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# 2024 Mill Levy Program Annual Report



***Working Together for A Vibrant Denver***

Presented to:  
**Denver Human Services  
IDDEAS Program**

Proudly presented by:  
**Rocky Mountain  
Human Services**

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# 2024 Denver Mill Levy Program

For over 30 years, Rocky Mountain Human Services (RMHS) has served as Denver’s trusted access point for services supporting individuals with Intellectual and Developmental Disabilities (I/DD). As the State’s designated Case Management Agency (CMA) for the city and county of Denver, RMHS is the only authorized agency to determine I/DD eligibility and enroll individuals into Colorado’s Home and Community-Based Services (HCBS) and state-funded programs for individuals with I/DD. Additionally, RMHS maintains its designation as a Community Centered Board (CCB) and is the only state-contracted service broker authorized to provide Early Intervention services in Denver.



In 2003, Denver voters approved a one mill property tax levy to support residents with I/DD, with RMHS managing the equitable distribution of these funds. RMHS’s strong community ties and role in the service system help address access barriers and gaps, ensuring Mill Levy funds are available and tailored to all eligible residents, regardless of whether they receive RMHS service coordination.

These roles, along with strong partnerships with neighboring CMAs, providers, and advocacy groups, uniquely position RMHS to effectively support Denver’s eligible residents. RMHS offers efficient access and flexible options for all eligible residents to utilize Mill Levy funds, either directly or through services and supports provided by Mill Levy-funded initiatives.

This report covers the contract period from January 1, 2024, to December 31, 2024, the first term of the current four-year contract.

## EMPOWER

Enable Denver residents with I/DD to directly access Mill Levy funds for personalized items, services, and supports that meet their unique needs.

## SUPPORT


Address individual unmet needs through comprehensive wrap-around services and collaborations with community partners offering specialized I/DD programming.

## PROVIDE

Enhance departmental support to reduce waitlists, facilitate transitions between service areas, allow case managers more time with clients, and strengthen clinical programs.

# Mill Levy Community Advisory Council

The Denver Mill Levy Community Advisory Council (CAC) advises RMHS on services to people with I/DD. The CAC is composed of people receiving services, family members, providers, and other community partners with varying abilities, backgrounds, and transparent recommendations and to foster a culture of community and inclusion. The Mill Levy Program values the CAC’s role in reviewing outcomes, successes, and challenges to help ensure ongoing program quality improvement.



**2024 CAC KEY FUNDING AREAS**

- Basic needs/environmental supports
- Behavioral and mental health services
- Education and increasing independence
- Medical and dental services
- Social and recreational services
- Training and support
- System gaps

## 2024 CAC Goals

- Identify and generate recommendations that promote and enhance the lives and abilities of both children and adults with I/DD.
- Recruit diverse council members who represent a wide range of social, economic, racial, ethnic, disability, gender, religious, and sexual orientation backgrounds. The CAC must be representative of Denver County.
- Review and affirm key funding areas to address clients’ priorities and adhere to the values of the Denver Mill Levy ordinance.

## 2024 CAC Accomplishments

- Held 10 meetings, exceeding contract requirements
- Recruited 5 additional CAC members
- Set 2025 Funding Priority Areas
- Reviewed 43 Community Initiative proposals
- Ensured Client and Family Directed Funds sustainability



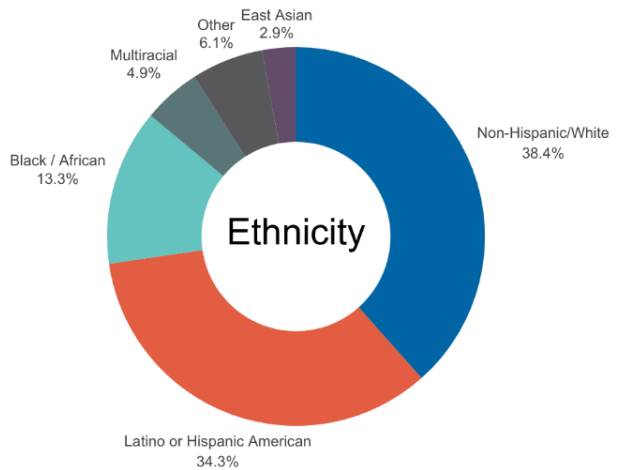
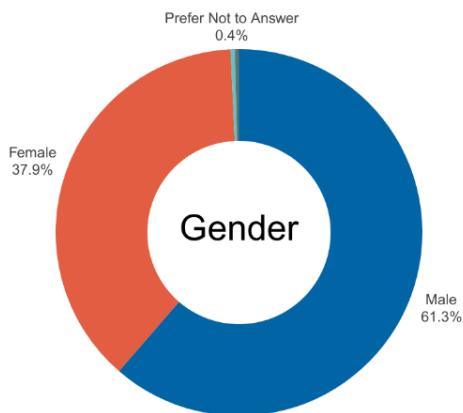
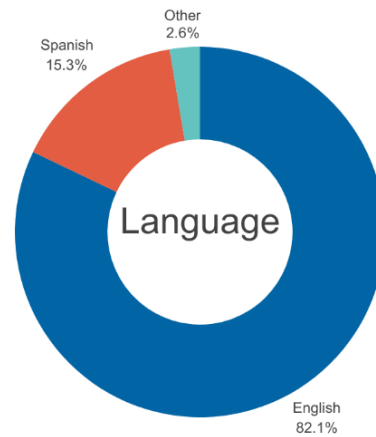
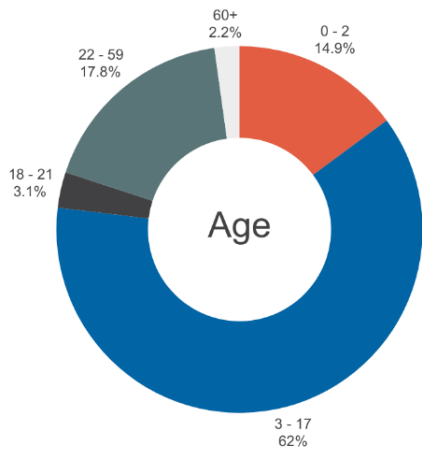
Serving on the community advisory council has been eye opening for me. There are a lot of initiatives out there to help provide support for the I/DD community period reviewing, discussing and making recommendations about how local dollars should be spent is a serious task and I’m honored to be a part of this process.

– Maebeline Barnstable, CAC Member

# Demographics

In 2024, the Denver Mill Levy Program served 6,230 unique Denver residents with I/DD across all demographics and multiple program areas with a focus on accessibility and inclusivity. RMHS strives to employ staff that reflect Denver’s diverse community, including bilingual and bicultural staff. RMHS is proud to note that in 2024 we launched an updated website that provides translated content into 11 languages including Vietnamese, Russian, Chinese, Amharic, Spanish, Arabic, French, Burmese, Farsi, Karen, Nepali, and Somali.

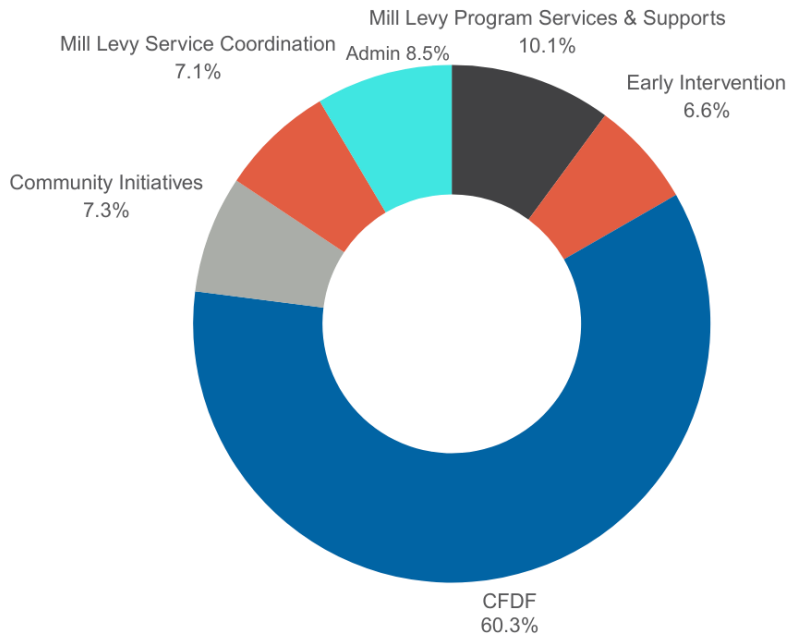
**17.9%** of RMHS Denver Clients have a non-English primary language.



# Accessing Mill Levy Services

Eligible Denver residents can access Mill Levy Program services and support through various mechanisms. This report represents the current agreement between RMHS and the IDDEAS program regarding the management and allocation of Mill Levy funds.

## 2024 Total Funds Spent: \$20 Million



**Mill Levy Program Services and Supports** oversee operations, ensuring compliance, transparency, and accessible services for eligible residents and delivers essential services to Denver residents with I/DD through targeted initiatives, outreach, and access coordination.

**Communications and Outreach** engages the Denver I/DD community through events, partnerships, and multimedia materials to raise awareness of services and mill levy funding options.

**Mill Levy Service Coordination** expands case management to support over 6,200 residents with I/DD, connecting them to HCBS and Mill Levy services.

**Client and Family-Directed Funds** provide direct funding for individual needs, housing support, and enhanced services when other resources fall short.

**Early Intervention Initiatives** fill gaps in early intervention by funding therapy, diagnostics, and programs for infants and toddlers not eligible under state EI.

**Community Initiatives** invest in accessible and inclusive programs that fill system gaps and meet priority needs, guided by community input and local impact goals.

# Mill Levy Program Services & Supports

## Mill Levy Program Management

The Mill Levy Program Management provides administrative oversight of the contract and its deliverables and manages the day-to-day operations for the various components of the mill levy program. As Denver’s expert in I/DD services, RMHS delivers vital services and supports Denver residents with I/DD through targeted initiatives, outreach, and access coordination, addressing gaps in care and improving lives through Denver’s mill levy funding.

## Communications & Outreach

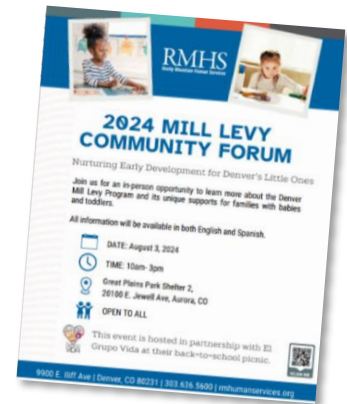
RMHS remains committed to Using a braided outreach strategy—including events, partnerships, and direct and indirect outreach—RMHS focused on building relationships and raising awareness about Mill Levy-funded services for eligible residents, as well as for individuals seeking support, their natural support networks, service providers, and the broader community.

### 2024 HIGHLIGHTS

- Number of Community Outreach Events: **54**
- Number of People Reached through Events: **24,458**
- People Reached through Social Media: **295,860**
- Amount spent on Outreach Materials: **\$11,158**

## 2024 Mill Levy Community Forum

In August 2024, the Denver Mill Levy Program hosted its first in-person community forum. Partnering with El Grupo Vida, Spanish translators were available throughout the event, and all materials were provided in both English and Spanish. The forum provided information about Mill Levy-funded wraparound services and supports, connected individuals with providers and local business owners, and strengthened community ties.



## Targeted Initiatives

As Denver's expert and access point to the I/DD service delivery system, RMHS is well positioned to identify system and provider gaps. When determined appropriate and a prudent use of local funding, RMHS utilizes mill levy dollars to fund dedicated staff positions to provide direct services to fill those gaps. These positions broaden Mill Levy availability to eligible Denver residents.



### Infant Mental Health Specialist

Provides mental health consultation and direct services to at-risk infants, toddlers, and their families. Collaborates with staff and community partners to deliver education, training, and support that promote healthy development.



### Early Intervention (EI) Engagement Specialist

Identifies and addresses barriers to family participation in Early Intervention services. Works with families, providers, and agencies to ensure timely access to developmental support for infants and toddlers.



### School & Community Services Liaisons (SCL)

Supports children and young adults aged 3–21 during school transitions. Collaborates with Denver Public Schools and community members to connect families not yet enrolled in RMHS services to appropriate resources.



### Crisis Intervention Specialist (CI)

Delivers trauma-informed case management to individuals in crisis. Connects children, adults, and families with essential services, including housing, food, in-home support, and mental health resources.



### Housing Liaison (HL)

Assists Denver residents with intellectual and developmental disabilities in securing stable housing. Provides personalized support with applications, landlord negotiations, vouchers, and locating suitable housing options.

#### 2024 IMPACT

In 2024, RMHS utilized \$2,321,071 in Mill Levy funds to meet system gaps in the form of dedicated positions to provide direct services support to eligible Denver Residents.





## Mission Supports

The Mission Supports program is a unique and long-standing Denver resource for individuals with I/DD who are experiencing housing instability. Mission Supports helps to identify those who may qualify for disability benefits and walks them through the eligibility process needed to access Colorado’s Home and Community-Based programs. Mission Supports assists people in accessing the proper wraparound services available through RMHS and connects them with the individualized support they need to pursue a future away from homelessness. 2024 was the first full year as an RMHS internal Mill Levy Targeted Initiative program.

### 2024 IMPACT

In 2024, Mission Supports received a record of 237 referrals, supported 165 individuals with targeted case management, completed 15 requests for I/DD determination, and enrolled 14 participants in long-term services and support.

## MILL LEVY MAKING AN IMPACT



### Mission Supports Program

In late 2023, 11-year-old NM arrived in Denver from Venezuela, non-verbal and severely underweight. Her mom carried her 3,300 miles, and they lived in shelters until receiving housing through DASP and Samaritan House.

With support from El Grupo Vida and Mission Supports, NM received a properly fitted wheelchair, medical care, school enrollment, and essential supplies. She’s since had successful surgery, gained weight, and now attends school. Her mom, now navigating systems independently, no longer needs crisis support. The family is stable and thriving

## Mill Levy Access Coordinators

RMHS ensures all Denver residents with I/DD have access to Mill Levy funding, regardless of their eligibility for or enrollment in HCBS or state-funded programs, or whether they are receiving ongoing case management services through RMHS. For individuals who require more intensive support, such as those on waitlists or navigating transitions between programs, RMHS connects them with an Access Coordinator. The Access Coordinator works directly with the individual to develop a personalized Mill Levy support plan, assists with specific requests, provides information on available services, and refers them to additional community resources to meet their needs.

### 2024 IMPACT

In 2024, Access Coordinators processed 176 individual requests for 82 individuals that did not receive case management from RMHS. They also supported an additional 265 individuals needing intensive support.

## Mill Levy Service Coordination

### RMHS Case Managers

RMHS strategically leverages its existing case managers and Mill Levy funding to expand staffing and provide additional service coordination for Denver residents with I/DD. In 2024, this approach enabled RMHS to offer enhanced service coordination to 6,230 unique residents. As the designated Case Management Agency (CMA) for Denver, RMHS case managers handle the intake and enrollment process for individuals seeking services through Colorado's Home and Community-Based Services (HCBS) programs and state-funded programs for children and adults with developmental delays or I/DD.

Beyond enrollment, RMHS provides ongoing case management, including the development of annual service plans and necessary monitoring throughout the year. By utilizing these key points of contact, RMHS is uniquely positioned to identify eligible individuals and ensure they can access Mill Levy funding for goods and services not covered by Medicaid, state, or federal programs. This comprehensive support makes RMHS the ideal agency to meet the diverse needs of Denver's residents with I/DD.

# Client and Family-Directed Funds

Denver residents with I/DD can access mill levy funding directly through individual requests, housing stabilization assistance, and Mill Levy Support Plans (MLSPs) to meet their unique needs when other resources are insufficient.

## Individual Requests

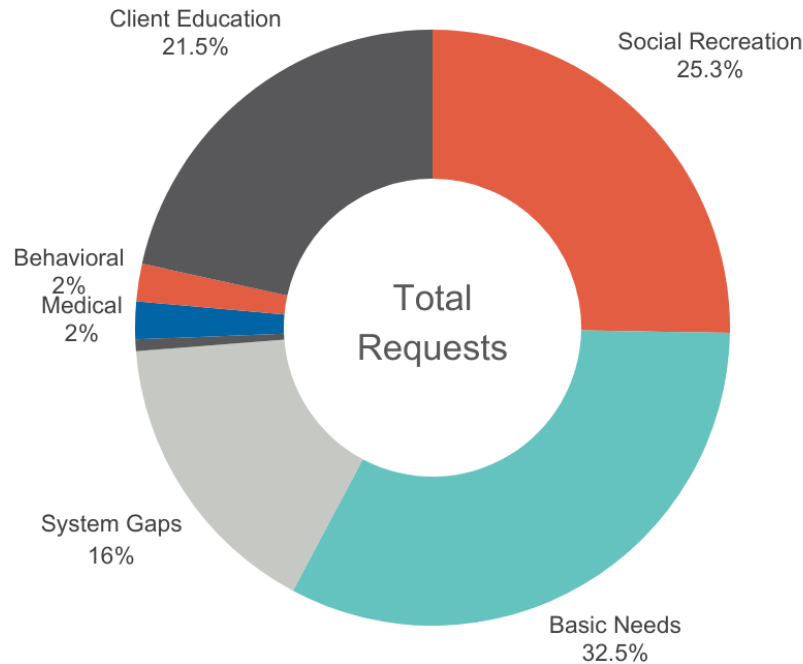
Individual Requests are the most accessed part of the Mill Levy Program. Eligible individuals can request specific items and services to meet individualized needs and enhance their quality of life. The Mill Levy program strives to ensure a smooth and efficient request, review, and approval process that meets the IDDEAS program accounting standards.

### 2024 IMPACT



In 2024, eligible Denver residents and their families utilized nearly \$14 million to meet their individualized needs – a 40% increase from the previous year!

## Requests fulfilled in 2024 through Individual requests



## MILL LEVY MAKING AN IMPACT



### Felix

Felix was born at just 25 weeks, weighing 1 pound 6 ounces, and faced long odds with cerebral palsy and chronic lung disease. With support from the Denver Mill Levy program and Early Intervention services, he made remarkable progress, reaching milestones once thought impossible. Today, Felix is thriving in school and exploring the world with joy, a powerful reminder of the impact of early support and community care.

## Housing Stabilization Assistance

Housing Stabilization Assistance provides immediate and short-term assistance to eligible Denver residents which aims to stabilize, maintain, or obtain housing, during temporary hardship as needed. Stabilizing support may include emergency housing, rent, move in costs, eviction support, mortgage, and utilities, along with wrap around services to support housing security.

### 2024 IMPACT

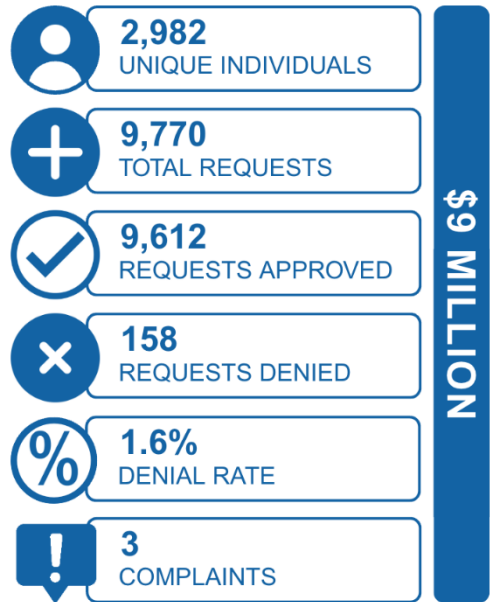
In 2024 RMHS approved 557 housing stabilization requests for \$1,034,254 to support 340 Denver households with rent, mortgage, emergency housing, utilities, and moving costs.



## Tracking Denials

Tracking Denials and responding to complaints is one mechanism the Mill Levy Program Management team uses to evaluate program performance and gauge client satisfaction.

In 2024, RMHS approved 9,612 individual requests and denied 158 requests representing 1.6% of the total. This low denial rate reflects RMHS' commitment to ensure these funds reach as many Denver residents with I/DD as possible. In response to these requests, RMHS provided an explanation for denial to the individual or family and provided referrals to other community resources when appropriate. RMHS makes every effort to respond to concerns raised by people receiving RMHS services, their family members, and other external stakeholders.



## Mill Levy Support Plans (MLSP)

A Denver resident with I/DD or developmental delays may need access to additional programs or services with the support of the Denver Mill Levy Program for a variety of reasons, such as:

- They do not meet the State's financial or program eligibility criteria
- They are on a state waitlist for program enrollment
- Their needs exceed the program funding limits for a particular service

When this happens, RMHS case managers and access coordinators can set up services through an RMHS Mill Levy Support Plan (MLSP). Case managers offer a MLSP to every eligible resident enrolled in RMHS program areas that provide I/DD services. Additionally, RMHS ensures access to mill levy funding for all eligible Denver residents regardless of their CMA. Individuals, family members, advocates, or other partnering organizations can submit a request through the RMHS online portal, where they will be matched with an access coordinator

### 2024 IMPACT



\$1,365,491 Mill Levy dollars funded children MLSP services to benefit 2877 Denver children with developmental delays and I/DD.

RMHS approved 1,421 respite requests totaling just over \$2 million mill levy dollars, which is more than double from 2023.

## Children’s MLSPs

Children’s MLSPs offers services that mirror program and professional services in Early Intervention and the Family Support Services Program (FSSP). The MLSP also provides access to curated menus of goods or services to directly benefit the eligible child to address their developmental and support needs. Respite continues to be the most significant need for families.



**Music Classes by Twinkle** together to help facilitate development and learning.



**A Sensory Menu offers items provided by Autism Community Store** that are designed to meet specific sensory needs, including chewable necklaces, weight blankets and vests, and pod swings.



**Environmental Enrichment items provided by Timbuk Toys** support therapeutic play through fun and engaging developmental toys, games and books to reinforce developmental skills learned in therapy sessions.



**Home Safety Products** such as cabinet locks, baby gates, monitors, stove guards, and outlet covers help families safeguard their homes.



**Essentials for Growth** support growth and development of young children by providing the right car seat, highchair, stroller, crib, or bed.



**Respite** so families can safely take a break from caregiving responsibilities.

## MILL LEVY MAKING AN IMPACT



### Adaptive Trike

A parent reached out to RMHS through the Mill Levy Program, hoping to find a way for their daughter to exercise without it feeling like a chore. What followed was a moment they’ll never forget. Their daughter got to choose every detail of her new adaptive trike—from the pink color to the handlebars. Within a month, a semi-truck pulled up to their home and delivered the bright pink Rifton Adaptive Trike. Now, she rides alongside her brother five days a week at their local park, turning exercise into a joyful, shared routine.

## Adults MLSPs

Adults MLSPs mirror and enhance the services available through the HCBS Medicaid and state funded programs. These added services provide additional support for eligible individuals to continue to live with their family or independently in the community of their choice. The most prevalent services requested included Professional Services, Day Habilitation, Behavioral Services, and Personal Care Assistance.

### 2024 IMPACT

In 2024, \$1,877,315 in Mill Levy dollars funded MLSP services to benefit 554 eligible Denver residents



## MLSP Providers

RMHS contracts with state-approved providers (known as Program Approved Service Providers, or PASAs) to ensure that MLSP services are delivered through a qualified provider with State oversight and monitoring. RMHS also contracts directly with authorized vendors to be more cost effective and streamline bulk orders for commonly requested goods and services.

### 2024 IMPACT

RMHS contracted directly with 92 PASAs and 16 authorized vendors to provide HCBS MLSP goods and services to eligible residents.



# Early Intervention Initiatives

## Early Intervention Supports

Mill Levy funds cover service coordination, evaluations, and therapy not fully funded by state EI or insurance. In 2024, these funds ensured equitable access to uncovered services and diagnostic evaluations.

### EI Denver Program

The following programs provide support not available through the EI Colorado program to infants, toddlers, and young children:

#### Transition Home Program

The Mill Levy-funded Transition Home Program (THP) supports families with infants in the NICU and at home after discharge, bridging the gap before state EI services can begin.

##### 2024 IMPACT

In 2024, RMHS supported 46 infants and their families through THP.

### Denver Early Steps

Denver Early Steps (DES) began in 2020 to support children with 25–32% delays after EI eligibility was set at 33%+. It now addresses broader family needs not covered by EI, offering case management, screenings, therapy, and psychoeducational groups. Services include parent education, skill-building, and peer support. DES also partners with the Denver Early Childhood Council to train early childhood providers.

##### 2024 IMPACT

In 2024, DES partnered with 9 community organizations for screenings, identifying 58 children for developmental monitoring and 48 for support through DES.

### Non-EI Children's Clinical

This initiative connects children, including those from diverse linguistic backgrounds, with clinicians to diagnose autism and other developmental disorders.

##### 2024 IMPACT

In 2024, 51 children over the age of 3 received diagnostic evaluations after aging out of EI eligibility.



# Community Initiatives

RMHS invests into building a more vibrant Denver by supporting innovative, accessible, and inclusive programs for individuals with I/DD. These initiatives expand provider and program choices, fill system gaps, and address priority needs such as basic living supports, behavioral and mental health, education, independence, medical and dental care, social and recreational activities, and training for Denver’s diverse I/DD population.

Funding priorities are guided by the RMHS Community Advisory Council and are directed toward specific initiatives, projects, or programs—not general business operations. Mill Levy funds may supplement, but not replace, existing public funding sources. In 2024, RMHS focused on reimagining local dollar investments to expand community impact in 2025, including enhanced access through sponsorships and grants.

## 2024 IMPACT

In 2024, Mill Levy renewed 10 Community Initiatives contracts using just over \$1.7 million dollars

## Projects Serving Children & Youth:

**821 unique individuals** benefited from increased resources and service options.



El Grupo Vida’s **Resource Center and Community Navigator** empowers people with disabilities and their families with information and training to help them become their best advocate. The purpose of the resource center is to provide culturally competent community navigation and support services to meet prevalent needs as well as increased awareness of and access to services for non-English speaking immigrant families.

- Social Recreation
- System Gaps
- Training & Education



Qualified and willing Evoke BCBA’s and staff offer a **Severe Behavior Day Treatment Program** for eligible children and youth with severe behaviors. The project also offers training for their parents and caregivers that Medicaid does not cover. Having exhausted other treatment and provider options, these youth are at risk of out-of-state and/or out-of-home residential placement.

- Behavioral & Mental Health
- System Gaps
- Training & Education

## Projects Serving Teens & Early Adulthood:

**208 unique individuals** benefited from unique and innovative programming in Denver.



The **RAMP Youth Intensive Services** project offers mentoring and exploration for youth with disabilities and those facing challenges, including those in or leaving foster care. RAMP helps young people build the skills and confidence they need to successfully transition to adulthood and thrive in their careers.

- Behavioral & Mental Health
- Accessibility & Inclusion
- Education & Increasing Independence
- Social & Recreation
- Training & Support
- System Gaps



The **Jovial Gardens** project enriches low-income neighborhoods in Denver by transforming lawns and public spaces into vibrant garden classrooms. Participants engage in growing, harvesting produce, learning about healthy eating, and preparing meals. This initiative creates meaningful, hands-on opportunities for individuals with I/DD while addressing broader issues like food access, job readiness, and community empowerment.

- Behavioral & Mental Health
- Education & Increasing Independence
- Social & Recreation
- Training & Support
- System Gaps



The **Revel Lounge** project offers a welcoming space for people with and without disabilities to connect, work, and learn together. The program provides personalized behavior therapy in non-traditional settings, making support more integrated into daily life. By focusing on community, skill-building, and respect, the project helps individuals thrive while valuing both independence and connection.

- Education & Increasing Independence
- Social & Recreation

**Revel Employment** offers competitive employment opportunities for transition-aged individuals with disabilities, challenging ableism and stereotypes. The program helps individuals gain skills and succeed in meaningful careers.

- Education & Increasing Independence
- Social & Recreation



**TACT** is a trade and technical training program designed to support youth with autism (ASD) by helping them build marketable skills and gain confidence for future employment. The program focuses on providing tailored training and increasing their chances of long-term career success.

- Education & Increasing Independence
- Social & Recreation
- Training & Support
- System Gaps

## Projects Serving Adults:

**72 unique individuals** benefited from expanded program options.

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**Access Gallery** provides opportunities for individuals with disabilities, empowering them in the arts. By supporting underrepresented artists and challenging the marginalization they often experience, Access Gallery promotes inclusion and opens doors to meaningful artistic and professional development.

- Accessibility & Inclusion
- Education & Increasing Independence
- System Gaps

## Projects Serving All Ages:

**15 unique individuals** benefited from critical and timely services.

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CCDC's Probate Power specializes in special needs trusts and ABLE accounts, as well as estate planning and probate services. Probate Power is committed to ensuring that every client's future is secure and thoughtfully planned.

- Basic Needs & Environmental Support
- Education & Increasing Independence

# MILL LEVY MAKING AN IMPACT



## Evoke Behavioral Health

S.D. joined Evoke Behavioral Health in May 2021, bringing joy through his love of oldies, nature, and connection with others. In early 2023, his behavior changed drastically—he stopped eating and drinking, became aggressive, and often isolated himself by rocking and covering his ears. He lost access to transportation and required inpatient care at Children’s Hospital Colorado.

Diagnosed with Catatonia in January 2024, S.D. faced severe social withdrawal and agitation. Throughout, Evoke supported him and his family. After starting treatment in March, S.D. has made great strides—engaging more in group meals, music, and social time. Evoke is proud to support his ongoing journey.

# Summary

RMHS is an accessible and centralized support system for Denver individuals and families in search of help within a complex service delivery system. We listen intently to understand and respect everyone’s stories and experiences, work closely with people in determining their options and choices, and connect individuals and families with the right resources and support to help them thrive at home or their community of choice. Our work revolves around an inclusive approach to care, ensuring that every door is the right door. As the CMA for individuals seeking help for needs related to I/DD, RMHS is in the optimal position to meet this community’s needs.

RMHS proudly supports each individual in achieving their best life and remains steadfast in developing programs and responsibly utilizing local taxpayer funds to reduce barriers and close service gaps. These efforts benefit eligible Denver residents as defined by the Intellectual and Developmental Disabilities Equitable Access to Services (IDDEAS) Program and align with the goals outlined in the Denver Revised Municipal Code for the Mill Levy Program.

RMHS sincerely thanks the City and County of Denver for their continued support of individuals living with intellectual and developmental disabilities. This partnership—with Denver Human Services, City Council members, stakeholders, and the community—has allowed RMHS to deliver meaningful impact: expanding access to wraparound services, increasing provider options, closing system gaps, and offering inclusive programs that support people in reaching their goals and living with greater independence, stability, and connection

