

**Imagine! Board of Directors Meeting Agenda**  
**April 24, 2018**  
**7:00PM**  
**Eldridge Room, 1665 Coal Creek Dr., Lafayette, 80026**

***Creating a world of opportunity for all abilities.***

1. Introductions and public input. (I) ***We kindly request that guests limit their comments to 3 minutes or less and regret that minutes are not transferrable.***
2. Approval of minutes of the January, 2018 meeting. (D,A)
3. Recognition of Scott Doyen's 8 years of service to the Imagine! Board of Directors. (I.)
4. Remote Supports Demonstration Project overview, Kevin Harding (I.D.)
5. Resolution regarding the sale of the 19<sup>th</sup> Street Home. (I.D.A.)
6. Finance Committee Report, January and February (I.D.A.)
7. Services Committee Report (I.D.)
8. Foundation Report (I.D.)
9. Executive Committee Report (I.D.)
10. Executive Director's Report (I.D.)
11. Request for Executive Session. (A)
12. Adjourn (A)

I = information

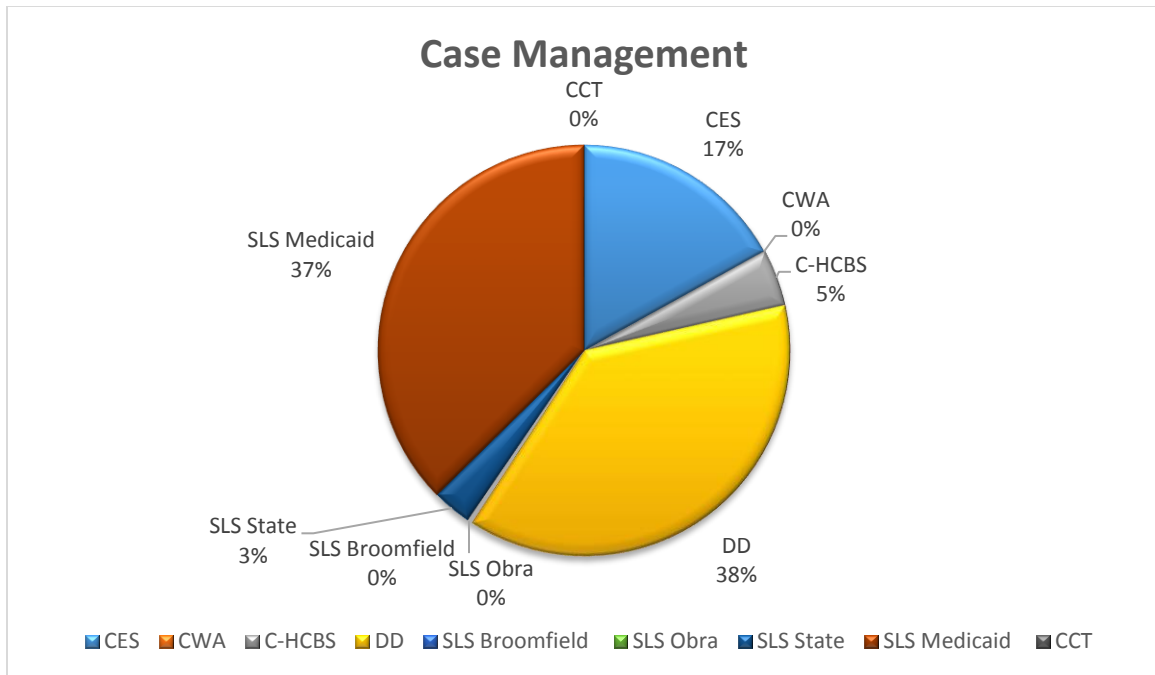
D= discussion

A= action

## Care Coordination Board Report April 2018

### Case Management

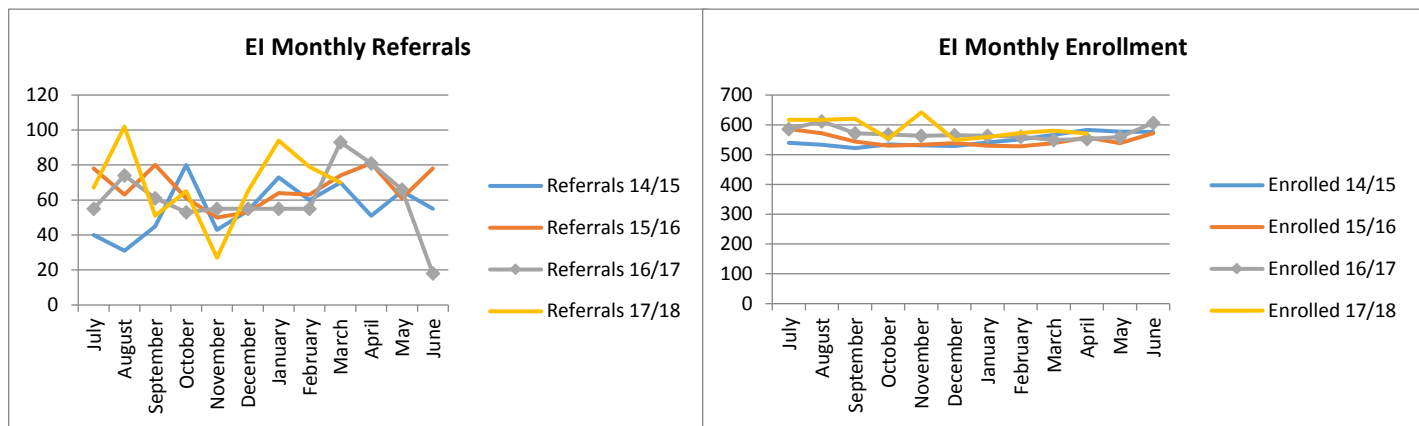
- As of April 13, 2018, Imagine! CCB serves 1,157 individuals in Case Management, broken down as follows:



- Case Management is hiring four Case Managers, two due to internal promotions and two due to turnover.

## Early Intervention

- As of April 13, 2018, Imagine! CCB serves 571 children in Early Intervention, with another 23 currently in the referral process.
- Early Intervention is fully staffed.



## Family Support

- As of April 13, 2018, Family Support is serving 1,057 individuals.
  - In FY17/18 FSSP has funded 407 standard grants and 36 Direct Pay to Vendor grants.
- The ASD Program is currently serving 41 individuals.
- Family Support is fully staffed.

*Submitted by: Jenna Corder, Director of Client Relations  
April 13, 2018*



## March 2018 Board Report

### Summary of March Achievements/Initiatives

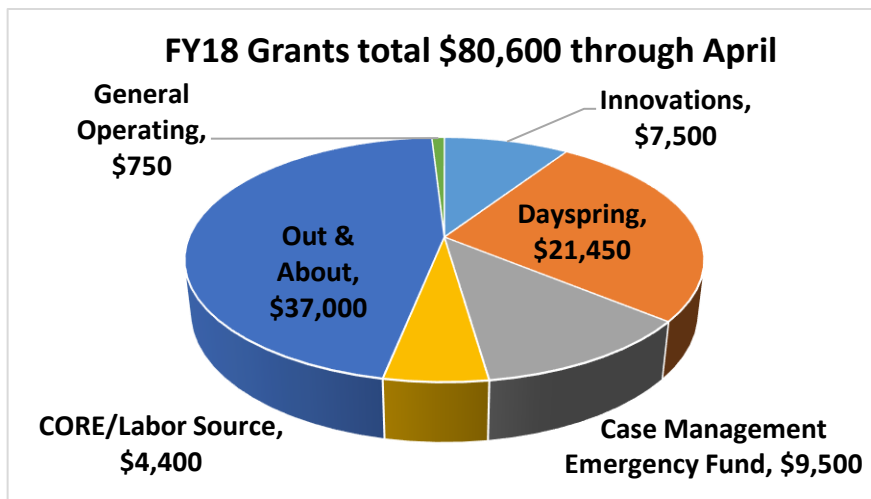
- **Employment:**
  - Started an employment crew at Eclipse Sun Products for 2 days a week, employing 8 individuals
  - CLS is completing our application to renew our DOL sub-minimum wage certificate (due 4/30/18). This allows for our continued ability to operate our work crews that pay piece rates and hourly rates less than minimum wage.
- **Hiring/Recruitment:**
  - Promoted Theresa Mertens to the Boulder CLS Program Coordinator position, replacing Meredith Hicks
  - Posted two Data Specialist II positions, one for Boulder CLS and one for Longmont CLS. The purpose of these positions will be to complete data entry tasks currently assigned to CLS Coordinators that interfere with the Coordinator's ability to support with program objectives
- **Staff Vision Meeting:** Held the first all staff vision meeting at Longmont CLS on 3/20 and at Boulder CLS on 3/6. This meeting is designed to inform and update all staff about the CLS vision and to gather feedback from staff providing direct support.
- **Collaborations:**
  - **O&A/IBHS/Innovations/Dayspring:** Met with the service group team and HR to discuss hiring practices and recruiting practices.
  - **HR:** Worked collaboratively with HR to begin restructuring leadership roles, and posted the Data Specialist positions.
  - **Public Relations:** Identified 3 business/community partners to highlight in a promotional video. The videos will feature interviews with both a rep from the business and a CLS participant working with the partner. This will be an ongoing project designed to promote CLS services and to provide exposure for our wonderful partners. The first three partners will be Longmont Downtown Development Authority, Naropa University and In Clover.
  - **Community:** Met with Joe Long, Sample Supports, DVR and Longmont Economic Development to discuss our involvement in Longmont Start Up Week in late July, 2018. CLS may have the opportunity to present to potential business and community partners new to the Boulder County area.

### Summary of hurdles:

- **Billing & Reporting:** Evaluations of the CLS budget revealed that there is a large amount of uncaptured revenue in the Evolve system. CLS worked through all 300 held claims in the system and continues to work on improving processes in Evolve to be more efficient. CLS has a meeting planned with IT the week of 4/23 to discuss moving to an "Attendance" model of documentation.
- **Staffing:** During the month of February both Boulder CLS and Longmont CLS operated well below optimum staffing levels. Boulder CLS is planning on two additional DSPs leaving in April and May.



**Purpose Statement:** The Imagine! Foundation raises funds beyond its expenses annually and increases awareness of Imagine!'s clients, families, and needs in the local community in order to provide opportunities defined by Imagine! for increased independence and quality of life for those Imagine! serves.



**We have exceeded our \$615,000 goal by 28%.**

This includes grants (charted left), as well as recurring, one-time and memorial contributions from individuals, foundations, churches and businesses.

**Grant Applications Pending/Pledged**

There are six pending proposals (total \$36,000).

### **FY18 Initiatives**

- 100% of both boards will make a philanthropic gift this fiscal year. **ACHIEVED, thank you!**
- The FY18 Employee Giving campaign is funding technology to improve access for participants in CORE/Labor Source. We currently have 92 employee donors and close to \$9,000.
- The Housing commitment to Imagine! is complete! \$4.3 Million paid!
- The Foundation Board retreat in March focused on next funding steps. Emerging technologies and services support were at the top of the lists - details to come.
- The Foundation Board presents four new members for your approval. Term will begin in FY19.
  - Courtney Gimeno, Elevations Credit Union Relationship Manager
  - Meg McClellan, UCAR Chief Legal Officer
  - Zoe Polk, Pedestrian Corporation Manager
  - Ed Wassom, entrepreneur, IT aviation

### **You're Invited:**

Attend the Donor Recognition event on Thursday, May 3, 5:30 p.m. in the John Taylor Conference Center!

*Patti Micklin, 303-926-6443, [pmicklin@imaginecolorado.org](mailto:pmicklin@imaginecolorado.org)*

## Family Recruited Employee Board Report

March 2018

Jenna Sallee, FRE Program Manager

### Update:

Total # of active employees in March 2018: 230

4 new employees hired

13 employees terminated

### Happenings:

- 12 week Trial program Imaginect underway. 2/26/18 to 5/20/18.
- Continuing Pay for Performance data
- Participation in phone conferences regarding Electronic Visit Verification for Personal Care services starting January 2018. April 2018 meeting cancelled with the intent of developing sub-committees to address potential implementation issues in various areas. I have submitted a request to be a member of the EVV/CDASS subcommittee.
- Participation in phone conferences regarding CDASS implementation for impact on FRE services.
- MyEvolv site-waiting on multi-browser capability. Still TBD.
- MyEvolv: continuing to work on billing issues and held claims with departments and billing office
- Move to new online training website still delayed by IT TBD

Total # of individuals using FRE services in February: 154

FSSP: 2

State: 2

CES: 74

ASD: 1

Medicaid: 75

Top 3 service categories utilized in March 2018:

Respite care: 4097.75 hours served

Personal Care: 1329 hours served

Enhanced Homemaker: 749.75 hours served





**Purpose Statement:**

Innovations provides quality services that promote a culture of choice and integration through creative solutions.

**Summary of Recent Satisfaction or Survey Results**

- We completed the revisit paperwork for our GRSS Survey, and we are now back in full compliance for our Group Home facilities.
- Our latest Colorado Division of Fire Prevention & Control (CDFPC) inspection at our Charles Family Group Home resulted in us losing our ability to utilize protect-in-place, and will now need to evacuate all residents in a fire for that facility.
- We are preparing for our next IRSS Survey, which we expect will occur between now and August of 2018.

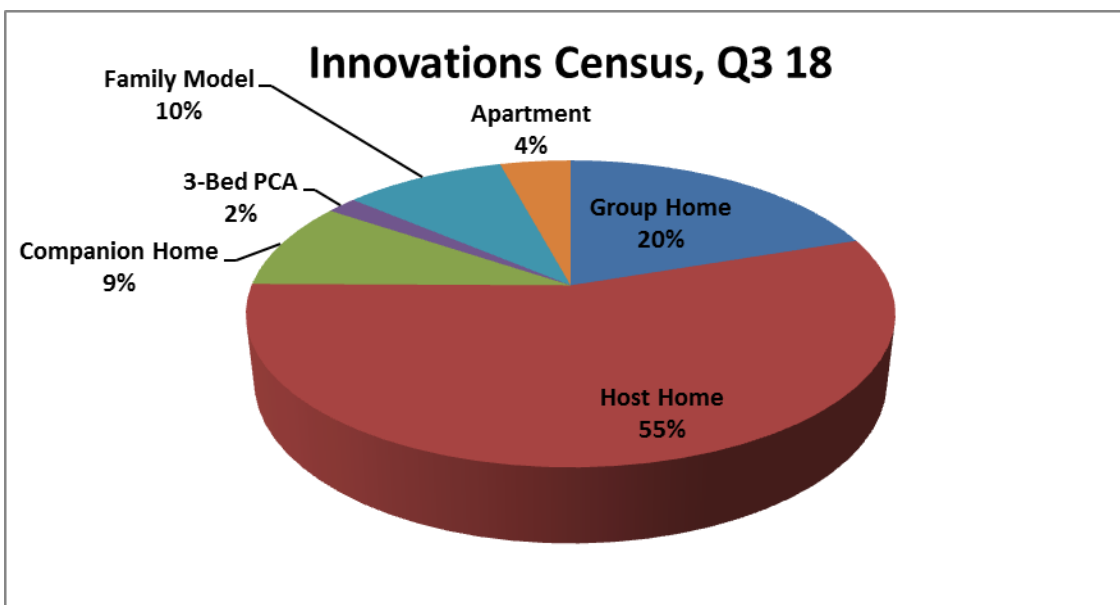
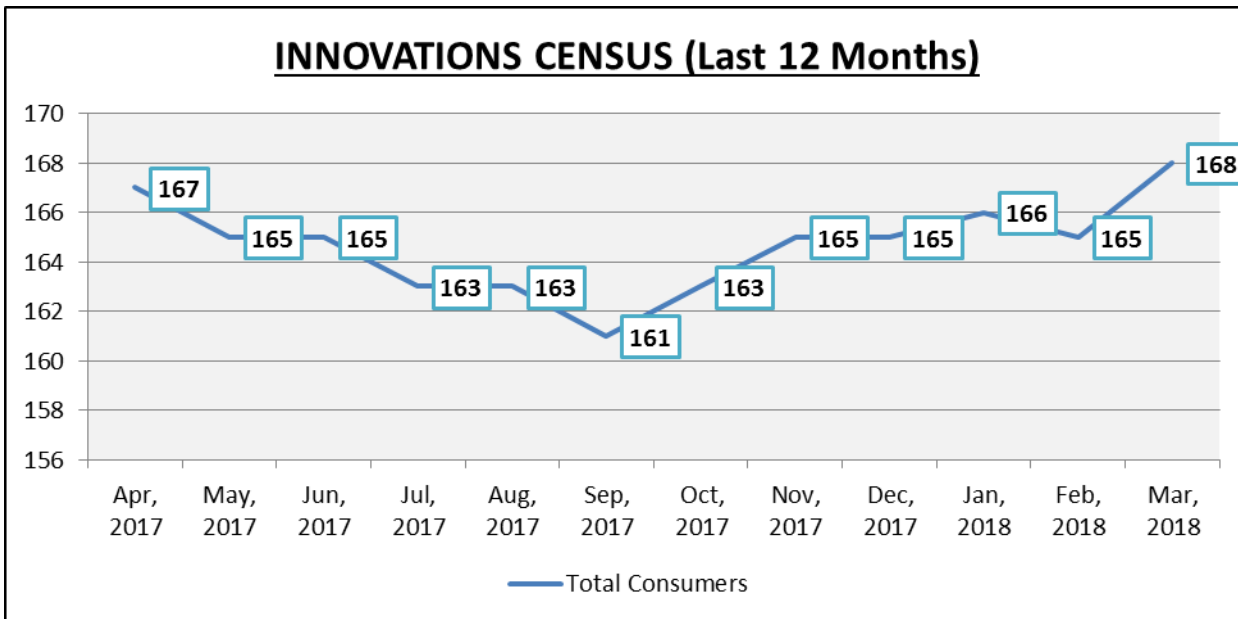
**Greatest Successes & Concerns:**

- Successes
  - We are continuing to collaborate with other departments at Imagine! in our development of the new Evolv EHR.
  - We are moving forward with our plan to go paperless with our program files on 7/1/18, using the Evolv system as our client record.
  - We are developing new Innovations KPIs to better measure our service quality.
- Concerns
  - We continue to have a significant number of issues with the new Evolv system. Most of the processes we are doing in Evolv are taking more time than they used to, and are generally less efficient. We have had to scale back on several elements of the system that were not working for us in the last few months. We have also had issues with reporting out of the system, which has made it more difficult to do data analysis. We have also not been able to bring our Contract Providers into Evolv, due to the system only working on PCs through Internet Explorer.
  - We have had a significant amount of billing denials so far this Fiscal Year, due to issues with Evolv, State billing and reporting systems, and the Life Enrichment Trust. Additionally, the Evolv system does not give us enough information to properly follow-up on these claims, so it is challenging to know what steps to take to address them. We have been working collaboratively with Case Management and the Business Office, and now have better clarity about how to address these issues going forward.
  - We are preparing for the federal Final Settings Rule, and are working with the State to clarify expectations and requirements. Our biggest concern around this implementation relates to the new requirement of Informed Consent for all rights modifications.

**Census Graph for Fiscal Year**

QUARTER	AVERAGE
Q4 17	166

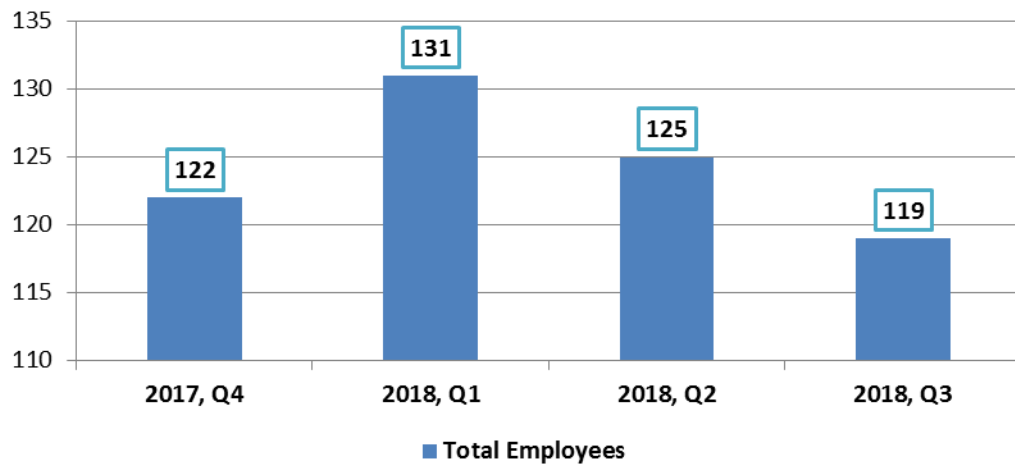
Q1 18	162
Q2 18	164
Q3 18	166



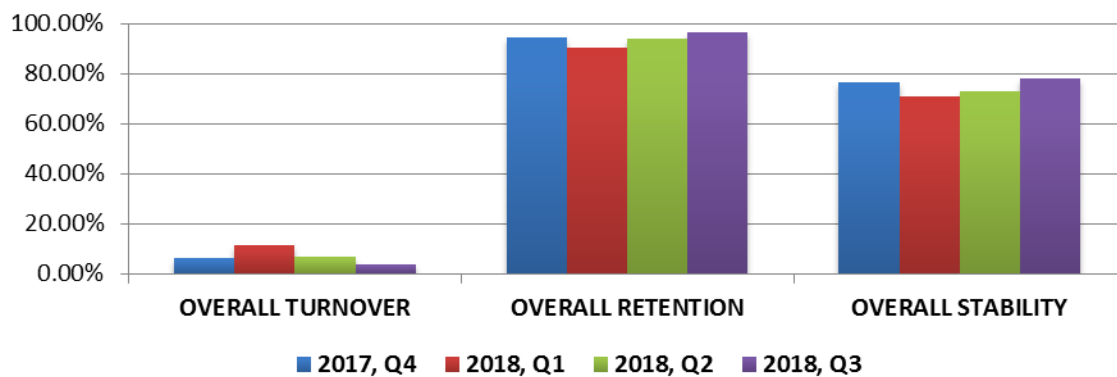
**Staffing Graph for Fiscal Year**



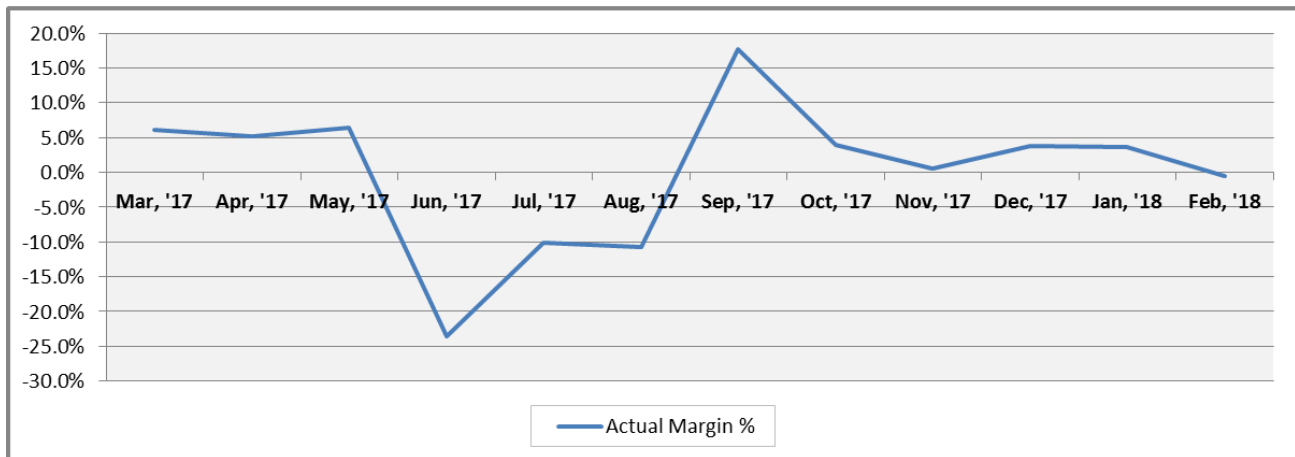
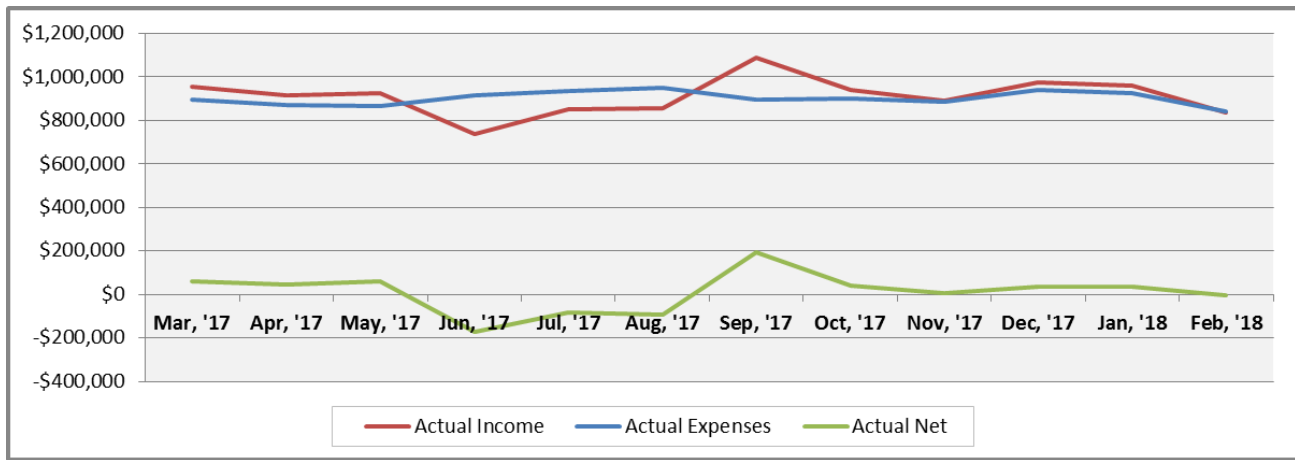
### Total Employees (Last 4 Quarters to Date)



### INNOVATIONS STAFFING KPIs (Last 4 Quarters to Date)



### Budget Graph of Revenue over Expenses for Fiscal Year





*Imagine!*  
**Out&About**  
*community based therapeutic recreation*

**April 2018 Catalog Board Report**

*We make a positive difference in the lives of our participants through  
quality, therapeutic, community-based services.*

**March's Summary:**

Total # of activities: 41	# of FNO: 4	# of Segue: 1	# of ongoing: 32	# of Sat. one-time events: 4
Total number of service hours: 2,984			# of participants enrolled: 175	
# of Volunteers: 4	# of volunteer hours: 21		# of interns: 4	# of intern hours: 393
Medicaid Revenue: \$35,495			Private Revenue: \$0	
Transportation: \$8,558			Donations: Sports & game supplies, 14 car chargers and adapters.	

**Completed:**

- Sent out Summer 2018 Catalog publication and registration materials.
- Completed 12 intakes for people new to O&A.
- Held JIVE training for the Coordinating Team. Due to testing needs, non-billable time and conflicts with Summer Catalog launch, we decided to extend our Go Live goal to end of August.

**Planning:** Began planning summer activities and facilitation.

**Special Projects:** We introduced 2 new activities to our spring sessions: Green Thumbs Club, a program focused on gardening, and Happy Feet, a running/walking Club focused on participating in a 5k in May.

**Collaborations:**

- Worked with CLS on Care and Behavior Tracking in Evolv. Worked with IT team to set up ISSP Care Tracking access in Evolv.
- Coordinated with IBHS support on plan to complete RBT and Line Staff implementation.
- Coordinated with IT to set up O&A to have billing access for Line Staff in Evolv.

**Outreach:**

- Continued partnership with CU's Minor in Leadership's senior Cap Stone Spring 2018 course.
- Catalog's Love Actually Class had a presentation/ discussion-led activity held by Out Boulder.

**Billing & Reporting:** O&A Coordinating Team met with the Business Office weekly and continued working through held claims, private pay and Evolv system setbacks.

**Recruitment:** Attended first job fair held at Workforce Boulder. Worked with PR to create a hiring recruitment video. We have a goal of hiring 10--15 people for temp Catalog Instructor positions.

**Internship Program:** We have 5 Interns accepted for the Summer Session. We have had 7 inquiries for the fall semester (deadline is May 15<sup>th</sup>, 2018) and 2 for spring.

**Summary of hurdles:** Running a smooth program for both Catalog and Segue, while preparing for state audit, Summer 2018 Catalog activity planning, orientation week, JIVE go live and bulk hiring.

**Summary of current Program Initiatives:**

- Continue to prepare for state audit.
- Revise JIVE Go Live planning and scheduling.
- Write Staff Moral/ Culture Amp action plans.
- Continue bulk hiring.



*Imagine!*  
**Out&About**  
*community based therapeutic recreation*

**April 2018 O&A Children's Board Report**

*We make a positive difference in the lives of our participants and their family members through quality, therapeutic, community-based services.*

**March's Summary:**

# of School Closure Days: <b>5</b>	# of ASP days: <b>17</b>
# of Service Hours: <b>1,756</b>	# of children enrolled: <b>47</b>
# of Volunteers: <b>1</b> # of Volunteer hours: <b>4</b>	# of interns: <b>4</b> # of intern hours: <b>393</b>
Medicaid Revenue: <b>\$32,854</b>	Private Pay Revenue: <b>\$1,590</b>
Boulder County \$: <b>\$28,500</b> Broomfield: <b>\$1,200</b>	Donations: Sports & games supplies, 14 phone chargers and adapters.

**Completed:**

- 84 children registered for Summer Camp by end of March, our highest registration to date.
- Completed 8 intakes for Summer Camp for children new to O&A.

**Planning:**

- Due to testing, non-billable time, conflicts with Summer Camp launch, we decided to extend our goal of JIVE Go Live for end of August.
- Began planning for the "End of Summer Showcase" for parents.

**Special Projects:** Centre Stage for Kids continued to work on their April 13<sup>th</sup> production.

**Collaborations:**

- Continued providing childcare for parents attending Dayspring's Hanen Sessions Jan—May.
- Continued training with CLS's Jive IT team.
- Coordinated with IBHS on a plan to complete RBT training & Line Staff implementation.
- Coordinated with IT to set up billing access for Line Staff in Evolv.

**Outreach:** Continued partnership with CU's Minor in Leadership's Spring 2018 course.

**Billing & reporting:** O&A Coordinating Team met with the Business Office weekly and continued working through held claims, private pay and Evolv system setbacks.

**Recruitment:** Attended job fair held at Workforce Boulder to recruit summer temp positions. Worked with PR to create a hiring recruitment video. We have a goal of hiring 30--35 temp summer instructors.

**Internship Program:** We have 5 Interns accepted for the Summer Session. We have had 7 inquiries for the fall semester (deadline is May 15<sup>th</sup>, 2018) and 2 for spring 2019.

**Summary of hurdles:** Running a smooth program for both After School Program and School Closure Days, while preparing for Centre Stage final performance, state audit, Summer Camp 2018, orientation week and bulk hiring.

**Summary of current Program Initiatives:**

- Continue to prepare for state audit.
- Revise JIVE Go Live plans.
- Create Staff Morale/ Culture Amp program area action plans in response to survey data.
- Continue Summer 2018 bulk hiring.