

Association of Rehabilitation Facilities



Annual Report

2015 - 2016

(October 1, 2015—September 30, 2016)

**Florida Association of Rehabilitation Facilities
2475 Apalachee Parkway, Suite 205
Tallahassee, Florida 32301**

www.floridaarf.org



Florida ARF promotes the interests of individuals with disabilities by acting as a public policy change agent and promotes and serves the interests of community human service provider organizations.

Sixty-eight (68) Regular Members:

Community Based Waiver	88%
Residential/Long Term Care	72%
Employment	76%
Education	67%
RESPECT Employment Centers	31%

Six (6) Allied Partners:

Florida Insurance Trust, MediSked, Park Shore Drugs, Scioto, SourceAmerica & Therap

Eleven (11) Professional Members:

Emerging Growth Solutions, Evergreen Life Services (2), Moore Stephens Lovelace, PA (3), Peggy Wall, Reingruber & Company, P.A., & Richards, Mitchell & Company, PA (3)

We are community agencies that meet the needs of individuals with disabilities:

**Private (Profit & Nonprofit)
Goodwill Industries
United Cerebral Palsy Affiliates
Arc Chapters
RESPECT Employment Centers
Residential Programs
HCBS Waiver Services
Community Rehabilitation Agencies (VR)
Charter Schools
Faith based programs
ICF/IID Facilities
Community employment programs
In Home Services and Supports
Mental Health**



FY 2015-16 Board of Directors:

**We are
member driven!**

Executive Committee

Shirley A. Balogh, Chair
Jon Fisher, Vice Chair
Phillip Hall, Secretary
Michele Barnes, Treasurer
Troy Strawder, Past Chair
Dr. James Weeks, Parliamentarian

Other Members

Dr. Joseph Aniello, Clint Bower, Roger Bradley, Michelle Cherry,
Diana Flenard, Karen Higgins, Kevin Johnson, Jon May, Amar Patel, Natalia Wong,
Tina Philips, Patricia Varner

Parent Member

Gloria Wetherington

Florida ARF Provides

Industry Leadership in the areas of:

- Service delivery for persons with disabilities
- Appropriations
- Rate-setting
- Public policy reform
- Medicaid Waiver rules (Federal & State)
- Program compliance
- Wage and Hour issues
- Employment services and supports
- Long-term residential care
- Provider agency workforce issues



Networking Opportunities:

- Membership meetings
- Peer questions & answers, linkages
- Trainings
- Teleconferences & webinars
- Ad hoc groups

Advocacy:

- Professional & grassroots
- Local agency involvement
- Provider & parent testimony
- Training



Fiscal Year 15-16 Accomplishments

Legislative Advocacy:

The Association led a very successful grassroots advocacy campaign featuring local agency involvement, legislative Fly In, professional Government relations support, and a social media component.

- ✓ Supported additional funding for HCBS waiver: \$36 million for individuals on the waitlist
- ✓ Obtained \$36.9 million in rate relief for Companion, Respite, & Personal Supports services to offset DOL home care rule changes
- ✓ Achieved 3% rate increase for ADT, Residential Habilitation & Personal Supports services
- ✓ Supported restoration of Adults with Disabilities program—\$5 million in member funding
- ✓ Obtained 4.18% rate increase for ICF/IIDs
- ✓ Supported Early Steps program additional funding
- ✓ Supported amendment of F.S., Chapter 393, allowing for reinstatement of transportation services in iBudget cost plans

Fiscal Year 15-16 Accomplishments

Association Website:

- Upgraded website featuring industry news for members
- Featured white papers, forum actions, ICF/ IID Info Center, Grassroots webpage

www.floridaarf.org

Industry Publications:

- Electronic communications (304)
- Monthly Issues Forum Breaking News (12)
- Monthly Issues Forum Grants (12)
- Capitol Breaking News (10)
- Legislative Alerts / Tracking (12)

Member Representation:

Participated in 245 events: Stakeholder meetings, legislative events, agency meetings, conference calls, and site visits.

Public Policy Input:

- Tracked significant policy changes & updated members
- Attended public hearings & provided oral or written testimony (23 times) on topics such as:

- iBudget Rule
- ICF/IID Rate Setting
- ICF/IID Handbook
- Federal HCBS, WIOA, & DOL Rules



Fiscal Year 14-15 Accomplishments

Training & Education:

- 4 membership meetings:
 - *Legislative Fly In*
 - *Spring In To Action*
 - *Legislative Platform Development*
 - *Look Who's 40*
- Other:
 - *Employment Outcomes Professional*
 - *Employment Webinar—Kenfield*
 - *Affinity Group Calls—VR*
 - *Employment Law Webinars (2)*

Member Ad Hoc Groups:

- DOL Home Care Rule
- Adults with Disabilities
- Social Media
- Workforce Enhancement
- iBudget Handbook
- iBudget Rates

Agency Liaison Involvement:

- CareerSource
- Department of Management Services
- Department of Education – VR & Adult Ed
- Agency for Persons with Disabilities
- Department of Children & Families
- Agency for Economic Opportunity
- Agency for Health Care Administration
- Department of Health
- Department of Elder Affairs
- Commission for Transportation Disadvantaged
- Florida Senate/House of Representatives
- Governor's Office
- Florida Developmental Disabilities Council
- Disability Rights Florida



“Influencing public policy to make a meaningful difference in the lives of individuals with disabilities.”

Fiscal Year 15-16 Accomplishments

Legal Advocacy:

- iBudget rule tracking
- ICF/IID rates
- DOJ monitoring — Children in NH
- Olmstead Issue Tracking

Networking:

- Sponsored 4 membership meetings / multiple trainings
- Hosted 75 teleconferences to obtain member input
- Shared “Ask a Peer” opportunities and provided linkages
- Conducted multiple site visits with community agencies & prospective members

RESPECT of Florida:

- Served as RESPECT Central Nonprofit Agency to facilitate competitive employment opportunities for individuals with disabilities.
- 50+ RESPECT nonprofit agencies produce: office, safety, and janitorial products; contract services such as call center management, custodial, interstate rest area maintenance.
- Approximately 1,300 persons with disabilities were employed.
- Commodities and services sales of approximately \$28.5 million.
- Awarded one microenterprise grant.





2015-2016 Statement of Activities

For the 12 Months Ending September 30

	Projected September 30, 2016	Audited September 30, 2015
Program Revenues	30,007,236	29,193,860
Interest Income	3,752	7,622
Total Revenue	30,010,988	29,201,482
Cost of Sales & Services	27,622,324	26,901,349
Gross Profit	2,388,664	2,263,531
Salaries & Benefits	1,620,327	1,463,558
Consultants	193,554	219,025
Travel	74,856	66,084
Depreciation/Amortization	13,121	12,310
Professional Fees	38,345	39,969
Property & Casualty Insurance	94,120	95,840
Other Operating Expenses	308,870	304,448
Total Expenses	2,343,193	2,201,234
Change in net assets	45,4791	62,297



Fiscal Year 15-16 Operational Goals

√ **To guide the Association's programs and activities in a direction that is consistent with its mission and in accordance with the overall direction established by the Board / membership.**

1A. Participates in a minimum of 10 events per month representing membership.

1B. Provides testimony at public events on behalf of membership once per quarter.

1C. Communicates Association's message via newsletters & web updates by forum.

Status: Goal met.



Fiscal Year 15-16 Operational Goals

√ **To conduct a viable legislative campaign responsive to the Association's needs.**

2A. To develop a member driven legislative campaign responsive to membership needs.

The 2016 legislative campaign was well organized and our lobby team worked aggressively to implement our platform. We also added a Social Media component.

2B. To achieve legislative successes in areas that assist members in achieving their mission.

The 2016 legislative session generated positive outcomes for our ICF/IID, iBudget Waiver, and VR providers.

Status: Goal met, most of desired outcomes were achieved.



Fiscal Year 15-16 Operational Goals

√ **To ensure that the Association operates in a financially solvent manner.**

3A. To obtain a clean annual audit report.

Last year's audit report verified the Association's finances are in good shape and did not identify any suggestions for improvement. The Association has strong Accounting and Finance staff who manage about \$29 million in annual revenues.

3B. To increase revenues through RESPECT sales and to increase membership.

RESPECT has 50+ certified Employment Centers, of which 18 are Association members. Sales are projected to increase slightly.

Overall membership totals 84 (67 regular, 6 corporate, and 11 professional). Dues revenues are on plan and membership has remained stable. Recruitment focuses on enrollment of additional iBudget Waiver and VR members.

3C. To ensure a viable financial oversight process.

The Florida ARF Finance committee meets regularly to review financial statements and provide fiscal oversight. The Association will end the year financially strong.

Status: Goal met.



Fiscal Year 15-16 Operational Goals

√ **To plan, direct, manage the operations of the Association in a professional manner.**

4A. Enhance staffing and use of resources to promote and support professional growth.

The Association is staffed by professionals. The Finance and Accounting functions are excellent; RESPECT contract monitoring operates efficiently and customer support is good. We have strong IT and HR Support. Membership services continue to be outstanding as evidenced by member comments. We have increased staffing support by one 1/2 time FTE for the membership. Association staff support is supplemented by three Government Relations Consultants, one Employment Consultant, and a corporate attorney. This year, we merged two under-utilized FTEs.

4B. Ensure personnel policies and procedures are current and responsive to needs.

Personnel policies and procedures are updated as needed. All employees have current position descriptions, negotiated performance measures, and annual appraisals. Our leave policies were updated in the summer of 2016. Employee benefits are excellent and are competitive with state agencies.

4C. Ensure adequate member contact to assess Association responsiveness and ensure that potential member agencies understand the importance of Association membership.

Agency site visits are made as time permits to identify and discuss needs.

Status: Goal met.



Fiscal Year 15-16 Operational Goals

√ To provide at least one successful deliverable member benefit to the following forums:

5A: Community Supports

- Obtained 3% rate increase for ADT, Res Hab, and Personal Supports services.
- Obtained \$37 million in additional funding for DOL rule implementation.
- Successfully advocated for \$39 million in additional funding for the waitlist.
- Tracked iBudget implementation and supported changes regarding handbook implementation, including providing testimony at rate hearings.
- Worked with APD on stakeholder groups such as Employment First, Wait List, and Adult Abuse and Neglect prevention.
- Worked extensively on resolution of the DOL Home Care rule exemption changes.
- Assisted members in responding to HCBS transition rule requirements.
- Obtained an amendment to Chapter 393, F.S., for inclusion of transportation services in iBudget cost plans.
- Cohosted two teleconferences for stakeholders on DOL rule change issues.
- Activated involvement with NADSP and FADSP to enhance work group efforts for the Workforce Enhancement initiative for the 2017 Session.
- Provided trouble shooting support for members on Medicaid and other program concerns and increased support from ½ FTE to full-time.
- Communicated member concerns on the TRAIN to APD management and arranged for APD interaction with members to address problems.

5B: Employment

- Held quarterly meetings with VR leadership to discuss member concerns.
- Negotiated new Employment Outcome Training resources for members (Kenfield).
- Served on Employment First Work Group to represent member interests.
- Worked with VR on AWD funding and VR legislation.
- Hosted monthly Affinity calls for members.
- Tracked WIOA implementation to evaluate impact on member agency services.
- Worked with VR on student training programs as a member opportunity.
- Provided trouble shooting support with members on VR billing and other issues through the assistance of our Employment Consultant (Sandonato).

I 5C: ICF/IID

- Hosted multiple conference calls to obtain member input on ICF/IID licensure rule, ICF/IID policy handbook, and ICF/IID funding plan.
- Tracked monthly vacancies for reporting to APD and AHCA and posted on the ICF/IID website to educate the public on vacancy rates.
- Developed ICF/IID educational video for ICF/IID Forum to assist with recruitment.
- Worked with the Office of the Governor regarding correction of ICF/IID workload data used to calculate future funding recommendations.
- Obtained 4.18% rate increase.
- Responded to new ICF/IID handbook changes and prevailed in major areas of concern.

To provide at least one successful deliverable member benefit to the following forums:

5D. Government Relations

- Maintained an up-to-date website with the 2016 platform, position papers, and member profiles to communicate member positions on key issues regarding individuals with disabilities.
- Hosted Legislative Platform meeting in Orlando for membership during Quarter One.
- Educated Government Relations consultants on member needs.
- Provided members with educational information for local delegations.
- Worked with members to develop Social Media campaign strategy.
- Met with numerous legislative staff, legislators, and others to advocate for member needs outlined in the 2016 platform.
- Educated and worked with stakeholder groups on need for provider rate increases which generated support for the request.
- Communicated member concerns regarding the rewrite of Chapter 393, F.S., and VR amendments.
- Conducted a successful legislative campaign evidenced by rate increases for ICF/IID and iBudget providers, AWD funding for several member agencies, and positive substantive legislative changes such as reinstatement of transportation services as part of cost plans.
- Hosted a platform meeting in July with members to develop the draft 2017 platform.

5E. Legal Advocacy

- Provided information to members on iBudget rules and litigation activity.
- Provided monthly updates on litigation activity via monthly newsletters.
- Consulted with attorneys on due process issues regarding “No Cause” notices.
- Tracked impact of DOL home care rule changes and consulted with attorneys on client fair hearing rights.
- Responded to attorney inquiries regarding DOJ issues.
- Provided input to APD on rules affecting client terminations of service and due process rights.

5F. RESPECT Oversight Committee

- Held four RESPECT Oversight Committee meetings.
- Met with DMS Director of Procurement to remind Agency of RESPECT's presence and role. Additional meetings have been productive.
- Obtained DMS approval of pricing for service contracts which added these contracts to the State procurement list.
- Implemented Salesforce management system.
- Completed Program Reviews on all active ECs and in the process of implementing corrective action as needed.
- Added new contracts to offset losses in contracts that expired.
- Obtained legislative language to exempt RESPECT from surety bonding requirements.
- Conducted WIOA teleconference for RESPECT of Florida Employment Centers.
- Added additional marketing newsletters and enhanced marketing support for ECs.

Status: Goal met.



Fiscal Year 15-16 Operational Goals

√ **To develop new programs providing opportunity for growth and profitability potential**

6A. To increase revenues in RESPECT program:

Early in the year, RESPECT service contracts decreased while commodity sales grew. Several replacement service contracts have been developed and are now coming on board. While we will likely not meet our growth goal, we are on target to exceed last year's sales.

6B. To offer new funding opportunities to members:

- Provided monthly grant information to member agencies
- Obtained waiver rate increases
- Promoted new models with VR
- Shared Florida Housing Finance Corporation info on group home renovations
- Referred member agencies to APD to consider forensic service programs
- Worked extensively for reinstatement of AWD funding that was removed by the 2015 session but was partially funded this year.

Status: Goal met.