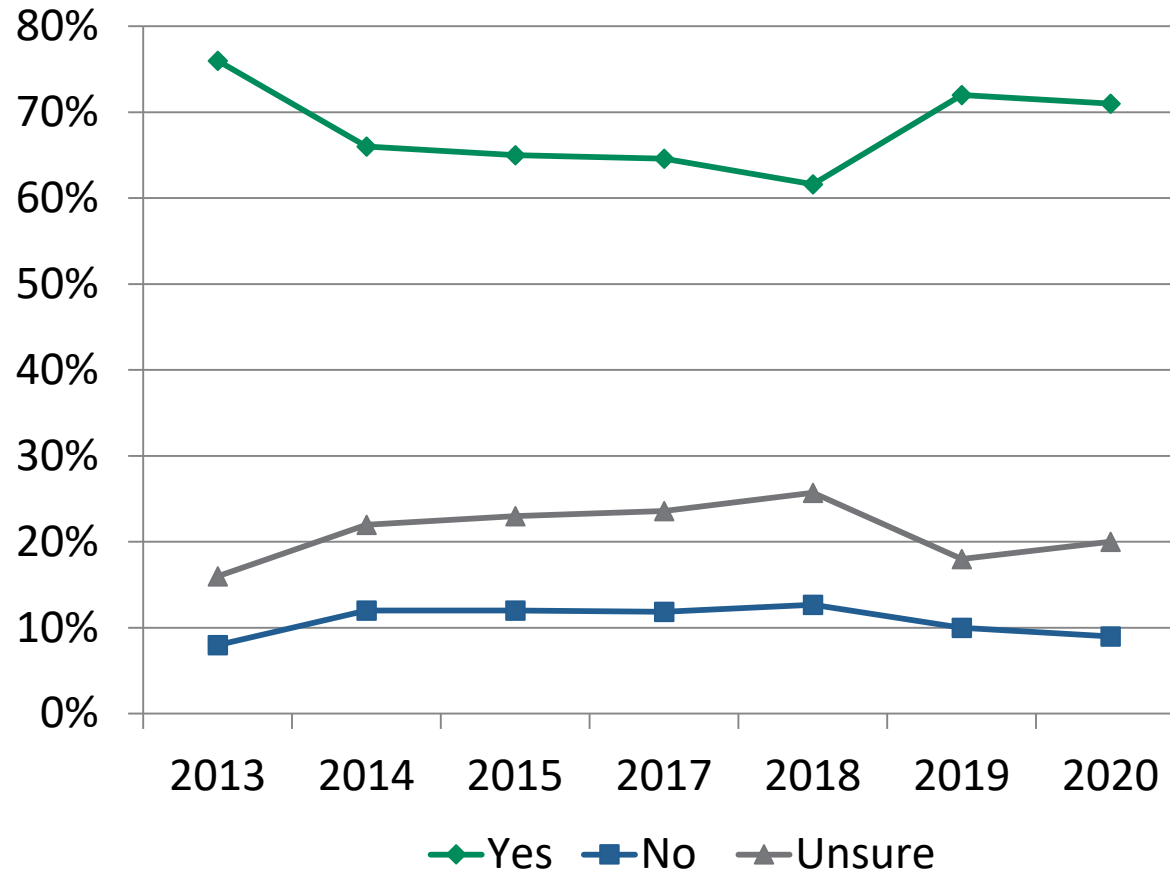



Survey Questions


- ▶ Do you understand the strategic direction in which FSSA is headed?
- ▶ Do you understand your role in helping FSSA meet its strategic goals?
- ▶ Do you understand what results you are being measured on individually?
- ▶ Are you confident FSSA can achieve its goals?
- ▶ Have you considered leaving FSSA in the past year for another job?




1. Do you understand the strategic direction in which FSSA is headed?



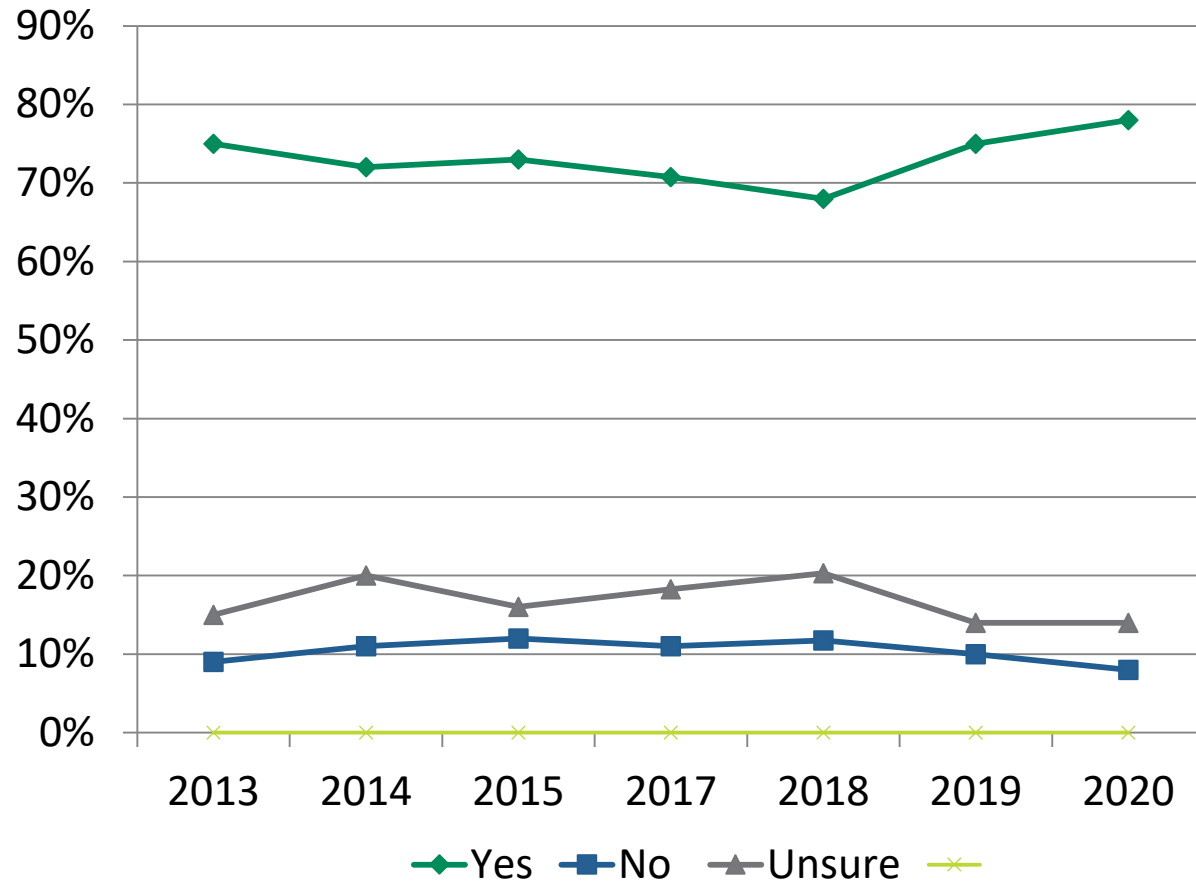
1% 
DECREASE

2% 
INCREASE

1% 
DECREASE



2. Do you understand your role in helping FSSA meet its strategic goals?



3%
INCREASE



2%
DECREASE

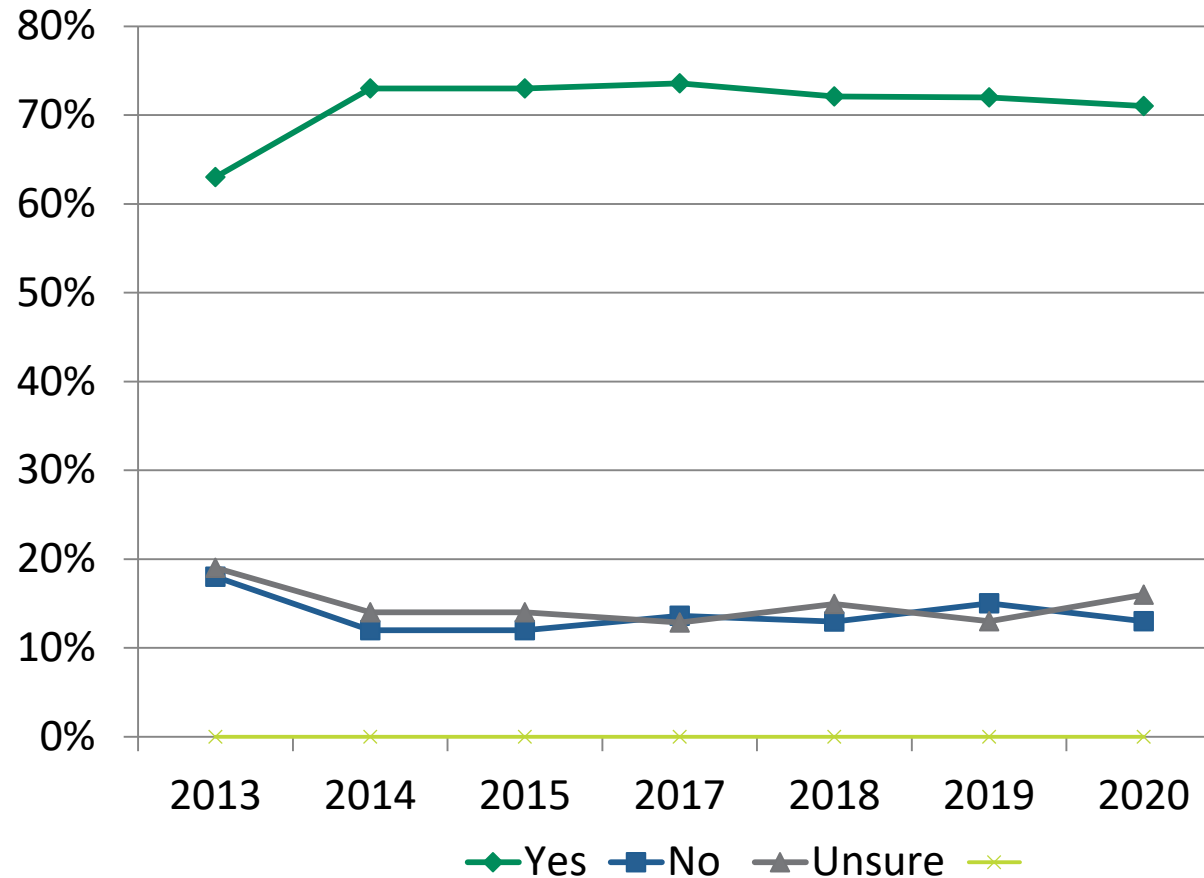


NO
CHANGE





3. Do you understand what results you are being measured on individually?



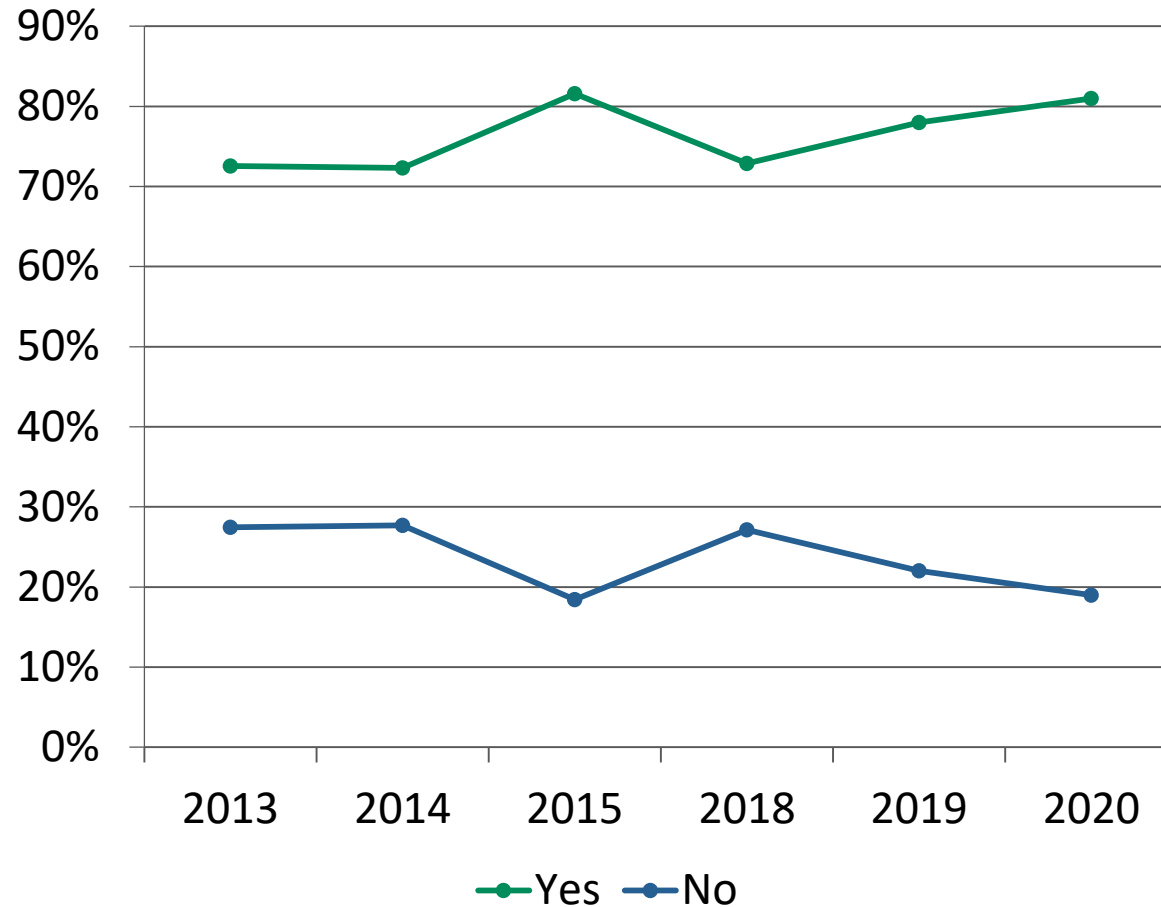
1%
DECREASE
YES ↓

2%
DECREASE
NO ↓

3%
INCREASE
UNSURE ↑



5. Are you confident FSSA can achieve its goals?



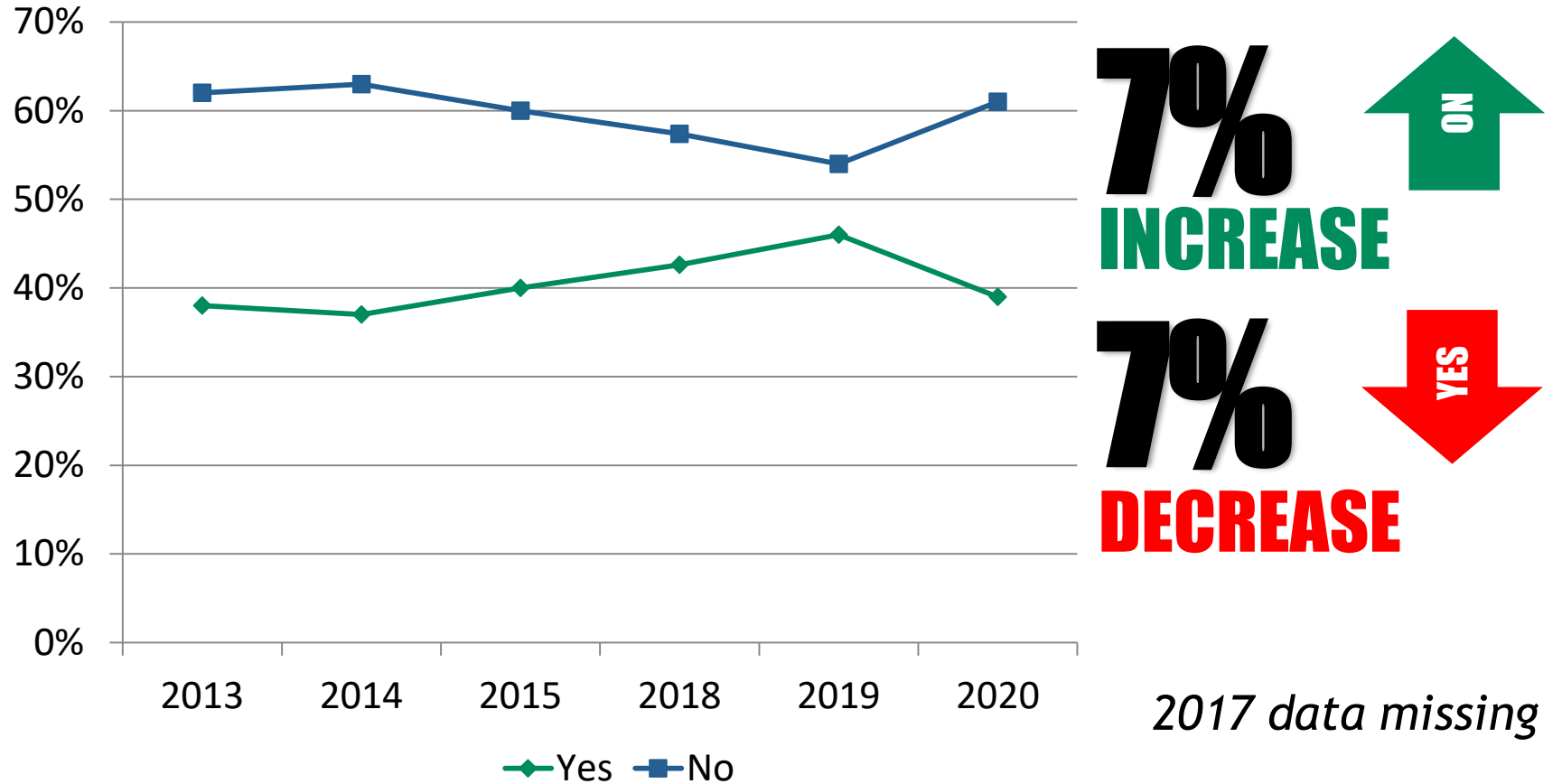
3% 
INCREASE

3% 
DECREASE

2017 data missing

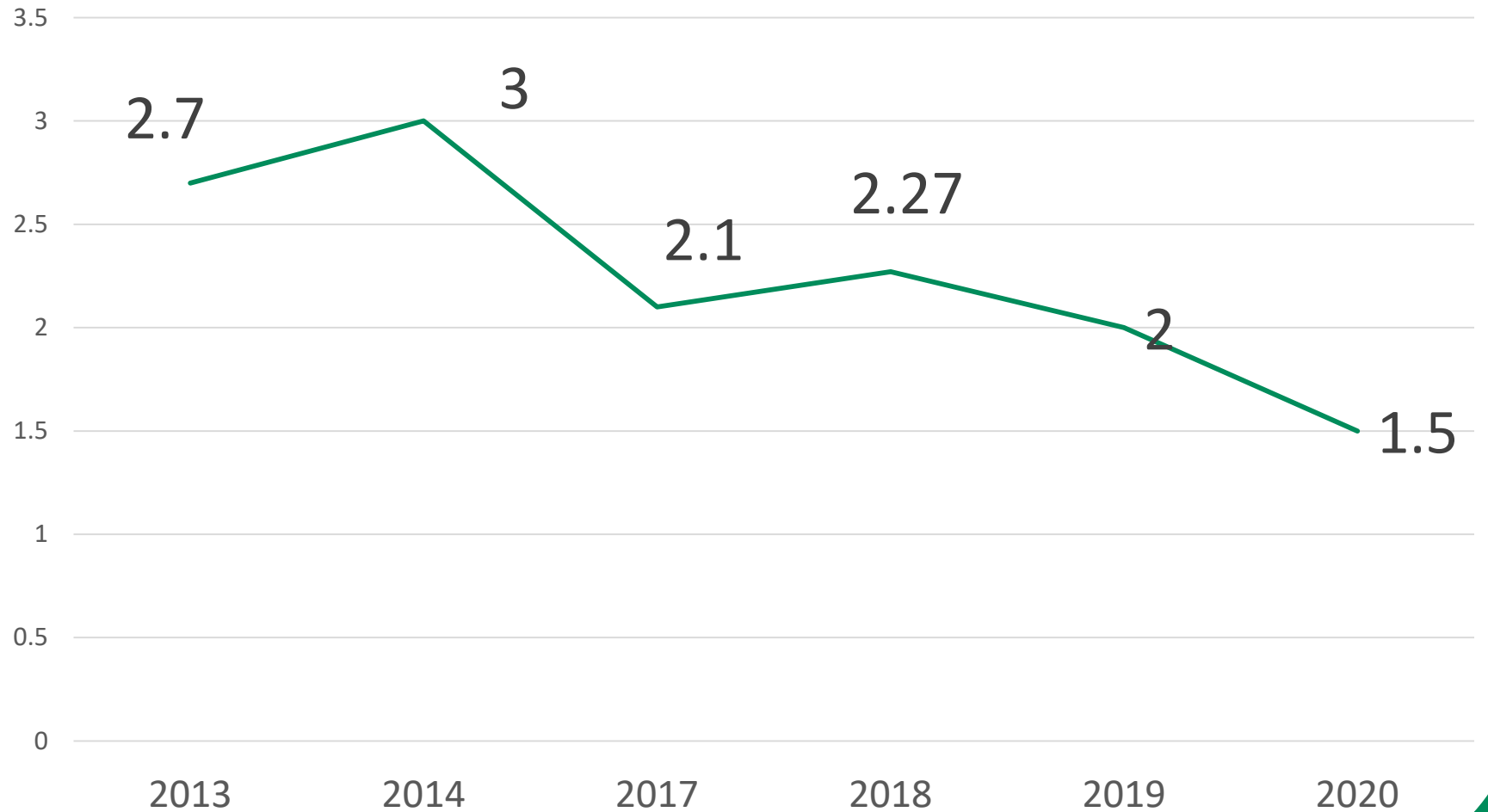


6. Have you considered leaving FSSA in the past year for another job?



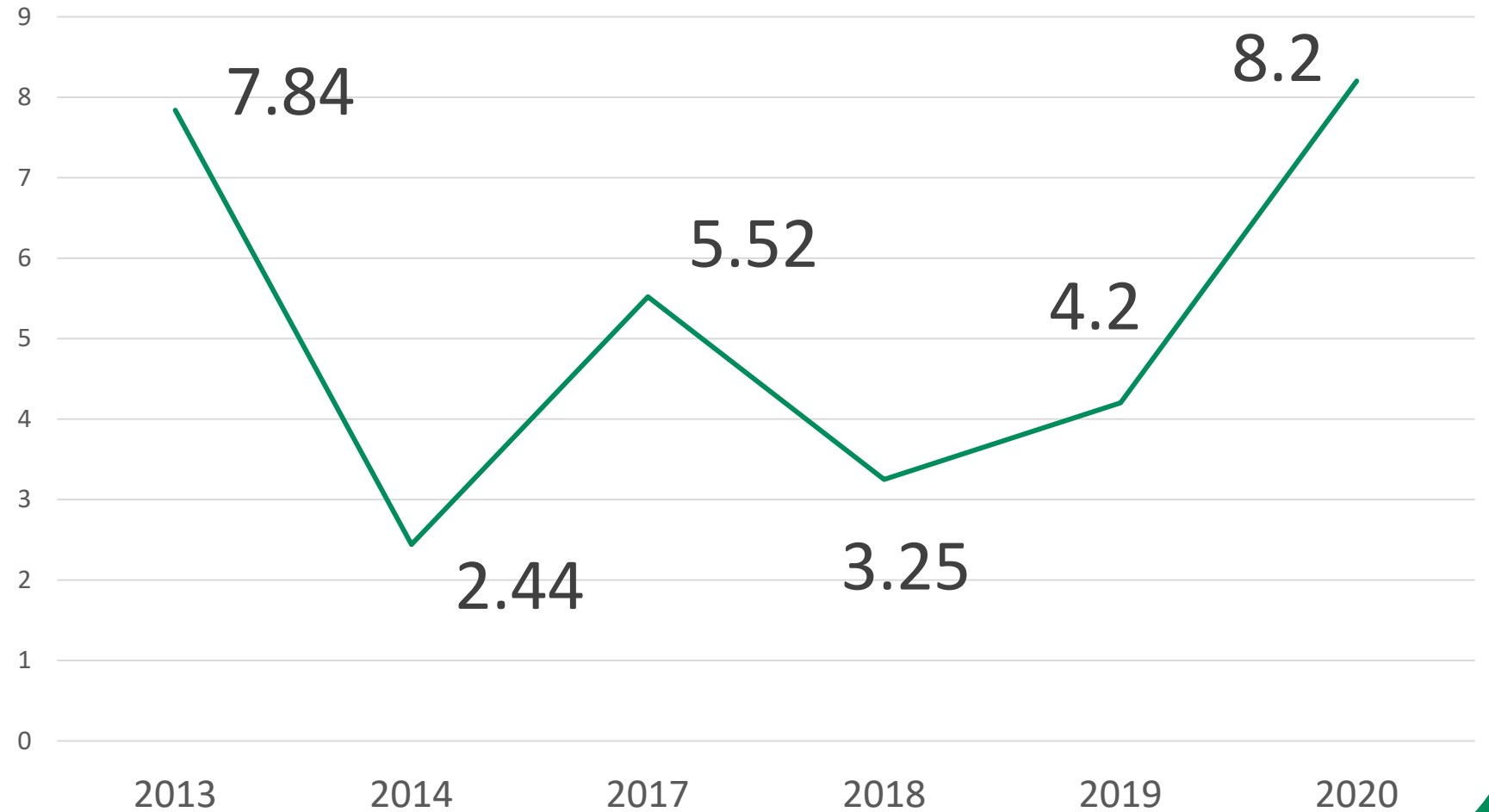


Work too hard/too much



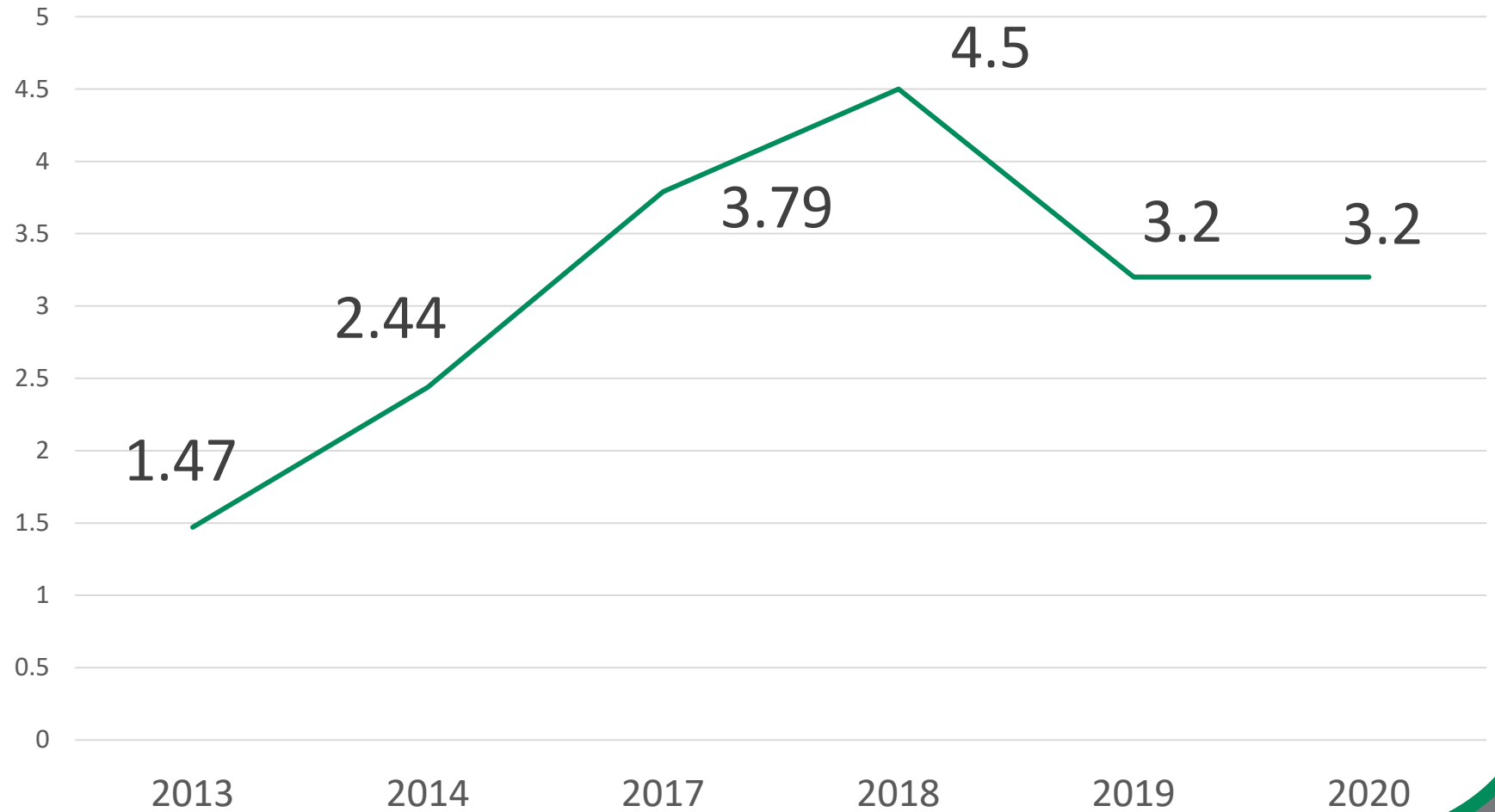


Lack of appreciation/respect



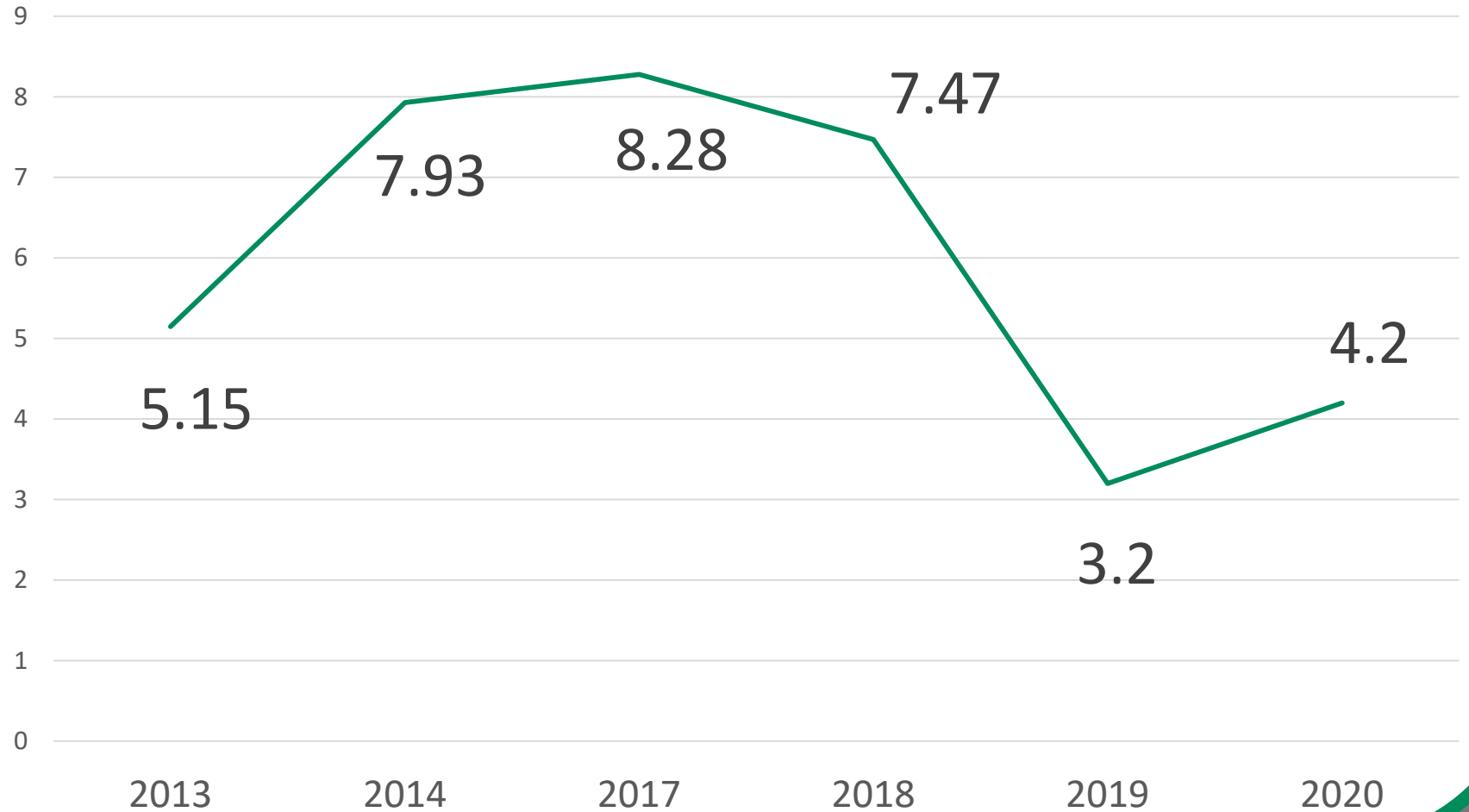


Lack of recognition and/or opportunity for promotion



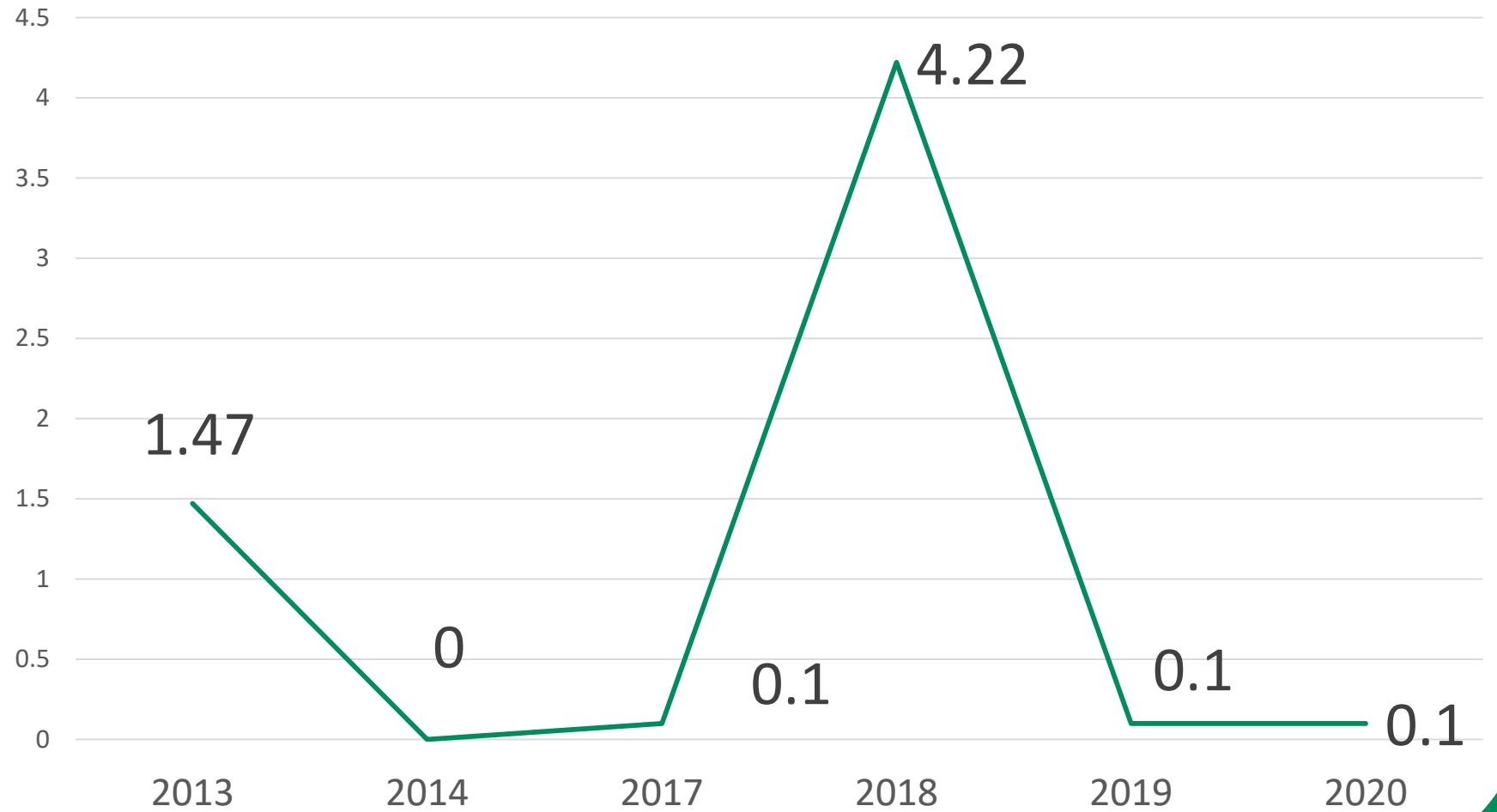


Unclear strategic plan/agency goals



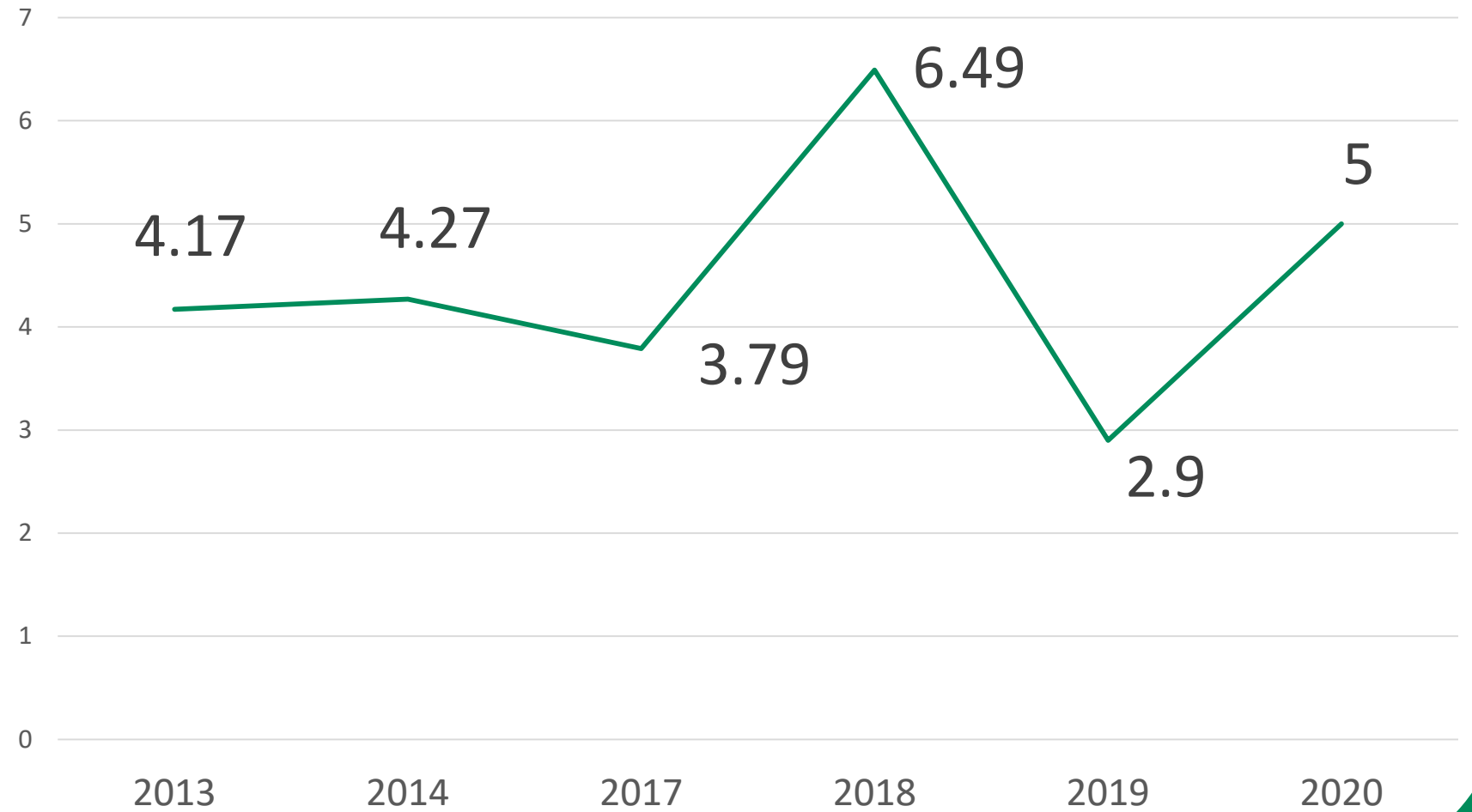


Micromanagement



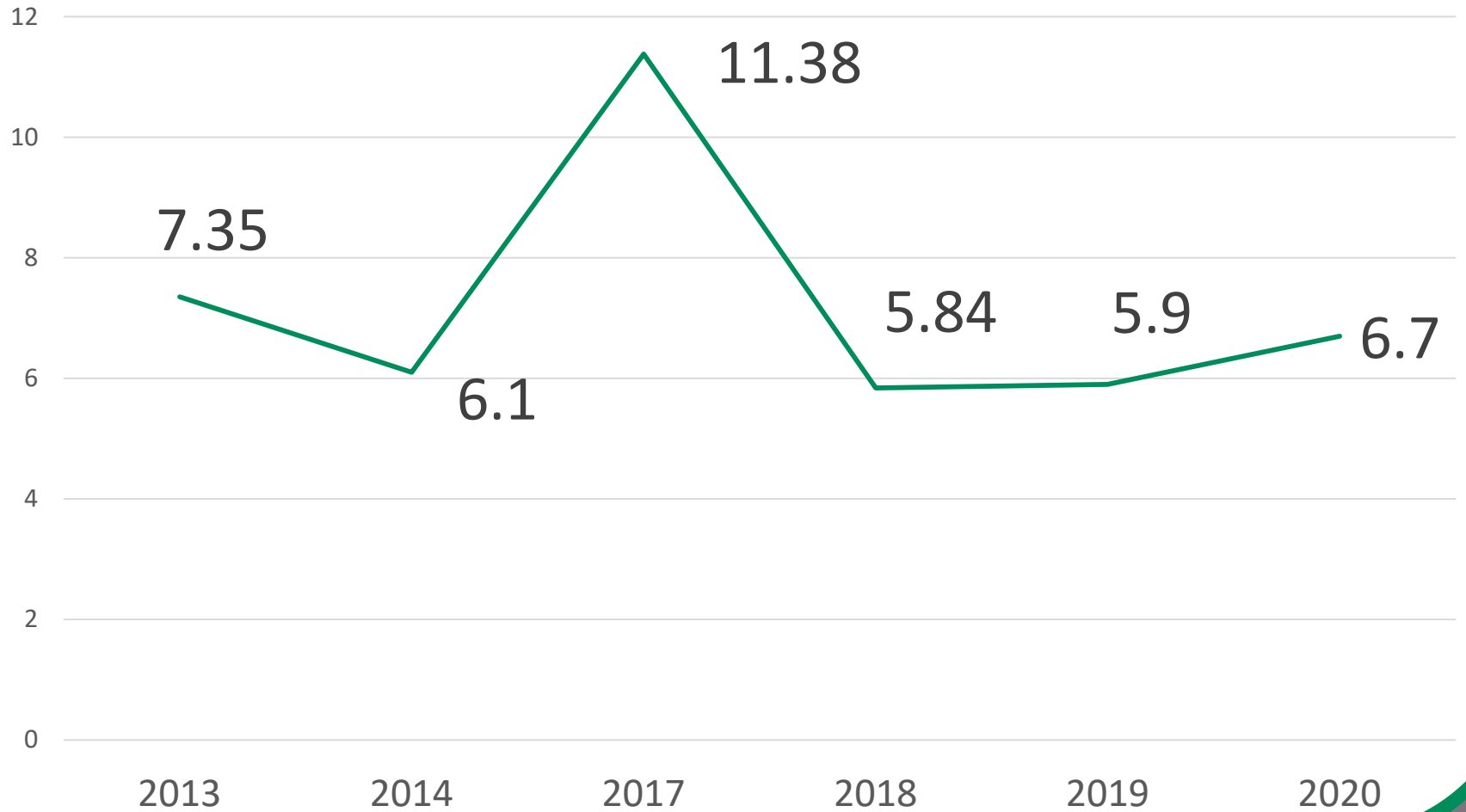


Communication



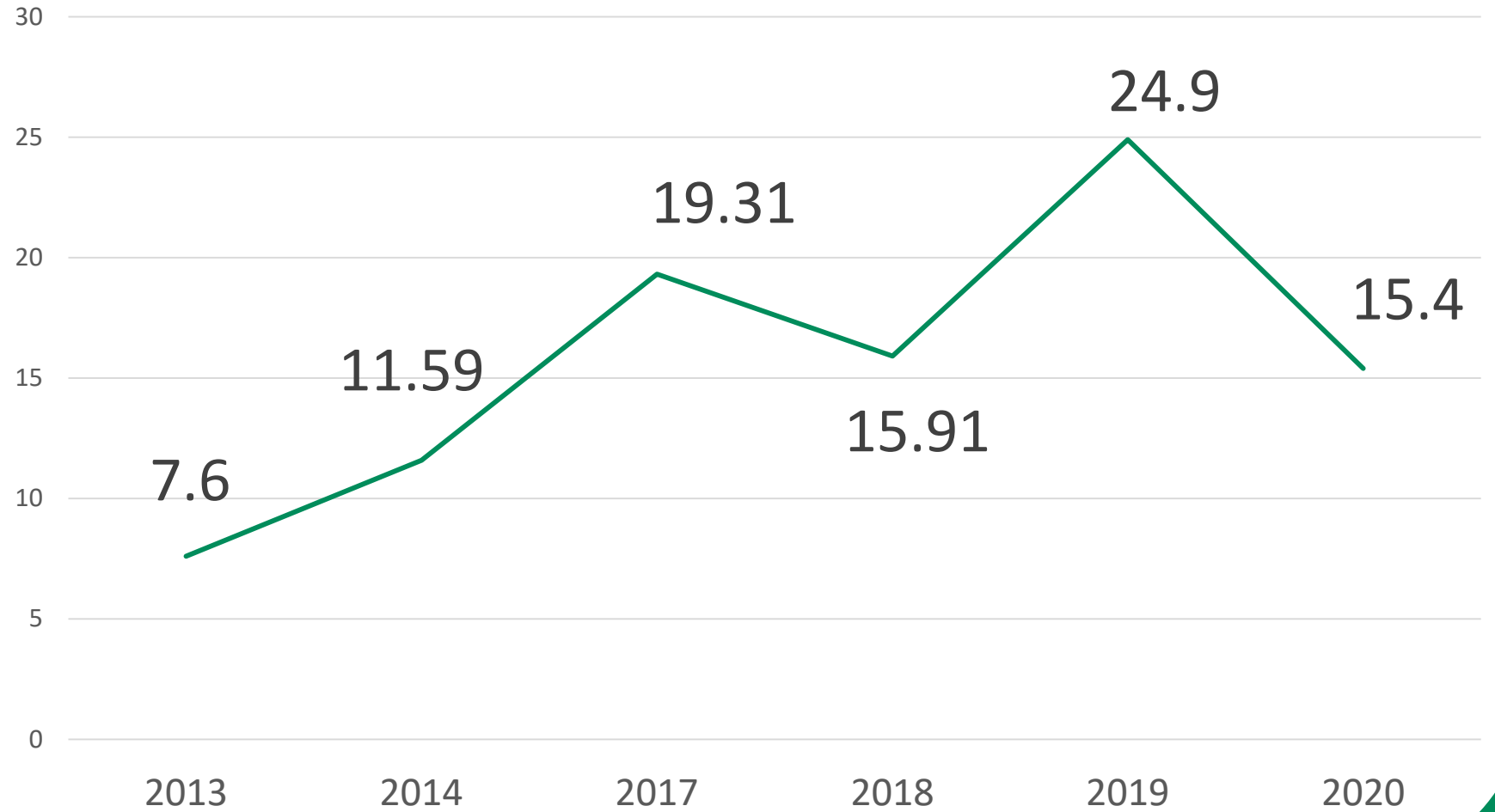


No chance to succeed/set up to fail





Pay





2020 Highlights

- IEDSS completion
- 2-1-1 merger
- HIP Workforce Bridge approval
- One year anniversary NDI
- Naloxone EMS reimbursement
- NEMT stabilization
- VR/DMHA partnership
- BQIS waiver enhancements



Ohio County



Keeping it

100

Ohio is our first county to convert 100% of their ICES legacy case load into the new IEDSS system!

Here they are, celebrating COVID style!



2020-21 Goals

- HIP renewal
- DDRS waiver redesign
- Aging in Indiana project
- Criminal justice/DMHA interface
- Infant and maternal mortality—completion of OB Navigator project rollout
- Telehealth
- Community health workers expansion
- Division of Aging self-directed care pilot



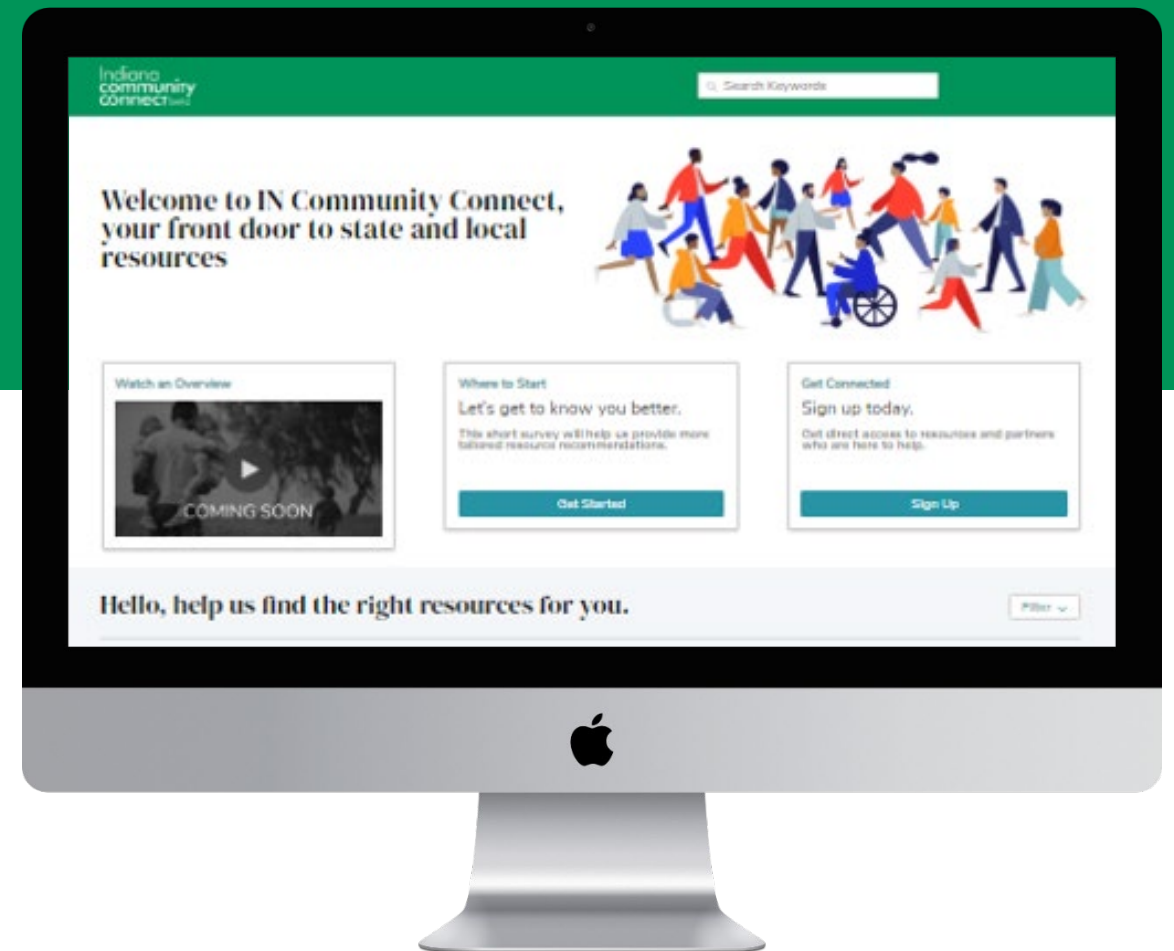
Sneak Peek—Indiana Community Connect



Introducing Indiana Community Connect

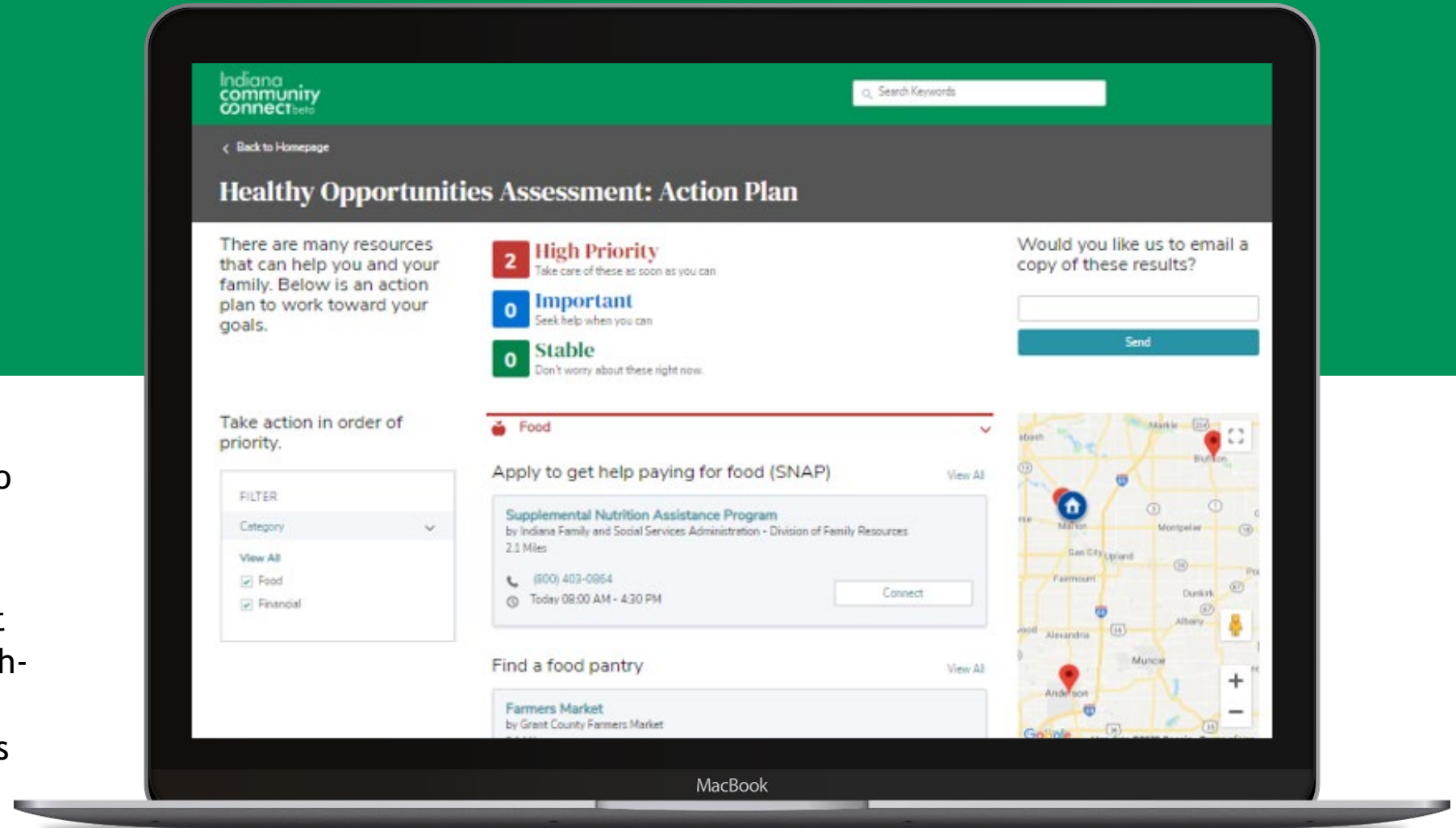
Indiana Community Connect is an innovative community-based resource directory and referral network bringing residents, state programs and community partners together using one comprehensive and unified online platform.

Our mission is to demystify and continuously improve upon our network of state and community social services to better serve our diverse community of Hoosiers with dignity and ease.



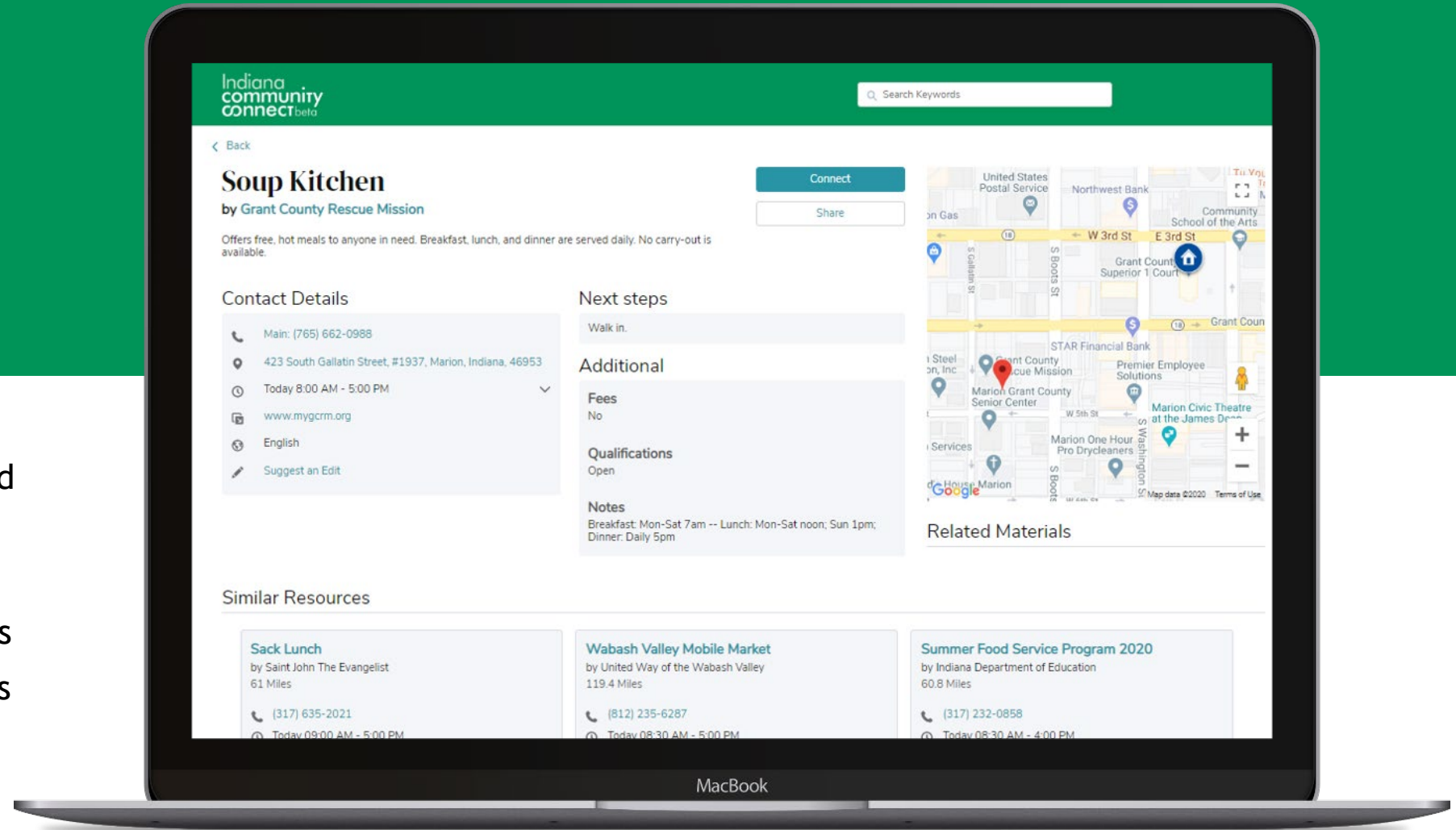
Get a Plan

- Take the Healthy Opportunities Assessment to get customized resource recommendations
- The 10-question assessment helps identify unmet, health-harming needs like food insecurity and homelessness
- Social service results are prioritized based on needs



Find a Resource

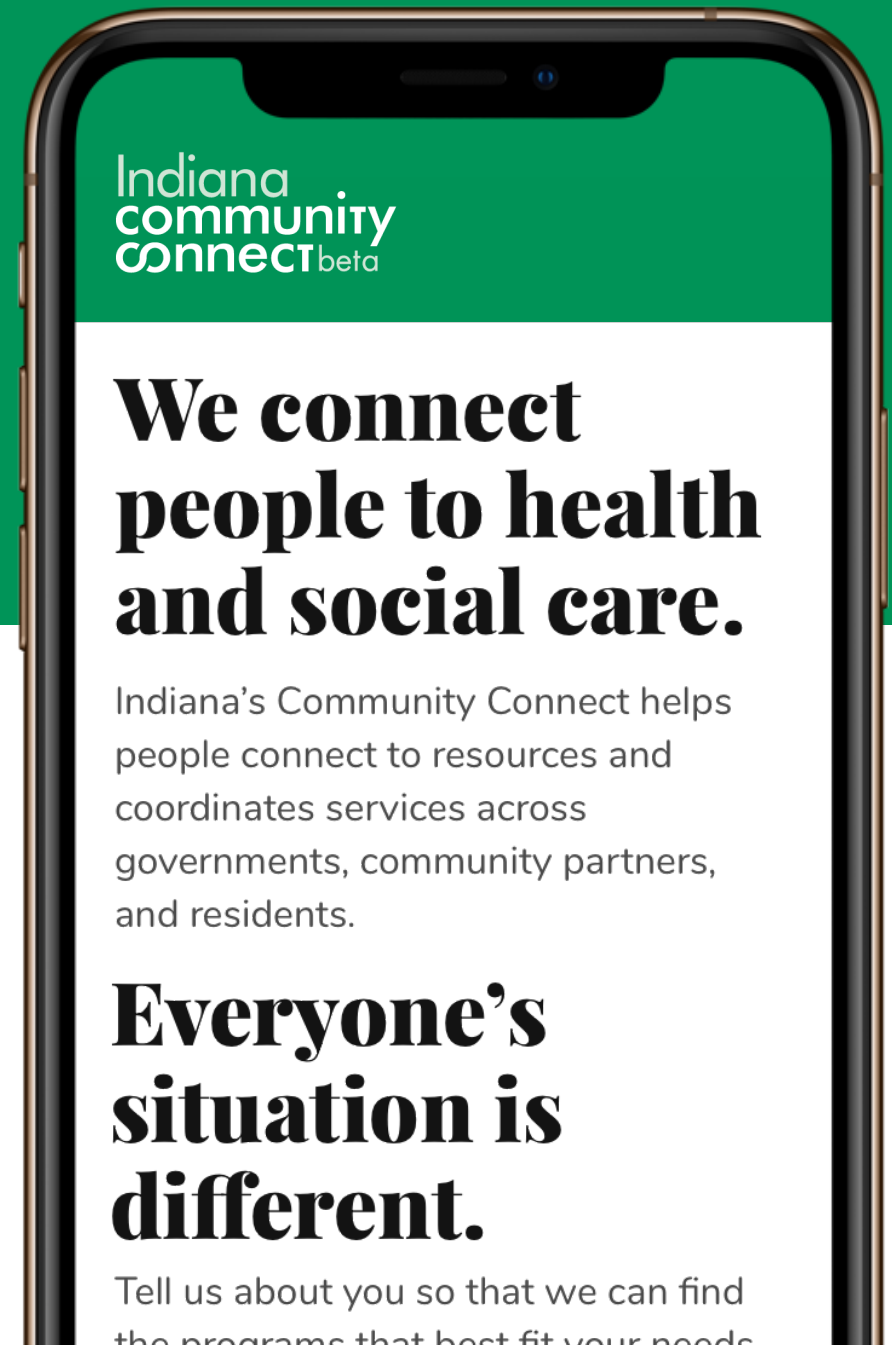
- Get detailed information about specific resources and similar resources nearby
- Get directions
- Connect button for referrals
- Share button to send details to an inbox or a friend





Deployment Timeline

- **August:** Beta Testing in Grant County with a small number of state and community partners to test basic functions and the accuracy of program details
- **September-October:** Pilot Testing in Grant and surrounding counties with additional state programs and community partners to obtain feedback that will make the platform even more appealing and easy to use
- **November:** Statewide rollout will begin



Indiana
community
connect_beta

**We connect
people to health
and social care.**

Indiana's Community Connect helps people connect to resources and coordinates services across governments, community partners, and residents.

**Everyone's
situation is
different.**

Tell us about you so that we can find the programs that best fit your needs

Moving Upstream in Indiana

7 Personalized Journey
GOOD HEALTH BEGINS WHERE WE
Live, Learn, Work + Play
BUILD REFERRAL NETWORK

DREAM BIGGER!

VIEW US AS A **Relationship**, NOT A TRANSACTION!

#WHYWE'RE HERE AS OPPOSE TO CHILDHOOD EXPERIENCE...



WHAT IF WE WERE ALL SEVENS?

COMING IN TO APPLY FOR SNAP 'MIGHT BE' AN INDICATOR THAT YOU NEED HELP SOMEWHERE ELSE

HOW WILL WE USE THIS DATA? **EVERY WAY POSSIBLE** Healthcare AND

WELCOME TO THE OFFICE OF OPPORTUNITIES!

3,000 PEOPLE ARE WE DOING OUR JOB?

THERE'S A FAIR AMOUNT OF FUNDING IN PROGRAM...

ASK PEOPLE

2/3 : 1/3
PARADOX

SOCIAL + PHYSICAL SUPPORT

HEALTH IS THE PRIMARY GOAL

TELL PEOPLE HOW THEY ARE A PART
COMMISSIONED 2018
A EXTERNAL ADVISORY BOARD

ASK PEOPLE

REDUCE BARRIERS

WE SPEND MORE HERE... WHAT COULD WE DO IF WE SPENT HERE

INDIANA HEALTH PLAN
WHAT IF THE PLAN WAS THAT EVERYONE IS HEALTHY?

We wait for you to get SICK

This is the most expensive way to do it

"Social determinants of Health"

Very FATALISTIC

OUR SYSTEMS REFLECT OUR VALUES
NEED **New Language**



UNDERSTANDING THE CUSTOMER - PEOPLE REALLY WANT TO TELL US...

WE LISTEN LOUDLY!!

WE BUILT A **SOCIAL RISK heatmap 2-11***



WE NEED MORE...
EDUCATION: WITH **KNOWLEDGE** COMES **EMPATHY**

DESIGN SERVICES

UPSTREAM

CHANGING THE TRAJECTORY OF LIVES

WHERE'S THE HIGHEST UNMET NEED?

UPSTREAM

FEAR OF BEING HURT AT HOME... CULTURE OF SAFETY

SHELTER + FOOD INSECURITY

Prevention + Mitigation of UNMET SOCIAL NEEDS



A YOUNG WOMAN WAKES...

ASK PEOPLE

2019 HHS SUMMIT @ HARVARD 10/25-27/19 - #HHSUMMIT19
GRAPHICS BY E. AKERS + L. LEVINE, egazerbell.com

CO-LOCATION SERVICES