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2017 Quarter 1 Report on Intellectual and Developmental Disability Services Supported by Denver Mill Levy Funding

January 1, 2017 – March 31, 2017

Introduction

Rocky Mountain Human Services (RMHS) provides case management and direct services to individuals with Intellectual or Developmental Disabilities (I/DD) in Denver County and surrounding communities. We have a variety of funding sources for our organizational programs, and utilize Mill Levy funds to increase services and access to opportunities for individuals with Intellectual or Developmental Disabilities (I/DD) in Denver County. The Mill Levy Program distributes funds for services and supports through two primary methods:

- **Program agencies.** Organizations serving Denver residents with Intellectual and Developmental Disabilities access funds to address system gaps, program caps, and capacity issues as well as to serve groups of individuals in need.
- **Individuals.** Residents of Denver County with Intellectual and Developmental Disabilities access services for a variety of needs. These services are delivered through numerous program agencies.

Table 1: Summary of First Quarter 2017 Results

Total Mill Levy Funds Utilized	\$1,845,531.33
Number of Individuals who benefited (individuals may be counted in more than one area)	4700
Number of Organizations/Persons who received Mill Levy Funding to provide services	363

RMHS's Role as a Community Centered Board

Rocky Mountain Human Services (RMHS) is the designated Community Centered Board (CCB) for the City and County of Denver. Authorized CCBs determine eligibility of I/DD individuals within respected counties, CCBs serve as the single point of entry for persons to receive services and supports under section 25.5-10, C.R.S., and provide authorized services and supports to persons either directly or under contract from other service agencies.

First Quarter 2017

For the First Quarter of 2017, Mill Levy funding has been utilized by a variety of community-based organizations for an ever-increasing number of services to meet individual's needs. In some cases, Mill Levy funding was used to address system gaps and program service limitations of other funding sources such as Medicaid. In other circumstances, RMHS has been expanding its reach beyond Medicaid services by partnering with community providers and funding projects and services to meet individuals' needs.

For the first Quarter 2017, the total Mill Levy Expenditures by Program Area was:

Table 2: First Quarter 2017 Mill Levy Expenditures

Mill Levy Program Areas	Q1 2017 Expenditures
Early Intervention	\$ 172,422.16
Family Support and Respite Care	\$ 178,096.86
Life Essentials Provider Network	\$ 169,844.66
Comprehensive Residential Services	\$ 56,437.13
Service Coordination (Case Management)	\$ 301,283.47
Assessment and Consultation Team	\$ 168,359.40
Behavioral Health	\$ 189,039.44
Community Outreach and Communications	\$ 43,852.25
Special Project Funds	\$ 566,195.96
Total	\$ 1,845,531.33

Early Intervention (EI) Services

The EI Colorado program provides eligible infants and toddlers and their families, with services and supports to enhance child development in the areas of cognition, speech, communication, physical development, motor development, vision, hearing, social or emotional development, and self-help skills. Early Intervention is a public health entitlement program and therefore does not have a waitlist.

The two primary services that are performed for Early Intervention (EI) Services include case management and direct services. In the EI program, case management reimbursement for services are capped at 60 hours annually, and a Community Centered Board is required to pay for identified direct service needs of individuals on this program. In both instances, when an individual needs more case management or direct services than is reimbursed through current funding programs, Mill Levy Funding was utilized to supplement that individual's needs. During the first quarter 2017 reporting period, an average of 1152 individuals were served in this program.

Family Service and Supports Program and Respite Care (FSSP)

FSSP is a partnership between families and publicly funded supports. The individual's and family's circumstances and needs are utilized to determine the appropriate types of services or supports which can best assist a family with the least disruption to the family lifestyle. In the FSSP program, State funding covers direct services and case management activities, both of which are capped contractually to Community Centered Boards. When an individual needs more case management or direct services than is reimbursed through current funding programs, Mill Levy Funding is utilized to supplement that individual's needs. During the first quarter 2017 reporting period, 881 individuals were served in this program. Without Mill Levy Funding, approximately 50% of individuals on FSSP would lose case management and direct services, and a waitlist would be enacted. Mill Levy funds are directly preventing a loss of services to hundreds of Denver County Residents and Families.

Life Essentials Provider Network

The Life Essentials Provider Network Program provides direct service for adults and children with intellectual and developmental disabilities through Medicaid programs such as HCBS-SLS and HCBS-CES, including home health care, daily living skills, coaching, and independent living supports. RMHS uses sub-contractors in this service model to provide services, which means that individuals have a greater choice of providers and can utilize a family member or other relative to provide those services. During the first quarter 2017 reporting period, an average of 404 individuals were served in this program. Mill Levy Funding was utilized to supplement the costs of an increased administrative burden of providing oversight to more than 300 contractors. Other CCB's in Colorado have ceased providing this service due to the higher administrative costs. Without Mill Levy Funding this option would not be available to Denver County citizens through RMHS.

Comprehensive Residential Services

The Comprehensive Residential Services Program provides direct services for adults and children with intellectual and developmental disabilities for 24/7 home living arrangements. An individual with high needs will require more services and oversight than is reimbursed through Medicaid support funding. When an individual needs more care and support than is reimbursed through current funding programs, Mill Levy Funding was utilized to supplement those individual's needs. During the first quarter 2017 reporting period, 93 individuals were served in this program.

Service Coordination (Case Management)

Service Coordination provides case management to children and adults receiving Medicaid-funded developmental disability services. Case management includes intake activities and eligibility determination, enrollment into services, and locating, coordinating and monitoring services. Service Coordinators also assist individuals with other non-developmental disability funded services, such as medical, social, education and other services.

Case management reimbursement for services is capped at 60 hours annually, and a significant portion of Case Management functions are not funded by current Medicaid funding resources. When an individual needs more case management than is reimbursed through current funding programs, Mill Levy Funding is utilized to supplement that individual's needs. During the first quarter 2017 reporting period, an average of 1325 individuals were served in this program.

Assessment and Consultation Team

The Assessment and Consultation Team provides comprehensive assessment, consultation and intervention services to infants, children and adolescents, birth to 18 years of age. As a Community Centered Board, RMHS conducts developmental assessments and diagnostic evaluations for children with autism spectrum disorder, and also uses subcontractors. The current funding for these assessments services does not reimburse for all of an individual's needs, nor for the administrative oversight of sub-contractors. During the first quarter 2017 reporting period, an average of 268 individuals were served in this program. Mill Levy Funding is utilized to supplement those individual's

needs, and to supplement the costs of an increased administrative burden of providing oversight to external contractors. Mill Levy funding in this area is making a significant impact. RMHS is able to complete diagnostic evaluations in two months or less, while other entities in the community are taking six months or longer to complete.

Behavioral Health

The Behavioral Health needs of individuals with I/DD are unique, and requires complex coordination of care needs – a population for which there are highly limited resources in our Denver community. RMHS’s behavioral health clinic is staffed with Psychiatry, Psychology, and Licensed therapists, all with specialized expertise and extensive experience in working with an individual with a dual diagnosis of I/DD and co-occurring mental health and behavioral issues. Because of the specialization of staff is required to meet these needs, the cost of providing services is greater than the current funding reimbursement. Mill Levy Funding is utilized to supplement that individual’s needs. During the first quarter 2017 reporting period, 198 individuals were served in this program.

Community Outreach and Communications

Mill Levy funds are being utilized for community outreach and communication regarding Mill Levy activities. RMHS has conducted quarterly Mill Levy Advisory Committee meetings to solicit input from the community. Our website is continually updated, materials produced, and 38 face-to-face meetings have been conducted with community partners interested in accessing Mill Levy funding for their program ideas. Mill Levy funding is utilized for this outreach and communication functions, and allows RMHS to support all individuals and providers who are interested in or are accessing Mill Levy Services.

Special Project Funds

Special Project Funds encompass a wide variety of programs that are a combination of new programs in 2017 and continuation of efforts that began in 2016. The total spent for the first Quarter of 2017 was \$566,195.96, of which \$124,299.74 was used on direct staffing expenses. This leaves \$441,896.22 in Mill Levy funds that were paid to 363 *distinct* organizations/persons to provide services. The table below provides additional details as to how the funds were utilized for individuals with I/DD in Denver County, and for what purpose.

We anticipate that this component of Mill Levy funds will continue to significantly expand over the coming months and years. RMHS has been shifting its focus to identifying necessary services at an individual’s level, which can be accessed via an individual’s Service Coordinator or through a Mill Levy Request button available on our website.

Table 3: Summary of Special Project Funds-First Quarter 2017

Types of Requests	Number of Organizations/Persons Paid	Total amount paid per request area
Assistive Technology	14	\$ 6,589.97
Behavioral Services	1	\$ 997.60
Client Rent	8	\$ 8,188.59
Client Utilities	6	\$ 4,210.63
Home Accessibility Adaptations	2	\$ 589.50
Medical Care	4	\$ 2,068.92
Moving Expenses	1	\$ 475.00
Music Therapy	1	\$ 936.00
Other	37	\$ 36,408.00
Other Professional Services	38	\$ 39,057.27
Parent Ed/Support	6	\$ 3,336.00
Personal Care	1	\$ 3,749.76
Personal Care Item, Not Otherwise specified	22	\$ 14,403.66
Recreational Activities	18	\$ 13,743.80
Rent Deposit	1	\$ 250.00
Respite-Adult	1	\$ 1,860.00
Respite-Children's	306	\$ 272,061.00
Transportation	6	\$ 4,077.00
Vehicle Modifications	1	\$ 25,190.52
Vision Services	1	\$ 3,703.00
Total	475	\$ 441,896.22

While the overall goal of Mill Levy funds is to increase services and access to opportunities for individuals with Intellectual or Developmental Disabilities (I/DD) in Denver County, there are seven prioritized areas of needs as informed by our ongoing stakeholder efforts. The areas of need of Mill Levy funding to improve the lives of individuals with I/DD are to:

1. Address clients'/families' **basic needs** and provide environmental supports
2. Improve clients' **behavioral** and/or **mental health**
3. Provide **educational** opportunities for clients and increase their independence
4. Address clients' **medical/dental** needs
5. Increase clients' social/**recreational** opportunities
6. Provide **training** and support for caregivers, providers, families, and the general public
7. Address **gaps** within the I/DD system as well as between this and other systems

There are a number of programs that are in different stages of implementation at the close of the first quarter of 2017. While these programs ramp up to be operational, we can report that nearly \$700,000 dollars in Mill Levy funds have been approved/committed to a number of community agencies that are anticipated to provide services to benefit more than 750 individuals. We will provide information in future reports about the progress of implementation of these programs.

Table 4: Current Projects in Development-2017

Services	Partners/Providers	Purpose	Budget Request Approved	Number of Individuals benefitting
Training Opportunities	Firefly	Provide training and support	\$ 2,500.00	40
Expansion of Behavioral Health Services	Laradon Hall	Improving individual's behavioral and/or mental health	\$ 50,000.00	20
Funding entrepreneurial training	Celebrate EDU	Provide educational opportunities and increase independence	\$ 178,985.00	228
Funding training program	T.A.C.T Kids: Teaching the Autism Community Trades	Provide educational opportunities and increase independence	\$ 271,142.00	228
Social/recreational outings including vacation trips	Activity Options	Increased Social and Recreational opportunities	\$ 57,712.00	85
Social/recreational outings including vacation trips	StellarCare	Increased Social and Recreational opportunities	\$ 84,400.00	10
Training Opportunities	Laradon Hall	Provide training and support	\$ 40,000.00	150
			\$ 684,739.00	761

Stakeholder Process

RMHS is continuing to refine its Mill Levy process in partnership with community stakeholders who are informing RMHS of the community and individual's needs and priorities. RMHS has made a concerted effort to engage community members and to train its provider service agencies and staff on the changes in Mill Levy programming:

- RMHS staff serve on project planning teams, leading to improved organization and impact on larger-scale projects
- The Mill Levy Steering Committee is working to establish parameters on projects in development and those in the implementation phase.
- The Community Advisory Council serves as an external reviewer of the RMHS Mill Levy Program
 - Mill Levy Management staff work to collect data, interpret findings, and share results among stakeholders at the Community Forums and across RMHS communications

Table 5: Stakeholder Assessment and Engagement Plan

Stakeholder name	Composition	Evaluation Role
Mill Levy Steering Committee	Program Staff, Leadership	Planning Team, Strategic Direction, Request Denials
Community Advisory Council (formerly Mill Levy Advisory Committee)	Program Staff, Denver County Human Service Staff, Community Participants, Approved Project Partners, General Public	External Partners, Reviewers
PASAs	Provider Services Agencies	External Partners
Community Forums	Community Will Building, Public Awareness	External Partners
Community Newsletters	Community Will Building, Public Awareness	External Partners

2017 Mill Levy Management

Our management of Mill Levy funds is improved for 2017. We hired a dedicated Mill Levy Manager in the first quarter of 2017 who has been designing and implementing an infrastructure for RMHS to use in responding to community requests for funding. This infrastructure is an empowerment model, which allows RMHS to offer project management tools to support successfully-funded proposals. Some major components of this infrastructure:

- RFP approach posted on RMHS’s website for interested community organizations
- Evaluation scoring tools to improve consistency and objectivity
- Increased use of community partners
- Promotion of collaborative efforts of multiple community providers for large-scale projects

The empowerment element of the program design is evident in the RFP process, by guiding applicants toward a successfully funded application. The project management tools offered will allow applicants to demonstrate their project plan on a schedule that aligns with their budget request. With this new program design, a formative evaluation is being implemented to ensure that Mill Levy funding requests are feasible and acceptable ahead of implementation. A formative evaluation is conducted early in the life cycle of a program allows for modifications to be made early on, thereby maximizing the possibilities of the program’s success.

Program Outcomes

Mill Levy Program activities produce various outcomes including increased services, new project

materials, and community partnerships made. The Mill Levy Program has an intended goal of increasing services and access to opportunities for individuals with Intellectual or Developmental Disabilities (I/DD) in Denver County. This is achieved through weaving a strong fabric of community members, partners and organizations working together to engage and support the community in an intentional, inclusive and collaborative effort. Each new program funded in 2017 includes defined goals and program outcomes, so that the effectiveness of the services can be measured and evaluated.

Measurement and Data Strategy

In order to report on program outcomes, RMHS is implementing a data collection approach to capture information on each new project at various points in the project’s life cycle. These collection points include:

- Needs assessment to determine how great the need is, potential solutions
- Evaluation of a program’s feasibility
- Stakeholder input through the Mill Levy Advisory Council
- RFP Scoring Rubric
- Project planning schedules, project planning budgets, portfolio dashboards and project tracking
- Process evaluation

Mill Levy project applications and reporting data, including contract invoices, will allow for the Mill Levy program to measure its ability to achieve the intended outcomes of the overall program, which is for Denver tax dollars to reach the clients and families it was intended to serve. Some of the measurable or observable elements of Mill Levy Funded Programs will serve as markers of the program’s performance. The following table provides an example of how RMHS will evaluate success.

Table 6: Indicators and Success

Evaluation Question	Criteria or Indicator	Standards (What Constitutes “Success”?)
1. Estimate who has been served (explain) and provide number of individuals/families benefitting from project	Determining Need	
	Accountability	
2. What is the target goal of the project?	Intended Outcomes	
3. How will you measure the benefit your project offers the I/DD community?	Intended Outcomes	
4. What activities have you engaged in or provided to meet your project goals?	Accountability	
5. How is the project in line with person-centered philosophy?	Sustainability	

Summary

RMHS provides case management and direct services to adults and children with intellectual and developmental disabilities in Denver and surrounding communities. We have a variety of funders for our programs and incorporate Mill Levy funds as needed to ensure adults and children in Denver County with intellectual and developmental disabilities are getting increased services and access to opportunities to ensure their health and safety and improve their quality of life.

During this reporting period, 4700 individuals with Intellectual/Developmental Disabilities received a direct or indirect benefit as a result of Mill Levy funding. More than 363 organizations or persons received Mill Levy funding, totaling more than \$1,845,531.33. We have current projects in development scheduled to benefit more than 700 individuals in fiscal year 2017. In our service to these individuals, both directly and in partnership with others in our community, we strive to ensure people's health and safety needs are met, that they are supported in their own self-determination, and benefit from our services in a measurable way.

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