

**CEO Report for October 2020**  
Submitted by Tara Kiene, President/CEO

This report is a summary of key activities and highlights impacting the agency from the perspective of the President/CEO. While it is addressed to and aimed at the agency’s Board of Directors, it is also shared with CCI employees to offer an overview of things happening in the agency.

**Contents**

- State—HCPF/DHS/Alliance..... 1
  - Department of Health Care Policy and Financing (HCPF)— ..... 1
    - COVID relief..... 1
    - CFCM..... 2
  - Department of Human Services ..... 2
    - Early Intervention payments ..... 2
- Local Community ..... 2
  - Disability Law Colorado visit..... **Error! Bookmark not defined.**
- Fundraising/Development..... 2
- Internal CCI highlights ..... 2
  - Case Management week ..... 2
  - SEP Proposal..... 2
  - Process Improvement Training ..... 2
  - Personal Outcome Measures ..... 3
  - COVID-19..... 3
- Facilities ..... 3
- Other ..... 3
  - Goal Progress:..... 3
    - Strategic Plan..... 3
    - Strategic Leadership Certificate ..... 3

**State—HCPF/DHS/Alliance.**

*Department of Health Care Policy and Financing (HCPF)—*

- **COVID relief**—Since the end of retainer payments, the Department has been trying to develop some relief for providers who are unable to provide services at the previous rates. Their focus is on Day Habilitation services, which have been hit the hardest. Alliance has worked closely with the Department on creating some options. The best they have come up with is a three tiered billing system for Day Habilitation where Tier 1 is a low rate for virtual services, Tier 2 is group Day Habilitation with the current rates, and

Tier 3 is a one-on-one rate. It's a bit of a mess and doesn't really assist with losses from services that cannot be provided at all due to client choice or risk of infection.

- **CFCM**—The Department is still working on their new vision for case management in the future. I feel like I'm repeating myself by saying there are lots of unknowns, but it continues to be the truth. Amongst the pieces still to be determined include whether CCB's will continue to exist outside of the new case management entities, where Early Intervention will live, who will be responsible for OHCDS (billing for outside vendors for services such as home modification, counseling and vision), and the size of the regions that the new entities will cover. Until we have answers to those questions, I don't see how we can make an informed decision about our own future. I continue to work with the Department and other CCB's to sort through the complicated pieces of this puzzle.

#### *Department of Human Services—*

- **Early Intervention payments**—We continue to experience losses in Early Intervention and the Office of Early Childhood hasn't been particularly helpful in solving the problem. Instead we are planning to reach out to a couple of other CCB's to see if we can figure out what we might be doing differently. All CCB's are experiencing frustration with late payments from the Office of Early Childhood and Alliance will be tackling this issue with us.

## Local Community

No updates at this time.

## Fundraising/Development

See the Marketing and Development report for an overview of fundraising and development efforts.

## Internal CCI highlights

- **Case Management week**—October 11-17 was national case management week, so we honored our case managers. It's not too late to appreciate a case manager! They've been through the ringer this year.
- **SEP Proposal**—Speaking of case management, we submitted our proposal for the Single Entry Point contract on October 22<sup>nd</sup>. It all in the hands of the Department now. I'll let you know once we hear something.
- **Process Improvement Training**—Most of our leadership team recently participated in a mini-course around process improvement projects. Although our Administrative Review Team has been focused on process improvement for several years, this training helped build our skills and tools for this important strategy.

- **Personal Outcome Measures**—Our 10-year Strategic Plan goal is to increase integration for people with intellectual disabilities. But how do we know if and when we’ve achieved that? The Personal Outcome Measures from the Council on Quality in Leadership is a tool that helps people with disabilities document their personal goals and values and whether they are fulfilling those. It also allows us to look on a more global basis at how well we are supporting people in our services with meeting their own personal integration outcomes. We were scheduled to be trained in this tool last March—you can guess what happened. CQL has started developing an online training on this assessment and offered us the opportunity to reschedule and help them pilot the new training—at a 50% reduction! Obviously, we took them up on the offer. Our entire adult services team will be trained in this helpful tool the week of November 16<sup>th</sup>.
- **COVID-19**—The coronavirus is still wreaking havoc in just about everything we do. As you probably already know, disease prevalence in all of our local communities is on the rise, so it isn’t time to relent on our caution. Our offices are still officially closed to the public—we didn’t have much walk-in business to begin with—and most administrators are still working mostly or fully from home. Adult program clients who are interested in receiving services are all receiving some level of services, even if it looks different than usual. Early Intervention has relaxed their requirements just slightly—Service Coordinators and Therapists can meet in person with families and children in limited circumstances where virtual support isn’t adequate. SEP and CCB case managers are still required by HCPF to be remote except in urgent circumstances where a client’s health and safety is at risk. So far everyone is staying safe and healthy—we hope the same for you!

## Facilities

No updates at this time.

## Other

- **Goal Progress:**
  - **Strategic Plan**—I have included our action plans for our 4 strategic priorities in the Supplemental Materials section of the Board packet on Google. Thanks to Ellen Stein, Matt Payne and Jeff Newman for their leadership in putting these plans together and to the numerous other stakeholders who helped. Each of the action items listed are priority tasks that we’ll be focusing on this fiscal year with the hope of moving the needle toward our community integration goal. Because these tasks are specific to this year, we definitely had to consider what was reasonable and achievable amidst a global pandemic. I think you find that we still came up with plenty of ambitious goals for the year.
  - **Strategic Leadership Certificate**—Complete!!

### Acronym Cheat Sheet

- ART (Administrative Review Team) –The Executive Team and Program Directors oversight of Quality Indicators
- The Arc – advocacy organization for people with intellectual disabilities
- ANCOR (American Network of Community Options and Resources)
- BHO (Behavioral Health Organization)
- CCB (Community Centered Board) we are 1 of 20 in the state
- CCI (Community Connections, Inc.)
- CDLE (Colorado Department of Labor and Employment)
- CFCM (Conflict-Free Case Management) Federal mandate that the provision case management must be separated from direct program services.
- CES (Children’s Extensive Services)
- CHCBS (Children’s Home and Community Based Services)
- CMS (Centers for Medicare & Medicaid Services) Federal
- CORA (Colorado Open Records Act)
- DHS or CDHS (Colorado Department of Human Services)
- DSP (Direct Support Professional) – field staff working with clients
- DVR (Department of Vocational Rehabilitation)
- EI (Early Intervention) Developmental services for kids Birth to 3
- FOT (Festival of Trees)
- HCPF (Health Care Policy and Financing) State Medicaid office
- I/DD (Intellectual and Developmental Disabilities)
- JBC (Joint Budget Committee at the Colorado legislature)
- MOU (Memorandum of Understanding)
- PASAs (Program Approved Service Agencies) agencies approved to provide Medicaid Waiver services across the state
- PCA (Personal Care Alternative) residential services not in a host home
- RAE (Regional Accountable Entity) Medicaid Care Management organization
- Residential (a.k.a. Comprehensive – our adult 24/7 support)
- ROI (Return on Investment)
- SJBPH (San Juan Basin Public Health)
- SLS (Supported Living Services) – Services for adults living independently or with family
- TCM (Targeted Case Management)