

CEO Report for January 2021
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.

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State—HCPF/DHS/Alliance.

Department of Health Care Policy and Financing (HCPF)—

- EVV—Compliance tie to payment pushed back to March 1st due to rollout problems across the state. We’re still encountering problems and getting specific technical assistance is difficult to impossible.
- Rate Increases—HCPF has proposed temporary rate increases (January through March) to services most impacted by the COVID pandemic (Day Program and Supported Employment). Shannon pulled some data for comparison. Last year January through March we had \$194,641.05 in revenue

in those programs. This year we are projecting \$49,544.80 in revenue for the same period. The rate increases would increase that revenue by about \$5,000—not nearly the \$145K lost! It’s a valiant effort on HCPF’s part and we are glad for all they can do to help in these tough economic conditions. But it’s not going to make a huge difference.

Alliance—Alliance staff and government relations committee are working with JBC on a potential “sustainability payment” to Day Program providers. If the bill passes, it would be a more robust answer to the problem of lost revenue.

Local Community

No updates at this time. Our local communities are in lock down!

Fundraising/Development

- *FOT*—Wow, what an impressive year! In your board packet, I will include Ellen’s FOT “By the numbers” that Ellen designed for our sponsors. Bottom line—unbelievable success, especially in a pandemic year with a major pivot to the way the event was managed. The FOT Committee also met this month to celebrate successes and start planning for next year. Ideas included:
 - Starting everything earlier
 - Move the raffle to summer
 - See what we can do in Pagosa Springs
 - Replace some of the shrimpy trees
 - Replace some of the “shrimpy” trees
 - Figure out a way to improve data maintenance

Internal CCI highlights

- *Vocational Update*—Congratulations to Cassandra Krafka and Chelsea Johnson for completing their supported employment consultant training! They are both excited to delve into expanding our vocational offerings across our region.
- *Single Entry Point Contract*—We have been awarded the SEP Contract for Archuleta, La Plata and San Juan Counties. We’re really glad our SEP employees aren’t going to have to undertake another major transition so soon, and we can continue on our path of creating a truly streamlined and customer friendly approach to case management in our region.
- *Computer Hack*—We had a very worrisome computer hack during December when someone used several employees’ credentials to attempt to access our VPN (Virtual Private Network). Fortunately, our security protections worked and we had a couple of lucky strokes that prevented the hackers from achieving access. It

does not appear that any information, particularly Protected Health Information, was compromised. However, it did reveal some areas where we could strengthen our security and not have to rely on lucky breaks. Netforce is getting us some estimates on the cost of these system upgrades.

- **COVID-19**—We are working with our local public health departments on vaccinating frontline employees and several have already received their first shots. We anticipate that most of the people in our services will be eligible during Phase 2 of the vaccination distribution. The biggest barrier is that there are currently many more people who want the vaccine than there is available.
- **SEP and CCB Case Management Billing**—We are working with HCPF leadership on two different issues around our billing for these programs. For the SEP, we have encountered some inconsistencies in our payments. Shannon and Lana have remedied some of the issues and submitted a payment correction for November. I have also had a brief conversation with the Case Management Director at HCPF about the impacts of the rate changes on our ability to effectively provide CCB Case Management. We will be following up with a couple more CCB directors who are experiencing the same issue. The changes in case management billing for both programs has been a huge administrative burden as well. Many kudos to Elizabeth, Lana, Shannon and Lynn for their tireless efforts to make sure we're getting paid for these programs.
- **Administrative Review Team (ART)**—We had our quarterly ART meeting to review our quality indicators and process improvement. The minutes are included in your board packet. Indicators highlighted in green are where we are meeting our target. Indicators in yellow are “warning” areas that are either slipping or not quite at the target. For indicators in red, we are not meeting our target and need to consider process improvement strategies.

Facilities

- No updates.

Other

- **Goal Progress:**
 - Strategic Plan—I will be presenting an update at the meeting on Wednesday.
 - Strategic Leadership Certificate—Complete!!
- **IDD History Class**—A couple of Board members mentioned the desire to find out when classes of interest may be occurring. I am teaching my IDD History: Past, Present and Future on February 23 from 9 a.m. to 3 p.m. if anyone is interested. Let me know and I will send you the Zoom link.

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)