



Board of Directors
May 20, 2020



Welcome & Introductions

Consent Agenda

- Approval of May 20, 2020 Agenda
- Adoption of March 18, 2020 Board Minutes
- Adoption of April 14, 2020 Board Minutes (special meeting)

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



Mill Levy Services Adapting to Meet Changing Needs

Mill Levy Services during COVID-19

We have continued to focus on being flexible and adapting to meet people's needs and maximize access for individuals with I/DD in Denver.

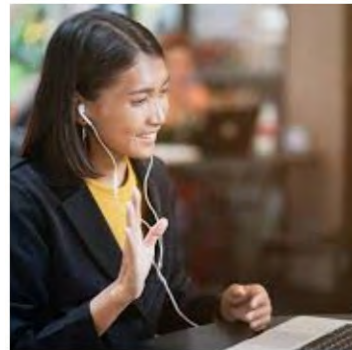
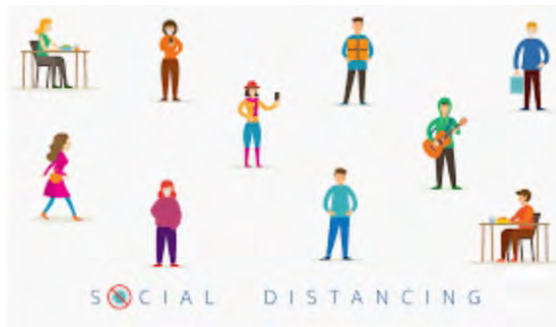
- External Initiatives
- Individual Requests
- Packages



External Initiatives

This year, RMHS has 27 subcontracted mill levy projects (see the full list on our website here: <https://www.rmhumanservices.org/our-community-partners>)

Most of the projects initially included in-person service models. When that was no longer possible, people got really creative!



External Initiatives – The Wayfaring Band

[The Wayfaring Band's](#) mill levy funding supports travelers on a variety of preplanned trips across the US throughout the year. One feature of their service model includes an *artist in residence* who attends the trip and creates a piece of art to memorialize the experience.

Without being able to travel, TWB has adapted services to engage the artists and support people with I/DD in a different way:

Wayposts

- helps families and individuals meaningfully mark milestones during social distancing.
- offers customized mementos and facilitated online events to honor the importance of birthdays, graduations, baby showers, weddings, funerals, personal achievements, anniversaries, and other meaningful moments.
- connect with individuals and families personally to gather stories & memories to ensure the experience is individualized and meaningful.



External Initiatives – Connect Us

Through after-school groups, recess facilitation and camps, [Connect Us](#) fosters social inclusion, supports friendship building and teaches leadership skills for re-school and elementary-age youth. *Ages 3 to 18.*

- Adapted to virtual groups to provide continued support
- Provided access to psychiatrist on staff to support families struggling with staying home and to provide parent coaching strategies
 - The major concern identified is that many children are home with their families and the family home is not always safe or calm for many individuals. Some individuals go to school to have an escape and Connect Us serves in that area. Now that children are home full-time Connect Us wants to focus on finding a way to make that as safe as possible.

“Thank you, Connect Us for all you do! Your thought of reaching out to families and planning something for kids while they’re stuck at home is much appreciated. You guys are amazing!” – parent of a kindergartener



External Initiatives – Connect Us

Plans for two of our remote activities for kindergarten group.

Step 2



- Look for items in your house that match each color on your scavenger hunt
- If your binoculars are dry and ready to go, bring them along with you on your journey

Happy Hunting!

Step 2



- Decorate your 2 toilet paper rolls
- or
- Your 1 piece of paper

Lessons Learned – this section is optional

What, if any, challenges or unexpected events did you encounter during this quarter?

While COVID 19 has been a disaster for everyone, we are finding out what we're capable of accomplishing with a phenomenal, determined staff who will do whatever they can to support the kids and families with whom we work.

What specifically have you learned during this reporting period?

Reinventing Connect Us hasn't been easy, but when you have a group of quality people who care a ton, it's amazing what can get done. Although there is no replacement for physical contact, we are optimistic that our online groups and our reaching out to families are providing some comfort and connection. We hope to retain all of our amazing staff by keeping them regularly engaged with families and kids remotely and then jumping right back into working directly with kids who will clearly need us more than ever, once life returns to normal. Fingers crossed!

External Initiatives – Autism Community Center

The Autism Community Center at the [Autism Community Store](#) is a safe, friendly and inclusive space for support groups, social events, resource fairs, trainings and more. The center is designed to be an accepting, sensory-inclusive hub that builds bridges to the broader community. *All ages.*

- Adapted to virtual groups
- Immediately shifted gears to share resources related to COVID to individuals and social opportunities
- Needs shifted from community gathering and resources to advocating for children in the public school system and supporting parents through the time of coaching children through online school.

[ACS in the news \(pre COVID-19\) https://youtu.be/yH1HAxIT3B0](https://youtu.be/yH1HAxIT3B0)



External Initiatives – Autism Community Center

We received this message on Facebook from a local Mom after we had to close the store and community center to the public in March. Clearly, the Autism Community Center is an important part of this family's world and a place where they know they belong.



I wanted to tell you that my daughter writes your business name everyday in hopes it will be open. She of course doesn't understand what's going on so she is upset about not getting to go. But her hand writing has improved like crazy, she did not write her letters in a straight line before. Lol I hope all is well with you guys. Your store will be the first place we go once you're open. Xox (TJS parent)

External Initiatives

[Access Gallery](#) engages the community by opening doors to creative, educational and economic arts opportunities for adults with I/DD.

When COVID-19 hit Colorado, Access Gallery was quick to adapt, boxing up and delivering art supplies to their students so classes could continue virtually.

They are also offering virtual exhibits and Art in a Box.

<https://vimeo.com/403499389>

Individual requests

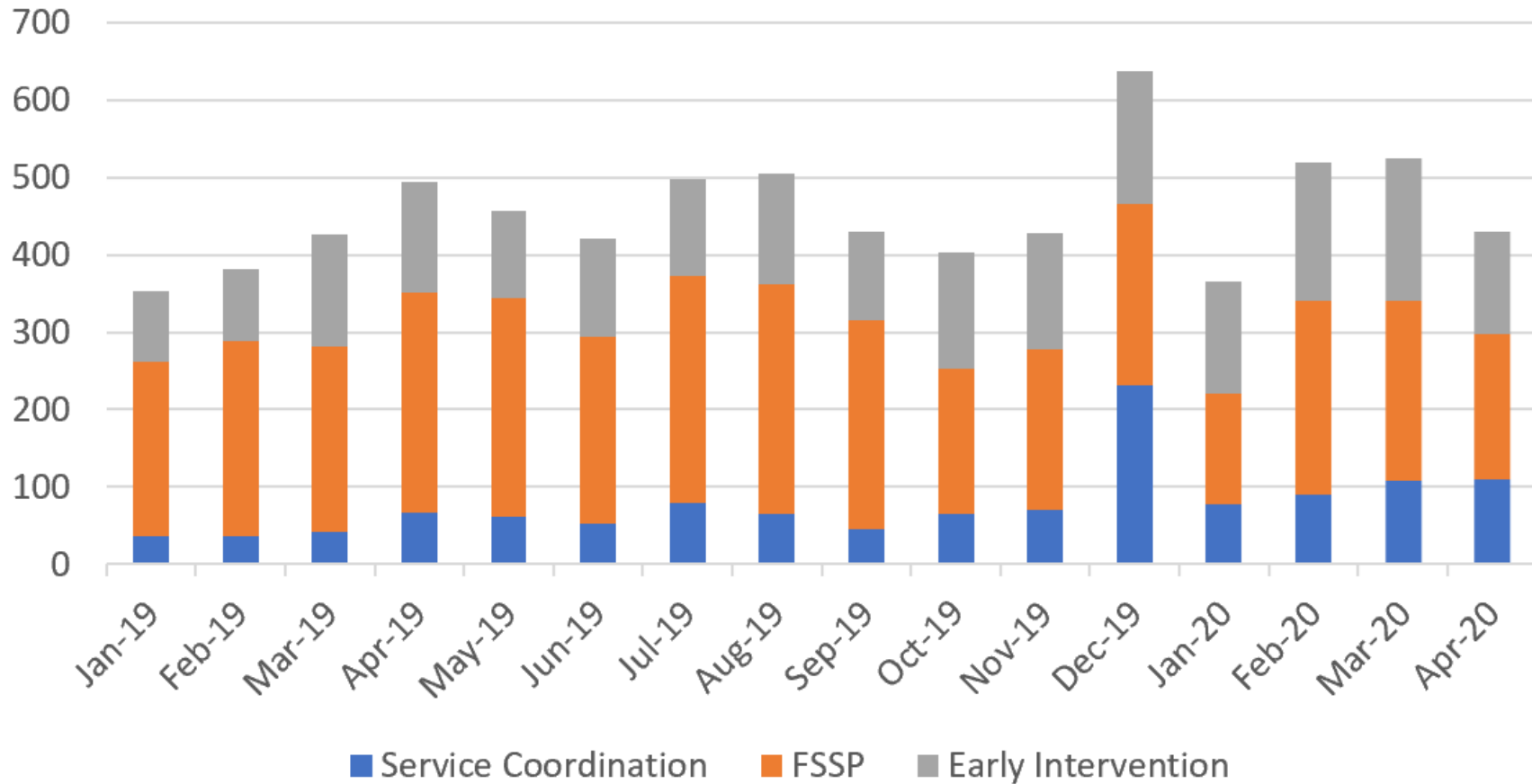
The Mill Levy Program has supported individual requests for several years.

In 2019, RMHS received 4,646 completed requests (93% of which, or 4,316, were fully or partially funded) for 1,955 individuals, a 21% increase from last year's number of individuals supported. The total amount of funding granted to support those individual requests was \$2.5M.

Not surprisingly, in mid-March of this year, we started to see drastic changes in the kinds of requests we were getting.

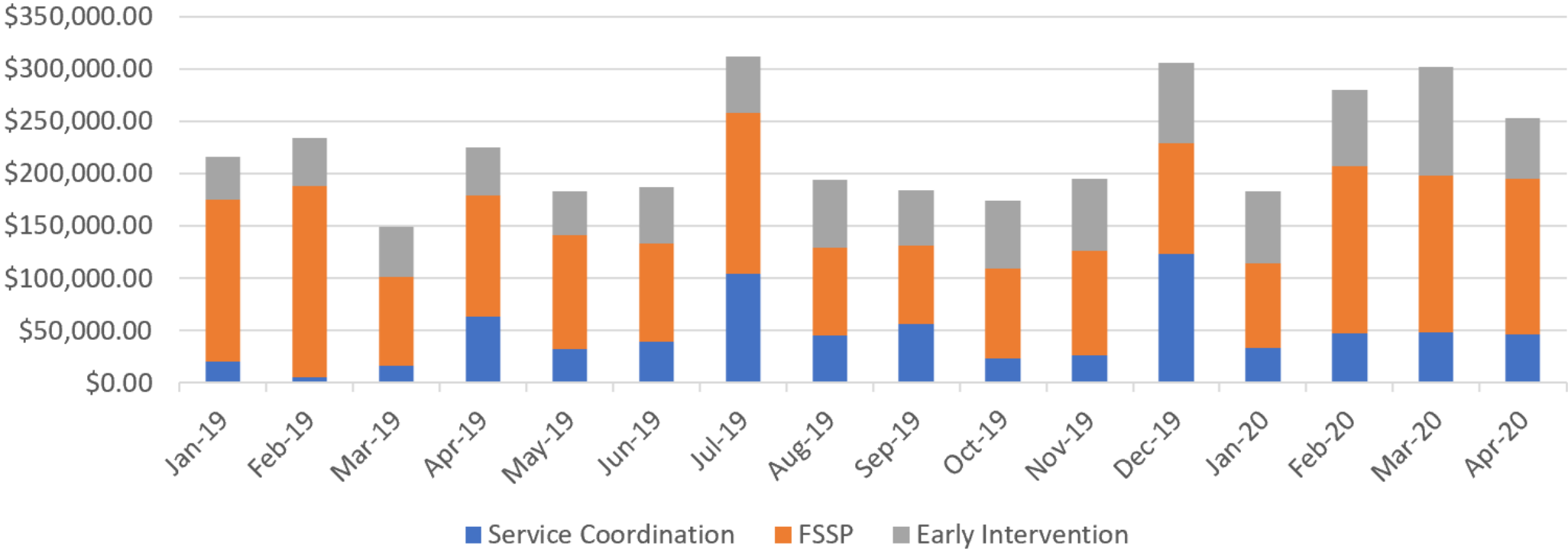
Individual requests

of individual requests processed

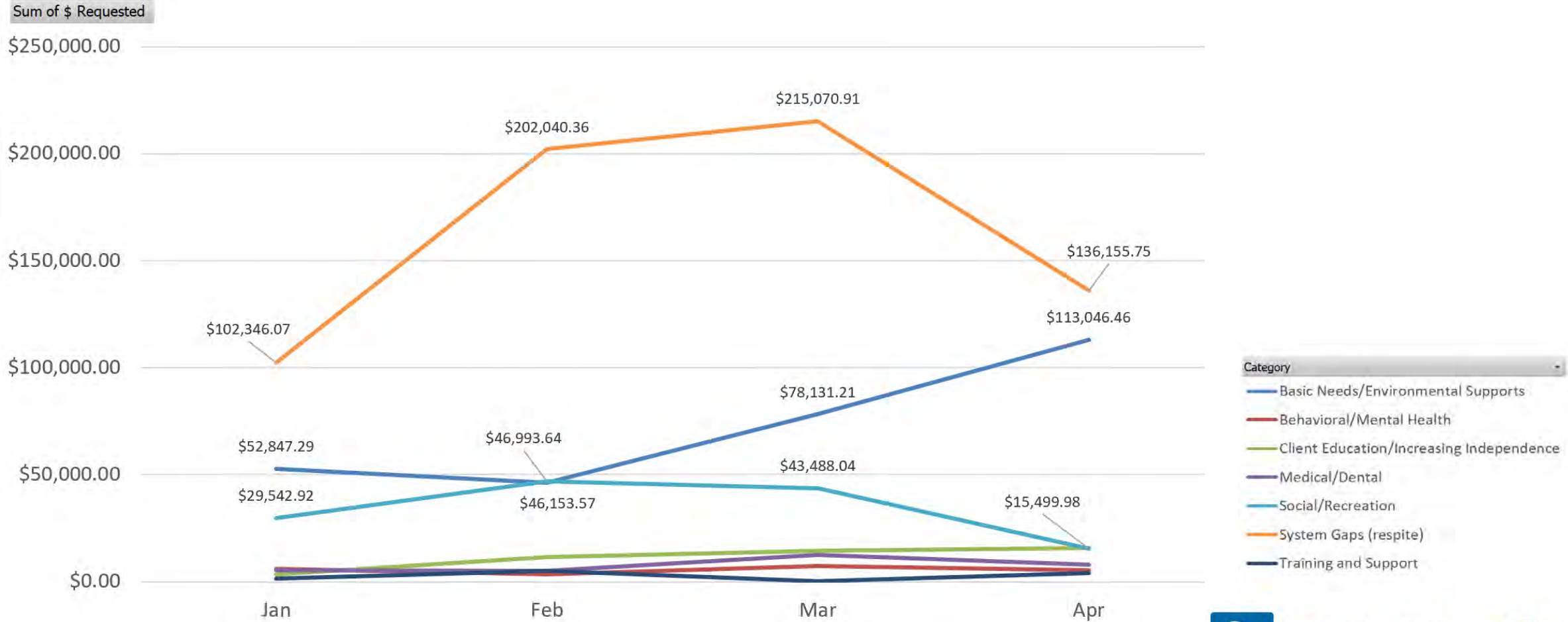


Individual requests

Dollar amount granted for individual requests



Individual requests



Individual requests

- Additional contract with DHS for Housing Stabilization in progress
 - \$400,000
 - May 1 – Dec 31
 - Funds to support needs related to COVID-19:
 - Rent/mortgage assistance
 - Utilities
 - Relocation expenses
 - Temporary housing

Packages to efficiently meet many similar needs – boredom busters

- In six weeks, we served 1,015 people (46% of Denver residents ages 3+ in programming).
- Includes a variety of things that individuals can do by themselves to be calmed, intrigued, and creative.
- Activities to do with others to stay engaged

Huge thank you to Autism Community Store!! While they had to shut their storefront, they quickly adapted the way they did business to help us meet the need. They conformed to public health guidelines and rearranged staffing to meet the needs of this project.



Boredom Buster orders and feedback

From our Family to you & yours!
This kit was a god send &
magical! [redacted]'s face lit-up
when he saw all this & that it
was for him ☀️ HE NEVER GOT'S
SENT ANYTHING SO HE WAS HAPPY!
& ENJOYED looking through this BOX




THANK YOU AUTISM COMMUNITY STORE!!!

What we're working on now...

- Assessing barriers to accessing virtual services
 - Needing technology
 - Needing internet services
 - Needing training in using technology
 - Needing support to feel comfortable with virtual services
- Piloting telehealth dependent support for families that have multiple children – parent needs to be available to support the child in services to participate in telehealth services

For more information or questions: milllevy@rmhumanservices.org





Any
questions





President's Report

- Board Action Item



Public Comment



Executive Director's Report

May 20, 2020

Current Operations Due to COVID-19

- Effectively working at home
- Services delivered remotely (with few exceptions)
- Evaluate what we have learned, what to change moving forward
- Variables to determine return to “new” normal
 - Changes in regulation
 - Availability of testing, contact tracing, vaccine
 - Local orders for social distancing
 - Similar businesses’ decisions
 - Local school districts’ plans to return
 - Public health guidance
 - Widespread availability of PPE

Current Operations Due to COVID-19

- Variables to determine face-to-face visits
 - Some services continue face-to-face
 - Regulations and State-Directives
 - Availability of telehealth as permanent option
 - Individuals and families comfort level
 - Efficacy of remote delivery for some services

State Budget

- \$3.3 Billion shortfall for state (Forecast 5/12/20)
- Transitions Services (Momentum & TSP)
- Community Provider Rates (Service Coordination, LSS, Clinical)
- Family Support and State SLS
- Early Intervention

Single Entry Point

Implementation Update

General Updates

- Contract signed and submitted to Health Care Policy & Financing (HCPF)
- Regular transition meetings with HCPF/RMHS
- Regular transition meetings with Colorado Access/RMHS
- Computers/cell phones ordered, some received (pew)
- Remodel – West Wing 9900 Iliff
- Phone system implementation
- External partner outreach

Recruitment

- 100+ candidates interviewed
- Offer letters starting
- 2 current COA key staff started 5/18/2020 (YES!!)
- Remainder of staff to start 7/1/2020

Considerations

- Onboarding new staff remotely
- Outreach to referral sources, and other stakeholders



Other Strategic Priorities

- Horizons project
- Conflict Free Case Management



Compliance Update

Dianne Clarke

Compliance:

What have we accomplished?



- We focused on improving compliance awareness
- We provided annual and ad hoc HIPAA trainings
- We implemented an organizational security risk assessment
- We implemented unencrypted e-mail reviews
- We implemented HIPAA “walk-throughs”
- We implemented e-signature software

COVID-19 Specific Changes

- Temporary guidance on Telehealth
- Security updates for Telehealth
- Remote worker guidance
- HIPAA enforcement changes
- Ongoing comprehensive communication
- Temporary policies & procedures



Compliance: What are we working on in 2020?

- Creating a culture of compliance
- Introducing a compliance audit plan
- Compliance with regulatory & contractual requirements
- Refresh of compliance policies & procedures
- Encouraging prompt reporting by staff on compliance issues
- Prompt response and investigation of compliance concerns
- Continued COVID response



Questions?



Finance Update

May 20, 2020

Update on IT Security

- Information security assessment completed by Security Pursuit, LLC
- Examined current state strengths and deficiencies
- Moderate risk overall
- Findings used to assist IT team in identifying areas for improvement and prioritizing work over the coming year



Year-To-Date Financials

FY20 Year-to-Date Results

(000's)

7/1/19 to 3/31/20

	Actual	Budget	Variance	%Variance
Revenues	\$ 36,486	\$ 35,752	\$ 734	2.1%
Expenses	34,511	35,511	(1,001)	(2.8%)
Net Operating Income	1,975	241	1,735	NM



Year-To-Date Financials

FY20 Year-to-Date Revenues

(000's)

7/1/19 to 3/31/20

	Actual	Budget	Variance	%Variance
Medicaid	\$ 9,469	\$ 8,992	\$ 477	5.3%
State Funding	13,037	12,792	246	1.9%
Mill Levy	10,433	10,426	7	0.1%
Grants	2,829	2,724	105	3.9%
Individual Insurance/Room & Board	689	788	(99)	(12.5%)
Billing Fees/Donations/Other	28	29	(1)	NM
Total Revenues	\$ 36,486	\$ 35,752	\$ 734	2.1%



Year-To-Date Financials

FY20 Year-to-Date Revenues

(000's)

7/1/19 to 3/31/20

		Actual		Budget		Variance		%Variance
Agency Services	\$	2,029	\$	1,567	\$	462		29.5%
Residential		5,035		4,934		101		2.0%
Life Essentials		188		394		(206)		(52.3%)
State SLS		1,047		1,179		(132)		(11.2%)
Mill Levy Management		339		374		(35)		(9.5%)
Mill Levy Programs		6,538		6,490		49		0.7%



Year-To-Date Financials

FY20 Year-to-Date Revenues

(000's)

7/1/19 to 3/31/20

	Actual	Budget	Variance	%Variance
EI – Service Coordination	\$ 2,544	\$ 2,715	\$ (171)	(6.3%)
Non-EI Clinical	210	83	128	NM
EI – Internal Direct Services	2,686	2,772	(86)	(3.1%)
EI – External Direct Services	3,418	2,311	1,107	47.9%
EI – Admin	63	78	(15)	(19.6%)



Year-To-Date Financials

FY20 Year-to-Date Revenues

(000's)

7/1/19 to 3/31/20

	Actual	Budget	Variance	%Variance
Family Support	\$ 1,619	\$ 1,389	\$ 231	16.6%
Service Coordination	3,469	3,296	172	5.2%
HAV	2,832	2,724	108	4.0%
Momentum	3,078	3,223	(145)	(4.5%)
TSP	1,185	2,030	(845)	(41.6%)



Year-To-Date Financials

FY20 Year-to-Date Select Expenses

(000's)

7/1/19 to 3/31/20

		Actual		Budget		Variance		%Variance	Full Year Budget
Direct Client Expenses	\$	16,611	\$	16,651	\$	(41)		(0.2%)	22,297
Staff Expenses		14,181		14,787		(607)		(4.1%)	19,819
Purchased Services		786		998		(213)		(21.3%)	1,288
Overhead		2,415		2,810		(395)		(14.0%)	3,737
Total Expenses	\$	34,511	\$	35,511	\$	(1,001)		(2.8%)	47,495
Net Operating Income	\$	1,975	\$	241	\$	1,735		NM	505

Finance Update

Proposed Board Resolution:
The Board accepts the March 31, 2020 financial statements as presented.



Finance Update

- Budget Process FY21

Banking

- Open money market account at BOK
- Establish credit card program with BOK

Proposed Board Resolution:

The Board authorizes RMHS senior management to open a money market account with BOK Financial.

Credit Card Program

- Growth in use of credit cards by staff to simplify client access to resources
- 0.8% rebate on all purchases used to fund program and administrative expenses
- Structured as a loan with BOK
- Current amount: \$170,000
- Asking for approval of \$250,000 as RMHS' client population continues to grow

Proposed Board Resolution:

The Board authorizes RMHS senior management to establish a credit card program at BOK Financial, with a loan of a maximum amount of \$250,000.