

Imagine! Board of Directors Meeting Agenda
March 26, 2019
7:00PM
Eldridge Room, 1665 Coal Creek Dr., Lafayette, 80026

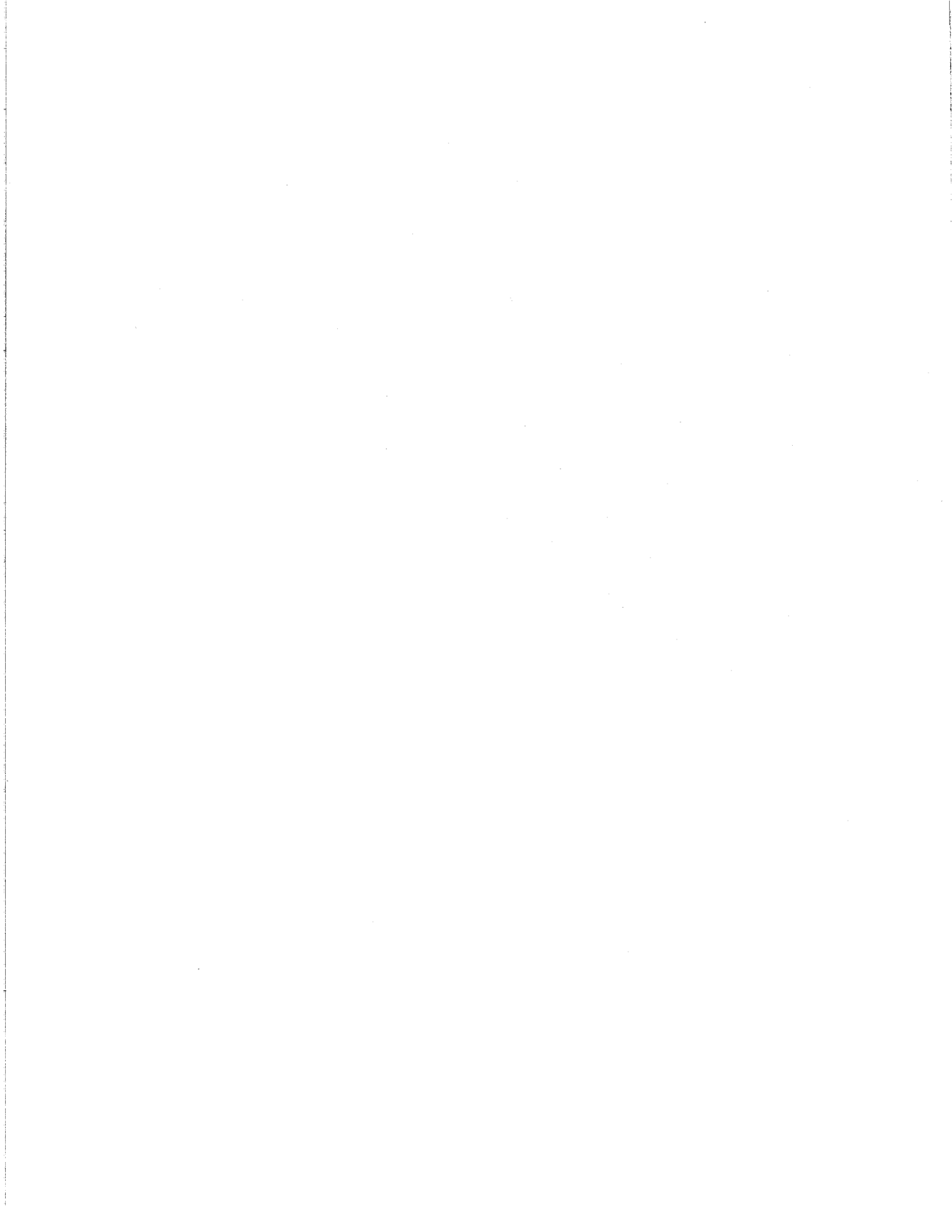
Creating a world of opportunity for all abilities.

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 2019 meeting. (D,A)
3. Nomination and election of Walt Pounds to the Imagine! Board of Directors. (I.D)
4. Approval of Resolution to hire Strategic HR Solutions, (I.D.A.)
5. Finance Committee Report (I.D.A.)
 - Approval of updated Board Policies (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. Request for Executive Session if needed. (A.)
11. Adjourn (A)

I = information

D= discussion

A= action



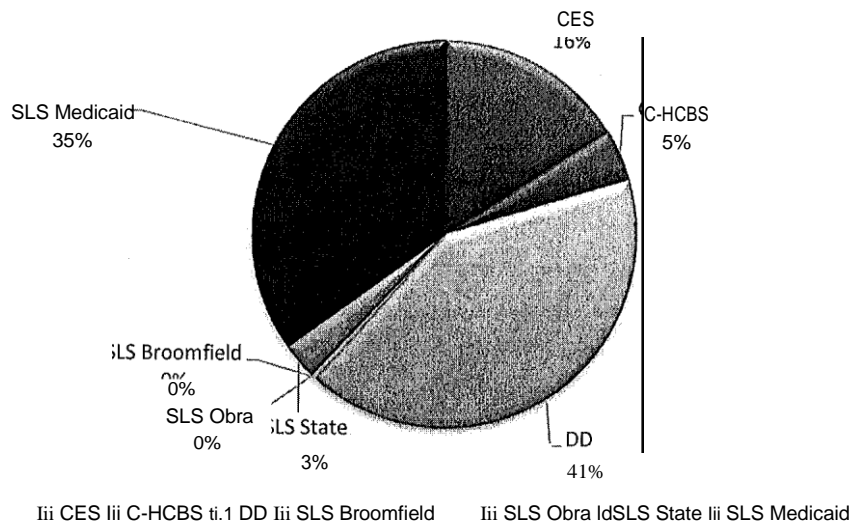
Care Coordination Board Report

March 2019

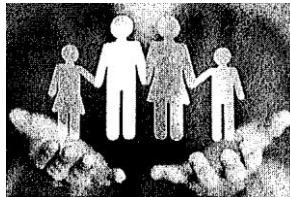
Case Management

- As of March 15, 2019, Imagine! CCB serves 1,201 individuals in Case Management, broken down as follows:

Case Management



- Case Management is hiring for a Business Support II.

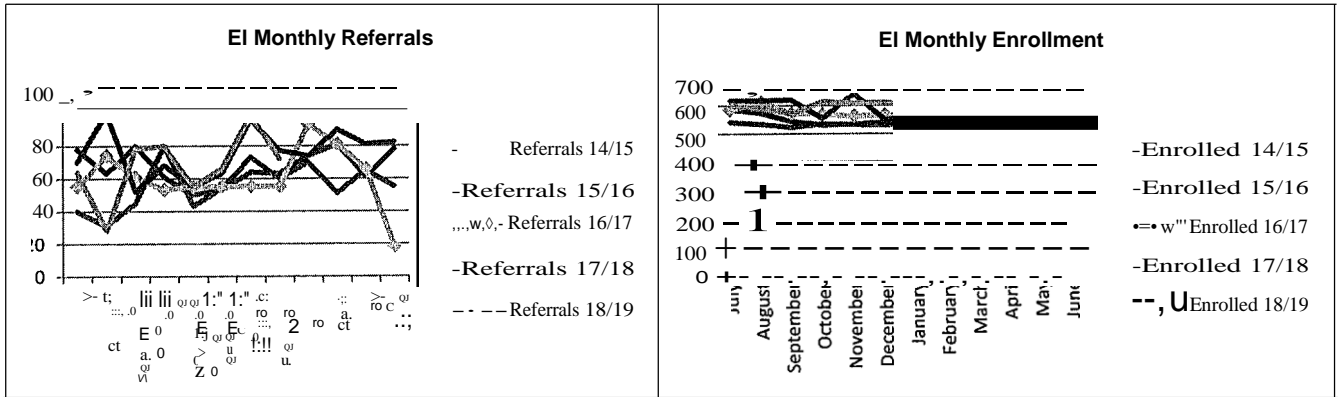


Family Support

- As of March 15, 2019, Family Support is serving 1,093 individuals.
- The ASD Program is currently serving 42 individuals.
- Family Support is hiring a Bi-lingual Navigator.

Early Intervention

- As of March 15, 2019, Imagine! CCB serves 619 children in Early Intervention.
- Early Intervention is hiring a Service Coordinator.



Submitted by: Jenna Corder, Director of Client Relations
 March 15, 2019

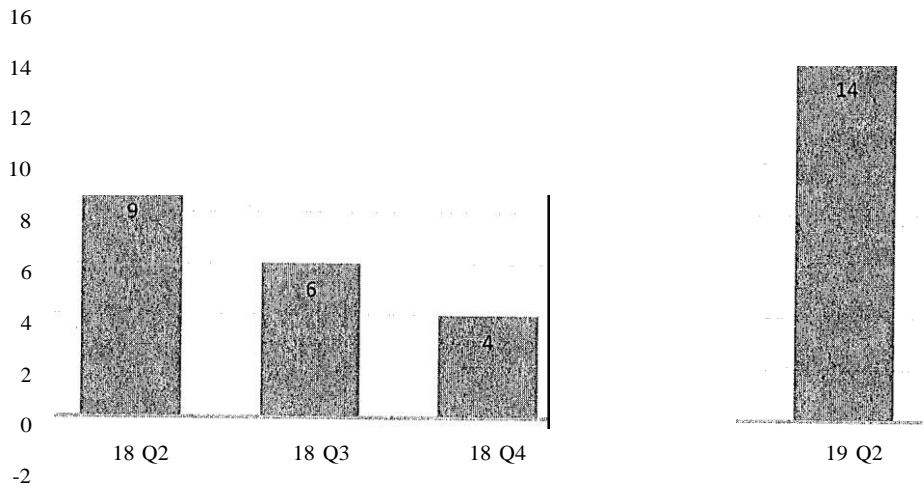
Imagine!
Behavioral Health Services
exceptional behavior solutions

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.

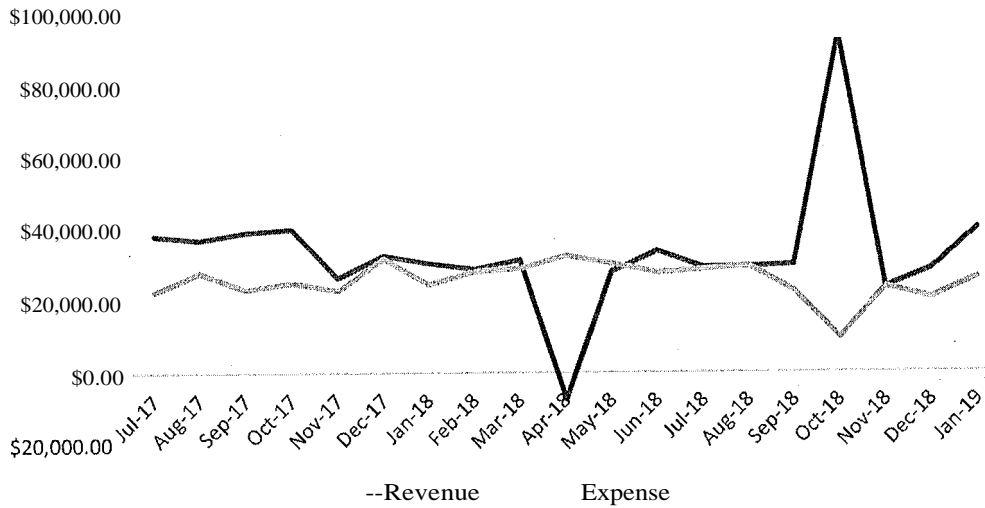
IBHS is committed to personal growth and self-improvement through collaboration and the pursuit of excellence as a team of committed professionals.

Client Change Census:
Census as of February '19 is 272.

IBHS - #171 New Customers per Quarter



Revenue vs. Expense Fiscal Year 2017/2018



Revenue vs. Expense notes:

In April '18 IBHS MH repayed a large amount of revenue that was mistakenly allocated to the 171 cost center.

Expenses in September drop due to a decrease in salary expense associated with the cost center.

Summary of Recent Satisfaction or Surveys Results

- No recent activity to report

Summary Previous Month's Achievements and Hurdles

- IBHS Mental Health has a contract with Colorado Community Health Alliance (CCHA), our local Regional Accountable Entity, to provide medication management and mental health therapy services. This contract is a fee for service model where as our previous contract for these services was a capitated

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Behavioral Health Services

exceptional behavior solutions

Submitted by Laurel Rochester, Assistant Director of Service Operations
March, 2019

contract through Mental Health Partners. Are revenue has remained stable despite the change. We are continuing to learn about the incentives and requirements of being a provider with a managed care entity.

- We are no longer able to bill privately for services provided to individuals residing outside of Boulder and Broomfield Counties, and due to Mill Levy support for these services we have opted to only provide services to residents of Boulder and Broomfield Counties moving forward.
- Billing through CCHA has been a learning process. Our billing for July, August, and September was delayed but is now being processed.

Summary of Current Program Initiatives

- IBHS mental health therapists are providing services away from the offices for groups of clients who have historically missed appointments. They are providing these services at one outside agency, and at the Foothills Group Home. This has helped reduce the number of 'no shows' at appointments .

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Behavioral Health Services

exceptional behavior solutions

Submitted by Laurel Rochester, Assistant Director of Service Operations
March, 2019



March 2019 Board Report

March's board report will be a review and update of the program initiatives outlined in the March, 2018 board report.

Revenue:

January, 2018	*January, 2019
Revenue: \$357,632	Revenue: \$434,681.13
Supported Employment: 26%	Supported Employment: 22%
Specialized Habilitation: 30%	Specialized Habilitation: 24%
Supported Community Connections: 44%	Supported Community Connections: 54%
Total# of participants: 231	Total# of participants: 236

*The most recent available revenue data is from January, 2019.

Summary of current Program Initiatives (From March, 2018)

- **Five Year Plan:** To become 100% community and employment based by 2023
- **2018/2019 objectives:**
 - o Positions restructured and staffed by the beginning of the fiscal year 2018-2019
 - o DSP positions are fully staffed according to the staffing needs by the beginning of the fiscal year 2018-2019
 - o Clear vision established, monthly staff vision meeting implemented, performance management team goals for all CLS staff established by 1/1/2019
 - o Increase community and employment activities by a combined 10% by Q3 2018/2019

Notes:

- **Five Year Plan:** CLS continues to work towards our Five Year Plan of becoming 100% community and employment focused by 2023. A comparison of the revenue and service provided from January, 2018, and this year shows that CLS has increased our community integration by 10%, while on site services have decreased by 6%. CLS has also seen a decrease in supported employment, mainly due to the loss of the Celestial Seasonings and Longmont Downtown Development Authority work crews. March revenue increased by \$77,049 in 2019. This was largely due to the recent level 7 increases and the 6.5% increase in rates, as well as improved billing processes and an increase in captured revenue.
- **Staffing Restructure:** CLS was successful in restructuring leadership positions and creating positions to better address the evolving needs of the program. This also helped to create more potential career trajectories within CLS and Imagine!, and hopefully will result in higher employee retention and satisfaction.
 - o We successfully developed two Assistant Manager positions to oversee each of the CLS sites
 - o We created a Supported Employment Program Supervisor position to oversee the employment program
 - o We eliminated 2 coordinator positions and developed 2 data specialist positions to support the coordinator roles

- o We created an Assistive Technology Program Supervisor position to oversee the technology initiative in services. This position will start within the month
 - o We further developed our imbedded behavioral services and developed a career ladder within behavior services
- **DSP Positions Fully Staffed:** CLS continues to struggle with being under staffed, as we have consistently been 3-4 staff below ideal staffing levels over the last 2 years. Recent recruitment efforts, such as the on site job fairs, have been successful, and the recent wage increase for the DSP position should result in more applicants.
- **Clear Vision:** CLS has successfully implemented monthly staff vision meetings at each site, with the intention of increasing knowledge of the department, Imagine! and services. These meetings also serve to provide staff with an opportunity to provide feedback and work on small projects to support the department. Monthly strategic planning meetings with CLS leadership ensures that consistent messages are being shared.

Family Recruited Employee Board Report
January/February 2019
Jenna Sallee, FRE Program Manager

Update:

Total# of active employees at the end of Feb 2019: 215
11 new employees hired
10 employees terminated

Happenings:

- Implementation of CAPS checks for applicants working with adults 1/1/2019
- Increase of starting wages for all FRE positions as of 2/25/19
- FRE's continue to be presented with the option to attend upcoming job fairs for Innovations, CLS, O&A to assist with staffing issues. 1/29/19 CLS
- 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 (EVV 1/15, 1/30, CDASS 1/23 and 2/27, FRE services Pgm Mgr now a voting member).
- MyEvolv site- Issues with Fast Track fixed! Able to use without issue Jan and Feb 2019, still TBD on FRE use.
- MyEvolv: increased oversight from Business Office= seeing a decrease with billing issues and held claims with departments and billing office

Total# of individuals using FRE services in November/December: 136/134

FSSP: 0/0

State: 2/2

CES:68/69

ASD: 0/1

Medicaid: 66/62

Top 3 service categories utilized in January/February 2019:

Respite care: 4053.5 hrs/3400 hrs

Personal Care: 1319 hrs/1269.75 hrs

Enhanced Homemaker: 687 hrs/668.75 hrs

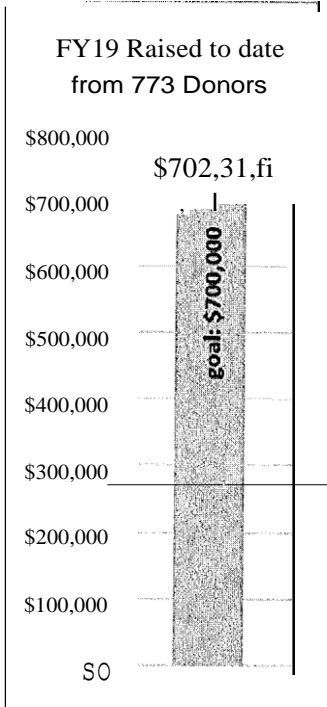


btw. Y1w!

Family Recruited Employee Services
puW113 famWes in control



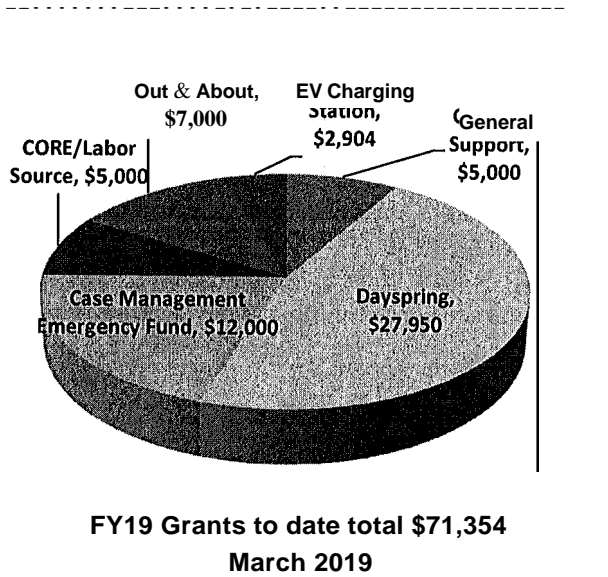
Purpose Statement: The Imagine! Foundation raises funds beyond its expenses annually and increases awareness of Imagine! 's clients, families, and needs in the local community in order to provide opportunities defined by Imagine! for increased independence and quality of life for those Imagine! serves.



Fundraising Goal is \$700,000

FV19 Initiatives

- 100% of both boards will make a philanthropic gift this fiscal year. {85% as of 3/15/19}
- The FY19 Employee Giving campaign will fund social event planning and execution by participants in the residential program. *We currently have 110 donors and are on track to exceed \$9,000.*
- Funding initiatives include housing sustainability, emerging technologies, and services.
- The Imagine! Celebration netted \$378,000 after expenses.
- The Foundation Board will review By-laws, Gift Acceptance Policies, and Committee structures and present in June 2019.



Projection for end of FV19:

- Services (including Out & About): \$352,000
 - Home renovation & Technology: \$112,000
 - Foundation Expenses: \$315,000
- TOTAL: \$779,000**

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

In addition, seven grant proposals are pending decisions, and total \$27,000.

To: Imagine! Board of Directors
From: Laura Ball
RE: HR Report for March 26th, 2019 Board Meeting
Prepared: March 12th, 2019

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.

Current Staffing *Employee Census by Status*

~~2/28/2019~~ 6FTE
Volunteer Program: 57
Part-time (20-29 hours): 27
Casual (scheduled 1-19 hours/wk): 27
Family Recruited Employee's: 231
Substitute (unscheduled/on-call): 437
Temporary: 8
Receiving services through Labor Source: 132

Total: 637 (doesn't include people in services)

Calendar Year Hiring Data through 2/28/19:

- Total New Hires: 29 (includes 7 FREs)

Calendar Year Termination Data through 2/28/19:

- Total Terminations: 17 (includes 7 FREs)

Calendar Year Turnover through 2/28/19:

- YTD Turnover of full, part time, and casual employees: 1.25%
-

Activities:

- HR has continued to host monthly job fairs for staffed residential sites, CLS, and Out & About Summer Camp.
- We have hired a full-time recruiter, who comes to us with a Masters' Degree in Human Resources and significant recruiting experience.
- Our calendar year to date turnover is significantly lower than last year at this time, which was 4% at the end of February 2018.
- Pay increases were given to all non-senior level employees hired before February 1st.