



Meeting Book - May 28, 2019 Imagine! Board of Directors Meeting

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|---|-----------------------------------|
| 1. Introductions and public input
We kindly request that guests limit their comments to 3 minutes or less and regret that minutes are not transferable. | Information |
| 2. 2018-2019 Leadership Development Group Presentation | |
| 3. Approval of Minutes

April 2019.pdf | Discussion, Approval |
| 4. Finance Committee Report

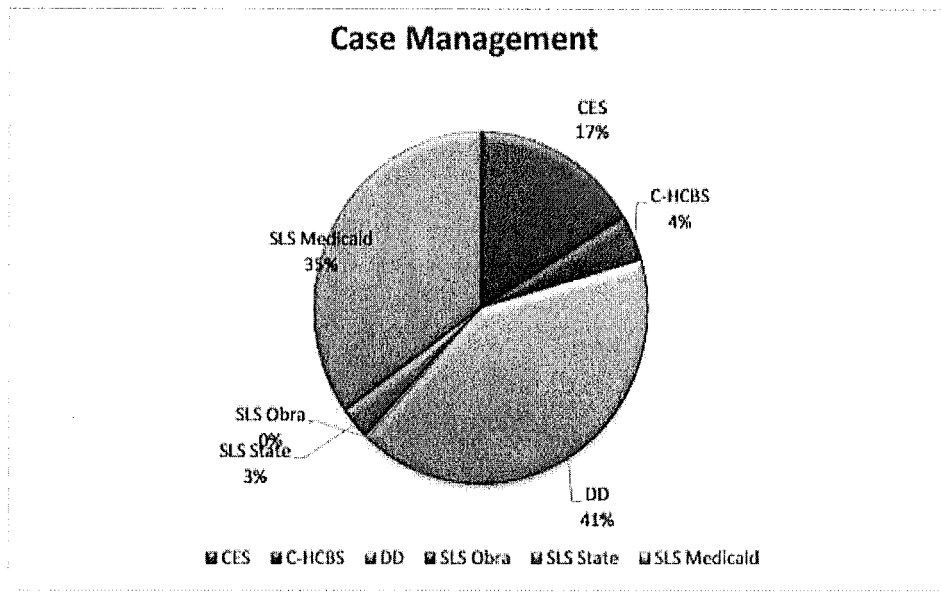
March 2019 Financials | Information, Discussion, Approval |
| 5. Foundation Report | Information, Discussion |
| 6. Executive Committee Report | Information, Discussion |
| 7. Executive Director's Report | Information, Discussion |
| 8. Request for Executive Session | Approval |
| 9. Adjourn | Approval |
| 10. Supporting Materials

Care Coordination Board Report-May 2019.docx
Core Labor Source May 2019 Board Report.docx
Family Recruited Employees Board Report May 2019.docx
Human Resources_Brd_Rpt_May 2019.doc
Out & About May 2019 Catalog Board Report.docx
Out & AboutMay 2019 Children's Board Report.docx | |

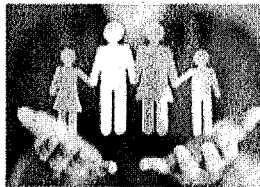
Care Coordination Board Report May 2019

Case Management

- As of May 17, 2019, Imagine! CCB serves 1,211 individuals in Case Management, broken down as follows:



- Case Management is hiring for a Bi-lingual Intake Navigator.

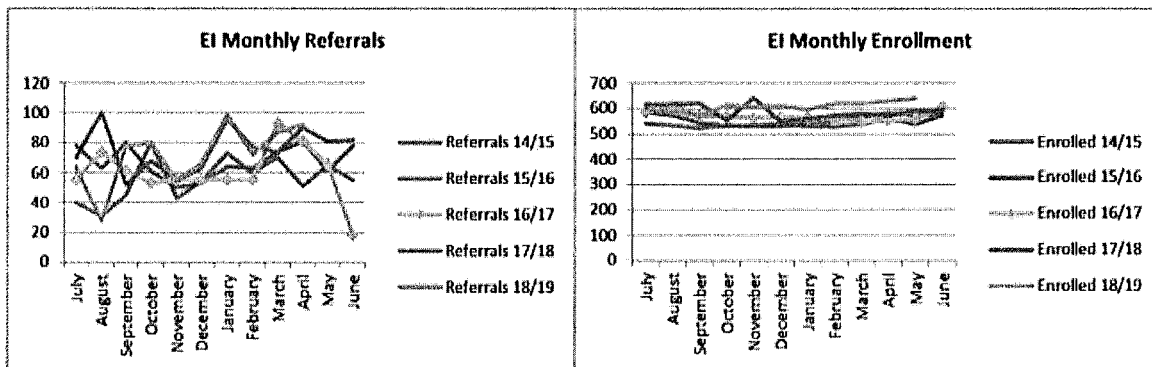


Family Support

- As of May 17, 2019, Family Support is serving 1,129 individuals.
- The ASD Program is currently serving 41 individuals.
- Family Support is fully staffed.

Early Intervention

- As of May 17, 2019, Imagine! CCB serves 640 children in Early Intervention.
- Early Intervention is fully staffed.



Submitted by: Jenna Corder, Director of Client Relations
May 17, 2019



Imagine!
CORE / Labor Source
community • collaboration • employment

May 2019 Board Report

Summary of current Program Initiatives (From March, 2018)

- **Five Year Plan:** To become 100% community and employment based by 2023
- **2018/2019 objectives:**
 - Positions restructured and staffed by the beginning of the fiscal year 2018-2019
 - DSP positions are fully staffed according to the staffing needs by the beginning of the fiscal year 2018-2019
 - Clear vision established, monthly staff vision meeting implemented, performance management team goals for all CLS staff established by 1/1/2019
 - 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. Additionally, there will be a decrease in employment during the summer because of a partnership with CU which will be unavailable during the summer break. 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.
- **Boulder CLS relocation:** The current lease for the Boulder CLS site will expire at the end of August 2019. CLS has been looking for a replacement property east of Boulder as most of the clients served by the Boulder site live outside of the city of Boulder.

Achievements:

- **Boulder CLS potential new site:** After working with a small team and multiple property managers, the Boulder site has a potential new location that is very promising. Seth Chernoff is the property manager for the Longmont site and has agreed to buy a building in Lafayette that he will renovate and rent to CLS at a discounted rate. Chernoff Properties will close at the beginning of June and begin renovations immediately. These renovations include replacing old carpet with a sturdy laminate flooring, installing LED lighting in place of fluorescent, and adding drywall to create changing rooms that can adequately support Hoyer lifts. The move is tentatively set for late August.
 - **Transportation benefits from a site located in Lafayette:** CLS calculated the distance between the current CLS site and the residence of each client who receives door-to-door transportation and then measured the distance from Lafayette (using the Dixon building as a reference) to each client's home. Moving to a Lafayette location will decrease door-to-door transportation by 100-120 miles per day. This will result in shorter drive times and less wear-and-tear on the vehicles.
- **CLS Behavior team:** In May CLS hired two Board Certified Behavior Analysts to provide behavior services during program hours. Both sites are now equipped with a full behavior team including

Behavior Specialists available to provide line staff support. There are multiple benefits to an imbedded behavior team, but perhaps most noteworthy is the impact this will have on our ability to adequately support more participants in the community.

- **Hiring Increase:** Job fairs at both CLS sites attracted multiple applicants and both sites were able to hire on full time staff members. There has also been an increase in qualified applicants which could be due to the increased starting wage. The phone screens show that the hourly pay meets the standards of all applicants which is a positive change from previous phone screens where the "desired salary" was frequently higher than the starting wage. Although both sites are still understaffed, it has increased drastically. In May of 2018, our staffing needs showed that we were down about 4 staff on average; currently CLS is down about 2 staff on average.

Challenges:

- **Staffing:** Although staffing has increased, both sites are still not fully staffed according to our staffing needs. In May, CLS hired 4 new DSPs between the Boulder and Longmont sites. The staffing needs remain to be about -2 however as CLS lost 4 employees in April.
- **Updating client face sheets:** Holly Perna has been working closely with CLS and the other service departments to help maintain compliance and consistency across departments. She brought to our attention some inconsistencies in the medical records between CLS and Innovations clients. The CLS supervisor team is working with group homes, host home providers and outside residential agencies to create a more organized record that the assistant managers will maintain quarterly.

Family Recruited Employee Board Report

April 2019

Jenna Sallee, FRE Program Manager

Update:

Total # of active employees at the end of April 2019: 217

7 new employees hired

6 employees terminated

Happenings:

- Implementation of CAPS checks for applicants working with adults 1/1/2019, 5 checks completed as of end of April, no hits.
- Completed Homecare Standards review for upcoming State survey
- Met with Business office and Evolv liaison twice in April to learn process of entering authorizations for FRE services.
- Keeping an eye on SB 19-238 for potential need to increase wages for Personal Care services= working this into budget for 2nd half of the FY 2020
- 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 4/16, CDASS 4/24, FRE services Pgm Mgr currently a voting member).
- MyEvolv: increased oversight from Business Office = latest denied claims info for Feb/March FRE services= No action is needed on your part. All the denials are due to an ongoing problem at the county. The case managers have been notified and are working to correct the errors.
- Development of customer satisfaction survey questions for families and individuals in FRE services=1st survey sent out to parents in April 2019
- Discussion of using intern to distribute and collect data=intern being hired to begin in fall 2019

Total # of individuals using FRE services in April: 139

FSSP: 0

State: 2

CES: 74

ASD: 0

Medicaid: 63

Top 3 service categories utilized in April 2019:

Respite care: 3828 hrs

Personal Care: 1268 hrs

Enhanced Homemaker: 684.75 hrs

*Imagine!***Family Recruited Employee Services***putting families in control*

To: Imagine! Board of Directors
From: Laura Ball
RE: HR Report for May 28th, 2019 Board Meeting
Prepared: May 14th, 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 Employee Census by Status

5/14/19

Full-time (30+ hours): 306
 Part-time (20-29 hours): 24
 Casual (scheduled 1-19 hours/wk): 24
 Family Recruited Employee's: 235
 Substitute (unscheduled/on-call): 38
 Temporary: 9
 Receiving services through Labor Source: 132

Total: 636 (doesn't include people in services)

Calendar Year Hiring Data through 5/14/19:

- Total New Hires: 77 (includes 24 FREs)

Calendar Year Termination Data through 5/14/19:

- Total Terminations: 74 (includes 26 FREs)

Calendar Year Turnover through 5/14/19:

- YTD Turnover of full, part time, and casual employees: 9%

Current Staffing

HR 6 FTE
 Volunteer Program .6 FTE

Activities:

- Out and About Summer Camp hiring
- We are down to 28 open positions
- Testing new recruiting tools and tracking results
- Selection process for Performance Management tool
- Revamp of New Hire Orientation



Imagine!
Out&About
 community based therapeutic recreation

May 2019 Catalog Board Report

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

April's Summary:

Total # of activities: 44	# of FNO: 4	# of ongoing: 35	# of Sat. one-time events: 5
Total number of service hours: 3,372		# of participants enrolled: 171	
# of Volunteers: 8	# of volunteer hours: 35	# of interns: 3	# of Intern hours: 267.5
Medicaid Revenue: \$39,709.78		Private Revenue: \$11,147.00	
Transportation: \$9,525.31		Donations: \$0	

- **Completed:**
 - Summer Catalog published and opened up registration.
- **Planning:**
 - Happy Feet car wash fundraiser, scheduled for May 15th
 - Happy Feet 5K race, Two Angels Foundation hosts 5K on May 19th
 - Bike Block Party August 17th
- **Special Projects:**
 - Travel program, "Out & Away" – first trip confirmed for September, second trip confirmed for October.
- **Collaborations:**
 - Oasis Volleyball; Boulder Public Library – Healthy Living on Tuesday mornings
 - Firehouse Art Center; Erie UMC – Creative Expressions
 - Calvary Bible Church – kitchen space once per month for Around the World
 - R Space – Around the World on Wednesday mornings, Love Actually on Thursday nights
 - Erie Rec Center & Community Park – Happy Feet on Thursday mornings
 - Lafayette Senior Center – Kitchen Creations on Tuesday evenings
 - Alfalfa's (Louisville & Boulder) – Kitchen Creations, Around the World
 - Celestial Seasonings – Saturday one-time, tour on April 20th
 - Boulder Beer Company – Saturday one-time, tour on April 27th
- **Outreach:**
 - Paradox Climbing, Saturday Segue activity scheduled for May
 - Mountain Flower Dairy Farms
- **Billing & Reporting:**
 - Follow-up on Mar 2019 held claims (SLS/DD), recovering Apr 2018 held claims
 - Confirmed start date for new Evolv documentation process to begin in June; office team work session scheduled for May 3rd to update ISSP plans for new billing approach.
- **Recruitment:**
 - Temporary Summer Instructor job posting; 70 applicants total (30 new), 14 ride alongs and interviews, 41 new hires to date.
- **Internship Program:**
 - 3 Spring interns completed their 15-week internship on Apr 15th, all 3 hired as paid summer staff.

Summary of hurdles:

- Therapeutic Team turnover and transition, 3 CTRS staff leaving, interviewing and selecting new CTRS candidates
- Revise Private Pay billing process to increase receiving revenue in a timely manner.

Summary of current Program Initiatives:

- Love Actually (Thursday PM) – discussing positive self-talk, healthy and reciprocal relationships and friendships
- Around the World (Wed PM) – Ireland theme, weekly activities based on Irish culture (dance, food, heritage)
- Bike Block Party Planning.



Imagine!
Out & About
 community based therapeutic recreation

May 2019 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.

April's Summary:

# of School Closure Days: 0	# of ASP days: 22
# of Service Hours: 745	# of children enrolled: 33
# of Volunteers: 5 # of Volunteer hours: 35	# of interns: 3 # of intern hours: 277
Medicaid Revenue: \$12,724.45	Private Pay Revenue: \$1,445.00
Boulder County \$: \$24,490 Broomfield: \$600	Donations: \$0

Completed:

- Summer Camp registration is complete with 89 children enrolled and 13 additional based on staffing.
- Summer Camp Field trips and activity locations all booked
- Orientation week schedule and training.

Planning:

- New DSR/ Billing method in Evolv to start on June 1st, to streamline billing processes.
- Parent Advocacy Group attending our June all staff meeting to present.

Special Projects:

- Growing up Boulder gave us a final copy of our participant created map to present this month.
- Children's Centre Stage production was performed on April 26th; 21 children in the production.

Collaborations:

- Dayspring Hanen class for parent's childcare for the first half of the month.
- Speech, PT, and OT collaboration at the Children's Program.
- CU Leadership Studies Minor students continued to work with Program Manager.

Outreach:

- Medicine Horse and Front Range Therapeutic Riding Center for Hippotherapy this Summer.

Billing & Reporting:

- Turning over Billing Authorization input to the service coordinators for all waivers.

Recruitment:

- Job Fair at CU Boulder for Summer Camp Hiring.
- Hired 41 staff for the Temporary Summer Camp Instructor position, one interview set up.

Internship Program:

- Two interns are set to start Monday, May 20th for a 15 week internship.

Summary of hurdles:

- Implementing EPSDT (Health First Colorado behavioral services plan) for children in services with three children who are set up to be enrolled.
- Hiring enough temp staff for the Summer instructor Position

Summary of current Program Initiatives:

- Continuing to spread the word for Summer Camp hiring to reach a goal of 50!
- Reaching out to new venues in the community for Summer