North Metro Community Services, Inc.
1001 W. 124th Avenue Westminster, Colorado 80234
Phone: 303-457-1001 Fax: 303-457-2326

North Metro Community Services Board Meeting

April 23, 2026, at 6:00 PM

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

Minutes

Call to Order

Dr. Bertagnolli called the meeting to order at 6:00 P.M. He requested a motion excuse Brian Kraft, Hannah Martinez, Cheryl Candelaria, and John Coates, to approve the minutes from the March 26, 2026, meeting, and to approve the agenda for tonight, for which he also requested a motion to amend adding a resolution on the sale of the Brighton Property.

Motion: 1st: Bill Hawthorne / **2nd:** Lori Freyta / **Motion Carried**

Finance Committee Report

Doug Sheperd presented the Financials for March 2026.

March 2026 Financial Statements

Doug Sheperd, Board Treasurer, reviewed and initialed the CEO's December credit card transactions and statement during the finance committee meeting on 04/23/2026.

Statement of Activities

In March, program revenues were consistent with the budget, while additional operating expenses had no major impact on net revenues. In March 2026, net revenue totaled $107,584. Net revenues for the month were $22,480, better than budget. Year-to-date net revenues totaled $3,512,757, which were ahead of budget by $3,016,859. Year-to-date operational net revenues totaled $928,703 net of capital gains and were ahead of budget by $432,805.

Administration

- In March, the Administration Department recorded net revenues of $27,758, which was $7,877 ahead of what was budgeted for the month.
- Total help fund expenditures were $36,659 for the month. Year-to-date, total help fund expenditures are $258,554.

- Interest revenue in March was $39,850, which was $4,433 greater than budget. Year-to-date, interest revenues are $60,776 ahead of budget.

Day Program

- Day Program recorded a net loss of $24,279 in March, which was $9,303 better than budget.
- Day Program has recorded a year-to-date net loss of $282,214 and remains ahead of budget by $215,062.
- Program revenues totaled $340,044, which were under budget for the month by $10,843, which was impacted by an unexpected Medicaid claim write-off in the amount of $9,758.
- An additional and unexpected software expense of $7,623 lead to Operating expenses being over budget for the month.
    - The Relias software expense was being amortized over a longer period instead of the traditional 12 months.
- Total attendance in March was 91% of the maximum, which is below the target rate of 95% attendance.

Supported Services

- Support Services recorded net revenues of $17,442 and is ahead of budget by $21,296.
- Program revenues totaled $202,173 for the month and remain ahead of budget by $315,952 for the year.
    - Based on growth within the department, salaries and benefits are over budget by $46,866 for the month and $187,643 for the year.
        - In the month of March, the department had an increase of 8 part-time employees and 25 since the beginning of July.
- Year to date, support services have net revenues of $7,716 and are ahead of budget by $100,455.

Residential

- The Residential Department earned net revenues of $65,063 for the month of March, which was $40,535 under budget.
- Residential has year-to-date net revenues of $734,602, which are better than budget by $7,883 for the year.
- Program revenues missed projections for the month by $43,892 but exceeded the budget by $52,303 for the year.

    - During the month, the department incurred a Medicaid eligibility write-off in the amount of $24,781 for residential services provided between May and September of 2025.
- An additional and unexpected software expense of $10,901 lead to Operating expenses being over budget for the month. ($4,312)

Early Intervention

- The Early Intervention program recorded net revenues of $21,728 in the month of March, which was $21,067 better than budget.
- Year-to-date net revenue is $164,881 and is $89,934 behind budget for the year.
    - Year to date, direct services revenues (contractor) have been short of projections, along with direct services expenses.
- An additional and unexpected software expense of $12,404 was recorded for the month.
- EI Evaluations experienced one of its slowest months in February but rebounded with a strong month in March. Strong March revenues helped match budget projections for the month and the year.

Home Health

- The Home Health department incurred $129 in computer software expenses for the month. Year to date, the department has incurred $4,099 in expenses.

Statement of Financial Position

- As of March 31, 2026, the cash balance is $12,211,181. The cash balance decreased by $2,121,169 from the prior month.
    - PNC bank transitions timing impacts
        - Five paper checks totaling **$1,566,383** were received in March but delayed during processing and ultimately deposited in April.
        - Approximately only $47,000 in Medicaid payments were posted in March, compared to average monthly receipts of $1.6 Million.
        - No payments from the EI Colorado were posted in March.

- Accounts receivable total $5,273,346 and have increased by $2,233,543 since the end of February.
    - Medicaid receivables increased by $1,726,819 from the prior month.
    - Contract receivables increased by $494,802.
        - All related to the timing of Medicaid and State cash receipts posting in April.
            - About 20% of all denied claims are related to eligibility, which is an improvement from 28% in February.

        - In March, approximately $25K in outstanding claims were recovered/paid, while $34K was written off as uncollectable.
    - Liabilities total $2,348,537 and have decreased by $39,758 since the end of February.
        - Deferred revenues decreased by $219,226 from the prior month

Capital Update
There were no capital expenditures in March.

Margarito reviewed the financial charts he handed out to the Board.

Motion: 1st: Edie Wallace / **2nd:** Warren Taylor / **Motion Carried**

Executive Committee Report
There was no report.

Executive Directors Report
Solar Project – George announced to the Board that North Metro Community Services (NMCS) is now functioning totally on solar power. The project has been completed and the cost was $530,000, with $390,000 of that being funded with Mill Levy funding from Adams County. We will also receive $140,000 in Federal rebates. NMCS will not incur any cost for the project.

Brighton Property Update – The property is under contract for $400,000. We are taking a loss on the property, but George is excited about who is buying the property. Gratitude Village is purchasing the land, and they are an affordable cohousing community and a non-profit. This community will contain several homes, and the clientele is very diverse including seniors and people with disabilities. Closing on the property is scheduled for August 2026. Dr. Bertagnolli requested a motion to approve the resolution for sale of the Brighton property.

Motion: 1st: Doug Shepherd / **2nd:** Warren Taylor / **Motion Carried**

Budget Update – Margarito will be presenting the 2026-2027 Fiscal Year Budget to the Finance Committee at their next meeting on May 28th, 2026. Since the Annual Awards meeting is happening that day instead of the Board Meeting, the 2026-2027 Fiscal Year Budget will be presented to the Board at the June 25th, 2026, meeting.

The Residential Department has moved into the main building, but it is not ideal. The space is tight, people are cramped and the training space is small. George is looking at a project to expand office space onto the east side of the platform. There is plenty of room to add 3,000-3,500 square feet in the warehouse. George has already met with a contractor, and Robert will

be meeting with another contractor soon. The project would take a financial commitment upfront to start and would hopefully be completed by May 2027. The funding for this project will be requested as part of the 26-27 capital budget.

The Colorado Joint Budget Committee approved a 2% across-the-board reduction in provider rates. This will result in a $400,000 decrease to our budget, but the operational changes made by NMCS Administration will help absorb those cuts and allow staff to propose increases in next year's budget. He stated that the budget for Fiscal Year 2026-2027 looks solid even with the 8% rate reduction expected in the Family Care Giver program. Our financial planning as provided NMCS resources to remain secure. The budget for 2027-2028, however, is not looking favorable, but NMCS will continue to emphasize service and compensation for staff.

We were surveyed by the Colorado Department of Public Health and Environment. The survey occurred due to a complaint about an incident that happened at another day program for a young lady we serve residentially. We have already submitted and implemented our corrective action.

Annual Meeting – The Annual Meeting will be held on 5/28/2026 and we will be sending out RSVPs. The Board Member Officers are introduced at this meeting and there will be an election of officers held prior to the meeting.

Committees Updates – George has asked Christian Van Dyke and Randy Broderson to sit on the Finance Committee, so this committee is being expanded by 2 members.

Administration Update – George announced that Administration will be getting a new executive assistant next month. The current assistant is moving to a new position within the agency, and the executive administrative position has been posted. LouAnn Hartwick was recognized for her work in Administration and with the Board of Directors.

Home Health Update – George received notice from the Department of Health Care Policy and Financing (HCPF) welcoming us to the register for home health. We are finally ready to start providing home health services and are now looking for customers.

New Business

Dr. Bertagnolli welcomed Mike Kapaun to the Board. Mike has received services from NMCS for many years and is excited to be on the Board.

Dr. Bertagnolli also recognized Jerome Robertson and Wayne McCombs who were in the audience this evening.

Residential – Ryan Grygiel, Director of Residential Services, gave the annual presentation on Residential.

The Residential Department moved from the 1185 building to the main building within the last year. Also, within the past year, there have been issues with eligibility and benefits for the individuals that we serve in Residential, and some lost their benefits. These issues have been addressed, and new policies and procedures have been implemented to avoid this happening again in the future. There are 3 large claims that are still outstanding and Ryan stated that NMCS may have to absorb these losses, but they are still working on getting these claims paid. One of the changes that happened is the Benefits Specialist position has been moved from Residential to the Accounting Department, and a previous Residential Program Manager has been hired. This will be very beneficial as the new Benefits Specialist knows the individuals in our program and can work alongside the current program managers. Since these changes have taken place, any issues that have come up have been resolved timely. Additionally, we have created PEAK (Program Eligibility and Application Kit) Accounts for the 110 individuals for which we are representative payee. We can log in to PEAK and monitor their account status. We also now have a direct point of contact with Adams County so if needed, our Benefits Specialist can address any issues with one specific person for all the accounts and avoid any potential breaks in eligibility. We recently hired 2 new program managers, and they bring a lot of experience with them. We have also hired a new Assistant to the Director of Residential and will be working on streamlining other policies and procedures.

Residential did have a recent Survey, which was conducted due to a complaint that was filed regarding another agency. During this survey, it was discovered that we overlooked a newly implemented regulation where it was determined that it is now our responsibility to write the Plan of Care (POC) for the individuals we serve in Residential. There were also a couple of instances where the surveyor did not like the way our documentation was being retained. Ryan has already submitted our Plan of Correction (POC) for these deficiencies, and we have already started our processes for implementation.

Ryan stated there have been some program changes. Our Greenbriar Apartment Program used to be a large program, but not in recent years. We only have a couple of individuals living there now and we are closing the staff apartment at that site, so there will be no staff on property. The individuals that live at Greenbriar will still have access to staff through our Independent Living program. Ryan also said we now have a partnership with Maiker Housing Partners and received a housing voucher for every person in the program except one.

Residential has been going through the process of hiring a bilingual program manager as a large portion of our intakes have been Spanish speaking. This will allow us to reduce some of the other program managers' caseloads, which will provide better oversight for our individuals in services.

The Family Caregiver Program (FCP) conversion to Independent Contractors was a big project that is now completed. We will have the 8% cut in that program but NMCS will absorb that loss, and the contractors' pay will not be decreased. Luckily, there was an overwhelming positive response to this change, and we did not lose any caregivers.

Residential will hold the first Voices and Choices meeting. The meeting participants will consist of two Residential Program Managers and any individual that receives residential services who would like to attend. The goal is to find out what is important to them and gather ideas about what they want to see happen in their program. This will help guide us on how to serve them better.

Ryan ended his presentation stating that the department is feeling very positive about what they have done in the last 2 months and looking forward to the year ahead.

After the presentation, Carrie Morris asked if moving the FCP's to Independent Contractor's changed anything about their training. Ryan responded that it would not and they would continue the same training as they have in the past.

Public Comment

There were no public comments.

Next Meeting

There will not be a regular Board Meeting in May, instead the Annual Awards Meeting will be held on May 28th, 2026, at 6:00 p.m. This meeting will be held in the NMCS Atrium. The Finance meeting for May will also be held on May 28th at 4:00 p.m., and Executive Committee (and dinner) at 5:00 p.m.

Adjournment

The meeting was adjourned at 7:00 p.m.

Motion: 1st: Edie Wallace / **2nd:** Warren Taylor / **Motion Carried**