



FSSA UPDATE

June 2020 | Volume 9, Issue 2



We will acknowledge, address and be part of the solution

The *FSSA Update* is republishing Dr. Sullivan’s recent all-staff communications as they outline FSSA’s steps to acknowledge, address and be part of the solution that the Black Lives Matter movement has brought to the forefront of society.

All-staff email: May 29, 2020

Team, I wake up every morning, as do you, guided by our FSSA mission of compassion and community; this mission matters.

I reflect today on the events of this week and our current moment in history that has, once again, highlighted the struggles faced by African Americans in our nation. This troubles me greatly. I do take some solace in the fact that we are here for each other and all Hoosiers even in the darkest of times.

The depths of anger, hurt, and betrayal across our nation are on full display. Recognition, understanding, and reflection on our history allow us to acknowledge this and be part of the solution at FSSA in a way that we have not been before. We work tirelessly every day to find better ways to support

marginalized populations and come to the aid of those who are hurt and without support. The time for us to do our job in the best way we can is now.

The job that all of you do at FSSA matters. But, more important than the mission, are the people working toward the mission.

Coming in or logging on to work tomorrow may be hard for many of us, but it will be important to do so with grace and understanding that there are members of our team who are hurting in the most profound ways one can imagine. They fear for their safety, they fear for their loved ones, and are feeling re-traumatization from ever-present weight of systemic racism.

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PAUL STANLEY

Continued from page one Most importantly, some of us may be seeing the pain of our colleagues for the first time, though it has been there all along.

FSSA is a strong and dedicated team. A team who does not condone racism or hatred. It is my commitment to you that I will not let us stray from that focus.

At this time, FSSA and ISDH have partnered to thoroughly examine the needs of Black, Indigenous, and People of Color. This committee will be working to remedy issues around access to care, healthcare disparity, poverty, and identifying how to develop programming tailored to the needs of each community.

Additionally, last year, I began to send members of the FSSA executive team to trainings and workshops around diversity, inclusion, and racism. Based on the knowledge gained there, the FSSA executive team has committed to ongoing training and accountability to

address the areas for improvement in terms of diversity and inclusion in our own teams.

I know these endeavors are just a drop in the bucket when compared to the massive amount of work we have to do. And I have committed to actively seeking out knowledge and understanding through reading, research, and conversations with others. I would like to challenge you to do the same. [Here is a resource](#) where you can start.

Above all else, to my colleagues who are Black, Indigenous, and People of Color— see you. You are safe and supported at FSSA. My door is always open to talk about ideas or concerns you might have.

Jen

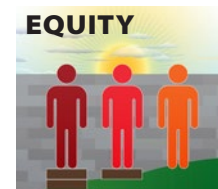
Broken Pieces: June 6, 2020

I am at a loss for words for the volumes of thoughtful, challenging and actionable feedback that you all sent over the last week. I am in awe of your hearts and minds. Thank you.

Below you will find a semi-final round of the updates to our Vision, Mission and Values based on your suggestions*. Remember that these are designed to be taken as a whole, so if something is stated in the vision for example, it carries throughout. The expanded charter will follow—there are already many of the items in construction and I look forward to sharing the action-oriented steps that

we will be taking as an agency. For those of you who volunteered to help, fasten your seat belts.

Additionally, I want to remind us that inherent to the word equity is the understanding that individual people, groups or populations need different types of help and potentially the kind of help that lets others who are doing just fine fend for themselves for a bit. The Black Lives Matter movement is this concept in action. There have been

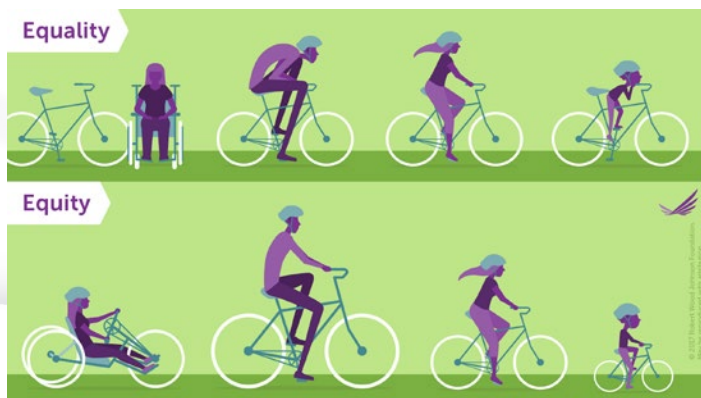


that we aren't all on equal starting foundations when we talk about equity. The system is the fence and that is the main focus here—boxes are helpful to tem-

porize the problem, but changing the fence is the MOST effective. The blend of equity and justice gets us where we want to go. Our mission statement now reflects our focus on system change.

Another graphic comes from the Robert Wood Johnson Foundation and illustrates that when we change our system we still have to make sure that we haven't inadvertently made lives harder and created more suffering.

Next week I'll share with you how the OB Navigator program is doing and how it is an incredible manifestation of the changes above. *We can do this.*



Courtesy of the Robert Wood Johnson Foundation. #PromoteHealthEquity

multiple iterations of graphics that illustrate the complexity of equity, but this is the one I like after reading some feedback on prior popular graphics:

First of all, the ground is sloped. This reminds us

Happy Friday. Jen

*The Mission, Vision and Values were finalized in June, 19,2020, and may be found on page three.

FSSA VISION | MISSION | VALUES

On Friday, June 19, 2020, in a special video edition of *Broken Pieces* that you can [watch by clicking here](#), Dr. Sullivan introduced an updated FSSA mission, vision and values.

VISION

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

MISSION

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

VALUES

EXCELLENCE: To execute operational programming that is consistent and reliable, with ongoing outcomes evaluation. This includes a commitment to identify gaps and change systems that do not promote equity. In addition, excellence requires a commitment to continuous education and community engagement.

INTEGRITY: To establish the highest level of trust both internally and externally through honest, transparent and accountable interactions and communications.

INNOVATION: To encourage bold approaches to problem solving, allowing for failure, embracing change and inspiring creative solutions.

COMPASSION: To be present in the moment, exemplifying kindness and empathy, with recognition of adverse traumatic experiences in system design and personal interactions.

RESILIENCE: To withstand and recalibrate when faced with adversity.

PURPOSE: To take action driven by mission, goals and outcomes.

INCLUSION: To create a safe environment where honest dialogue leads to mutual understanding and recognition of our biases. To use feedback to drive improvements in our internal activities, hiring and promotion processes, external expectations and modeling of behavior. Diverse cultures, perspectives and ideas are the basis for agency growth.

DIGNITY: To respect the inherent value and worth of each person through all forms of interactions, including policy and funding.

Be Well Indiana provides mental health resources

Hoosiers can visit the site to find free information vetted by trusted experts

In April FSSA launched a new website, [BeWellIndiana.org](https://www.BeWellIndiana.org), which provides Hoosiers free mental health resources vetted by experts. Hoosiers can visit the site to find trusted resources curated by FSSA's Division of Mental Health and Addiction, including information and videos about a wide range of topics.

There is a lot going on that can

affect our mental health. Equally, there are a lot of ways to help cope and manage stress during these difficult times. We want Hoosiers to know that whatever they are feeling is valid, and there is hope. From those practicing social distancing, to parents navigating the pandemic with kids, to essential workers providing their services, we're all in this together.

At [BeWellIndiana.org](https://www.BeWellIndiana.org), you can learn tips to help you work through mental health challenges with children or teens, as well as seek support for yourself. Sometimes we are so busy taking care of others, we forget to take care of ourselves. FSSA wants to encourage everyone to check in with loved ones and their own mental health regularly.

Be Well Indiana

We're here to help

Now it's easier than ever to connect with Be Well Indiana! We recently launched a new Facebook page that serves as a social media go-to for updates, announcements, tips and more. We encourage you to follow, like and share the posts with your online community.

Join Be Well Indiana as we provide essential mental health resources to Hoosiers during and after the COVID-19 pandemic.

Connect at [BeWellIndiana.org](https://www.BeWellIndiana.org) or [Facebook](https://www.facebook.com/BeWellIndiana).



Important updates on program and policy changes

FSSA announces HIP Workforce Bridge and SNAP online purchasing options

At Governor Holcomb's press conference on June 6, 2020, Dr. Sullivan offered some important updates on several program and policy changes that FSSA is working on. We wanted you to know about these and where you can find more information.

HIP Workforce Bridge – The U.S. Centers for

Medicare and Medicaid Services approved the “HIP Workforce Bridge” program we introduced to you and proposed last year. This program will establish a unique transitional phase for Healthy Indiana Plan members as they return to the workforce and to employer insurance or other health coverage.

HIP Workforce Bridge will allow thousands of outgoing HIP participants to continue to use up to \$1,000 from their POWER accounts for up to 12 months to pay premiums, deductibles, copayments and coinsurance during their transition to commercial coverage. This assistance will be offered to individuals as soon as they become ineligible for HIP due to earning higher incomes. Normally,

HIP members lose the ability to use these funds as soon as they are no longer enrolled in the program, and unlike traditional health savings accounts, POWER accounts do not stay with the enrollee if they move to private insurance.

Indiana becomes the first state to establish such an innova-

tive approach to eliminating the gap in health coverage that can prevent HIP members from pursuing meaningful employment.

Because of the COVID-19 pandemic, FSSA is not currently disenrolling members of any health coverage program for any reason. HIP Workforce Bridge will be in place to support members immediately once the governor's executive order expires.

For more information about HIP Workforce Bridge, please read [Governor Holcomb's press release](#).

SNAP online purchasing – Indiana SNAP recipients may now use their Hoosier Works EBT cards to purchase groceries online for pickup or delivery at two approved retailers—Amazon and Walmart. SNAP participants are automatically eligible to participate in this program and do not need to apply. The availability of this service is intended to help remove barriers and provide safety and convenience benefits for Hoosier SNAP recipients—particularly those who are most at risk for COVID-19 infection and those who are homebound.

Details of this program are [available here](#).

It is important to note that any delivery fees that may apply to the online purchase may not be paid with SNAP benefits. If SNAP recipients have any problems using their card for order-

ing, they should call the number on the back of their Hoosier Works EBT card for customer service.

You can also read more about SNAP online purchasing in [our press release](#).





PUBLIC SERVICE RECOGNITION WEEK

MAY 3-9, 2020

The week of May 3, 2020, was Public Service Recognition Week and staff throughout the state celebrated in a variety of ways, including showing their years of service and why they serve.



Public Service Week: Years of State Service Day at Madison State Hospital.

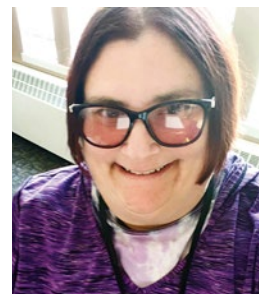
Counting my 16 years of service with the State of Indiana, the U.S. Census and local and regional government in Oklahoma, I have been a public servant for more than 30 years. I serve because we take care of people no one else will take care of. It is a moral obligation and occasionally a bit unpleasant. But most of the time it is uplifting to see the improvement in other people's lives that we public servants help to bring about. It has been a very rewarding career.
—Robert Scott



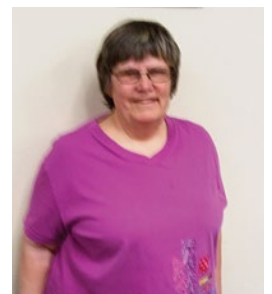
I feel that what we do in SNAP QC is a vital process for the DFR, as accuracy for our Assistance Groups is vital for the entire program to be successful.
—Beth Fox



Public Service Week: Rhonda Harris, Division of Family Resources, 20+ years of service.



Years of State Service Day: Terresa Bradburn, Richmond State Hospital, 8 years of service.



Public Service Week: Linda King, Division of Family Resources, 43 1/2 years of service.



Public Service Week: Christine Wynne, Bureau of Developmental Disabilities Services.

I like helping people and making sure they're treated fairly.
—Victor Aldridge



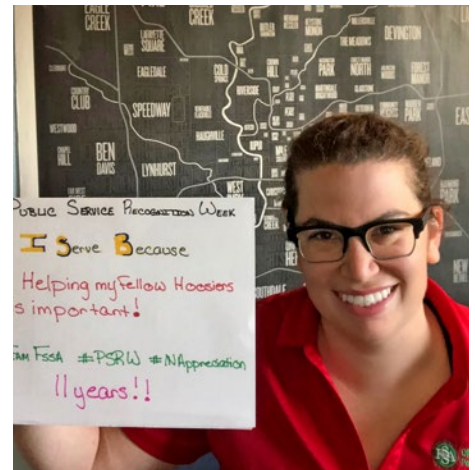
PUBLIC SERVICE RECOGNITION WEEK

MAY 3-9, 2020

I serve because...

I enjoy discovering and designing new processes that use the current technology to help the State of Indiana to provide more efficient processes that improve the quality of life for individuals, by providing better and faster access to the services and resources that the State of Indiana offer to the individuals that make up our surrounding communities and partners ... also I love what I do.

—Craig L. Johnson



Amelia Hilliker is proud to be in her 11th year of serving her fellow Hoosiers!



Helping others gives you a feeling of satisfaction. I want to leave a good footprint on this Earth and I want my grandchildren to learn that kindness trumps all. Here is to 28 years of service.

—Tracy Shutt



Years of Service picture collage from the Vocational Rehabilitation Evansville office, representing 154 years of total service to Indiana!



With 40 years of experience, Vocational Rehabilitation Services' Linda Mathews serves because she can make a difference.



Helping Hoosier families isn't just your job

Helping Hoosier families isn't just your job. It's a commitment to working each and every day to ensure our friends and neighbors have the best chance possible at health and happiness. You know how important your health is, but it's easy to forget about yourself when you spend so much time helping others.

Luckily, taking time to focus on your health doesn't take long at all! Call **855-202-4219** to schedule calls with a qualified health coach.

You'll have access to an unlimited number of over-the-phone sessions that will help you get a handle on your health for the rest of the year.

Completing four coaching sessions by **Sept. 30** is one way to earn a premium discount in 2021!

Saving money AND getting healthier... sounds good, right? But you need to hurry! Call to schedule by **July 1** in order to make sure you have enough time to finish all four calls by the deadline.

Take your health into your own hands AND start saving on your health insurance plan next year by calling ActiveHealth today!
Learn more at myactivehealth.com/stateofindiana.



THANK YOU FOR TAKING OUR SURVEY!

The Office of Communications and Media would like to thank everyone that took the recent FSSA all-staff survey. Over 2,000 staff members provided valuable feedback that will help the agency plan future staff communications and efforts.

FIVE QUESTIONS



Paul Stanley

Title: Richmond State Hospital superintendent

Education: Masters of Health Administration

Career Highlights: Over 20 years with mental health experience.

Last month, DMHA named Paul Stanley, MHA, as the new superintendent of Richmond State Hospital. Previously, Paul served the hospital as assistant superintendent. He also served as the program manager at the Centerstone of America and has had extensive experience at Wernle Youth & Family Center and the Dunn Center, all located in Richmond.

1 What attracted you to a career here at FSSA?

The team environment was what attracted me to FSSA. The overall mission and vision set by the superintendent helped me gravitate to Richmond State Hospital.

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

Always have time for self-care. In this environment that we work in we need to make sure we are taking care of ourselves so that we are not burning ourselves out.

2 What gives you a sense of accomplishment professionally?

The ability to move the organization forward and provide excellent care to the population we serve.

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

I love bird watching and collect vintage toy lines.

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

At Richmond State Hospital, we are dedicated to providing a high level of care to the population we serve.