

## **HIGHLIGHTS**

### **State—HCPF/DHS/Alliance.**

- **Conflict-Free Case Management**—Our Business Continuity Plan for Conflict-Free Case Management has been submitted to HCPF with a plan for helping to move Case Management to another entity over the next couple of years. We are still in talks with a few local agencies about the possibilities for a joint venture.
- **Surveys**—HCPF did a Program Review of our Case Management services July 17-19<sup>th</sup>. We will receive their written report within 4-6 weeks. We anticipate an extensive Corrective Action Plan because every CCB prior to us has had an extensive CAP and we're good but not *that* good. The HCPF Representatives shared that many CCB's have taken up to a year to complete all the corrective actions needed. We also have a call scheduled with the Office of Special Audits on July 26<sup>th</sup> to discuss their findings in a separate audit that has been occurring since last fall. This audit focused on Case Management as well.
- **Alliance**—I am currently serving on a couple of committees within Alliance. The PLAN committee is focusing on long range planning for Alliance, specifically around legislative priorities. The CM/RFP committee has been providing input to HCPF on the new qualifications for Case Management Agencies and Case Managers. We are now moving on to addressing a standardized method for Case Management entities to use to recruit providers.
- **DHS Visit**—Reggie Bicha, Executive Director of the Colorado Department of Human Services, is doing a statewide tour, and I will be attending his Durango session. The Dept. of Human Services oversees our Early Intervention program.

### **Local Community**

- **Accessibility**—July 26<sup>th</sup> is the 28th Anniversary of the Americans with Disabilities Act. Ellen facilitated getting a City of Durango proclamation read at the City Council meeting on the 17<sup>th</sup> and one of our community partners, Jason Ragsdell at Southwest Center for Independence, talked about community accessibility and our Accessible Communities Team Block Grant. Our ACT team will be hitting the streets on the 26<sup>th</sup> to deliver certificates to businesses who have completed accessibility improvements through the ACT grant.

### **Fundraising**

- **Festival of Trees**—It's July, which means FOT is just around the corner! We've begun working with DSNGRR to plan for the event, which will be held this year on December 7-8<sup>th</sup> (once again in concert with Noel Night). Mark your calendars! We have some fun ideas to make this year more fabulous (and

hopefully more profitable). Ellen and I are meeting with several past tree sponsors over the next few weeks to get their feedback on what has been working and what they would like to see this year. Ellen is also investigating getting a raffle license to expand our fundraising opportunities for the FOT, but this requires significant participation by the Board, so we'd like to discuss it in further detail at the Board meeting.

- Technology Training—The Coleman Institute sponsored an excellent training in Cortez on using technology for independence. Several of our staff attended and walked away with some new ideas for using technology that most of us are carrying in our pockets.

### **Internal CCI highlights**

- Agency initiatives—We are continuing process improvement work in the same key areas I reported last month:
  - Training development
  - Day Program Curriculum development
  - Host Home recruitment and retention
  - Competency Project
- As well as a new one that actually started last month, but is a heavy lift:
  - Transitioning to the Therap software Billing Program
- Staffing—Though our numbers are looking better, we continue to struggle to find a sufficient number of awesome DSP's. As a result, we have clients and families who are not receiving the services they need. A particular area of challenge is finding respite providers for families and children in the Children's Extensive Support Program (CES).

### **Facilities**

- Pine Street—Pine Street is still looking at options to remodel the bathrooms for better accessibility. We are not able to apply for funding through Pinnacol because we have not had a worker's compensation claim for that particular space. Some remodeling funds were already included in the FYE 2019 budget that was approved.
- Holly House—The dishwasher is either dying or dead, and the Civitans have offered to replace it for us. Civitans are also looking for a Friday to come restripe the parking lot and help organize the garage and storage areas.
- Harrison—Laura has ordered some equipment to make the conference room at Harrison a more usable space for training and meetings.

### **Other**

#### Acronym Cheat Sheet

- ACT (Accessible Communities Team) – Supporting businesses to become more accessible
- ART (Administrative Review Team) –The Executive Team and Program Directors oversight of Quality Indicators

- The Arc – advocacy for people with intellectual disabilities
- ANCOR (American Network of Community Options and Resources (for DD))
- 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)
- 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)
- IMA (Insurance Management Administrators)
- JBC (Joint Budget Committee at the Colorado legislature)
- LPC (La Plata County)
- MOU (Memorandum of Understanding)
- PASAs (Program Approved Service Agencies) Marcy’s department
- PCA (Personal Care Alternative) residential services not in a host home
- RCCO (Regional Care Coordination Organization)
- Residential (a.k.a. Comprehensive – our adult 24/7 support)
- ROI (Return on Investment)
- SJBHD (San Juan Basin Health Department)
- SLS (Supported Living Services) – Services for adults living independently or with family
- TCM (Targeted Case Management)
- UW (United Way)