

CEO Report for September 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.

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State—HCPF/DHS/Alliance.

Department of Health Care Policy and Financing (HCPF)—

- EVV—(Electronic Visit Verification) We’ve had our first month of EVV and got a vague email from the Colorado EVV vendor that our services are showing EVV documentation. It seems like a technical problem with our software, but instead of just telling us the problem, we get to play Sherlock. Fortunately, we have a few months to work out the quirks before it impacts our billing.
- CFCM—(Conflict-Free Case Management) I recently had a meeting with some representatives of HCPF about the Business Continuity Plan (BCP) we submitted in 2017 to define our plan for complying with Conflict-Free Case

Management. Turns out, we were the only CCB whose BCP was approved at that time. But before we toot our own horn too loud, The recent pivot in HCPF's approach and the deadline extension have pretty much made that BCP pretty much worthless. The HCPF staff recognize that they have a lot of information that they need to provide before we can make any enlightened decisions on our future. We're back in a holding pattern.

Colorado Department of Public Health and Environment—

- **Infection Control surveys for IRSS**—Our Adult Services management has worked with our host homes to implement some infection control procedures within their homes. We've been so fortunate that our HHP's have been exceptionally cautious throughout this whole pandemic and kept residents safe and healthy. This is just formalizing many of the things they've already been doing.

Local Community

- ***Disability Law Colorado visit***—Check out [this awesome video](#) DLC did with our local star Cathy Sykes.

Fundraising/Development

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

Internal CCI highlights

- ***Case Management Department reorganization***—Due to some personnel changes (people moving into new positions at CCI and leaving for family issues) and the new rate methodologies in Case Management, our VP of Case Management has had to do some shuffling in order to keep the department in the black. This has meant increased caseloads, some new positions and a realigning some tasks and specialization areas. We hope to be fully staffed and have all transitions accomplished by October 1.
- ***DSP Week***—We recently celebrated Direct Support Professional Week with the rest of the nation. Our DSPs each received a gift certificate and a thank you and many of us participated in a fun online DSP Appreciation Happy Hour with lots of laughs. If you know or encounter a direct support professional, I hope you'll share our gratitude for their important role in achieving our mission.
- ***Scenario Planning***—As requested by the Board, we have drafted a set of actions based on several different revenue scenarios. Our team will be working on filling in some details now that the Finance Committee has reviewed. We anticipate this will be a working document that we can update as things change and new challenges (or solutions!) arise.
- ***Manager's Manual of Mayhem***—Each month when I do this report I review my calendar and my daily task lists to refresh my memory on what happened over

the past weeks. It's an interesting glimpse into my priorities and how I spend my time. This month seemed to have two main areas of focus—the Fund Development Committee/Festival of Trees and writing our new Manager's Manual. Over the years, as we've onboarded new Adult Services Program Managers, our approach has been a little too "sink or swim" for my tastes. So with the help of several members of the team, I've been trying to put together a manual that can serve as a training tool for new managers as well as a reference manual for experienced ones. The team is in the midst of a review and edits, but I will put a draft in the supplemental materials for the meeting. Please don't think you need to read all 100+ pages! It's just there to show you what I've been working on.

- ***Program Implementation***—Our Adult Services Team has been working hard to come up with ways to safely serve people in their homes and the community. Most folks (with the exception of a few who prefer not to take the risk) are back to receiving some level of services. The online sessions are picking up speed. And we hope to start opening Day Programs in the next few weeks with appropriate precautions in place.

Facilities

No updates at this time.

Other

- ***Goal Progress:***
 - **Strategic Plan**—We've had several workgroups updating our action plans for our strategic priorities this year (Client Engagement, Community Outreach, Improving Processes, and Diversifying Funding), in which several board members also participated. They each developed really good drafts of these action plans, but they need a little more work before they are ready for prime time. I will send them out for your review before the next meeting. I'm really excited to see the progress we can make, even in this age of COVID-19!
 - **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)