

Imagine! Board of Directors Meeting Agenda
June 26, 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 April, 2018 meeting. (D,A)
3. Election of 2018-2019 Imagine! Board of Officers. (I.D.A.)
4. Finance Committee Report, January, February, March (I.D.A.)
 - Approval of FY 2018-2019 Budget (I.D.A.)
5. Foundation Report (I.D.)
6. Executive Committee Report (I.D.)
7. Executive Director's Report (I.D.)
8. Request for Executive Session (A)
9. Adjourn (A)

I = information

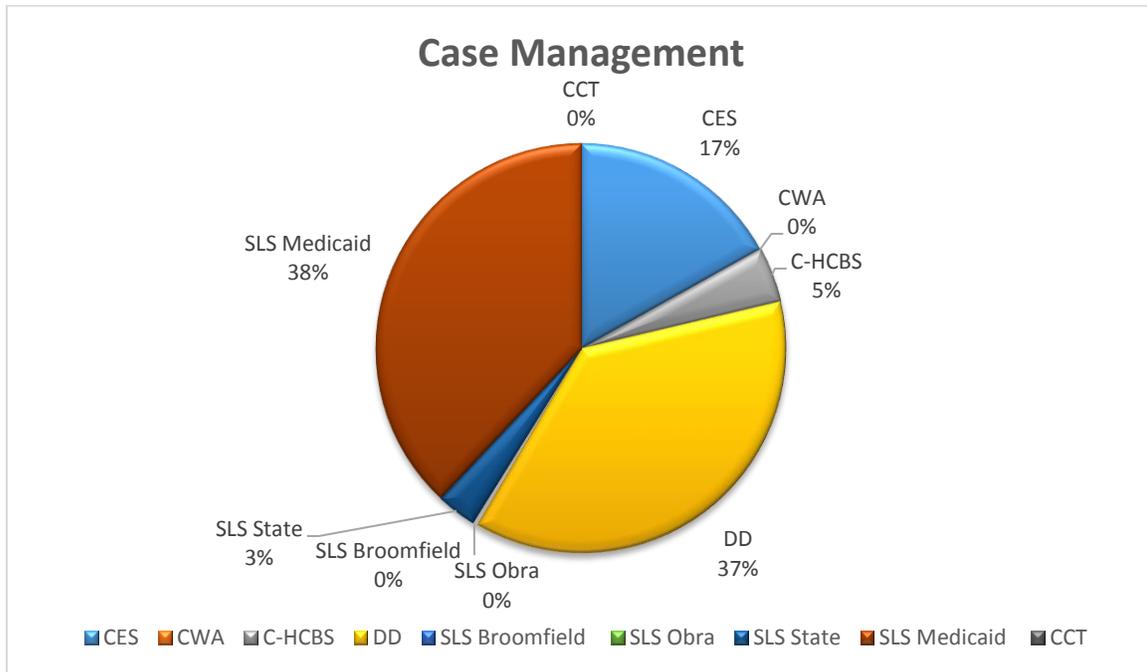
D= discussion

A= action

Care Coordination Board Report June 2018

Case Management

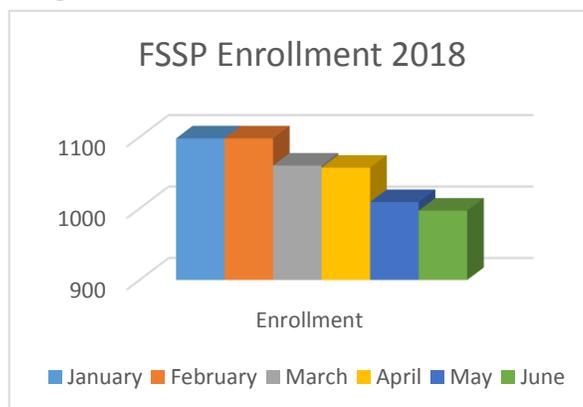
- As of June 15, 2018, Imagine! CCB serves 1,166 individuals in Case Management, broken down as follows:



- Case Management is hiring two Case Managers, due to turnover.
- In the month of June, Imagine! was given the names of 49 individuals to enroll into the DD waiver, most of whom are currently enrolled in SLS.

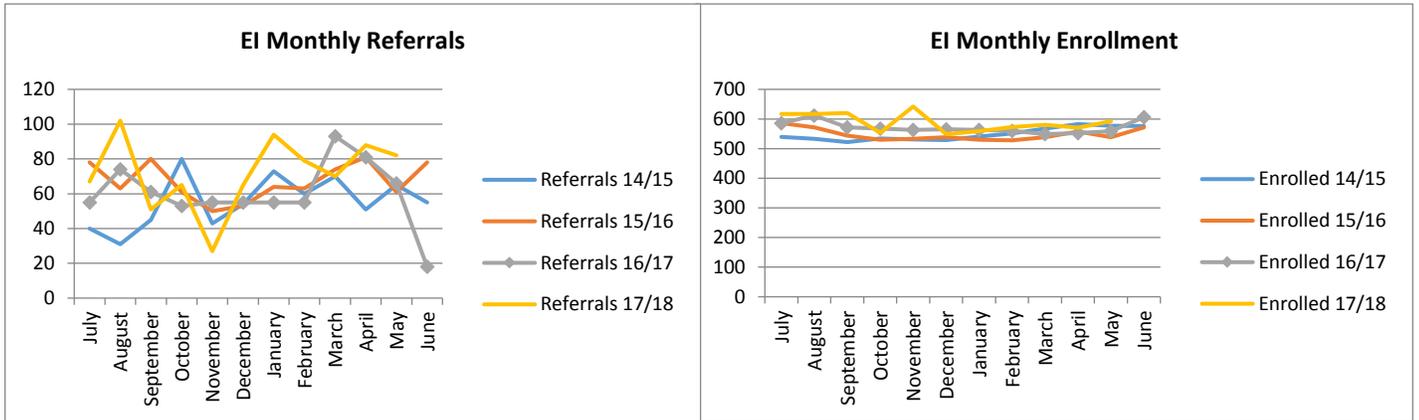
Family Support

- As of June 15, 2018, Family Support is serving 997 individuals. See below for a drop in enrollment, not due to less people being enrolled, but rather due to data clean up.
- The ASD Program is currently serving 41 individuals.
- Family Support is fully staffed.



Early Intervention

- As of June 15, 2018, Imagine! CCB serves 593 children in Early Intervention, with another 14 currently in the referral process.
- Early Intervention is fully staffed.



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



Imagine!
CORE / Labor Source
community • collaboration • employment

May 2018 Board Report

*April financials

Medicaid Revenue: \$285,541 (90%)	Supported Employment: 30%
Supported Community Connections: 43%	Specialized Habilitation: 27%

Summary of May Achievements/Initiatives

- **Employment:** Finalized time studies for a new work crew at Environment for the Americas. CLS projects that an employment crew will start by the end of June.
- **Decreasing Facility Based Services:** The Longmont CLS team met with our property manager to discuss decreasing our facility space by approximately 50% by the end of summer 2018, which would also decrease overall expenses. In May the Longmont team finalized floor plans for the new building.
- **Hiring/Recruitment:** Boulder CLS hired 2 Direct Support Professionals in May
- **Budget:** CLS finalized the budget for the upcoming 2018-2019 fiscal year, with the intention of decreasing expenses by moving into a smaller Longmont site, and increasing the number of clients served (which will be contingent on staffing levels).
- **Collaborations:**
 - **Community:**
 - CLS participated in the Longmont ArtWalk on May 19th. CLS was successful in selling various art created by artists who attend CLS art classes.
 - CLS met again with the Longmont Economic Counsel and Sample Supports regarding Longmont StartUp Week in July. The theme this year is “Better Together” and CLS will have a strong volunteer presence.
 - **Imagine:** CLS staff and coordinators attended the Imagine! Donor Benefit and showcased some of the assistive technology currently being utilized at CLS

Summary of May Challenges

- **Employment:** Due to an ongoing lack of production needs for their Kombucha line, Celestial Seasonings was forced to cancel the CLS work crew. Celestial has been an important business partner for CLS over the last 5 years, and had provided meaningful, integrated employment for dozens of CLS clients.
- **Staffing:** While CLS was able to hire 2 DSPs in May, 2 staff left our program. CLS continues to operate below staffing needs.
- **Uncaptured Revenue:** CLS has seen an increase in uncaptured Medicaid revenue over the last quarter. 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 drop in the number of individuals served. Some individuals have moved out of the county into areas outside of CLS transportation routes, and CLS has not replaced them due to low staffing levels.



Imagine!
Dayspring
education • therapy • inspiration

June 2018
Board Report

Achievements

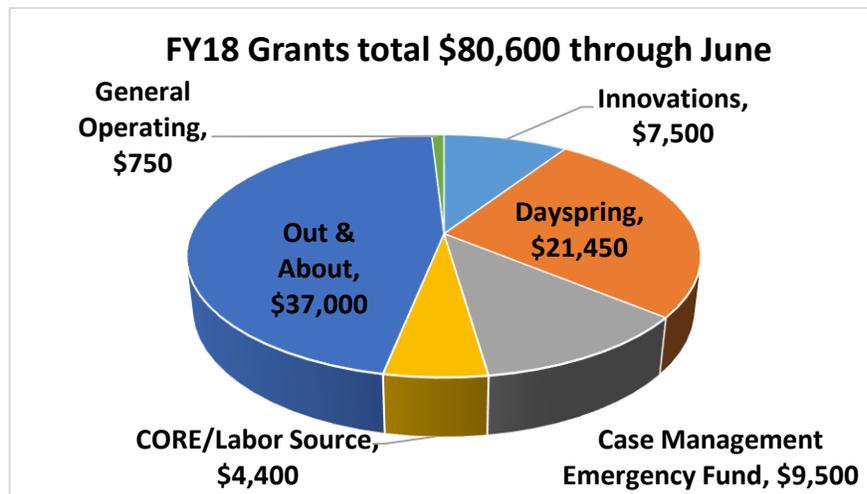
- Since the restructure, we have seen growth in the number of families we are providing services for. Currently the data shows we are seeing about 20-30 more families on a monthly basis. We foresee this increasing as we continue to work on getting our internal provider's caseloads full and hiring additional providers.
- Dayspring is beginning to see improvements financially. According to the finance reports, Dayspring has cut the deficit in half compared to last year's numbers. We are still far from where we want to be, but are starting to see improvements since the restructure.
- Dayspring started our summer Community Calendar Activities this month! We kicked off the summer with our Messy Play Day which was a big success with over 35 kids attending. We hold summer activities each Tuesday morning for an hour in different areas all summer and we are excited for our other summer events
- Dayspring's PT returned from FMLA this month and already has a full caseload! We were also already able to fill the caseload of our new bilingual SLP

Hurdles

- Evolv continues to cause issues for Dayspring financially. We have made progress in billing Medicaid through the system, however these claims have been billed with incorrect codes and rates. There has also been trouble with re-billing denied claims. The business office is working on solutions to these issues.
- Unfortunately we had to cancel both summer Hanen classes due to families dropping out last minute. We are disappointed that we were not able to move the summer classes forward but we are already looking forward and our fall classes and preparing for how we can get more families involved.



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 33%.
 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 eight pending proposals (total \$49,000).

FY18 Year End Notes

- Imagine! Foundation’s margin to impact Imagine! exceeded \$500,000 this year.
- With the Housing commitment to Imagine! complete (\$4.3 million), the Foundation Board would like to focus on these funding pillars over the next few years:
 - Emerging Technologies
 - Services support
 - Homes maintenance
- The Foundation Board added four new members and two members rotated off.

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

To: Imagine! Board of Directors
From: Laura Ball
RE: HR Report for June 26th, 2018 Board Meeting
Prepared: June 14th, 2018

HR Purpose Statement:

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

<p><u>Current Employee Census by Status</u></p> <p>As of 6/14/18: Full-time: 303 Part-time (benefits): 18 Casual (scheduled 1-19 hours/wk): 24 Family Recruited Employee's: 250 Substitute: 50 Temporary: 42 (summer camp) Receiving services through Labor Source: 133 Total: 687 (doesn't include people in services)</p> <p>FYTD Hiring Data:</p> <ul style="list-style-type: none"> FY New Hires: 234 (includes 83 FREs) <p>FYTD Termination Data:</p> <ul style="list-style-type: none"> FY Terms : 191 (includes 71 FREs) 	<p><u>Census from Previous Year</u></p> <p>As of 6/11/2017: Full-time: 299 Part-time (benefits): 22 Casual (scheduled 1-19 hours/wk): 19 Family Recruited Employee's: 242 Substitute: 34 Temporary: 33 (summer camp) Receiving services through Labor Source: 125 Total: 649 (doesn't include people in services)</p>
<p><u>Current Staffing</u></p> <p>HR 6 FTE Volunteer Program .6 FTE</p>	

June Activities:

- 403(b) transition wrap up
- Restructure of HR Department to meet the changing needs of Imagine!
- Hire and onboarding of Human Resources Coordinator

Vision:

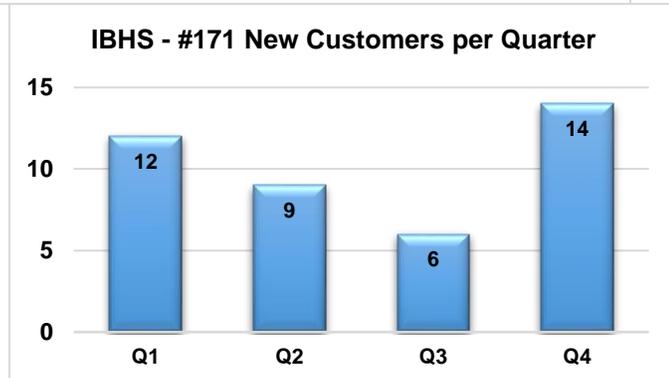
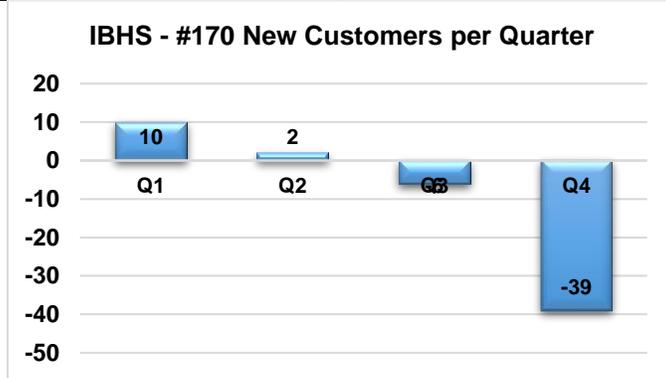
Imagine! Behavioral Health Services (IBHS) works with people of all ages that are categorically eligible to accept behavioral health, and or mental health services through Imagine!, and, or out of network HIMAT insurance providers.

IBHS is committed to personal growth and self-improvement through collaboration and the pursuit of excellence as a team of committed professionals.

Purpose:

We work as a team to help our customers achieve their dreams of success.

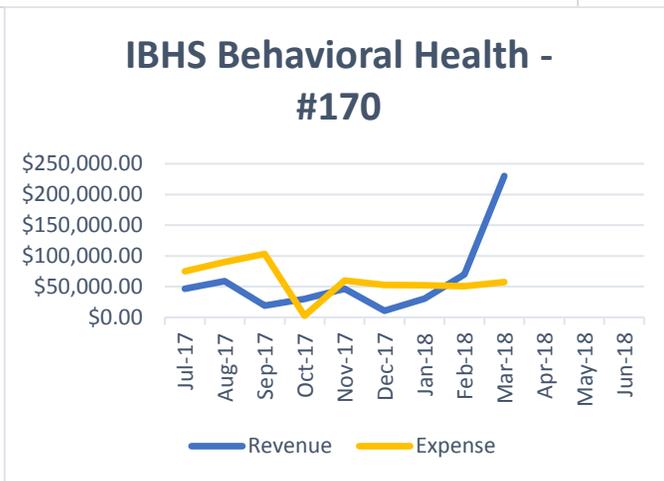
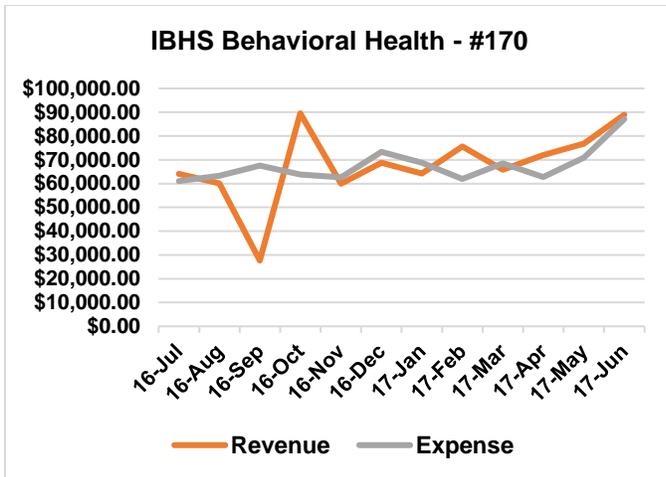
Fiscal Year 2017/2018 Census IBHS Behavioral Health 69 Customers Served as of 04.30.2018	Fiscal Year 2017/2018 Census IBHS Mental Health 259 Customers Served as of 04.30.2018
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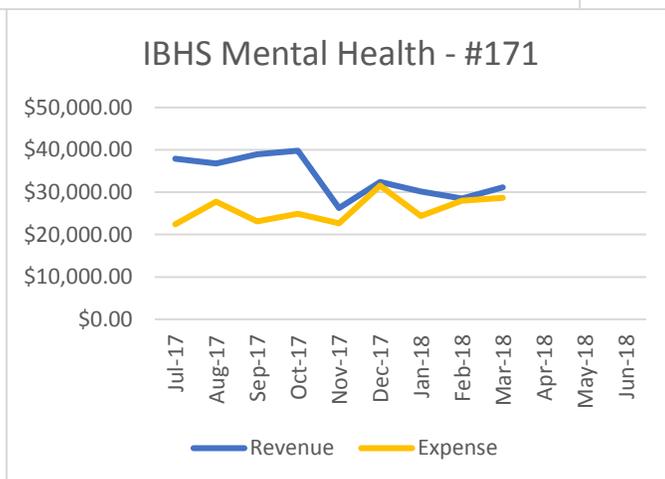
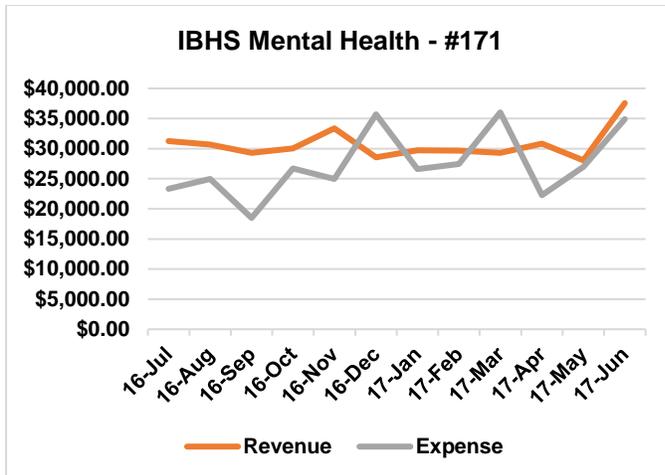
Fiscal Year 2017/2018 – Hires & Separations FTE for #170 Behavioral Health is 3.25 FTE for #171 Mental Health is 3.5



Revenue vs. Expense Fiscal Year 2017/2018
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The IBHS Admin team succeeded in working with the business office to identify, correct lost revenue for services rendered to IBHS private insurance, and waiver funded customers. Imagine!'s finance office has corrected the data entry errors reported by Flatirons Practice Management of "uncollectable private pay" that had been negatively impacted the IBHS budget #170.



Summary of Recent Satisfaction or Surveys Results

- No recent activity to report

Summary Previous Month's Achievements and Hurdles

- EHR Evolve training refreshers continue across IBHS Behavioral and Mental Health service programs.
 - Testing the work we have done to date to set-up billing in Evolv for **Early and Periodic Screening, Diagnostic and Treatment (EPSDT)** program
 - Work continues to streamline Evolv billing issues for cost centers #170 (Behavioral Health), and #171 (Mental Health)
- IBHS is an approved Behavioral Health services provider with the EPSDT program. IBHS has submitted PAR requests for customers beginning a new Individual Plan year under the EPSDT program.

Summary of Current Program Initiatives

- Our efforts to explore opportunities to work with Mental Health Partners (MHP) more collaboratively to address growing addiction concerns, preventing a crisis and the possibility of MHP offering psychiatric support when our contract doctors are out of the office has been paused. We have reached out to MHP to explore additional options to operate under a capitated contract or managed care contract to maintain the integrity of the service operations to Imagine! customers dually diagnosed. Our team has been working with the executive team to reduce the risk of becoming a provider with Colorado Community Health Alliance (CCHA) who has been selected to be the Region Six

Regional Accountability Entity (RAE) that includes Boulder and Broomfield counties. Proposals and counter proposals continue as of the writing of this report.

- #171 is investigating ways to extend its capacity to improve intake process for new customers, triaging customer needs, and in researching telehealth applications to implement a telehealth solution to increase capacity.



Imagine!
Innovations
creative residential solutions

Purpose Statement:

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

Summary of Recent Satisfaction or Survey Results

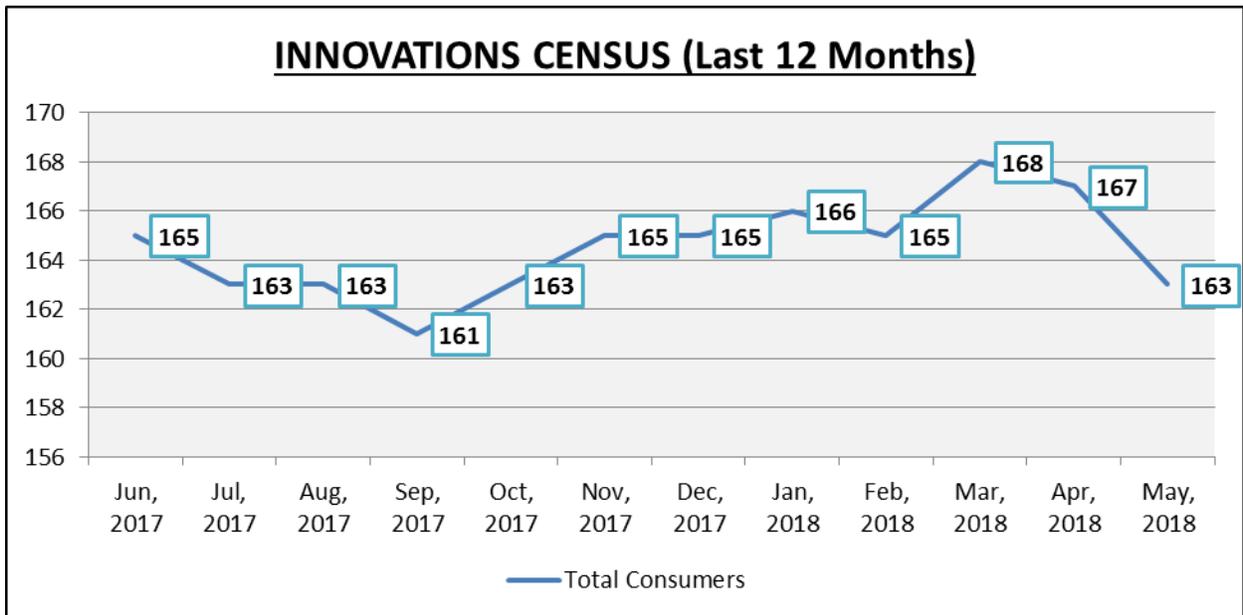
- We had a Colorado Department of Public Health and Environment (CDPHE) Complaint Survey at one of our Host Homes last month. We have started the process of correcting the deficiencies cited, and have submitted our Plan of Correction to the State.

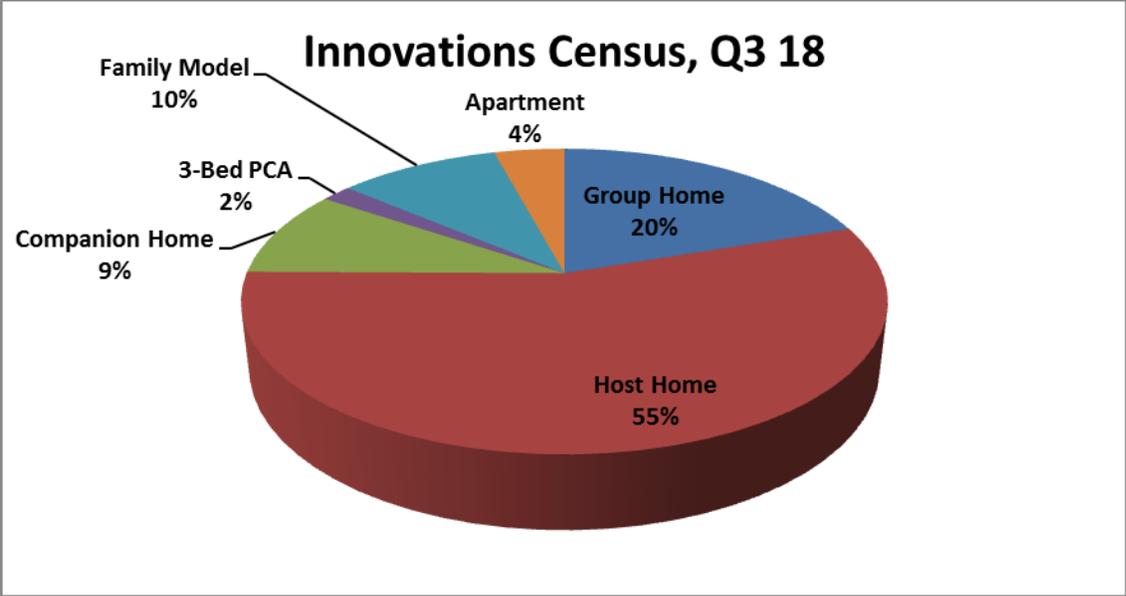
Greatest Successes & Concerns:

- 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. Previously we were required to have Informed Consents for Restrictive Procedures but not Rights Suspensions. We will now be required to receive consent for both types of rights modifications. If we are serving someone who is their own guardian and will not consent, this may impact our ability to serve that person.

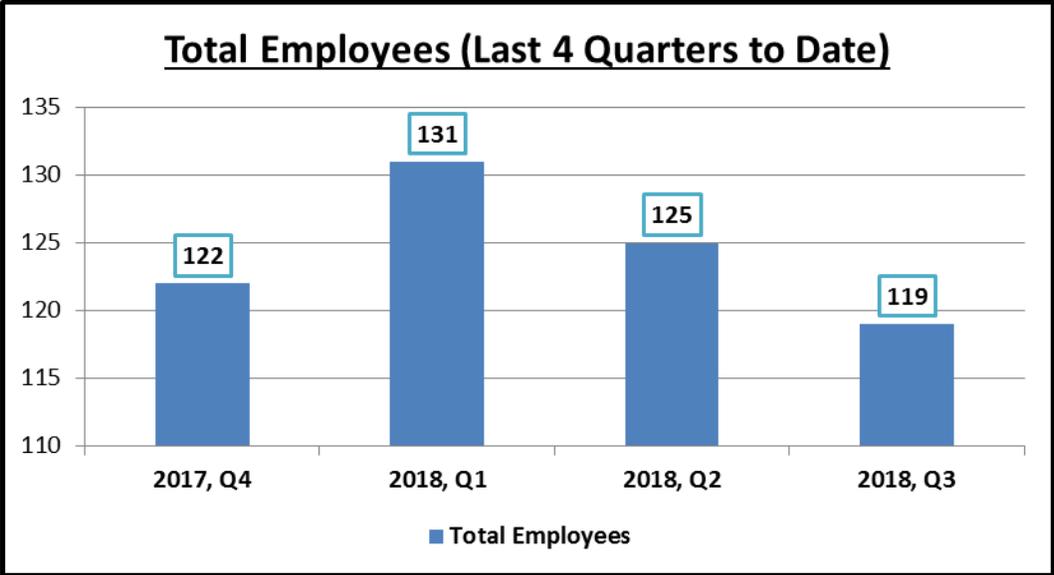
Census Graph for Fiscal Year

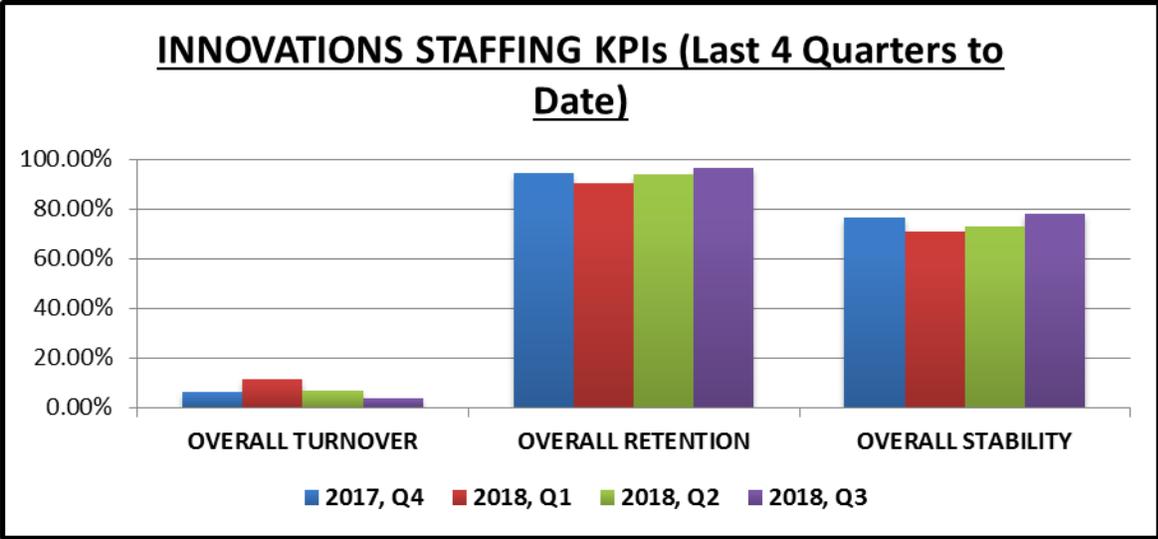
QUARTER	AVERAGE
Q4 17	166
Q1 18	162
Q2 18	164
Q3 18	166



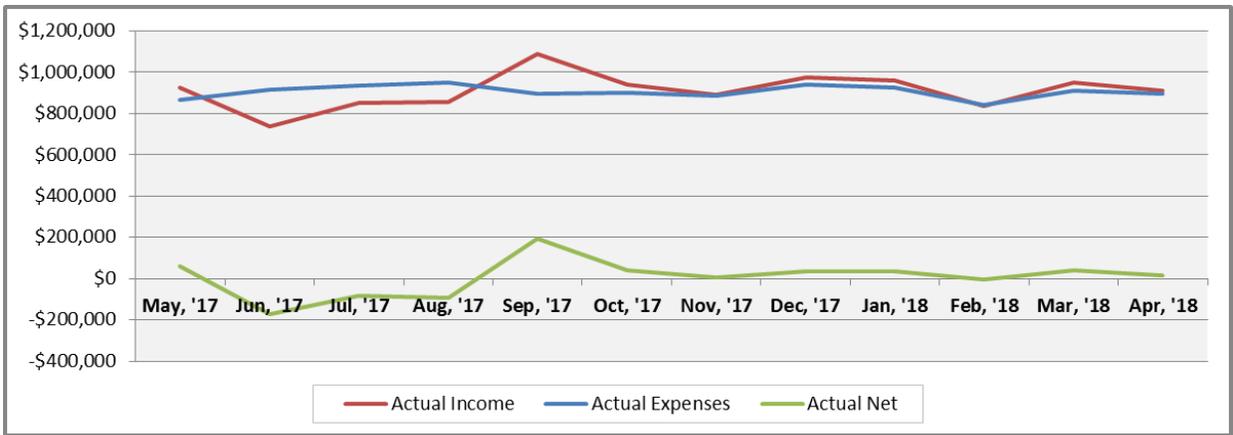


Staffing Graph for Fiscal Year





Budget Graph of Revenue over Expenses for Fiscal Year





Imagine!
Out & About
community based therapeutic recreation

June 2018 Catalog Board Report

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

May's Summary:

Total # of activities: 41 # of FNO: 4	# of ongoing: 32 # of Sat. one-time events: 5
Total number of service hours: 2800	# of participants enrolled: 183
# of Volunteers: 3 # of volunteer hours: 22.5	# of interns: 5 # of intern hours: 249.5
Medicaid Revenue: \$23,143.46 (billed)	Private Revenue: \$7,645 (billed)
Transportation: \$9,122.05	Donations: \$350

Completed:

- Out & About 2018 Manual.
- Happy Feet Program completed the 5K race and held a car wash fundraiser.
- Evolv DSR Care tracking went live.
- Building process for 2018-2019 FY Budget
- Orientation week and onboarding 42 new hires.

Planning:

- Finalized Summer Catalog reservations, collaborations, and venue space reservations.
- Out & About met with other Imagine! service departments to launch BCBA embed.

Special Projects:

- 8 members of Out & About's team met with Dr. Kupfer to finalize RBT Certification.
- Continued planning for 2018 Bike Block Party on Saturday, August 18th.

Collaborations:

- Continued our collaboration CLS's JIVE team, PT/ OT and IBHS with RBT certification.
- Longmont Humane Society volunteer program for our community adventures program.
- Started collaboration with Elysa Polovin's "Share your Idea," community garden/HT idea.

Outreach:

- Two Angels Foundation for the Miles for Smiles 5K.

Billing & reporting:

- O&A coordinator working with business office to streamline private pay billing.

Recruitment:

- Hired new Catalog Coordinator and Therapeutic Specialist.

Internship Program:

- 5 Interns began their internship program. We have already accepted 2 interns for the Fall.

Summary of hurdles:

- Managing staff turnover and restructure, while finalizing FY 18/19 budget building and running orientation week.

Summary of current Program Initiatives:

- Complete Staff Morale/ Culture Amp program area action plans.
- Manage department restructure.
 - Planning for Fall 2018 Catalog



Imagine!
Out & About
community based therapeutic recreation

June 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.

May’s Summary:

# of Summer Camp Days: 0	# of ASP days: 17
# of Service Hours: 690.60	# of children enrolled: 33
# of Volunteers: 1 # of Volunteer hours: 2	# of interns: 5 # of intern hours: \$249.5
Medicaid Revenue: \$11,616.11	Private Pay Revenue: \$715.50
Boulder County \$: \$28,500 Broomfield: \$1,200	Donations: 0

Completed:

- Out & About 2018 Manual.
- Completed Basesite Coordinator Med Admin and Training for Summer.
- Summer Camp Orientation Week; on boarded 42 new hires.
- Building process for 2018-2019 FY Budget
- Evolv DSR Care tracking went live.

Planning:

- Finalized Summer Camp field trip reservations, collaborations, and venue space reservations.
- Out & About met with other Imagine! service departments to launch BCBA embed.

Special Projects:

- 8 members of Out & About’s team met with Dr. Kupfer to finalize RBT Certification.
- Began planning for “End of Summer Showcase” for parents.

Collaborations:

- Continued collaboration with Dayspring providing childcare for parents attending Hanen classes.
- Continued collaboration with Elysa Polovin’s “Share your Idea,” community garden/HT idea.

Outreach:

- Studio Arts Boulder.

Billing & reporting:

- Setting up system for Summer Camp private pay billing.

Recruitment:

- Continued presentations to Metro State classes to promote summer positions.

Internship Program:

- 5 Interns began their internship program. We have already accepted 2 interns for the Fall.

Summary of hurdles:

- Managing staff turnover and restructure, finalizing FY 18/19 budget building, and running orientation week.

Summary of current Program Initiatives:

- Complete Staff Morale/ Culture Amp program area action plans.
- Manage department restructure.
- Planning for 2018-2019 After School Program