

North Metro Community Services Board Meeting

April 25, 2024, 6:00 PM

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

Minutes

1. Dr. Bertagnoli called the meeting to order at 6 pm.
2. Dr. Bertagnoli said he would entertain a motion to approve the March 2024 Board Minutes, the agenda for this meeting, and to excuse Cheryl Candelaria, Josh Dobratz, Brian Kraft, Hanna Martinez and John Coates.

Motion: Spencer Davis / 2nd: Warren Taylor / Motion Carries

3. Finance Committee Report
 - a. March Financials

Doug presented the March 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.

Early Intervention Request for Proposal (RFP)

We were awarded the Early Intervention contract on March 5, 2024. This award is for 5 years with annual renewals. Beginning July 1, 2024 we will also be providing Early Intervention Services in the Adams County part of Aurora. This will increase our service base by an additional 150 children. Approval for funding was received to pre-fill 3 additional service coordinators, and 1 Associate Director position in Early Intervention.

Class A/Medicare Update

The Medicare application is being completed for North Metro Home Health. This application should be completed in the next few weeks. Depending on application approval we are hopeful to begin providing services early next fiscal year.

Motion: Edie Wallace/ 2nd: Warren Taylor / Motion Carries

George informed the Board that he is still working on the Class A licensure. Since North Metro had a name change in the past, it has slowed up the process, but George is continuing to work on the issue. We can't apply for Medicaid until that is resolved.

4. Executive Committee Report

There was no Executive Committee report this evening.

5. Executive Directors Report

a. Transition Update

Randy reported that the Case management transition continues to have its issues and hasn't improved much. Rocky Mountain Human Services (RMHS) is still experiencing a lot of turnover. Developmental Pathways is continuing to have their struggles also. We are continuing to work though it and having consistent

communication with them seems helpful. Unfortunately, some families are still waiting for Children's Extensive Support (CES) services.

Health Care Policy & Financing (HCPF) has taken a few steps to deal with the redetermination problems such as waiving some requirements and extending deadlines to keep people from losing services. This just started in April, so we have not seen that impact of these changes yet, but it is very encouraging to see HCPF address issues that will hopefully make a difference.

The Grant Program has been ramping up as people hear about it. We have recently helped a family whose house caught fire, and they lost everything. We've also helped a mother who had been carrying her 11-year-old in and out of their house because they didn't have ramp. We used Grant funds to secure a ramp and pay for installation. We have also helped prevent evictions and other emergency situations. Funding has also been provided for some less critical things such as summer camps, and more therapies.

The Budget has been finalized. One frustrating thing about the budget is that the City of Denver has had a voter approved higher minimum rate. Senator Kirkmeyer doesn't feel this is right as Denver gets more funding than the rest of the State. So included in this year's budget is an increase of \$1.25 per hour outside of Denver, and \$1 increase for Denver County. As far as North Metro's budget, we are still carrying the payout for case management and had to close day program for a snow day so lost that day of revenue.

NMCS has received its new Community Center Board (CCB) Designation. Acquiring this designation used to be a long process but this year with the changes that have taken place, it was very simplified and did not take long at all. Our designation is through 2034.

6. New Business

There will not be a Board Meeting held next month. Instead, we will be hosting North Metro's Annual Achievement Awards Ceremony on May 23, 2024. This ceremony will be held at the Westminster Park and Recreation Center located at 10455 Sheridan Blvd. Dinner will be served starting and 5:00 pm and the Awards Presentations start at 6:00 p.m.

The other event North Metro will be hosting this year is our 60th year anniversary celebration. It will be held here at NMCS on June 15th starting at noon. There will be all kinds of activities and food. The event is free for everyone.

a. Human Resources Report, Jennifer O'Shea

Jennifer O'Shea, Human Resources Director gave a presentation on the Human Resources department. Currently, NMCS has 343 employees. Overall turnover for the agency is 22.42% and higher for Direct Service Professionals (DSPs) at 34.23%. The turnover for DSPs is down from last year. A total of 124 employees are enrolled in our health benefits. The majority of employees that do not enroll in our benefits are because they are under age 26, and on their parents' insurance. Last year, HR processed 343 applications, hired 58 new employees, and managed 47 Family Medical Leave Act (FMLA) claims. The average tenure of employees is 7.5 years.

We hired a new trainer this past year. Our employees completed approximately 5500 training classes. We have trained 192 people in cardiopulmonary resuscitation (CPR) and trained 139 people in Safety Care.

We had 6 workers' compensation claims this past year and responded to 13 unemployment claims.

Changes in Legislation have occurred:

Ensure Equal Pay Act – Expanded this year to require announcement of hires.

Job Application Fairness Act – we can no longer require any dates that would indicate age.

Protecting Opportunities and Workers Rights (POWR Act) – rejects federal standard of severe and pervasive and replaces with lower standard of unwelcome physical or verbal conduct directed towards someone because of their membership in a protected class that is subjectively offensive to the alleged and objectively offensive to a reasonable member of that protected class. Also, marital status is now a protected class.

Paid Sick Leave - expanded to include additional reasons for use.

Family and Medical leave Insurance (FAMLI)- Paid leave for employees to bond with new children, deal with serious health issues of self or family and escape domestic violence.

This takes the place of our Extended Sick Leave. FAMLI pays a percentage of employees' wages that all companies must contribute funds to. You must apply

through a state website to collect a portion of your pay when you are out on FAMLI leave. Unfortunately, there is no Employer Portal so companies cannot see what the employee is getting paid. This new system puts more responsibility on the employee to make sure they have income during their leave. Hopefully, they will make some changes to this system as it has good intentions, but just doesn't work well.

Jen announced that we will be switching our payroll system from Paycom to UKG. Employees will begin clocking into UKG on July 22, 2024. We are looking at other options for health insurance and be making a decision next week to either continue with Kaiser or change our provider.

A change that is happening with our 401K is that employees will now be able to take a loan from their 401K. This change was made because employees asked for it. Currently, employees are contributing an average of 4% of their salary per year and we have 60% to 70% participation in the 401K.

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

No public comments.

8. Dr. Bertagnoli motioned to adjourn the meeting at 7:00 p.m.

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

Next Meeting: June 27, 2024 at 6:00 pm.