



**Board of Directors Meeting Minutes  
January 16, 2019**

**Present:** Lloyd Lewis, Vice Chair  
Bill Ojile, Treasurer  
Christine Ruggeri, Secretary  
Olga Feldman

**Absent:** Mark Ferrandino, Chair

**Staff:** Shari Repinski, Executive Director  
John Wetherington, CFO  
Jenn Beck  
Deanna Soulis  
Jenny Smith  
Joelle Ashley  
Dianne Clarke  
Johnny Rolfes

**Guests:** Sharon Caulfield, Counsel for RMHS

Bill Ojile, Treasurer  
Amy Ross  
Michael Wroe  
Joseph Derdzinski  
Jose Torres-Vega

Ford Allison, COO  
Shelly Roberson  
Ann Gifford  
Jodi Litfin  
Stephen Shaughnessy  
Kris Kogan  
Lisa Roebuck

Staci Shumate, DHS

The Board Meeting of Rocky Mountain Human Services (RMHS) was called to order at approximately 6:35 p.m. by Mr. Lloyd Lewis, Vice Chair, at Rocky Mountain Human Services, 9900 East Iliff Avenue, Denver, CO.

**CONSENT AGENDA**

Mr. Lloyd Lewis

- Approval of January 16, 2019 Agenda
- Approval of November 14, 2018 Board Minutes

**Motion(s):** Mr. Jose Torres-Vega moved to approve the January Consent Agenda. It was seconded by Ms. Christine Ruggeri and approved by unanimous voice vote. Mr. Jose Torres-Vega moved to approve the November 14, 2018 Board Minutes as submitted. It was seconded by Mr. Joe Derdzinski and approved by unanimous voice vote.

**MISSION REPORT**

Mr. Johnny Rolfes, a Veteran Support Specialist, provided a general overview of the RMHS Program, *Homes for All Veterans*, including program locations, eligibility, outreach of services and statistical outcomes. Mr. Rolfes reported in 2018, the program provided services to 1,060 veterans and placed approximately 76% of Veteran clients in permanent housing in the Denver area. Mr. Rolfes also provided highlights from the 2018 Colorado Springs Stand Down where meals, clothing, dental work and other practical needs were provided for local veterans.

## **PRESIDENT'S REPORT**

### **Executive Committee Report**

#### **Office of State Auditor Report**

Ms. Shari Repinski provided an update to the Board on the status of the RMHS response to the recent audit report findings of the Office of the State Auditor. Note: The presentation was interrupted to allow public comment and continued at the completion of the public comment period. A brief summary of the response to the report findings is listed:

- (1) State SLS: Ms. Repinski reported that RMHS has implemented policies and procedures, training and improved billing software to increase our utilization of funding. While fully compliant in FY2017, in FY2018, RMHS fully utilized the contract allocation, eliminated the waiting list and served an additional 75 people beyond minimum contract specifications.
- (2) In-Person Case Management and Unsupported Claims: Additional policies and procedures designed to improve the case management of quarterly visits were implemented, including the direct posting of all case notes to the Benefits Utilization System (BUS) and new billing software. Of the claims valuing approximately \$166K, reported to be duplicate or without log notes, all but approximately \$2,000 in costs have been determined to be claims with previously recorded log notes, which due to an unknown error, were never uploaded to the BUS. These log notes have since been successfully loaded into the BUS and documentation is currently awaiting validation by HCPF.
- (3) Targeted Case Management (TCM) Payments over the Cap (not included in the finding but included in report table): Problem was detected and paid back prior to the audit. Internal controls are now in place to prevent a reoccurrence.
- (4) Unreasonable Billing: An error related to an isolated practice based on HCPF guidance, RMHS is working with HCPF to clarify expectations and will revise policies and procedures related to billing services in small increments.

### ***PUBLIC COMMENT***

Mr. Rob Hernandez provided public comment regarding his observations of comments made by legislators after the presentation of the Office of the State Auditor report and his concern over the impression that services are being withheld from clients of RMHS.

Ms. Maureen Welch also made public comment regarding the State audit, noting her opinion that the Denver City audit related to Mill Levy funding may reveal similar findings to the State Audit. Ms. Welch also expressed statements of concern regarding the fiscal management of the Mill Levy funding, alleged lack of transparency in the organization and the operations of the Community Advisory Council overseeing Denver Mill Levy tax dollars.

A full listening log, addressing specific public comments in more detail, is attached to these minutes for reference.

## **Executive Committee Report Continued**

### **Conflict of Interest Statements**

Mr. Lloyd Lewis announced that Conflict of Interest Statements are due for Board Members for 2019. Statements have been placed in Board packets for review, and once signed, should be returned to Shelly Roberson.

### **Nominating Committee Report**

Lloyd Lewis & Amy Ross

Mr. Lloyd Lewis announced that officer elections for the Board will be held in March and asked Board members wishing to serve in an Office capacity make their interest known prior to that time. Mr. Lewis also requested that Board members with terms ending soon, inform himself or Amy Ross, if interested in serving another term. Ms. Amy Ross presented two new Board member candidates, Holly Reef and Cassandra (Cassie) Sudbeck. In addition to providing resumes for both candidates, each candidate introduced herself to the group and made a brief statement of interest in serving to the Board.

**MOTION: Mr. Bill Ojile made a motion to approve Ms. Holly Reef and Ms. Cassie Sudbeck as new Board members of the Rocky Mountain Human Services Board of Directors. (Note: 3-year terms starting February 1, 2019 and ending January 31, 2022). The motion was seconded by Mr. Jose Torres-Vega and after a unanimous voice vote, the motion was approved.**

Ms. Ross proposed to Board members the development of a Governance Committee, which would take the place of the current nominating committee, with expanded roles in Board development, communication and education. To encourage a more thorough understanding of the organization, Ms. Ross and Executive Director, Shari Repinski will work together to connect Board members interested in getting a closer view of RMHS operations and programs, with RMHS department staff. Ms. Ross expressed the desire to expand and diversify Board membership with individuals whose expertise and competencies in subject areas match the primary service programs or live in the geographical location of the clients we are serve. Ms. Ross would also like to continue to search for additional candidates with intellectual or developmental disabilities.

### **EXECUTIVE DIRECTOR'S REPORT**

Shari Repinski

#### **Updates on Initiatives**

Ms. Shari Repinski provided the Board with an update on the organization's move toward a critical CARF Accreditation and the implementation of a staff committee to develop sound policies and procedures which will ensure quality and compliance in a flexible system. In addition to working on staff engagement, Ms. Repinski confirmed that Board involvement will be crucial to developing a path for the organization's future. Negotiations are underway to secure the services of a consultant to assist with an in-depth look at the strategic planning process and implementation, and Ms. Repinski encouraged the Board's involvement through a strategic planning committee.

#### **Program Update**

Mr. Stephen Shaughnessy, Director of Life Skills and Support (LSS) at RMHS, provided the group with an overview of the program serving over 190 individuals through the HCBS waivers,

with the help of 30 staff and 280 providers. Mr. Shaughnessy also provided a brief overview of the web-based electronic health record application, *Therap*, currently being used by LSS for program reporting and documentation, including the newest modules for medication management, and quality and performance measurement.

## **FINANCE COMMITTEE REPORT**

Bill Ojile and John Wetherington

### **November YTD Financials**

Mr. John Wetherington reported on financials through November 30, 2018. Revenues Less Expenses are showing an additional unbudgeted \$1.2M due to the refinancing of two loans. Overall revenue is under-performing in every category with the exception of Medicaid which is ahead of budget due to a growth in residential clients and additional funding in Early Intervention. Staffing expenses remain under budget due primarily to the delay in bringing EI contractors on board as staff.

**Motion:** Mr. Jose Torres-Vega moved to approve the year-to-date financial statements ending November 30, 2018. It was seconded by Mr. Bill Ojile and was approved by unanimous voice vote. Motion passed.

### **Major Contract Updates**

John Wetherington

Mr. John Wetherington reported that RMHS has executed a fiscal year contract with Early Intervention Colorado which has moved to a cost reimbursement model, resulting in a more complicated billing each month.

The Mill Levy contract with DHS which started July 1 of 2018 is closing out the first 6-month period on December 31<sup>st</sup>. Documentation needs have increased considerably and RMHS has added a senior accountant to the Finance staff to manage the invoicing. DHS auditors are performing quarterly audits to look at Service Coordination. The Denver City auditors have begun a review of the DHS oversight and monitoring of the contract with RMHS. Potentially evaluating three (3) years of contract work, the audit will look at RMHS management of Mill Levy funding received under the contract with DHS and are scheduled for a June presentation of the findings.

Mr. Wetherington reported that work is still underway for the completion of a real estate transaction involving the RMHS headquarters building.

Rocky Mountain Human Services has been newly awarded the Transition Specialist Program under the Office of Behavioral Health, which is currently scheduled to begin March 1. Contract negotiation is currently underway.

Mr. Wetherington reported that RMHS is currently reviewing three (3) software options for contract management and provider credentialing and has already implemented DocuSign for electronic contract signatures.

### **Technology Update**

Mr. John Wetherington also reported that CaseLogic, the new Cloud-based case management program went live on January 8<sup>th</sup>. CaseLogic provides RMHS with more efficiencies and integration with other systems than the old system (Dynamo), which will eventually be retired. Staff and Cognify developers are currently working on cleaning up any remaining Phase I issues and working toward a plan for the development of Phase II projects. An additional upgrade to

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the current billing system is in process, and IT continues to reduce our server inventory as all data is now backed up to the Cloud.

**COMPLIANCE UPDATE**

Mr. John Wetherington

Mr. John Wetherington provided the Board with copies of the current Compliance Plan, approved and adopted in January of 2017, as well as a final draft copy of the Code of Conduct and Ethics for RMHS staff members. Mr. Wetherington noted that the Code of Conduct and Ethics was proposed previously to the Board, has been revised with suggested changes, and is now ready for approval by the Board.

**MOTION: Mr. Jose Torres-Vega made a motion to accept the Code of Conduct and Ethics as revised. It was seconded by Ms. Christine Ruggeri and approved by unanimous voice vote. Motion passed.**

At closing, Mr. Lloyd Lewis, on behalf of the full Board, commended the Leadership and staff for their continuous, excellent work.


**ADJOURNMENT**

Mr. Lloyd Lewis moved to adjourn the meeting of the Board of Directors at approximately 8:10 p.m.

**Submitted by:**

  
Shelly Roberson  
Executive Assistant

3/20/19  
Date

  
Christine Ruggeri  
Board Secretary

Date