

## North Metro Community Services Board Meeting

March 28, 2024, 6:00 PM

Board Room, Second Floor 1001 W. 124<sup>th</sup> Ave.

### Minutes

1. Dr. Bertagnoli called the meeting to order at 6 pm.
2. Dr Bertagnoli called for a motion to approve the February 22, 2024, Board Meeting Minutes, approve of the agenda for the March 28, 2024, meeting, and excuse John Coates and Joshua Dobratz from today's meeting.

Motion: Brian Kraft / 2<sup>nd</sup>: Cheryl Candelaria / Motion Carries

3. Finance Committee Report – Doug Shepherd presented the February 2024 Financials to the Board.

### **February 2024 Financial Statements**

#### Statement of Activities

In the month of February 2024 net revenue of \$24,066 was recorded. The net revenue for the month is \$40,000 under budget. Total revenues for the month of February are better than budget by \$55,255 as a result of strong state revenues associated with Early Intervention. Overall expenses exceeded budget in the month based on higher staffing and contractor costs in relation to budget. The leap year created additional direct service costs in the month of February. Year to date the net loss of \$300,456 is \$290,000 worse than what was budgeted.

#### Administration

- Administration recorded net revenues of \$27,705 in the month of February which is \$6,000 less than the budgeted net revenue for the month.
- The budget variance for the month is due to salaries and benefits being over budget by \$9,269. Salary cost for our resource facilitators will not be offset with additional revenues until the new county contract begins in April. These two facilitators were staff we retained from Resource Coordination.
- Expenses of \$3,600 were incurred for the 60 year anniversary celebration. These expenses are for deposits made for food trucks.
- Year to day Administration has recorded \$169,026 in net revenue which is \$84,190 less than budget.

### Day Program

- Day Program recorded a loss of \$61,155 in February which is near budget for the month.
- Revenues overall were \$301,340 and are comparable to the projected budget.
- Year to date the net loss of \$719,703 is \$2,608 over budget. The year to date net loss is \$408,000 better than last February.
- Attendance was 87.78% of full attendance in February. Attendance percentage improved in February and should continue to improve as we enter spring.
- The Brighton Day Program was nearly breakeven in the month of February with a loss of only \$260.

- Staffing in Day Program has been stable and we have sufficient capacity to support our current people served in program.
- Financial performance should improve with projected increased attendance with the warmer weather.

### Supported Services

- Supported Services earned net revenues of \$2,908 in the month of February which was \$8,000 less than what was budgeted for net revenue.
- Year to date net revenues are \$29,330.
- Both the SLS program and CES program are consistently earning net revenues.

### Residential

- The residential program had net revenues of \$31,103 in February which was \$33,393 less than budget for the month.
- Telephone expenses for residential were over budget by \$8,098. This is as a result of invoices from Century Link being processed late.
- Overhead expenses for the 1185 building are all being charged to Residential which is increasing expenses about \$8,500 per month.
- Residential has begun enrollment on 3 new people in the Family Care Giver Program. Due to enrollment delays with the Case Management Agency this process is taking up to 60 days.

### Early Intervention

- Early Intervention recorded net revenues of \$23,905 in February and is \$9,104 ahead of budget for the month.
- The Evaluation Program has returned to earning net revenues as it earned nearly \$10,000 in the month of February.
- The service coordination area also had a strong month earning \$14,000 in net revenues. Total overhead expenses in EI were very low this month which creates the net revenue.

#### Statement of Financial Position

Our cash balance is \$9,299,738 as of February 29, 2024. This balance reflects a decrease of \$332,500 since the prior month end. Accounts receivables are \$2,974,412 and have increase by \$183,900. Eligibility lapses are creating many more denials. These eligibility concerns are being addressed by HCPF (Health Care Policy and Financing) as it is a state wide concern. Our Medicaid Receivables are expected to increase as mitigation of these issues may take some time to have an impact. Liabilities total \$2,072,873 and reflect a decrease of \$243,519.

#### Capital Update

The tile flooring project was completed in February. The total cost of the project was \$103,598 and was \$7,588 over budget. The capital budget is complete with the exception of 1 van conversion.

Motion: Bill Hawthorne / 2<sup>nd</sup>: Spencer Davis / Motion Carries

George announced that the Early Intervention RFP was approved for another 5 years. This means that North Metro EI will be serving approximately 150 new children as we will also start serving families that live in the city of Aurora but are Adams County. This was effective March 4, 2024, and means that EI will have approximately 1,300 children in services at any given time.

George also stated that we are moving forward creating the North Metro Home Health program and working on getting our Class A licensure for that program. There have been some bumps in the road connecting North Metro Community Services to North Metro Home Health in the system due to a few different names North Metro has had over the years, but it is getting worked out.

#### 4. Executive Committee Report

There was no Executive Committee report this evening.

#### 5. Executive Directors Report

##### a. Transition Update

The transition of case management has not improved. The new case management agencies have requested additional funds from the State, which was approved by the Joint Budget Committee with an effective date is July 1, 2024. The current situation we are in with this transition will probably last the rest of the calendar year. There are 5 times more billing denials than there were last year. But North Metro has been able to minimize that impact and continues to serve our people through eligibility breaks. The county is behind in processing

paperwork and needs more staff, which will probably be the reality for the rest of the year.

#### b. State Budget

Randy let the Board know that the new mill levy contract has been signed. We had an increase of \$190,000 over last year to help pay for the new resource facilitators from RC as they help families and individuals navigate the new system.

In the past, North Metro shared that funding with Developmental Pathways (DP) but since DP is no longer serving the part of Aurora that is Adams County, there are additional funds available. Due to this change, North Metro is looking at increasing the Grant Program since those living in the city of Aurora that are Adams County are not eligible for Mill Levy funding through Developmental Pathways. This will need to be approved by the County Commissioners.

#### 6. New Business

The State budget is about finished. There are rate increases for Direct Service Professionals (DSPs) salaries at \$1.25 per hour which passes directly on to the staff. This would put our DSP's a bit over 36K per year. Back in 2016, those salaries were at about \$13 per hour. There will be 129 new allocations across the State, it's looking like about a dozen will come this way that we will have to compete for through RFPs.

The 2% increase for Medicaid is typical although the Joint Budget Committee (JBC) wanted a 2.5% increase but couldn't afford it. For us, this 2% increase will go farther because the DSP's salaries are already

covered. Luckily, we have been pretty stable with DSP's since September 2023.

We are starting to work on North Metro's budget and have our Brokers looking at different health care providers, as we do every year. They are telling us that everyone is seeing increases in their health premiums. Medicaid Provider Rate Review Advisory Committee (MPRAC ) reviews different sets of Medicaid rates, but will be looking at our system this year. Hopefully, the day program rate will be increased.

Lorraine asked how much revenue the IDD system gets from the new automobile plates. Randy stated that all disability types receive money from them at about a half million dollars a year. So far, the disabilities systems have collected over 5 million dollars. This money is supposed to help those with Medicaid assistance. Hopefully, it will have impact on DD services as well. The IDD system has always been separated from the other disability areas, but the State is trying to put them all together. Historically, we have been funded better than the other waivers. As a result of combing all the waivers, Case Management Agencies (CMAs) will probably have higher IDD caseloads, and the Single Entry Point (SEP's) will probably benefit from these changes. We continue to work with Alliance to address IDD issues with the State.

At this time, Dr. Bertagnolli left the meeting and Bill Hawthorne chaired the meeting.

a. Residential Services Report

Ryan Grygiel, Residential Director gave an update on the residential program. He stated that Residential is also struggling with the CMA transition. Service Plans have been late because of high caseloads at the CMA. Due to the eligibility breaks, they have not been able to bill for several people in residential services. Residential staff have been calling the county to try and help resolve eligibility breaks. Residential staff have been getting the county what they need but it is still 60 to 90 days to get services started for people. Currently there are 210 individuals in the Residential program. There have been 5 individuals who have left the program, one went back to Supported Living Services, one passed away, and the others moved out of county.

Another issue Residential is having with the new CMA is the RFP process. The CMA has an email address to respond to if an agency is interested but does not let that agency know if/when the response was sent to the family. Ryan stated that there are 2 new individuals that want NMCS Residential services.

During covid, the Family Care Giver (FCG) program became over saturated. We have offered FCGs to be either employees of North Metro or independent contractors, as the State has given us the option to offer either to them. Currently we have 85 FCG and approximately 80 are employees of North Metro. We offer both options to remain competitive. Host Home Providers (HHPs) are all independent contractors.

Residential was able to hire one person from the CMA transition as a Program Manager and this person is also bilingual. Luckily, we have been able to remain stable with staffing, most of our residential program managers have been here anywhere from 3 to 20 years.



This last year was the only time in recent years that Residential did not have a survey. They had 3 surveys the prior year.

North Metro has gone to debit cards for individuals to access their personal needs money. This allows people to make their own decisions and to purchase what they want, but this is still monitored by the program. We do not manage personal needs funds any longer. Accounting now runs reports for the providers to make it much easier to monitor personal needs funds.

Clayton House, which had 5 residents, was closed over the past year. Two of those employees became HHPs and 4 of the individuals that lived at Clayton House now reside with those providers. This was an incredible move for all of those involved. All the staff from Clayton had been offered jobs but chose to become HHPs or decided not to take the positions offered.

Among other changes that Residential is dealing with is that Resource Coordinators no longer hold Interdisciplinary Team Meetings (IDTs) and Residential now conducts its own investigations. North Metro is still one of the largest residential agencies. Ryan states that even though they do not know when the next survey will be, they are preparing.

The last piece of information Ryan wanted to share was that Josh had been wanting his own apartment, and that happened for him in January 2024. Both he and his parents are very happy with the situation. Josh had been living with his provider for 14 years.

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

There were no public comments during the meeting

Brian stated he is very proud of Josh, he is one of his best friends. Brian is happy Josh is in his own place.

Farhad shared that he was employee of month for Goodwill and received a gift card. He will be starting his 8th month at Goodwill in April.

## 8. Adjournment

Bill requested a motioned to adjourn the meeting at 7:00 pm.

Motion: Doug Shepherd / 2<sup>nd</sup>: Cheryl Candelaria / Motion carries

The next Board meeting will be held April 25, 2024, at 6:00 pm in the Boardroom.