

Imagine! Board of Directors Meeting Agenda
August 28, 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 June, 2018 meeting. (D,A)
3. BoardEffect software training, Kevin Harding
4. Request for Executive Session (A)
5. Finance Committee Report (I.D.A.)
6. Services Committee Report (I.D.)
7. Foundation Report (I.D.)
8. Executive Committee Report (I.D.)
9. Executive Director's Report (I.D.)
10. Adjourn (A)

I = information

D= discussion

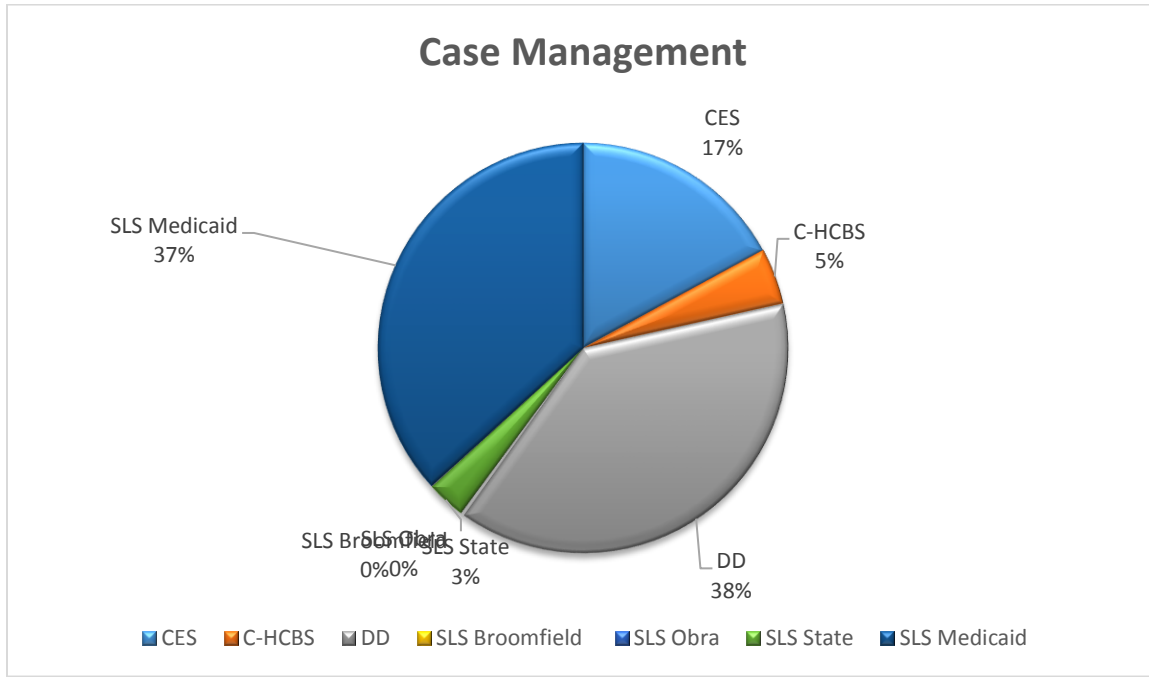
A= action

Care Coordination Board Report

August 2018

Case Management

- As of August 15, 2018, Imagine! CCB serves 1,173 individuals in Case Management, broken down as follows:



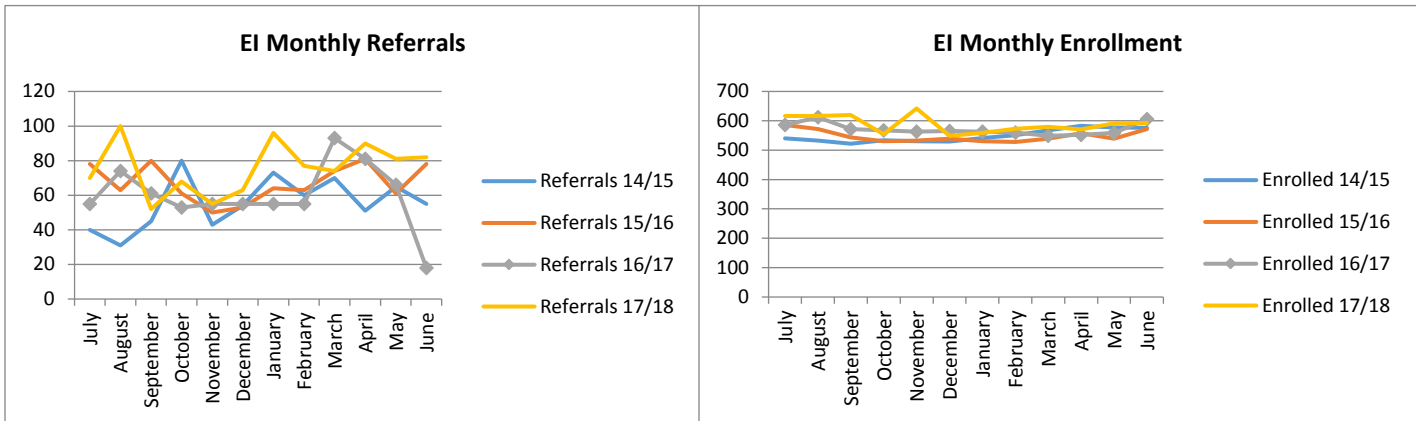
- The CWA waiver was removed from this data as this is no longer in place.
- The CCT program was removed from this data as we are no longer serving individuals in this program.
- Between June and August, enrollment in the DD waiver increased from 434 to 450. Enrollment in the SLS waiver decreased from 444 to 432.
- Case Management is hiring for two Case Managers and one Lead Case Manager, due to turnover.

Family Support

- As of August 15, 2018, Family Support is serving 1062 individuals.
- The ASD Program is currently serving 41 individuals.
- Family Support is fully staffed.

Early Intervention

- As of August 15, 2018, Imagine! CCB serves 589 children in Early Intervention.
- Early Intervention is fully staffed.



Submitted by: Jenna Corder, Director of Client Relations
August 15, 2018



Summer 2018 Board Report

Summary of Achievements/Initiatives

- **Increasing Community Based Services:** Longmont CLS finalized floor plans for the new base site, and should be moving at the end of October. The decreased floor plan will encourage Longmont CLS to limit on site activities, and will also decrease monthly expenses
- **Hiring/Recruitment:**
 - CLS posted and hired for two Assistant Manager positions, one located in Boulder and one located in Longmont. Jessica Gaylord accepted the position for Boulder and Tim West-Heiss accepted the position for Longmont
 - CLS was able to fill several vacant DSP positions in Boulder and Longmont due to an increase in qualified candidates
 - CLS submitted a job description for a Supported Employment Coordinator. This position will be responsible for managing and maintaining all CLS business contracts, and will oversee the employment team at both Boulder and Longmont CLS. CLS hopes to have this position filled by the end of August
- **Additional clients:** Due to the increase in DSPs, Boulder CLS has begun to actively respond to the RFP process. Boulder CLS will have 2 new clients starting in August, and plans to continue to respond to RFPs throughout the next quarter
- **Collaborations:**
 - **Community:** CLS staff and clients volunteered at Longmont Start Up Week during the week of July 23rd, and one client participated in a panel about multigenerational entrepreneurship
 - **Imagine:** CLS presented to the Imagine! Foundation regarding future plans for the program
 - **Out and About:** CLS and Out and About have been meeting to discuss overlapping services, and hope to create a proposal at the end of the fiscal year that will create more defined and cohesive services for Imagine! clients who participate in day program activities
 - **Public Relations:** The PR team completed a promotional video that highlights one of the CLS business partners, In Clover, and has begun another video that will highlight the Longmont Downtown Development Authority. We hope to utilize these videos to promote CLS services in the community and find additional business partners

Summary of June/July Challenges.

- **Staffing:** Two members of the CLS leadership team, Program Coordinator Jeff Rodarti and Behavior Therapist Brodie Schulze, have moved onto other opportunities.
- **Uncaptured Revenue:** CLS continues to see higher than expected uncaptured Medicaid revenue. This is due to challenges with the documentation process in Evolve, a decrease in the number of individuals served and occasional Medicaid eligibility breaks
- **Decreased # of individuals served:** Boulder CLS has seen a continued drop in the number of individuals served. Most vacating clients are moving out of the area.



Family Recruited Employee Board Report

August 2018

Jenna Sallee, FRE Program Manager

Update:

Total # of active employees in July 2018: 229

4 new employees hired

7 employees terminated

Happenings:

- 12 week Trial program Imaginect completed, met with Mark and CO. 8/2/18 to begin discussion on next steps (Funding Streams, Business Plan, Marketing Plan)
- Continuing Pay for Performance data
- Continue Participation in phone conferences regarding Electronic Visit Verification for Personal Care services, member of the EVV/CDASS subcommittee and have participated in phone conferences since May 2018. Implementation of EVV delayed 1 year.
- Participation in phone conferences regarding CDASS implementation for impact on FRE services. Implementation date of 8/15/18.
- MyEvolv site- completed testing for upgrade. Still TBD on FRE use.
- MyEvolv: continuing to work on billing issues and held claims with departments and billing office
- Move to new online training website set for 9/17/18.

Total # of individuals using FRE services in July: 150

FSSP: 0

State: 2

CES: 70

ASD: 2

Medicaid: 76

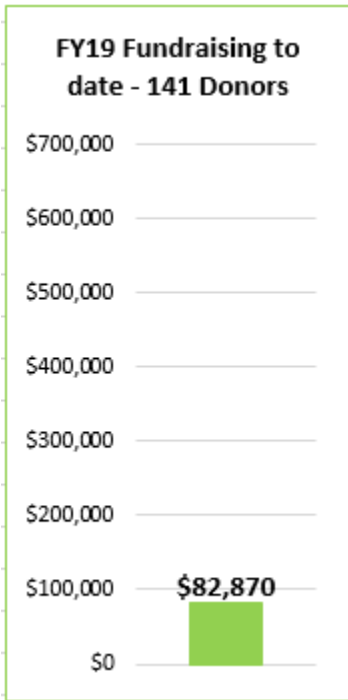
Top 3 service categories utilized in July 2018:

Respite care: 3896 hours served

Personal Care: 1338.5 hours served

Enhanced Homemaker: 789 hours served

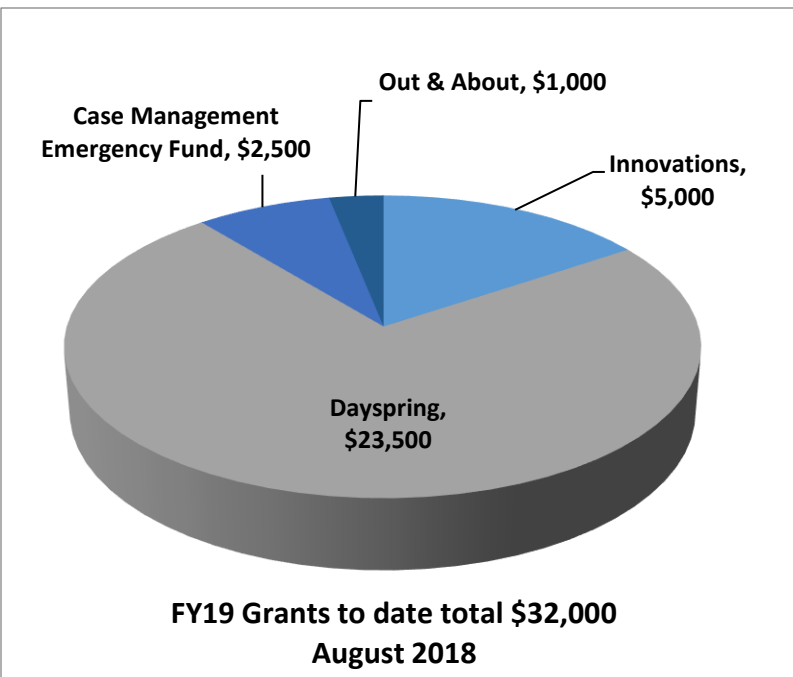
Purpose Statement: The Imagine! Foundation raises funds beyond its expenses annually and increases awareness of Imagine!’s clients, families, and needs in the local community in order to provide opportunities defined by Imagine! for increased independence and quality of life for those Imagine! serves.



Fundraising Goal is \$700,000

FY19 Initiatives

- 100% of both boards will make a philanthropic gift this fiscal year. Imagine! Board Members will receive a solicitation in September.
- The FY19 Employee Giving campaign will fund social event planning and execution by participants in the residential program. We currently have 88 donors and are on track to exceed \$9,000.
- Funding initiatives include housing sustainability, emerging technologies, and services.
- The Imagine! Celebration is Saturday, January 26, 2019 at the Marriott Westminster. Tickets are \$125 and sponsor levels will remain unchanged.
- The Foundation Board will review By-laws and Gift Acceptance Policies.



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 11, 7:30 a.m.

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

To: Imagine! Board of Directors
From: Laura Ball
RE: HR Report for August 28, 2018 Board Meeting
Prepared: 8/17/2018

HR Purpose Statement:

The HR purpose is to empower our employees to best serve our consumers through attracting, developing and retaining top talent in the field of developmental disabilities.

July 1st , 2017 – June 30th , 2018 HR Statistics

Average number of full time, part time, and casual employees: 321.54
Average number of FREs: 228.83

Number of new hires (includes FREs, Temps, Subs): 213
Number of separated employees (excludes FREs, Temps, Subs): 81
Number of separated FREs: 67

Imagine! turnover (excludes FREs, Temps, Subs): 25.19%
CLS turnover: 26.27%
Innovations Staffed Site turnover: 29.73%

Volunteer Program:

Volunteers FY: 412
Volunteer Hours FY: 12,311
Volunteers Serving Clients: 277

Current Staffing

HR 6 FTE
Volunteer Program .6 FTE



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 had a Colorado Department of Public Health and Environment (CDPHE) Complaint Survey at one of our Host Homes a few months ago. We have corrected the deficiencies cited, and have submitted our Plan of Correction to the State. We are now awaiting an on-site revisit inspection by CPDHE.
- We had a HUD-REAC inspection at one of our Group Homes, and have corrected the citations that arose from that inspection.

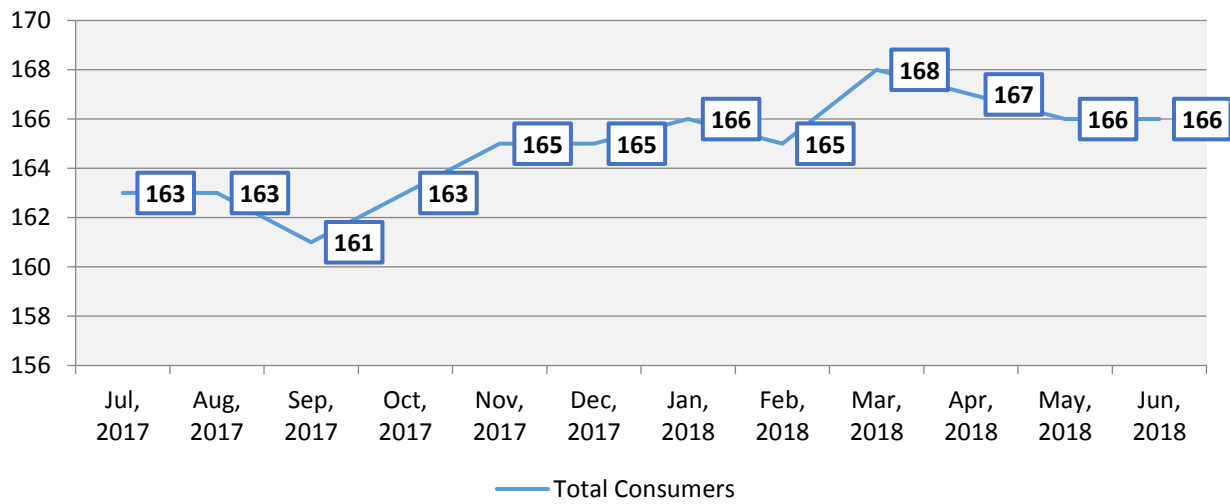
Greatest Successes & Concerns:

- 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.

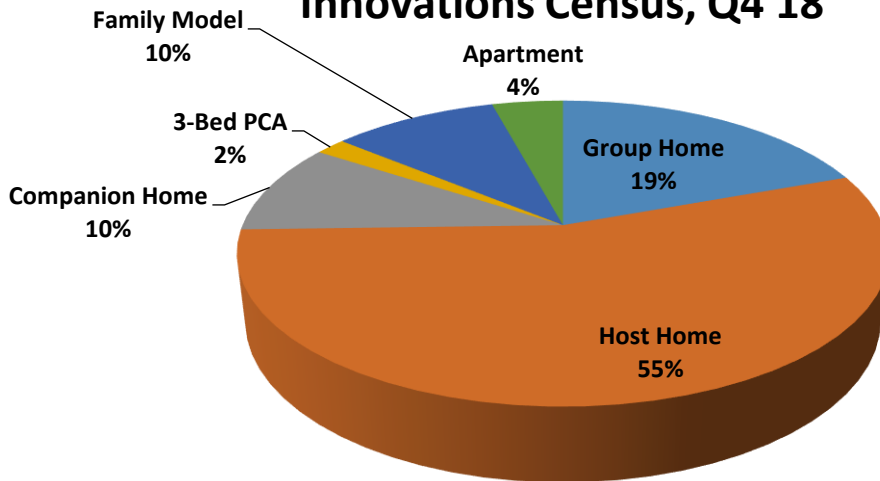
Census Graph for Fiscal Year

QUARTER	AVERAGE
Q1 18	162
Q2 18	164
Q3 18	166
Q4 18	166

INNOVATIONS CENSUS (Last 12 Months)

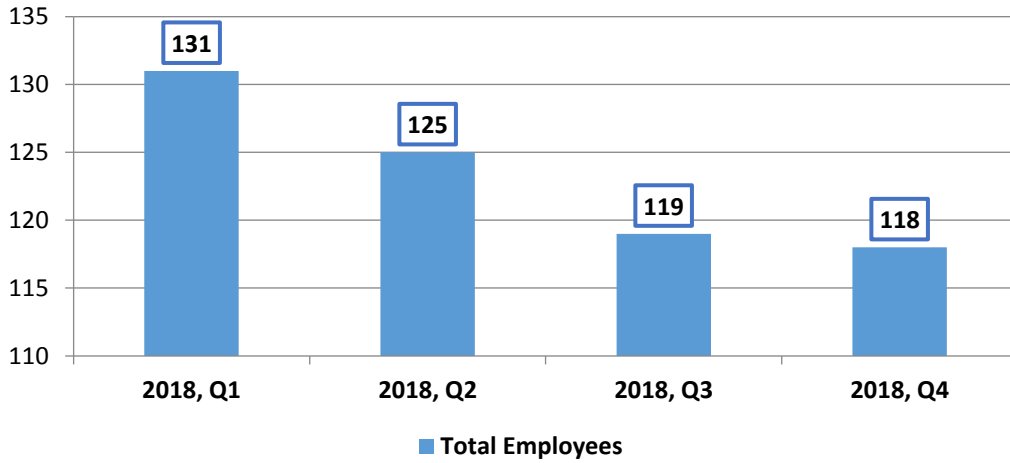


Innovations Census, Q4 18

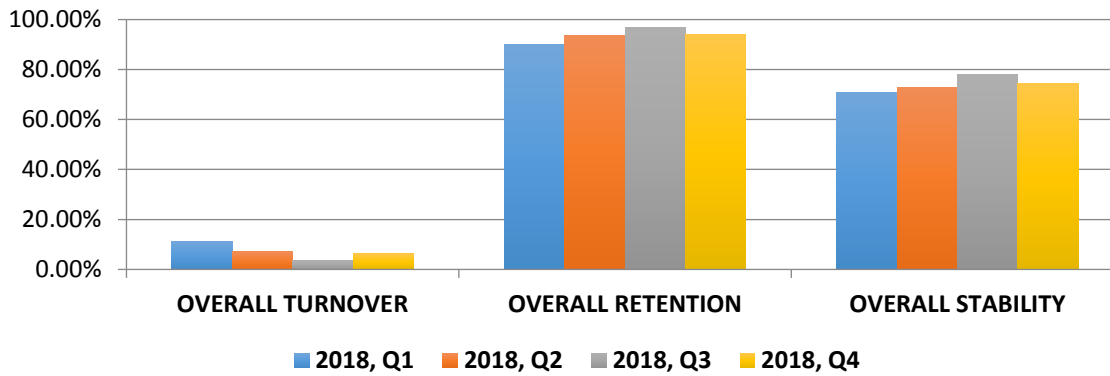


Staffing Graph for Fiscal Year

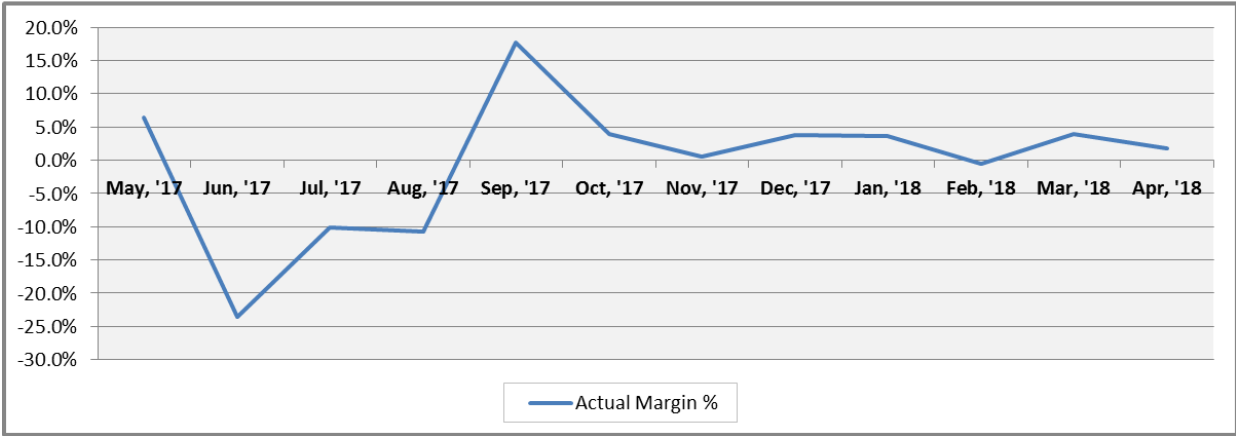
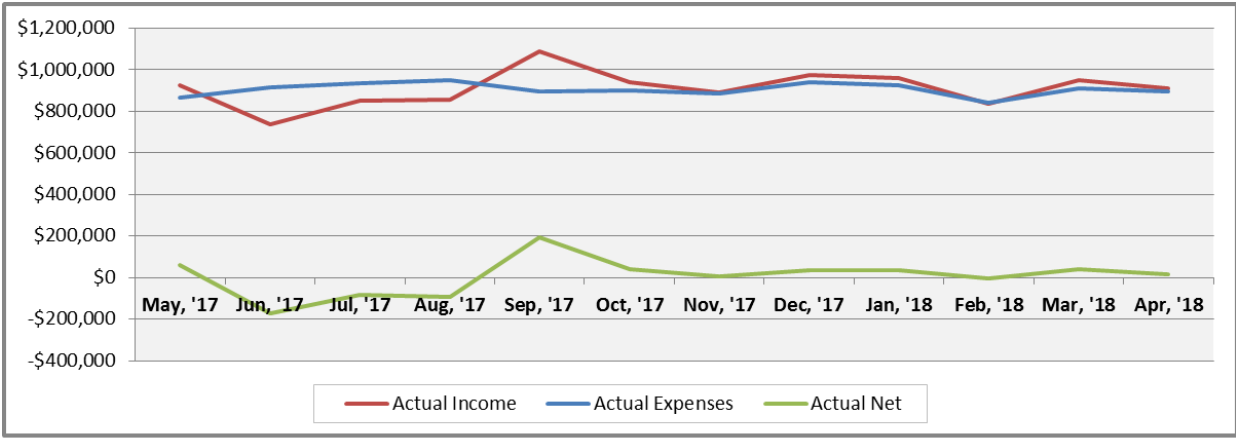
Total Employees (Last 4 Quarters to Date)



INNOVATIONS STAFFING KPIs (Last 4 Quarters to Date)



Budget Graph of Revenue over Expenses for Fiscal Year





Imagine!
Out & About
community based therapeutic recreation

Summer 2018 Catalog Board Report

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

June and July Summary:

Total # of activities: 42 # of FNO: 8	# of ongoing: 34 # of Sat. one-time events: 8
Total number of service hours: 6,066.25	# of participants enrolled: 165
# of Volunteers: 3 # of volunteer hours: 38	# of interns: 5 # of intern hours: 883.5
Medicaid Revenue: \$65,396.70	Private Revenue: \$18,335
Transportation: \$14,462.95	Donations: 0

- **Completed:**
 - Finalized Fall 2018 Catalog publication, sent out registration and collected.
- **Planning:**
 - Fall 2018 Catalog; creating two new activities to be offered in the fall, Around the World and Home Sweet Home, securing regular locations, creating activity plans.
- **Special Projects:**
 - Bike Block Party
 - Measurement/Program Objectives
- **Collaborations:**
 - Participation in “Share your Idea,” community garden/HT program.
 - Two Angels Foundation (Bike Block Party)
 - Recumbent Bikes (Bike Block Party)
 - Dirt Coffee (Bike Block Party)
 - Mile High DJ Supply (Bike Block Party)
- **Outreach:** Sweet Cow and Big Dawg BBQ for Bike Block Party.
- **Billing & Reporting:**
 - Finalized Quarter 4 QA Report and Quarter 4 KPI Report
 - Setting up SLS State in Evolv
 - Continued working through non allocated Private Pay Billing and invoicing back to December.
 - Finalized Summer Private Pay invoicing
 - Approval for the FY 2018/2019 budget
- **Recruitment:**
 - Hired new Catalog CTRS
- **Internship Program:**
 - Continue to support 5 current interns and finalized 1 intern for the fall.

Summary of hurdles:

- Training new CTRS, running a smooth Summer Catalog in unison with Summer Camp, completing staff annual performance cycles, implementing Behavior Services embed into programing and completing end of year reporting.

Summary of current Program Initiatives:

- Launching JIVE, continue to implement behavioral services into programing, new participant intakes, and finalizing confirmations and plans for Fall Catalog.
- Coordinating fall staffing needs and hiring of temporary staff to regular status.



Imagine!

Out & About

community based therapeutic recreation

Summer 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.

Summer's Summary:

# of School Closure Days: 39	# of ASP days: 0
# of Service Hours: 11,468	# of children enrolled: 86
# of Volunteers: 3 # of Volunteer hours: 20	# of interns: 5 # of intern hours: 883.5
Medicaid Revenue: \$165,429.33	Private Pay Revenue: \$27,614
Boulder County \$: \$57,000 Broomfield: \$2,400	Donations: 221

- **Completed:**
 - Out & About After School Program Registration sent and collected.
 - Lil' Sprouts Location and times
- **Planning:**
 - Continued work on embedding Behavioral Services into programing.
 - Finalized Summer Camp field trip reservations, collaborations, and venue space reservations.
 - Began planning for Lil Sprouts program restart for the Fall
 - After School Program Locations
- **Special Projects:**
 - 7 members of Out & About's continued RBT certification process.
 - Putting on the "End of Summer Showcase Luau" for parents.
- **Collaborations:**
 - Participation in "Share your Idea," community garden/HT program.
 - NSCD for Outdoor Recreation Activities during Summer Camp.
 - Colorado Ballet for our Body and Sole Program.
- **Outreach:** Saddleback Golf Course.
- **Billing & reporting:**
 - Setting up system for School Year billing.
 - Implementing the fiscal year budget for upcoming programs.
 - Approval for the FY 2018/2019 budget.
- **Recruitment:**
 - Hired new Children's Program CTRS.
 - Invited Innovations and CLS to present to temp staff advertising DSP job openings at Imagine!
- **Internship Program:**
 - Continue to support 5 current interns and finalized 1 intern for the fall.

Summary of hurdles:

- Training new CTRS, concluding Summer Camp, completing staff annual performance cycles, implementing Behavior Services embed into programing and completing end of year reporting.

Summary of current Program Initiatives:

- Launching JIVE, continue to implement Behavioral Services into programing, new participant intakes, and finalizing confirmations and plans for After School Program.
- Coordinating fall staffing needs and hiring of temporary staff to regular status.