

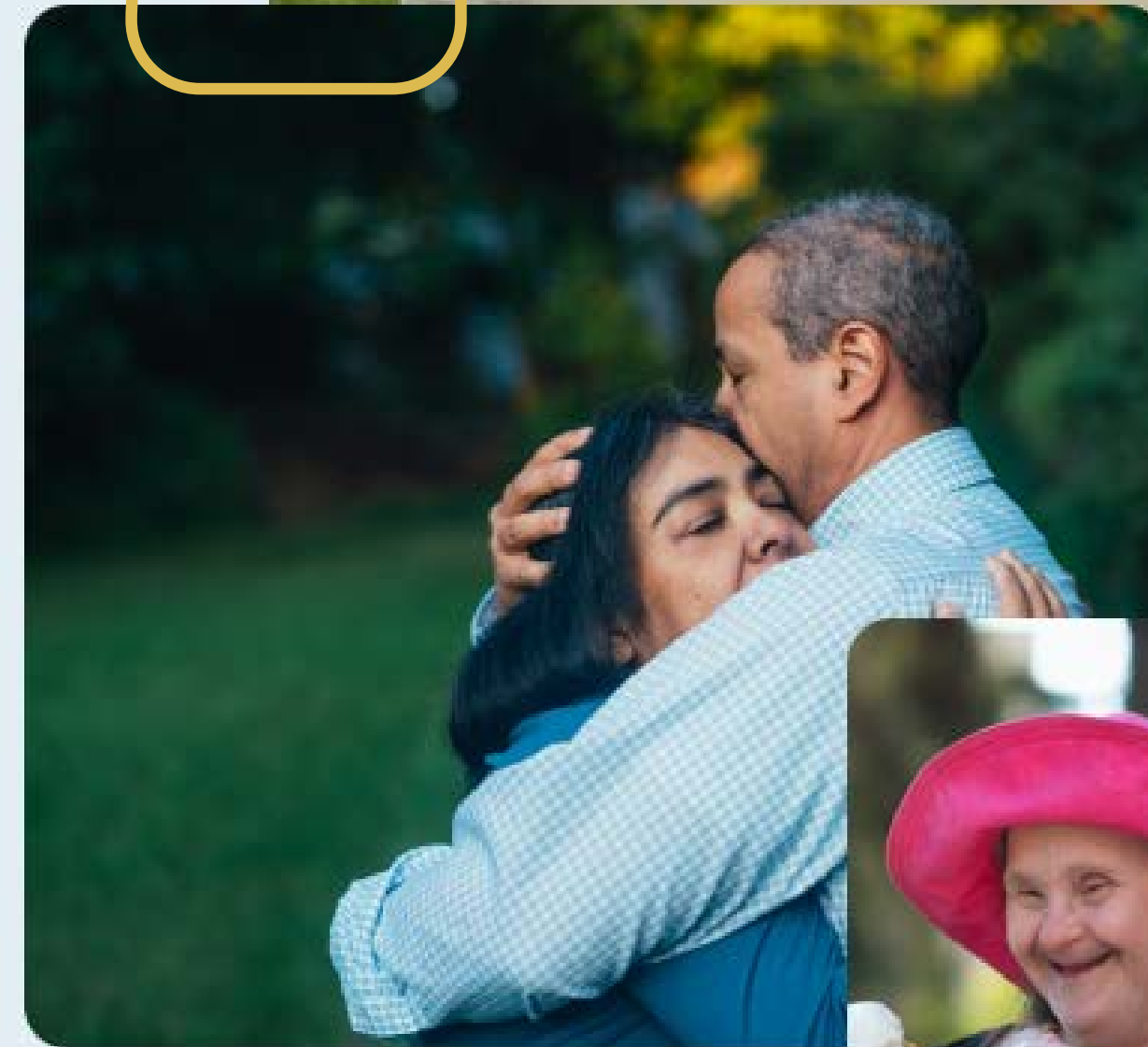
Growing Self-Direction in a Year of Change

2021 Yearly Report



Our Mission

To help people live a life of their choosing regardless of age or ability.



Hello From Holly Carmichael. Mom of Kids With Disabilities. New CEO of GT.

In August of 2021, Holly Carmichael stepped up as the new CEO of GT Independence. She took over for her brother-in-law, John Carmichael. John moved into the role of president, focusing on strategic partnerships.

Building on John's foundational work, Holly's goal is to expand access to self-direction. This means taking the high levels of service and support for all participants and caregivers even higher.

Listen as Holly outlines her goals in this video.

[Watch Here](#)





“

When people can choose to live in their homes or communities and still receive care, hire people they trust to support their day-to-day life, and know that they have advocates to help make self-direction an accessible choice, we enhance the overall health and wellbeing of our communities.

Holly Carmichael

A Growing Team Steps Up to Lead a New Chapter

To make GT's goals a reality, two new members joined the executive team. Megan Owen joined as Chief Operating Officer and Jeremy Gump as Chief Administrative Officer.

They joined Patrick Hoelscher, Chief Information Officer, and Michael Murray, Chief Relationship Officer.



Patrick Hoelscher
Chief Information
Officer



Michael Murray
Chief Relationship
Officer



Megan Owen
Chief Operating Officer

[Learn More About Megan](#)

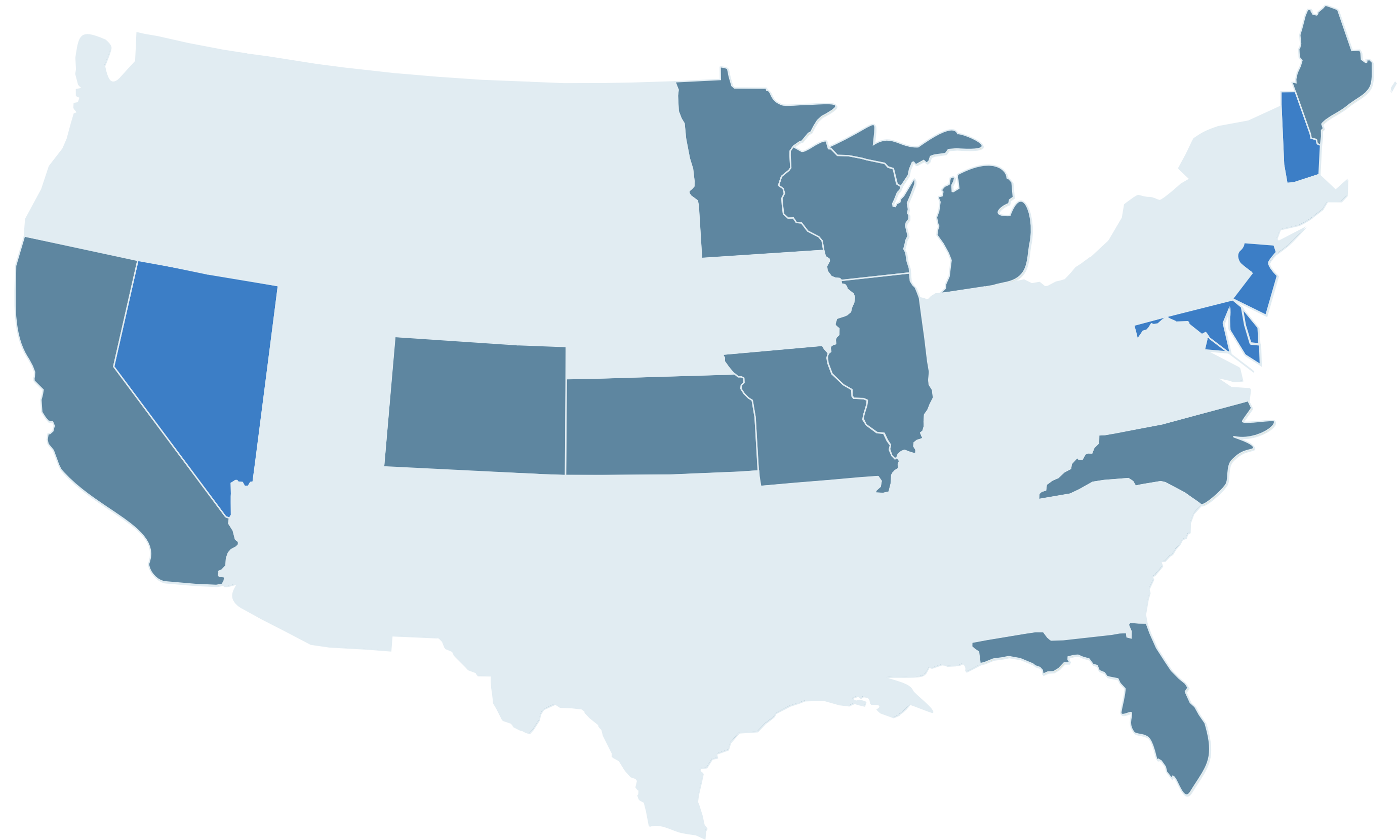


Jeremy Gump
Chief Administrative Officer

[Learn More About Jeremy](#)

Spreading Self-Direction from Coast to Coast

As of March 2022, Nevada, New Hampshire, Delaware, Maryland, and New Jersey join as states GT serves.



[See Where We Serve](#)

2021 by the Numbers



23,000+

Participants we serve



28,000+

Caregivers we serve



4.5M+

Time entries submitted



13

States served in 2021

Better Care Leads to Better Outcomes

There are still a lot of people who ask us “So, what is self-direction anyway?”

To answer them, we created a video explaining what self-direction is. We also talk about why directing your own services is the right choice for many people.



What Is Self-Direction?

[Watch Now](#)

Stories From the People We Serve

The impact of self-direction can be seen and heard in this testimonial from Eric and Amy.

Hear about the stark difference in Eric's quality of life from living in a nursing home versus living out self-direction in his own home.

| **GT Stories**



[Hear Eric's Story](#)

I just want to say thank you to GT Independence. Your service has really been a blessing to me and I just love your staff – always available, caring, very friendly, and helpful.

Angela A.

I truly enjoy having the opportunity to help my dear husband and to watch him have true happiness knowing that his wife has this wonderful opportunity of not only helping him, but it giving me income. It's been a true God-send.

Donna C.

Streamlining Self-Direction Through Structure

In November 2021, we enhanced our customer service experience to be more person-centered through dedicated teams we call a pod.

Pods are a group of support specialists assigned to a group of participants.

GT's customer service agents – now titled Self-Determination Support Specialists – are trained on specific programs. This ensures that support specialists are experts in their area and can provide quick responses to any question.

Self-Determination Support Specialists



Dedicated to Excellence

CARF

GT also received a CARF accreditation renewal in 2021. CARF is an international non-profit organization. They provide accreditation services worldwide at the request of health and human service providers.

CARF accreditation means that our services are above the industry standard. Any FMS that meets CARF standards has demonstrated their commitment to being among the best available.



97.9%

Customer satisfaction

24/7

Access to online paystubs,
timesheets, and more



Dedicated to Protecting Privacy and Security

HITRUST

GT went through a stringent review process to gain a Health Information Trust (HITRUST) certification.

A HITRUST certification is the gold standard for keeping personal and medical information safe and secure.

As of March 2022, GT is the only FMS in the country that is both HITRUST and CARF certified.



HITRUST
CSF Certified[®]

Certification includes the GT Portal and the GT Caregiver app, hosted by Amazon Web Services (AWS). The certification also include GT's FMS systems located in the Sturgis headquarters.

Streamlining Processes with Technology

GT Enroll

With a goal to re-envision the enrollment process, GT is finalizing work on GT Enroll. This new enrollment process streamlines both virtual and in-person enrollments.

GT Tools

Work on GT Tools is also underway. With GT Tools, you will have access to the budget generators and helpful trainings to get you or your caregiver ready for self-direction.

Vendor Portal

It's now easier than ever to submit invoices to GT. With the vendor portal, you can:

- Easily submit multiple invoices
- Get notifications from GT about what is paid and processing
- View reports with remittance details all in one place

Leading in EVV

64.9% of program caregivers are utilizing EVV nationwide.

Caregiver App

- 4.5M+ time entries were submitted for payment
- 91.4% say the app is easy to use
- 25% increase in app users since last year

GT Portal

- 6.7M+ pageviews on the portal
- 67.41% increase in portal users from 2020
- 3.3% increase in customer satisfaction with the portal since last year



A Fresh New Look

We redesigned our website to do three things:

Clearly explain self-direction and how GT can help.

What We Do

Give you a comprehensive overview of the states and programs where we serve.

Where We Serve

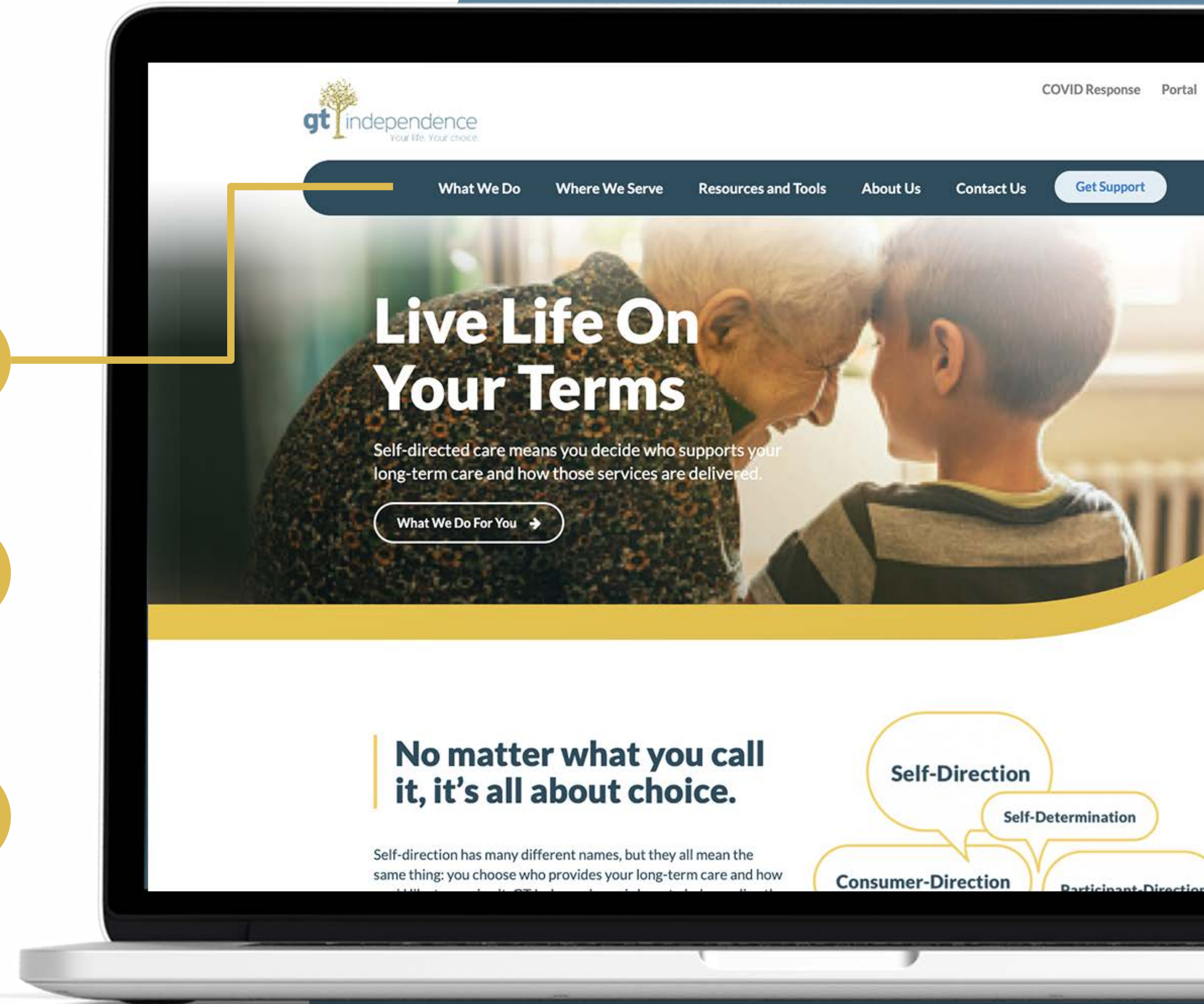
Provide a growing library of resources and tools for self-direction.

Resources

1

2

3



In the News

A few highlights from our 2021 speaking engagements.

Home and Community-Based Services Conference

For HCBS, GT interviewed Derek Fales, Waiver Services Director, Maine DHHS, and Laura Demeuse, Self Determination Analyst, Michigan DHHS. The discussion dove into how better partnerships between state and FMS providers benefit all in emergencies.

[Watch the Talk](#)

Authority Magazine

Holly Carmichael shared her tips and experience on being a senior executive in this “Women Of The C-Suite” interview with Authority Magazine.

[Read Here](#)

Tuesdays With Liz

Holly Carmichael chatted with Liz Weintraub about why Home and Community-Based Services (HCBS) are so important for people with disabilities.

[Watch Here](#)

Expanding Our Advocacy

Disability Garrison Podcast

Advocacy for people with disabilities is a huge passion for GT.

Holly, GT's CEO, and Michael Murray, GT's CRO, started a podcast in August of 2021. The Disability Garrison podcast is where an army of disability rights advocates gather to discuss issues that matter.

Topics range from organ transplant waiting lists, unpaid family caregivers, to inclusive playgrounds for kids.

Special guests for the podcast have included the mother of disability rights Judy Heumann and Tony Coelho, the primary author of the Americans with Disabilities Act.

[Learn More](#)



DISABILITY GARRISON

Expanding Our Advocacy

Maggie's Pearl

Maggie, Holly Carmichael's daughter, has PMM2-CDG or Congenital Disorder of Glycosylation Type 1a. It is a rare disease that is known to affect only 1,000 people worldwide.

After being told there was no treatment, Holly and Maggie have led research and development toward finding one. This treatment has improved Maggie's quality of life.

At the end of 2021, the FDA gave consent for a trial which has been approved for 40 more children to test the safety and efficacy of this treatment.

[Read Bizjournal](#)

[Read Holly's Blog](#)



Commitment to Our Community

Care Connection Campaign

During March, GT launched a campaign bringing awareness of social isolation due to the pandemic.

The campaign promoted tips for dealing with isolation and encouraged people to share a story of how they would reconnect with loved ones when it was safe to do so.

GT sent out 600 care boxes to nominated participants. We then awarded three winners \$500 each to make their connection day a reality.

600

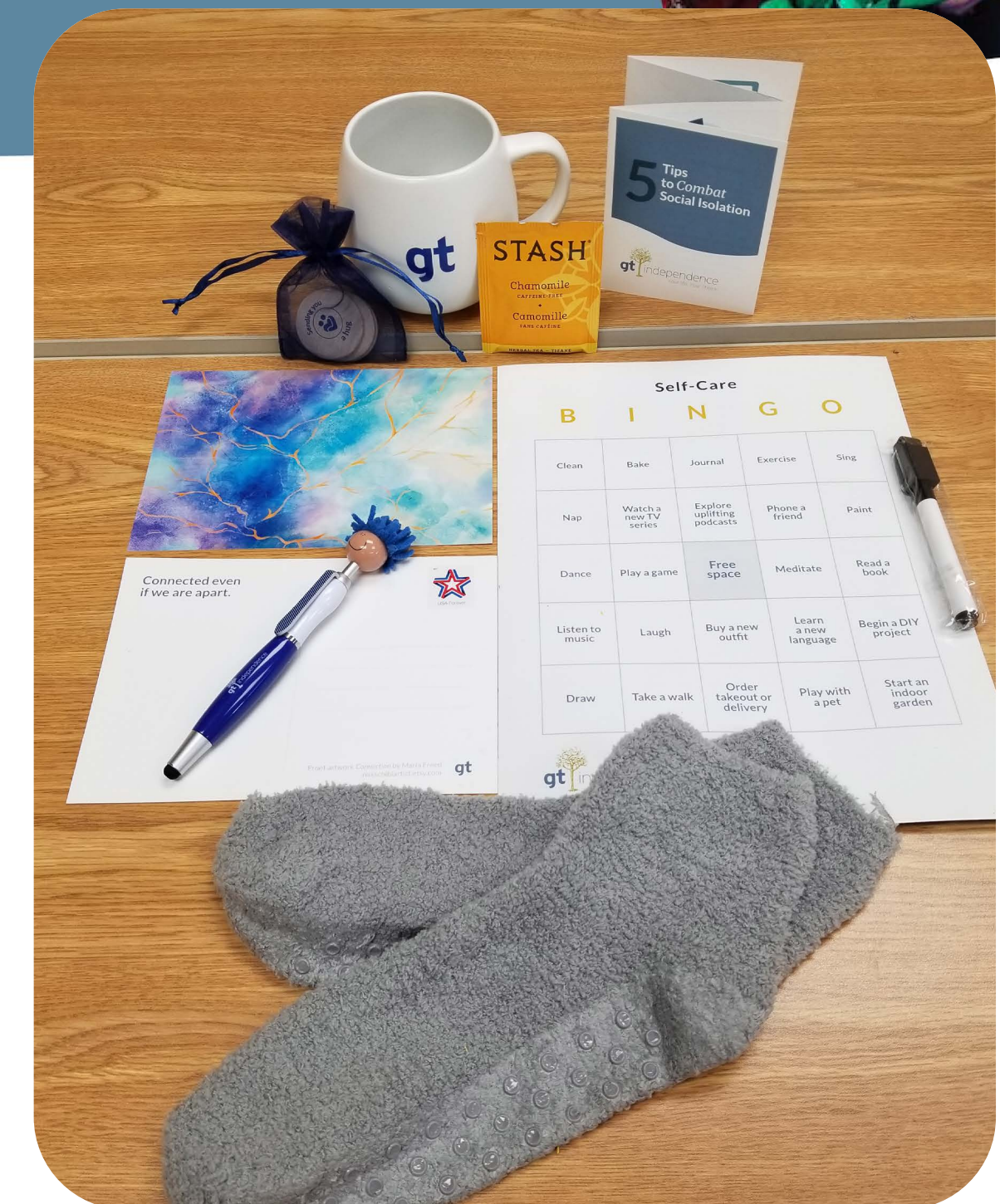
Care boxes sent to nominated participants

\$1,500

Awarded

Susan's Care Connection Day

“ My care connection day would be to see my 94 year old grandmother who resides in Chicago.



Self-Care BINGO				
Clean	Base	Journal	Exercise	Sing
Nap	Watch a new TV series	Explore uplifting podcasts	Phone a friend	Paint
Dance	Play a game	Free space	Meditate	Read a book
Listen to music	Laugh	Buy a new outfit	Learn a new language	Begin a DIY project
Draw	Take a walk	Order takeout or delivery	Play with a pet	Start an indoor garden

Commitment to Our Community

2nd Annual Care Awards

GT held the GT Care Awards during November—National Family Caregivers Month—to recognize the work of caregivers.

We encouraged people to share messages of thanks to caregivers on Facebook. The response resulted in hundreds of notes of thanks from people to the caregivers in their lives.

Each week throughout the month, we selected four entries at random to win \$100 for the caregiver they wanted to thank.

[See the Entries](#)



GT Care Awards

Join the celebration for National Caregivers Month.

550+

Stories submitted

16

Winners

\$1,600

Awarded

Beverly is nominated by her son Steven. “I was injured almost 23 years ago in a car accident. My mom has been taking care of all my needs from the very moment of my injury. We have cried, prayed, and laughed through many challenging situations. It’s been a struggle, but I’ve learned time heals all wounds. Mom, I love you for being you, loving, caring, giving yourself every day to make my life a little easier,” says Steven.

Steven



“Me llamo Jesús y cuido a mi madre durante toda la pandemia por su enfermedad. Tuve que dejar mi trabajo y no me arrepiento. Gracias GT Independence por su apoyo.”

Jesús A.

Committed to Diversity, Equity, and Inclusion

We believe we'll be able to better reach communities if we make GT Independence more inclusive. Each year, we take steps to improve.

Courageous Conversations

The Courageous Conversations series creates a shared space for reflection and growth to deepen our cultural humility. The sessions are open to all employees and are discussions on a range of diversity, equity, and inclusion topics.

In 2021, we hosted 13 events. Topics included: Autism Awareness, Mental Health Awareness, Respecting LGBTQ+ Communities, Understanding Microaggressions, and interviews with leaders on inclusive leadership.

GT Thrives

GT Thrives is the umbrella of activities, education opportunities, and engagement supports for the GT community.

GT Thrives offers a variety of opportunities and events like quarterly wellness challenges, learning, engagement activities (games), and chances to volunteer.

Employee Resource Groups (ERG)

GT launched 3 Employee Resource Groups:

- Mental, Medical, and Chronic Health ERG
- RAICES
- Rainbow Alliance

Language Access

Currently, 16% of staff are bilingual and can communicate with stakeholders in more than 22 languages, including Spanish and Sign Language. GT also has access to translation services and can communicate in any language to meet participants' needs.



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gtindependence.com