

Imagine! Board of Directors Meeting Agenda
October 30, 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. Imagine! audit report presentation, Cal Logan (I.D.A.)
3. Approval of minutes of the September, 2018 meeting. (D,A)
4. Recognition of Heidi Storz's service as Imagine! Board President. (I.D.)
5. Strategy report, Rebecca Novinger. (I.D.)
6. Finance Committee Report (I.D.A.)
 - Defined Benefit audit report (I.D.A.)
7. Services Committee Report (I.D.)
8. Foundation Report (I.D.)
9. Executive Committee Report (I.D.)
10. Executive Director's Report (I.D.)
11. Request for Executive Session, if needed. (A.)
12. Adjourn (A)

I = information

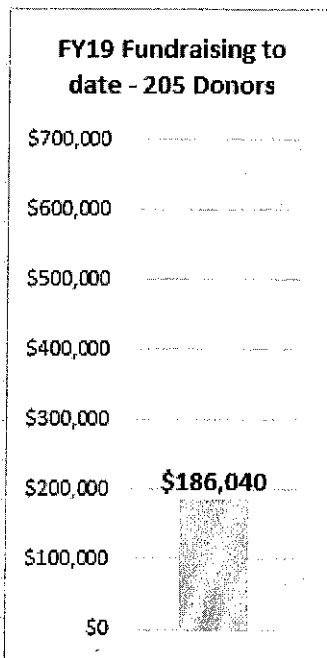
D= discussion

A= action





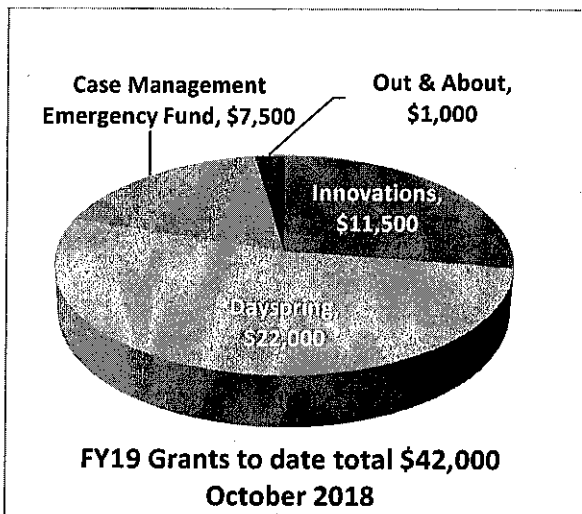
Purpose Statement: The Imagine! Foundation raises funds beyond its expenses annually and increases awareness of Imagine!'s clients, families, and needs in the local community in order to provide opportunities defined by Imagine! for increased independence and quality of life for those imagine! serves.



Fundraising Goal is \$700,000

FY19 Initiatives

- 100% of both boards will make a philanthropic gift this fiscal year.
- The FY19 Employee Giving campaign will fund social event planning and execution by participants in the residential program. We currently have 101 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, Gift Acceptance Policies, and Committee structures.



In addition, seven grant proposals are pending decisions, and total \$20,500.

Ways you can be involved with the Foundation:

- Make a philanthropic gift to the Foundation
- Sponsor or purchase tickets to the Imagine! Celebration
- Subscribe to Foundation Friday (email Patti)
- Attend our board meeting on Tuesday, November 13, 7:30 a.m.

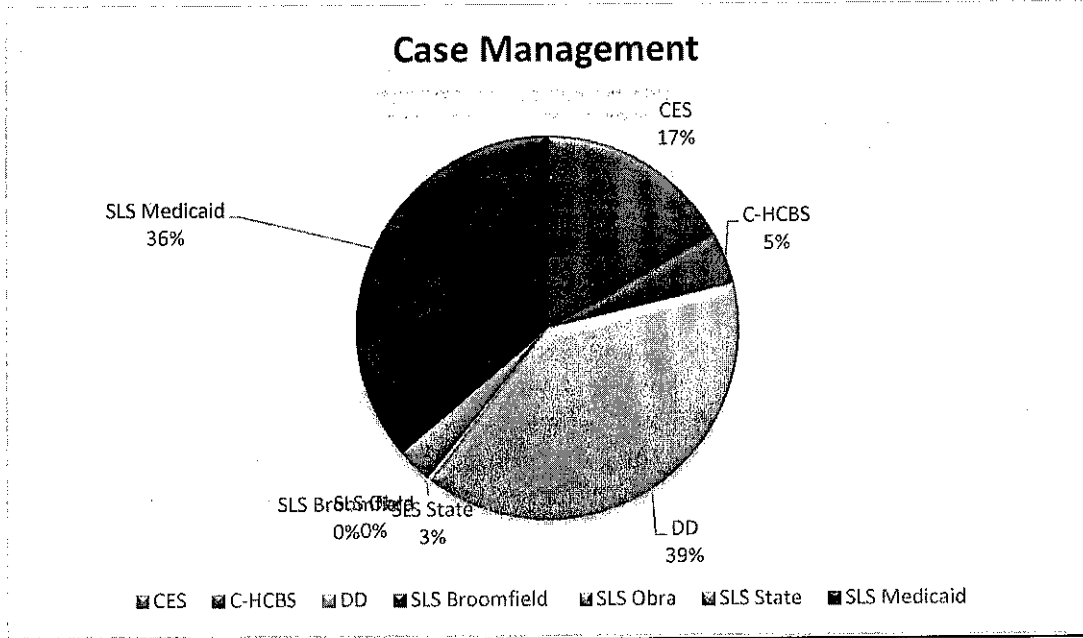
*Patti Micklin, 303-926-6443,
pmicklin@imaginecolorado.org*

Care Coordination Board Report

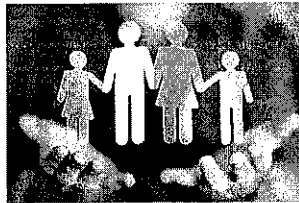
October 2018

Case Management

- As of October 19, 2018, Imagine! CCB serves 1,184 individuals in Case Management, broken down as follows:



- Case Management is hiring for one Case Manager and one Case Management Supervisor, due to turnover.

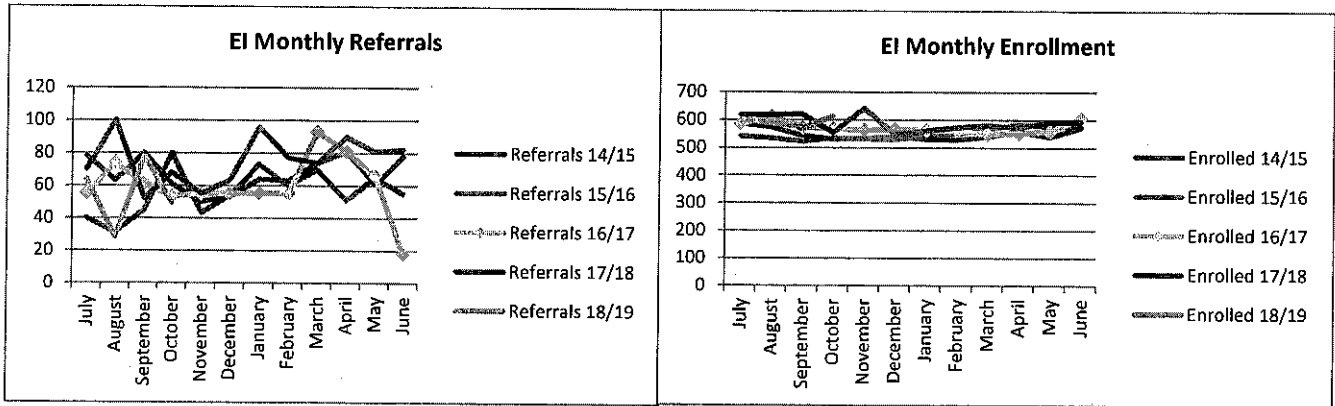


Family Support

- As of October 19, 2018, Family Support is serving 1389 individuals.
- The ASD Program is currently serving 41 individuals.
- Family Support is hiring for an ASD Program Coordinator due to turnover.

Early Intervention

- As of October 19, 2018, Imagine! CCB serves 599 children in Early Intervention.
- Early Intervention is hiring for a full time Administrative Assistant due to turnover.



Submitted by: Jenna Corder, Director of Client Relations
 October 19, 2018



Imagine!
CORE / Labor Source
 community • collaboration • employment

September 2018 Board Report

	August	% of revenue	Previous Quarter	% of revenue
Community Based Services	\$185,000.37	46.50%	\$203,481.99	41.00%
Supported employment	\$111,079.13	28.00%	\$144,808.34	29.50%
Facility Based Services	\$102,185.72	25.50%	\$144,723.10	29.50%

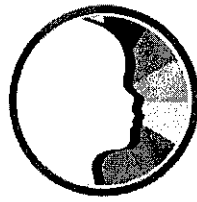
*Please note that August financials are especially high due to an Evolve billing error that was fixed. August totals include some uncaptured revenue from previous months

Summary of Achievements/Initiatives

- **Increasing Community Based Services:** CLS has seen an increase in percentage of overall revenue from community based services and supported employment, and a decrease in percentage of revenue from facility based services. The table above shows the total revenue from comprehensive services in August compared to the previous quarter. This is due to a concerted effort to develop new community partnerships and to move certain facility based activities into the community.
- **Hiring/Recruitment:** CLS has been in a restructuring phase for the last six months. This restructure has been important to the current and future success of the program, as the new structure will support our goals to become employment and community focused, and will allow for a higher level of accountability. Over the past six months CLS has decreased the number of program coordinators from 7 to 4, eliminated the Assistant Program Director position, has created 2 Data Specialist positions and a Supported Employment Program Supervisor position, and has hired two Assistant Program Managers. In September:
 - The Supported Employment Program Supervisor position was posted in August, and was filled in September by Jessie Michaud, a former Longmont CLS Coordinator
 - With Jessie’s promotion, Longmont CLS needed one more Coordinator position to be filled. The position was posted in September, and CLS interviewed and offered the position to Foothills Group Home Assistant Site Supervisor, Chelsea O’Day. She will be starting her new position in November.
- **Collaborations:**
 - **Innovations:** CLS and Innovations developed a job description for a position that would work between Manhattan Group home and Boulder CLS. We hope to have this position posted and filled by the end of October
 - **Imagine!:** Members of the Imagine! Executive Team joined CLS for the second annual Longmont vs Boulder kickball game and BBQ on September 7th

Summary of June/July Challenges.

- **Uncaptured Revenue:** CLS continues to see higher than expected uncaptured Medicaid revenue. July’s financials showed a bigger discrepancy in budgeted income compared to actual income than usual, and CLS found and fixed an Evolve billing issue that captured some past revenue, and should support with financials moving forward.



Imagine!

Dayspring

education • therapy • inspiration

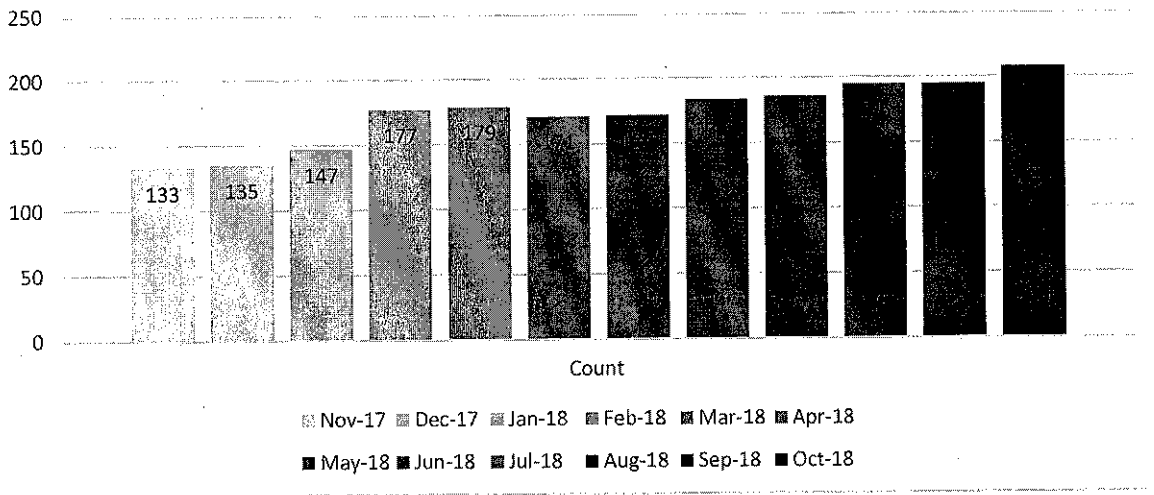
November 2018

Board Report

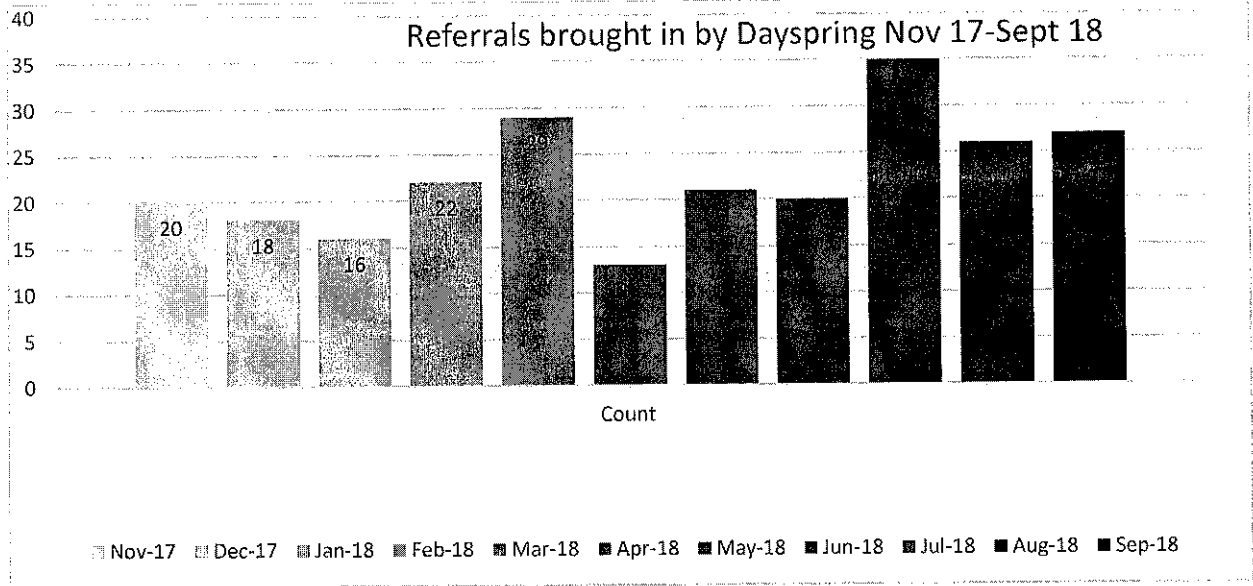
Achievements

- The majority of our 12 therapists have full caseloads! We are excited about what this means for the growth of Dayspring
- We have officially completed our first year since the restructure. We have seen great growth in overall numbers of kids in dayspring and also the number of referrals that are brought in each month. The graphs below demonstrate both our total #s and the # of referrals we have brought in.
- Since the restructure we have added an additional 75 children to Dayspring! This has brought in more revenue for dayspring and has increased attendance to our CCA's
- We are starting Hanen classes. We have had great interest from families and even have a family who is with another CCB but had heard that we were teaching the class. We have 8 families our 2 total classes. We are hoping come January to also offer a class for Spanish speaking families.

Total Children In Dayspring Nov 17- Oct 18



Referrals brought in by Dayspring Nov 17-Sept 18



Family Recruited Employee Board Report
October 2018
Jenna Sallee, FRE Program Manager

Update:

Total # of active employees in September 2018: 232
7 new employees hired
7 employees terminated

Happenings:

- Feedback from partnership with Innovations to provide some temporary employment opportunities for FRE's in the understaffed houses is great! Another email sent out in early October looking for additional support. Working with HR to see about the possibility of allowing the FRE's to work in both departments ongoing to alleviate some of the understaffing issues.
- 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 9/12, CDASS 9/26).
- MyEvolv site- completed testing for upgrade. Issues with Fast Track for September billing. Still TBD on FRE use.
- MyEvolv: continuing to work on billing issues and held claims with departments and billing office
- Go live with eSSentials 9/17/18. Issues with scores loading, and some FRE's not able to access site. Submitting help desk tickets for each issue as it is brought to my attention.
- Begin participation on Customer Satisfaction sub-committee to help determine ways to measure customer satisfaction for FRE's, families, individuals in services and the company as a whole.

Total # of individuals using FRE services in September: 142

FSSP: 0

State: 2

CES: 67

ASD: 2

Medicaid: 71

Top 3 service categories utilized in September 2018:

Respite care: 3712.0 hrs

Personal Care: 1259.75 hrs

Enhanced Homemaker: 663.75 hrs



Imagine!

Family Recruited Employee Services

putting families in control

To: Imagine! Board of Directors
From: Laura Ball
RE: HR Report for October 30th, 2018 Board Meeting
Prepared: 10/16/2018

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.

<p><u>Current Employee Census by Status</u></p> <p>As of 10/16/18: Full-time: 293 Part-time (benefits): 24 Casual (scheduled 1-19 hours/wk): 30 Family Recruited Employee's: 253 Substitute: 45 Temporary: 10 Receiving services through Labor Source: 132</p> <p>Total: 655 (doesn't include people in services)</p> <p>Job Openings as of 10/16/18: 28</p> <p>FYTD Hiring Data through 9/30/18:</p> <ul style="list-style-type: none"> FY New Hires: 47 (includes 18 FREs) <p>FYTD Termination Data through 9/30/18:</p> <ul style="list-style-type: none"> FY Terms (w/o FREs or temporary): 29 	<p><u>Census from Previous Year</u></p> <p>As of 9/30/2017: Full-time: 306 Part-time (benefits): 22 Casual (scheduled 1-19 hours/wk): 32 Family Recruited Employee's: 244 Substitute: 36 Temporary: 2 Receiving services through Labor Source: 128</p> <p>Total: 642 (doesn't include people in services)</p> <p>Job Openings as of 10/24/17: 28</p> <p>FYTD Hiring Data through 9/30/17:</p> <ul style="list-style-type: none"> FY New Hires: 45 (includes 9 FREs) <p>FYTD Termination Data through 9/30/17:</p> <ul style="list-style-type: none"> FY Terms (w/o FREs or temporary): 22
<p><u>Current Staffing</u></p> <p>HR 6 FTE Volunteer Program .6 FTE</p>	

Activities:

- The HR Team experienced some turnover with the departure of our Benefits and Leave Administrator. Our newest employee began work with us on October 22nd.
- Benefits Open Enrollment begins in November. Benefit fairs will be held on Nov. 8th at Imagine! Coal Creek Conference center, we will also host mini fairs at Boulder CLS on Nov. 13 and Longmont CLS on November 14th. Our renewal rates came in at an 8.8% increase, Imagine! will continue to subsidize 90% of the cost for an employee.
- Heavy focus on recruiting, we will be hosting job fairs at two of the homes in which we will interview and offer jobs on the spot.
- Employee Holiday party will be held on November 30th at The Wild Game, Longmont



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 revisit at one of our Host Homes a few months ago, and received 3 citations. We have corrected the deficiencies cited, and have submitted our updated Plan of Correction to the State. We are now awaiting approval of that Plan of Correction.

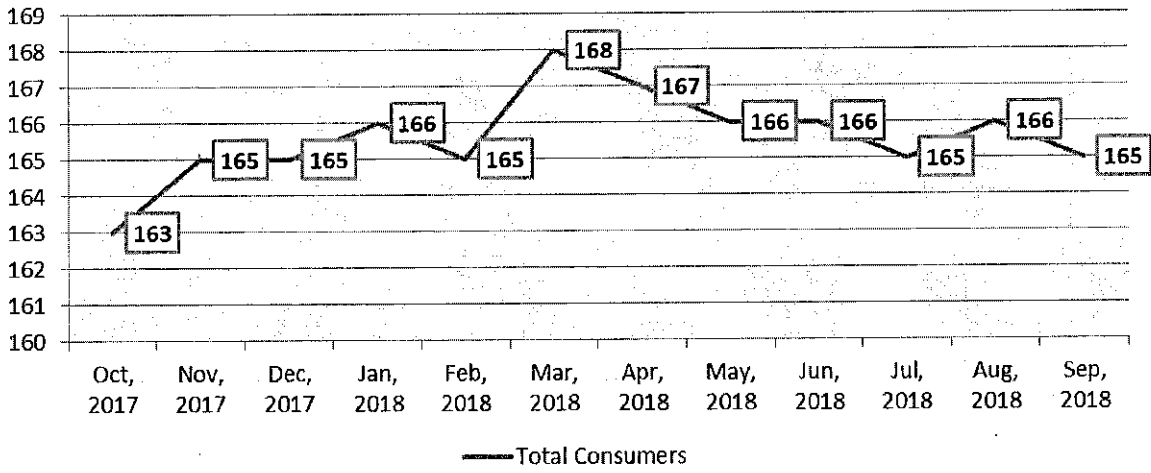
Greatest Successes & Concerns:

- Successes
 - We implemented 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 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. We have been working collaboratively with Case Management and the Business Office to address these issues. We currently have \$316K of un-paid claims dating back to June of 2017. Things are improving in this area, as the number of billing issues each month has been decreasing, and we are making progress in addressing previous issues.

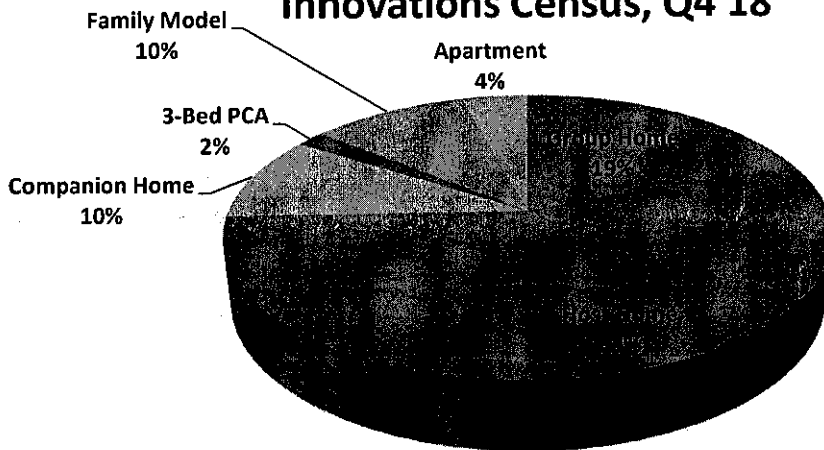
Census Graph for Fiscal Year

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

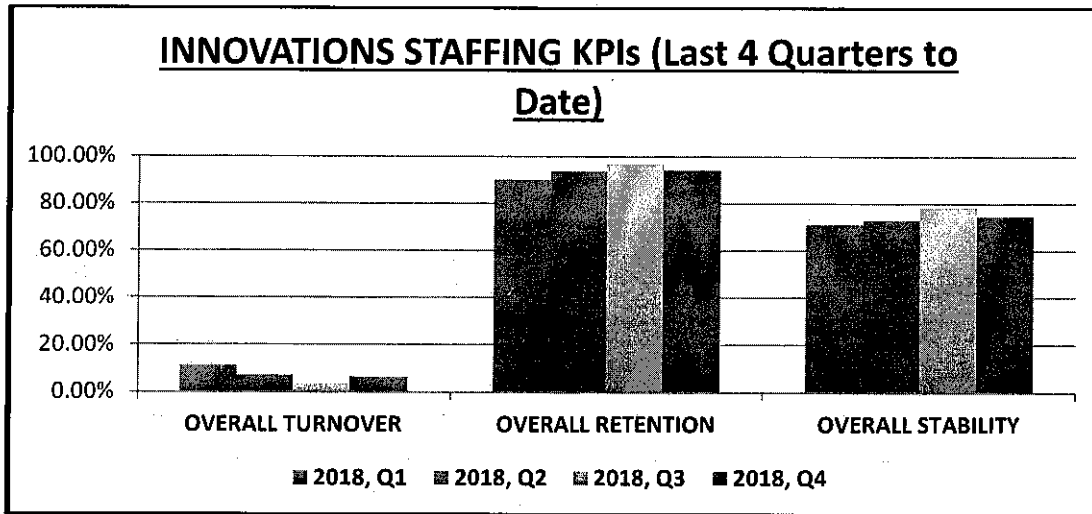
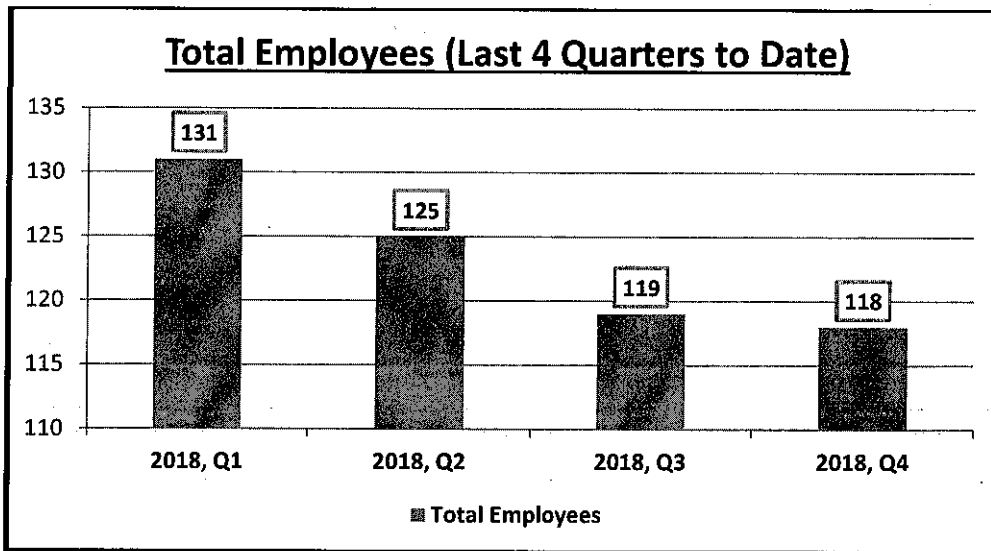
INNOVATIONS CENSUS (Last 12 Months)



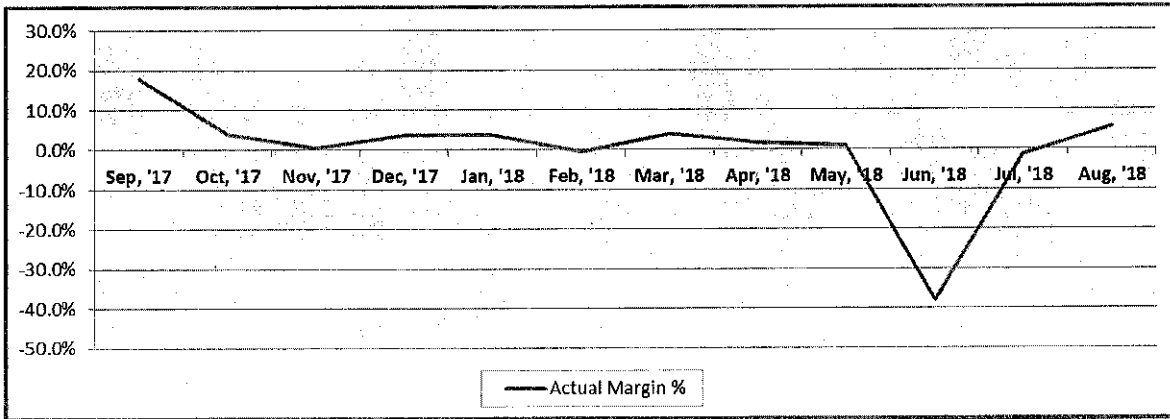
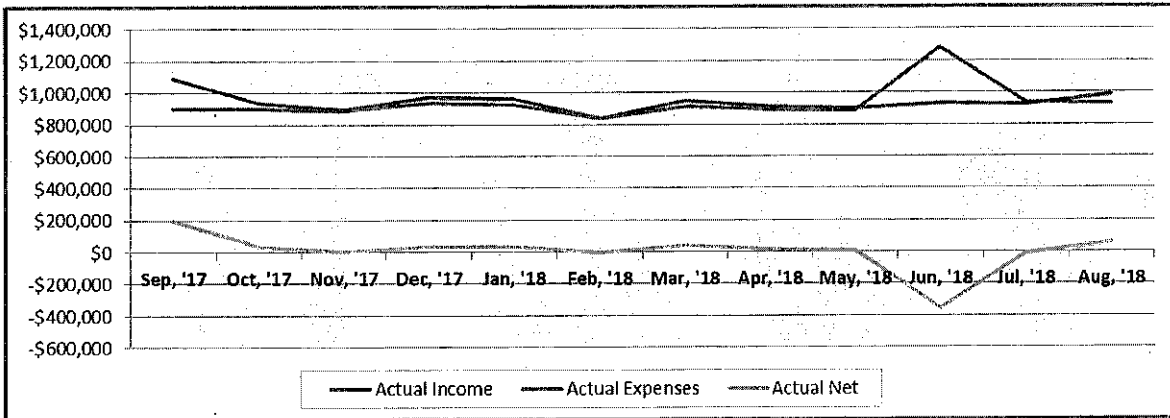
Innovations Census, Q4 18



Staffing Graph for Fiscal Year



Budget Graph of Revenue over Expenses for Fiscal Year





Imagine!
Out & About
community based therapeutic recreation

October 2018 Catalog Board Report

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

September's Summary:

Total # of activities: 41 # of FNO: 4	# of ongoing: 32 # of Sat. one-time events: 4
Total number of service hours: 3,634	# of participants enrolled: 173
# of Volunteers: 2 # of volunteer hours: 11	# of interns: 1 # of intern hours: 81.25
Medicaid Revenue: \$39,991.79 (billed)	Private Revenue: \$4,678.75 (billed)
Transportation: \$10,495.86	Donations: \$0

- **Completed:**
 - Started Fall 2018 quarter activities
- **Planning:**
 - CTRS team proposed new activity for the Winter 2018-19 Catalog – “Racquet Power” (racquet sports)
 - Camp Cheley overnight weekend, 11 people participated.
- **Special Projects:**
 - Measurement/program objectives and milestones
 - University of Colorado Leadership Minor student’s observations.
- **Collaborations:**
 - CLS/OA Brainstorming Session for Imagine! Branded Services.
 - Medicine Horse; Luvin’ Arms Farm – Horsin’ Around on Wednesday mornings
 - Firehouse Art Center; Erie UMC – Creative Expressions
 - YMCA (Arapahoe) – Healthy Living on Tuesday mornings
 - Cairn Christian Church – Mission Improv-able on Thursday nights
 - Calvary Bible Church – kitchen space once per month for Around the World
 - R Space – Home Sweet Home on Tuesday nights and Around the World on Wednesday nights
- **Outreach:**
 - Museum of Boulder – tour for Creative Expressions
 - Ninja Nation
- **Billing & Reporting:**
 - Follow-up on August held claims (SLS/DD)
- **Recruitment:**
 - Posting for embedded BCBA and Behavioral Therapist for Out & About.
- **Internship Program:**
 - Chelsea is halfway through her 15 week internship
 - Special Project: re-vamping the Participant Information Form to support in measuring outcomes and milestones

Summary of hurdles:

- Accommodating new participant enrollment and hiring enough staff to accommodate the growing program.

Summary of current Program Initiatives:

- Creating a Jive manual with Catalog Coordinator for Go Live.
- Onboarding and training New Catalog CTRS



Imagine!
Out&About
community based therapeutic recreation

October 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.

September's Summary:

# of School Closure Days: 0	# of ASP days: 19
# of Service Hours: 988	# of children enrolled: 42
# of Volunteers: 2 # of Volunteer hours: 12	# of interns: 1 # of intern hours: 81.25
Medicaid Revenue: \$14,659.02 (billed)	Private Pay Revenue: \$3,002.50 (billed)
Boulder County \$: \$28,500 Broomfield: \$1,200	Donations: 0

Completed:

- School Closure Day confirmations and fall plans.
- CTRS Team gave a Therapeutic Recreation presentation to the YMCA of Boulder County.

Planning:

- School Closure Day activities for Winter.
- City of Lafayette's Arts in Community grant application submitted for Centre Stage for Kids.

Special Projects:

- Little Sprouts planning and registration.
- University of Colorado Leadership Minor student's observations.

Collaborations:

- Planning for Dayspring Early Intervention childcare twice a week.
- OA & CLS Brainstorm session for Imagine! Branded Services
- Speech, PT, OT, and contracted Behavior therapist collaboration at the After School Program.

Outreach:

- YMCA of Longmont for a Winter Sports and Games space for the After School Program.
- Ninja Nation activities for ASP and School Closure Days

Billing & reporting:

- Navigating held claims and Netsuite financial numbers to match actual billed revenue.

Recruitment:

- Presentation to CU Boulder Fraternities and Sororities for employment opportunities.
- One Full Time and one Part-Time employee were hired and started training shifts.
- Posting for embedded BCBA and Behavioral Therapist for Out & About.

Internship Program:

- One intern has completed 6 weeks of her internship this Fall.
- One intern has accepted for the spring of 2019.

Summary of hurdles:

- Accommodating new children enrollment and hiring enough staff to accommodate the growing program.

Summary of current Program Initiatives:

- Creating a Jive manual with Catalog Coordinator for Go Live.
- Planning for School Closure Days.