



# Board of Directors Meeting January 16, 2019

# Consent Agenda

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

*Proposed Board Resolution:  
The Board accepts the items on the Consent Agenda.*

# Mission Report





# HAV – Homes for All Veterans Update

Johnny Rolfes, Veteran Support Specialist



# HAV Overview

- Funded by VA Grant – Supportive Services for Veteran Families (SSVF) grant (\$3,000,000 annually)
  - Program coverage – Colorado, with focus on the following areas
    - Denver
    - Colorado Springs
    - Pueblo & Canon City
  - Office locations: Denver, Colorado Springs and Pueblo
  - 23 staff



# HAV Eligibility

- Colorado U.S. Military Veterans of all branches who have served at least one day of active duty for purposes other than training.
- Not dishonorably discharged.
- Income limits determined by family size and area of residence = no more than 50% AMI.
- Verified homeless or at risk of becoming homeless.



# HAV Services

- Street Outreach
- Progressive Case Management: Assessment, referral & connection to services to end housing crisis and promote stability:
  - Temporary emergency shelter
  - Employment & benefits assistance
  - Health care services, child care assistance
  - Budget counseling, legal assistance
  - Emergency financial/food needs
- Short-term funding
  - Housing deposit, rent, transportation, etc.





# HAV Outcomes

- 2017 provided services to 1,025 Veterans
- 2018 provided services to 1,060 Veterans
- 2018 percent of Veterans placed in permanent housing, after HAV assistance
  - Pueblo 83%
  - Denver 76%
  - Colo Springs 64%
- Specific challenges that impact performance:
  - Over the past four years, average annual rent increases of 9.6% in Denver and 12.5% in Colorado Springs
  - Denver and Pueblo have more housing vouchers available





# What is a STAND DOWN??

In times of war, exhausted combat units requiring time to rest and recover were removed from the battlefields to a place of relative security and safety.

## STAND DOWNS TODAY

Community resource fair to bring veterans and service providers together



# Ben and Jonathon representing HAV at our table.

RMHS-HAV provided hygiene kits, hats, gloves, socks, flashlights, water bottles and referrals for needed services to include applying for our program.



Ralph and Kathy ready to assist with paperwork and applications.



# Highlights from Colorado Springs Stand Down 2018!!

- 200 breakfast burritos from MacKenzie Place
- Gave out \$2600 worth of clothes and boots
- 500 lunch meals provided
- 10 Veterans got dental work done
- 150 military escorts
- 200++ volunteers!



# President's Report

- Executive Committee Report
  - Office of State Auditor Report
  - Conflict of Interest Reporting
- Nominating Committee Report
  - Election of New Board Members
  - Board Introductions

# Office of State Auditor

## Audit of CCBs

- SB16-038 ( CCB Transparency) directed OSA audit of CCBs
- Fall of 2017 – Start
- Audit Period: July 1, 2016 – June 30, 2017
- All 20 CCBs
- Added HCPF Later

# Key Objectives

- Provision of Case Management Services
- Compliance with State and Federal Laws, Regs, Contracts
- Internal Controls-CCB billing and Department payments

# General Outcome

13 total recommendations

6-CCBs

7-HCPF

1 CCB: 2 findings

6 CCBs: 3 findings

5 CCBs: 4 findings

7 CCBs: 5 findings (RMHS)

1 CCB: all 6 findings



EXHIBIT 2.2. STATE SLS PROGRAM WAITLIST TOTALS AND FUNDS REVERTED OR REALLOCATED FISCAL YEAR 2017

COMMUNITY-CENTERED BOARD (CCB)	NUMBER OF INDIVIDUALS ON WAITLIST	TOTAL SLS PROGRAM FUNDS REVERTED/REALLOCATED
Developmental Pathways	52	\$0
Imagine!	28	\$82,320
Developmental Disabilities Resource Center	19	\$17,620
Rocky Mountain Human Services	10	\$239,740
Foothills Gateway, Inc.	10	\$0
North Metro Community Services, Inc.	6	\$0
Envision	4	\$95,560
Colorado Bluesky Enterprises, Inc.	2	\$28,830
The Resource Exchange	2	\$0
Eastern Colorado Services for the Developmentally Disabled, Inc.	1	\$23,890
<b>TOTAL</b>	<b>134</b>	<b>\$487,960<sup>1</sup></b>

SOURCE: Office of the State Auditor analysis of Department data on waitlists and State SLS program reversions and reallocations.

<sup>1</sup>This total of \$487,960 consists of \$471,730 that the Department deposited into the IDD cash fund and \$16,230 that the Department diverted to a community-based nursing home program for individuals with intellectual and developmental disabilities, which the CCBs help administer.

# State SLS



# RMHS Response

2018

- Fully utilize contract allocation
- No waiting list
- Serving 75 more people than minimum

2017

- Implemented policies and procedures
  - Case management training
  - Supervision – detect errors
- Billing software
- Increased utilization



# RMHS Response

2018

- Supervisor review quarterly
- Case manager performance and financial data

2017

- Implemented policies and procedures
  - Supervisory Reviews
  - Monitoring utilization

EXHIBIT 2.4. REQUIRED QUARTERLY MONITORING VISITS THAT DID NOT OCCUR FISCAL YEAR 2017

CCBs NOT INVOLVING SAMPLING	TOTAL REQUIRED QUARTERLY MONITORING VISITS	NUMBER OF VISITS THAT DID NOT OCCUR	PERCENTAGE OF REQUIRED VISITS THAT DID NOT OCCUR
Southeastern Developmental Services, Inc.	224	50	22%
Southern Colorado Developmental Disabilities Services	367	74	20%
Community Connections Inc.	426	49	12%
Inspiration Field	391	47	12%
Community Options, Inc.	739	84	11%
Mountain Valley Developmental Services	584	62	11%
Colorado Bluesky Enterprises, Inc.	2,352	233	10%
Eastern Colorado Services for the Developmentally Disabled, Inc.	1,056	93	9%
Starpoint	688	65	9%
Horizons Specialized Services	309	10	3%
Blue Peaks Developmental Services	305	5	2%
<b>TOTAL FOR CCBS NOT INVOLVING SAMPLING</b>	<b>7,441</b>	<b>772</b>	<b>10%</b>
CCBs INVOLVING SAMPLING	TOTAL REQUIRED QUARTERLY MONITORING VISITS	ESTIMATED NUMBER OF VISITS THAT DID NOT OCCUR <sup>1</sup>	ESTIMATED PERCENTAGE OF REQUIRED VISITS THAT DID NOT OCCUR
Imagine!	4,114	816 - 1020	20% - 25%
North Metro Community Services, Inc.	3,647	525 - 699	14% - 19%
Foothills Gateway, Inc.	2,631	358 - 452	14% - 17%
Rocky Mountain Human Services	5,216	693 - 916	13% - 18%
The Resource Exchange	6,446	793 - 1059	12% - 16%
Envision	1,707	150 - 332	9% - 19%
Mesa Developmental Services (Strive)	2,140	188 - 222	9% - 10%
Developmental Pathways	7,502	633 - 851	8% - 11%
Developmental Disabilities Resource Center	4,830	244 - 320	5% - 7%
<b>TOTAL FOR CCBS INVOLVING SAMPLING</b>	<b>38,233</b>	<b>4,400 - 5,871</b>	<b>12% - 15%</b>
<b>TOTAL FOR ALL CCBS</b>	<b>45,674</b>	<b>5,172 - 6,643</b>	<b>11% - 15%</b>

SOURCE: Office of the State Auditor analysis of log notes from the BUS.

<sup>1</sup> Based on 95 percent confidence level applied to the results of statistical sampling of the quarterly monitoring visits that the audit team flagged for review through data analysis.

# In-Person Case Management



# RMHS Response

2018

- All notes are in BUS
- All notes from FY17 are in BUS
- Staff to fill gaps

2017

- Implemented policies and procedures to improve case management
  - Directs quarterly visits
  - Documentation

EXHIBIT 3.1. UNSUPPORTED CLAIMS FOR TARGETED CASE MANAGEMENT AND ASSOCIATED QUESTIONED COSTS FISCAL YEAR 2017

CCB NAME	NUMBER OF CLAIMS LACKING SUPPORT	NUMBER OF RECIPIENTS AFFECTED	QUESTIONED COSTS FOR UNITS WITH NO LOG NOTES	QUESTIONED COSTS DUE TO DUPLICATES	QUESTIONED COSTS DUE TO INVALID NARRATIVE	TOTAL KNOWN QUESTIONED COSTS
Rocky Mountain Human Services	2,457	1,211	\$164,016	\$2,269	\$0	\$166,285
Imagine!	1,481	545	\$91,697	\$2,317	\$53,149	\$147,163
Developmental Disabilities Resource Center	298	265	\$30,185	\$1,492	\$0	\$31,677
The Resource Exchange	346	316	\$12,617	\$10,950	\$0	\$23,567
Developmental Pathways	394	345	\$2,857	\$13,521	\$0	\$16,378
Colorado Bluesky Enterprises, Inc.	149	114	\$2,698	\$6,602	\$0	\$9,300
Foothills Gateway, Inc.	173	142	\$603	\$7,443	\$0	\$8,046
Envision	78	67	\$4,872	\$1,984	\$0	\$6,856
Community Connections, Inc.	55	40	\$4,777	\$857	\$0	\$5,634
North Metro Community Services, Inc.	108	105	\$1,095	\$2,476	\$0	\$3,571
Mesa Developmental Services (Strive)	54	54	\$2,984	\$381	\$0	\$3,365
Mountain Valley Developmental Services	24	23	\$2,111	\$651	\$0	\$2,762
Starpoint	58	47	\$2,047	\$254	\$0	\$2,301
Community Options, Inc.	27	25	\$1,063	\$889	\$0	\$1,952
Eastern Colorado Services for the Developmentally Disabled, Inc.	26	24	\$555	\$984	\$0	\$1,539
Inspiration Field	20	19	\$0	\$524	\$0	\$524
Blue Peaks Developmental Services	11	9	\$476	\$0	\$0	\$476
Horizons Specialized Services	9	9	\$63	\$365	\$0	\$428
Southern Colorado Developmental Services	8	7	\$270	\$79	\$0	\$349
Southeastern Developmental Services, Inc.	8	7	\$0	\$190	\$0	\$190
<b>TOTAL</b>	<b>5,784</b>	<b>3,374</b>	<b>\$324,986</b>	<b>\$54,228</b>	<b>\$53,149</b>	<b>\$432,363</b>

SOURCE: Office of the State Auditor analysis of claims data from the Colorado interChange and log notes from the BUS.

# Unsupported Claims



# RMHS Response

Historical practice to document service that is billed

2018

- Log notes directly to BUS
- Upload existing notes from FY17 to BUS

2017

- Implemented policies and procedures
- New billing software informs case manager and billing departments



CCB NAME	TOTAL UNITS OVERPAID	NUMBER OF RECIPIENTS FOR WHOM THE CAP WAS EXCEEDED	AMOUNT OVERPAID (QUESTIONED COSTS)
Imagine!	325	14	\$5,158
Rocky Mountain Human Services	274	4	4,348
Colorado Bluesky Enterprises, Inc.	176	5	2,793
Developmental Disabilities Resource Center	122	8	1,936
Developmental Pathways	19	1	302
Southern Colorado Developmental Disabilities Services	18	1	286
The Resource Exchange	18	1	286
Horizons Specialized Services	9	1	143
<b>TOTAL</b>	<b>961</b>	<b>35</b>	<b>\$15,251</b>

SOURCE: Office of the State Auditor analysis of Fiscal Year 2017 electronic data from the Department of Health Care Policy and Financing's Colorado interChange database.

# Payments Over Cap



# RMHS Response

- Not included in the finding
- Detected the problem; paid it back

EXHIBIT 3.3. TARGETED CASE MANAGEMENT 24 HOURS OR MORE BILLED AND PAID FOR ONE WORK DAY FISCAL YEAR 2017

CCB	TOTAL AMOUNT PAID	AVERAGE NUMBER OF HOURS BILLED PER DAY <sup>1</sup>	NUMBER OF DAYS CCB BILLED 24 HOURS OR MORE OF CASE MANAGEMENT IN A DAY
Developmental Pathways	\$78,540	46	55
The Resource Exchange	29,280	30	72
Mountain Valley Developmental Services	26,740	40	27
Colorado Bluesky Enterprises, Inc.	3,860	29	13
Developmental Disabilities Resource Center	3,400	28	14
Community Options, Inc.	2,680	35	4
Rocky Mountain Human Services	1,980	32	4
Imagine!	1,650	31	4
Envision	1,020	40	1
Inspiration Field	590	29	2
North Metro Community Services, Inc.	560	27	3
Mesa Developmental Services (Strive)	430	26	3
<b>TOTALS/AVERAGE</b>	<b>\$150,730</b>	<b>36 hours</b>	<b>202</b>

SOURCE: Office of the State Auditor analysis of Department Fiscal Year 2017 data from the Colorado interChange.  
<sup>1</sup> CCB case managers bill time spent on Targeted Case Management in 15-minute units, so that 1 hour equals 4 units.

# Unreasonable Billing



# RMHS Response

2018

- Working with HCPF to clarify expectation
- Isolated practice

2019

- Revise policies and procedures once HCPF provides guidance on services in small time increments

# Next Steps

- RMHS agrees with All Recommendations
- Written Responses – 7 Total
- Most Problems Corrected
- HCPF asking for information regarding unsupported claims; Under consideration
- Implement actions in responses

# Public Comment



# Executive Director's Report

- Updates on Initiatives
  - Accreditation Process – CARF
  - Strategic Planning
- Program Update



# Overview/Snapshot of Life Skills & Support (LSS)

**Purpose statement:** *Life Skills & Supports offers family focused and person-centered supports customized to personal skills, needs and interests. We pride ourselves on our unique approach to serving the whole person and helping them live a life of their choosing.*

- 190+ Individuals currently served
- Both intermittent and comprehensive support options delivered through the HCBS – DD/SLS/CES waiver(s).
  - Host Home
  - Family Caregiver
  - Supported Residential
  - Nursing
  - Behavioral
  - Rep Payee
  - Respite, Personal Care, Homemaker, Supported Community Connector
- LSS services and supports are delivered with the help of 30 staff and 280 providers/contractors

# Overview of Therap



## What is Therap?

Therap is a HIPAA compliant web-based application (certified Electronic Health Record) that was designed to provide a comprehensive solution for the planning, documentation, reporting, communication and billing needs of organizations supporting people with intellectual and developmental disabilities in home and community-based services (HCBS) and other settings.

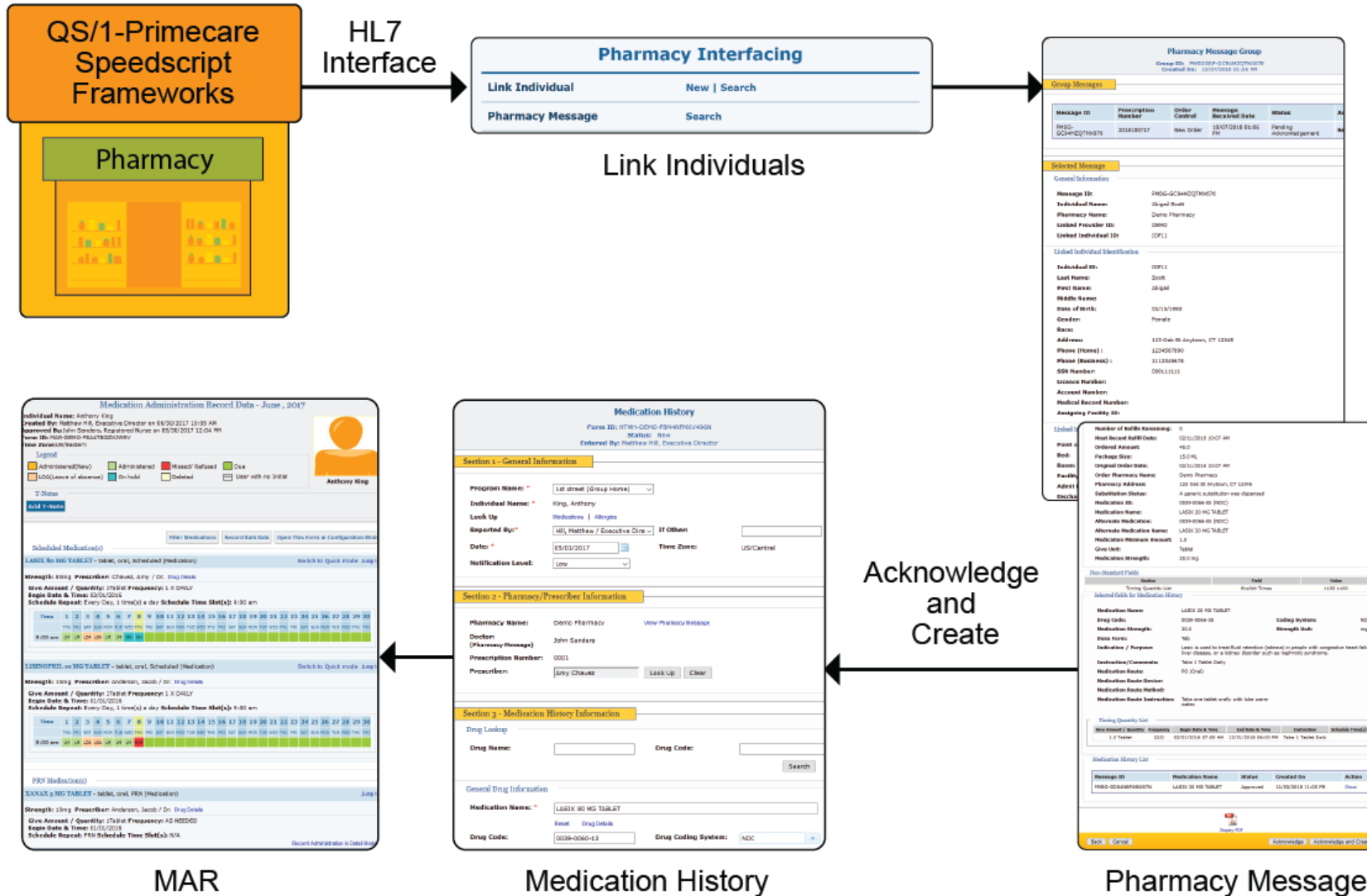
## How does LSS currently use Therap?

- Programmatic
  - Contact/Progress Notes (Staff and Provider)
  - ISSP Data Tracking
  - Monitoring
  - Service Utilization and Unit Tracking
  - Incident Reports
  - Document Storage
- Medical
  - Health Appointment/Physician Order Tracking
  - Intakes/Eliminations
  - Medical Protocol Tracking
  - eMAR
- Administrative
  - GER Trending
  - Health Care Trends
  - Individual Enrollment Tracking and Demographics
  - Limited Provider/User Tracking

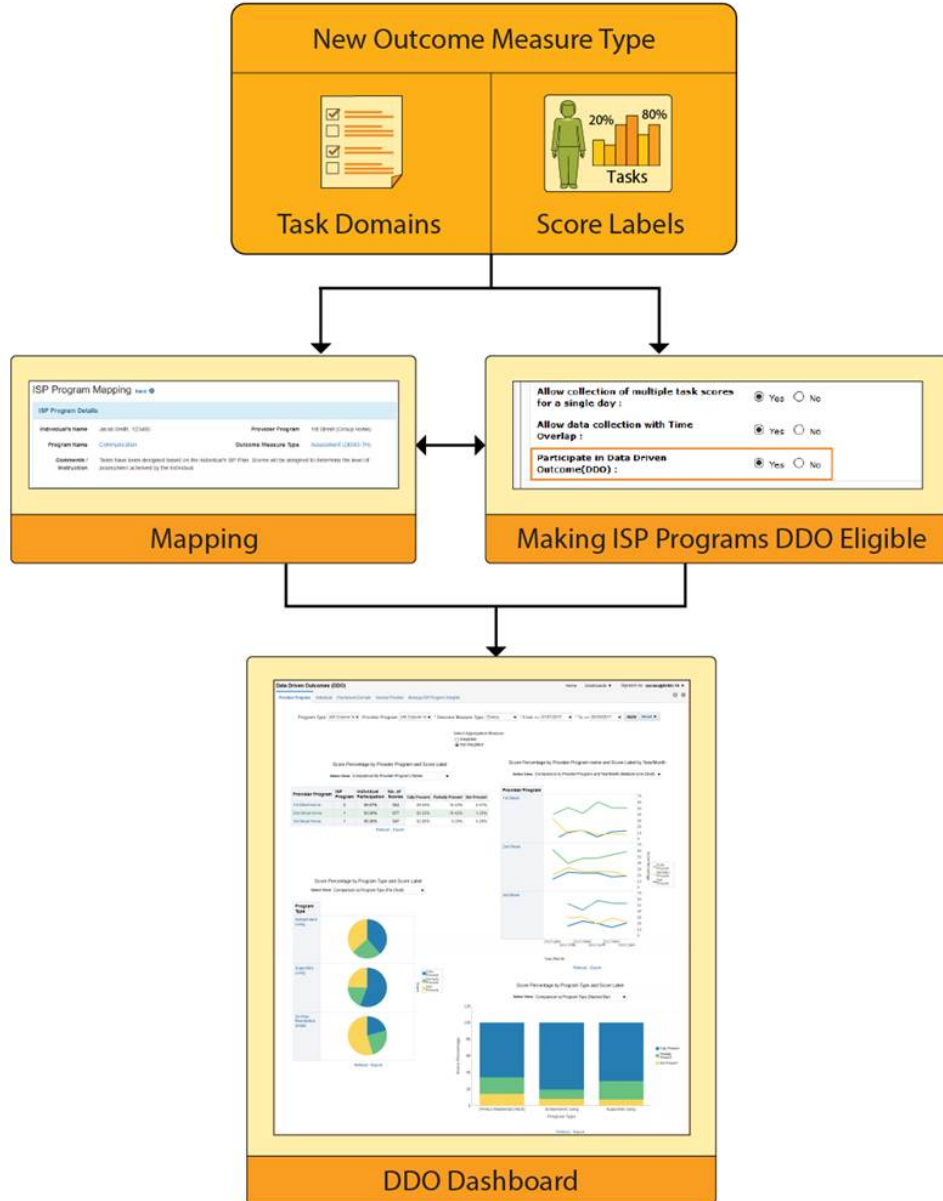


# Pharmacy Interface

The Pharmacy Interface allows direct messages from the pharmacy to the agencies when the pharmacy receives orders of a new medication or medication change. This module will help reduce administrative staff and provider time when there is a medication change and decrease medication errors.



# Data Driven Outcomes (DDO) & Business Intelligence (BI)



Data Driven Outcomes is a module created by Therap to help track outcomes and measure the quality of services and supported provided to individuals. The Business Intelligence module aggregates the data on a real-time basis to allow organizations to see if they are meeting their outcomes. Life Skills & Support will utilize these two modules to support the outcome measures for CARF.

***“One of the best things data can enable us to do is to ask questions we didn’t know how to ask.”***

***– Vinod Khosla***

# Finance Committee Report

- November YTD Financials
- Major Contract Updates
- Technology Update

**FY19 Year-to-Date Results**  
**(000's)**  
**7/1/18 to 11/30/18**

	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>
<b>Revenues</b>	\$18,417	\$19,756	\$(1,339)	6.8%
<b>Expenses</b>	17,471	19,133	(1,662)	8.7%
<b>Net Operating Income</b>	\$946	\$623	\$323	
<b>Extinguishment of Debt<sup>1</sup></b>	1,200	-		
<b>Revenues Less Expenses</b>	\$2,146	\$623		

1. Two loans were converted to leases

**FY19 Year-to-Date Revenues**  
**(000's)**  
**7/1/18 to 11/30/18**

	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>
Medicaid <sup>1</sup>	\$5,762	\$5,146	\$616	12.0%
State Funding <sup>2</sup>	4,161	5,179	(1,018)	19.7%
Mill Levy <sup>3</sup>	6,360	6,954	(594)	8.5%
Grants <sup>4</sup>	1,410	1,680	(271)	16.1%
Individual Insurance/Room & Board	731	787	(57)	7.2%
Billings Fees/Donations/Other	(5)	10	(15)	NA
<b>Total Revenues</b>	<b>\$18,417</b>	<b>\$19,756</b>	<b>\$(1,339)</b>	

1. Growth in residential clients; Early Intervention
2. Ramp-up of Momentum; Early Intervention
3. Switch from accrual to cash basis delays some revenues a month
4. Part C allocations changed by EI Colorado





**FY19 Year-to-Date Expenses  
(000's)  
7/1/18 to 11/30/18**

	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>% Variance</b>
Staffing	\$6,922	\$7,968	\$1,045	13.1%
Client Services	8,895	8,678	(217)	2.5%





# Finance Committee Report

*The Board accepts the Financial Committee Report as presented.*

# Contracts Update

- Early Intervention
- Mill Levy: Denver Human Services
- RMHS Foundation
- Behavioral Health Transition Specialist Program
- Software Contract Capabilities

# Technology Update

- Strategies for IT Excellence
- Staff Equipment Replacement Schedule
- Helpdesk

# Compliance Report

- Compliance Plan Review
  - Code of Conduct & Ethics/Conflict of Interest

# Compliance Report

*The Board approves the Code of Conduct & Ethics as presented.*

# New Business/Announcements

