

**HIGHLIGHTS**

**State—HCPF/DHS/Alliance.**

- Department of Health Care Policy and Financing—Representatives from the HCPF leadership team will be in Durango for the Alliance meeting in September.
- Alliance—We are already starting to put together priorities for the 2020 legislative session. The whole Alliance crew will be here in mid-September and we'll have a busy couple of days of meetings.

**Local Community**

- City of Durango—Lynn Urban from United Way worked with several nonprofit leaders to develop some talking points and requests from the city. City staff have already responded positively. City Council is planning a study session for September. In the process, we have been finding some really interesting information on how other cities (including some similar-sized like Steamboat and Golden) handle their community support.
- Equity in Emergency Planning— Our colleagues from San Juan Basin Public Health have planned a busy and full year of workshops, presentations and resources for our stakeholders around emergency preparedness. The next event is a lunch presentation for host home providers on September 25<sup>th</sup>. EEP will help walk HHP's through checklists and plans and talk about possible barriers and how to overcome them. It will be very interactive and hands-on and host homes will get a free lunch and gift card as well!
- Mobile crisis changes—Rocky Mountain Health Plans (out of Grand Junction) has taken over the mobile crisis program for our area. One of their program coordinators is from the IDD system and is committed to ensuring that people with IDD get appropriate crisis response services. They are trying to shift away from emergency room referrals and working on cross-systems efforts to really stabilize people in crisis and provide adequate transitions back to a caregiver when appropriate (i.e when the person has a caregiver).
- Montezuma Caregiver Conference—Ellen and Julie Ferguson (Adult Services Director in Cortez) attended a Caregiver Conference in Cortez recently and made some really good connections to start more discussion around respite needs and gaps across populations in our communities. This might be an interesting area for us to expand in the future.

**Fundraising/Development**

- Festival of Trees—We will be starting to recruit sponsors in the near future, so send us any ideas of businesses to approach! Ellen is also collecting raffle items so we can get you all set up to start selling!

- Development Plan/Committee—As I write this we are just preparing for the Development Committee meeting with Michele Cody from ARCA. We should have a lot more to share at the meeting itself. That’s your carrot for coming to the meeting!
- Local First booklet—Community Connections will once again have a page in the Local First Coupon booklet. It’s a very cost effective way for us to increase our name recognition in La Plata County.
- Video—Ellen has been putting together plans to create several short videos about Community Connections to speak to different target audiences—potential clients, potential donors, potential employees, potential employers. Obviously there will be some overlap. This was included in this year’s budget request, but we are also seeking outside funding if we are able. We would like something prepared by Festival of Trees.
- Local applications—Tis the season for all the city and county applications. Several have already been completed by Ellen:
  - LPEA Education fund
  - La Plata County
- And she has several more due dates in the next couple of weeks. It’s a *busy* season!
  - Bayfield
  - Town of Pagosa Springs
  - LPEA Round Up

### **Internal CCI highlights**

- Compensation Plan—The Compensation Plan is in good shape, but the budget to support it isn’t. The good news is that based on the market research and our current strategy (to meet or lead the market for all positions), all of our employees are currently either within or above the target pay range. So we aren’t off our target. We have a compensation company (Payscale) who is going to help us analyze our current compensation, our plan and our budget to help us design a strategy for wage increases.
- Manager Manual—A significant portion of my time over the past month has been dedicated to developing the “Manager’s Manual for Mayhem.” (We haven’t yet decided whether the manual is intended to prevent mayhem or enable it. It’s probably a mix of both.) Historically, we have not had any structured guidance for new (or even experienced) managers. Our training approach for managers has had an unfortunate sink or swim feel to it, and I think we’ve felt the effects. The Manual is intended to bring all the pieces of the manager’s job—from employee management and budgeting to providing the actual services we deliver—into one cohesive place (with just a smidgeon of Tara’s notorious goofiness to keep it interesting). It’s been a major project, but I think (hope?) it’s really going to come in handy as both a training and a reference tool.
- Operations/future planning with Exec team—I’m not losing sleep *every* night over what the future has in store for Community Centered Boards in Colorado, but it’s a significant percentage of nights that I’m tossing and turning. (Leading Community Connections is sometimes a little bit like raising a perpetual two year

old.) Fortunately, I have my brain trust here at Community Connections that I can make sleepless as well. The Executive Team and Program Directors have put our heads together to come up with some short-term ideas to keep Community Connections as healthy and sustainable as possible amidst the very real threats around us. But we also will be doing some major brainstorming to find ways we can further our goal of full inclusion for people with IDD in a world with increased technology opportunities, increased competition, and rates that just don't keep up with the demand. Stay tuned, as we will probably be coming to the board in the next year to look at programs to add, programs to cut, and programs to manage somewhat differently.

### **Facilities**

- Pine Street—Come to the annual meeting! See our sweet new porch and beautiful new bathroom! Hooray!!!
- Sawyer—Oh, where to begin with the Sawyer office. The building has major drainage problems and the mitigation and correction is probably going to run about \$130,000. Before you faint, remember that as co-owners of the building, we only pay 16% of that amount, and we've already built up the capital reserves through prior years' condo association assessments. So there will not be additional cost to Community Connections at this time. But it's a hassle and a headache.

### **Other**

#### 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 (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)
- JBC (Joint Budget Committee at the Colorado legislature)
- MOU (Memorandum of Understanding)
- PASAs (Program Approved Service Agencies) Marcy's department
- 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)