

North Metro Community Services Board Meeting

January 25, 2024, 6:00 PM

Board Room, Second Floor 1001 W. 124th Ave.

Board Meeting Minutes

1. The meeting was called to order by Dr. Bertagnolli at 6:00 p.m.
2. Dr. Bertagnolli, asked for a motion to approve today's agenda and the minutes from the December 2023 meeting. Dr. Bertagnolli additionally asked for a motion to excuse John Coates and Hannah Martinez from today's meeting.

Motion: Edie Wallace/2nd Brian Kraft/Motion Carries

3. Finance Committee Report
 - a. November and December Financials were presented by Doug Shepherd.

November Financial Statements:

Statement of Activities

In the month of November 2023 a net loss of \$101,817 was recorded. The loss for the month exceeded budget by \$26,661. Holiday bonuses to staff and host home providers were paid and a total expenses of \$232,181 are reflected in the month. This amount was slightly over the \$224,167 projected. Year to date there is a net loss of \$226,646 recorded. This loss is \$157,789 worse than budget for the year.

Administration

- Administration recorded a net loss of \$17,745 during the month of November.
- The loss in the month of November is a combination of short revenues related to Early Intervention administrative revenues being short of and over budget salary expenses as a result of holiday bonuses.
- Year to date net revenue is \$120,474 and is \$68,781 under budget.

Day Program

- Day Program recorded a loss of \$113,304 in November. This loss is \$22,716 better than what was expected for the month.
- Revenues in November were \$23,935 better than what was budgeted for Day Program.
- The year to date net loss of \$410,031 is \$48,210 ahead of the budgeted loss of \$458,241.

Supported Living Services (SLS)

- Supported Living had recorded net revenues of \$11,128 and is \$9,139 ahead of budget for the month.
- Year to date we have a loss of \$8,693 in Supported Living and are behind budget by \$76,091 for the year.

Residential

- The residential department had net revenues of \$3,579 in November. The net revenue for the month is \$72,314 under budget.
- Total bonuses paid in Residential for staff and host home providers totaled \$109,285.
- Year to date net revenues in residential are \$297,750 and are \$100,261 less than budget for the year.
- There has been no growth in Residential services since our case management services separated at the end of October. We are still waiting to enroll 3 people into residential but are awaiting services to be set up through RMHS.

Early Intervention

- Early Intervention recorded net revenue of \$14,525 which is \$31,977 ahead of budget for the month.
- Year to date net revenues are \$40,849 and are \$39,134 ahead of budget YTD.
- Evaluations will be lighter throughout the holidays which will lead to some small losses in that part of the program.

Capital Update

There were no capital expenditures to report in November 2023.

December 2023 Financial Statements:

Statement of Activities

In the month of December 2023 a net loss of \$56,807 was recorded. The loss for the month exceeded budget by \$50,233. Total revenues for the month were under budget by \$23,569 which is typical for the month of December. Services in Day Program and Early Intervention are typically light around the holidays. Year to date losses total \$283,653 and are \$208,022 under budget for the year.

Administration

- Administration recorded net revenue of \$21,776 during the month of December.
- Total revenues in Administration are near budget with strong revenues for interest helping offset some of the shortfalls in state revenues.
- Year to date net revenue in Administration is \$120,474 and is \$68,781 under budget.

Day Program

- Day Program recorded a loss of \$148,726 in December. This loss for the month exceeded budgeted by \$18,882.
- Day Program revenues in December were short of budget by \$16,813. This is not unexpected with the short program month and typical holiday and weather absenteeism from program.
- Day program only had 12 days of service in the month.
- Attendance was at 80.24% in the month which reflects a 10% drop from November.
- The year to date net loss of \$558,757 remains \$29,328 ahead of the budgeted for the year.
- The months of January and February are expected to be difficult financially as cold weather will have an impact attendance in day program.
- The Brighton Day Program moved into the smaller space in December. This space is more suitable for Day Program in Brighton. Reduced rents and overhead costs will help overall expenses for Day Program.

Supported Living Services (SLS)

- Supported Living earned net revenues of \$19,724 in the month.
- Year to date we have earned net revenues of \$19,724 in Supported Living and are \$17,073 less than budget for the year.

Residential

- The residential department had net revenues of \$64,393 in December. The net revenue for the month is \$31,732 less than budget for the month.
- In the month of December net revenues were strong in both the Host Home and Family Care Giver programs which generated almost \$88,000 in combined net revenues.
- The apartment program has struggled in recent months as we are serving fewer people in that setting than we were at budget time. The apartment program lost \$16,000 in the month of December and has year to date losses of \$86,000.

Early Intervention

- Early Intervention recorded a net loss of \$13,974 in the month of December.
- The short month for services reduced revenues for service coordination and evaluations in the month. Revenues for the month were \$27,118 short of budget.
- Year to date net revenues are \$26,875 and are on budget for the year.
- Evaluations were limited with the holiday closure resulting in only 15 available evaluation days in the month.

Statement of Financial Position

Our cash balance is \$9,741,115 as of December 31, 2023. This balance reflects an increase of \$218,447 since the end of November. Accounts receivables are \$2,749,900 and reflect a decrease of \$576,000. Liabilities total \$2,356,529 and reflect a decrease of \$263,010 from the prior month end. Overall, our position remains strong with a current ratio of 5.62.

Capital Update

We took delivery of two vans in the month of December as part of the capital budget. These van purchases had a total cost of \$153,532. A deposit of \$8,100 was made to the contractor for the flooring project in the atrium.

Case Management Discussion

Staff discussed the progress since the transition of Case Management Services to Rocky Mountain Human Services (RMHS). This transition has not been smooth as staffing and internal struggles at RMHS has led to delay in Support Plan meetings and eligibility redeterminations being delayed. These delays could cause gaps and loss of services. These issues would have an impact in services and funding. Staff continues to work with RMHS to try and mitigate impacts to the people we support.

Early Intervention Request for Proposal (RFP)

The RFP for Early Intervention was released in late December. Staff is preparing our proposal to continue providing Early Intervention service for Adams County. We expect a favorable outcome from our proposal as we have done this service for many years. The enormity of the program would be extremely difficult for another agency to assume this contract. Our proposal is due by February the 13th with a decision being made in March.

Motion: Bill Hawthorne/2nd Doug Shepherd/Motion Carries

George informed the Board that the bid for the Early Intervention contract is moving forward and looking good.

Randy pointed out that the total cost to keep NMCS RC staff until the transition happened cost us \$600,000, and we would not have been able to do that had we not had that money in reserves.

4. Executive Committee Report

Dr. Bertagnolli reported that the Executive Committee discussed combining that meeting with the finance committee meeting. Further discussion will take place regarding the potential change.

5. Executive Directors Report

Randy reported that we are planning NMCS's 60th anniversary celebration for June 15, 2024. We have a planning committee of 14 and there will be more details to follow.

The Annual Meeting is tentatively scheduled for May 16, 2024. We just need to verify the scheduling of the space. More details to follow.

a. Legislative Update

Due to case management transition issues, The Colorado Department of Health Care Policy & Financing (HCPF) has proposed a 6-million-dollar supplement to help new case management agencies (CMAs) with staffing and other issues around the transition.

During this Legislative session, there have been about 12 new bills proposed, one including trying to ban the use of cell phones in vehicles except for hands-free use. Nothing has been introduced that would be concerning for us a service agency.

Randy Testified on the Wait List before the Joint Health and Human Services Committee at the Legislature on 1/19. As part of that testimony 130 new Comprehensive Allocations were requested. If the legislature funds at least 130 allocations then every area of the State will get at least 1 allocation. This request would help chip away at the waitlist while guaranteeing rural areas at least one new resource.

We asked the County Commissioners for \$160,000 to help with the 2 new Resource Facilitators' positions that were created to help folks with the transition from NMCS to the new case management agencies, and this has been granted by the commissioners. On February 13, 2024, the contract will be officially approved, and we are hoping for a 2% COLA increase.

b. Transition Update

Randy talked about how the CMA transition is not going smoothly. This is not unique to NMCS, but a problem across the State for those agencies that have transitioned thus far. Two other large agencies that are struggling are Developmental Pathways and The Resource Exchange. On top of the case management transition, the new case management data system was released and there are multiple issues with that as well.

There is a big backlog with the Children's Extensive Services enrollment process. At the time of transition, we transferred 27 kids who were waiting to be enrolled, and Rocky Mountain Human Services (RMHS) has now informed us that that number has grown to 60 individuals waiting to be enrolled. NMCS has offered our 2 Resource Facilitators to help with the backlog and get kids enrolled.

Among the problems with the transition has been the data transfer between NMCS and RMHS. They are having trouble accessing the files and documents that we electronically transferred to them. We have been pulling some information for them. We have offered to transfer the data again. On top of that, we sent out communication today to service agencies that we worked with letting them know if they need any documentation prior to November 1, 2023, reach out to us and we will send that information to their agency. We have already had one agency reply thanking us for our offer.

To make matters worse, HCPF decided to also convert all the other waivers at this same time. They converted the entire system at once. People have been losing services and/or haven't been able to get services. RMHS has been offering

part-time case management positions (to help them get caught up). On top of all of that, the Public Health Emergency (PHE) has ended, and people now must complete Medicaid Redeterminations again to continue their services. Randy went on to say that we will make sure our folks have services. Spencer wanted to know who the original bill sponsors of the transition were and it was the Joint Budget Committee. Overall, Randy feels we have good support for the IDD system through our local government.

6. New Business

a. Board Elections

Dr. Bertagnolli and Edie Wallace are up for reelection. Dr. Bertagnolli asked for a motion to renew their terms for another year.

Motion: Farhad Kargar/2nd Doug Shepherd/Motion Carries

b. Conflict of Interest forms

Each Board Member signed and submitted a Conflict-of-Interest form and the Policy for Detecting and Preventing Fraud, Waste and Abuse.

c. Day Program Report: Robert Hunter

Robert gave a presentation regarding NMCS day program. Day program currently consists of 41 staff and serve 140 – 180 people daily. We also have some home-based programs for those who cannot join in community outings. Brighton has decreased in space, but staff are still serving the same people. Robert said the goal is a ratio of 1 staff to 4 individuals and this has been working well. Sometimes larger groups still get together. Things have changed since the pandemic, but 85% to 90% attendance is what we have been seeing in day program, which is good. There is room for growth, and we need to continue making sure programs are appropriate for people. Programs do their own schedule and schedule events with their individuals' input. Brian Kraft reiterated that the clients all share what the activities they want to do, and staff schedule them. We are seeing a larger number of volunteers and are making more friends in the community to help our folks. There is lots of social integration including integrated yoga and going to recreation centers. Moving forward, we will be building more of these relationships. The funding for such activities comes out of the day program revenue.

Robert has started overseeing our Supported Living Services (SLS) program as well as continuing to oversee our day program. He is hoping for growth in both programs this year.

Our community sites have grown, smaller groups make it easier to go to certain places in the community. Robert stated that our program is more integrated than it ever has been. We have around 80 vehicles to transport people including some mini vans and smaller vehicles. The mini vans are wheelchair accessible.

There was a question regarding catalytic converters, and if they continue to be stolen. Robert stated not as much as in the past. He also said people have stolen gas in the past.

Day Program will be holding its annual picnic this summer. Some of our DSP's are working on some different events for folks.

7. Public Comment (public comment is limited to 5 minutes per person and no more than 15 minutes in total):

Edie Wallace wanted the Board to know that she is not happy with Kaiser Insurance and requested North Metro look for a different provider. George explained that we do get new bids every year for health insurance. Kaiser is generally the most affordable. North Metro pays 100% of the cost for employees and we want to be able to continue that. The rebid for insurance will start again in March 2024.

8. Adjournment

Dr. Bertagnoli requested a motion to adjourn the meeting at 7:00 p.m.

Motion: Bill Hawthorne/2nd Spencer Davis/Motion Carries

The next meeting will be held February 22, 2024, at 6:00 p.m.