



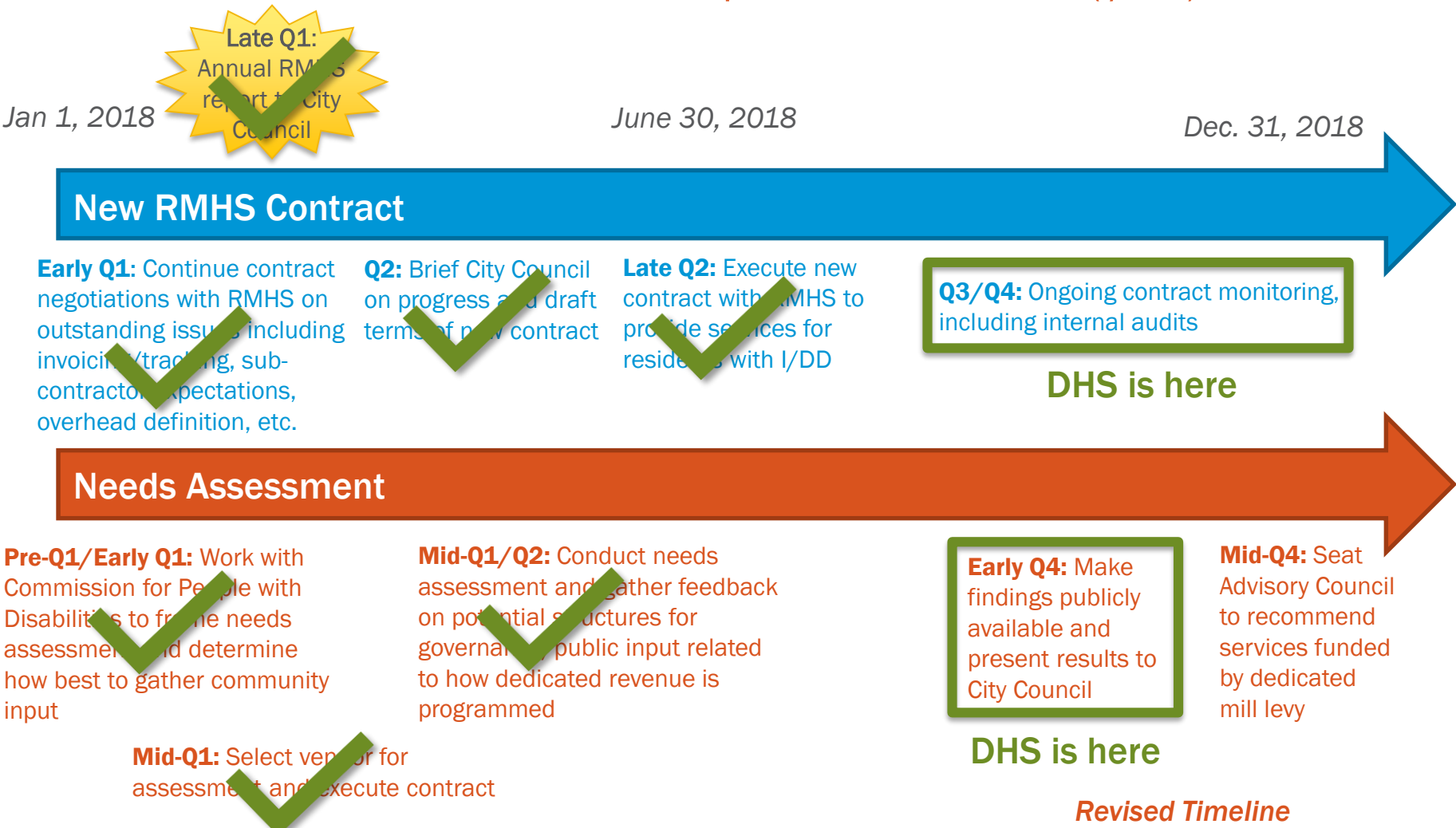
Key Findings and Next Steps

Needs Assessment of Services for Denver Residents with Intellectual and Developmental Disabilities (I/DD)

Denver Human Services

Safety, Housing, Education, and Homelessness Committee | October 3, 2018

2018 Timeline for Addressing Issues Impacting Denver Residents with Intellectual and Developmental Disabilities (I/DD)



Where to Find the Needs Assessment

The full needs report is available on DHS' website:

<https://www.denvergov.org/content/denvergov/en/denver-human-services/programs/disability-services/idd-mill-levy.html>

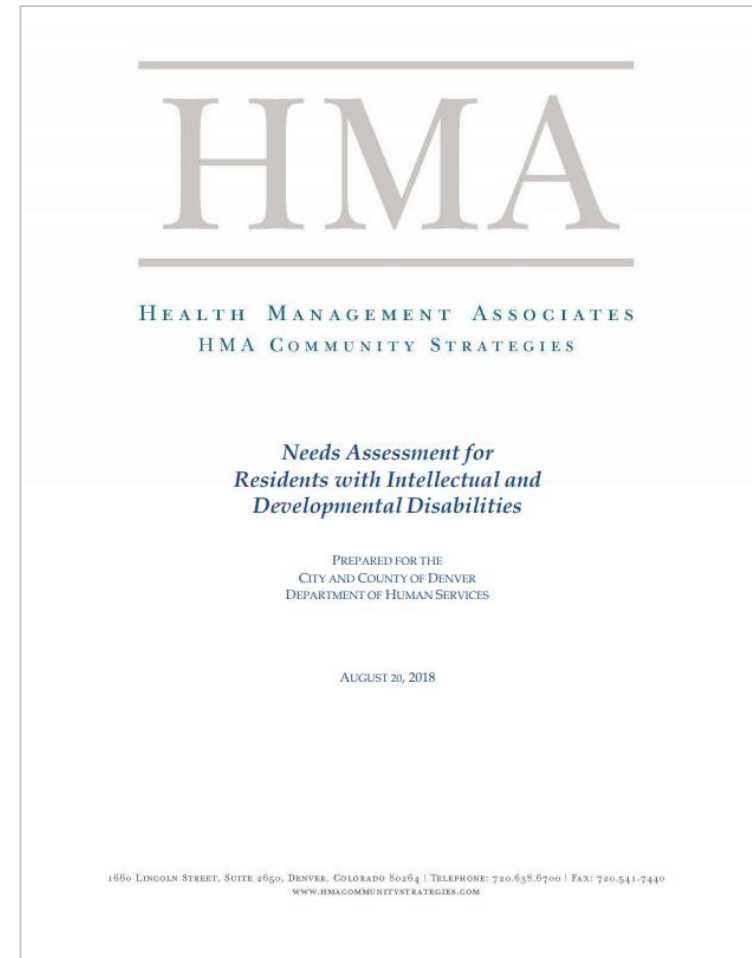


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Objectives



1. Inventory current services for Denver residents with I/DD and existing capacity.



2. Identify service gaps and potential ways to address them by engaging stakeholders.



3. Research and evaluate governance models for overseeing and disbursing mill levy funds.

Denver Human Services contracted with Health Management Associates, a consulting firm with offices in Denver, to conduct the needs assessment. DHS and HMA were advised by a steering committee of providers and advocates with deep knowledge of services for people with I/DD. The engagement lasted from March to September 2018.



Methodology

Literature Review

- Extensive review of contracts, reports, laws, regulations, program details, and best practices research



Governmental Scan

- Outreach to other jurisdictions with dedicated local mill levies and review of programs in Colorado, Ohio, and Wisconsin



Informational Interviews

- 8 interviews with leaders, experts, advocates, and family members to gather a broad cross-section of perspectives



Focus Groups

- 3 focus groups: (1.) 15 Self-Advocates, (2.) Early Childhood Providers, (3.) People with I/DD who are Homeless and their Case Managers



Public Meeting

- Afternoon and evening sessions in central Denver—small group facilitations with over 60 participants total
- Available by phone, WebEx, and Facebook Live



Survey

- 417 responses to wide-ranging online survey including 164 recipients of service and 147 providers



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Current Mill Levy Services

**Individualized
Annual Plans**

**Individualized
Client Assistance**

**Community
Agency Programs**

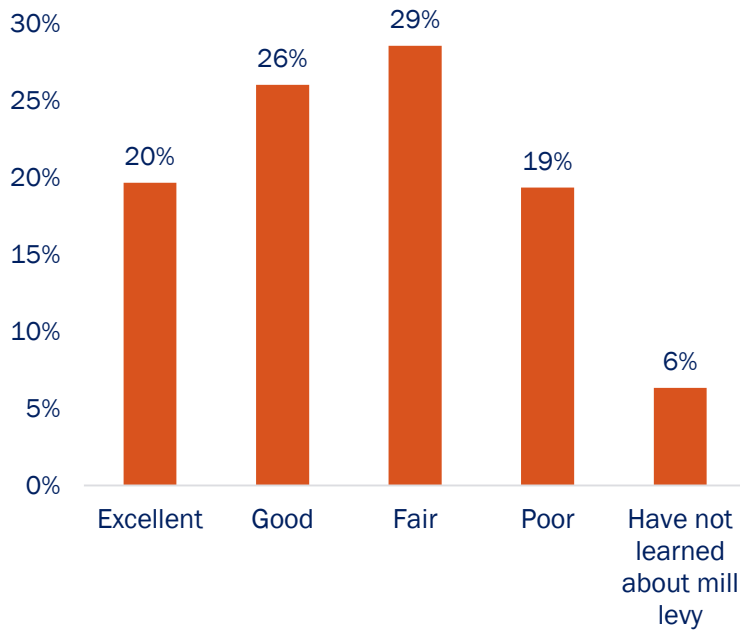
**Enhanced
Services from
RMHS**



All mill levy services are currently provided through Rocky Mountain Human Services, the State designated Community Centered Board for Denver, and its subcontractors.

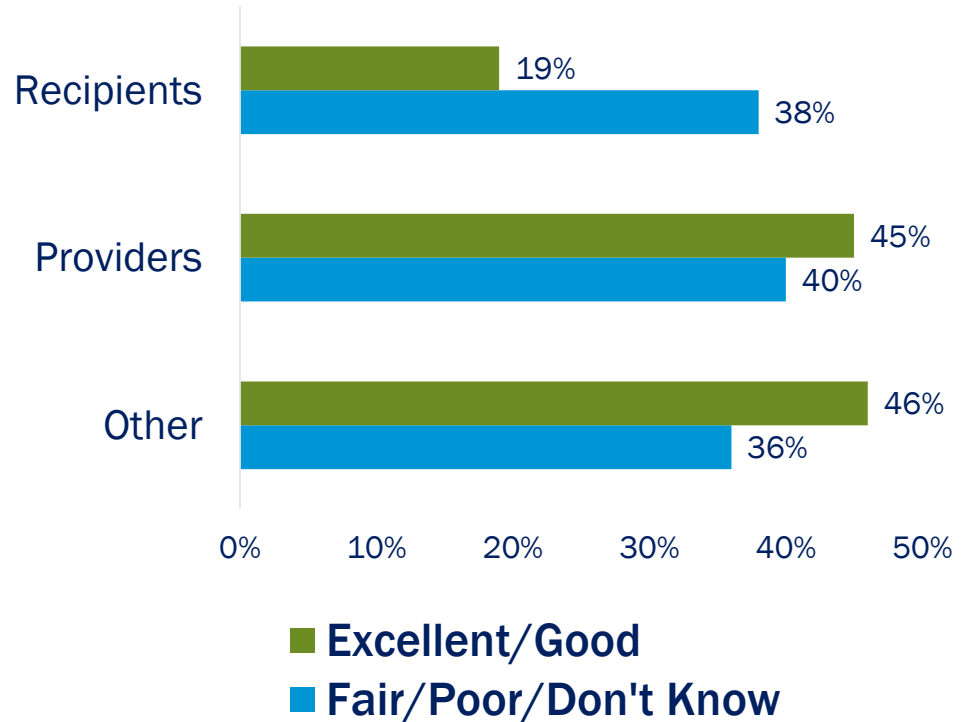
Understanding of Current Services

“How well do you feel you understand Denver’s mill levy?”



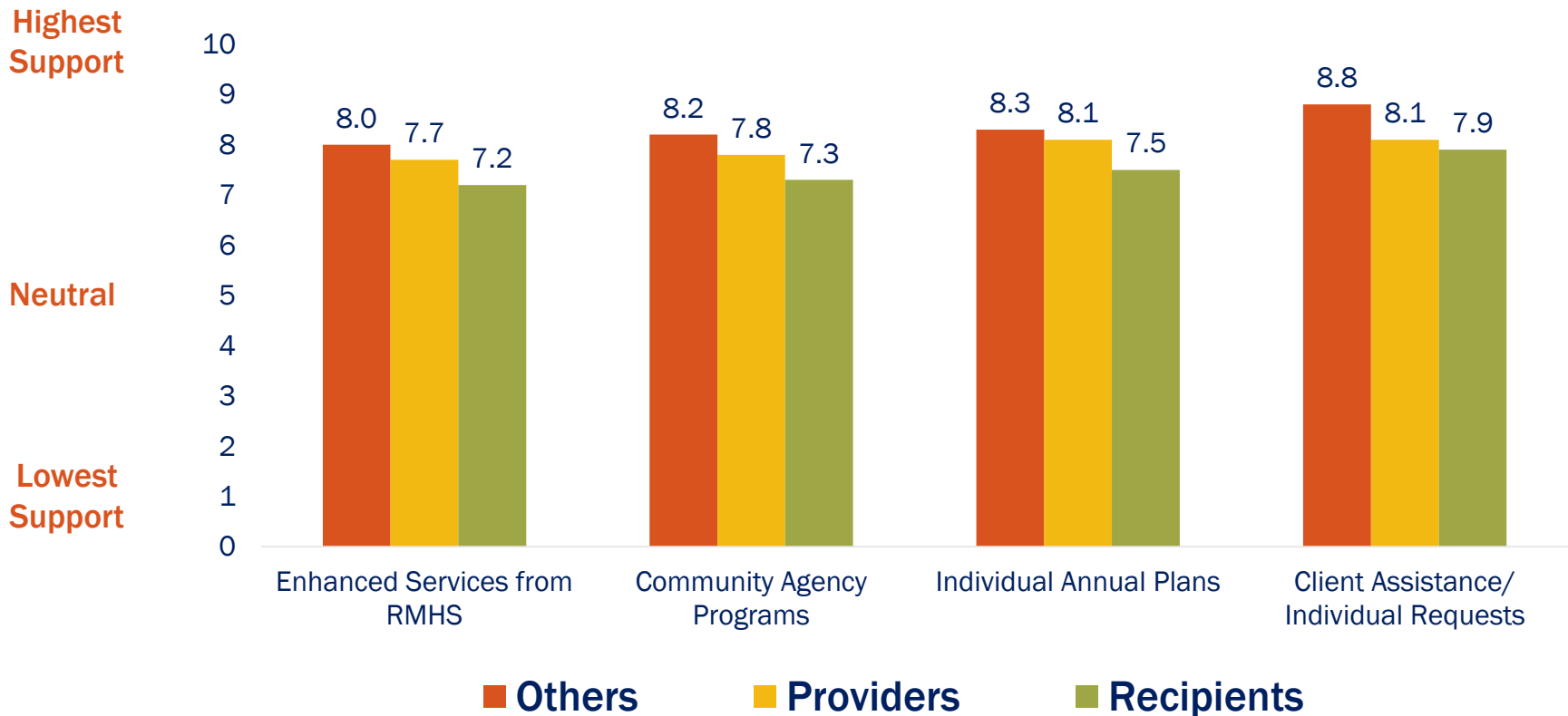
All Respondents

“How well do you feel you understand the services the mill levy is currently funding?”



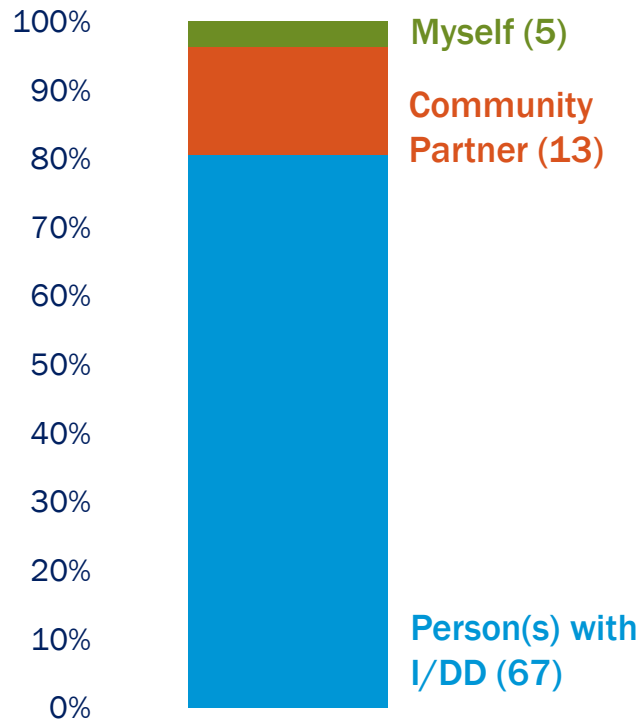
Support for Current Services

“On a scale of 1–10 where 10 is the highest level of support, how much do you support the services the mill levy is currently funding?”

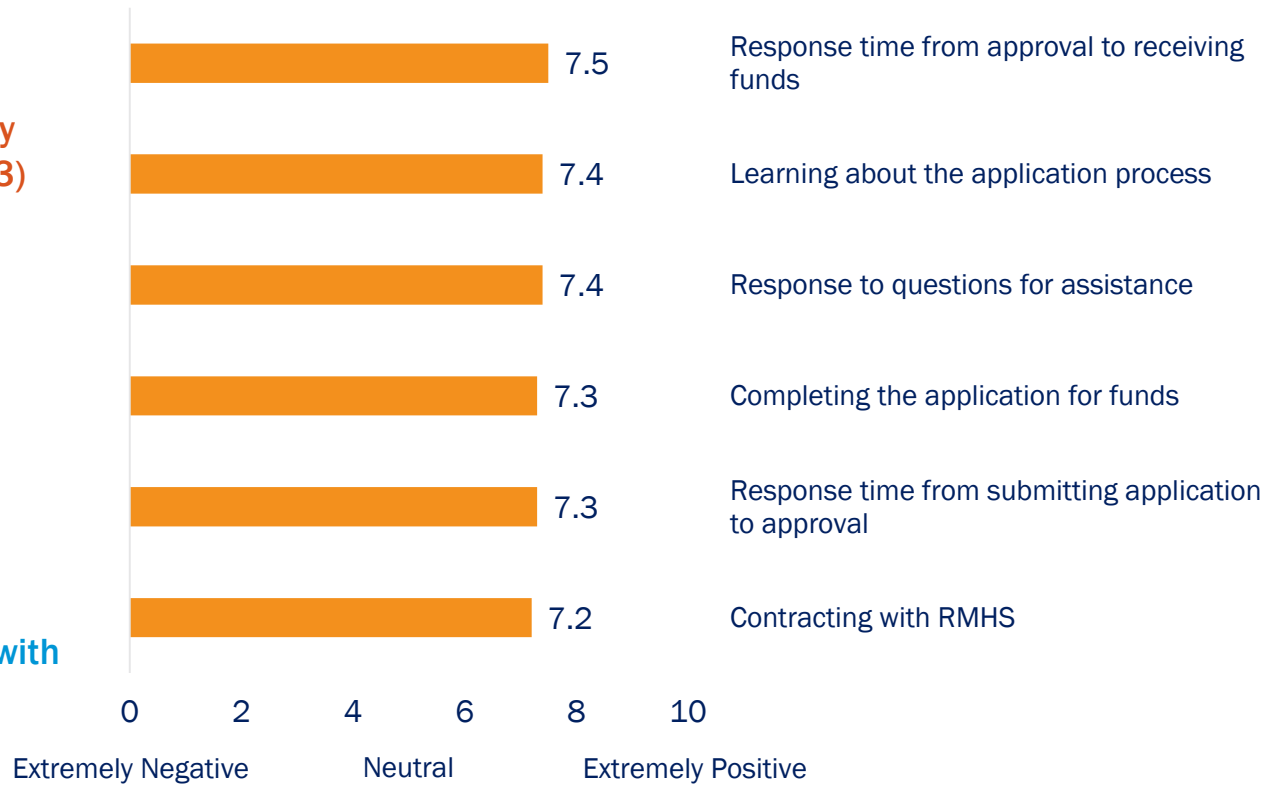


Experience Applying for Mill Levy Funding

“Who did you apply for mill levy funding for?”



“If you have ever applied for mill levy funds, how was your experience, on a scale of 1–10?”



Addressing Need

“If you ever applied for mill levy funds, how well did the funding meet a need or fill a gap on a scale of 1–10?”

8.3

Average Score

1

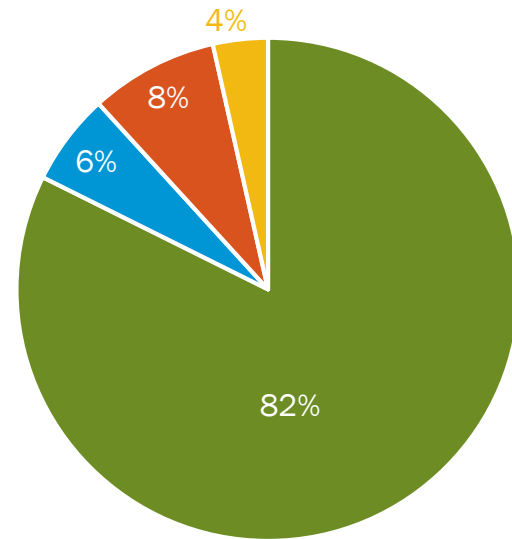
10

Did not meet expectations

Exceeded expectations

85 respondents who applied for mill levy funding with RMHS

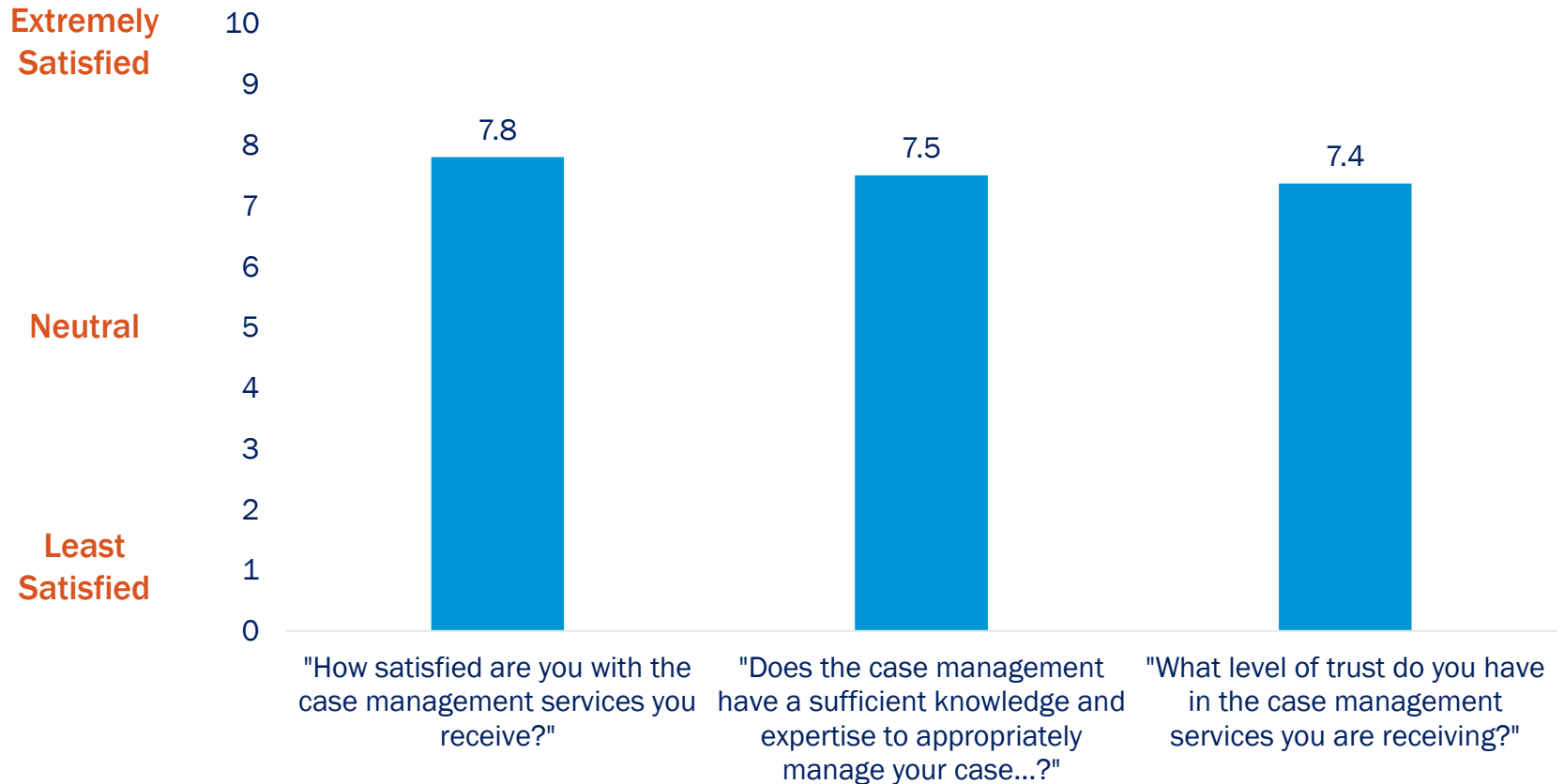
Breakdown of responses



- Positive (Score of 6 to 10)
- Neutral (Score of 5)
- Negative (Score of 1 to 4)
- N/A

Case Management

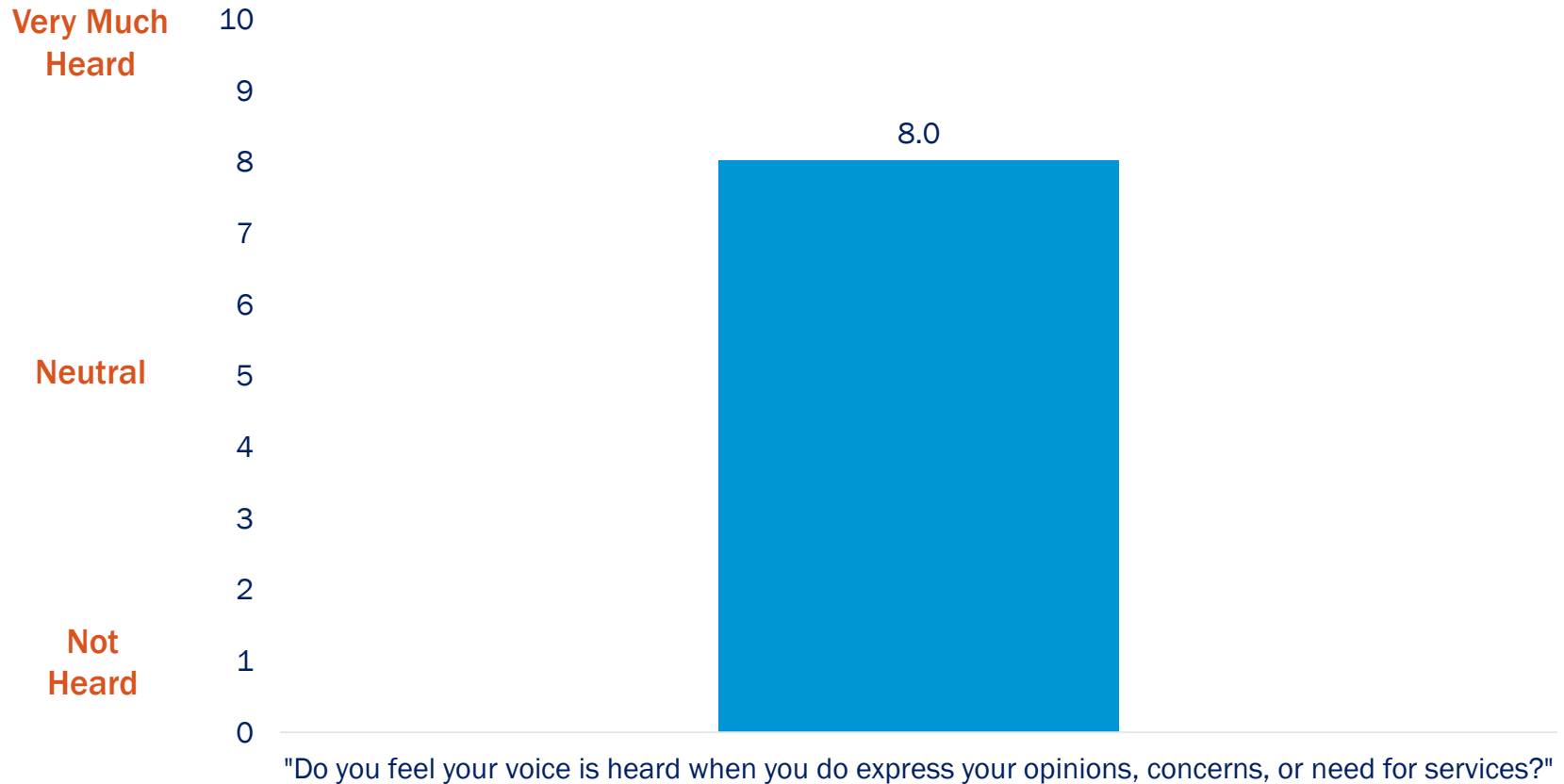
“On a scale of 1 to 10...”



61 respondents case managed by RMHS

Case Management

“On a scale of 1 to 10...”

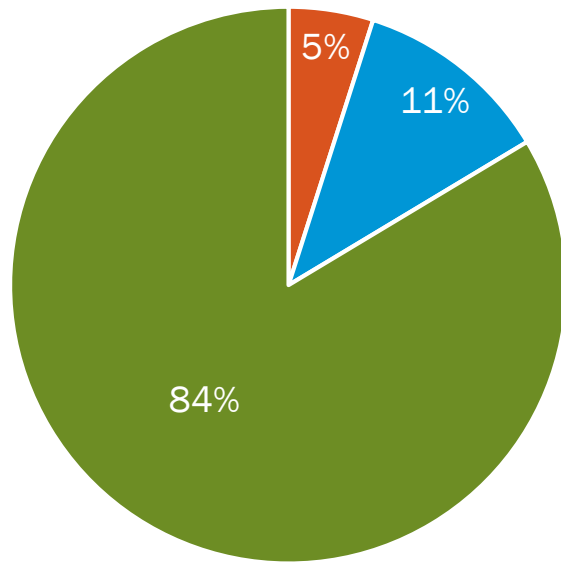


"Do you feel your voice is heard when you do express your opinions, concerns, or need for services?"

61 respondents case managed by RMHS

Respect and Retaliation

“To what degree do providers treat you, and the individual you provide care to, with respect and courtesy?”



- Not at all/Not much
- Somewhat
- Much/Very Much

61 respondents case managed by RMHS only

“Have you ever received negative feedback or felt retaliation after voicing your opinions, concerns, or need for services?”

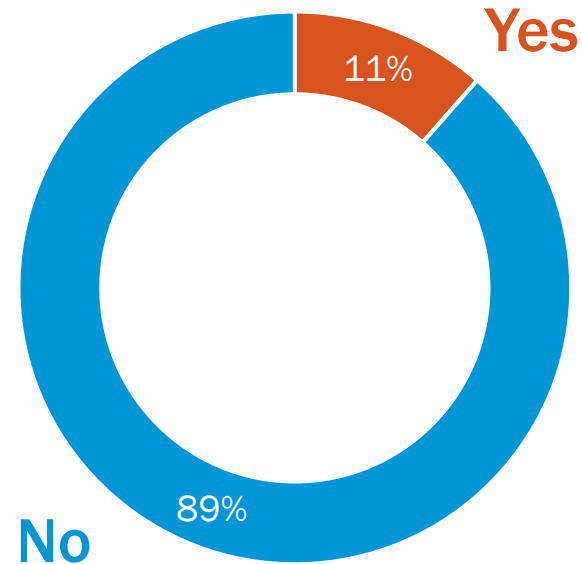
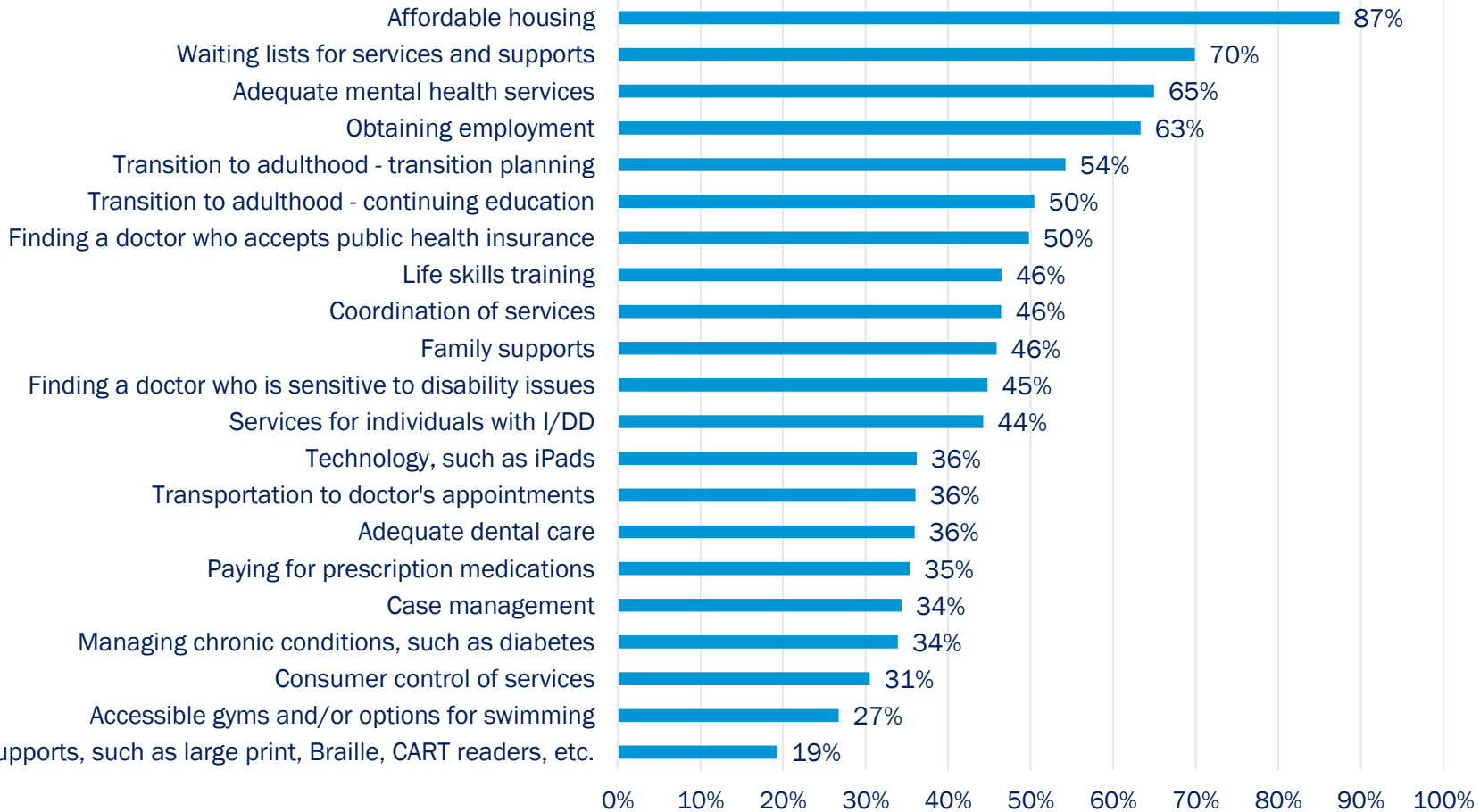


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Big Problems

Percent of all respondents indicating an issue was a “Big Problem”



Biggest Problems by Respondent

Respondents were asked to indicate if something was a “Big Problem,” “Small Problem,” or “Not a Problem”

Top Five Problems

- 1. Affordable Housing 
- 2. Obtaining Employment 
- 3. Waiting Lists 
- 4. Transitions 
- 5. Mental Health 

	Overall	Providers	Recipients of Services	Other
1. Affordable Housing	Big	Big	Big	Big
2. Obtaining Employment	Big	Big	Big	Big
3. Waiting Lists	Big	Big	Small	Big
4. Transitions	Big	Big	Small	Big
5. Mental Health	Big	Big	Small	Big

First Tier Recommendations



DHS should establish a formal structure like an advisory council to help disburse dedicated mill levy revenue.



DHS should explore ways to relieve the burden of housing costs for Denver residents with I/DD and providers who otherwise cannot afford to live in Denver.



DHS should encourage the employment of people with I/DD in Denver.



DHS should focus on addressing the needs of those on the waiting list for services.



DHS should develop resources to support transitions to adulthood for people with I/DD.



DHS should enhance the capacity to provide mental health services for people with I/DD who also have a mental health diagnosis.

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Governance Recommendations

Based on a scan of other jurisdictions, the report recommends that DHS:

- **Establish an advisory council.**
- **Create a transparent funding formula to clearly demonstrate how money will be disbursed.**
- **Establish a formal structure and process to disperse mill levy funding.**
- **Require follow-up and accountability for funding services and supports to meet recipients' needs.**



DHS Advisory Council Membership

- **Up to seven voting members who are all Denver residents with interest and expertise in services to people with I/DD.**
 - Appointed by DHS Executive Director
 - Goal of at least two voting members with an I/DD or who are a family member or caregiver to someone with an I/DD
 - Two-year term
- **One non-voting member from the Community Centered Board.**
- **Advisory Council will elect a chair from among its members.**

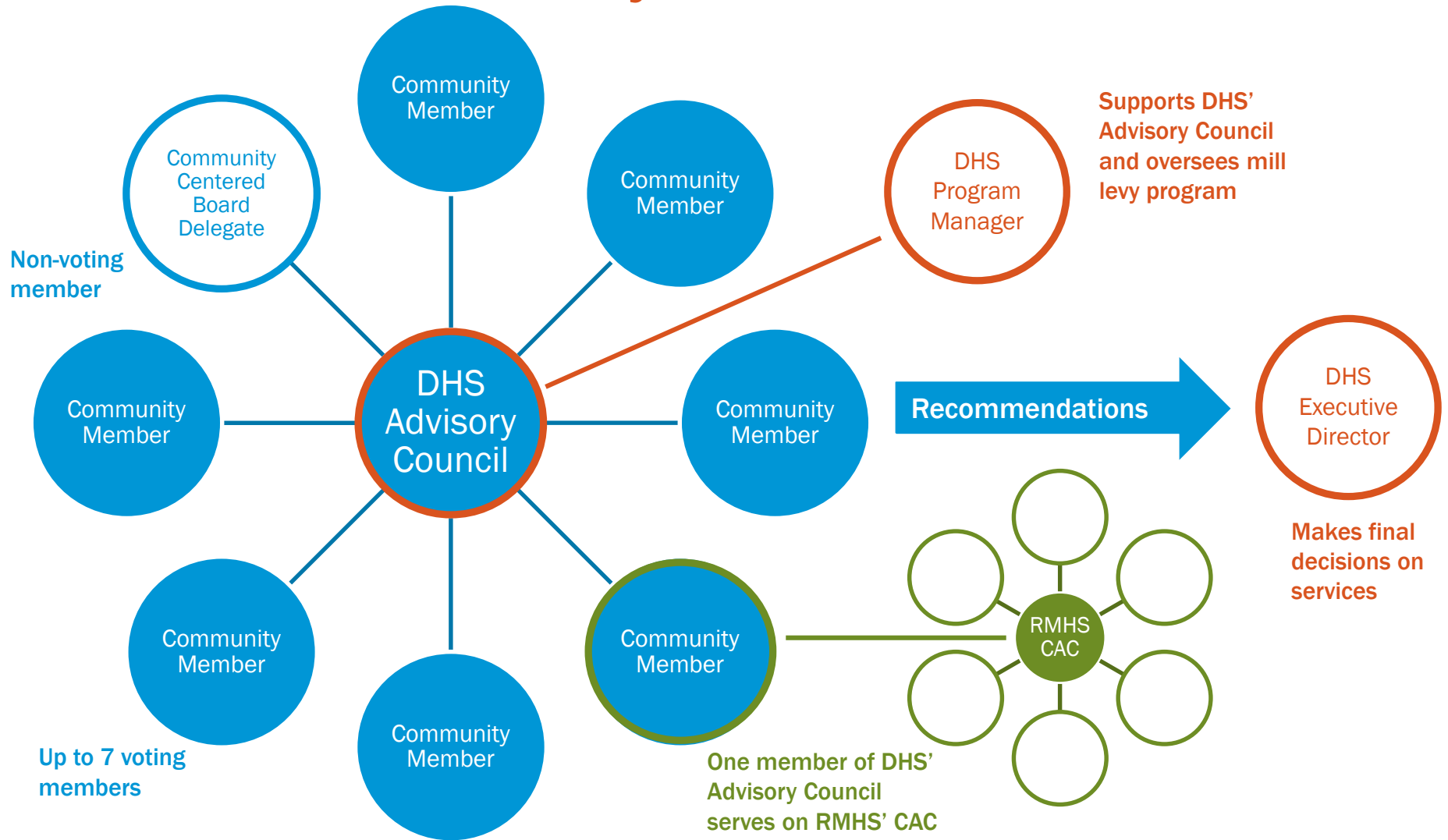
Advisory Council will be supported by Mill Levy Program Manager, who will also assist with facilitation, conduct research and analysis, and manage solicitation and contracting process.

DHS Advisory Council Duties

- **Make recommendations to DHS Executive Director on needs to address and projects to fund.**
 - Will use parliamentary procedures and additional facilitation methods to build consensus around recommendations.
- **Liaise with RMHS Community Advisory Council to ensure coordination and avoid unintentional duplication.**
- **Voting members must recuse themselves from decisions that would create a conflict of interest.**

All Advisory Council meetings will be posted and open to the public.

DHS Advisory Council Structure



Advisory Council Applications

DHS will accept applications into early November

- ✓ Name/Address
- ✓ Qualifications
- ✓ Reason Interested

Application will be available on Denver Human Services program website:
<https://www.denvergov.org/content/denvergov/en/denver-human-services/programs/disability-services/idd-mill-levy.html>

Coordination with RMHS

RMHS will select most 2019 providers for external initiatives by late 2018 so services and supports funded through RMHS will be known to the DHS Advisory Council by the time it makes its recommendations.

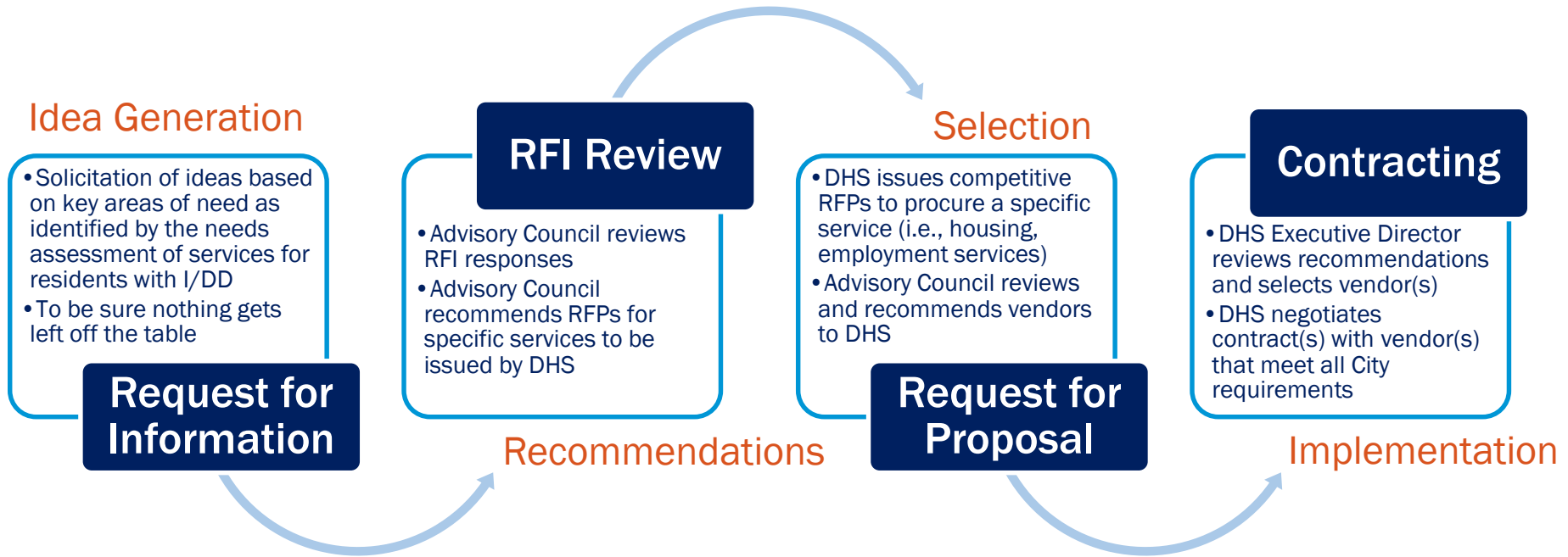
One member of DHS' Advisory Council will also be appointed to RMHS' Community Advisory Council as authorized by DHS' contract with RMHS to ensure open communications.

RMHS as the CCB can appoint a non-voting delegate to the DHS Advisory Council to provide input.

The DHS Program Manager will continue to regularly attend RMHS Community Advisory Council meetings.

The goal will be for the RMHS and DHS mill levy programs to complement and support the other. Collaboration between partners will be encouraged.

Request for Information and Proposals



The RFI will be available on DHS' website soon.

The RFP will be available after the Advisory Council is seated and identifies specific needs.

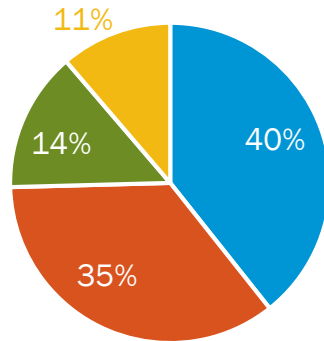
Proposed Advisory Council Cycle



Appendix

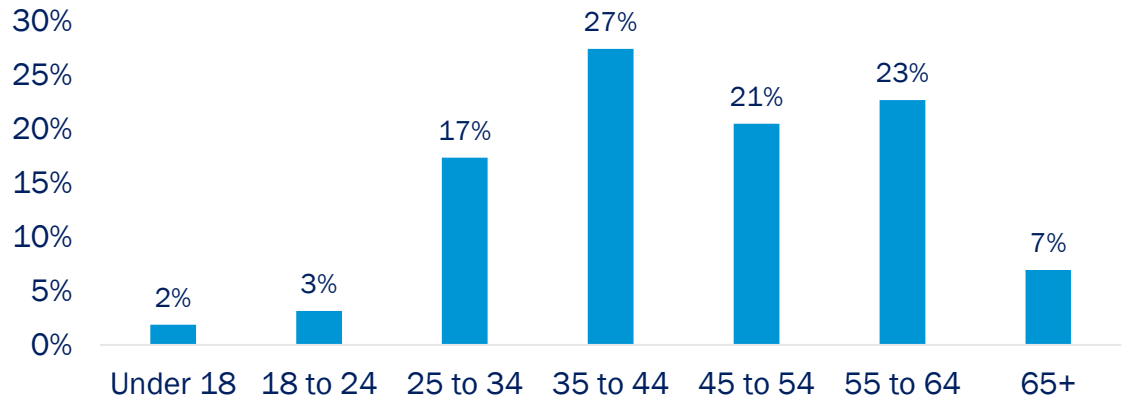
Survey Demographics

Respondent Type

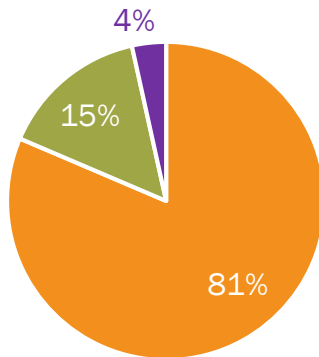


■ Recipient of Services ■ Provider of Services
■ Other ■ No Response

Age



Gender



■ Female ■ Male ■ Other

Race



Understanding of Current Services

“Please describe what you need to learn more about”

“As the representative of an organization that receives Mill Levy Funding, I am very familiar.”

“I would appreciate a DHS presentation for each agency staffed with case managers, advocates or providers using the funding for their program.”

“How are funds distributed?
How are needs prioritized?”

“Need to be more clear about what mill levy can cover and how to access funds.”

Providers

“How funds are obtained and who decides how they are used.”

“Know that it paid for a tablet, but not much more than that.”

“I know we have received Mill levy funds to help with expenses, but this process was managed by our RMHS case manager.”

“I have no idea what my daughter can get, whether requested services will come from mill levy money or a different fund, I didn't know it could be used to expand or create new programs, and when services are denied I don't know why.”

“The actual implementation has been essentially “Ask if something is covered and we will see if we can get funding for it” so we ask and learn.”

“Everything.”

Recipients of Services

Sample of open-ended responses to this question

Additional Survey Findings

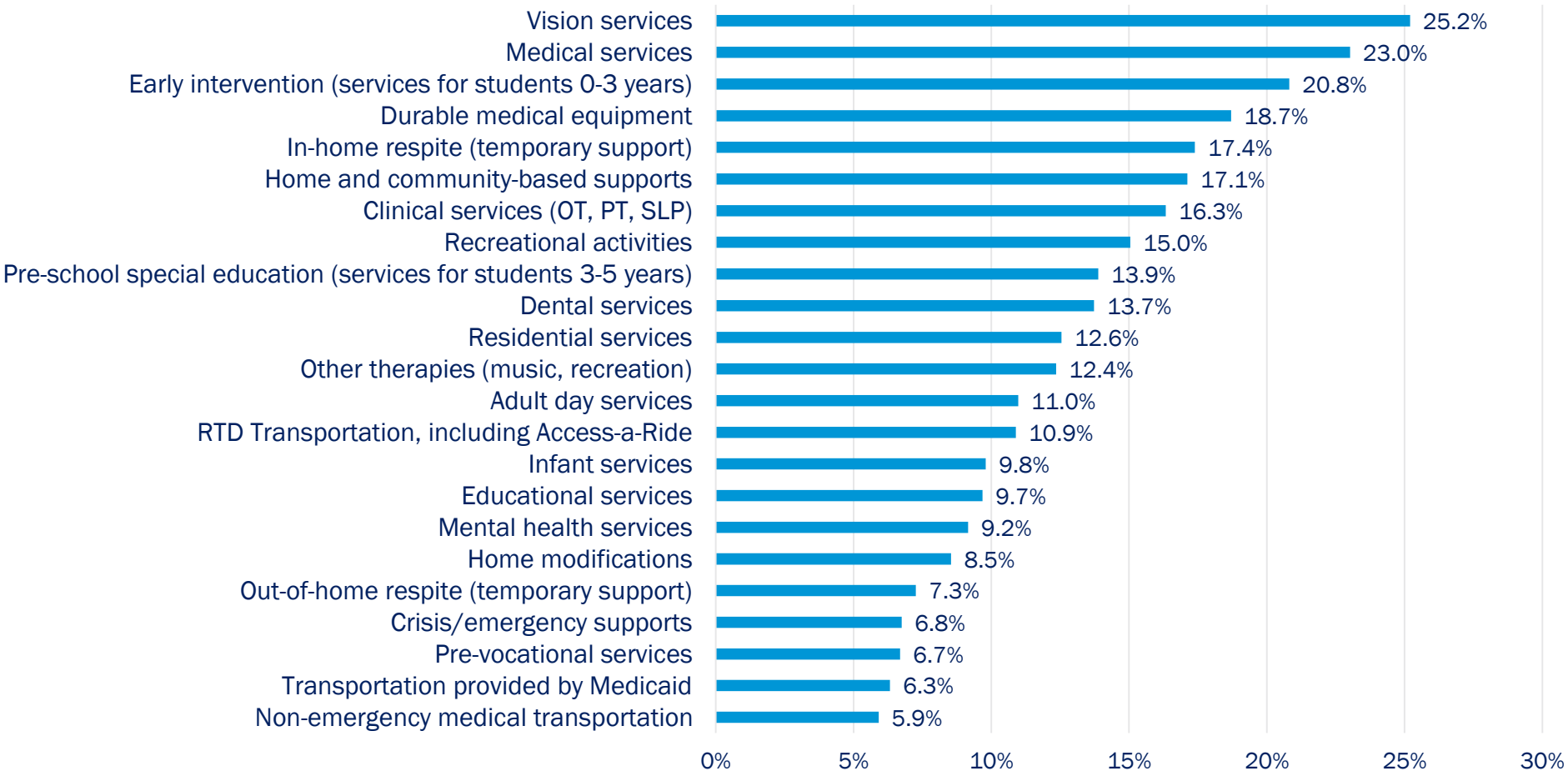
“In this section, we would like you to consider the services and supports in your community for individuals with I/DD and their families. Please check the boxes that best describe how you feel about each service listed.”

Respondents were given the following options for each of the different services:

- ✓ Works well
- ✓ Available, but not enough
- ✓ Needs to be developed
- ✓ Do not have access
- ✓ Don't know
- ✓ Don't use these services myself

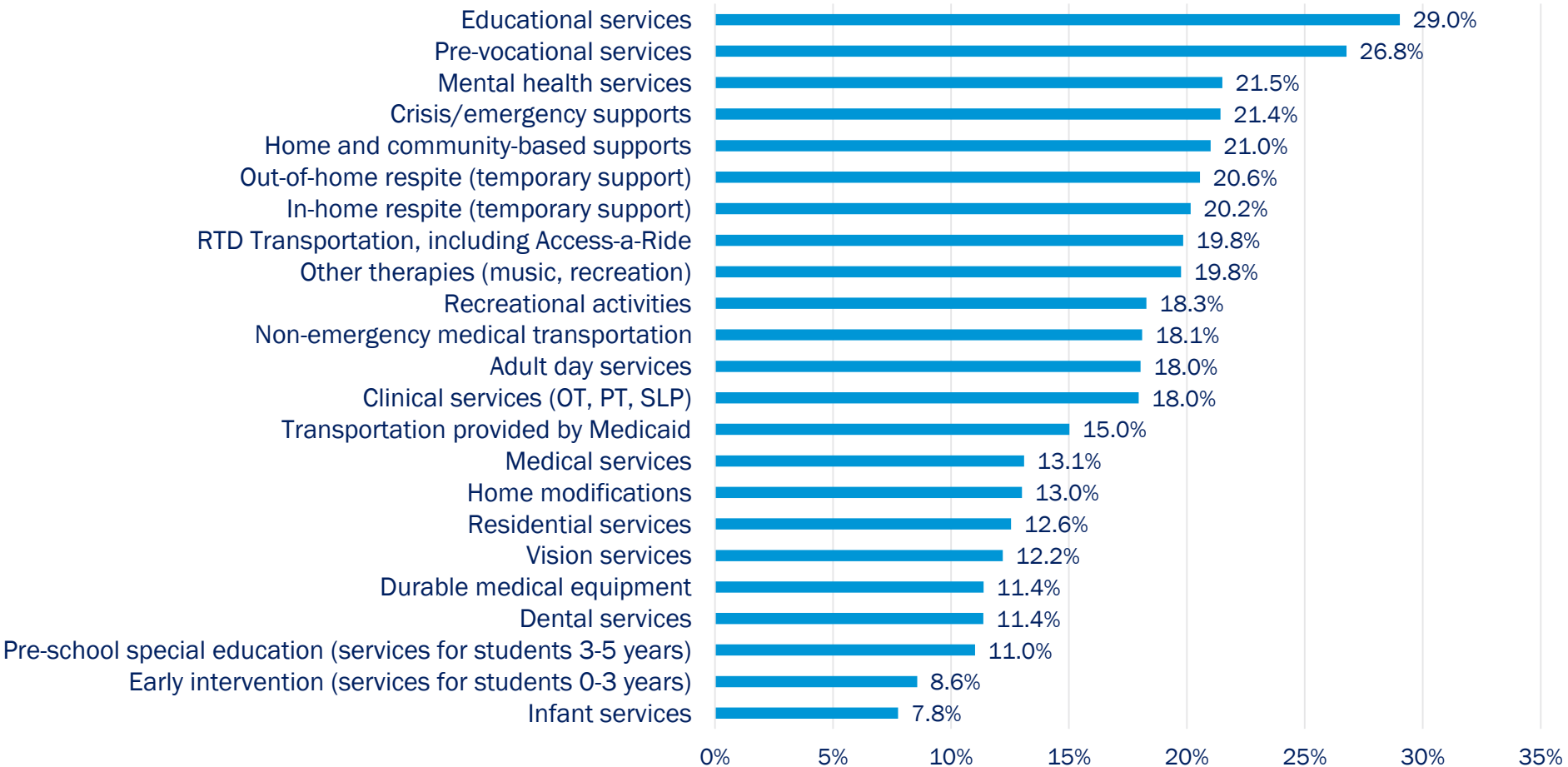
Additional Survey Findings

“Works well”



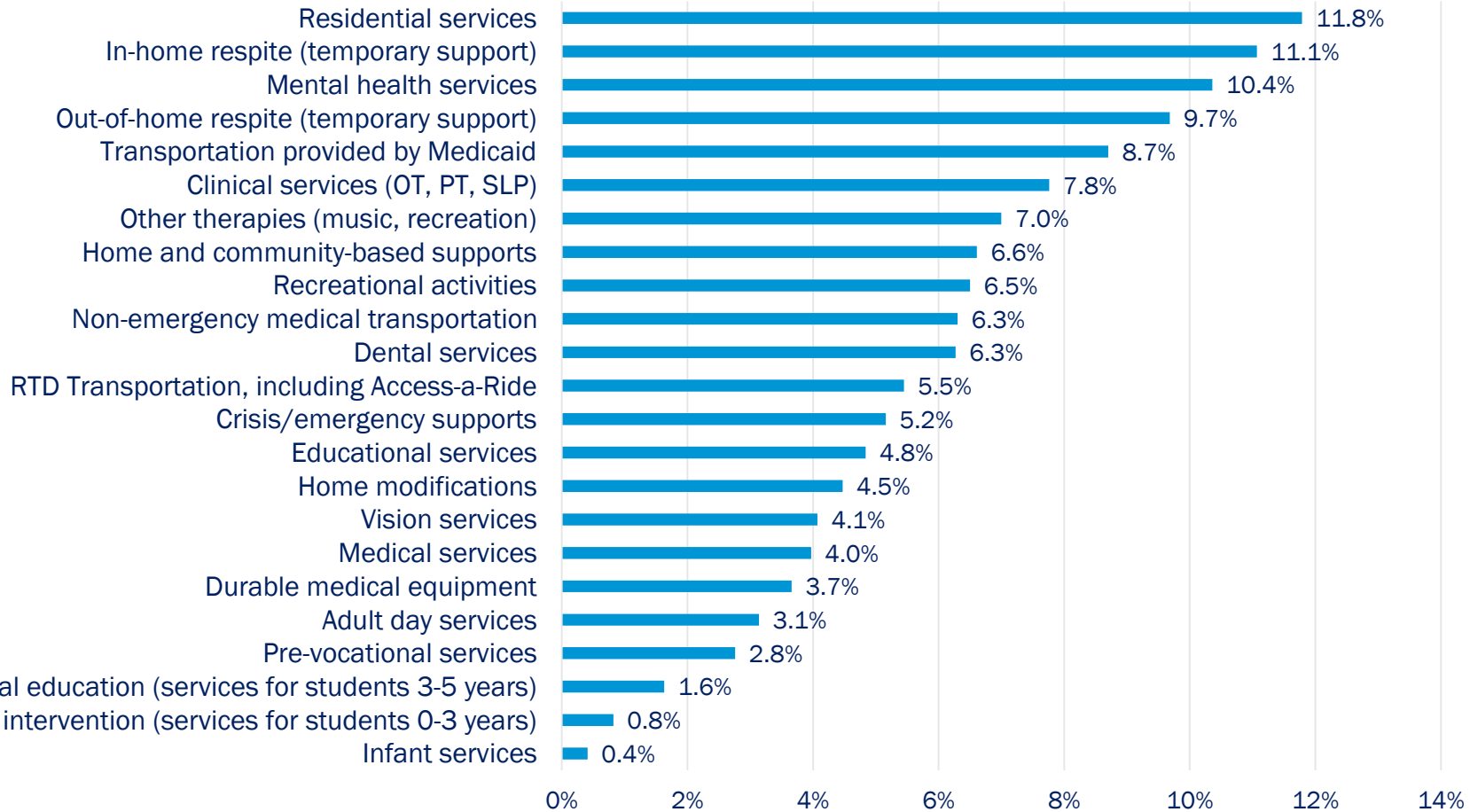
Additional Survey Findings

“Needs to be developed”



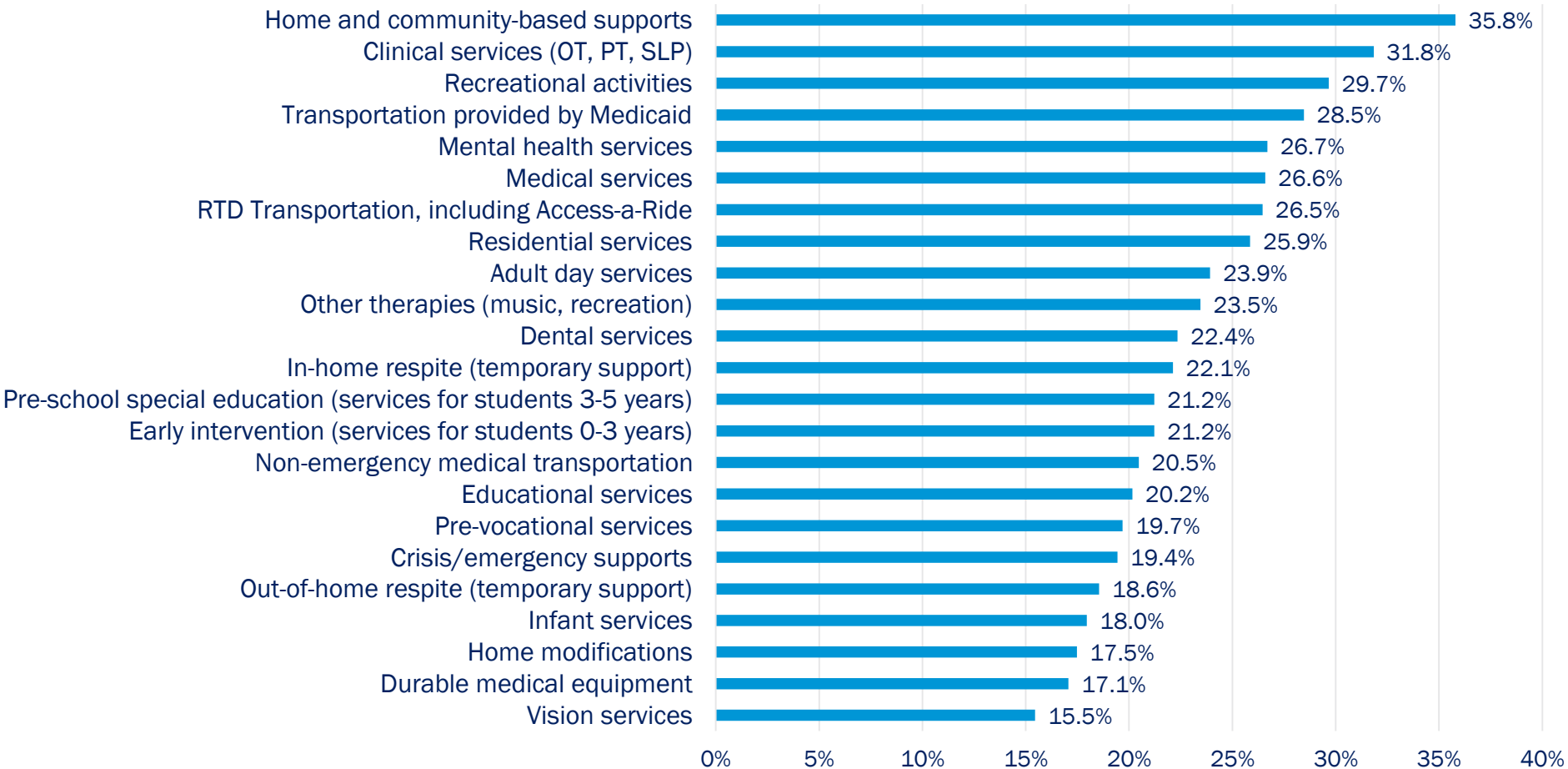
Additional Survey Findings

“Do not have access”

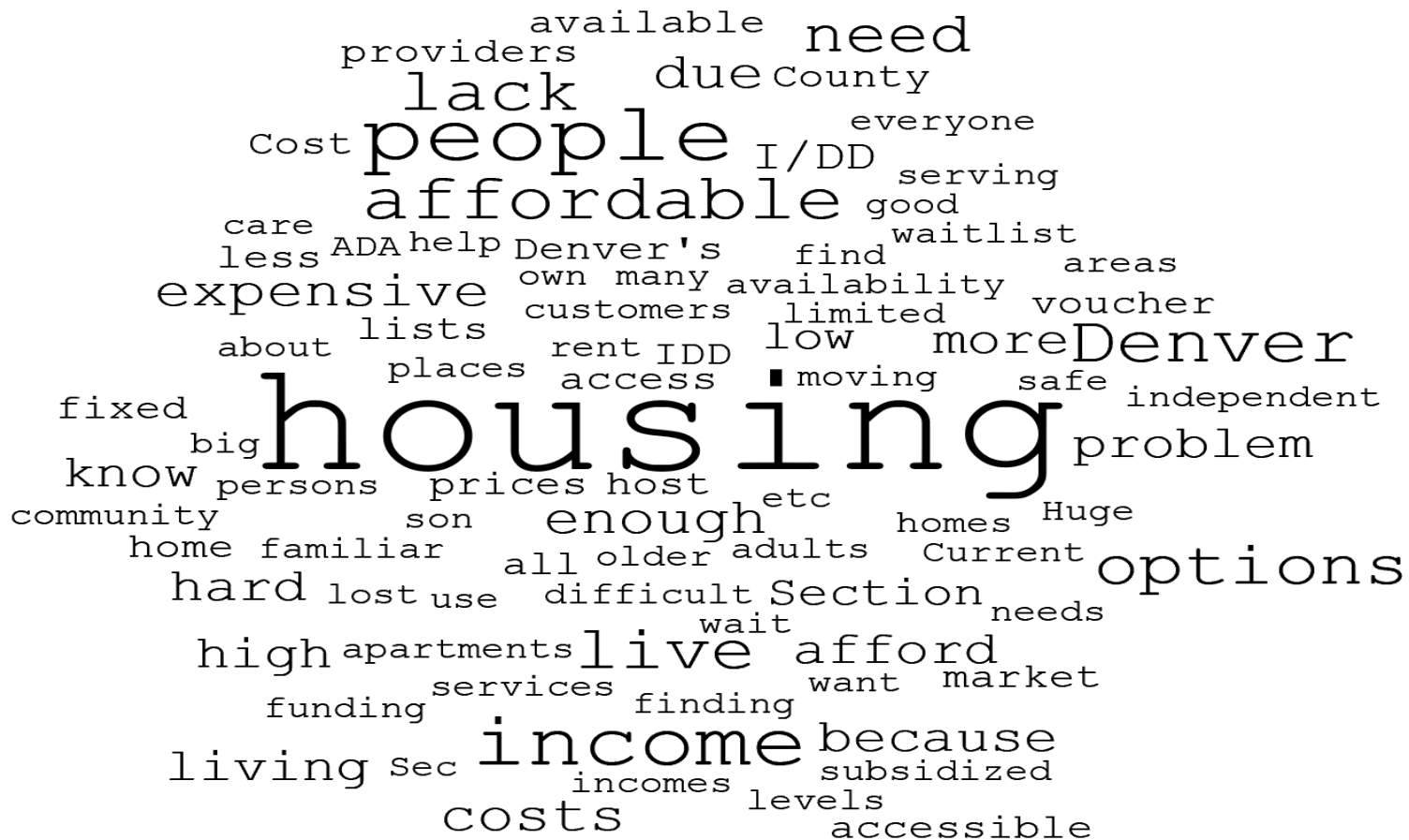


Additional Survey Findings

“Available, but not enough”



“Affordable Housing” Word Cloud



Word cloud generated from all open-ended responses when respondents were asked to “Please describe” why they identified affordable housing as a “Big Problem,” “Small Problem,” “Not a Problem,” or “Other.”

“Obtaining Employment” Word Cloud



Word cloud generated from all open-ended responses when respondents were asked to “Please describe” why they identified obtaining employment as a “Big Problem,” “Small Problem,” “Not a Problem,” or “Other.”

Governance Findings

Three Models are Most Common

Model 1: Local tax revenues are directly granted to the CCB or similar entity.

Model 2: Local tax revenues are given in some part to the CCB or similar entity and in some part distributed to other the community providers.

Model 3: Local tax revenues are put toward the State's Federal Medical Assistance Percentages to increase the amount of federal matching funds for Medicaid expenditures.

Model	Example Locations
1	Denver, CO (in the past) Arapahoe County, CO
2	Douglas County, CO Broomfield County, CO Franklin County, CO
3	Franklin County, OH Dane County, WI

Governance Case Study

Douglas County, Colorado

- Served by Developmental Pathways (DP), the largest CCB in Colorado, which also serves Arapahoe County.
- DP uses mill levy funds from Arapahoe and Douglas Counties for case management, community outreach, direct services, and administration.
- **Douglas County retains 5% of dedicated mill levy revenue or over \$300K for 2018 to fund Douglas County Developmental Disabilities Grants.**
- **Community organizations including the CCB apply for grant funding.**
 - **Proposals are scored by Douglas County's Mill Levy Advisory Council—currently six members including CCB representative.**
 - **The Advisory Council makes funding recommendations to the Douglas County Board of County Commissioners, which makes final grant decisions.**