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2018 Semi-Annual Report Intellectual and Developmental Disability Services Supported by Denver Mill Levy Funding

Working Together for Denver

January 1, 2018 – June 30, 2018

Introduction

Rocky Mountain Human Services (RMHS) is a non-profit human service organization that provides services annually to more than 4,500 individuals in Denver County with intellectual or developmental disabilities (I/DD). We are a community-centered board (CCB), which means we act as a local hub and resource for individuals with I/DD and their families who need assistance in Denver. We serve the community by providing case management and direct services to individuals and families with I/DD. Our staff conducts more than 13,000 visits in the Denver community annually and ensures that individuals with I/DD are receiving the services necessary to meet their needs.

In 2003, Denver residents generously approved a mill levy property tax to benefit Denver residents with I/DD. As a result, Denver residents can access programs and services, and receive funds to pay for individualized services and resources not available from Medicaid or other funding sources. In this report, RMHS is highlighting its efforts to meet Denver residents' needs through two primary goals:

- 1. Increase access to services.**
- 2. Increase flexible service options to address individualized needs through a variety of providers.**

Goal 1: Increase access to services

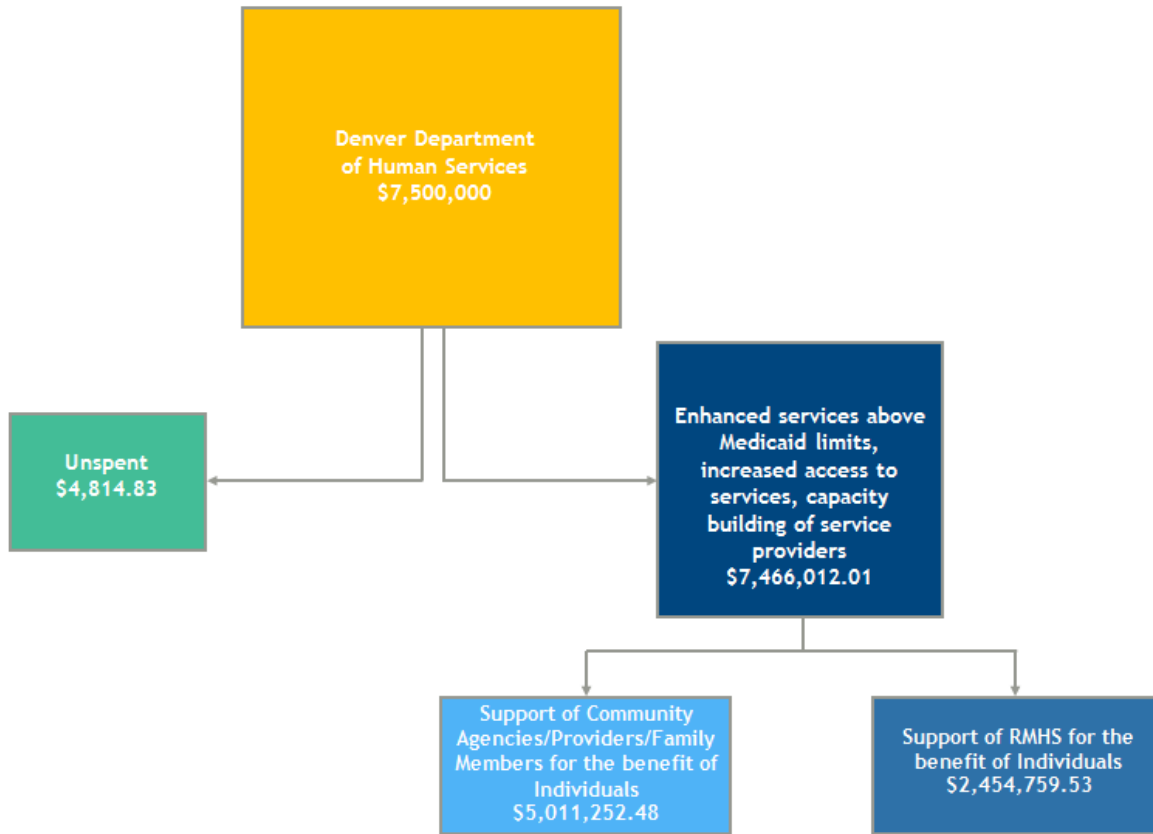
The Denver Department of Human Services (DHS) maintains administrative oversight of the mill levy dollars and maintains a contract with RMHS to deliver programs and services to support the community. Since 2016, RMHS has increased funds going into the community to support individuals, family members, existing providers and new program development.

This shift in funds going directly to the community represented a major change in the way we use mill levy funding; we achieved this transformation through a variety of means. First, we listened. We heard from stakeholders about community needs and reoriented our efforts to support those needs. Second, we developed processes and infrastructure to simultaneously meet the needs of individuals with I/DD and providers who serve them. Next, we conducted outreach and information-sharing through our website, public and one-on-one meetings to get the word out about this resource. Through these combined efforts, we provided enhanced services to 3,791 unduplicated Denver residents with I/DD between January 1 and June 30, 2018.

The contract between DHS and RMHS covered in this report ran from January 1, 2018, to June 30, 2018, with a total contract value of \$7.5 million. For the period from January 1, 2018, to June 30, 2018, RMHS expended \$7,466,012.01 for enhanced services to the I/DD community. Of this amount, approximately 33 percent of funds supported RMHS services for this population, and 67 percent supported individual requests, community agencies, providers and family members. Graph 1 below provides a high-level summary of how mill levy dollars were used from January 2018 to June 2018.

Graph 1

January 2018 – June 2018 Mill Levy Summary



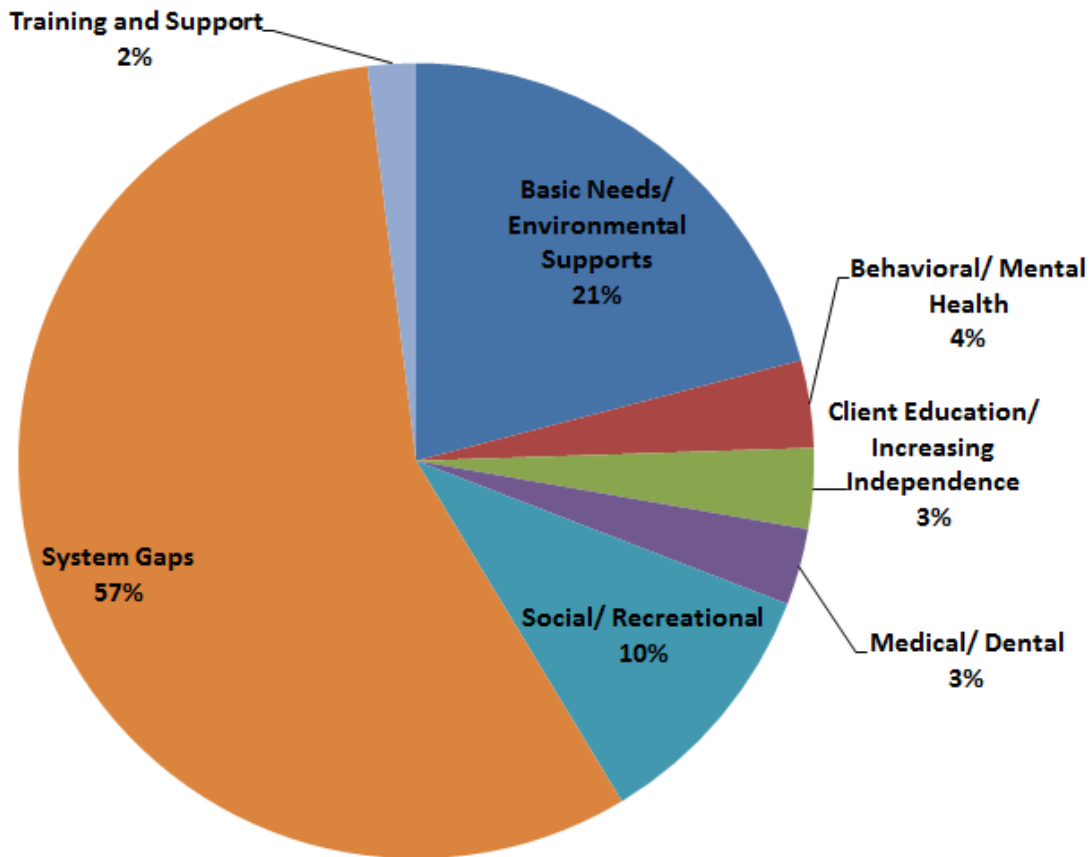
Denver mill levy dollars provide enhanced services for people with I/DD. These dollars support RMHS services, as well as the enhanced services that community organizations and agencies provide. In this way, both individuals and the provider community benefit from mill levy support. RMHS recognizes the importance of monitoring programmatic intent and outcomes, and tracks mill levy dollars by how they were originally accessed – whether by an individual or by an agency. Ultimately, it is the individual with I/DD who benefits from enhanced services.

Individual Requests

Residents of Denver with I/DD have two ways to access mill levy funds. They can either contact their RMHS service coordinator or submit a request directly through the RMHS website. The average number of individual requests received per month continues to increase. In 2017, average numbers of requests per month increased from 207 in the first quarter to 301 in the fourth quarter.

For January through June of 2018, RMHS received an average of 372 requests per month, with a total of 2,232 individual requests from 1,163 individuals. **Approved requests totaled more than \$1.6 million.**

Graph 2
 January 2018 – June 2018 Funding for Individual Requests by Category
 (n=2,232)



Individual requests have resulted in funding for diverse needs. Examples of these are:

- Car seats for infants to travel in the family car safely
- A weighted blanket recommended by a youth’s physician to help him sleep through the night
- A required uniform for an adult working at a new job
- Applied Behavior Analysis services not covered by insurance for children
- Safety devices for toddlers to keep them safe in their family homes
- Assistance to an adult living independently to purchase special foods following a diagnosis of diabetes

On average, an RMHS service coordinator meets four times a year with individuals who use RMHS for their case management services. The service coordinator works with the client to identify his or her needs, which may include services or resources not available from Medicaid or other funding sources. These needs are documented in an individualized service plan, and mill levy funds are then used to pay for identified services that other funding sources do not support.

Similarly, when an individual submits a request directly through the RMHS website, staff reviews the request in accordance with the contract between RMHS and DHS to ensure the request is appropriate to the an individual’s needs and not available through other resources before approving. **Individuals in Denver are eligible for mill levy services regardless of current case management agency.** Those who RMHS does not

currently serve can request access to mill levy-funded services and supports through our website at www.rmhumanservices.org/ml.

RMHS has consistently approved most requests. Of the 2,232 requests received from individuals with I/DD, their families or providers, including requests received for Denver residents served by other CCBs, all but 16 requests (99 percent) were approved. All denied requests were due to the availability of other resources or because the individual was not eligible (not I/DD or did not reside in Denver). In addition, RMHS received a complaint regarding requests for one family. Staff worked closely with the family to determine the nature of the requests, the requests were ultimately granted and the complaint was successfully resolved.

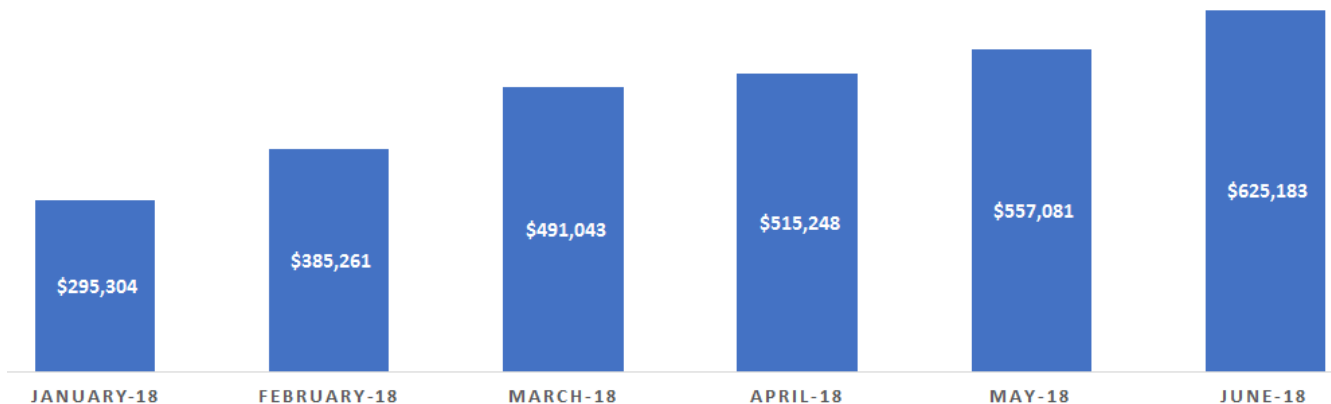
In all denials, RMHS provided explanation about the reason for denial to the individual and/or their family, and provided information and referrals to other community resources when appropriate. In most situations, RMHS staff could meet the individual's needs by accessing other funding sources. Individuals who did not live in Denver were encouraged to contact county officials regarding mill levy availability in their county of residence.

The individual requests component of mill levy funds will continue to expand significantly. As RMHS service coordinators meet with individuals to identify needs, the service coordinators develop individual service plans to access Medicaid and other funding sources, including mill levy funds. When appropriate, RMHS contracts with an individual's provider of choice to ensure payment for ongoing services. This enables RMHS to communicate to the provider the expectations for performance and accountability regarding the use of mill levy funds. Additionally, RMHS service coordination staff use the service plan to ensure that providers are meeting individual needs and individuals are satisfied with the content and quality of services provided.

Mill Levy Service Plans

In addition to providing funds to meet individual requests, RMHS continues to implement the individualized mill levy service plan model, which began in August 2017. Our goal is that service coordinators develop mill levy service plans for every Denver resident whom RMHS serves and reach as many Denver residents not accepting services through RMHS as possible. Individuals may receive services through either a Medicaid Waiver program or Early Intervention¹, and will have a mill levy service plan completed over the course of the next year. Evidence of the growth of this program is highlighted in Graph 3 below.

Graph 3
Amount of Services Authorized through Mill Levy Service Plans
January 2018 – June 2018



¹ Mill Levy Service Plans for Early Intervention were piloted beginning Feb. 1, 2018.

Goal 2: Increase flexible service options to address individualized needs through a variety of providers

Community Agency Requests

During the first half of 2018, RMHS partnered with **23 community agencies** to conduct special projects. (See Table 1 for a complete list.) In addition, RMHS received three proposals for new special projects during this reporting period. All three were denied due to lack of available funds and these providers were encouraged to consider applying again in Fall 2018 when RMHS has updated and announced the process for proposal submissions for January 2019.

In addition to community agency partnerships described above, program-approved service agencies (PASAs) are also invited to contract with RMHS to provide services through individualized mill levy service plans, as described on page 5. In total, RMHS has executed 2018 contracts with **52 community agencies** to provide services through individualized mill levy service plans.

In total, RMHS is currently contracted with **72 community agencies** to provide mill levy-funded services and supports. Three community agencies are providing services through special projects as well as through individualized mill levy services plans.

Services Sought through Mill Levy

Our stakeholders and Community Advisory Council members outlined the seven priority areas of mill levy funding. As RMHS has approved mill levy funding to community agencies, providers, family members and individuals, 100 percent of approvals have been for the benefit of individuals with I/DD and met the definition of one or more of the following priority areas.

1. **Basic Needs/Environmental Supports:** Meeting individuals' and families' needs such as housing, transportation, wheelchair accessibility, and furniture or clothing expenses.
2. **Behavioral/Mental health:** Improving individuals' access to quality mental health and behavioral health services and supports.
3. **Client Education and Increasing Independence:** Providing opportunities for individuals to learn, grow and increase self-determination over their lives.
4. **Medical/Dental:** Improving individuals' access to quality medical and dental supports and services.
5. **Social/Recreational:** Increasing opportunities and access to social and recreational activities.
6. **Training and Support:** Providing training and educational services to assist caregivers, providers, families and the general public about I/DD topics.
7. **System Gaps within the I/DD System and Across Other Systems:** Services and supports needed during times of transition or not covered by other resources such as the transition out of foster care, provision of music therapy, testing for I/DD eligibility, and services beyond those covered by Medicaid or other funders. A primary service in this priority area is respite care.

Table 1
January 2018 – June 2018 Mill Levy Projects

Implemented Projects	Project Purpose & Service Types	Total Q1/Q2 2018 Spending ²	Total Individuals Served
<i>Basic Needs/Environmental Supports</i>			
Homelessness Project (CFPD)	<i>Conducts outreach to homeless individuals who are diagnosed with or have indications of I/DD and who need assistance connecting with I/DD services and other benefits.</i>	\$245,000	53
<i>Behavioral/Mental Health</i>			
ASPEN Program (Tennyson Center for Children)	<i>Provides behavioral supports and educational services to students with I/DD in ASPEN program.</i>	\$261,825	5
Laradon Expansion of Behavioral Services	<i>Offers behavioral services and supports beyond Medicaid-defined services, including crisis support, customer-specific trainings, and consultation and training to external systems.</i>	\$20,955	13
<i>Client Education/Increasing Independence</i>			
Ability Connection Colorado: RAMP Extension Program	<i>Serves transitional-age, foster care youth with disabilities through a 16-week national mentoring and live-skills program that is evidence-based and career-focused.</i>	\$62,750	8
Colorado Cross Disability Coalition (CCDC): Probate Power	<i>Provides estate planning and probate legal services to adults with I/DD in Denver.</i>	\$928	1
Guided by Humanity Yoga	<i>Enhances quality of life by providing inclusive, accessible yoga classes within the community.</i>	\$55,172	161
Pizzability	<i>Provides job opportunities in a restaurant for individuals with I/DD. This project is in the process of opening and was not fully implemented by June 30, 2018.</i>	\$192,512	0 to date (expecting up to 30 when restaurant opens)

² Total Q1/Q2 spending is equal to the total amount paid for services delivered in Q1 and Q2. Depending on the timing of invoices received, spending totals included in Table 1 may not be reflected in reported agency spending.

Implemented Projects	Project Purpose & Service Types	Total Q1/Q2 2018 Spending	Total Individuals Served
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Client Education/Increasing Independence (Cont.)

Resource Ability (Financial Health Institute)	<i>Provides a social learning environment to strengthen financial health and advance quality of life for people with I/DD and their support systems.</i>	\$296,047	147
REVEL: Mentor Program	<i>Provides an integrated setting called the REVEL Lounge for teens with autism to hang out, make friends, learn new skills and explore interests.</i>	\$77,322	12
Self-Employment Education (Celebrate EDU)	<i>Teaches the benefits of entrepreneurial education.</i>	\$53,262	42
Supported Employment Collaborative: Goodwill & Jewish Family Service	<i>Offers a supported employment online jobs bank with mobile staff to engage clients and help them meet their employment goals.</i>	\$218,132	160
T.A.C.T.	<i>Provides trade and technical skills to children and young adults with autism spectrum disorder.</i>	\$200,613	29

Social/Recreational

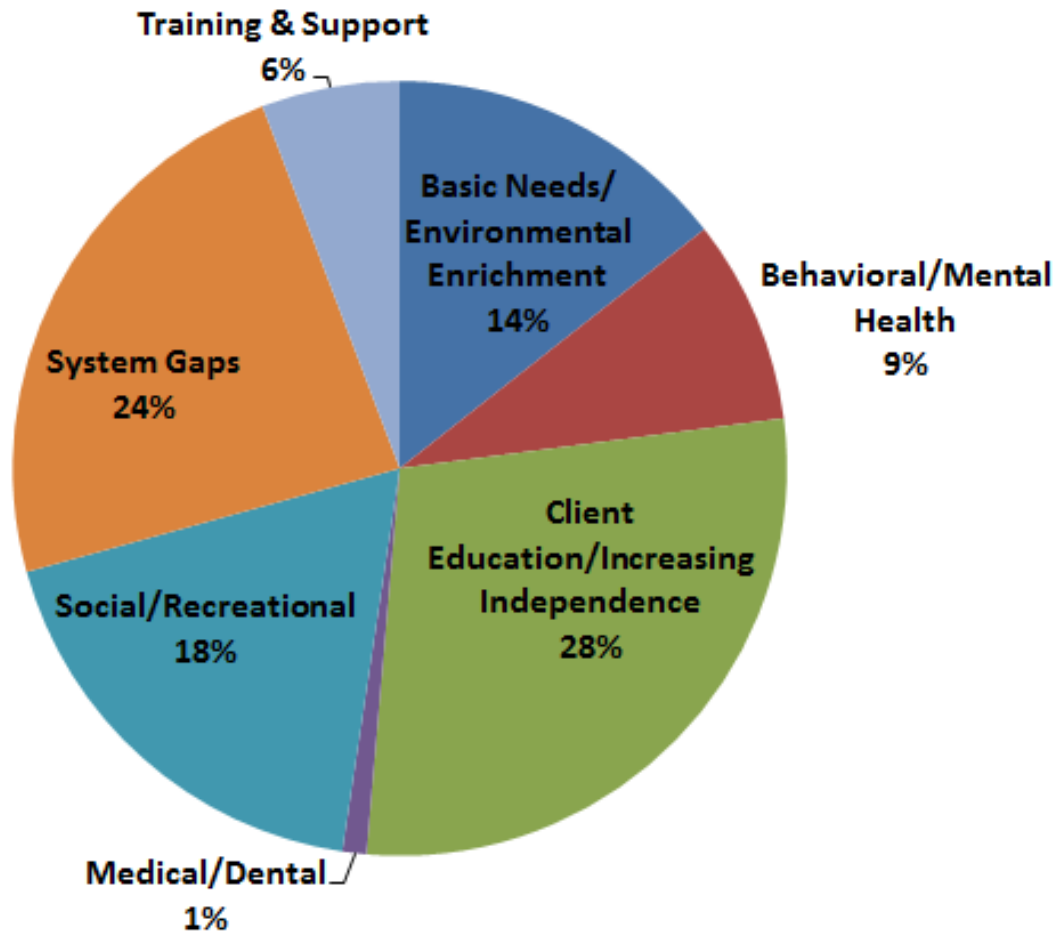
Arts & Community Exploration - ACE (Jewish Family Service)	<i>Provides vibrant and creative art projects, group and individual music therapy, cultural and holiday explorations and recreation.</i>	\$37,446	20
Community Events & Adventures (Active Community Access)	<i>Provides community-integrated evening and Saturday activities.</i>	\$34,186	16
Project World (Activity Options)	<i>Offers community activities and overnight travel opportunities.</i>	\$164,325	561
Social Inclusion (Connect Us)	<i>Provides opportunities for families and youth for social connections through after-school social groups, inclusive recess facilitation and parent support groups.</i>	\$118,327	141
StellarCare Vacations	<i>Provides opportunity for travel to enhance personal growth, reunite family members and support social skill development.</i>	\$50,488	13
The Wayfaring Band	<i>Offers multi-day trips that focus on taking participants off the beaten path to increase independence and foster community connections.</i>	\$175,259	20

Implemented Projects	Project Purpose & Service Types	Total Q1/Q2 2018 Spending	Total Individuals Served
<i>Training and Support</i>			
Autism Society of Colorado: Autism 101 Community Series and Police Training	<i>Provides community trainings to increase knowledge and improve interactions with individuals with an autism diagnosis in the community.</i>	\$52,089	250
Denver Regional Council of Governments (DRCOG): DD Network of Care website	<i>Provides a searchable database of resources specific to the I/DD community. Due to the nature of the project, a number of individuals “served” was not recorded.</i>	\$69.59	N/A
Laradon Early Intervention Family Navigator	<i>1. EI Play & Learn Group 2. EI Parent Support Group</i>	\$36,880.00	138
Parent to Parent	<i>Developing a data system to help match support parents with parents new to the system. Also trains new support parents.</i>	\$19,685	10
THRIVE: Project Independence	<i>Delivers trainings to parents and youth with I/DD to provide information and resources during the time of transition from high school to adulthood.</i>	\$44,728	20

Because of mill levy funding, community agencies have expanded and implemented new programs and services over the last year that are meeting the holistic needs of Denver residents with I/DD. RMHS is currently revising our process for receiving and reviewing proposals for both new and continuing projects. We were excited to launch our partnerships with community agencies in 2017, and we work every day to improve this funding program so more Denver residents with I/DD have access to these unique services. The new process will offer more framework for how applications are evaluated, as well as the associated timeline for submission and approval. We expect to announce the new process this fall on our website at www.rmhumanservices.org/community-partners

Graph 4

January 2018 – June 2018 Mill Levy Funds for Individual Requests and Community Agencies by Priority Area (*Total = \$4,517,171*)



**Table 2: Mill Levy Distribution Details by Priority Area
January 2018 – June 2018**

Priority Area	Number of Providers/Families/Organizations Paid³	Transaction Amounts
<i>Basic Needs/Environmental Enrichment</i>	704	\$651,145.19
Assistive Technology	33	\$15,372.36
Housing Stability (rent, utilities, etc.)	264	\$268,908.93
Home Accessibility Adaptations	28	\$111,006.89
Homemaker, Personal Care	2	\$1,046.50
Medical & Client Care Supplies	319	\$62,997.31
Other/Other professional services	10	\$109,088.73
Residential Habilitation	8	\$32,860.88
Specialized Med Equip/Wheelchair	2	\$8,293.56
Transportation, vehicle modifications	38	\$41,570.03
<i>Social/Recreational</i>	223	\$827,410.82
Other/Other Professional Services	5	\$118,571.50
Assistive Technology	1	\$469.90
Recreational Activities	217	\$708,369.42
<i>System Gaps</i>	1206	\$1,062,946.41
Medical & Client Care Supplies	9	\$1,979.16
Day Habilitation & Mentorship	91	\$94,071.49
Other/Other professional services	49	\$19,762.77
Interpretation Svcs	28	\$26,328.59
Music, Occupational, Speech, and other therapies	47	\$26,974.60
Respite	982	\$893,829.80
<i>Client Education/Increasing Independence</i>	193	\$1,284,608.10
Assistive Technology	36	\$56,063.04
Interpretation Svcs	3	\$150.00
Medical & Client Care Supplies	19	\$11,242.62
Other/Other Professional Svcs	108	\$934,019.77
Supported Employment/Prevocational Services	27	\$283,132.67
<i>Behavioral/Mental Health</i>	67	\$384,971.25
Assistive Technology	3	\$155.81
Behavioral & Other Professional Services	61	\$383,817.89
Medical & Client Care Supplies	3	\$997.55
<i>Medical/Dental</i>	65	\$45,306.72
Dental/Vision Services	14	\$19,970.30
Assistive Technology	2	\$133.82
Med Equip/Wheelchair, Pharmacy & Other Svcs	4	\$2,702.25

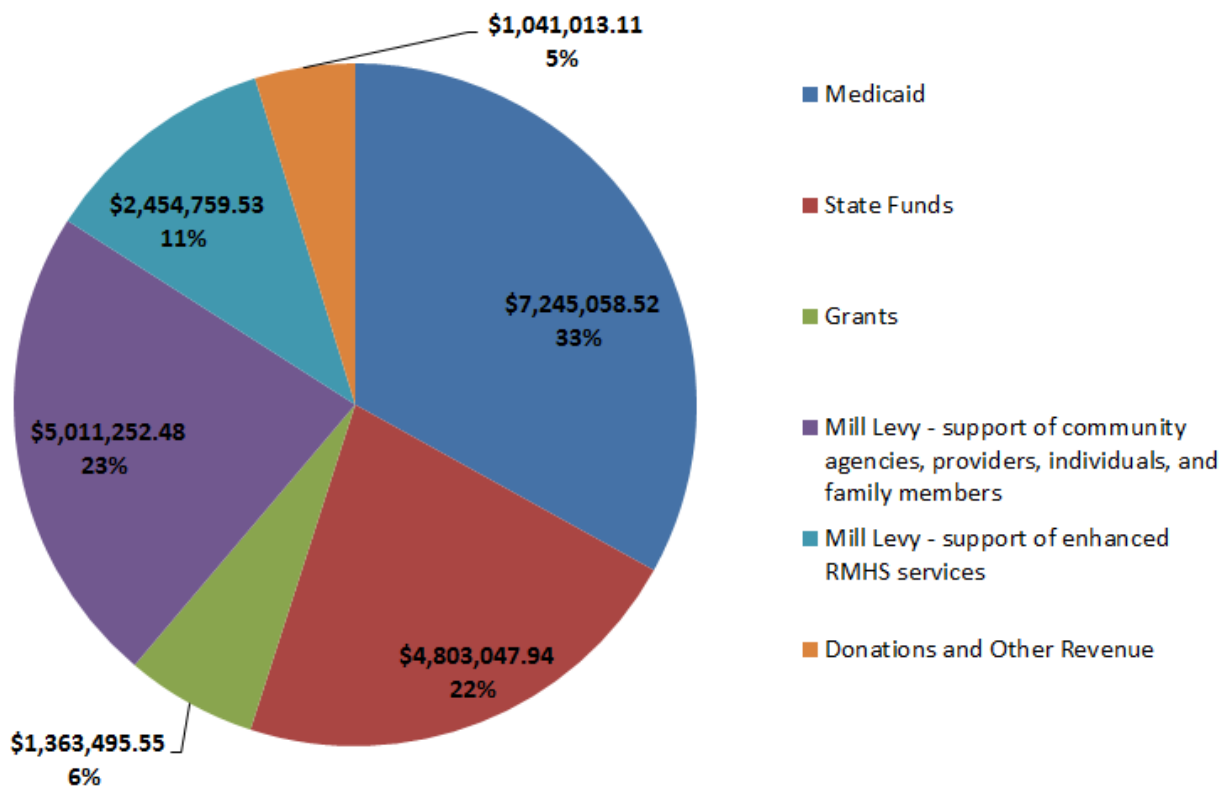
³ Table 2 provides information regarding the total number of payments per category that were made to individuals or organizations outside of RMHS. The number of payments to providers/families/organizations identified in Table 2 is a duplicated count.

Medical Care & Care Supplies	45	\$22,500.35
Training & Support	64	\$260,782.77
Other Professional Svcs	25	\$195,974.89
Trainings, Conferences	11	\$30,910.92
Parent Ed/Support	28	\$33,896.96
Subtotal	2522	\$4,517,171.26
Project Management		\$122,877.34
Overhead on Distribution of Funds		\$371,203.88
Grand Total	2522	\$5,011,252.48

Rocky Mountain Human Services Enhanced Services

During the first half of 2018, RMHS provided services to individuals in Denver through a variety of programs and funding sources. A breakdown of the costs of services and supports in the first half of 2018 is detailed in Graph 5.

Graph 5
RMHS Cost of Services and Supports by Funding Source
January 2018 – June 2018



RMHS delivers services through multiple programs for children and adults with I/DD. Approximately 33 percent of the total mill levy funding expended in this reporting period supported enhanced services that RMHS provided to 3,791 unduplicated individuals in Denver. In many cases, RMHS is the only provider of these services in Denver, and the services are not otherwise reimbursable but are important for the individual’s well-being. RMHS has continued to increase efficiencies and reduce its use of mill levy for enhanced services, which by the end of the second quarter was 28 percent. This is significant for two reasons. First, RMHS used to use 100% of mill levy, which demonstrates our progress. Second, this reduction is resulting in more funding for individual needs and community agencies. Mill levy expenditures by department are detailed in Table 3 and described below.

Table 3
 RMHS Enhanced Services
 January 2018 – June 2018

RMHS Departments Providing Mill Levy-Funded Services	Mill Levy Funding
Early Intervention	\$ 414,843.17
Family Services and Support	\$ 333,519.57
Life Essentials Provider Network	\$ 243,661.96
Service Coordination	\$ 635,756.58
Assessment and Consultation Team	\$ 608,346.32
Behavioral Health	\$ 137,194.72
Community Outreach and Communications	\$ 81,437.21
Total	\$ 2,454,759.53

Early Intervention Services

The Early Intervention (EI) program provides eligible infants and toddlers and their families with services and supports to enhance child development in the areas of cognition, speech, communication, physical development, motor development, vision, hearing, social or emotional development, and self-help skills. EI is a public health-entitlement program and does not have a waitlist. However, in the 2017 legislative session and prior years, State of Colorado staff and EI providers indicated their concerns about funding shortfalls that could affect the current system’s ability to meet the program’s goals.

The two primary EI services are case management and direct services, which include clinical assessments and therapies to address identified needs. Funding for these services includes state funds, Medicaid and private insurance. EI case management for children with Medicaid is capped at 60 hours annually. Moreover, a CCB is required to pay for any identified therapy needs of individuals in this program. In both instances, mill levy funding pays for case management and therapy when an eligible infant or toddler needs more than is reimbursed through existing EI funding. RMHS is the sole provider of EI case management in Denver. During this reporting period, RMHS served **1,773 Denver individuals**⁴ in this program. Over 90 percent of the children served in EI received additional mill levy-funded case management services. Without mill levy funding, these children’s needs would not be met as comprehensively or as expeditiously as possible.

Family Service and Supports Program

Family Service and Supports (FSSP) is a partnership between families and publicly funded supports. The program assesses each individual’s and family’s circumstances to determine the appropriate types of services or supports that can best assist and are least likely to disrupt the family’s lifestyle. In FSSP, state funding covers direct services and case management activities, both of which are capped contractually to CCBs. Mill levy funding pays for the case management or direct services that other funding sources do not reimburse. RMHS is the sole provider of FSSP services in Denver. During this reporting period, FSSP served **1,109 Denver individuals**. Without mill levy funding, more than 800 individuals in FSSP would have lost case management and direct services and would be placed on a waitlist.

⁴ Some individuals receive services from more than one RMHS program during the year and are therefore included in each program’s count.

Life Essentials Provider Network

The Life Essentials Provider Network (LEPN) provides direct services for adults and children with I/DD through Medicaid programs. RMHS oversees a service model that uses family members as subcontractors to provide services. This increases individual choice and creates a mechanism to reimburse family members for the valuable services they provide. LEPN uses both nursing and quality assurance staff to enhance the quality of delivered services that are neither required nor funded outside of mill levy. RMHS uses mill levy funding to offer state-mandated trainings, such as first aid, to LEPN providers at no cost. During this reporting period, LEPN served **120 Denver individuals**. LEPN used mill levy funding to supplement the costs of providing oversight to 123 contractors serving those individuals. Other CCBs in Colorado have ceased providing services in this model due to the high administrative costs. Without mill levy funding, RMHS would be unable to provide this option to Denver residents.

Service Coordination

Service Coordination provides case management to children and adults receiving Medicaid-funded developmental disability services. Case management includes intake activities, eligibility determinations, service enrollment, and locating, coordinating and monitoring services. Service coordinators also assist individuals in securing other non-developmental disability-funded services and benefits, such as medical, social and educational services. As Denver's CCB, RMHS must process intake and eligibility for individuals in Denver seeking service coordination. During this reporting period, service coordination served **909 Denver individuals**.

Case management reimbursement for services is capped at 60 hours annually and some case management functions are not eligible for Medicaid reimbursement. Mill levy funding pays for case management beyond what is reimbursed through other sources. Without mill levy funding, RMHS service coordination caseloads would increase, reducing the organization's responsiveness to the community's needs.

Assessment and Consultation Team (Children's Clinical Services)

The Assessment and Consultation Team provides comprehensive assessment, consultation and intervention services to infants, children and adolescents, from birth to age 18. As a CCB, RMHS conducts developmental assessments and diagnostic evaluations for children including those with autism spectrum disorder. Additionally, RMHS provides and uses subcontractors for intervention services, including occupational therapy, physical therapy, speech language pathology and psychology. Current funding for these services does not provide reimbursement to meet all of an individual's needs, nor for the administrative oversight of subcontractors. In this reporting period, the Assessment and Consultation team served **580 Denver individuals**. Approximately half received assessment services only and half continue to receive ongoing intervention services. Mill levy funding in this area is making a significant impact. RMHS is able to complete diagnostic evaluations in two months or less, while other entities in the community are taking six months or longer.

Behavioral Health

The behavioral health needs of individuals with I/DD are unique and require complex coordination of care. This population has limited resources in our Denver community. The RMHS Behavioral Health Clinic is staffed with psychiatry, psychology and licensed therapists, all with specialized expertise and extensive experience in working with individuals who are dually diagnosed with I/DD and mental and behavioral health issues. Because specialized staff are required to meet these needs, the cost of providing services is greater than current funding reimbursement. RMHS uses mill levy funding to support individuals' needs in these areas. During this reporting period, our Behavioral Health clinic served **42 Denver individuals**⁵.

⁵ In 2018 Q1 report, the number of individuals served in Behavioral Health was 88 but this number erroneously included non-Denver residents. Total number of Denver residents served in Q1 was 35.

Community Outreach and Communications

Mill levy funds are used to support community outreach and communication activities regarding services for Denver residents with I/DD, ensuring that their voices are heard and that the community is aware of how to access mill levy funds. RMHS outreach activities in this reporting period included:

- Conducted three Community Advisory Council meetings.
- Held two Community Forums for RMHS clients, family members and the community to provide input on needs and priorities and to learn about RMHS' activities, including programs provided by community partners. One was on March 5 at Laradon, the second on May 31 at Montbello Rec Center.
- Presented to Denver City Council SAFEHOUSE Committee on March 14.
- Began reporting quarterly to City Council members regarding mill levy activities.
- Redesigned and regularly updated the RMHS website to:
 - Provide new information about community partners and valuable resources and programs.
 - Publish Board and Community Advisory Council meeting agendas, presentations and minutes and organization reports.
 - Provide translations of key information for Spanish speakers.
 - Maintain online calendar of client, partner and community events.
 - Share stories about clients and families who have benefited from mill levy funding.
- Shared information about DHS needs assessment survey and public meeting on website, in newsletters and through email blasts, and internally through emails and intranet
- Attended DHS needs assessment public meeting.
- Promoted mill levy-related efforts, including community partner events and client stories, through social media communications.
- Created Mill Levy Partner Facebook Group Page for partners to share resources and information.
- Distributed two monthly e-newsletters –for providers and for the broader community – to more than 2,600 subscribers.
- Conducted over 55 meetings with 40 community agencies interested in accessing mill levy funding for their program ideas and services.
- Presented at or attended nearly 40 neighborhood association meetings.
- Coordinated two quarterly meetings for service agencies working with I/DD individuals.

Demographics

Graph 6
Age Ranges of Denver Clients
Served by RMHS January 2018 – June 2018

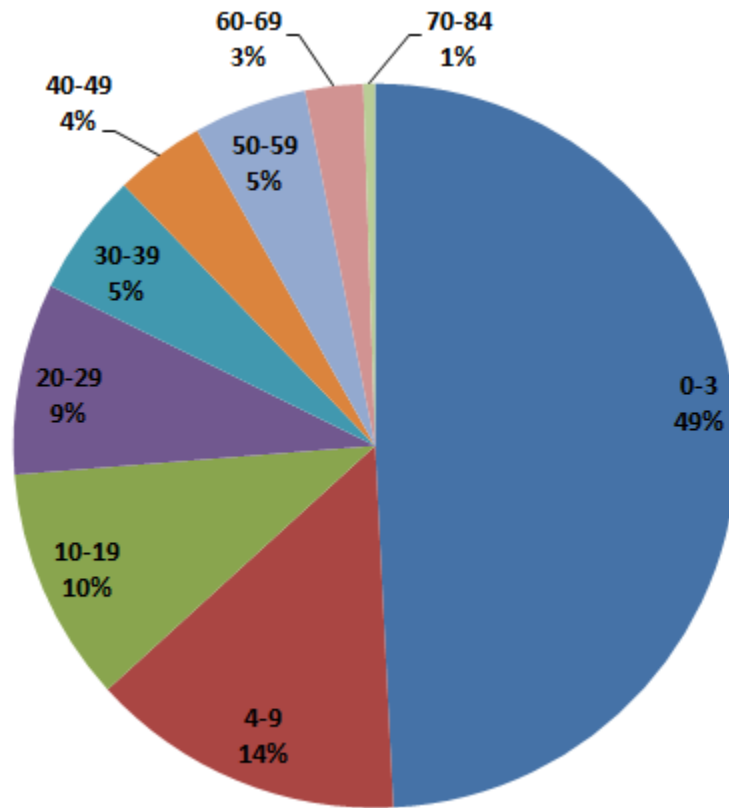


Table 4
Reported Ethnicities of Denver Clients
Served by RMHS January 2018 – June 2018

Ethnicity	% of individuals
White/Caucasian	40.71%
Hispanic/Latino	33.80%
African American or Black	12.05%
Unknown/Not Reported	5.18%
Asian	2.23%
Hispanic/Latino and White/Caucasian	2.13%
5 or fewer reporting specific ethnicity	1.15%
Asian and White/Caucasian	0.66%
American Indian or Alaskan Native	0.66%
African American or Black and White/Caucasian	0.59%
3 or more ethnicities reported	0.46%
African American or Black and Hispanic/Latino	0.39%
Grand Total	100.00%

Table 5
Primary Languages of Denver Clients
Served by RMHS January 2018 – June 2018

Primary Language	% of individuals
English	76.58%
Spanish	20.08%
Other	1.24%
Arabic	0.59%
Amharic	0.26%
ASL	0.26%
Nepali	0.20%
French	0.20%
Somali	0.16%
Vietnamese	0.16%
Russian	0.13%
Burmese	0.13%
Grand Total	100.00%

Program Outcomes

RMHS provides mill levy funding directly to individuals and families in Denver, and caregivers and agencies that support Denver residents. These services are as diverse and unique as possible to meet individual needs. RMHS is committed to meeting the unique needs of individuals, families and others; additionally, RMHS is committed to enhancing the capacity of community agencies to develop programs and deliver services to support Denver residents with I/DD.

Mill levy-funded services continued to successfully meet effectiveness measures in the first half of 2018. Whether new services were working to increase individuals' independence; keeping individuals and families healthy, safe and in their homes; increasing caregivers' skills; or improving quality of life, the results are remarkable. A summary of outcomes is provided in Appendix A. Below are some of the highlights:

- More than 78 individuals and families received support for **housing stability** and home modifications so they can remain safely in their homes.
- Three individuals experiencing **homelessness** were permanently housed.
- Approximately 400 individuals successfully learned about and **increased their independence**:
 - Learning **trade skills** toward gainful employment (29 individuals).
 - Increasing **cultural and artistic** exposure (20 individuals).
 - Appropriately participating in **integrated yoga** classes (161 individuals).
 - Improving **financial health** (147 individuals).
 - Turning their interests into **entrepreneurial opportunities** (42 individuals).
- Individuals improved their **quality of life** through social and recreational opportunities.
 - 149 individuals and caregivers can access rec centers throughout Denver Parks & Recreation.
 - Over 600 individuals have participated with our community partners in a variety of community engagement opportunities, including local day trips and overnight trips.

Summary

RMHS provides case management and direct services to adults and children with I/DD in Denver and surrounding areas. As the CCB and single point of entry for individuals seeking assistance for needs related to I/DD, RMHS is in the best position to meet this community's needs. RMHS has embraced the opportunity to create responsive, innovative programs through the mill levy funding. Through the first half of 2018, RMHS continued to maximize the impact of these dollars on the lives of Denver residents with I/DD. RMHS has used these funds to enhance the well-being of children and adults in a multitude of ways, including the following:

- Funding individual requests from nearly 1,200 individuals, including needed medical care and therapies when they are not covered or only partially covered by Medicaid or private insurance.
- Building services that are unfunded or underfunded by Medicaid or other funders, such as respite care, into more than 120 individuals' annual service plans.
- Supporting innovative programs through 72 community agencies to provide services to more than 2,200 individuals, including educational and supportive services for school-age children with severe behavioral and other needs; providing entrepreneurial education to young people; and providing parents of infants and toddlers with opportunities to meet other parents while their children develop social skills in therapeutic play settings.
- Enhancing RMHS services, such as additional case management, first aid training for family members, and therapies for infants and toddlers, to 3,791 individuals when adequate funding is not available from the state, Medicaid or other sources.

RMHS is grateful to the City and County of Denver for its generosity to people with I/DD and is honored to serve these individuals every day.

Appendix: Program Outcomes by Priority Area

Priority: Basic Needs/Environmental Supports

Meeting basic needs and providing environmental supports for individuals and families includes addressing needs such as housing, transportation, wheelchair accessibility, and furniture or clothing. Approximately 13 percent of mill levy funding expended in this reporting period has been utilized to help meet these needs.

Client Assistance (RMHS)

This project provides a way for individuals to access funds for emergencies and when appropriate for services not covered elsewhere. Requests are reviewed twice a week and the typical time to process the request is less than 48 hours. RMHS approved 2,216 individual requests in the first half of 2018. Requests have included temporary assistance with rent or utilities to ensure housing stability, clothing, beds, tutoring, adaptive equipment, trainings for family and caregivers, and co-pays for needed therapies.

Client Assistance Successes

- Audrey is a 4-year-old girl diagnosed with autism. She has sensory and behavioral needs. She needed a weighted blanket to assist with calming when she becomes upset, but her insurance does not cover this, so RMHS provided \$159 to fund this for Audrey.
- Isaiah is a 1-year-old who did not have a place to eat safely. RMHS provided \$69.99 in mill levy funds to cover the cost of a highchair so Isaiah will have a safe place to eat.
- Lily is a 7-year-old girl who uses a wheelchair. Her family received previous funding from the Waiver for vehicle modification and they use their van to access the community. However, the locking system for the wheelchair was unsafe and needed to be replaced. She had already used all funds available to her through the Waiver. Mill levy funding provided \$2,145 to purchase and install a new locking system so Lily can travel safely with her family.
- Elliot is a 42-year-old who uses oxygen. He can only be away from his home oxygen unit for 1.5 hours. Medicaid will not cover an additional concentrator. Mill levy funding provided \$2,495 to purchase a second concentrator so Elliot can access his community for longer periods of time.

Homelessness Project (CFPD-Mission Supports)

Through collaboration with the Colorado Fund for People with Disabilities (CFPD), Mission Supports locates homeless individuals with or suspected to have I/DD. The program structure offers individuals one-on-one support with a peer advocate to obtain services and secure housing and other environmental resources. In the first half of 2018, the team served 53 individuals – 44 in the second quarter alone. All individuals received case management, information and referral, wrap-around services, and other assistance to mitigate crisis situations and address immediate needs. Some participants received the following additional support:

- 15 individuals received advocacy services to mitigate crisis situations.
- 17 individuals obtained income through Social Security Disability Benefits or employment.
- 18 individuals with I/DD received referrals for eligibility testing.

Some long-term outcomes were achieved this quarter as well:

- 3 individuals were permanently housed.
- 2 individuals have been determined eligible for I/DD services through RMHS.

CFPD-Mission Supports

Stephen joined our program in February of this year when he lost his permanent housing. He needed extensive transitional support in obtaining shelter, Social Security benefits and comprehensive services. From February to March, we provided temporary housing, and from March to June we aided him in making connections with family for temporary shelter. We also referred him for legal assistance to obtain Social Security benefits, which happened in just four short months. This process usually takes an average of 26 months. Stephen was also proactive in the determination process with RMHS and was deemed eligible for services in June. Stephen's future looks bright with these large steps toward his stability. With Social Security income, state benefits and disability services, Stephen will soon secure permanent housing and the long-term services he needs.

– Arnie Swenson
Program Manager, CFPD

Priority: Client Education/Increasing Independence

Approximately 29 percent of mill levy funds expended in this reporting period was utilized for client education and increasing independence. The following are community project partners offering education to clients with a focus on increasing their life skills and gain independence.

Guided by Humanity Yoga

Guided by Humanity (GBH) was created to provide inclusive and accessible yoga opportunities for the I/DD community in Denver. In the first half of 2018, GBH served 161 individuals. Attendance increased with 70 returning yoga students from 2017 and 79 new yoga students in 2018. GBH has doubled in size in 2018. This program is giving students the tools to control their own well-being. GBH added a cooking class in 2018 to further focus on increasing healthy living skills. Below are the outcomes realized in the second quarter of 2018:

Guided by Humanity Yoga

Everett is diagnosed with autism and wears a tracking bracelet. Typically, he likes to run out of rooms with loud verbalizations. He tends to not sit still for over five minutes during activities. During GBH yoga sessions, Everett will participate with poses and sound therapy. If he is not engaging with the group, he will lay down. With Everett consistently running during his day, being able to feel comfortable and relaxed is a huge accomplishment.

– Mary Sims
Owner, Guided by Humanity

- Increased accessibility of services: Seventy returning yoga students from 2017 and 79 new yoga students in 2018.
- Increased self-confidence: Continued attendance has shown that students increased confidence in familiarity of the sequence of poses and are beginning to rely less on the teacher. Students are also beginning to advocate for themselves when they need assistance.
- Increased leadership skills: Students are volunteering to begin sound work and assisting the teacher by demonstrating what the pose looks like. They are becoming leaders in assisting others.

- Increased independence skills: Students are able to navigate the yoga studio, sign in and interact more with community members and fellow classmates.
- Increased accessibility of public yoga spaces among individuals with I/DD: GBH has been able to secure two new public spaces, Brewability Lab and Shalom.
- Increasing awareness of public of individuals with I/DD: GBH continues to increase public awareness through the Namaste Notes Newsletter posted on the website and distributed via email.

THRIVE Center

THRIVE provides trainings and an all-day college visit to parents and caregivers of children and young adults with I/DD, with a focus on outreach to underrepresented families. The trainings give parents a better understanding of the nature of their children’s disabilities, and both parents and youth with I/DD better understand their educational, developmental and transitional needs. During the second quarter of 2018, THRIVE offered four trainings. During these training sessions, parents learned how to better prepare to assist their children for life after high school. The youth participants attend their own sessions to learn about self-advocacy and are making new friends. They are finding and feeling confident in using their voices.

This quarter, Thrive completed a webpage that shares Project Independence activities and testimonies from families on how it has helped them: www.thrivectr.org/project-independence. Hand-outs and documents are now available to download from the site as well. One session discussed using mass transportation and how it can provide independence for young adults. Another detailed living independently and the options available such as Independent Living Centers, living in an apartment close to parents’ home, and living in a college dorm.

According to the evaluations collected from parents and youth for the training sessions:

- 90 percent of parent and youth participants report an increase in knowledge related to special education, post-secondary options and community resources.
- 95 percent found the sessions useful, relevant and the products and services of high quality.
- 100 percent of participants who requested individual family support were satisfied to highly satisfied.

Thrive

One Saturday in April, there was a college tour/open house at Metro State University (MSU) in the morning and in the afternoon an introduction to MSU’s Supportive Transition Education Program (STEP) for both the transitional youth and their parents. As a result of the visit, one young adult said he wants to attend MSU when he finishes his transitional program. His mother shared with us that visiting the campus made it real for him to believe that college can be a reality for him.

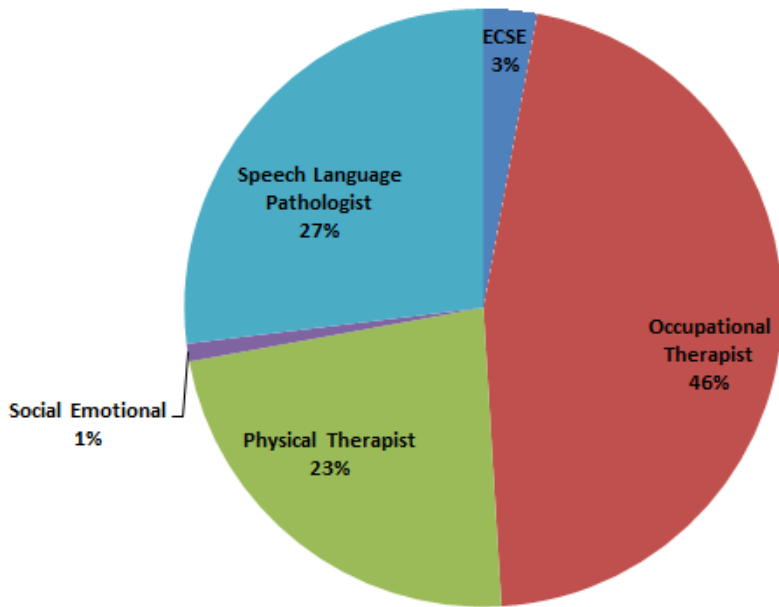
– Yvette Burkhalter
Executive Director, Thrive

Play & Learn Library (RMHS)

RMHS maintains an inventory of therapeutic equipment for therapists to borrow to support their therapy work with children. This enables therapists and families to have the opportunity to try equipment and ensure it works for individuals before purchasing the items themselves. In the first half of 2018, 126 items were loaned to clinicians to use in their therapy work with children. Not only has there been an increase in accessing items in 2018, but positive feedback from clinicians on this resource has increased as well. In surveying the therapists who have been using the equipment, RMHS has received the following positive feedback:

- On a scale of one to five (strongly disagree to strongly agree), therapists averaged the following ratings:
 - Did the item help improve the child’s skills? Average score: 4.5
 - Will you access the Play & Learn Library again in the future? Average score: 4.9

**Play & Learn Library use by discipline
Jan-June 2018 (n=104 items)**



Play & Learn Library

One of my families was able to borrow the reverse style walker for their 2-year-old for an extended period of time when they were unable to get a walker through the medical supply company. This walker loan allowed the child to join his parents and older siblings when strolling in the neighborhood. They even took him to the track at the local high school and practiced there! He gained strength and endurance and eventually learned to walk on his own after borrowing the walker. The family was extremely happy and thankful for the loan.

– Lisa Swenson PT. C/NDT
Physical Therapist

University of Colorado, JFK Partners ENRICH EI Team

ResourceAbility Program (Financial Health Institute)

Financial Health Institute (FHI) developed a new program to improve financial health throughout Denver's I/DD Community. During this quarter, FHI scheduled and delivered classes for groups of customers with eight community partners in the I/DD system. The institute also delivered classes for staff in the I/DD community. FHI has developed and tested a customer survey to gain direct feedback about the classes provided. Here are the results from its survey:

- 85 percent said they liked the classes.
- 84 percent said the classes were helpful.
- 78 percent said they would like to attend more classes.

Staff at host sites for the classes was also surveyed. Staff rated customers' engagement in the classes on a scale of one to five (from not at all engaged to engaged all the time). The average rating was 4.41 with 52 percent rating "all of the time." Staff rated customer learning an average of 3.71 on a scale of one (learned nothing) to five (learned all topics covered). Finally, staff rated whether the lessons were relevant to the customers from one (not a good match) to five (very relevant), resulting in an overall average score of 4.5, with 62 percent of staff rating the lessons as "very relevant."

ResourceAbility

Bill has been a customer with Nostalgia (a program approved service agency providing both residential and day habilitation services to him) since 1998. He said he has never known where his money went. "You got me thinking," he said, "Now I question whether I really need it or not." He recently sprained his ankle and couldn't work for six weeks. Bill said he should have had some money saved, at least a couple hundred dollars. He said that he is thinking more now.

Bill now has funds from his paycheck sent directly to a savings account. He explained that the Resource Ability classes helped him learn to write down what was spent and where the money was going. It has made a difference for him to know what he's buying and to help him make better spending decisions.

– Joanne McLain,
Financial Health Institute

Self-Employment Education Project (Celebrate EDU)

Celebrate EDU's Self-Employment Education Project provides opportunities for client education and increased independence by offering innovative entrepreneurial education for I/DD individuals ages 15 to 50. Individuals receive training to learn how to create a business plan, and explore their own business ideas that build on their interests and passions. Celebrate EDU is shifting perceptions of family members, service providers and staff providers about the possibilities that entrepreneurship provides for people with I/DD. In the first half of 2018, Celebrate EDU served 42 individuals, including 30 in the second quarter of 2018. During the second quarter, the program hosted three online Entrepreneurial Education Information sessions, trained two Spark Program instructors and seven Kindling Program instructors.

Celebrate EDU is also working on two exciting programs for the future. The organization is filming its educational session and creating an online portal so information can be accessed at any time. Celebrate EDU is also filming stories of students at both Denver Public Schools and Access Gallery to showcase the impact of programs on individuals with I/DD in Denver.

Pre-assessment surveys and exit surveys are given to show the improvement in understanding and interest after participating in the Kindling Workshops. The results showed improvement in both areas:

- When asked if they know what "entrepreneur" means, positive response increased from 36 percent in the pre-assessment to 100 percent in the exit survey.

- When asked whether interested in starting their own business, 54 percent were interested in the pre-assessment, 77 percent in the exit survey.

Data was also gathered for satisfaction from the workshop:

- 100 percent of participants reported learning something important about business etiquette.
- 100 percent of participants reported having fun.

T.A.C.T. – Teaching the Autism Community Trades

T.A.C.T. offers for-credit classes for individuals with autism spectrum disorder (ASD), ages 14 to 21, as well as night and weekend workshops for individuals with ASD ages 5 to 21. Workshop classes vary and include trades such as photography, welding, electronics, fiber arts, graphic design, audio engineering, carpentry, auto mechanics and instrument-making. In the first half of 2018, T.A.C.T. served 29 individuals. T.A.C.T.'s outcomes included improving students' empowerment, independence, socialization, flexibility, problem-solving and self-confidence, and therefore increasing the likelihood of gainful employment. Here are the results realized during the entire semester through pre- and post-assessment scores:

- 90 percent showed improvements in trades skills.
- 95 percent showed improvements in workplace etiquette.
- 75 percent showed improvement in empowerment and independence.
- 58 percent showed improvements in socialization.
- 90 percent showed improvements in flexibility and problem-solving.
- 67 percent showed improvements in inclusion and aptitude.

T.A.C.T. was also featured on CBS Denver for its partnership with Dirt Coffee – [Dirt Coffee Serving Up Java And Jobs For Those With Autism « CBS Denver](#).

Supported Employment Collaborative

The Supported Employment Collaborative (SEC) project addresses the supported employment gap for individuals with I/DD by decreasing the number of unemployed individuals in Denver. Currently, several government and private agencies provide supported employment on a small scale. SEC is designed to fill in the gaps in employment services in a more accessible and comprehensive way, specific to the needs of individuals in Denver. The collaborative includes two local organizations with a long history of serving individuals with I/DD. Once placed into supported employment in the community, individuals can participate in and actively contribute to the Denver community. In the first quarter of 2018, all evaluation tools and measurements were

T.A.C.T.

Hi, I'm Noah. I'm 14 years old. I went to T.A.C.T. for their Electric Bass Guitar camp. I really liked it. I made my own bass guitar. I learned how to use tools and do measurements. Mr. Danny was really nice and helped me. I liked to paint my guitar and to sand my guitar. I liked all the cars they help fix and I can't wait to help fix a car. I like T.A.C.T. and want to come back.

– Noah
T.A.C.T. Participant

Thank you for allowing my son to be a part of this beautiful community! The self-confidence he is developing by being a part of T.A.C.T. is something really cool and quite impressive. He can now show off his accomplishments right next to his other family members and feel proud.

– Lydina
Noah's mother



fully implemented. In the second quarter of 2018, the client management database was launched and implemented. The informational website was also launched: www.supportedemploymentcollaborative.com. SEC's informational website has been much more heavily trafficked by employers than clients.



Supported Employment Collaborative

After sending out applications, Gloria was invited to interview at Courtyard by Marriott in Cherry Creek. Her determination to secure a job proved hugely beneficial as she put countless hours into her interview preparation with her job developer and had the support of her mother. Gloria worked with the job developer to take photos of her vacuuming, folding towels and completing other tasks that she would be doing for her potential job position. She printed graphics that represented what she felt were her best qualities: her ability to make friends easily, commitment to being a hard worker and her listening skills. She then studied these images for hours. She practiced her introduction for days and then continued practicing even until she was in the Courtyard parking lot. With minimal needed facilitation, Gloria then completely and appropriately demonstrated why she would be a good fit for the position of laundry attendant to the HR Director. Gloria left that interview, got into the car, threw her hands in the air victoriously and said, "I did it! My mom is going to be so proud. I did it!" Gloria not only has the confidence, but now also the skillset to prepare for other interviews she chooses to pursue as her career progresses in the future. Gloria is proud to tell everyone she meets that she is Courtyard by Marriott's newest laundry attendant!

– G. James Sanchez,
Director: Adult Career Development, Goodwill

In the first half of 2018, SEC served 160 individuals. Below are the results of their work in the second quarter of 2018:

- 29 individuals received an intake/assessment.
- 61 individuals were provided pre-vocational training.
- 53 individuals received hands-on, job-readiness training.
- 30 individuals completed job exploration/site visits.

- 6 matches led to sustainable employment.
- 4 job seekers were placed in community employment.
- 3 job seekers retained employment for 30 days.
- 19 employer interviews completed by job-seekers.
- SEC held 118 business contact activities to increase awareness of I/DD and hiring potential.

Autism 101 Community Training Series (Autism Society of Colorado)

Autism Society of Colorado (ASC) offers Autism 101 presentations and trainings to increase autism awareness and improve the quality of interactions with ASD communities. ASC provides site-specific training on how to better identify, respond to, communicate and interact with people with ASD. In the first half of 2018, ASC offered seven different trainings in Denver for 250 residents who may work with I/DD residents. ASD now has two speakers and one backup speaker to better accommodate scheduling needs. Feedback about the content, speakers and presentation showed that 80 percent rated the training as excellent and 75 percent requested to return.

Autism 101 Community Training Series

The recruits at the Denver Police Academy were very open and appreciative of us taking the time to help them understand how to respond with our autism community. The academy contact as well as the team really appreciated the additional help and ideas in terms of helping brainstorm how they can identify individuals with autism based on examples of how interactions may occur. The presentation allowed them to understand more about the potential barriers to individuals with autism coming in contact with police. The recruits asked a variety of questions and posed examples of interaction that might occur. It was incredibly rewarding to see the recruits engage, absorb the materials and immediately put into context what they learned.

Denver Police Academy has already requested another date in fall for new recruits!

– Jeanette Cordova
Autism Society of Colorado

RAMP Extension for Foster Care Youth (Ability Connection Colorado)

The RAMP Extension program serves transitional-age foster care youth with I/DD through a 16-week intensive program. RAMP is an innovative, national mentoring and life-skills program, which provides evidence-based, career-focused mentoring for youth with disabilities and other challenges. According to available statistics from the Institute for Educational Leadership, youth with disabilities are four times more likely to be adjudicated and only 30 percent receive high school degrees. SMART data reveals that in challenging fields of study and employment, such as STEM, individuals with disabilities are the most underrepresented.

During the second quarter of 2018, RAMP targeted and conducted outreach to 100 youth. Twenty-five youth were targeted to enroll in the program, 14 youth registered, and eight youth were able to enroll and start the program based on the return of guardian permission and enrollment forms for the start of the summer program. Participants have attended four half-day, weekly RAMP intensive meetings and have been involved in over 30 hours of soft skill, self-advocacy, positive skills and abilities, and community support-awareness activities in half-day RAMP sessions.

RAMP Extension for Foster Care Youth (Ability Connection Colorado)

RAMP Intensive is currently working with a RAMP youth who was recently placed in foster care and was referred by her case manager. The youth initially was extremely nervous and shy when she joined RAMP. She needed patience and lots of encouragement to engage in RAMP activities due to her fear and trust issues from previous traumas. After two weeks of being in the program, she was participating on her own and allowing her fun and unique personality to show. She has now created trust with the RAMP team and frequently engages in positive peer culture and support of others during the meetings. Despite having to travel almost three hours round trip by bus to get to RAMP sessions, she always comes with a happy and positive attitude when she is able to attend. The RAMP youth has persevered through several medical and personal struggles, and when she cannot attend group meetings, she has arranged to meet with RAMP staff one-on-one to complete her RAMP curriculum. She is now pursuing a volunteer opportunity at a local rec center closer to her foster home, so she can build up work skills for her application and future employment endeavors.

– Tracie Hammons
Ability Connection Colorado

Mentor Program (REVEL)

Research suggests that individuals with autism are at a greater risk of social isolation and depression than other populations. One in four individuals with autism has been completely isolated, meaning he or she has not seen or spoken to friends in the past year. REVEL's project will benefit a variety of individuals including teens and adults (ages 14 and older) with autism through a supported transition program. REVEL has developed a comprehensive, year-long mentor program, encouraging teens and young adults in the Denver area to foster meaningful friendships with individuals with autism while learning valuable, applicable life skills. The REVEL Lounge provides a social setting where people with and without disabilities can be themselves, try new things, learn, make friends and have fun. Revel served 12 individuals in the first half of 2018. They increased the number of individuals attending in the second quarter, and many have returned several times and are self-reporting enjoyment in the activities and being with peers.

REVEL

We have seen incredible growth from many of our REVELers, one in particular stands out. Over the last couple of months, we have watched his transformation from someone who used to sit on the sidelines to a ring leader who gets others involved and enjoys participating in a variety of activities! His love of cooking and gardening is infectious! We are beyond thrilled to see his growth and are excited for what is to come.

– Stephanie Hill, Executive Director

The funding has helped REVEL achieve its intended outcomes by allowing the opportunity to thoughtfully develop the intricate pieces of a peer mentor program, offer scholarships to more individuals, and support the costs of mentors' activities and program materials. Direct observation from staff regarding participation and initiation from REVELers has helped define targets for data collection. REVEL will administer surveys to families at the end of the summer to determine overall levels of happiness and social aspects of life.

Priority: Behavioral Health/Mental Health

Priority: Medical and Dental

Medical/Dental and Behavioral/Mental Health services include a wide variety of health-related services to ensure the health and well-being of individuals with I/DD. Combined, approximately 8 percent of mill levy funding year-to-date has been utilized toward these two priority areas.

Laradon Expansion of Behavioral Services

Laradon's Expansion of Behavioral Services project supports clients with behavioral challenges beyond what is reimbursable through Medicaid, including crisis support, behavioral support training of staff, and involvement with the legal system. Billing data over the last quarter shows that more than 60 percent of the actual time required to provide direct consultation and counseling services is not billable through Medicaid. This project served 13 individuals in the first half of 2018.

Project goals include decreasing inappropriate or problematic behavior of adult individuals and increasing the average length of placement in day, vocational and residential settings. Laradon developed positive behavioral supports for all individuals served, increasing their quality of life and enabling greater inclusion in the Denver community. While project staff directly served 13 individuals in the first half of 2018, they estimate they indirectly impacted as many as 100 through training day program and residential providers, as well as family members. This program allowed direct service providers to receive training in:

- Antecedent intervention.
- Signal recognition.
- Engineering environments and approaches to mitigate triggers.
- Differential reinforcement of alternate and incompatible behaviors to de-escalate during the early stages of crisis,
- Person-centered approaches, especially social role valorization through strengths-based thinking.

For first quarter 2018, the total number of tracked behaviors was 2,850 for the 13 individuals supported by the mill levy. For the second quarter 2018, the total was 2,803 – a 2 percent reduction in occurrence of inappropriate/problematic behaviors.

Tennyson ASPEN Program

This project expands the number of Denver County children receiving services through Tennyson's Autism Services ASPEN classrooms and provides needed therapeutic services, including family therapy and support that is otherwise unfunded. The project outcomes are to decrease maladaptive behaviors, increase social skills and increase academic proficiency. Three first-quarter objectives were achieved:

- Establish an additional ASPEN classroom.
- Expand capacity to accommodate eight additional I/DD children from Denver County.
- Start to develop outcome measures in SMART format to be utilized in assessing program success.

The most pressing need this project addresses has been to expand services to the Denver I/DD child population. Before mill levy funding for ASPEN, Denver kids were underrepresented in the Tennyson ASPEN program due to the Denver Public School policy to decline full reimbursement of the program's service costs, including direct and integrated therapy. Consequently, many ASPEN students were not Denver residents. ASPEN classes are now made up of four Denver Public Schools children. Tennyson set expected performance measures for the project and gave updates on these measures:

- After six-months in programming, a minimum of 65 percent of ASPEN Denver students will demonstrate decreased maladaptive behaviors by at least 20 percent, as measured through school-wide information system data referrals and/or individualized education program (IEP) quarterly reports.

- To date, two youths have been in the program for at least six months and both have demonstrated a small increase in maladaptive behavior by 5 percent total. The classroom experienced staff and teacher turnover during this period and these transitions may have contributed to a challenging environment.
- After six months in programming, a minimum of 65 percent of ASPEN Denver students will demonstrate increased social skills as measured by IEP Quarterly Reports
 - Achieved: To date, two youth have been in the program for at least six months and both have demonstrated increased social skills as measured by their IEP Quarterly Report.

Collaborative Positive Behavioral Support (RMHS)

A 2014 statewide analysis of the gaps in services for individuals with dual diagnoses of I/DD and mental health/behavioral health disorders concluded that Colorado has a severely limited capacity to provide crisis intervention and stabilization services for this population, limited access to mental health providers with knowledge and skills to work with the population, and little to no follow-up post-crisis services. The analysis provided recommendations to include people with I/DD in the vision of fully integrated systems for primary health care, specialty care, behavioral health and dental care, with person-centered care plans that include access to appropriate supports and care coordination. This model does not currently exist in Denver. Most individuals with I/DD receive their care in segmented systems and continue to have limited access to providers with expertise in meeting their needs. This project aims to integrate all aspects of health into care plans for people with complex needs to help them improve their quality of life and reduce the burden on emergency care.

In 2017, RMHS began identifying gaps in services for this population specific to Denver. We are actively involving a variety of providers in the community, including psychologists, psychiatrists, physicians, nurses, social workers, speech therapists, occupational therapists, behavior analysts, case workers, DHS and the Colorado Department and Health Care Policy and Financing, as well as host-home, day treatment and residential treatment providers. Several common themes have emerged. These themes aligned closely with the findings of the dual-diagnosis “gap analysis” of 2014. Our findings found five primary goals of the Collaborative Positive Behavioral Support (CPBS) program, all with the underlying goal of ensuring access to quality and appropriate care for individuals with dual diagnoses. Project plans are now being developed for each of the five identified primary goals:

1. Intersystem care coordination
2. Crisis planning
3. Training and ongoing support
4. Integrated medical and behavioral health care
5. Functional behavior assessments

Last quarter, CPBS staff presented their integrated health care proposal to the Ambulatory Quality Improvement and Design Committee at Denver Health, and received preliminary approval to pilot the project, with a projected start date of July 1, 2018. Following approval, Denver Health personnel met with RMHS CPBS staff to discuss the model, logistics, action plan and project management. Together, we determined the next phase of the project would require clinic staffing with an RMHS care coordinator and a behavioral health clinician, along with a Denver Health physician and clinic support. Because of the staffing needs, it was determined additional funding would be needed for the project. Based upon changes in the RMHS mill levy contract, we are awaiting the DHS RFP process to determine if funding may be available for clinic staffing. In addition, Denver Health is piloting a Down syndrome clinic using a similar model, so we will evaluate the results of that pilot in a few months to inform further development of the Integrated Health Care clinic.

In this past quarter, CPBS staff collaborated with personnel from JFK Partners on a project they are launching related to goal 2, Crisis Planning. This is an experimental project looking at the development of proactive crisis prevention plans for individuals with I/DD and behavioral health challenges and their caregivers. One of our RMHS staff was trained on the protocol and added to the JFK IRB approval. She is now working with our staff in Service Coordination and other relevant programs to identify potential participants in crisis prevention planning to engage them in the project.

Priority: Training and Support

Training and Support services include classes, conferences for parents/caregivers or providers, as well as the development of information provided to the general public about I/DD, such as on websites and at community events. Approximately 7 percent of mill levy funding year-to-date has been utilized in this area.

Laradon Family Infant and Toddler Program (FIT)

This project supports a family navigator to address gaps in EI supports for children from birth to age 3 and their parents. The project has three primary areas of focus: 1) Connecting parents to resources in the community, 2) Implementing weekly play and learn groups, and 3) Assisting families in enrolling children in preschool. The weekly Play-and-Learn groups not only increase children’s social-emotional development, but also create valuable social support for parents who meet others facing similar challenges, as many of them are socially isolated. FIT uses the evidence-based teaching practices and intervention approaches of the Pyramid PIWI Model in the Play-and-Learn groups to promote children’s social and emotional development and address challenging behaviors. The model’s group parenting programs promote positive social emotional outcomes by helping to create supportive early childhood and home environments. During the first half of 2018, some outcomes that were achieved are:

- 18 children have turned 3 and 17 have enrolled in a preschool.
- A second play group was added with families attending on a regular basis.

Laradon FIT

A new family that just started attending the summer session is working on getting their daughter to separate from her mother. During the first group, she did not separate at all; she sat on her mother’s lap during the entire group. But, during the second group progress was already made. She separated from her mother and played alongside other children, but she cried when she couldn’t see her mother. When the Family Navigator went to her and showed her where her mother was, she waved “hi” to her and continued to play. We are looking forward to making more progress as they continue to attend the Play-and-Learn Group.

– Barbara Shaw, Laradon

Denver Regional Council of Governments Network of Care (DRCOG)

Individuals living in Denver who have I/DD, their caregivers and providers often require support in identifying and accessing community resources specific to their needs. The Denver metro area is home to many community resources. However, no resource database for the I/DD population’s needs is available in the Denver region. Without a comprehensive and accessible resource, I/DD individuals and their families, providers and case managers are left to discover community programs without direction. The Denver Regional Council of Governments completed the development of a developmental disabilities Network of Care website. The website was launched in April 2018 and had 573 visits from April to June 2018. The website connects people to services and support and increases the use of community resources.

Parent to Parent of Colorado (Ability Connection Colorado)

Parent to Parent of Colorado (P2P-CO) is a parent support organization, which provides ongoing information and emotional support to over 4,000 families across Colorado. The organization offers a unique parent support service through its Individual Parent Support Program. In this program, a parent (typically someone with a child with a new diagnosis) can request a connection to a trained support parent for one-on-one support. P2P-CO has experienced an increase in requests for the Individual Parent Support Program. Approximately one-third of new members request this matching program when they join. The standard for making a match is 48 hours upon request, as many times the parent is in a crisis situation already when making the request. Due to insufficient database structure (previously an Access database), the staff are taking days to a week or more to make this match. Along with the increased demand, there is a backlog of parents who are willing to complete the Support Parent training. P2P-CO did not have the staff capacity to provide this training within the next year. With the mill levy funding, P2P-CO has been able to achieve many of its goals:

- The database to link families has been completed and implementation began in April 2018. The implementation was expected to be completed by the end of July 2018.
- Support parent training has taken place in two sessions with four volunteer parents completing training in April 2018.
- Two additional facilitators for support parent training have been trained and will be able to provide training in their own groups starting in the fall.
- The translation of support parent training materials into Spanish was completed in June 2018.

Parent to Parent of Colorado

Our bilingual coordinator presented and participated in the May Community forum. She was able to connect with 10 parents, several of whom joined our group following that presentation. These families will now be able to receive support from other parents who have walked in their shoes. The parent-to-parent connection helps families to know that they are not alone in their journey of parenting a son or daughter with an intellectual or developmental disability.

– Lisa Franklin, Program Manager, Parent to Parent of Colorado

Family Autism Resources (RMHS)

RMHS provides diagnostic evaluations for children in order to assess and potentially give a diagnosis of autism. After the diagnosis is given, parents oftentimes want to research autism and look for ways to support their children. This often leads to internet searches that result in an overwhelming amount of, and sometimes inaccurate, information. The Family Autism Resources are now given out at the time of diagnosis to help with emotional support, trouble-shooting advice, support organizations, care tips, potential problem management, family and sibling discussions, and the definition of autism. The family then has access to appropriate tools and simple behavior techniques to use immediately and increase positive behaviors. During January-June 2018, 32 families received resources through this program.

EI Provider Training Series (RMHS)

EI serves children birth to age 3 who are experiencing delays in development. Children in EI services may have complex needs that require specialized knowledge and training from providers. EI providers and families frequently need to pay out of pocket for specialized training, which can be very expensive. RMHS helps to support EI providers and families in accessing specialized trainings to better support the needs of the child. During this reporting period, RMHS provided the More Than Words training.

More Than Words is a program developed by the Hanen Centre of Canada, specifically for speech language pathologists who work with children under age 5 who are on the autism spectrum and/or have social communication difficulties. This parent-training model for clinicians helps train and teach parents to help their child: 1) Improve social communication and back-and-forth interactions, 2) Improve play skills, and 3) Improve imitation skills. This training is an evidence-based practice for working with children with autism and provides clinicians with specific techniques for working with this population. Fourteen clinicians who serve a total of 160 children were trained. Surveys of the trained clinicians on the effectiveness of the training provided the following feedback:

- Clinicians rated their comfort level in **talking to parents about signs/symptoms of autism** on a scale of one (very uncomfortable) to five (very comfortable). Among those who rated their initial comfort level at less than five, the training increased overall comfort from a 2.8 rating to a 4.1.
- Similarly, participants rated their comfort level in **coaching and training parents** on the techniques reviewed (facilitating social interaction, joint attention and social engagement). Before the training, no clinicians rated themselves “very comfortable” (average 2.4), but after the training, half rated their comfort level at five and the rest at four (average 4.5).

RMHS is currently collaborating with the Colorado Association of Infant Mental Health to provide a series of trainings on infant and early childhood mental health. Colorado Association for Infant Mental Health (CoAIMH), in partnership with The Colorado Department of Human Services Office of Early Childhood (OEC), provides training in the area of infant and early childhood mental health in an effort to build the pool of EI professionals with this expertise. The training series is specifically targeted for EI professionals who do not necessarily have a mental health background in an effort to increase their knowledge on social-emotional development in infants and toddlers, recognition of mental health issues, specific interventions that address social-emotional and mental health concerns, and the integration of these interventions into the parent coaching model. Participating in the training modules are 25 EI professionals, including service coordinators, managers, and clinicians. The 9 training modules are provided in 3-hour blocks once a month through November 2018.

Priority: Social/Recreational

RMHS received overwhelming feedback to generate more social and recreational opportunities for individuals, an area not currently supported by Medicaid or other insurance programs. Individuals on Medicaid with limited income have little to no resources to pursue social opportunities without support from mill levy funding. According to a recent AAA survey, 35 percent of Americans were planning to take a vacation 50 miles or more away from home in 2016⁶. In contrast, a recent poll of I/DD providers indicates that fewer than 5 percent of individuals accepting services can afford to travel, particularly given the additional expenses associated with supports for supervision and personal care necessary to travel safely. The benefits of projects in this area are in line with the benefits to anyone who needs a vacation: reduced stress, lowered anxiety, possible decrease in heart disease, improved mental health and improved interpersonal relationships. *The Journal of the American Medical Association* published a study that concluded men who take frequent annual vacations were 32 percent less likely to die from heart disease than those who did not take frequent vacations⁷.

Stakeholder feedback to RMHS indicates that gaps exist in current systems and programs supporting people with I/DD related to recreational opportunities, health and fitness, and community integration. Approximately 18 percent of mill levy funding expended during this reporting period has been used for social and recreational

⁶ <http://newsroom.aaa.com/2016/04/aaa-one-third-americans-will-take-family-vacation-year/>

⁷ http://www.huffingtonpost.com/jill-l-ferguson/health-benefits-of-taking-a-vacation_b_9384466.html

goals. Several programs provide social and recreational opportunities for individuals with I/DD in Denver, ranging from supporting individuals to attend summer camp, taking local day trips to regional points of interest, and taking trips with family members or to see family members out of state. RMHS also provides annual regional recreation center passes through Denver Parks and Recreation for clients, as well as additional caregiver passes for children. RMHS has distributed:

- 149 Denver Parks and Recreation Center Annual Regional Membership passes to individuals with I/DD, as well as 37 caregivers of children under 18 years of age.
- 144 Denver Botanical Gardens passes, 118 Children’s Museum passes, 132 Denver Museum of Nature and Science, and 191 Denver Zoo passes to individuals with I/DD.
- 610 individuals received social/recreational services through our community partners, which provide a variety of increased community engagement opportunities, including local day trips and overnight trips.

Arts & Community Exploration – ACE Program (Jewish Family Service)

The ACE Program was developed to enhance cultural and artistic exposure for clients to participate in community offerings, while cultivating new skills and awareness in the process. In the first half of 2018, ACE benefited 20 individuals. These participants developed skills and were exposed to numerous arts activities. Eight artists attended pottery classes using raw clay to create abstract art pieces and tribal masks personalized by each of the artists. eight other artists learned the basics of making paper and eventually will be able to make their own paper creation. Sixteen participants met with staff and learned how to design and create their own pizzas from scratch. Each of the participants earned the “Certified Pizza Artist” badge and enjoyed eating their pizzas with restaurant patrons. Twelve participants engaged in a workshop at Access Gallery over a six-week period called Pop Art with a Purpose. The participants looked at themes of color, perspective, size and scale, as they created individual and collaborative outsider art.

The program also focuses on improving community and safety awareness for participants. Staff engages participants in safety discussions during time in the car and in the community. Some measurable progress measures are:

- 75 percent of participants demonstrated a higher awareness when a walk signal is present.
- Three out of four participants will put a seat belt on in the car without a reminder.

ACE researched several non-reading self-confidence and self-esteem scales and developed an assessment tool to capture true outcomes based on the cognitive level of the people served. The tool consists of questions like, “I feel proud of the accomplishments I had in the ACE Program today,” and “How did today’s art project make you feel?” The clients are presented with three emoji faces that reflect happiness, indifference and dislike and asked to circle which face best demonstrates how they felt about their experiences in ACE. The results of the assessment tool showed that the majority of the clients felt positive and/or happy while participating the in ACE Program activities.



Project World (Activity Options)

The purpose of “Project World” is to facilitate access to community activities and overnight travel that will enable adults with I/DD to experience the world in the ways that other people do to increase inclusion, independence, social skills and quality of life. They continue to see participants engaging with each other in and outside of activities. They exchange phone numbers and spend time together. Several report that they have tried new things, and they have made suggestions for things to do. Parents and caregivers have been able to attend other family and personal events because they had funding and time.

Project World

Doris is a 54-year-old female who lives in an outlying area of Denver in a host home. She attends a day program but does not have access to any recreational activities apart from the family she lives with. The family is loving and supportive but includes two children under the age of 10 who have different interests than Doris. The family is actively involved in their community but English is not their first language, so the community activities tend to leave Doris isolated and disconnected.

Doris regularly attends Activity Options activities. Even though she is heavily dependent on a walker, with the assistance of Activity Options staff, Doris has been able to attend sporting events, concerts, mountain activities and dances. She is not just an onlooker. She got up with her walker and danced when invited. The door-to-door transportation makes it possible for her to attend evening and weekend events with shorter commuting times and more flexibility. She has made many friends her own age and enjoys an enriched life. She is also building her independence and ability to navigate the greater Denver community.

Community Events & Adventures (Active Community Access)

This project has a goal of improving the quality of life for Denver I/DD clients and their families by providing memorable, community-integrated evening and weekend activities with peers. Active Community Access benefited 16 individuals in the first half of 2018 by engaging participants in local events and offerings available on evenings and weekends. The participants reported 100 percent satisfaction with the program and activities.

Social Inclusion Project (Connect Us)

The work of Connect Us provides a unique and powerful opportunity for families and youth with disabilities to become more socially connected. Youth on the autism spectrum are significantly more likely to suffer bullying, low self-esteem and social isolation, and have a higher-than-average risk for suicidal ideation or attempts. The transition to kindergarten is one of the most challenging times for children with developmental disabilities. The goal is to equip children in early childhood with the tools and support they need to develop friendships and be included with their peers. Because the Connect Us model is based on social skill-building and creating inclusive settings for children with developmental disabilities, Connect Us programs incorporate and serve typically developing children alongside children with developmental disabilities. This mix helps ensure an inclusive social environment in which children with developmental disabilities are not stigmatized, and involves a variety of social aptitudes so children can learn positive relationship skills from one another guided through trained facilitators.

In the first half of 2018, Connect Us served 74 Denver children with I/DD, as well as typically developing children, in integrated settings. The assessments also identified an additional 77 children as socially at-risk, fitting many criteria for I/DD despite a formal diagnosis being disclosed. The project's intended outcomes include measurably improving social and emotional capacities of children participating in the recess programs and social groups, as well as improving peer interactions that are supportive and inclusive.

Connect Us

I've been really impressed with Connect Us and the extra support you provide for kids. Having you here gives kids a chance to really connect and build relationships with each other and with the adults. There has been a great deal of conflict resolution, because the facilitators know who the triggers are on the playground and who usually has issues and can work closely with them to de-escalate situations. I have noticed with a lot of the kids, just seeing a CU facilitator helps keep them calm. We haven't called Mr. J (behaviorist) out here in a long time. The kids really need you all out here. There's just a great dynamic between the facilitators and the kids and we love having you all out here. It has helped so much.

– Ms. Gonzales, Paraprofessional

The recess team in the second quarter consisted of nine Connect Us staff that strategically targeted socially at-risk students; guiding their peer interactions and helping them build self-confidence and resiliency to become more cooperative and flexible. The team identified 73 students across all grades that needed extra support. Being on the playground daily was a huge advantage. As permanent playground fixtures, the team was able to gain trust and methodically work with groups of kids, including the natural leaders who are vital to maintaining inclusive social environments. Coachable leaders who are open and receptive to all types of social learners make inclusion of kids with I/DD far more likely. The team received significant anecdotal data from school personnel that behavior incidents at recess have decreased substantially since program inception. (The school did not consistently maintain data on incidents.)

Connect Us also implemented the final phase of the kinder pilot this quarter. By the end of the school year, 36 groups of as many as 12 kindergartners participated in facilitated play and structured games. Working with 12 students at a time vs. 70-plus, allowed the team to target individual social and emotional skill deficits and tailor interventions toward kids most in need of support.

Program results are supported by quantitative data (SAS evaluations) completed by Connect Us and Lowry Elementary kindergarten staff and through qualitative data collected throughout the study. Extensive post-program interviews were conducted with kindergarten teachers and para-professionals. Data from pre and post-program Social Aptitude Scales completed by the three kindergarten teachers on their own students and by recess paraprofessionals on all study-approved students indicates that Connect Us had a positive impact on students' social-emotional growth.

- **73 percent of students had improved social skills.** (10 percent of students began with a high score and their scores stayed the same.)
- **67 percent of students had improved resiliency.** (16 percent of students began with a high score and their score stayed the same.)
- **93 percent of students had improved self-confidence.**
- **87 percent of students demonstrated growth in one or more of these categories: social skills, resiliency and self-confidence.**

Data from pre- and post-program SAS evaluations completed by Connect Us showed a similar trend for each social-emotional category, with self-confidence also being the most significant improvement reported.

StellarCare Vacations

StellarCare Vacations works to allow individuals with I/DD the experience of travel and community integration more often afforded to people without disabilities. This project prioritizes family reconnections, while also enabling individuals to have new experiences, improve quality of life and decrease overall stress. Family reunification is perhaps the most important benefit for the client when it is achieved. When this is provided the family can reconnect and become supportive, as well as serve as advocates for their family members who have I/DD. Our sense of value often comes from our connection to others. Healthy family connections are a catalyst for how we perceive ourselves in a positive way. This in turn affects all aspects of living for the better.

StellarCare has worked with 13 individuals in the first half of 2018 to complete trips. The following outcomes were achieved:

- Clients have visited a place they have not been before and would not be able to without this service (increase in experience).
- Clients met new people or reconnected with family (increased socialization and increased natural supports).
- Clients reported a decrease in overall stress after trip.
- Awareness of the I/DD population increased.
- Respite was available for the caregiver and client.

The Wayfaring Band

The Wayfaring Band program offers emphasis on community-building, skill-development and place-based adventures. Using a person-centered approach to foster a culture of mutual aid, The Wayfaring Band designs group travel that generates opportunities for all program participants to make meaningful contributions to the community. In the first half of 2018, The Wayfaring Band served 20 Denver participants with I/DD and achieved the following outcomes:

- 60 percent of trip survey responses indicate they strongly agree or agree they have increased daily-living skills, including food-preparation, cleaning, organizing, money-management, time-management and healthy choices.
- 100 percent of survey respondents agree or strongly agree that the itinerary was exciting and original.
- 86 percent of survey respondents strongly agree they have an increased sense of belonging. One parent/caregiver respondent said: "Our son felt included and safe and had so much fun! He created a water sound for the talent show and the band members went looking for the water drip. If everyone had half the acceptance and creativity that all the band members showed, the world would be a kinder place."
- 86 percent strongly agree they have an increase in social skills.
- 71 percent of survey respondents strongly agree they have an increase in health and wellbeing, including self-care and personal safety.

The Wayfaring Band

The Wayfaring Band has been a part of my family's life for a long time. My brother has gone on many of their trips, and it wasn't until my first time traveling with him and the band that I realized how special this group is. It was almost as if I was traveling with a different person. My brother was treated with dignity and respect and was encouraged to do things on his own that he doesn't typically do at home. This was extremely eye-opening to see how much more capable he is of so many things. Traveling with The Band also taught me things about myself and helped me break out of my shell. It's a group of loving, accepting and truly genuine individuals who all have something different and special to offer. I feel incredibly lucky to have experienced part of their journey!

– Leadership Fellow
The Wayfaring Band

Priority: System Gaps

Mill levy-funded services to address system gaps comprise 25 percent of the total expenses for this reporting period. When an individual needs more care and support than is reimbursed through current funding programs, mill levy funding is used to address system gaps and program service limitations of other funding sources, such as Medicaid and state-funded services. In some cases, these gaps may be within the I/DD system; in other cases, the gaps are between this and other systems, such as mental health, foster care and homelessness. By far, the service deemed to be the most important from area stakeholders is respite care. During this reporting period, nearly \$900,000 in respite funds was distributed.

Significant literature demonstrates the positive effects that respite care brings to the life of a caregiver. Over time, without relief and assistance, caregiving can take a mental and physical toll. The Family Caregiver Alliance reports that 40 percent to 70 percent of caregivers show clinically significant symptoms of depression. The Center on Aging Society adds that one in 10 family caregivers report that their responsibilities have caused their physical health to worsen⁸.

Mill Levy Service Plans – Adults (RMHS)

Beginning in August 2017, adults accepting services who reside in Denver can access additional services through the RMHS Service Plan process. RMHS introduced this option for customers in the following waiver programs: HCBS-DD (Comp), Supported Living Services (SLS) and Children's Extensive Services (CES). When state funds for SLS are exhausted, individuals in state SLS are also able to access these additional services. Individuals are now able to add additional services with mill levy funding in the following categories:

- Behavioral services
- Day habilitation (specialized habilitation, supported community connections, community connector)
- Mentorship
- Respite services
- Supported employment

⁸ <http://www.comfortkeepers.com/home/info-center/respice-care/importance-of-respice-relief-for-family-caregivers>

RMHS has invited all PASAs providing one or more of the above services to Denver residents to contract with us to provide additional services with mill levy funds. The program currently has 52 contracted providers.

Mill Levy Service Plans – Ages 0-3 (RMHS)

Beginning in February 2018, children accepting services in the EI program who reside in Denver could now access a menu of items that are identified needs not currently offered through the EI program. Much like the mill levy service plan project initiated in August 2017 for individuals accepting waiver services, RMHS has begun piloting the service plan approach for children in the EI program. The concept is to build into service plans any needed services and resources not available through EI funding. EI uses a combination of public and private insurance, along with state general fund dollars, to address the developmental needs of children birth to age 3. Service coordinators conduct assessments during the Individualized Family Service Plan (IFSP) meeting, process individual requests and listen to stakeholder feedback. Families receive access to services at the time of the child's six-month IFSP and will work with their primary providers to ensure services and supports address the child's developmental and basic needs.

Services, all based on the needs of the family, to be available through the EI Unmet Needs project include:

- Infant massage
- Music therapy
- Environmental enrichment and home safety items
- Toddler beds or cribs
- Access to a parenting app with tips and activities to guide parents in promoting their child's development in a variety of areas. (Additional information about this resource can be found at www.playfullyapp.com/about-playfully.)

In addition, RMHS is gathering feedback from families at the time of the IFSP meeting on the need for respite providers, and we are working on building a provider base for this service.