



January 20, 2021

Welcome & Introductions



Consent Agenda

- Approval of January 20, 2021 Agenda
- Adoption of November 18, 2020 Board Minutes

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

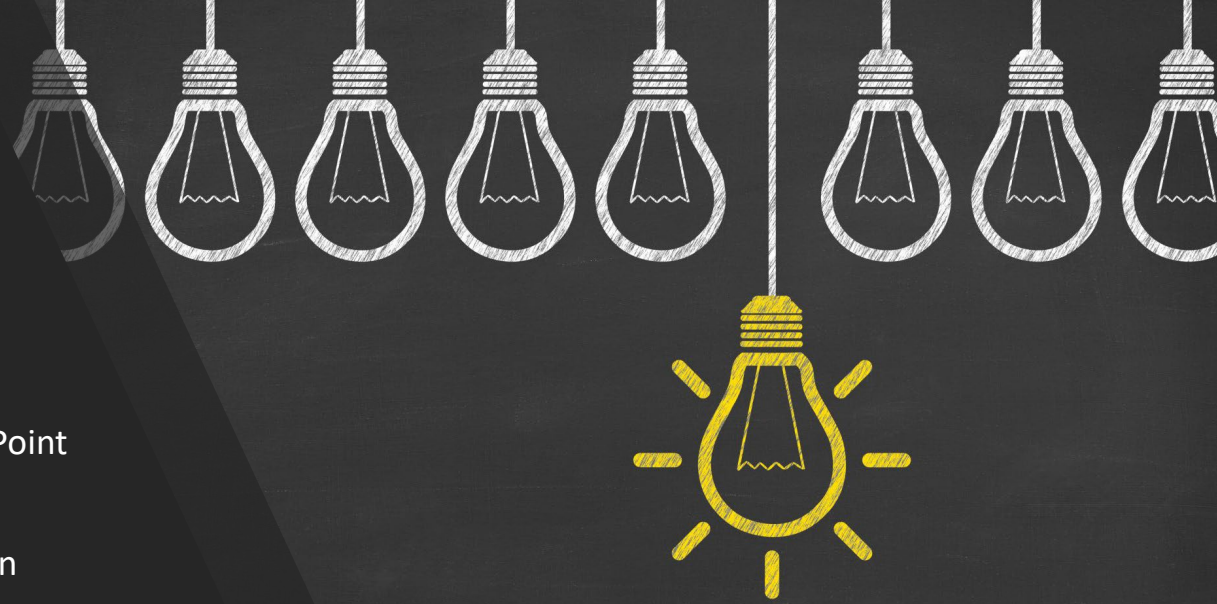


Mission Report



2020 was full of achievements, despite challenges

- Welcomed hundreds of new colleagues after becoming the Single Entry Point in the metro area;
- Created a Diversity, Equity, and Inclusion Advisory Council;
- Distributed Boredom Busters to individuals and families after disruption in school and day services;
- Added IT cloud, security and help desk capacity;
- Purchased and distributed tablets and internet services, provided support and training so that persons without technology could access tele-services.
- Launched a housing stability program in Denver to support those at risk for homelessness;
- Shifted how we support veterans and addressed the acute need for emergency or temporary housing;
- Flipped all in-person services, assessments, and diagnostic evaluations to virtual or tele-services within days;
- Held several town hall and informational sessions for the public;
- Added services to reach individuals with mental health disorders and involved in the criminal justice system;
- Migrated to a new accounting software to increase reporting capabilities;
- Founded Denver Early Steps to provide continued services to babies/toddlers who would no longer be eligible for the state program;
- Discovered creative ways to celebrate important events/milestones in the lives of those whom we support;
- Expanded partnerships and outreach to those with the most complex needs.



President's Report

- Executive Committee Report
- Conflict of Interest Statements



Executive Director's Report

- Satisfaction Survey





CLIENT
SATISFACTION
SURVEY 2020

| *What We Learned and Where
We Go From Here*

BACKGROUND

- Conducted survey in response to 2019 Mill Levy Audit recommendation
- Contracted with HMA Community Strategies to conduct survey
- Survey was conducted in July and August 2020
- Overarching goal was to determine how satisfied people we support are with their services and supports
- Added questions about impact of the pandemic on satisfaction
- Aimed to determine factors that led to increased or decreased satisfaction

■ Survey Respondent Demographics

	Number of Clients to Whom the Survey Was Sent	Desired Sample	Number & Percent of Clients Who Completed the Survey	Survey Response Rate
Overall	4,396	450	640 (100%)	15%
Service Coordination	1,697	150	269 (42%)	16%
Early Intervention	1,324	140	174 (27%)	13%
Family Support Services	1,175	100	176 (28%)	15%
Momentum	97	60	7 (1%)	7%
TSP	103		14 (2%)	14%

Key Takeaways on Pre-Covid Satisfaction

- People we support generally report "often" having a positive experience with their supports and services (highest level of satisfaction on the survey)
- There were subtle differences across programs and demographics but because of the positive skew no significant differences emerged
- Quantitative and especially qualitative data did reveal some areas for improvement

Takeaways

Strengths



Accessible and timely engagement and assistance



Assuring informed free choice, rights, and privacy

Challenges

- Payment and approval for services
- Delay in receiving services
- Frequent changes in service coordinators



Takeaways from the Pandemic

- People supported at RMHS are experiencing significant impacts from the pandemic
- Satisfaction remains high but has dropped from pre-Covid levels
- Factors influencing this are:
 - Desire to return to in-person services
 - Access to technology

What do we do with this information?



Improve workflows to expedite timely authorization and service delivery



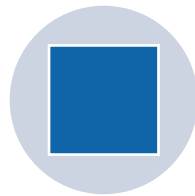
Identify strategies to reduce staff turnover



Prioritize technological solutions and supports when access is a barrier



Identify which services need to be prioritized for returning to in person and when and how to do so safely

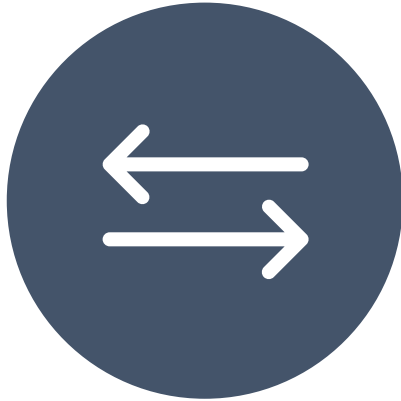


Ensure that people we support know how to ask for a new service coordinator or other needs

How do we continue to gather information?

- Utilize multiple methods
- Satisfaction measures at crucial times (e.g., transitions, initiation of a new service, diagnostic evaluations)
- Brief and frequent satisfaction measures (e.g., after you buy something from Square you get a quick smiley/frown face question)
- Ongoing quality improvement measures
- Interviews and focus groups
- Avenues for impromptu feedback
- Ongoing needs assessment

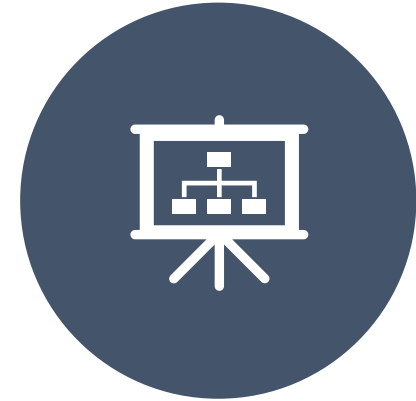
Questions and Ideas



WHAT JUMPS OUT AT YOU?



WHAT ELSE DO YOU WANT TO
KNOW?



HOW DO YOU LIKE TO GIVE
INFORMATION TO
ORGANIZATIONS?

Public Comment



Executive Director's Report

- DEI Update





Our Diversity, Equity and Inclusion Journey

What we've done:

- Conducted 16 motivational interviews with 132 members of leadership, management and employee council
- Conducted six BIPOC conversation groups
- Conducted 13 two-hour trainings involving 350 employees or three-quarters of staff
- Created an online training for 25 percent who couldn't attend live, and for new hires going forward
- Conducted employee survey on DEI issues
- Conducted four continuing conversation groups
- Created a Diversity Equity and Inclusion Advisory Council – 29 applicants; 14 selected
- Created an organization-wide initial assessment of needs and opportunities
- Begun recruiting for full-time DEI manager

What we've found

- The assessment revealed most staff are positive and receptive to the work needed to become an anti-racist company and engage in DEI work.
- We consistently heard staff express faith in our organization's values and intentions in engaging in DEI work.
- A solid group of staff have an interest in developing and participating in the DEI Advisory Council. They're enthusiastic about serving as RMHS' core conduit for staff buy-in and engagement

Where we need work

- Additional DEI and cultural competency training
- Increase diversity at the leadership level
- Making our cultural norms feel less exclusive
- Expand and enhance outreach and relationship building with Black and Latino people supported

What we'll do

- Assess themes and goals that have emerged from assessment phase
- Hire DEI manager
- Work with consultant to create draft DEI five-year plan
- Present draft DEI plan to the following groups and solicit feedback:
 - Leadership Team
 - DEI Advisory Council
 - Employee Council
 - Organization-wide sharing of draft plan
- Finalize DEI plan
- Create DEI work plan
- Meet with those within RMHS to explain how their work and input are affected by DEI plan
- Accept feedback and modify work plan
- Set measurable goals
- Ensure goals, strategies and tactics are embedded into program-level work



Finance Committee Update

- New Staff Introductions
- Year-To-Date (November 2020) Financials



New Staff Introductions

Marilyn Stewart

Interim Chief Financial Officer

Cindy Rubino

Interim Director of Finance

Acting Controller



Year-to-Date Financials

Statement of Functional Activity
11/30/2020
(000's omitted)

	Month				Year-to-Date				FY20 Budget
	Actual	Budget	Variance \$	Variance %	Actual	Budget	Variance \$	Variance %	
Revenues									
Program Revenue									
Medicaid	\$ 962	\$ 1,019	\$ (57)	(6%)	\$ 4,745	\$ 4,987	\$ (242)	(5%)	\$ 11,346
Total State	2,535	2,725	(189)	(7%)	12,596	13,424	(828)	(6%)	32,486
Mill Levy	1,548	1,246	303	24%	6,395	6,180	215	3%	14,750
Private insurance	4	19	(16)	(81%)	68	96	(28)	(29%)	230
Other program revenue	61	56	5	9%	279	276	2	1%	690
Federal (Homes for all Veterans)	790	407	383	94%	4,383	2,284	2,099	92%	4,779
Other revenue	<u>3</u>	<u>3</u>	<u>0</u>	NM	<u>49</u>	<u>15</u>	<u>35</u>	NM	<u>35</u>
Total Revenue	\$ 5,904	\$ 5,474	\$ 429	8%	\$ 28,514	\$ 27,262	\$ 1,253	5%	\$ 64,316

Year-to-Date Financials

Statement of Functional Activity
11/30/2020
(000's omitted)

	Month				Year-to-Date				FY20 Budget
	Actual	Budget	Variance \$	Variance %	Actual	Budget	Variance \$	Variance %	
Expenses									
Staffing									
Total compensation	\$ 2,535	\$ 2,586	\$ (51)	-2%	\$ 11,944	\$ 12,645	\$ (701)	-6%	\$ 30,788
Temporary & contract services	67	1	66	NM	258	27	231	NM	41
Development, travel, mileage, meetings	10	77	(67)	-87%	84	312	(228)	-73%	980
Client professional services	607	533	74	14%	2,222	2,659	(438)	-16%	6,390
Client care services	1,769	1,411	358	25%	9,394	7,251	2,142	30%	16,101
Real property rent & operating	100	109	(8)	-8%	517	551	(33)	-6%	1,458
General office	196	231	(35)	-15%	1,277	1,494	(217)	-15%	3,154
Purchased Services									
Legal & accounting	1	16	(15)	-91%	51	81	(30)	-37%	194
Consulting	25	39	(14)	-36%	147	272	(124)	-46%	657
Insurance	8	11	(3)	-28%	43	56	(13)	-24%	134
Other	21	15	6	41%	76	84	(8)	-10%	199
Depreciation/amortization/impairment	<u>54</u>	<u>54</u>	<u>(0)</u>	0%	<u>253</u>	<u>271</u>	<u>(19)</u>	-7%	<u>416</u>
Total Expenses	\$ 5,394	\$ 5,083	\$ 310	6%	\$ 26,264	\$ 25,703	\$ 561	2%	\$ 60,511
Total Operating Net Income	\$ 510	\$ 391	\$ 119	30%	\$ 2,250	\$ 1,558	\$ 692	44%	\$ 3,805

Proposed Board Resolution:

*The Board accepts the financial statements for the three months ending
November 30, 2020.*



New Business/Announcements



Adjournment

