

Imagine! Board of Directors Meeting Agenda
August 29, 2017
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 June, 2017 meeting. (D,A)
3. Finance Committee Report (I.D.A.)
4. Executive Committee Report (I.D.)
5. Foundation Report (I.D.)
6. Executive Director's Report (I.D.)
7. Adjourn (A)
8. Executive session as needed.

I = information

D= discussion

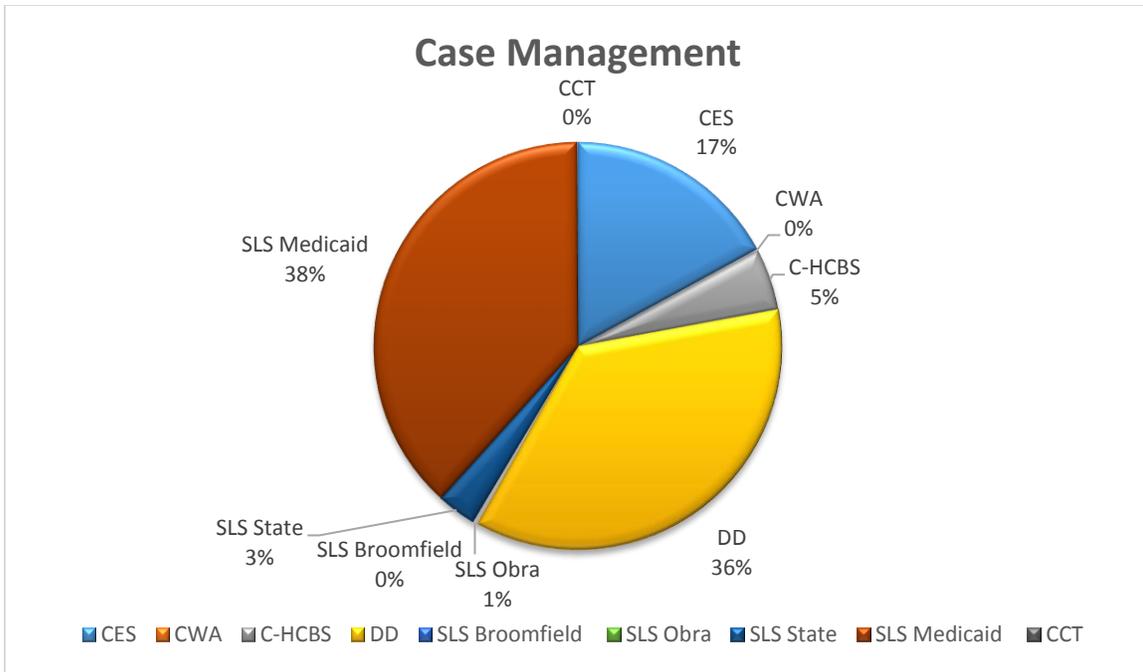
A= action

Care Coordination Board Report

July/August 2017

Case Management

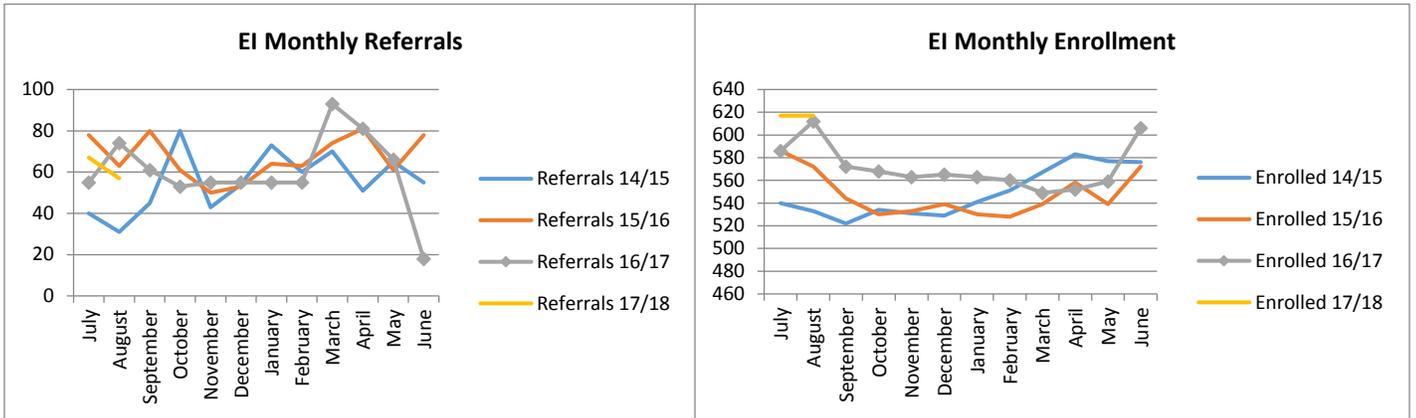
- As of August 21, 2017, Imagine! CCB serves 1,173 individuals in Case Management, broken down as follows:



- Case Management is hiring for one additional Case Manager at this time.

Early Intervention

- As of August 21, 2017, Imagine! CCB serves 617 children in Early Intervention, with another 90 currently in the referral process.
- Early Intervention is in the process of hiring one Service Coordinator (bilingual).



Family Support

- Family Support is serving 1,210 individuals (including 34 in the ASD program).
- Family Support will be completing its first Grant Run of the new Fiscal Year in the first weeks in September.
- Family Support hired a Supervisor and is hiring a part time Navigator at this time.

*Submitted by: Jenna Corder, Director of Client Relations
August 21, 2017*

Purpose Statement: Imagine! CORE/Labor Source (CLS) provides a curriculum based learning experience so that individuals can become employed.

Achievements:

Our annual art exhibition and performance on August 18th at The Dairy Center for the Arts was well received. The collaboration of clients and staff, Imagine! A Whole New World, was attended by 275+ people and sold 47 pieces of art. We received great reviews from people who attended.

CLS coordinators completed several hundred hours of data entry in Evolv, including clients' weekly schedules, authorized services and treatment plans. During the process we worked with IT and Evolv contractor and were able to make improvements to our data collection process. These improvements make it easier for staff to complete daily documentation of client services. We have scheduled several hands-on training meetings this month with frontline staff and will be fully live on September 1st.

CLS is now fully staffed and has started enrolling new clients. We haven't been able to add individuals since last summer. During this time our census decreased from 242 to 232 clients. We enrolled seven new clients since June and have several people who will enroll over the next few months. With expected turnover, we will continue to recruit and hire.

JIVE continues to provide us the opportunity to embrace new things and ways of sharing information. Staffed used it extensively for collaborating and planning our Dairy show. Also, we have begun a blog related to the topic of employment first services.

Initiatives:

CLS worked with the Division of Vocational Rehabilitation (DVR) to meet newly enacted requirements under the Workforce Innovation Opportunity Act (WIOA). Each of our clients working in subminimum wage jobs must annually receive career counseling and be informed about DVR and their opportunities for independent competitive wage earning jobs. We organized several presentations by DVR to inform clients about independent work opportunities. At this date, every CLS client employed on our work crews attended a presentation. We will work with teams (IDTs) to make the necessary referrals to DVR for competitive employment. We will incorporate career counseling as part of our IP process and will have DVR conduct regular presentations about integrated and competitive work.

CLS will conduct an assessment of the data/information systems we use in order to streamline and improve how we utilize information. These systems include Questys, JIVE, Evolv, Outlook, MedSupport, DayForce, Facebook, the new LMS, and website(s).

Several CLS staff will complete a test next quarter with the Association for People Supporting Employment First (APSE) to become certified employment specialists.



August 2017
Board Report

Achievements

- Dayspring Program Manager and Early Intervention's Program Manager have been developing a department restructure proposal over the past couple months. The mission is to streamline the process of Early Intervention to provide both internal and stakeholder benefits. This collaboration will increase the positive impact Imagine! has on children who receive services with us for a lifespan. A meeting is set for August 28th 2017 to present the proposal to Mark Emery and John Nevins for approval.
- Dayspring has hired two new providers and a new Program Coordinator in the last quarter. Marissa Cannady is Dayspring's new Speech Language Pathologist who started in June 2017. She is a new graduate who brings a uniquely different perspective to the Dayspring team. She also has a lot of clinical experience working with adaptive technology. Carla Mangine is Dayspring's new Occupational Therapist who will be starting August 21st 2017. She has a lot of experience in pediatrics and working in the school systems. She has a lot of sensory experience working with young children. Virginia Brown is the new Dayspring Program Coordinator who started August 16th 2017. She comes with experience as a parent who has been through Early Intervention with her sons.
- Dayspring is now able to accept Medicaid as of 5/1/2017. This has expanded our services to more families in need of Early Intervention services and is an additional revenue source.
- All Dayspring providers are trained and able to provide services using Telehealth. Just in the past couple months our providers have started using this service with families. Telehealth will allow providers the option of performing services via technology. There are many research based benefits to families which include increased child responsiveness to parents, increased skills of family members, improved child language development and listening skills, and families have increased confidence in helping their child pursue their goals. There are also Provider benefits that include decreased travel constraints, reduces health-related cancellations, easier access to interpreters, increased use of family-centered coaching strategies, supporting family involvement goals, and providing opportunities to work as a team.
 - Dayspring is developing a Telehealth satisfaction survey to gather data on how families feel about this service.

- Dayspring had its first Hanen information session on August 10th 2017 where we had 9 families attend. The, “It Takes Two to Talk,” class will be starting in September 2017, instructed by Janine Randol. There are currently 6 families signed up which is a full class. The, “More Than Words,” will also hopefully start in September 2017 if one more family signs up. If this class happens, Jenny Kozlowski will be co-teaching.
- Kate Hines is in the process of developing the Dayspring Dialogue where a Dayspring Provider will be discussing a particular topic and answering parent’s questions on a quarterly basis. This idea came about from a need that was not being met. A survey was sent out asking families if they would benefit from Parent Discussion/Support groups and the results showed over 70% of parents were interested. It will also be a way for families to connect, share stories, and develop relationships with one another. The Dayspring Dialogue will be hosted by different Dayspring Providers depending on the topic. Parents can either attend in person or via webinar. There is a potential grant opportunity to fund this new service, therefore we are currently in the grant writing process. A start date for these services will depend on when we get the grant.
- Referrals from Early Intervention have increased. All our SLP’s, PT’s, and OT’s are slowly filling up their caseloads. Almost all our SLP’s, PT’s, and OT’s are now meeting the 50% billable expectation.

Hurdles

- Dayspring continues to have difficulty with being financially stable. With the new Program Manager in place we are establishing new processes and systems to address the budget concerns. The proposal for these changes will be presented to John and Mark on August 28th 2017.
- One of Dayspring providers is out on Worker’s comp. She will most likely be out for over a month, which will affect Dayspring’s budget for the months of August and September. Telehealth has helped make up some of these missed sessions with families. It took a couple weeks for Telehealth to be approved and written into families IFSP’s, but she is now able to complete sessions with families via the internet.
- Cancellations continue to be an issue for Dayspring. On average, Dayspring has 50-60 cancellations a month with little room for rescheduling. We are hopeful that the ability to provide Telehealth services will decrease the cancellations within the next fiscal year. The Dayspring Cancellation policy is also now being enforced by all providers.
- Low referrals for Early Childhood Special Educators (ECSE’s) is an issue for Dayspring. Data shows that only 11% of EI referrals go to ECSE’s. Amy Long, one of our ECSE’s, has been

communicating with Service Coordinators and teaching new Service Coordinators about what ECSE's can do in the Early Intervention world. Dayspring hopes this will increase referrals to ECSE's.



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.



FY18 Initiatives

- 100% of both boards will make a philanthropic gift this fiscal year. Imagine! Board Members will receive a solicitation in September.
- The FY18 Employee Giving campaign will fund technology to improve access for participants in CORE/Labor Source. We currently have 88 donors and are on track to exceed \$9,000.
- The Housing commitment to Imagine! is \$65,000 and will be completed by Q2 of this fiscal year.
- Mark Emery will continue to work with the Foundation Board on next funding initiatives.
- The Imagine! Celebration will move to a Saturday – January 27, 2018 – and a new location, Marriott Westminster. Ticket prices and sponsor levels will remain unchanged.
- The Foundation Board will focus on recruiting 2-3 new members, and would like to identify someone from Broomfield.

Ways you can be involved with the Foundation:

- Make a philanthropic gift to the Foundation
- Subscribe to Foundation Friday (email Patti)
- Attend our board meeting on Tuesday, September 19, 7:30 a.m.

Patti Micklin, 303-926-6443, pmicklin@imaginecolorado.org

Family Recruited Employee Board Report
July 2017
Jenna Sallee, FRE Program Manager

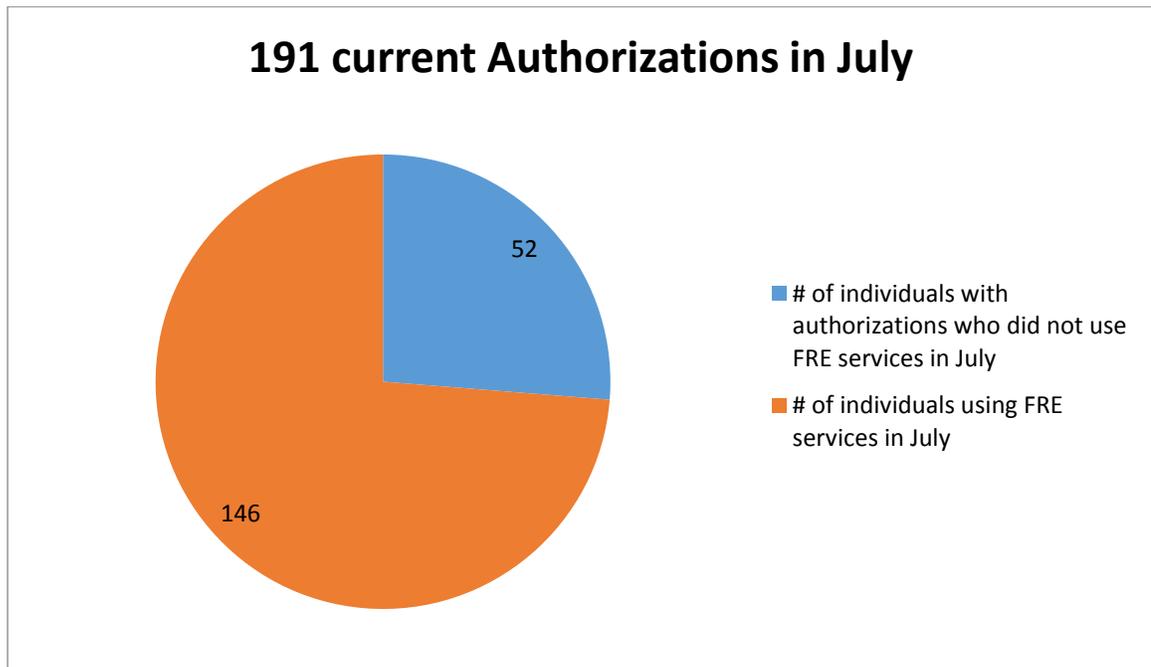
Update:

Total # of active employees in July: 216
4 new employees hired
2 employees terminated

Happenings:

- Continuing Pay for Performance data
- Continuing to build/test MyEvolv site-waiting on multi-browser capability. Still TBD.
- MyEvolv: going live with PPA requests Sept 1.
- Will implement move to new online training website in Sept.
- Implementing 30 day post hire check in survey for new hires

Total # of individuals using FRE services in July: 146
FSSP: 0
State: 1
CES: 74
ASD: 0
Medicaid: 71



Purpose Statement: IBHS strives to provide mental health and behavioral services to people of all ages with a level of expertise and experience not found anywhere else in Colorado. We work as a team towards creating a world of opportunity for all abilities!

IBHS Behavioral Health census for FY 2016/2017 of customers served is 108



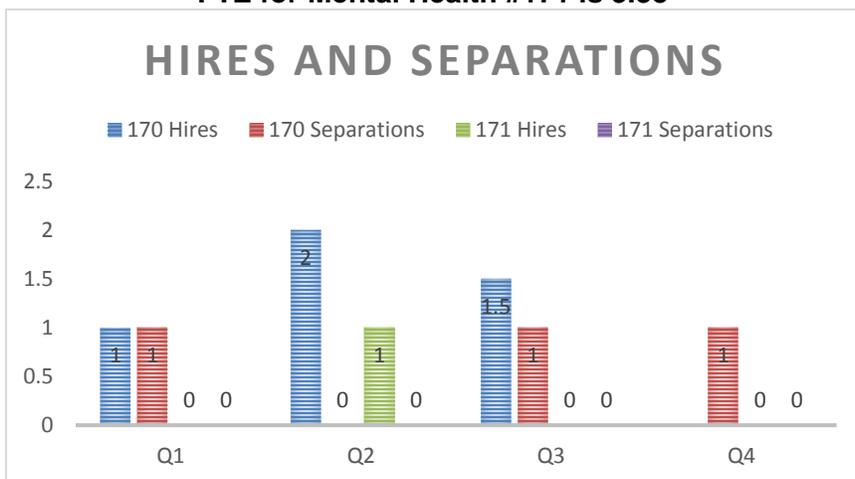
IBHS Mental Health census for FY 2016/2017 of customers served is 241



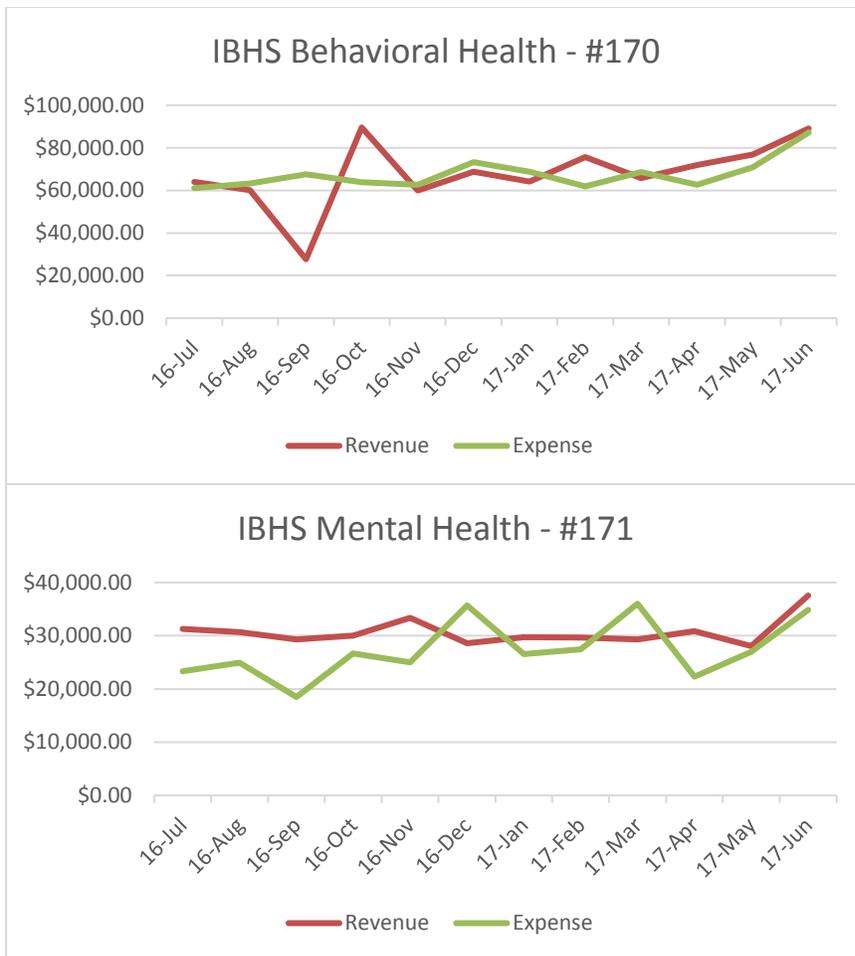
Hires and Separations for FY 2016/2017

FTE for Behavioral Health #170 is 12.58

FTE for Mental Health #171 is 3.38



Revenue vs. Expense FY 2016/2017



Summary of Recent Satisfaction or Surveys Results

- Successful audit by Tricare, an IBHS Behavioral Health insurance provider, the audit showed one deficiency in how we conduct Federal Criminal Background Check that has been corrected as of July 24, 2017.

Summary Previous Month's Achievements and Hurdles

- Summer Socials Skills Groups wrapped up for IBHS in early July 2017. Participants and their families shared high praise of this program, and stated that they wished for more opportunities for their kids like this program.
 - Overall participation was less than initially targeted, due to kid's conflicting schedules for alternate day and summer camp programs. IBHS intends to explore the possibility of imbedding social skills programs into next year's O&A Summer Camp that could be facilitated by imbedded IBHS team members.
- EHR Evolve training continues to date across IBHS Behavioral and Mental Health service programs.
 - Due to an incomplete conversion of data from NetSuite to Evolv, our team continues to update EHR records and this unexpected manual data entry has resulted in staff time lost.
- IBHS is currently working to become an approved provider as the State plans to move Behavioral Health services from the CES Medicaid waiver to the Medicaid State Plan – new program Early and Periodic Screening, Diagnostic and Treatment (EPSDT)

program. IBHS expects to submit to become an approved program provider by January 2018, the EPSDT program is rumored to begin in July of 2018.

- IBHS has hired a new Clinical Team Leader, and the IBHS administrative is supporting Katheryn Craig as she assumed this role on July 31, 2017.

Summary of Current Program Initiatives

- The IBHS Mental Health team is working to address growing addiction concerns. IBHS Behavioral Health team is working to balance our Technician ranks to leverage BCBA talent to serve Imagine!'s customer base more effectively.

Purpose Statement:

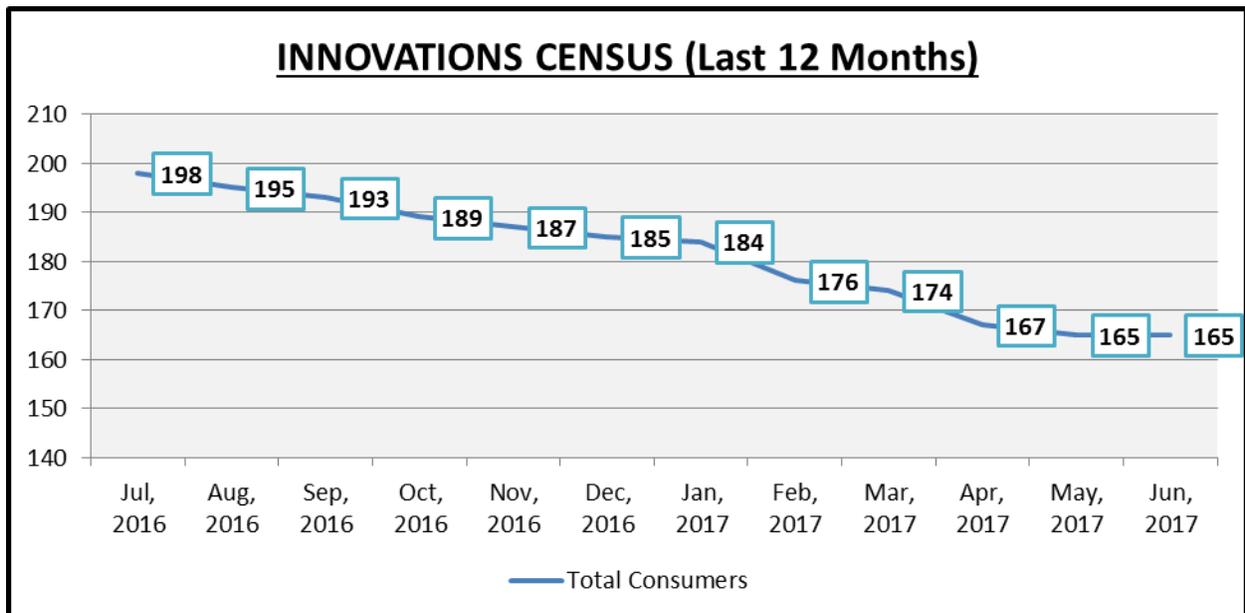
Innovations provides quality services that promote a culture of choice and integration through creative solutions.

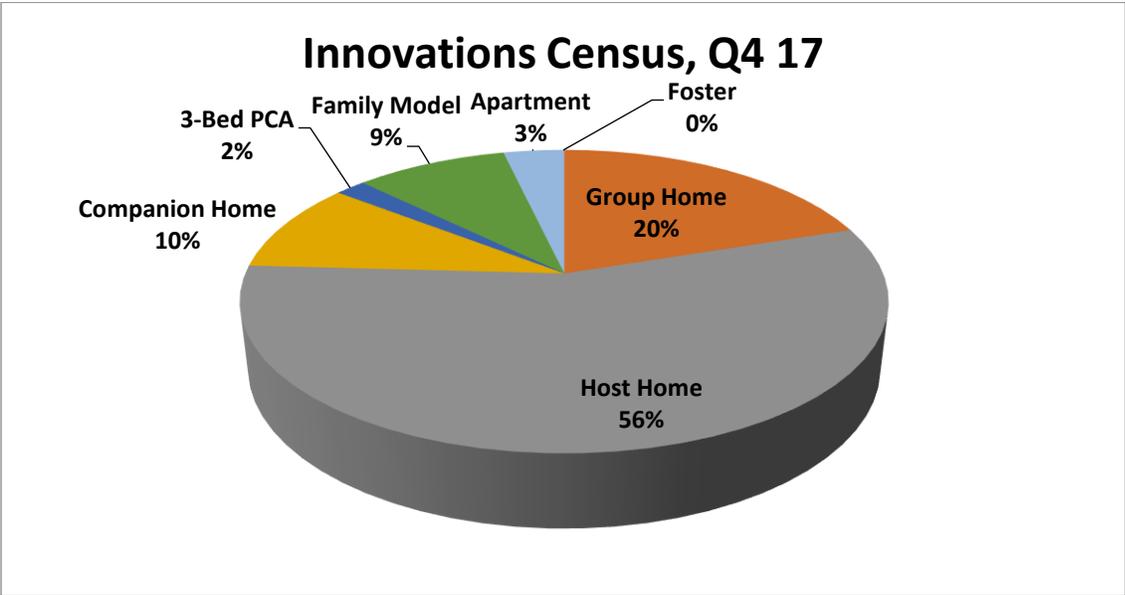
Greatest success & concern:

- Success
 - We are making good progress in our development of the new Evolv EHR. The new system will provide us with better data, will improve monitoring, and will make some of our processes more efficient.
 - Staffing at sites that received the pay increases continues to improve. We have 7 Direct Service Provider positions posted currently, a steep decline from the 15 DSP positions we had posted 3 months ago.
- Concern
 - There are many State and Federal program changes coming down the pike in the next few years. There is still a lot of uncertainty in what those changes will be, and whether there will be any additional funding to comply with the changes.

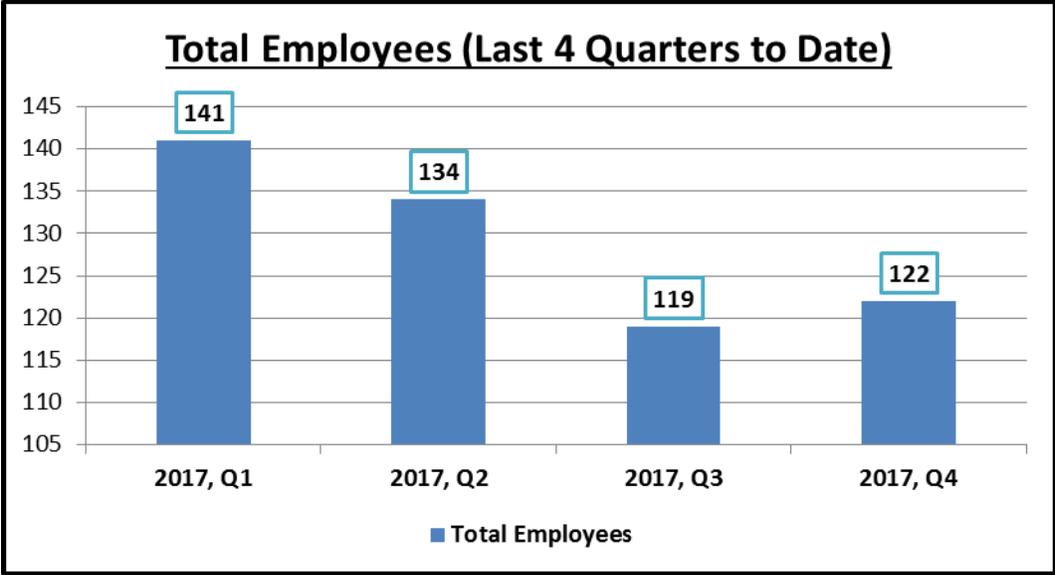
Census graph for FY

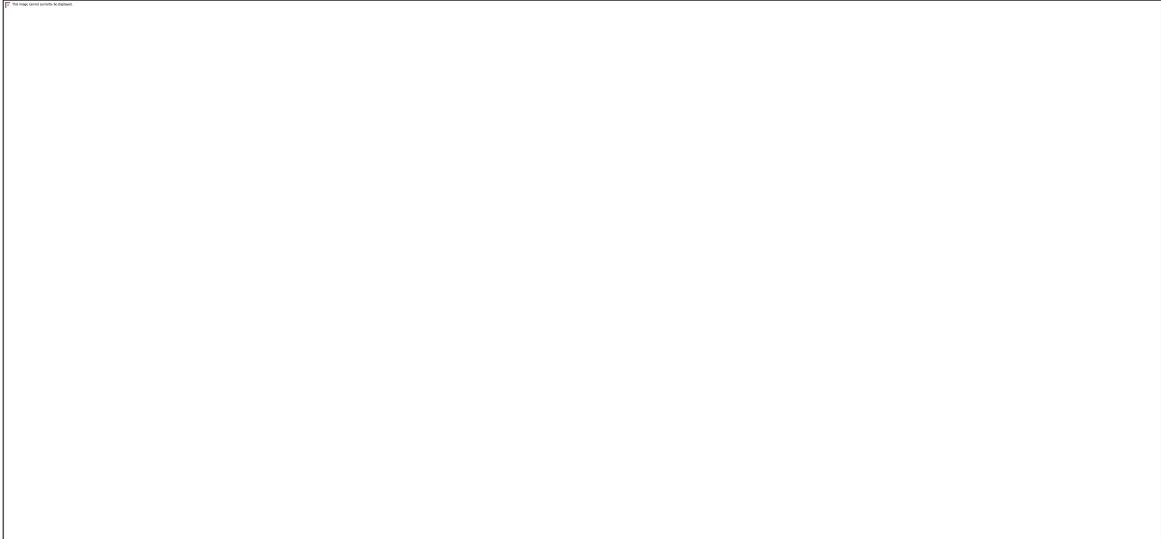
QUARTER	AVERAGE
Q1 17	195
Q2 17	187
Q3 17	178
Q4 17	166



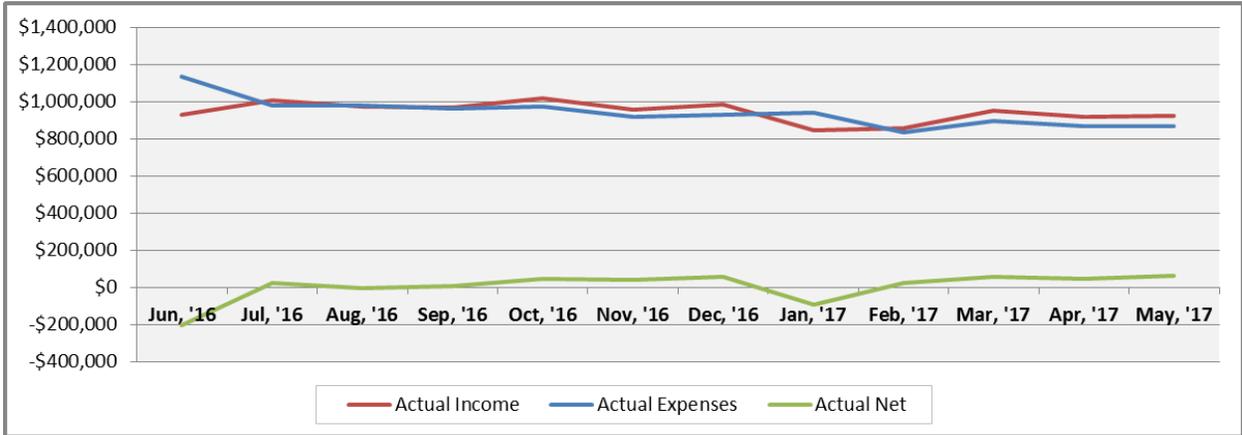


Staffing graph for FY





Budget Graph of revenue over expenses for FY





Imagine!
Out & About
community based therapeutic recreation

July 2017 Catalog Board Report

Summary of June's Achievements:

- We ran a total of 23 activities, including 22 classes, 4 FNO, and 4 Saturday one-time events, 3 new 'Saturday Night Out' activities.
- We had 3 volunteer for a total of 35 hours.
- Continued hiring process into the summer to accommodate the program area needs.
- Continued collaboration with IBHS for specialized behavioral supports for several participants.
- Launched new Saturday Night Out program for Summer Catalog session.
- O&A Assistant Manager held MyEvolv training for Coordinators covering Internal Referrals and Benefit Assignments.
- O&A's Asst. Manager and Billing & Data Specialist attended billing training for MyEvolv and a Fast Track Billing training.
- Began implementing new activity plans, schedules, and staffing for the Summer Catalog.
- O&A's Assistant Manager coordinated continued hiring for program area needs to accommodate program needs. (In addition to the already hired 32 temp instructors.)
- Continued planning for O&A's 3rd annual Bike Block Party and met with Imagine!'s PR department and Imagine! Foundation.
- Continued outreach for 20th Anniversary campaign and celebration to business partners, veteran instructors, and people receiving services.
- Met with Imagine!'s PR team and Imagine! Foundation to plan a crowdfunding campaign for adaptive experiences and equipment for the Out & About 20th Anniversary.
- Began planning for the Fall 2017 Catalog; creating registration packets.

Summary of hurdles:

- Managing a tight activities budget as more participants with Medicaid funding attend O&A and fewer participants with Private Pay funding.
- Continuing to participate in the MyEvolv implementation while keeping up with the management and coordination needs of the program.
- Continuing to provide high quality programming while navigating shortage in staff.
- Continue hiring process for new Temporary Instructor positions.
- Working with the changes/ needs of Summer Camp and ensuring that Catalog Program's needs are also covered.

Summary of current Program Initiatives:

- Implement Evolv's Incident Report Reporting Processes.
- Continue 20th Anniversary Bike Block Party Fundraiser planning.



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O&A CHILDREN's July 2017 Board Report

Summary of June 's Achievements:

- We had 2 volunteers for a total of 8 hours.
- Continued collaboration with IBHS for specialized behavioral supports for several children.
- Asst. Manager continued participation in the My Evolve implementation team.
- Held internal MyEvolv training for Coordinators covering Internal Referrals and Benefit Assignments.
- Asst. Manager and Billing & Data Specialist attended billing training for MyEvolv and Fast Track Billing training.
- Asst. Manager coordinated continued hiring to accommodate program needs (in addition to the already hired 32 temp instructors for the summer months.)
- Children's Team met to begin planning for After School Program 2017-2018 school year.
- Continued outreach for O&A's 20th Anniversary and fund-raising campaign to business partners, veteran instructors, and people receiving services;
- Met with Imagine!'s PR team and Imagine! Foundation to plan a crowdfunding campaign for adaptive experiences and equipment for the O&A 20th Anniversary.

Summary of hurdles:

- Running Summer Camp while navigating being understaff and planning for After School Program.
- Navigating turnover on the Children's Therapeutic Team.
- Continuing to participate in the MyEvolv implementation while keeping up with the management and coordination needs of the program.
- Preparation for Go Live September 1st

Summary of current Program Initiatives:

- Hold and schedule continued intakes for children new to Out & About.
- Orient and train the 4 new summer interns into the program, adhering to supervision requirements, setting up their goals, objectives, and begin their specialized project planning.
- Continue MyEvolv implementation efforts.
- Continue planning for 20th Anniversary Event.



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August 2017 Catalog Board Report

Summary of July's Achievements:

- We ran a total of 25 activities, including 17 classes, 4 FNO, and 4 Saturday one-time events, 4 'Saturday Night Out' activities and 1 spectator event.
- We had 2 volunteers for a total of 15 hours.
- Continued hiring process to accommodate the program area needs.
- Continued collaboration with IBHS for specialized behavioral supports for several participants.
- Launched our "\$20 for 20 Years" Campaign, in conjunction with our 20-year anniversary celebration, to raise \$2000 for adaptive equipment and programs.
- Continued outreach to business partners, veteran instructors, and people receiving services for our 20-year anniversary celebration and fund raising campaign.
- Held department MyEvolv training for Coordinator & Therapeutic team covering Internal Referral from CM, registering for activities, completing ISSPs, documentation & reporting.
- Reviewed and approved Therapeutic Recreation Interns special project ideas; end of summer "showcase" of talent and CrossFit partnership with Catalog's Healthy Living Program.
- Published the Fall 2017 Catalog; began planning for Fall programming, assessing staffing needs.
- Received a donation of 10 picnic blankets and fishing poles from CU Scholarship Program.

Summary of hurdles:

- Managing a tight activities budget as more participants with Medicaid funding attend O&A and fewer participants with Private Pay funding.
- Continuing to participate in the MyEvolv implementation while keeping up with the management and coordination needs of the program.
- Continuing to provide quality programming while navigating shortage in staff.

Summary of current Program Initiatives:

- Implement MyEvolv's Incident Report Reporting Processes.
- Continue MyEvolv implementation efforts for September 1st Go Live.
- Supervise the implementation of the interns' specialized projects.



Imagine!

Out & About

community based therapeutic recreation

O&A CHILDREN's August 2017 Board Report

Summary of July's Achievements:

- We had 1 volunteer for a total of 6 hours for the month.
- Evan J Dittig from Skate Now provided a free skateboarding workshop.
- Continued collaboration with IBHS for specialized behavioral supports for several children.
- Assistant Manager continued participation in the MyEvolv implementation team.
- O&A Asst. Manager held a MyEvolv training for Coordinators & Therapeutic team training for Internal Referrals, client registration process, and data entry.
- O&A's Asst. Manager coordinated continued hiring for program area needs (in addition to the already hired 32 temp instructors hired for the summer months).
- Children's Team finalized plans for After School Program 2017-2018 school year and began collecting registrations and coordinating intakes for children new to O&A.
- We launched our "\$20 for 20 Years" Campaign to raise \$2000 for adaptive equipment and programs.
- Continued outreach for Out & About's 20th Anniversary celebration and campaign to business partners, veteran instructors, and people receiving services.
- O&A Asst. Manager completed orientation and training with newly hired Children's Therapeutic Specialist.
- Hired a second new Children's Therapeutic Specialist, scheduled to begin August 21st, to accommodate program area needs and employee turnover.
- O&A Asst. Manager met with summer Interns to review and approve Intern required special project ideas; ASL in-service training, "Segue" transition program for young adults ages 16-24 transitioning from Children's Services to Catalog Services.
- Asst. Manager and Children's Coordinator met with Office of Early Care & Learning Licensing Specialist for annual inspection.

Summary of hurdles:

- Running Summer Camp while navigating being understaff, managing turnover as staff members are recruited for higher paying jobs.
- Continuing to participate in the MyEvolv implementation while keeping up with the management and coordination needs of the program.

Summary of current Program Initiatives:

- Hold and schedule continued intakes for children new to Out & About.
- Continue to support interns.
- Continue MyEvolv implementation efforts.
- Continue planning for 20th Anniversary Event and monitoring fund-raising campaign.

- Implement recommended and required training, tracking and reporting changes, as per Child Care Licensure requirements.