



RMHS

Rocky Mountain Human Services



Executive Director Report

Organizational Update

Legislative Update

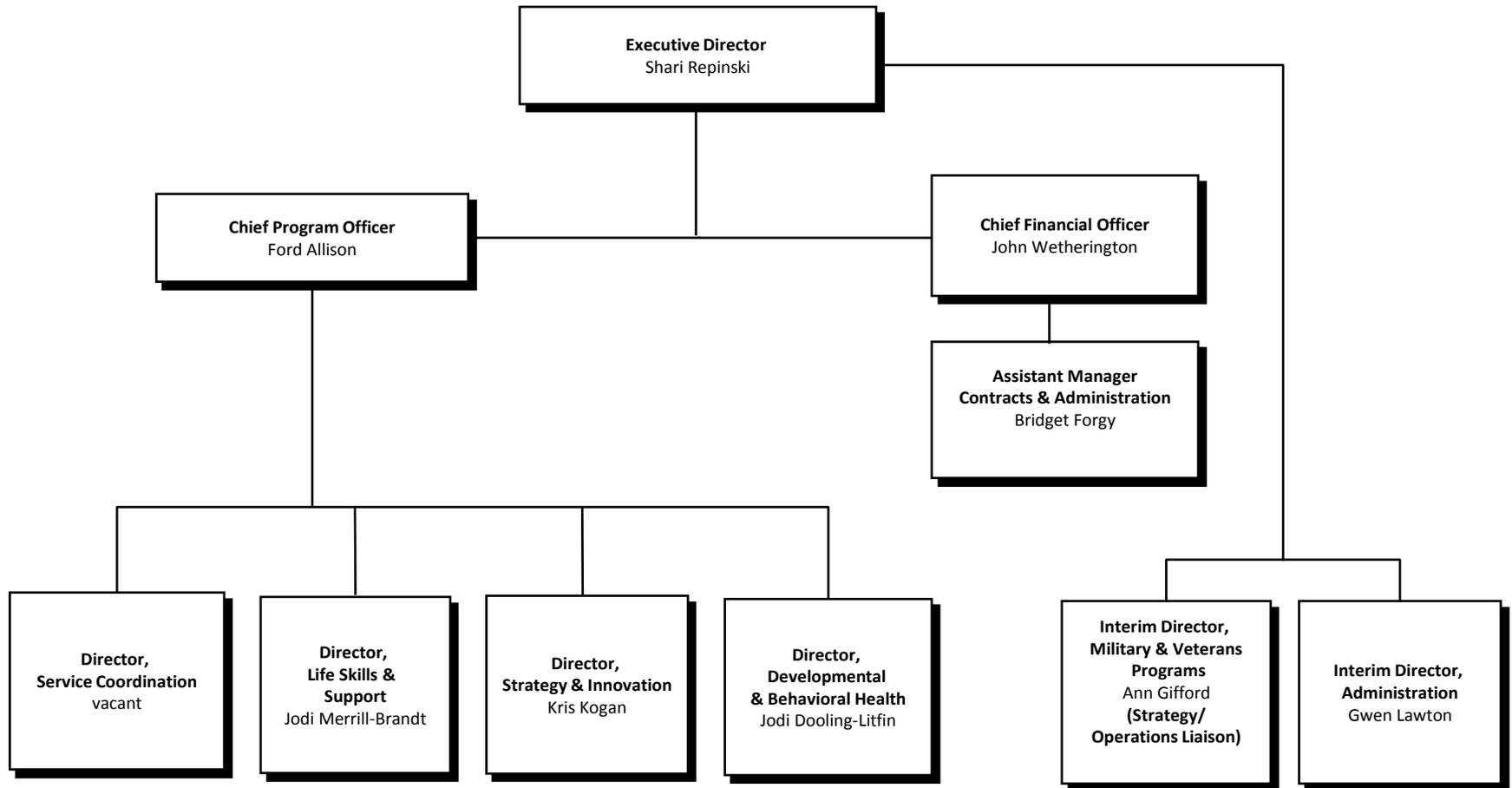
State Activities

Mill Levy/City Council Update

Rocky Mountain Human Services

ORGANIZATIONAL STRUCTURE

As of February 27, 2017



Legislative Updates

HB 17-1045: Home Allowance Extension- *Amend*

HB 17-1046: Statue language clean-up- *Support*

HB 17-1087: Repeal of Family Support Loan Program- *Support*

HB 17-1087: Pilot for Public Guardianship

HB 17-1188: Harassment Sexual Orientation or Disability -*Support*

HB 17-1143: Audit of Medicaid Client Correspondence

HB 17-1222: Family Caregiver Fund Tax

SB 17-011: Transportation Access for People with Disabilities- *Support*

SB 17-024: I/DD Hearsay Exemption- *Support*

SB 17-091: Medicaid Home Health in the Community-*Support*

SB 17-121: Medicaid Client Correspondence

State Activities

- State budget-supplemental
 - One-time provider sustainability payment
- State budget-figure setting
 - Neutral impact except if favorable forecast
- Contract negotiation season
- Re-validation – billing system
- Other state data systems
- Mandatory reporting implementation

Conflict Free Case Management

25.5-10 CRS (Care and Treatment of I/DD)

- Issues under discussion through drafts of bill:
 - Degree to which statute will prescribe system design
 - e.g., choice; case management qualifications
 - Entity roles and responsibilities
 - e.g., Case Management Agency vs. CCB
 - Timelines for implementation
 - Rural exemptions-authorize application to CMS
 - Degree to which other services are impacted

RMHS Impact

Impacted by CFCM change

- Host Home Services
- Behavioral Services
- SLS/CES Services
- Transportation
- Targeted Case Management
- Autism Waiver Case Management

Not Impacted by CFCM change

- State SLS
- Family Support
- Early Intervention
- Military and Veterans Services
- Clinical Services (except funded by waiver)
- Mill Levy Services

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The CFCM Choice

- Option A:
 - RMHS remains a case management agency; divest direct services (host homes, SLS/CES, behavioral health)
- Option B:
 - RMHS remains a direct service agency; divest of case management
- Option C:
 - RMHS remains a case management AND direct service but does not provide to single individual
- Option D:
 - RMHS divest both case management and direct services

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CFCM: Threats & Opportunities

- Business analysis with developing information e.g. rates
- Revenue shifts during agency stabilization
- Competitive market
- Infrastructure change
- Geographic changes & expansion

Mill Levy Update

2016 Workplan

- Stakeholder process
- Respond to diverse needs
- Address gaps in system
- Enhance reporting of services/outcomes
- Increase transparency & accountability
- Leverage revenues to achieve long term impact

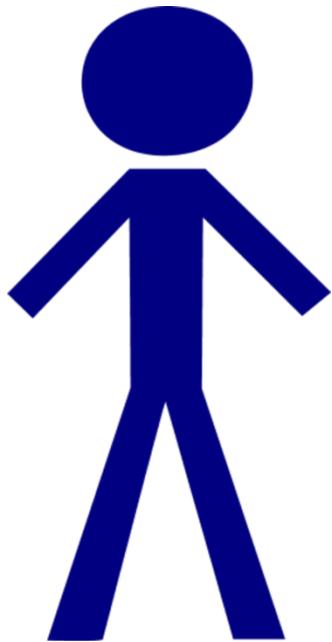
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New Model

- Stewardship
- Quality
- Efficiency
- Innovation
- Access
- Cost Reduction (Overhead)

Planning for Progress

Funding based on service priorities rather than on past spending



Stakeholder Feedback

Themes identified and projects created in response to stakeholder feedback.

Theme: Quality of Life, Wellness & Connecting to the Community

Theme: Training & Education

Theme: Filling gaps within the I/DD system

Theme: Filling gaps between systems

Services Implemented

- Family Support Supplement
- Client Assistance Project
- Mattress Project
- Denver Parks & Recreation Passes
- Community Requests for Mill Levy Funds
- Play & Learn Library Improvements
- Annual EI Provider Training Series
- CPR & First Aid Trainings

Proposed Services for 2017

- Expansion of Behavioral Services
- Homelessness Collaborative
- Cognitive Support Technologies
- Collaborative Crisis Response
- Supported Employment
- HCBS Waiver Waitlist Project
- Additional services to be identified throughout the year

Next Steps

- Present to Denver City Council 4/5/17
- Negotiate with DDHS for 2018
- Ongoing Stakeholder Communications

Finance Update

YTD Performance
Seven Months Ending January, 2017

In millions	Actual	Budget	Variance f(u)	
Revenues				
Medicaid	\$9.0	\$9.5	(\$.5)	
State Funding	\$4.0	\$4.0	negl.	
Grants	\$2.2	\$2.3	(\$.1)	
Mill Levy	\$4.6	\$5.8	(\$1.2)	
Other	\$1.0	\$.4	\$.6	
Total	\$20.8	\$21.9	(\$1.1)	(5.1%)

Finance Update

YTD Performance Seven Months Ending January, 2017

In millions	Actual	Budget	Variance f(u)	
Expenses				
Salary & Benefits	\$8.7	\$9.3	\$0.6	
Professional Services	\$8.4	\$8.2	(\$0.2)	
Other	\$3.4	\$4.2	\$0.7	
Total	\$20.5	\$21.7	\$1.2	(5.5%)
Overhead	\$1.7	\$2.2	\$0.5	
Percent	9.3%	11.3%*	2.0%	

***Down from 12.36% in FY16**

Finance Update

YTD Performance
Seven Months Ending January, 2017

In thousands	Actual	Budget	Variance f(u)
Net Surplus	\$720	\$688	\$32

Mill Levy Update

Budgeted on Calendar Year

2017 Budget provided to City (year five addendum signed last week)

Support of operating departments \$8.0 million

New programs internal/external \$6.5 million

DDHS approved \$3.6 million in new projects to-date

Must demonstrate spending is only for allowable activities

Limit overhead allocations

Add services – not supplement rates

New contract must be negotiated for January 1, 2018

Revalidation

- State requiring all Medicaid providers to revalidate their records, services and billing structures. Switched providers from Xerox to HP
- Scheduled one week with no payments with weekly payments to resume March 9. Less than 10% of expected payments have been received for that date
- RHMS was 100% approved, then 100% denied and now partially approved per State/HP. May get major payments resuming March 16
- Expect multi-week payment delays on certain services
- Providers who bill for themselves are at financial risk

Billing System

Existing system – Medisoft lacks tools to process rejections and denials and for batch billing of high volume transactions

- High risk of overpaying providers and missing bills

- Extraordinary process to follow funding hierarchy

- Manual processes to comply and collect co-pays

- Lack of vital management information

New system – Medley

- Time saving efficiencies

- Access to better data by more individuals

- Easier/timely tracking of rejections & denials –cash flow+

- Ability to invoice Mill Levy for transactions

Electronic Health Record – early investigation of options/requirements

FY17/18 Planning Calendar

May Board Meeting

- Board to authorize extension of term loan

- Update on Mill Levy contract

- Update on Conflict Free Case Management

- Major assumptions for FY18 budget to be reviewed

May/June Finance Committee

- Review preliminary and draft budgets

- Approve recommendation to the board

July Board Meeting

- Approve FY18 budget

Update on Contracts

Submitted three grant requests to extend Homes for All Vets beyond September 30, 2017

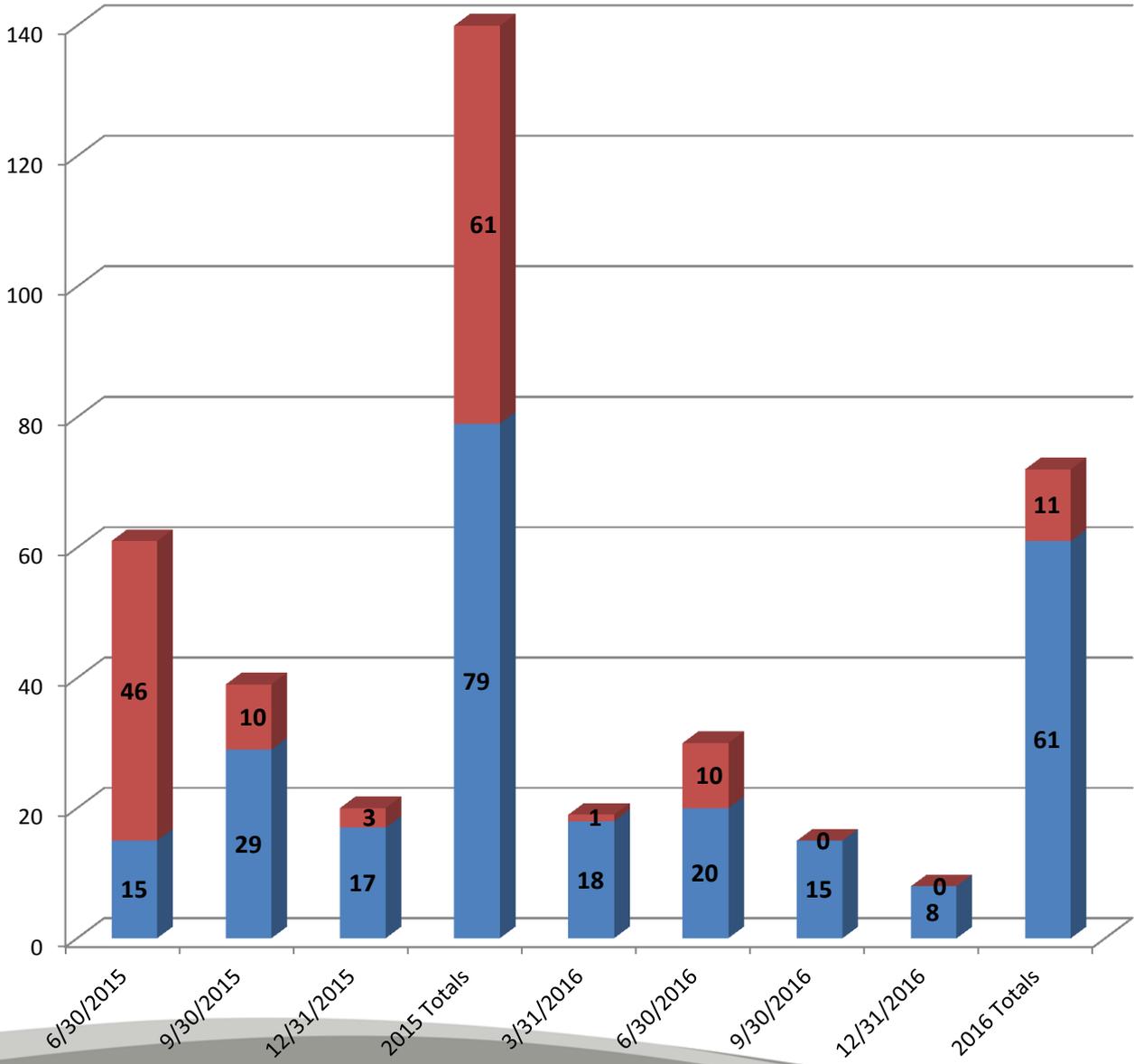
Did not seek renewal on HVRP and VTC grants expiring June 30, 2017. Will support new agencies.

Vacating 24 S. Weber, Colorado Springs in June. Expect to be in both 17 S. Weber and Fontanero through September 30 and likely consolidate into one of these properties

Considering new grant opportunities in 2018

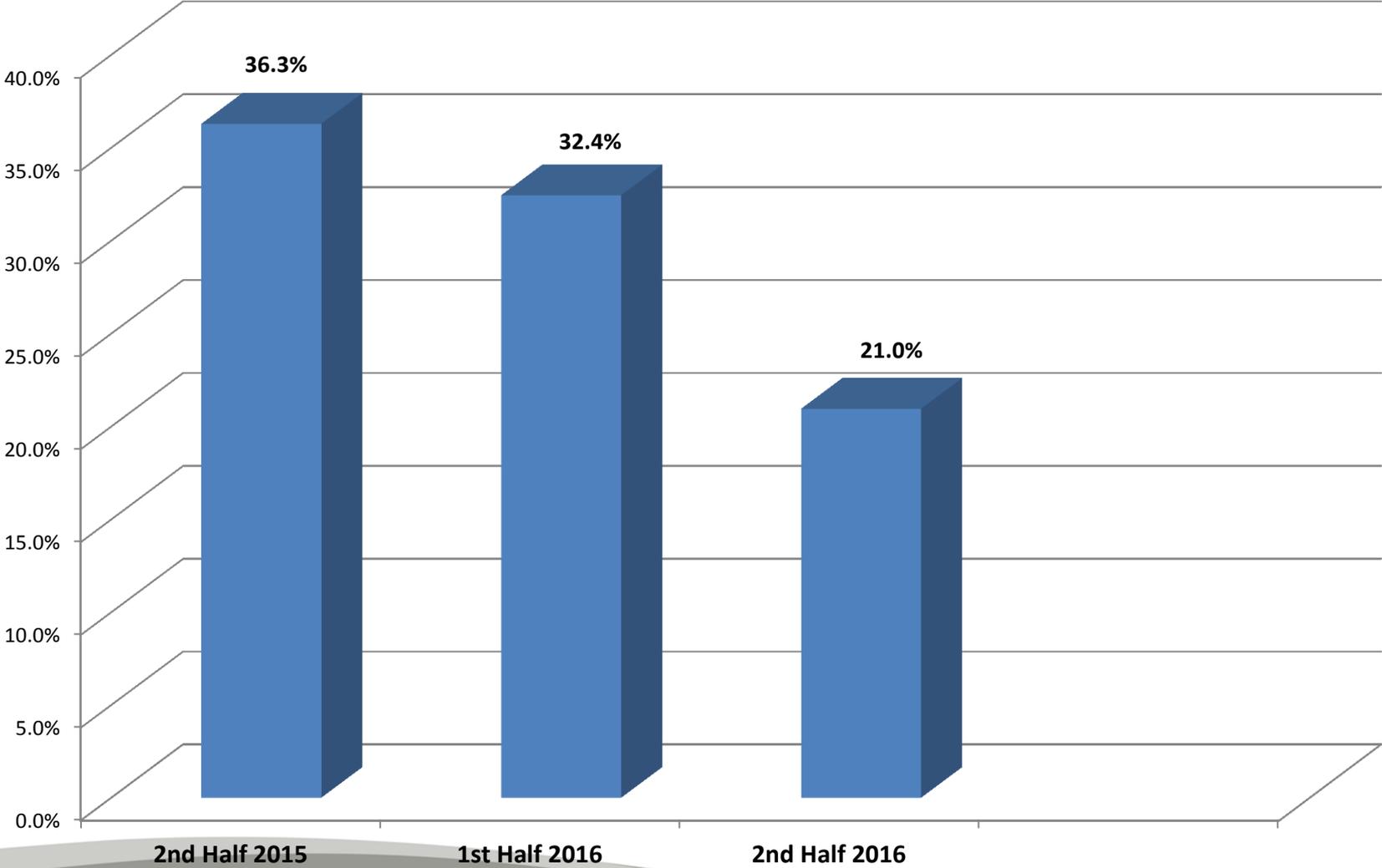
Finance Update

Turnover

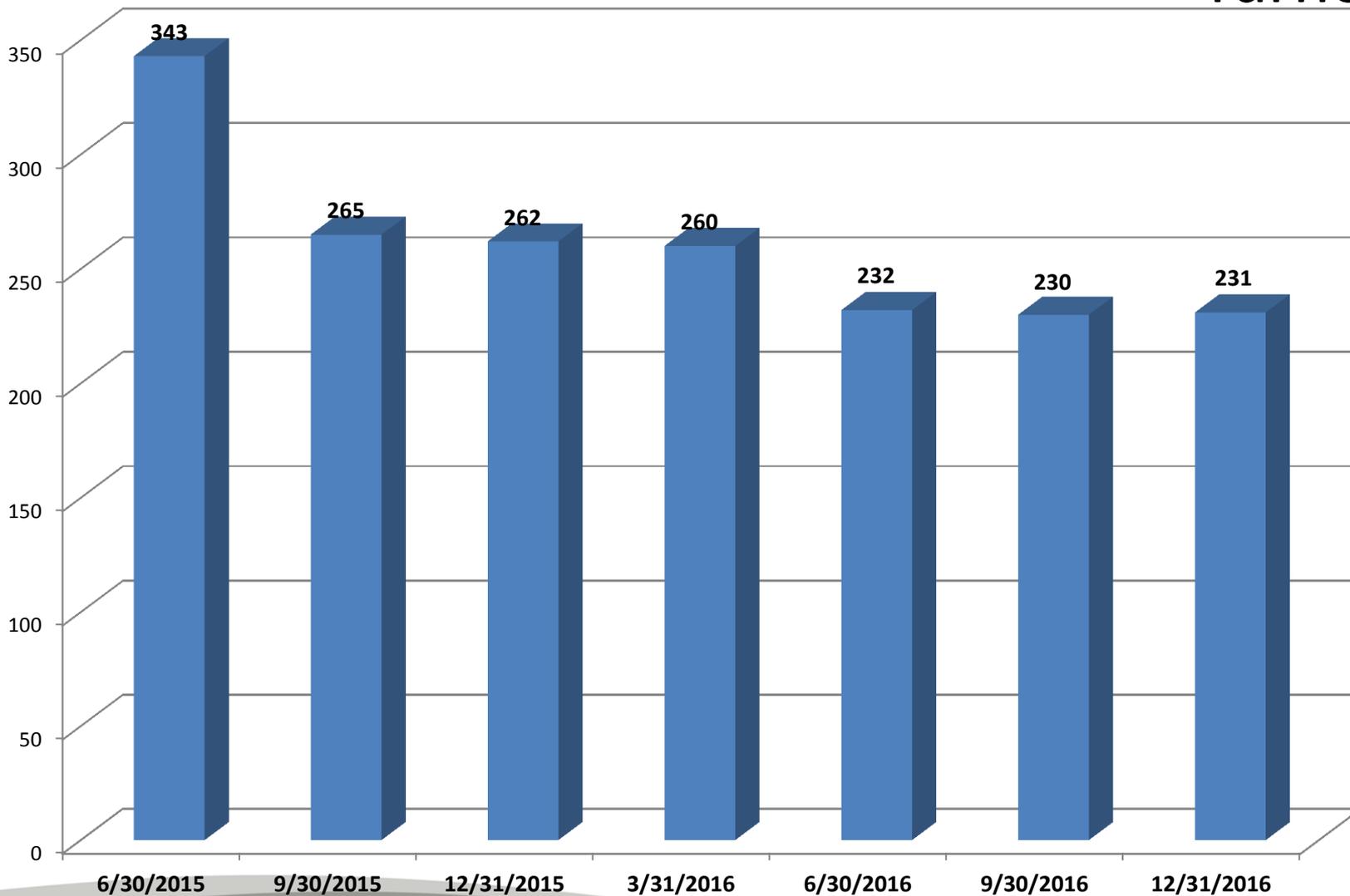


Involuntary Terminations
Voluntary Terminations

RMHS Semi-Annual Voluntary Turnover Rate (Annualized)



RMHS Headcount by Quarter



Compliance Plan

- Conflict of Interest Reporting
- Code of Ethics
- Compliance Committee
- Agency Audits