



FSSA UPDATE

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Secretary Sullivan’s all-staff updates

In March Secretary Sullivan delivered two all-staff presentations providing updates to FSSA’s response to the COVID-19 pandemic. Both presentations were recorded and posted to The Hub.

[MARCH 16, 2020: CLICK HERE](#)

[MARCH 27, 2020: CLICK HERE](#)

Guidance for programs and stakeholders regarding COVID-19

In order to provide our stakeholders across the FSSA divisions with the most up-to-date guidance on all the COVID-19 related announcements, “catch-all” pages have been created on the FSSA and divisional home pages. These pages are regularly updated with information sent out through the FSSA listservs and help provide valuable information as we deal with the COVID-19 pandemic. Each page is linked in the sidebar for your convenience.

[FSSA guidance for various programs and stakeholders](#)

[Guidance for Division of Aging stakeholders](#)

[Guidance for DDRS stakeholders](#)

[Guidance for OECOSL stakeholders](#)

[Guidance for DMHA stakeholders](#)

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Working remotely? Tips and reminders

Advice to Team FSSA from IOT Security

You've settled into your new work environment. You've got the VPN and two-factor connectivity requirements figured out. And the state's use of the cloud has made working from home easier and more productive than you could have imagined. Even the dogs and the kids are cooperating. Okay, maybe it's not been quite that smooth but you'll get there. As you adjust, we need to ask you to keep cybersecurity at the front of your mind. Here are a few concerns that require your attention:

Watch for phishing messages. Sound familiar? It's the same challenge you have when you drive to the office. Only now, it's even more important. When you work remotely the

protections we can put in place are different. Additionally, hackers are looking to leverage the COVID-19 crisis to their benefit. When you combine these two factors it adds up to more risk than usual. We're counting on you to apply extra caution regarding phishing emails while you're working remotely. Remember to watch for links and attachments. Also, look for the warning banner. It will still be there to remind you of the potential risk of an outside sender.

WiFi network password. Many of you will be using a wireless access point that was setup by your Internet service provider. Chances are it's got a password so long that you have it posted somewhere on the fridge because you can't remember it otherwise. That long password is exactly the type of protection we need for your home network (just make sure it is hidden behind some of the kids artwork if posted on the refrigerator). If, however, you set up your own WiFi network and you have left the default

password in place, or changed it to something like "password" or "123456", we need you to change it. With you working from home, the state can't afford to have your wireless network hacked. When you change the password make it long and impossible to guess. Passphrases are effective for this purpose (e.g., Don't cancel the Indy 500; The grocery shelves are empty!).

Leave your state-provided PC on at night. IOT will be shipping updates and patches to your work devices while you are working from home. Leaving them on at night will allow updates to occur as needed. A patched machine is a more secure machine, so help us keep your devices current. While ensuring your work PC/laptop is patched, you might take the next opportunity to update your home devices (desktops/laptops are obvious but check your router as well) with patches.

Thank you for your attention to these items.



ACCESS THE HUB FROM HOME



Did you know you can still access The Hub from home? It's true, you can access it at www.in.gov/fssa/thehub/ from any computer or device. It's an easy way to get to secure sites like PeopleSoft and other FSSA and state resources you might need while working from home and hot topics are still being added with helpful information for staff.

Introducing Hub Mobile!

Get info from The Hub delivered straight to your phone

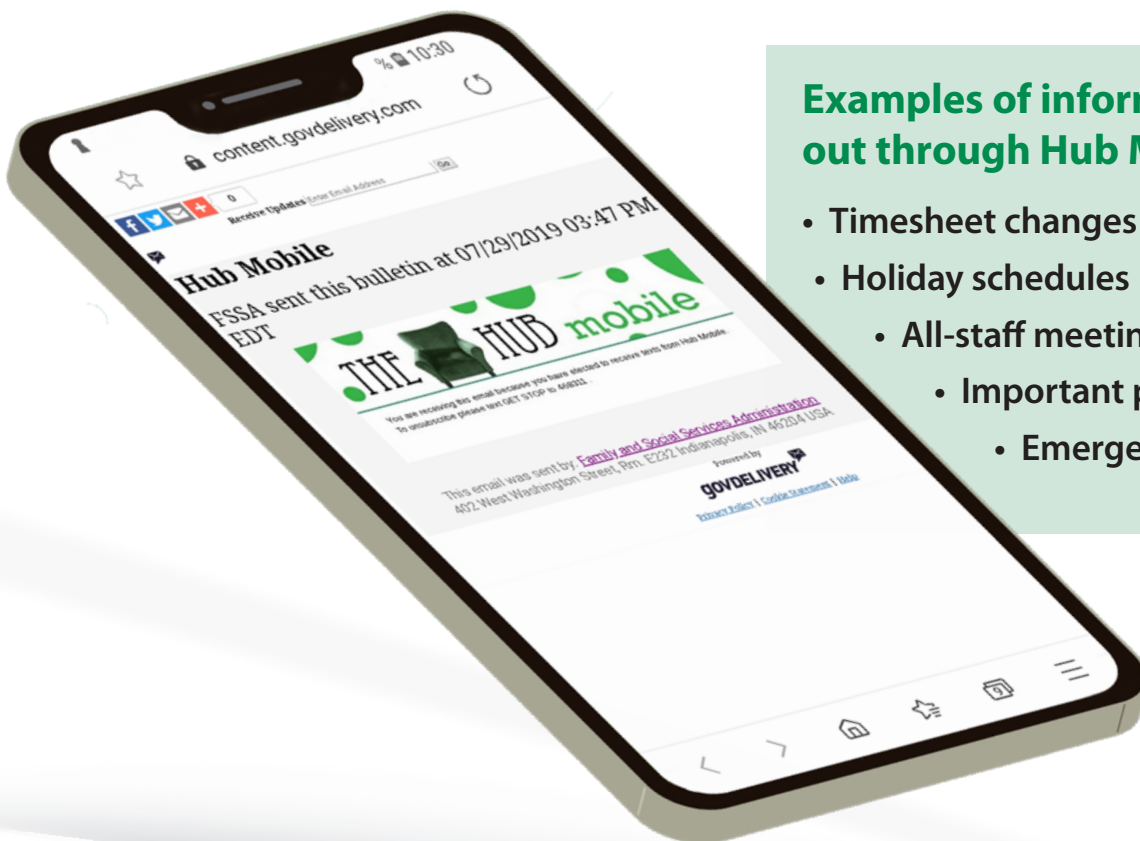
The Office of Communications and Media is excited to introduce Hub Mobile, a new feature of The Hub that lets you receive announcements about life at FSSA and other important employee information on your phone. It's easy to sign up—and we promise

we won't bombard you with text messages!

By texting GET HUB to 468311, you will be able to receive staff-related news and reminders in a simple text. Some messages may include a link to more information. Hub Mobile is

entirely voluntary and you may opt-out at any time by texting GET STOP to 468311.

Hub Mobile is another tool designed to help staff stay up-to-date with important FSSA employee news and announcements.



Examples of information sent out through Hub Mobile

- Timesheet changes
- Holiday schedules
- All-staff meetings
- Important program alerts
- Emergency messages

The 2020 U.S. Census is underway

Here are three easy and social distancing ways to fill it out

The 2020 U.S. Census is underway and here are three very easy and very social distancing ways to fill it out: online, by mail or over the phone. Taking the census allows state officials to redraw the boundaries of the congressional and state legislative districts to account for population shifts. Also, the distribution of more than \$675 billion in federal grants and support to states, counties and communities is based on census data.

Additionally, businesses use census data to determine where to build factories, offices and stores for new jobs. Residents use the census to support community initiatives involving legislation, quality-of-life and consumer advocacy, while local governments use the census for public safety and emergency preparedness.

To learn more or to take the census, [please click here](#).



3 EASY WAYS FOR CITIZENS TO FILL OUT THE CENSUS FORM:

1 On the web **2** By the mail **3** Over the phone

When community members are informed, they are more likely to respond to the census. Through collaborative partnerships, the U.S. Census Bureau and community leaders can reach the shared goal of counting EVERYONE in 2020.

United States®
Census
Bureau

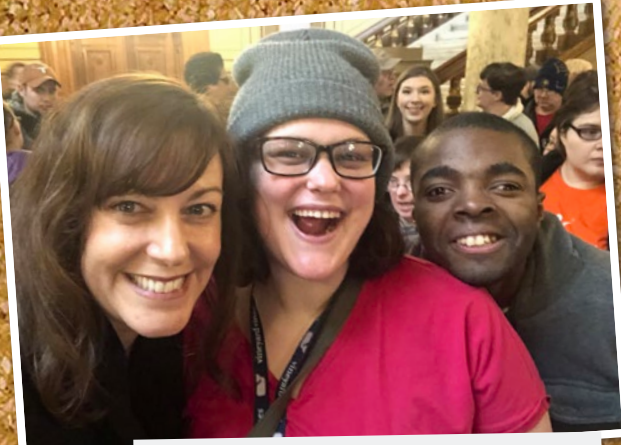
United States®
Census
2020



WHAT'S HAPPENING AROUND FSSA!!



The week of March 16, 2020, the NeuroDiagnostic Institute celebrated one year of serving patients. Throughout the week staff celebrated with treats, birthday cupcakes and took fun photos at the selfie station.



On Feb. 13, Dr. Sullivan met with self-advocates from The Arc Indiana. They came to share their dreams at the Statehouse so that we can do our job better.



These On My Way Pre-K children from Harrison County sure enjoyed learning about the places they will go with Dr. Seuss during Read Across America Week!



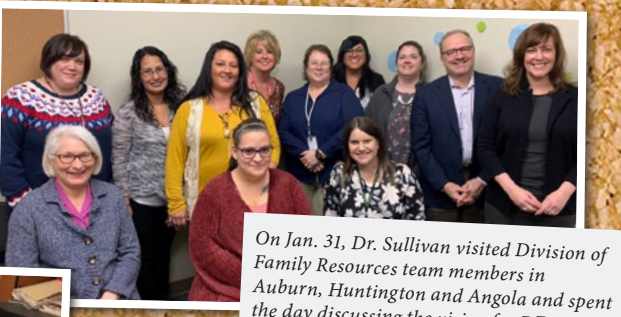
Dr. Sullivan sang with a children's choir to win Hoosier Idol 2020 on Feb. 26!



We kicked off the On My Way Pre-K statewide partner meeting by visiting a group of our most important clients: Our kids!



FSSA's Jim Gavin gave the Indiana Drug Commission the first look at the evolved Know the Facts substance use disorder advertising campaign by our partners at CVR.



On Jan. 31, Dr. Sullivan visited Division of Family Resources team members in Auburn, Huntington and Angola and spent the day discussing the vision for DFR.



Dr. Sullivan met with the doctors and pharmacists of the clinical cross-agency leadership team from FSSA and IDHS.



How to earn a **health premium discount** in 2021

Your chosen activity must be completed by Sept. 30, 2020, to qualify for the 2021 health premium discount. Track your progress toward completing an activity in your Rewards Center on the ActiveHealth portal, www.myactivehealth.com/stateofindiana.

Employees and spouses enrolled in coverage must fully complete one of the following three activity options:

Health Coaching



Complete four health coaching sessions by phone* through ActiveHealth. Get started today by calling 855-202-4219.

Online Health Education



Reach Level 5 in ActiveHealth's online health education. Visit www.myactivehealth.com/stateofindiana to get started today.

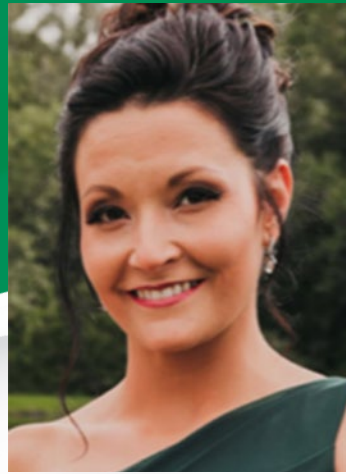
Physical Activity



Meet the physical activity goal of 10,000 daily steps or 30 minutes of physical activity through a synced device on at least 200 separate days. Reminder: In order for ActiveHealth to recognize your physical activity, you must first sync a fitness device with your ActiveHealth account. Any devices previously connected to the ActiveHealth portal must be reconnected in 2020. Only activity that occurs after you have synced your fitness device will be tracked and credited.

**NOTE: ActiveHealth has implemented new policies and procedures in response to COVID-19. Effective immediately, all ActiveHealth onsite coaches can no longer be onsite at employer locations and must work remotely. All in-person health coaching appointments will transition to phone health coaching appointments until further notice. Health coaches will work directly with site contacts to make sure they have contact information for all individuals that are signed up. The coaches will then personally reach out to those individuals to come up with a plan that meets their needs. Once ActiveHealth lifts their travel restrictions, onsite health coaching will resume.*

FIVE QUESTIONS



**Alicia Isaacs,
LCSW**

Title: Madison State Hospital superintendent

Education: Bachelor's of psychology, minor in sociology, minor in child development and family studies from Purdue University; master's of social work with mental health and addictions concentration from Indiana University

Career Highlights: It's happening right now.

1 What attracted you to a career here at FSSA?

After working in the outpatient setting as a therapist for seven years, I wanted to return to hospital-based work with the severely mentally ill population. I knew the gateway to working solely with that specific population was to find a job at one of the state psychiatric hospitals in the Division of Mental Health and Addiction.

2 What gives you a sense of accomplishment professionally?

When I was in direct care, it was watching my patients grow into themselves through the therapy process. Now I hear about that growth second-hand from my staff as they describe helping a patient or co-worker, which is invigorating to me, but from a different perspective as a leader. I feel fueled by focusing on being a leader that gives the support and structure that staff need in order to effect change in patients and become healthy co-workers themselves, and challenges them to grow professionally and personally.

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

With approximately 60% of our patients struggling with substance addiction as well as mental illness, we are actively expanding our co-occurring disorders programming with the inclusion of sensory-related regulation practices, peer-led support groups and Club Hope as a day program to bolster our existing COD program. To increase services for our forensically involved patients, we are developing our transitions program to evaluate their independent living skill sets and to help prepare them for community readiness prior to returning to the legal system. Patient safety remains a primary focus as our anti-ligature project continues. It will affect all elements of our physical structure with improvements taking place throughout 2020.

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

To draw from some recent lessons learned in an executive leadership course: "Strive first to be respected, then to be liked." I think it is in our basic human nature that we all want to be liked by others, but I have found that likeableness is not necessarily necessary in the workplace, but instead what is required and is of worth as a leader is to emit qualities that others can respect. The state of being liked can ebb and flow but being respected has much more longevity. "I don't need to be, nor should I be, the source of solution to every challenge." Although our first inclination may be to soothe someone's discomfort when faced with challenges by solving the problem for them, I believe doing so only cripples them in facing the next obstacle. Be the support and sounding board, be a piece to the puzzle, but do not be the solver in every instance. Create a workplace where everyone has some piece to the answer, collectively they can face the challenge and then the success is everyone's, not just one solver's outcome or weight to bear.

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

Twelve years ago, I started my first job in mental health care as a psychiatric attendant at an inpatient sub-acute hospital, which is ground-level direct care in the mental health world.