



Imagine! Board of Directors Meeting

September 24, 2019

John Taylor Conference Center

1665 Coal Creek Dr.

Lafayette, CO, 80026



Meeting Book - Imagine! Board of Directors Meeting September 24, 2019

Meeting Agenda

- | | | |
|--|-----------------------------------|-------------------|
| 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. Presentation | | Tanya Kelly-Bowry |
| 3. Approval of Minutes

August 2019.docx | Discussion, Approval | |
| 4. Finance Committee Report | Information, Discussion, Approval | |
| 5. Services Committee Report | Information, Discussion | |
| 6. Board Recruitment Committee Report | Information, Discussion | |
| 7. Foundation Report

Foundation Bd Update Sept 2019.docx | Information, Discussion | |
| 8. Executive Committee Report

Boulder County Report | Information, Discussion | Sara Boylan |
| 9. Executive Director's Report

CEO September_19.docx | Information, Discussion | |
| 10. Request for Executive Session if needed | Approval | |
| 11. Adjourn | Approval | |
| 12. Supporting Materials

Care Coordination Board Report- September 2019.docx
CORE Labor Source August 2019 Board Report.docx
Dayspring September 2019 Board Report.docx
F R E Board Report September 2019.docx
HR_Brd_Rpt_September 2019.doc
September 2019 Catalog Board Report.docx
September 2019 Children's Board Report.docx | | |



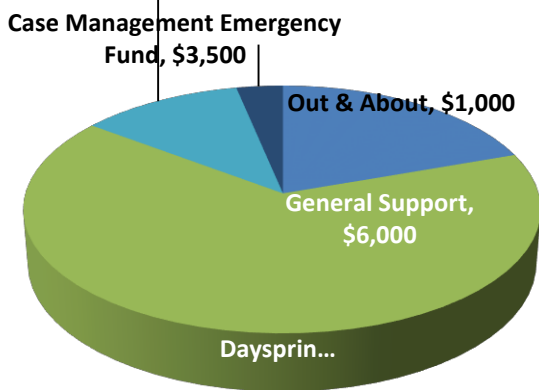
Purpose Statement: The Imagine! Foundation raises funds beyond its expenses annually and increases awareness of Imagine!’s clients, families, and needs in the local community in order to provide opportunities defined by Imagine! for increased independence and quality of life for those Imagine! serves.

The Imagine! Foundation Board met on Tuesday, September 10. They reviewed the bylaws and voted to retain the appointment of Foundation Board Members by the Imagine! Board, maintaining the governing board control of the Foundation as a Type 1 Supporting Organization.

Fundraising Goal is \$750,000

FY20 Initiatives

- 100% of both boards will make a philanthropic gift this fiscal year. *Imagine! Board Members received a solicitation in August.*
- The FY20 Employee Giving campaign will fund small emergency gift cards for families/individuals experiencing a small crisis. We currently have 116 donors and are on track to exceed \$10,000.
- Funding initiatives include housing sustainability, emerging technologies, and services.
- The Imagine! Celebration is Saturday, January 25, 2020 at the Marriott Westminster. Tickets are \$125 and sponsor levels will remain unchanged.
- Fundraising efforts will be expanded to increase number of donors/recapture lapsed donors.
- The Foundation Board will recruit 3-5 new members.



**FY20 Grants to date total \$30,500
September 2019**

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 12, 7:30 a.m.

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

In addition, six grant proposals are pending decisions, and total \$109,000.

CEO Report to the Board of Directors

September 2019

General

Governor Jared Polis proclaimed the week of September 8th Direct Support Professional (DSP) week. Our Public Relations team put together [this fantastic video](#) honoring our staff. I was able to attend a staff barbeque for the employment services team and celebrate with them. We are also honoring our Care Coordination team during the week of September 16th. I showed my gratitude by attending a few of their celebratory events. No matter our job titles, none of us could do what we do without the hard work of our direct support professionals, case managers, navigators, and service coordinators every single day.

CEO Activities

As I shared in my August report, I've been prioritizing my time meeting with leaders of other safety net organizations in the community. Since last month, this focus has continued and I'm happy to report I've met with the Association of Community Living several times, Meals on Wheels, the leadership of Boulder County Department of Housing and Human Services, the Autism Society of Boulder County, the YMCA, Bridge House, and Via. I have many more scheduled and with each meet and greet, continue to learn more about how our community experiences Imagine! and possible ways for us to collaborate.

Operations

We expected the Bob and Judy Charles SmartHome renovation project to be complete by the end of September. The discovery and correction of water damage has extended the timeline and we are now expecting it to wrap up in mid-October.

The Boulder location of employment services successfully moved into their new space in Lafayette. Staff and clients are appreciative of the bright and fresh open space. The location is conveniently close to the Dixon and Coal Creek buildings, allowing for more natural interaction with the team.

Case Management is fully staffed and working hard at onboarding the recent batch of new hires well. They are in the midst of implementing several strategies to halt the high turnover rate in the department and retain our best talent.

The residential team continues their efforts in finding good fits for the four open beds we have in the Mark Emery Foothills Group Home. This is often a slow and challenging process because our group home environments serve a very specific subset of the population of individuals who benefit from this service. Our homes are designed to serve individuals with the most complex physical and medical needs.

Government Relations

This summer, the Medical Services Board (MSB) passed new rules for the Family Support Services Program (FSSP) with a mandatory implementation date of December 31. The rules introduce new requirements that will add to the administrative cost of the program. These rules include completing an

annual assessment of need, creating written plans of care, comprehensive policies and procedures, and direction on how funds must be prioritized and distributed. Nearly every procedure in that department will be new or different. The FSSP team is focused on meeting the 12/31 implementation deadline and the associated milestones along the way. I have directed the team to keep me apprised of any negative impact our families experience during this transition time.

We are tracking an Opinion-Exemption Letter issued by the Colorado Department of Labor and Employment in June 2019. *Background: In 2012, the Colorado Department of Labor and Employment issued an Advisory Bulletin and resource guide that exempted CCBs and service agencies from the provisions of Wage Order 28 which exempts us from certain provisions around overtime over 12 hours a day, rest periods, and meal breaks. We have been informed that all prior Bulletins and Advisories are no longer in effect and that CCBs and service agencies are no longer specifically identified as exempt from the wage order.* Complying with overtime over 12 hours could be a significant impact on any staffed residential service and complying with rest periods and meal breaks is equally difficult in any staffed group setting. The Department of Labor and Employment is currently accepting comments for changes to this regulation and we intend to take advantage.

Last week, I received our annual noticed from Broomfield County to apply for county funds for calendar year 2020. I will be working with the Executive Team to put this together in the coming weeks.

Please ask any questions you might have that I did not cover in my report.

Respectfully submitted,

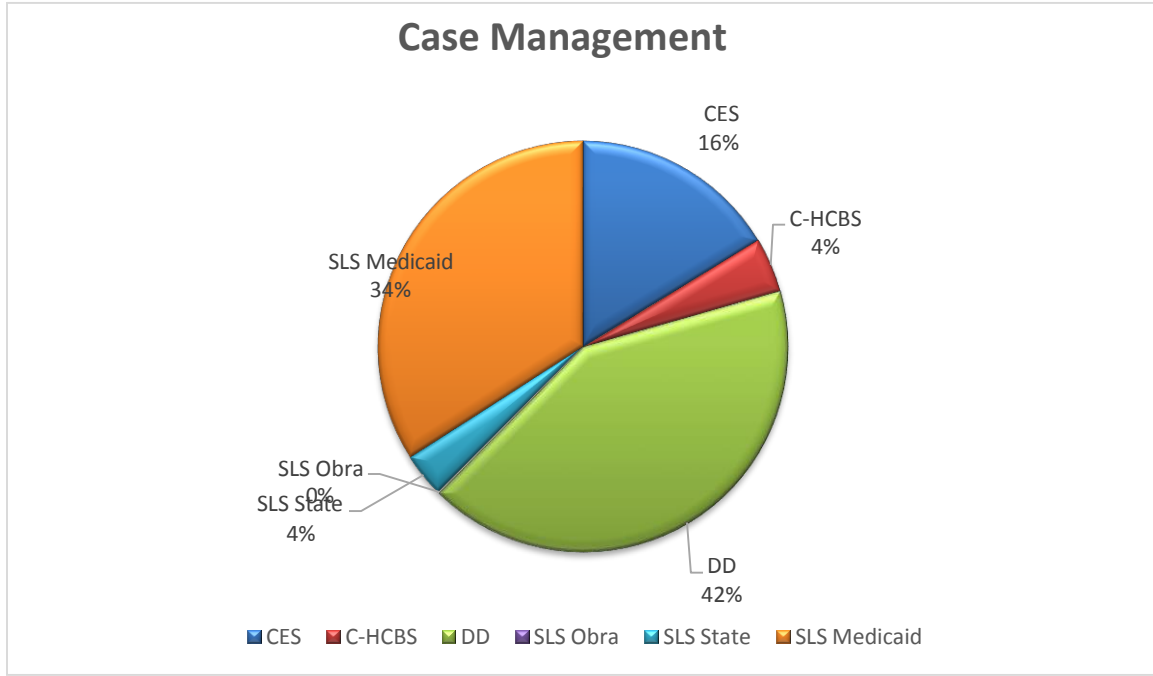
Rebecca Novinger

Care Coordination Board Report

September 2019

Case Management

- As of September 12, 2019, Imagine! CCB serves 1,207 individuals in Case Management, broken down as follows:



- Case Management is fully staffed.

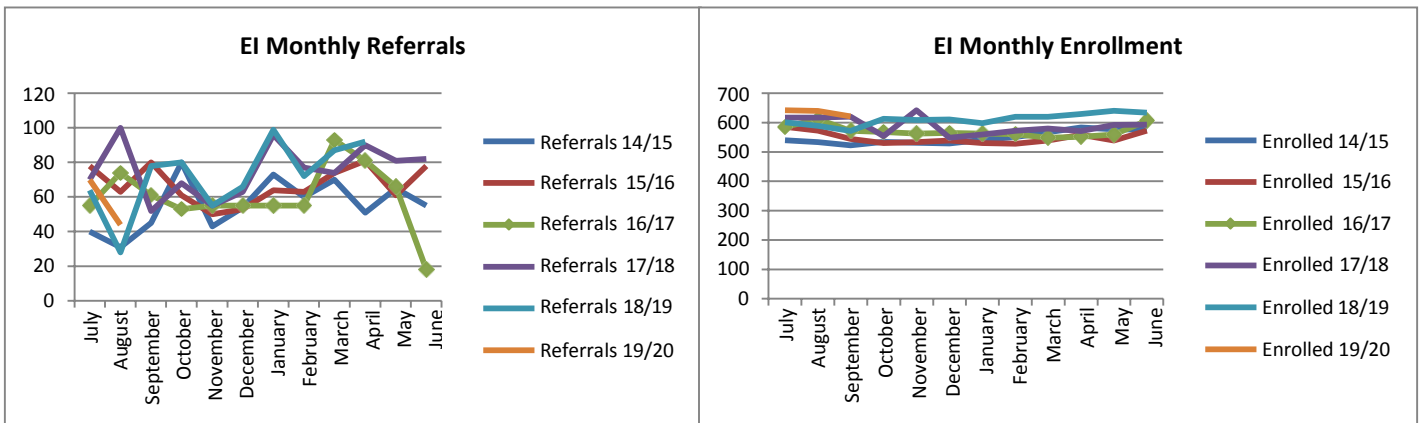


Family Support

- As of September 12, 2019, Family Support is serving 1,190 individuals.
- The Autism Spectrum Disorder (ASD) Program is currently serving 41 individuals.
- Family Support is fully staffed.

Early Intervention

- As of September 12, 2019, Imagine! CCB serves 622 children in Early Intervention.
- Early Intervention is fully staffed.



*Submitted by: Jenna Corder, Director of Client Relations
September 12, 2019*



September 2019 Board Report

CLS Service Provided		
Service Type	Units	% of Service
Behavior Services	1288	2.02%
Job Coaching - Individual	430	0.67%
DVR Services	26	0.04%
Job Coaching - Group	10454	16.36%
Specialized Day Habilitation	14816	23.19%
Supported Community Connections	36876	57.72%
Total	63,890	100%

Notes About Table:

- With the recent addition of the BCBA's, and a growing caseload, we have seen a steady increase in behavior services since June, 2019.
- CLS also added an employment specialist to continue growing our independent employment program and Longmont has identified 5 individuals who are ready to begin the DVR process.
- With sub minimum wage fading out over the next several years, CLS is looking to be proactive and strategic in the way we approach employment. As such, group employment continues to decrease, as we're looking to support individuals to move from group employment to individual employment. Several worksites have been low on work, and CLS is no longer actively seeking additional group employment opportunities..
- There was an increase in Supported Community Connection services as we continue to grow our community presence and class opportunities.

Summary of Achievements/Initiatives:

- After 10 years Boulder CLS officially moved out of the site on Western Avenue and into a space on Courtney way in Lafayette. The new space fits our needs for both now and in the future, and will support services efforts to be more cohesive.
- CLS has enrolled four new clients off of the waitlist that started in August
- We have also begun contracting with a number of new community locations, including a class at the CU Boulder campus around technology, an iPad class taught by Apple staff, a music studio in Lafayette called Dog House Music, and a new art studio space in Longmont. We have also identified a new volunteer opportunity in Longmont the Our Center.
- The CLS Assistive Technology program supervisor, Meagan Little, gave a successful presentation at Longmont Start-up Week involving a virtual reality project that was featured in the Longmont Times. This project is designed to get clients ready to work and train job specific skills for the group employment shift at Left Hand.
- Our department is restructuring in that we have added a supported employment supervisor under our Employment Program Supervisor to support in developing more independent and group employment opportunities that are in competitive, integrated environments with pay at minimum wage. Our newest contract with Sticker Giant will begin as soon as they are done remodeling the space.
- Lastly, the Longmont site for the first time in years is fully staffed according to the budget for the year. We are hoping to enroll all the clients off of our waitlist, which may support an additional one or two staff for our location.

Summary of Hurdles/Challenges:

- Our greatest hurdle currently is finding, developing, and placing clients in independent jobs and maintaining current levels of group employment. We are confident that the addition of another employment specialist and an employment supervisor will help, but creating connections that lead to actual job placements takes a significant amount of time and we always need more leads and connections. In the same vein, finding good, integrated community locations is another challenge that we continue to run in to.



Imagine!
Dayspring
education • therapy • inspiration

Summer 2019
Board Report

Summer Summary

Current # of children enrolled: 146	Current # of Therapists: 11 FTE: 7.23
# of CCA's : 6	# of referrals taken previous month: 31
Total # of Employees: 14	Donations: 5,500 from Knights of Columbus

Completed:

- We held our first Dayspring Dialogue class for Dayspring families in August, the class was around using visuals for families and it was a great success. The families who attended felt that they got a lot of the class and we will be continuing to offer other classes throughout the year taught by other therapists as well as continuing to offer the class for visuals

Upcoming:

- We are getting ready to start our Hanen classes. This fall we are offering an English It Takes 2 to talk along with a Spanish class of It Takes two to Talk. We will have 5 families in our 9 families taking the classes. We were able to pay for 6 families books with grant money inedited for Hanen
- Out and About will continue to help provide child care 2 days during the classes
- We have just started fall CCAs and are excited about adding some additional activities for families. we are looking at offering a monthly art class and also a possible trip to the fire station
- This fall we are continuing to partner with Airborne in Longmont to offer a baby stimulation class. This class is open to any family who attends airborne so it mixes families in dayspring and families in the community
- Program Manager will be attending the Zero to Three conference the first week of October in Fort Lauderdale.

Challenges:

- We were hoping to offer a More then Words Hanen class this fall but were unable to secure enough families to sign up for the class. During the fall we will be looking into better ways to market the class and speaking to the Hanen offices for some suggestions. We are noticing that the more than words class is a big ask for some families and requires 13 weeks of commitment and that seems to be daunting for families.

- Total # of families in Dayspring has dipped slightly this month. We have had a large # of families exit in the last 2 months are working to fill the spots

Billing

- We are continuing to work on the Medicaid issues surrounding PARs and speech therapy
- With the upcoming EVV changes beginning in January we are actively working with IT to make sure we meet requirements for the state.
- We were able to back bill 19,000\$ to EI state for unpaid Medicaid claims from the 2018-2019 FY year.

Family Recruited Employee Board Report
August 2019
Jenna Sallee, FRE Program Manager

Update:

Total # of active employees at the end of August 2019: 225
3 new employees hired
5 employees terminated

Happenings:

- Implementation of CAPS checks for applicants working with adults 1/1/2019, 15 checks completed as of end of end of August, no hits.
- SB 19-238 7/17/19: I applied to be on the Training Advisory Committee which will be responsible for training providers and communicating wage changes, listened in to 1st open meeting on 8/15/19. Follow up questions for my application submitted on 8/22/19.
- 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 8/20, 8/27, 8/28 CDASS 8/28 FRE services Pgm Mgr currently a voting member for CDASS).
- CMS guidance on EVV implementation released on 8/8/19 resulted in a push for the State of CO to apply for a 1 year extension. Application submitted 9/5/19. CMS has 30 days to reply.

Total # of individuals using FRE services in August 2019: 136

FSSP: 0

State: 3

CES: 67

ASD: 1

Medicaid: 65

Top 3 service categories utilized in August 2019:

Respite care: 3895.75 hrs

Personal Care: 1356.5 hrs

Enhanced Homemaker: 821.5 hrs



To: Imagine! Board of Directors
From: Laura Ball
RE: HR Report for September 24th, 2019 Board Meeting
Prepared: September 11th, 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

9/11/19

Full-time (30+ hours): 297
Part-time (20-29 hours): 21
Casual (scheduled 1-19 hours/wk): 20
Family Recruited Employee's: 239
Substitute (unscheduled/on-call): 45
Temporary: 19
Receiving services through Labor Source: 134

Total: 641 (doesn't include people in services)

Calendar Year Hiring Data through 9/11/19:

- Total New Hires: 205 (includes 47 Temps and 49 FREs)

Calendar Year Termination Data through 9/11/19:

- Total Terminations: 128 (includes 51 FREs)

Calendar Year Turnover through 9/11/19:

- Turnover of full, part time, and casual employees: 22.78%

Volunteer Data

9/11/19

Number of volunteers: 166
FYTD Number of volunteer hours: 1,404.5

Current Staffing

HR 6 FTE
Volunteer Program .6 FTE

Activities:

- HR is fully staffed! We are pleased to announce that Chelsea Jackson has been promoted from HR Coordinator to Benefits and Leave Administrator, and that Shannon Mitchem has been promoted from Innovations Program Specialist to HR Coordinator.
- As of 9/11/19 we have 14 open positions. Last year at this time we had 28 open positions.
- Imagine! has selected Ceridian Dayforce as our performance management solution. We current use Dayforce for HR, Payroll, Recruiting, and Benefits.
- Imagine! New Employee Orientation has been revamped to encourage interaction among new hires and Executives, and to provide more information about the culture of Imagine!. Board members are welcome to attend a New Employee Orientation, which are held the second Tuesday of each month at 9:00am. Please let Laura Ball know if you're able to join us.
- HR is preparing for benefit plan renewals, effective January 1st, and for Benefits Open Enrollment, which takes place in November.



September 2019 Catalog Board Report

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

August's Summary:

Total # of activities: 20 # of FNO: 3	# of ongoing: 12 # of Sat. one-time events: 5
Total number of service hours: 1,651	# of participants registered: 150
# Segue participants: 7	New enrollments: 3
# of Volunteers: 1 # of volunteer hours: 2.5	# of interns: 2 # of intern hours: 369.5
Medicaid Revenue: \$24,156.12	Private Revenue: \$4,496.00
Transportation: \$5,315.68	Donations: \$0

- **Completed:**
 - End of Summer Catalog activities
 - Bike Block Party at Broomfield Community Park; over 70 people in attendance, iPIE Pizza, and Kona Ice, DJ, Face Painting, blow up toss activity, adaptive bikes and more. Huge success.
- **Planning:**
 - Wilderness on Wheels – Out & Away Program
 - Direct Support Professional week in September – staff appreciation gifts, snacks, etc. for the week of Sept. 9-14th
- **Special Projects:**
 - Travel program, “Out & Away” – first trip confirmed for September 13-15th, 7 participants registered
 - Group continues practice for Dancing with the Broomfield Stars
- **Collaborations:**
 - Lamont Does Park – The League
 - Firehouse Art Center – Creative Expressions
 - Loveland Corn Fest – Friday Night Out
 - Kona Ice, iPie Pizza, A Bouncy Bear Inflatables – Bike Block Party
 - First National Bank, Ruby Ru’s – Bike Block Party
- **Outreach:**
 - Lafayette Senior Center, Nature Lab (Louisville), Erie Community Center, Flatirons Church – Fall activity space
 - Birdwatching Group of Colorado – Fall activity planning
- **Billing & Reporting:**
 - Follow-up on July 2019 held claims (SLS/DD), recovering July and August 2018 held claims
 - Q4 KPI and QA reports completed
- **Recruitment:**
 - 19 Temporary staff will be staying on as permanent employees for the school year as full time, part time, casual or substitute positions
 - Posted for a casual status Evening & Weekend Instructor position to help with weekend staffing needs
- **Internship Program:**
 - 2 Summer interns; special project was planning the Bike Block Party on 8/17

Summary of hurdles:

- Cancelled 2 activities due to staffing needs

Summary of current Program Initiatives:

- Intake for new participants – open during registration periods for each quarter, deadline is same as registration deadline
- Embedded Behavior Services – reaching out to families about embedded behavior opportunities
- Activities outdoors as much as possible, as weather permits



Imagine!
Out & About
community based therapeutic recreation

September 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.

August Summary:

# of Summer Camp: 9	# of ASP days: 5
# of Service Hours: 3,116	# of children enrolled: 78
# of Volunteers: 0 # of Volunteer hours: 0	# of interns: 2 # of intern hours: 369.5
Medicaid Revenue: \$49,691	Private Pay Revenue: \$8,160.00
Boulder County \$: \$24,490 Broomfield: \$1,200	Donations: 0

Completed:

- Summer Camp is complete for 10.5 weeks
- School year children's services started August 26th with 69 children enrolled for After School Program and Summer Camp; 3 more than last year.
- New Assistant Manager Position posted

Planning:

- School Closure Day activities for the Winter

Special Projects:

- End of the summer potluck with families is complete with successful attendance.

Collaborations:

- Medicine Horse Program and Growing Gardens for our Treks and Trees activity.
- Firehouse Arts for our Express Yourself activity
- Yoga with Lindy from Kinetic Shapes Yoga

Outreach:

- Flatirons Church for Art space
- Cairn Church for our Centre Stage program
- Avalon Ball room for our Movement program

Billing & Reporting:

- Resolving held & denied claims before the end of the fiscal year.
- Meeting with the business office to resolve Private Pay issues.

Recruitment:

- 19 Temporary staff stayed as permanent employees in a Full Time, Part Time, Casual or Sub status.
- 2 Summer Interns stayed on as full time employees.

Internship Program:

- Two interns have completed their 15 week internships.
- One intern has starting for the Fall term.

Summary of hurdles:

- Staffing first two weeks of after school program with staff being out on jury duty, sick, and changes in availability.

Summary of current Program Initiatives:

- Managing Program Restructure- addition of Assistant Manager Position.