

2021 Annual Report

Intellectual and Developmental
Disability Services Supported by
Denver Mill Levy Funding
Working Together for Denver

January 1, 2021– December 31, 2021

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INTRODUCTION

For 30 years, Rocky Mountain Human Services (RMHS), a non-profit human service organization, has been the Denver hub for Intellectual and Developmental Disability (I/DD) services, providing both service coordination and direct services. As the State’s designated Community Centered Board (CCB) for Denver, RMHS is the only authorized agency to determine I/DD eligibility for Denver residents and contracts directly with the State to provide Early Intervention services for Denver’s eligible children with developmental delays. RMHS also provides CCB and Single Entry Point (SEP) administrative and case management services for long term services and supports across all ten Colorado Home and Community Based Services (HCBS) Medicaid Waivers and state funded I/DD programs.

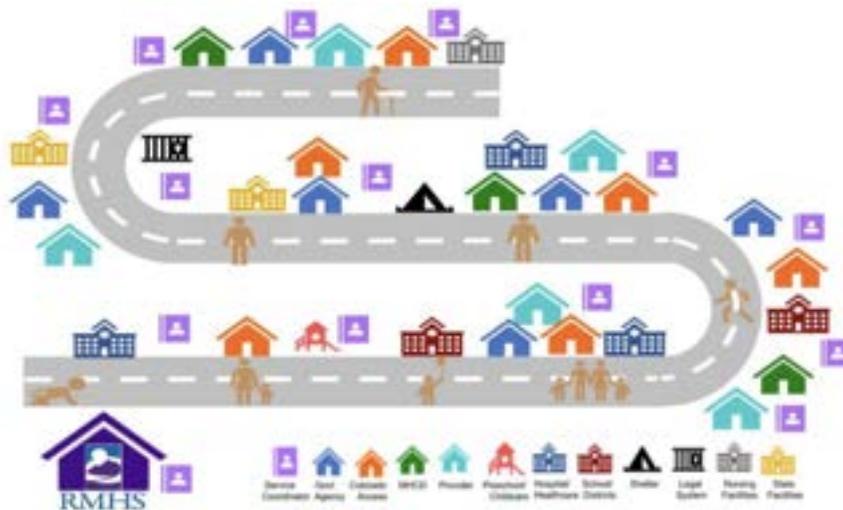


RMHS Mission

We embrace the power of community to support individuals and families in creating their futures. We do this by simplifying access, celebrating individuality, and bridging communities.

In 2003, Denver voters generously approved a one mill property tax levy to benefit Denver residents with I/DD. The Denver Human Services I/DD Equitable Access to Services (IDDEAS) Program contracts with RMHS to successfully manage the majority of those funds because of our vital role in Denver’s I/DD service delivery system. **As the CCB, RMHS has the closest proximity to Denver’s eligible residents and is best positioned to ensure efficient access and flexible options for Denver residents to utilize mill levy funds.** This direct access and flexibility along with our strong relationships with other CCBs, providers, and advocacy groups gives RMHS the farthest reach to ensure that each Denver resident with I/DD has access to mill levy funds to meet their individualized needs, regardless of whether they receive service coordination through RMHS.

Individuals and families impacted by developmental delays and I/DD interface with multiple systems as they navigate through an extremely complex and often confusing system. RMHS reduces the number of times that individuals and families must tell “their story” by supporting them across their lifespan to access the services and supports they need to live the life they envision.



RMHS leverages our position in the community and the flexibility of mill levy funding to:



EMPOWER

Denver residents with I/DD to directly access mill levy funds to meet their individual needs for services and supports



SUPPORT

individual’s unmet needs through wrap-around services and external community partnerships that provide unique I/DD services and support



PROVIDE

additional support across departments and programs to eliminate wait lists, enable service coordinators more time to work with clients, and enhance clinical programs

MILL LEVY GOALS

The mill levy funds’ inherent flexibility allows RMHS to cut through red tape and quickly respond to relevant needs of the individuals we support every day. This empowers RMHS to achieve the Mill Levy Program goals and support individuals in living the life they envision.

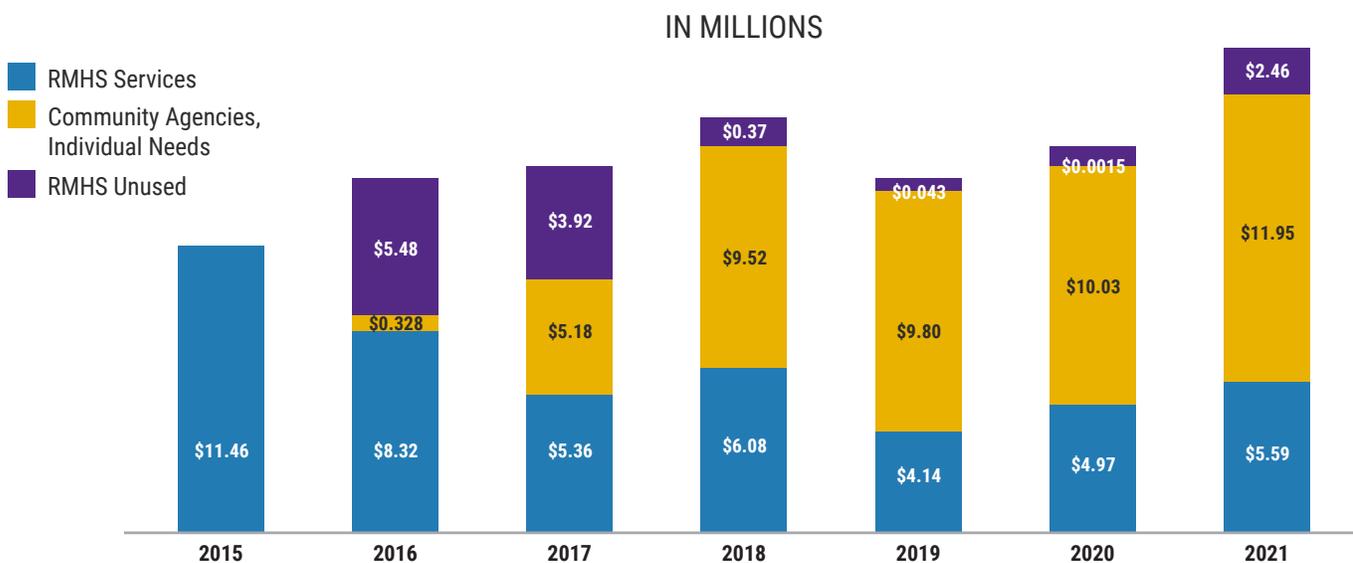


2021 MILL LEVY PROGRAM REPORTING

This report covers the contract period of **January 1, 2021, to December 31, 2021**, and outlines the **\$17,539,292 of mill levy funds** utilized to directly support individuals, family members, existing providers, and new program development --- while keeping administrative and overhead costs lean.

The DHS IDDEAS program maintains administrative oversight of the mill levy dollars and oversees the contract with RMHS to deliver these funds to support Denver residents with I/DD. **Over the last seven years, RMHS has finely tuned the mill levy funding and transformed it into a robust person-centered program.**

Historical RMHS Mill Levy Funding Allocation



Please Note: RMHS underutilized the 2021 contract amount primarily due to the decreasing enrollment numbers in the Early Intervention programs due to the lingering effects of the pandemic and policy changes at the State. RMHS, with support from DHS IDDEAS program, quickly responded to a 2020 Early Intervention Services eligibility rule change and implemented the Denver Early Steps program to provide services to children that no longer met the State’s criteria. RMHS projected 2021 enrollment numbers based on the information provided by the State. However, in practice DES experienced much lower enrollment numbers than expected resulting in a \$1.2 million negative variance. Factoring in the DES variance, that was outside of our control, RMHS utilized 94% of the remaining 2021 \$20 Million Dollar budget.

DEMOGRAPHICS

In 2021, the Mill Levy Program served 4563 unique Denver residents with I/DD across multiple program areas, age groups, ethnicities, languages and gender identities regardless of immigration status.



Early Intervention Services for infants and toddlers birth to 3 years.



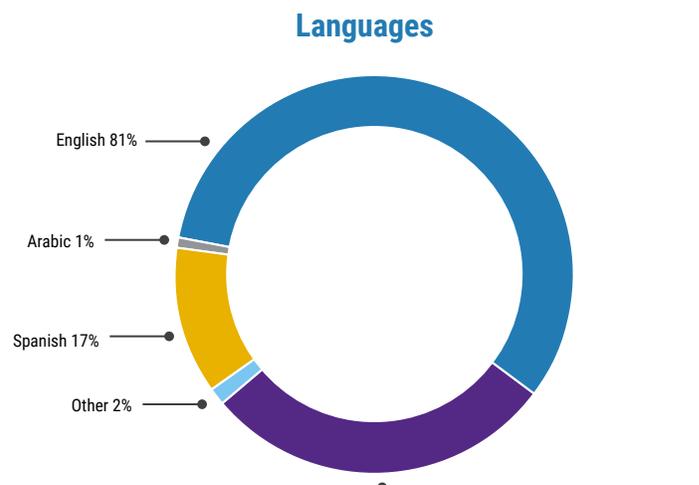
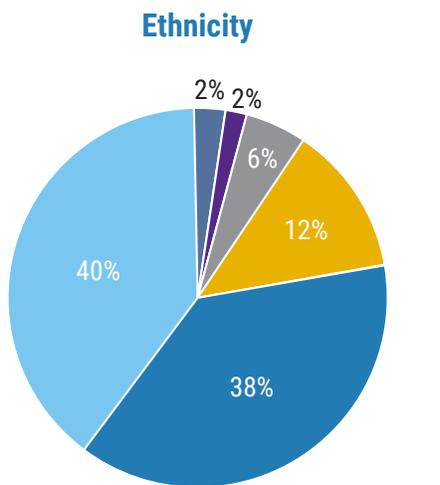
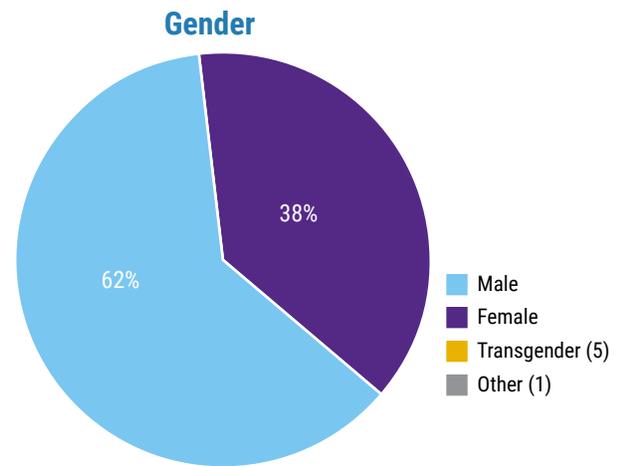
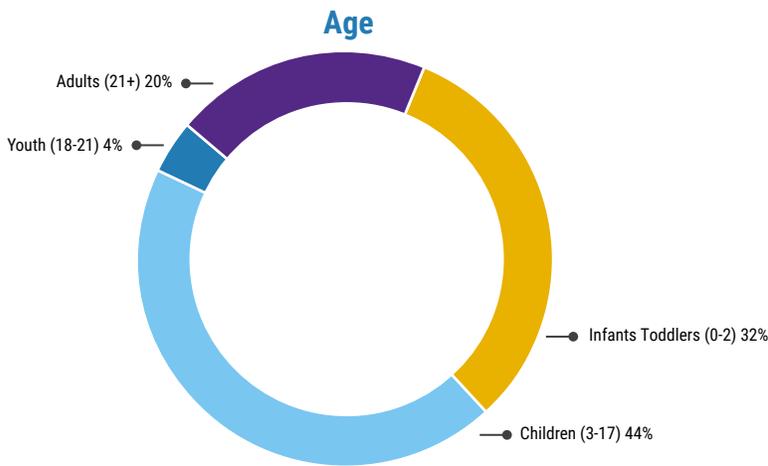
Family Support Services Program for children 3-17 years of age.



Service Coordination for Long Term Services and Supports (LTSS) in Medicaid and state-funded across the lifespan for all age groups.



Not-in-Program service and support options for all eligible residents that are not currently enrolled and/or not eligible for RMHS services including Denver Residents that have an undocumented immigration status.



- Multiracial
- Latino or Hispanic American
- East Asian or Asian American
- Black, Afro-Caribbean, or African American
- Non-Hispanic White or Euro-American
- Other: Native Hawaiian or Other Pacific Islander, Middle Eastern or Arab American, South Asian or Indian American, Native American or Alaskan Native, Unknown, Prefer not to answer

Other includes, but not limited to: Nepali, Somali, French, Amharic, Burmese, Farsi, Japanese, Russian, Chinese Cantonese and Mandarin, Mongolian, Afrikaans, Cambodian, Greek, Twi.

ACCESSING MILL LEVY SERVICES

The Mill Levy team strives to be the “Easy Button” in the complex I/DD service delivery system for Denver Residents with I/DD or developmental delays and **provide an equitable and simple mill levy request process for Denver residents with I/DD, regardless of whether they receive case management services through RMHS.**

In compliance with the DHS and RMHS contract, the mill levy approval process ensures that each request is tailored to meet the unique needs of those in need of mill levy resources.

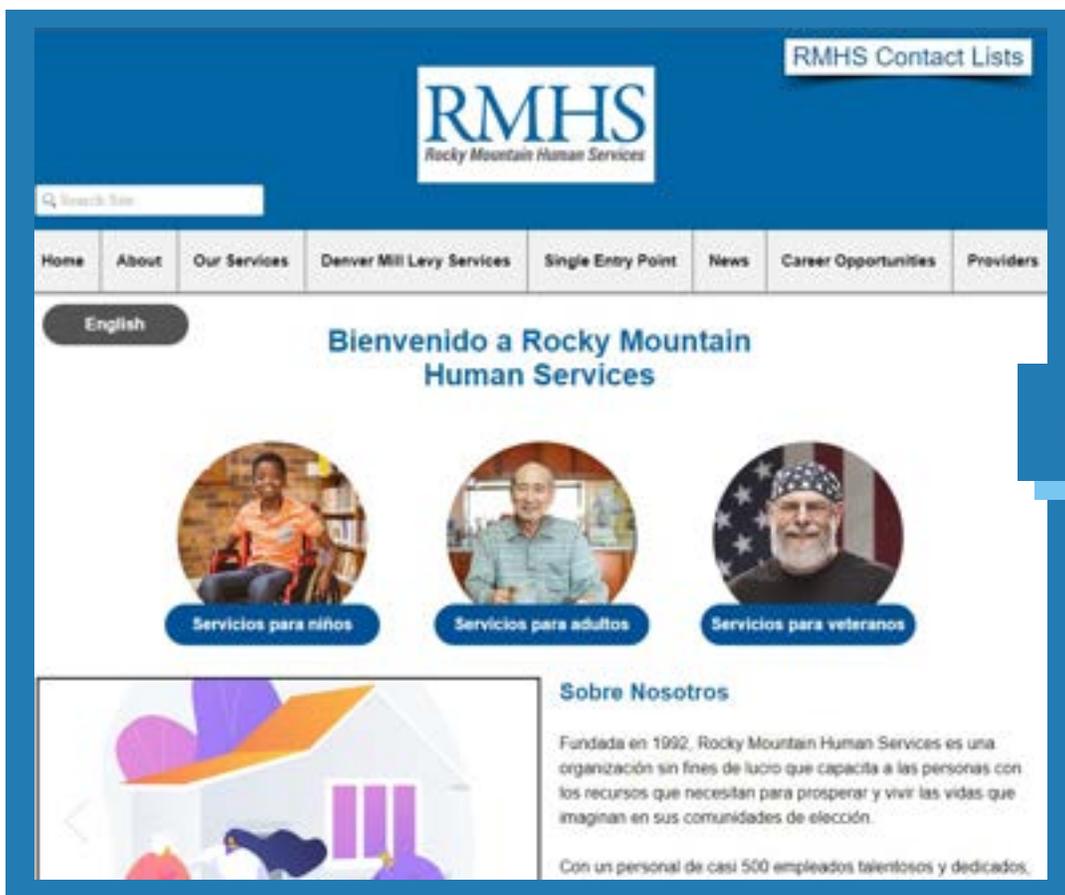
There are two ways Denver residents can directly access mill levy funds:

- 1) Submitting a request through their RMHS service coordinator
- 2) Submitting a request directly through the RMHS website

Denver residents receiving case management from another agency can access mill levy funding by submitting a request through the website at www.rmhumanservices.org/ml or by contacting the RMHS intake department. Once Denver residency and I/DD eligibility are verified, individuals are connected to a service coordinator who can assist with an Individual Request or create a Mill Levy Support Plan (MLSP) to facilitate the request for mill levy funding.

Accessible Language Options

RMHS is committed to being a culturally and linguistically competent organization to meet the needs of Denver’s diverse residents. RMHS employs staff that reflect Denver’s demographics, including hiring bilingual staff that demonstrate competency in the native language of many families and individuals that we serve. Spanish is the most prevalent need and as such our website offers a Spanish option. If RMHS does not have staff that speak or written materials in a particular language needed, we contract with interpretation and translation services.

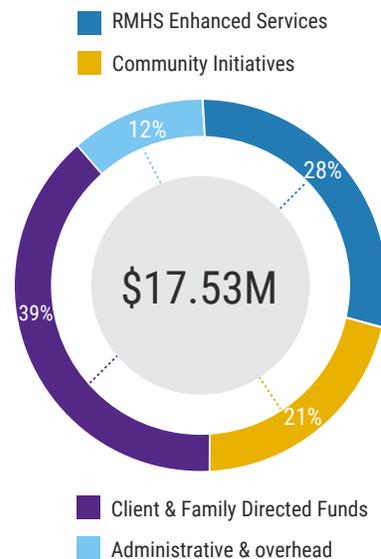


rmhumanservices.org/casa

MILL LEVY FUNDING

RMHS distributes annual mill levy funds through three mechanisms while targeting priority funding areas described below.

	<p>Client & Family-Directed Funds empower Denver residents with I/DD to directly access mill levy funds to meet their individual needs for services and support through Individual Requests and MLSPs.</p>
	<p>RMHS Enhanced Services provide additional support to Denver residents who access RMHS services by eliminating wait lists, enabling service coordinators more time to work with clients, and enhancing clinical programs.</p>
	<p>Community Initiatives (External Projects) provides support to individuals through organizations and businesses that provide unique I/DD services and support in a priority funding area.</p>



MILL LEVY FUNDING PRIORITY AREAS

Throughout 2021, RMHS continued to provide mill levy funding to eligible residents and their families, community agencies, and qualified providers. RMHS tracked the funding requests by funding priority area, which RMHS established through stakeholder and Community Advisory Council (CAC) feedback and recommendations. Please note that RMHS did not distinctly track DEI (diversity, equity, and inclusion) priority funding areas. Rather, the team reviews all requests from a lens that supports DEI principles and prioritizes this value in the approval process.

<p>Basic Needs/ Environmental Supports</p>	<p>Behavioral and Mental Health Services</p>	<p>Education and Increasing Independence</p>	<p>Medical and Dental Services</p>
<p>Social and Recreational Services</p>	<p>Training and Support</p>	<p>System Gaps</p>	<p>Diversity, Equity and Inclusion</p>

COMMUNITY ADVISORY COUNCIL

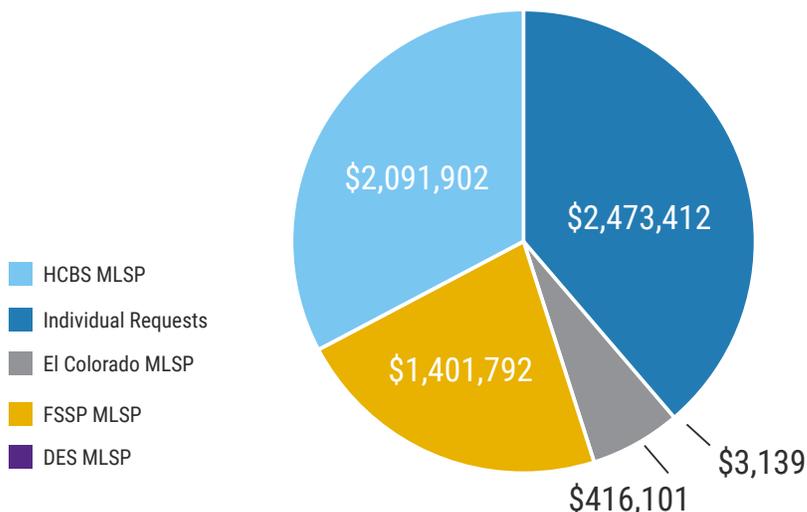
The Mill Levy Program hosts the CAC, typically on a monthly basis. In 2021, CAC membership included 9 members that included I/DD professionals and service providers, DHS liaison, parents, advocates and an eligible Denver resident. Membership represented several different ethnicities and cultures in addition to their diverse personal and professional perspectives. The CAC members advise the Mill Levy Program on mill levy expenditures, I/DD system changes, and policy development and implementation. They also make annual recommendations regarding Mill Levy Program goals, funding priorities and overall program objectives and specific initiatives. The Mill Levy Program values the CAC role in reviewing outcomes, successes, and challenges to provide feedback for ongoing program quality improvement.

CLIENT AND FAMILY DIRECTED FUNDS

RMHS is best positioned to ensure that each Denver resident with I/DD has access to mill levy funds. RMHS simplifies access for individuals and families because our service coordinators have processes in place such as annual service planning and quarterly contacts to support eligible residents in accessing mill levy funding to meet their unique needs. If an eligible resident does not receive services from RMHS, not to worry ---the Mill Levy Team will get them connected to our full time, “Not-in-Program” children and adult service coordinators that are dedicated to assist these individuals.

RMHS is pleased to report a 30% increase in Client & Family Directed funding from last year. In 2021, individuals and families utilized \$6,386,346 to meet their individualized needs through Individual Requests and Mill Levy Menus and Support Plans.

Client & Family Directed Funds



Amy's Story

Like many of us, Amy spent a significant amount of time at home after the onset of the pandemic. She liked to watch tv and movies, write lists and letters, and listen to music. The desk and chair she was using to watch tv and write made it difficult for her to sit comfortably. Amy's family requested new furniture to help Amy do what she loved with ease, and through the Mill Levy Program, that request was granted. They received a new computer desk, two chairs, and a storage ottoman to help make her personal space more livable and comfortable. ***"We are so blessed to have these things to make her life better. Thank you for all the help!"***

- Amy's Mom

INDIVIDUAL REQUESTS

The ability for individuals with I/DD and their support systems to quickly submit individual funding requests to support individualized needs continues to be the most popular and successful piece of the RMHS Mill Levy Program. If an individual is eligible and the request meets the mill levy funding standards, we do everything we can to make it happen.



The Mill Levy Program had a record breaking year in 2021 with 5193 individual requests submitted by 900 more unique individuals than the previous year.

Mill Levy team motto: **Get to a “Yes”**

\$2,473,412 funded through individual requests




- 1950 Unique Denver Residents
- 81% Increase from 2020
- 5193 Total Requests
- 39% Increase from 2020
- 90% Of Total Requested Funds Approved (Full or Partial)
- 3% Denial Rate
- 5 Total Complaints

Complaint Process

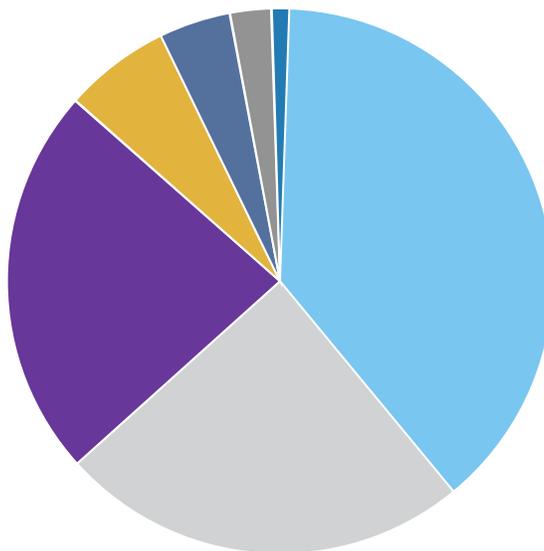
RMHS has an established complaint process for individuals to voice their concerns regarding the outcome of their individual request. Every effort is made to support the individual or family member seeking further consideration through this process.

Between January 1 and December 31, 2021, RMHS received 5 complaints, which were resolved through the complaint process.

INDIVIDUAL REQUESTS

In 2021, 100% of individual request approvals benefited Denver residents with I/DD and met the definition of one or more of the following priority areas.

2021 INDIVIDUAL REQUESTS
BY FUNDING PRIORITY



- 39% Basic Needs/Environmental Supports
- 4% Behavioral/Mental Health
- 24% Client Education/Increasing Independence
- 3% Medical/Dental
- 23% Social/Recreation
- 6% System Gaps
- 1% Training and Support



Mikelle’s Story

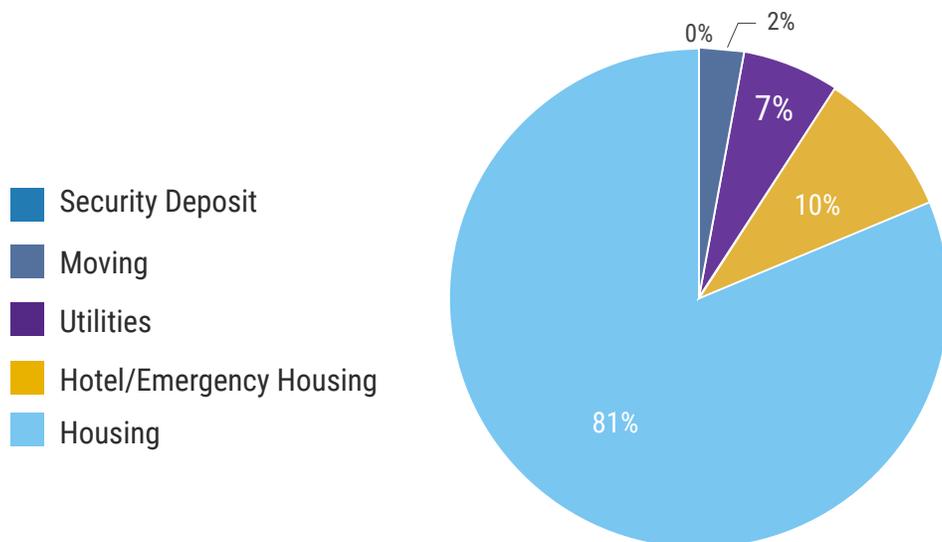
Mikelle and her mother Katherine started a podcast three years ago which they call the Shining Beautiful Series. With over 5,000 downloads from seven counties, Mikelle is making her mark as the first and only nonverbal podcaster in the world. She does it with the help of technology and the support of her mother and speech therapist. Together, they talk about everyday life with a disability and how technology empowers those with disabilities to own their lives. After 3 years of this impactful work, Mikelle found herself in need of new equipment to enhance the production quality of her podcast and requested a new Apple MacBook Pro and microphones with sound mixing capabilities. Through Mill Levy funding, her equipment was provided, and her podcast continues to change lives around the world.

HOUSING STABILIZATION ASSISTANCE

Housing stabilization efforts provide immediate, short-term assistance for housing stability to eligible Denver residents experiencing homelessness or challenges that put their housing at risk. In response to the pandemic, RMHS and DHS partnered in 2020 to highlight the availability of funds earmarked for this purpose. The response validated the perceived hardships that families faced due to the rising cost of living coupled with socioeconomic impacts of the global pandemic.

In 2021, **\$377,587 in mill levy dollars** were used to provide housing stabilization assistance for **258 unique Denver households**. These Mill levy funding provides this assistance through housing assistance, temporary/emergency housing, moving expenses, security deposits, and utilities.

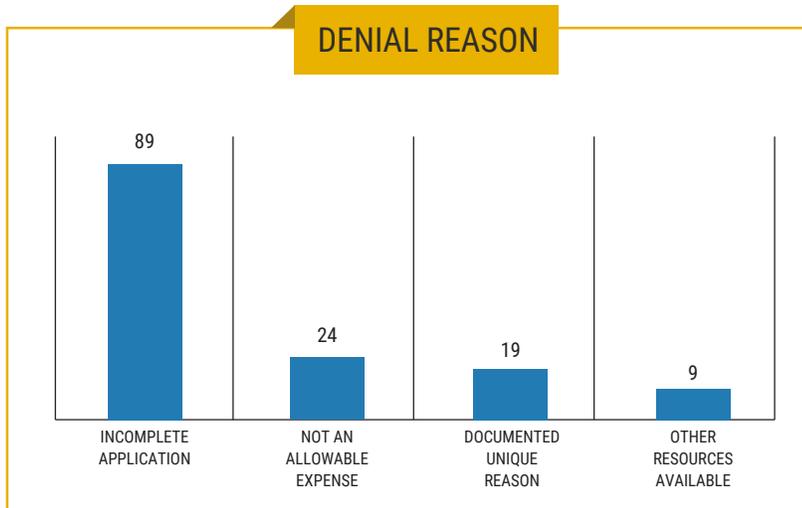
HOUSING STABILIZATION ASSISTANCE



- Examples of individuals who benefited from housing stabilization assistance
- Rent for a single mom with a child who has Autism
 - Rent for a family with two children receiving support from RMHS
 - Internet bill for a child receiving support to access Telehealth services

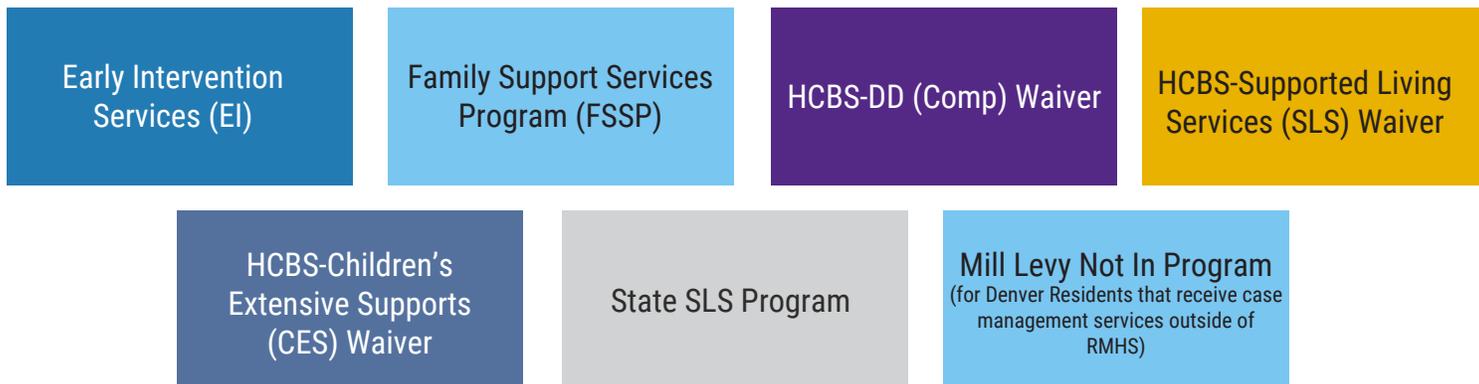
INDIVIDUAL REQUEST DENIALS

Tracking denials and responding to complaints collaboratively is one mechanism the Mill Levy program team use to evaluate program performance and gauge client satisfaction. **Of the 5,193 requests received, only 141 requests were fully denied, resulting in a 3% percent denial rate**, reflective of the Mill Levy Program’s motto and commitment to make sure these funds reach as many Denver residents with I/DD as possible. In response to these requests, RMHS provided an explanation about the reason for denial to the individual or family and provided referrals to other community resources when appropriate.



MILL LEVY SUPPORT PLANS

Mill Levy Support Plans (MLSPs) fill system gaps and provide additional services that are unfunded or underfunded by Medicaid or other resources. MLSPs are developed using both public funds and private insurance to address the developmental and support needs of the individual receiving services. Service coordinators offer MLSPs for each Denver resident with I/DD enrolled in the following programs:



EARLY INTERVENTION MLSPs

The Early Intervention (EI) Program provides support and services to infants and toddlers with developmental delays and their families.

In 2021 \$416,101 mill levy dollars were used to fund 1,673 MLSP services for the benefit of 1,311 unique Denver children with developmental delays.

The Mill Levy team strives to support local businesses to provide as many of the following services for children in EI as possible.

- Music classes** to help facilitate development and learning.
- Environmental Enrichment** to support therapeutic play through fun and engaging toys, games, and books to reinforce developmental skills learned in therapy sessions.
- Home Safety Products** such as cabinet locks, baby gates, monitors, stove guards, and outlet covers help families safeguard their home.
- Essentials for Growth** support growth and development of young children by providing the right car seat, highchair, stroller, crib, or bed.
- Respite** so families can safely take a break from care giving responsibilities.

FAMILY SUPPORT SERVICES MLSPs

The Family Support Services (FSSP) is a state-funded program that provides individualized supports and services to families who are caring for a family member with an I/DD or developmental delay. FSSP funding is determined by a child and family’s Most in Need (MIN) assessment that is completed by our Family Support Service Coordinators.

Mill levy funds are used to supplement when the state funds do not cover the full support need costs. In 2021 \$1,032,271 mill levy dollars were utilized to fund 1,332 Family Support Services MLSP requests for the benefit of 865 unique Denver children.

Respite continues to be the most significant need for these families with almost \$914K approved in 2021.

FSSP MLSP SERVICES

- Assistive Tech
- Camp
- Environmental Engineering/Home Modifications
- Medical Services
- Parent/Sibling Support
- Professional Services
- Respite
- Transportation
- Other Unique Needs



In 2021, RMHS continued to offer **FSSP Mill Levy Menu** which include commonly ordered products and resources. We partner with local businesses to provide quality and moderately priced goods and streamline the request and authorization process.

In 2021, \$369,522 in mill levy funds provided 1,343 FSSP Mill Levy Menu items for 992 unique Denver children and their families.



Sensory Menu offers items provided by Sensory Kids Inc. that are designed to meet specific sensory needs, including chewable necklaces, weighted blankets and vests, and pod swings.

Essentials for Growth provides essentials to support the safety, development, and growth of children, such as appropriate beds and car seats.

Home Safety Menu offers important home safety items.

Music Classes help facilitate development and learning for children ages three to five who receive FSSP services.

HOME AND COMMUNITY BASED SERVICES MLSPs

Home and Community Based Services (HCBS) waivers enable adults and children with I/DD to continue living with their families or independently in the community. Service Coordinators meet four times per year, and as needed, with individuals enrolled in an HCBS waiver. At the quarterly in-person or virtual meeting, the team reviews all service and support needs and determines if there are any system gaps or additional needs that are not available through the waiver or State funded program. Mill levy funds were used to address any system gaps or unmet needs.

HCBS MLSPs are also offered to mill levy eligible people who are not currently enrolled in an HCBS program, are on the wait list for the HCBS-DD Waiver, are not eligible for Medicaid long term care, or receive case management outside of RMHS.

In 2021 \$2,091,902 mill levy dollars were utilized to fund 2,376 MLSP services to benefit 1,943 Denver residents with I/DD. The most prevalent areas of support requested included Professional Services, Day Habilitation, Behavioral Services and Personal Assistance.

MLSP PROVIDERS

RMHS contracts directly with PASAs to provide MLSP services. RMHS chooses to engage PASAs for this work because the State designates them as qualified providers for I/DD services and ensures proper monitoring and oversight. As the utilization of MLSPs has increased so has the RMHS administrative and contracting functions because eligible residents choose the PASA from which they want to receive services. This means that the provider and contracting pool fluctuates throughout the year based on client needs, preference, and utilization. In 2021 we saw a dramatic increase in Mill Levy Support Plan requests, which correlated directly to the number of contracts we initiated and/or maintained.

By the end of the first quarter in 2021, RMHS had contracted with 112 separate PASAs for mill levy funded services. This number grew to 143 contracts by year end.



RMHS ENHANCED SERVICES

RMHS designates mill levy funds to RMHS departments that serve Denver residents with I/DD to better assist them in accessing mill levy funding to meet their needs comprehensively and expeditiously. Without mill levy funding, these individuals' needs would not be met as comprehensively or as expeditiously.

Twenty-eight percent (28%) of the total mill levy funding expended in this reporting period supported enhanced services that RMHS provided to more than 4,500 unduplicated individuals in Denver.

RMHS ENHANCED SERVICES	2021 MILL LEVY FUNDING
Service Coordination	
Intake	\$ 946,330
Family Support Services Program	\$ 864,158
Service Coordination (HCBS and State SLS)	\$ 996,158
Developmental & Behavioral Health	
Early Intervention Services	\$ 622,853
Children's Clinical Services	\$ 830,290
Communications and Community Relations	
Communications & Outreach	\$ 111,293
Mill Levy Program	
RMHS Initiatives	\$ 466,898

ENHANCED SERVICE COORDINATION

The following RMHS departments are specifically responsible for providing enhanced service coordination through a variety of programs and age groups. Examples of enhanced services in each program include:

	<p>INTAKE</p> <p>Enhanced Services: Increased time spent with each Denver resident during the intake process to provide options counseling and assess needs that could be met through an MLSP for individuals seeking eligibility/enrollment, but not yet enrolled in a program.</p>
	<p>EARLY INTERVENTION SERVICES</p> <p>Enhanced Services: Reduced wait times for children from birth to age 18 to receive diagnostic evaluations for developmental delays and disabilities so therapies are provided as soon as possible.</p>
	<p>CHILDREN'S CLINICAL SERVICES</p> <p>Enhanced Services: Children receiving Early Intervention services receive enhanced clinical services, as well as virtual training programs for parents such as potty training (English/Spanish), parent coaching and speech training. In addition, there is no waitlist for children under age three for diagnostic evaluations for autism.</p> <p>In 2021, mill levy funding supported the children's clinical team in providing EI assessment and treatments each month for Denver children. On average 173 unique Denver children received assessments and nearly 696 received early intervention treatments each month.</p>
	<p>FAMILY SUPPORT SERVICES PROGRAM</p> <p>Enhanced Services: Additional funding beyond state dollars for direct services and case management for families of children ages 3 and older with I/DD.</p> <p>Because of mill levy funding, RMHS demonstrated their capacity to meet more families needs, which led to an increase in state funding, which eliminated the FSSP waitlist in 2021. However, mill levy stands ready to serve children that surpass the state allotted enrollment numbers.</p>

ENHANCED SERVICE COORDINATION	2021 NUMBER OF PEOPLE SERVED ²
Intake	3,563
EI Colorado Services	2,260
EI Denver Services	91
Family Support Services Program	1,513
Service Coordination (HCBS and State SLS)	1,341

² Some individuals receive services from more than one RMHS program during the year, and therefore they were included in each program's count.

COMMUNICATIONS AND OUTREACH

Community outreach provides RMHS with opportunities to connect with Denver residents, build community partnerships, share thought leadership-based articles and resources, and extend our reach so all eligible individuals know how to access support and services through RMHS programming and mill levy resources.

2021 C&O Highlights



16 in person events



11 virtual events and outreach opportunities



54,854 people reached through events



2,659 people reached with newsletters



4,500 people reached with social media



Great opportunity to meet clients and connect and network with other organizations!
- RMHS Employee

OUTREACH THROUGH MILL LEVY

The Communications and Outreach (C&O) team works collaboratively and cross-functionally to strategize, create, and execute organizational outreach efforts. These outreach activities take several forms:



Participation in in-person and virtual community events



Creation and distribution of RMHS program collateral and branded giveaways



Robust external communications with a heavy focus on providing value through thought leadership



Maintaining and continuously updating the RMHS website to include vetted community resources, upcoming community events, up-to-date program information, and an active blog



Providing Mill Levy Community Initiative support and awareness via external-facing content and internal information sharing so RMHS staff can share service options with the people they support



Translating all newsletter content and posted blogs to Spanish to ensure the farthest reach and accessibility for Spanish speakers. Translation for other languages also available upon request



Conducting virtual Community Advisory Council meetings (9 meetings in 2021)



Holding a virtual RMHS Mill Levy Community Forum

2021 MILL LEVY COMMUNITY FORUM: PAVING THE WAY FOR STUDENT SUCCESS

This virtual presentation held on Nov. 4, 2021, was designed for DPS teachers, staff, families, and community members. Attendees could choose to attend the presentation in either English or Spanish.

RMHS
Rural Mills - Urban Services

Mill Levy Community Forum

Paths to Create a Child's Future

School is back in session! The RMHS Mill Levy Program is here to support teachers, parents, and children to get on the right paths to create promising futures. Please join us November 4th as we embrace the power of community to share resources and services through RMHS and how we can work directly with Denver Schools. Sessions in English and Spanish.

Date: November 4th, 2021
Time: 5:30 pm

Location:
[Click here to join the event](#)

Meeting Agenda:
5:30 pm - 6:00 pm
RMHS Mill Levy Program Overview (Interpretation Provided)
6:00 pm - 7:15 pm
RMHS Denver Public Schools Liaison Presentation (Live English Session)
7:15 pm - 8:30 pm
Sesión de español

RMHS
Rural Mills - Urban Services

Mill Levy Community Forum

Pavimentando el camino para el éxito de los estudiantes

La escuela está de vuelta, y el programa Mill Levy de RMHS está aquí para apoyar a los maestros, a los padres y a los estudiantes a pavimentar los caminos hacia un futuro brillante y prometedor. Por favor únase con nosotros el 4 de noviembre para acceder el poder de la comunidad, compartir recursos y servicios y hablar sobre las diferentes maneras en que trabajamos con las escuelas de Denver para fomentar el éxito de los estudiantes. Las sesiones son en inglés y en español.

Fecha: 4 de Noviembre 2021
Tiempo: 5:30 pm

Reunión Virtual
[Haga clic aquí](#)

Agenda de la reunion:
5:30 pm - 6:00 pm
Descripción general del programa RMHS Mill Levy (Interpretación al español disponible)
6:00 pm - 7:15 pm
Sesión de inglés
Presentación: Enlace de RMHS con las Escuelas Públicas de Denver
7:15 pm - 8:30 pm
Sesión de español
Presentación: Enlace de RMHS con las Escuelas Públicas de Denver

PRESENTATION HIGHLIGHTS

- ✓ Overviews of RMHS programs and services for students ages 3-21
- ✓ Introduction of RMHS Denver Public Schools Liaison role
- ✓ The process to access services through intake and enrollment
- ✓ How RMHS works with DPS to create a support structure that facilitates student success

RMHS INITIATIVES

RMHS uses a portion of mill levy funding to mitigate barriers to services and supports through dedicated staff positions and targeted programs through RMHS Initiatives.

In 2021, RMHS utilized \$466,898 in mill levy funds to meet system gaps, extend our reach to Denver residents with I/DD, and ensure people waiting for other services or seeking eligibility or services were accessing mill levy-funded resources as needed.

DEDICATED STAFF POSITIONS

RMHS uses mill levy funds to staff positions, which provide targeted service coordination to Denver residents with I/DD that do not receive RMHS CCB case management services. In 2021, RMHS maintained all mill levy dedicated staff roles in each program and added additional roles including Infant Specialists and Denver Public Schools (DPS) Liaisons. Roles may include more than one staff position.

Each mill levy dedicated roles, key accomplishments, and visions for 2022 are shared below:



Infant Mental Health Specialist

This role provides families, service coordinators, and therapists with information related to the social-emotional development of children in the Infant and Early Childhood programs at RMHS. The person in this role also provides consultations, trainings, and direct mental health services for infants, toddlers, and their families.

Key Accomplishments

In 2021, the Infant & Early Childhood Mental Health Clinician successfully built a unique caseload of families, provided weekly therapy sessions to an average of **12** families per week, created **10** staff trainings on trauma-informed topics, and launched a new service called “Gap Support” which provided crisis help to over **15** families.

Vision for the Future

“Provide reflective supervision to other clinicians as they expand their understanding of this unique field.”



Early Intervention (EI) Engagement Specialist

This role works to increase engagement and identify needs, gaps, and barriers throughout all stages of the Early Intervention program to improve services and the overall experience for all participants.

Key Accomplishments

In 2021, the EI Engagement Specialist received **56** referrals from families who needed support in determining their child’s eligibility for the Early Intervention Program, provided training, information, and resources to **9** community partners, and in a collaborative effort with the Children’s Clinical team, the EI Engagement Specialist helped collect **33** mill levy funding requests to provide families coming home from the NICU with meal deliveries and infant supplies.

Vision for the Future

“Looking forward to 2022, the EI Engagement Specialist role will continue to expand partnerships within the community to open doors for new programs and offerings to ultimately support the needs of families at each stage of their engagement with Early Intervention services.”



Denver Public School (DPS) Liaison & Mill Levy Children’s Service Coordinator

This year, RMHS added the Denver Public School Liaison (DPS) role. Because of the size of the district and desire to have cross coverage, the two children’s roles, Mill Levy Children’s Service Coordinator and DPS Liaison work in a hybrid model. Staff in this position maintained direct contact with the DPS school district, community members, and families with children and young adults ages 3-21 who are not yet enrolled in services with RMHS. Staff in this role also assisted families in Denver County who do not require ongoing case management with funding for their child who has a developmental delay (ages 0-4) or intellectual/developmental disability (ages 5-17)

Key Accomplishments

In 2021, the DPS Liaison and ML Children’s Service Coordinators developed resources for DPS staff, teachers, and families which detailed the benefits of the DPS Liaison role along with an overview of the RMHS intake and enrollment process, sent DPS Staff **340** packets of information about RMHS Services, conducted **45** meetings with DPS teachers, staff, and community agencies, and shared an overview of the DPS Liaison role to all **223** schools in the DPS district.

Vision for the Future

“The DPS Liaison & Mill Levy Service Coordinators envision strengthening their collaboration with DPS and other community agencies who provide services and supports to students and young adults with I/DD, ensuring a strong community support network that facilitates individual success.”





Denver Early Steps (DES) Program Manager

This role oversees the service coordinators and clinicians who provide services and supports for families who have a child in the DES program.

Key Accomplishments

In 2021, the DES Program Manager developed DES program requirements and framework to support the Denver children impacted by the 2020 EI Colorado Eligibility change. The DES program provided services to **55** children.

Vision for the Future

“In the next year, we will continue to grow the DES program, expand the services offered to families, and continue to close service gaps for children in Denver.”



Crisis Case Manager

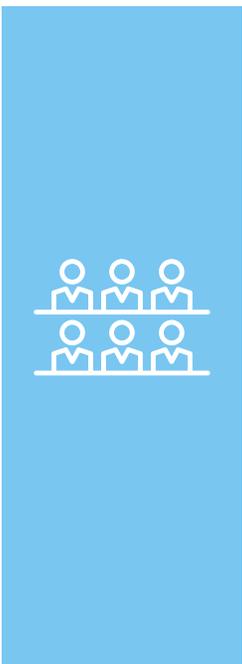
This role provides trauma-informed care and consultations for families, children, and adults with complex needs who are in crisis situations.

Key Accomplishments

In 2021, the Crisis Case Manager consulted over **50** individual cases, collaborated with or provided educational trainings for **14** community organizations, conducted **7** investigations involving mistreatment, abuse, neglect, or exploitation, and provided **17** pieces of training materials, and maintained a current list of community resources.

Vision for the Future

“I am passionate about increasing and improving access to community-based services and I hope to expand efforts in emergency support knowledge and options.”



Mill Levy HCBS Service Coordinator

This role monitors the HCBS-DD waitlist, provides options counseling for individuals and families about available services and supports through Medicaid waivers, mill levy funding, and community resources, and coordinates mill levy services for individuals who are not eligible for long term care Medicaid, enrolled in a non-I/DD Medicaid waiver (Elderly, Blind, Disabled Wavier, CMHS, HCA) and enrolled in case management services with another CCB and reside in Denver

Key Accomplishments

Successfully transitioned this full time position from supervision through RMHS CCB service coordination to the Mill Levy Program Team. This transition allows for better coordinated and targeted outreach efforts and collaboration across RMHS departments.

Vision for the Future

“We are excited about the work we are doing to ensure that all Denver residents with I/DD have access to the services they need to live in the community regardless if they receive services from RMHS or if their legal residency status excludes them from state and federally funded programs.”

HCBS MILL LEVY SERVICE COORDINATOR

RMHS served more than 4,500 unique Denver residents with I/DD in 2021. Most of these individuals receive service coordination through RMHS CCB programs. When services are received outside of RMHS, the Mill Levy service coordinators step in and provide assistance to individuals not tied to these programs because they are:

- Receiving service coordination through another CCB
- Enrolled in a non-I/DD long term services and supports program through the State
- Not eligible for state/federally funded services due to legal status
- Not receiving any other services and supports

In 2021 the ML HCBS Service Coordinator assisted **99** Denver residents to access individualized services and supports to benefit their lives in their community of choice.

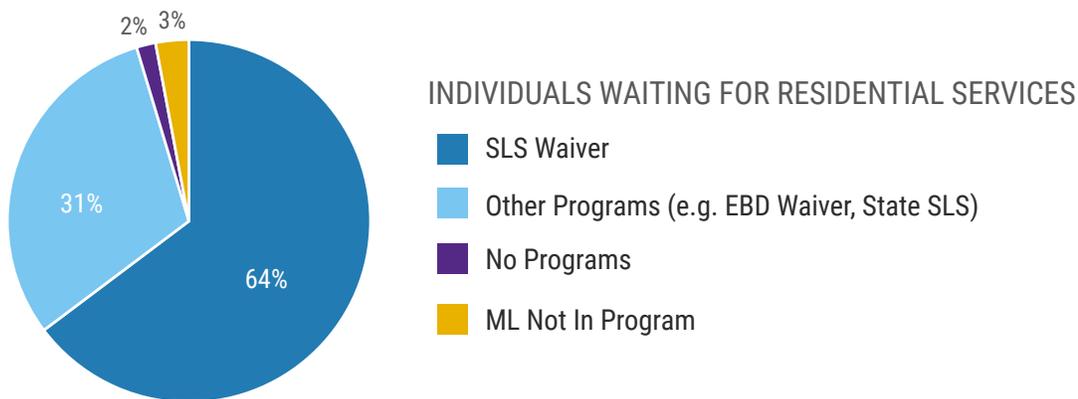


Thomas's Story

While Thomas patiently waited on the DD Waiver waitlist, he received support through the SLS Waiver Program. After receiving financial support for some time, Thomas ran out of units through his SLS Waiver and no longer had resources to purchase food or pay for his cost of living. This lack of funds lasted for four months. After that time, Thomas' father worked with their case manager to submit an Individual Request for support from mill levy, and they received the money that they needed to pay for their cost of living, food, and other housing stabilization essentials.

Mill Levy Service Coordination

The RMHS Mill Levy Program actively manages a "Not-in-Program" caseload that is open to all eligible Denver residents. The ML HCBS service coordinator proactively identifies eligible Denver residents that may not be receiving services through RMHS CCB services. They utilize the wait list for residential services as one way to identify these individuals. Because RMHS is the CCB for Denver, and also the Single Entry Point (SEP) for the other state funded programs, the ML HCBS service coordinators can easily target outreach efforts.



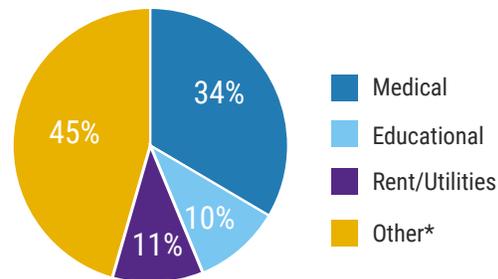
In 2021 about 800 Denver residents with I/DD were waiting for waiver residential services, but only 22 were not receiving any other services at all.

Other efforts to reach eligible Denver residents include close coordination with our Intake department and targeted efforts through the RMHS Communications and Outreach team, as well as our dedicated staff positions, such as the DPS Liaison and EI Engagement Specialist. We also work with our mill levy funded Community Initiative partners who actively refer Denver residents with I/DD to RMHS.

No less than annually the ML HCBS service coordinators contact known eligible residents who are not regularly receiving service to offer access to mill levy funding through individual requests and MLSPs. In 2021, the ML HCBS service coordinator managed 36 MLSPs and utilized nearly \$34K through 176 Individuals Requests.

2021 ADULT WAITLIST COORDINATOR CASELOAD	
Not on a waitlist, receiving other services (CHRP, CLLI, Foster Care)	2
Not on a waitlist - no other services	11
Active with another CCB	19
On HCBS-DD Waiver Waitlist - no other services	22
On HCBS-DD Waiver Waitlist - with other services (EBD, CMH, HCA)	36

INDIVIDUAL REQUEST



*(i.e./ furniture, clothing, exercise equipment, recreational activities)

MLSP: DAY PROGRAMMING SERVICES

Client Story

One eligible person enrolled in the Home Care Allowance program also received day programming services through an MLSP. He was able to participate in supported community connections 4 days per week with a small group to participate in fun activities, engage with peers, increase social and safety skills, and enhance his quality of life. He recently graduated from high school and otherwise would not have had any structured activities or programs to spend his time.

MLSP: MUSIC THERAPY

Client Story

Another Denver resident with I/DD who happens to access services through the HCBS-EBD waiver had additional service needs that were not covered through his waiver was also eligible for Denver mill funding. He received music therapy through an MLSP to support his communication needs and helps him to better express himself.

EARLY INTERVENTION INITIATIVES

CHILDREN’S CLINICAL TEAM SUPPORTS

Mill levy dollars provide funding to the RMHS Developmental and Behavioral Health Department for clinical and support services for children enrolled in EI Colorado or one of the EI Denver supplemental programs for children that are in need of EI services but are not able to receive these services through the State funded EI Colorado Program.

EI COLORADO CHILDREN’S CLINICAL

Mill levy funding provides a per month rate for each child that receives an assessment and/or treatment from the DBH clinical staff. These funds allow RMHS clinicians to offer timely comprehensive diagnostic evaluations and high-quality EI professional service for services that would otherwise exceed limits set by other payers, home-based services, and care coordination intended to increase quality of care and support best practices.

EI DENVER PROGRAM

There are three areas of support provided including:



Transition Home Program

Families with infants in the Neonatal Intensive Care Unit (NICU) may feel unprepared when it comes time to bring their babies home. These infants have a categorial diagnosis making them eligible for early intervention services, but there can be several week delays before services begin. **In 2021 RMHS provided services and supports to 36 infants and their families through the mill levy funded Transition Home Program (THP).** This program eases the transition from the hospital to a home setting during what can be a sensitive and challenging time when many parents find that they need additional support while waiting for early intervention services to begin.



Denver Early Steps

In 2021 RMHS provided EI services to 55 children with developmental delays that no longer qualified under the State’s eligibility threshold. Mill levy funding provides comprehensive service coordination that mirrors the requirements in the state funding EI Program as well as the enhanced services that mill levy covers in other RMHS programs.



Non-EI Children's Clinical

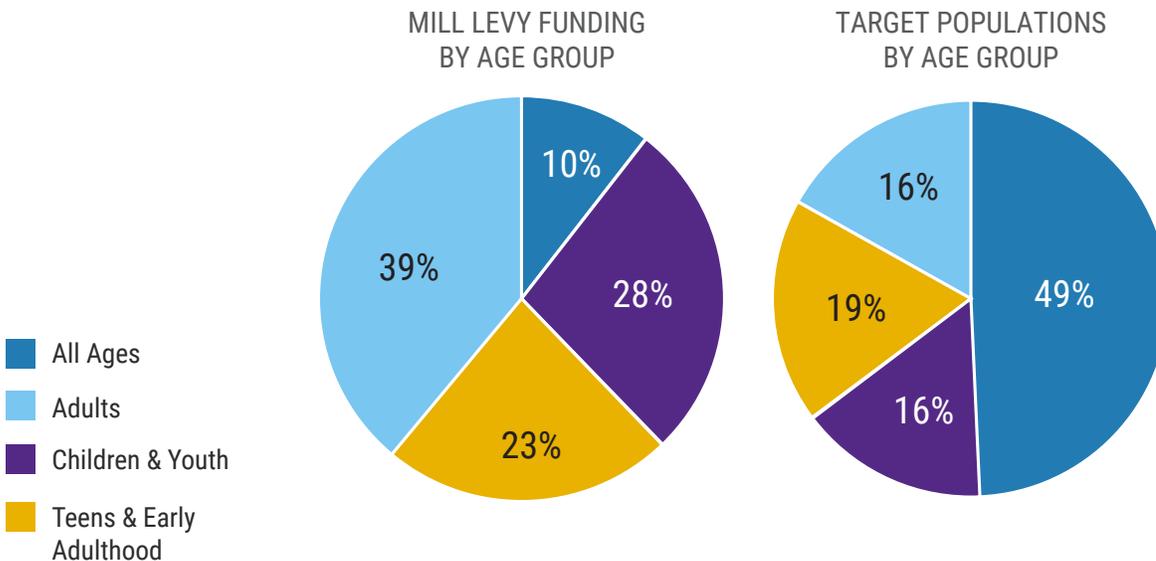
The RMHS children's clinical team provided diagnostic evaluations for 69 children that no longer qualified to receive evaluations through the State’s EI Colorado program due to their age. This mill levy funded initiative connects children that are over the age of 3 with qualified clinicians to assess for developmental delays, including autism. It also eliminates typically long wait periods for Denver families with children in this age group.

COMMUNITY INITIATIVES

In 2017, RMHS began funding one-year grant opportunities to community agencies with unique and innovative ideas to benefit Denver’s eligible residents and address I/DD service options that are not available through traditional funding sources. Since then, the Mill Levy Program with support from the Community Advisory Council and stakeholder feedback has continued to shape the funding opportunities to address funding priority areas and extend the reach of the community initiative projects to more Denver Residents with an emphasis on diversity, equity, and inclusion (DEI).

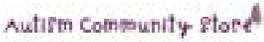


In 2021, RMHS made the decision to offer one-year extensions to each project that successfully adapted their project to meet the unpredictable demands of the pandemic. Despite the challenges, these projects demonstrated resiliency, innovation, and passion by adjusting their scope and service delivery options while staying true to the original intent of the project and demonstrating positive outcomes. As such, RMHS renewed 26 Community Initiatives contracts and awarded two new contracts awarded through the limited 2021 funding opportunity process. As a result, during 2021 the 28 projects collectively utilized **\$3,250,124 in mill levy funding and impacted 1,719 unique, eligible residents across all ages.**



PROJECTS SERVING ALL AGES

843 Unique Individuals benefited from \$320,903 from the following mill levy funded projects

	<p>The Autism Community Store is a social enterprise that offers hard-to-find products, resources, support, social and recreational activities, training, and employment opportunities to the I/DD community</p>	<ul style="list-style-type: none"> • Basic Needs & Environmental Supports • Diversity, Equity, and Inclusion • Education & Increasing Independence • Social & Recreational • Training & Support
	<p>Probate Power focuses primarily on special needs planning for individuals and families with disabilities, but also assists clients with all other aspects of estate planning and probate administration. Services include, but not limited to, preparing simple and complex wills, revocable living trusts, special needs trusts, financial power of attorney documents, uncontested guardianships/ conservatorships, ABLE accounts, probate administration, and advanced medical directives.</p>	<ul style="list-style-type: none"> • Basic Needs & Environmental Supports • Education & Increasing Independence
	<p>Guided by Humanity provides accessible, inclusive, and compassionate yoga and mindfulness programming. GBH creates space to meet the needs and accommodate all students through adaptive techniques and cultural and linguistic competency.</p>	<ul style="list-style-type: none"> • Behavioral & Mental Health • Diversity, Equity, and Inclusion • Social Recreation • Training & Support
	<p>The Mile High Connections Matter! Supports families with children, youth, and adults with I/DD. The project shares knowledge and information and offers emotional support so that they do not feel alone in their parenting journey. In turn, experienced parents are trained to provide the same support to their peers that are new to parenting a child with delays or an I/DD. Through a unique matching program, the organization can provide individual support upon request to Denver families.</p>	<ul style="list-style-type: none"> • Behavioral & Mental Health • Diversity, Equity, and Inclusion • Education & Increasing Independence • Training & Support

PROJECTS SERVING ALL AGES: AUTISM COMMUNITY STORE AUTISM RESOURCE FAIR



Hundreds of residents local to the Denver metro area attended the 2021 Autism Resource Fair to connect with local providers, mingle with members of the autism community, and learn more about community resources. The event featured 85 different autism service providers, fun activities for the whole family, a silent disco party, and much more.

Client Story

PROJECTS SERVING CHILDREN AND YOUTH

269 unique individuals benefitted from \$927,988 from the following mill levy funded projects

	<p>Utilizing a unique Social Aptitude Inclusive Play model (SAIP), Connect Us trained facilitators guide children with I/DD and their typically developing peers through physical, creative, and collaborative activities while building social and emotional skills, self-confidence, and personal identity in a loosely structured social setting.</p>	<ul style="list-style-type: none"> • Behavioral & Mental Health • Social Recreation • System Gaps • Training & Education
	<p>The Resource Center and Community Navigator empowers people with disabilities and their families, with information and training to help them become their best advocate. The purpose of the resource center is to provide culturally competent community navigation and support services to meet prevalent needs as well as increased awareness of and accessibility to services for non-English speaking immigrant families.</p>	<ul style="list-style-type: none"> • Social Recreation • System Gaps • Training & Education
	<p>Qualified and willing BCBAs and staff offer a Severe Behavior Day Treatment Program for eligible children and youth with severe behaviors. The project also offers training for their parents/caregivers that Medicaid does not cover. These youth have exhausted other treatment/provider options and are at risk of out-of-state and/or out-of-home residential placement.</p>	<ul style="list-style-type: none"> • Behavioral & Mental Health • System Gaps • Training & Education
	<p>Experts from the Family, Infant and Toddler (FIT) Program at Laradon connect families to resources in their community with the overall goal of reducing family stress. This project focuses on the basic needs of children, allowing parents to better support their children's overall needs.</p>	<ul style="list-style-type: none"> • Basic Needs & Environmental Supports
	<p>The 3-5 project supports parents with children entering the school system. The project offers training in accessible locations at convenient times for parents. Training topics include navigating special education, behavior is communication, how to advocate for your child, making friends, transitions from pre-k to kindergarten and components of an IEP.</p>	<ul style="list-style-type: none"> • Behavioral & Mental Health • Education & Increasing Independence • Training & Support • System Gaps
	<p>The BRANCH project empowers children who have experienced abuse, neglect, and trauma to heal and change their life's story bravely and safely through educational and therapeutic services.</p>	<ul style="list-style-type: none"> • Behavioral & Mental Health • Education & Increasing Independence • Social & Recreation • Training & Support • System Gaps
	<p>Qualified ECSE licensed teachers and therapists carry out the Rise School of Denver's mission to provide the highest quality early childhood education for all children, including children with developmental disabilities in an inclusive setting.</p>	<ul style="list-style-type: none"> • Behavioral & Mental Health • Education & Increasing Independence

PROJECTS SERVING CHILDREN: EVOKE BEHAVIORAL HEALTH - AGES 7-18

Client Story

Last year, Evoke Behavioral Health supported an eleven-year-old boy who had a history of seizures and needed regular support from a nurse to provide meals through a gastrostomy tube (g-tube). He exhibited some challenging behavioral traits which made it all the more pertinent that he had someone who could handle his unique needs with skilled care. To provide the highest level of support and care, his family engaged with the Severe Behavior Treatment Program (SBTP) at Evoke Behavioral Health to create a plan that would address both his medical and behavioral needs. These trainings taught his family how to facilitate his g-tube feedings and execute a defined action plan to address his seizures at home. They also received much-needed adaptive equipment not covered by Medicaid, as well as additional consultation from a Registered Nurse to help elevate his at-home care. He can now live comfortably and safely in his home and receive the highest level of support and medical assistance he needs from his family members.

PROJECTS SERVING TEENS AND EARLY ADULTHOOD

321 Unique Individuals Benefited from \$761,613 from mill levy funded projects

	<p>The RAMP project provides evidence-based, career focused mentoring/career exploration opportunities for youth with disabilities and other challenges. The RAMP Youth Intensive Services project targets eligible youth in and out of foster care to promote a successful transition into early adulthood in a peer oriented, adult and community supported environment.</p>	<ul style="list-style-type: none"> • Behavioral & Mental Health • Diversity, Equity, & Inclusion • Education & Increasing Independence • Social & Recreation • Training & Support • System Gaps
<p>ACEConnect</p>	<p>The Passport to Independence project uses community-based instruction to assist students in gaining self-determination and independent living skills. This DPS program helps youth set and achieve their post-secondary and independent living goals as they transition out of high school to live an active life within their community.</p>	<ul style="list-style-type: none"> • Education & Increasing Independence • Training & Support
	<p>The Transitioning Young Adults project utilizes digital technology bring awareness of the multiple domains of adult life, encourage practice of essential life skills, and provide opportunities for the participants to make lasting improvements in their personal economics and overall physical, mental, and social well-being.</p>	<ul style="list-style-type: none"> • Education & Increasing Independence • Training & Support
	<p>The Jovial Gardens project converts 25 lawns and public spaces into garden classrooms in low-income Denver neighborhoods. Utilizing the classrooms, individuals with I/DD engage in job training and learn marketable skills in “seed to table” programming. Opportunities include growing produce, harvesting crops, nutritional planning and learning to make healthy meals.</p>	<ul style="list-style-type: none"> • Behavioral & Mental Health • Education & Increasing Independence • Social & Recreation • Training & Support • System Gaps

PROJECTS SERVING TEENS AND EARLY ADULTHOOD

321 Unique Individuals Benefited from \$761,613 from mill levy funded projects

	<p>The Revel Lounge project offers an environment where people with and without disabilities can connect, work, learn, build relationships and thrive together. There are also opportunities for individualized behavior therapy in a variety of non-traditional settings from the REVEL Supports program</p>	<ul style="list-style-type: none"> • Education & Increasing Independence • Social & Recreation
	<p>TACT is a trade and technical training program aimed at youth and young adults with autism spectrum disorder (ASD). TACT's goal is to increase students' proficiency in their marketable interest(s), imparting skills and confidence needed for workplace preparation and future employment.</p>	<ul style="list-style-type: none"> • Education & Increasing Independence • Social & Recreation • Training & Support • System Gaps
	<p>Project Independence is a training program for parents and eligible youth ages 14-21 to help parents understand the nature of their child's disability and the resources available to support a successful school experience and post-secondary life for their child. In turn youth better understand their educational, developmental, and transitional needs resulting in a successful postsecondary outcome. Training topics include transition on the IEP, person-centered planning, disability planning, employment, college and living independently.</p>	<ul style="list-style-type: none"> • Education & Increasing Independence • Training & Support • System Gaps
	<p>Thrive Autism Collaborative piloted a new model of parent coaching in Parent-Mediated Early Start Denver Model (P-ESDM) designed for parents unable to access P-ESDM through publicly funded early intervention programs. The project affords providers broader access to reach far more families than previous workshops allowed.</p>	<ul style="list-style-type: none"> • Education & Increasing Independence • Training & Support • System Gaps

PROJECTS SERVING TEENS TO EARLY ADULTHOOD: ABILITY CONNECTIONS: READY TO ACHIEVE MENTORING PROGRAM (RAMP) - AGES 13 TO 25

Miranda was a high school student with an inherent love for animals - a passion that she hoped to one day turn into a fulfilling job. During one of Miranda's Individualized Education Program (IEP) meetings, a specialized learning strategy to help students with disabilities to be successful in school and beyond, she expressed her desire to work with animals. Miranda's mentor through the Ready to Achieve Mentoring Program at Ability Connections was present in this particular IEP meeting and took action by arranging for a representative from the local Dumb Friend's League shelter to come to the school as a guest speaker. From there, Melissa's mentor helped her to engage a conversation with the visiting representative to express her interest in working for the organization. As a result, Melissa was offered a position as a Kennel Tech at the Dumb Friend's League.

Client Story

PROJECTS SERVING ALL ADULTS

286 unique individuals benefitted from \$1, 273, 281 from mill levy funded projects

	<p>Access Gallery is an inclusive nonprofit organization that engages the community by opening doors to creative, educational, and economic opportunities for people with disabilities to access, experience, and benefit from the arts.</p>	<ul style="list-style-type: none"> • Diversity, Equity, & Inclusion • Education & Increasing Independence • System Gaps
	<p>Fully trained and certified Activity Options staff provide small group, weekend, and evening community activities, as well as overnight travel within Colorado and nearby states for eligible individuals. Project participants choose interest areas such as music, theater, local events, physical activities and/or social opportunities.</p>	<ul style="list-style-type: none"> • Education & Increasing Independence • Social & Recreational • System Gaps
	<p>Colorado Fund for People with Disabilities through their Mission Supports project seeks out individuals at risk of or currently experiencing homelessness that consider Denver their community and potentially meet I/DD eligibility criteria. If the eligible person wants to pursue support services, the Mission Supports team provides intensive case management and mentorship to complete the eligibility and enrollments process for long term services and supports.</p>	<ul style="list-style-type: none"> • Behavioral & Mental Health • Diversity, Equity, & Inclusion • Education & Increasing Independence • System Gaps • Training & Support
	<p>The IPS Supported Employment project provides employment services to assist people with intellectual and developmental disabilities (I/DD) to attain competitive and integrated employment (CIE) through job coaching, skills training, and placement. Their model also supports people with I/DD and co-occurring mental illness, allowing supported employment for eligible individuals with behavioral health conditions work at regular jobs of their choosing.</p>	<ul style="list-style-type: none"> • Diversity, Equity, & Inclusion • Education & Increasing Independence • System Gaps
	<p>The ResourceAbility project provides eligible adults, case managers and caregivers with “financial health” tools through digital technology and education. The project offers the “Financial Health” and “More Than a Job” classes that are designed to provide opportunities to develop strategies to manage resources, reduce stress and improve overall health.</p>	<ul style="list-style-type: none"> • Education & Increasing Independence • Training & Support • System Gaps

PROJECTS SERVING ALL ADULTS

286 unique individuals benefitted from \$1, 273, 281 from mill levy funded projects

	<p>Laradon and the Mental Health Center of Denver (MHCD) operationalize their partnership to provide mental health services for dually diagnosed eligible individuals. This partnership sets out to increase cross-cultural competency and increase the availability of providers able to work within this population.</p>	<ul style="list-style-type: none"> • Education & Increasing Independence • Training & Support • System Gaps
	<p>Enhanced Behavioral Services provide support beyond Medicaid-defined services, specifically designed for adults dually diagnosed. Services include crisis support, training, and consultation. This project identifies and bridges gaps in funding support to inform needed system change.</p>	<ul style="list-style-type: none"> • Education & Increasing Independence • System Gaps
	<p>The Wayfaring Band (TWB) provides real-world opportunities for individuals with I/DD to practice independent living skills and build genuine relationships with other individuals with and without I/DD. They have opportunities to develop their capacity to make choices and self-advocate through anti-ableism and anti-racist education, socialization, and transformative adventure travel experiences.</p>	<ul style="list-style-type: none"> • Diversity, Equity, & Inclusion • Education & Increasing Independence • Social & Recreational • Training & Support

PROJECTS SERVING AGES 18+: COLORADO FUND FOR PEOPLE WITH DISABILITIES: MISSION SUPPORTS PROGRAM – AGES 18 AND UP



For 21-year-old Kiambu, an official I/DD diagnosis was the only thing standing between him and the housing support he needed. But this barrier was removed after he started working with Mission Supports. The Mission Supports Program helped Kiambu gather documentation to obtain his official I/DD diagnosis, and while they waited, Mission Supports helped to fund temporary housing not otherwise covered by his Social Security Disability Insurance. Within 11 months, Kiambu was approved for a housing voucher, moved into his own apartment, and began receiving additional in-home support through his new Supported Living Services Medicaid waiver. All was made possible by the intensive case management that he received from the staff at Mission Supports, and thanks to them, he now has a safe place to call home.

Client Story

ADDITIONAL SUPPORT FOR FAMILIES

RMHS recognizes how important mill levy funds are in meeting the unique needs of individuals and families. The Mill Levy Program allows RMHS the financial flexibility to pivot quickly and assist people who have pressing or unmet needs. Here are some examples.

MILL LEVY CULTURAL PASSES

The COVID-19 pandemic bound most people to their homes, but as the country began to ease restrictions, individuals and families saw exciting opportunities to safely re-enter the community. To make cultural outings accessible to Denver residents with I/DD and their families, mill levy funded Cultural Passes, which provide full, year-round access to local attractions that individuals and families may not have been able to afford on their own, such as the Denver Zoo, Children’s Museum, Denver Aquarium, and more.

In 2021, Mill Levy provided 1,013 Cultural Passes to 648 families.

TRANSITION HOME PROGRAM - INFANT PACKAGES

Transitioning home from the NICU is a challenging time for most families. The Mill Levy Program aims to reduce the stress that families experience when transitioning home from the NICU by providing qualifying families with infant packages. In July 2021, the Transition Home Program expanded its reach to provide eligible families with an infant essentials package and a \$400 Five Eggs food delivery service gift card. These resources help families meet basic needs so they can focus on the health and wellbeing of their baby.

In 2021, 22 families transitioning homes from the NICU received an infant package, totaling 22 in mill levy funding.



Aaron’s Story

Aaron, who uses a wheelchair, loves to visit the zoo, and his parents gladly take him as often as they can. Annual memberships to the Denver Zoo make frequent trips more affordable, but due to other financial commitments, Aaron’s family did not have additional funds to purchase their usual Denver Zoo membership last year. But, the Mill Levy Cultural Pass Program was gifted to Aaron, allowing his family to receive an annual membership to the zoo, ensuring Aaron and his family could continue doing what he loves most - visit with the resident animals as often as he likes!

SUMMARY

RMHS provides service coordination and direct services to adults and children with I/DD in Denver and surrounding areas. As the CCB and single point of entry for individuals seeking assistance for needs related to I/DD, RMHS is in the best position to meet this community's needs. RMHS has remained steadfast in the goals of the Mill Levy Program to:

- increase access to services
- provide flexibility
- include a diverse mix of provider options
- person-centered solutions to help meet individualized needs

RMHS is grateful to the City and County of Denver for its generosity to people with I/DD. We are honored to serve these individuals every day. RMHS is resolved in our commitment to embrace challenges and to create responsive and innovative solutions through mill levy funding as demonstrated throughout this year. We were not only able to reshape existing programs, develop new service options, and fill systems gaps, but we continued to provide the individualized wrap-around services that enhance people's quality of life and wellbeing, making a world of difference for the people we serve and their families.

For questions about this report contact:

Amy Becerra

RMHS Mill Levy Director abecerra@rmhumanservices.org

RMHS 2021 Annual Mill Levy Report –not intended to be used for audit purposes