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)



June 30, 2018

Dec. 31, 2018

New RMHS Contract

Early Q1: Continue contract negotiations with RMHS on outstanding issues including invoicing tracking, subcontractor, spectations, overhead definition, etc.

Q2: Brief City Council on progress and draft terms of procontract

Late Q2: Execute new contract with JMHS to provide services for reside with I/DD

Q3/Q4: Ongoing contract monitoring, including internal audits

DHS is here

Needs Assessment

Pre-Q1/Early Q1: Work with Commission for People with Disabilities to from eneeds assessment and determine how best to gather community input Mid-Q1/Q2: Conduct needs assessment and sather feedback on potential a actures for governation public input related to how dedicated revenue is programmed

Mid-Q1: Select very or for assessment and execute contract

Early Q4: Make findings publicly available and present results to City Council Mid-Q4: Seat
Advisory Council
to recommend
services funded
by dedicated
mill levy

DHS is here

Revised Timeline



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

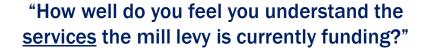


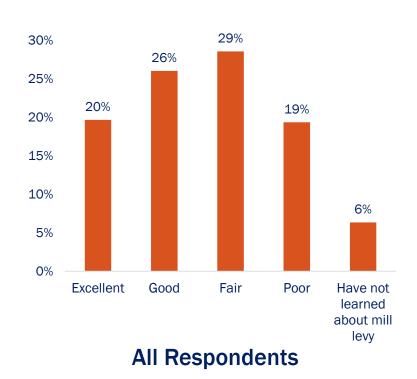
All mill levy services are currently provided through Rocky Mountain Human Services, the State designated Community Centered Board for Denver, and its subcontractors.

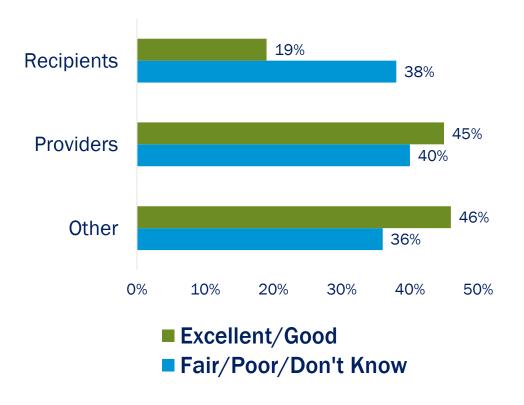


Understanding of Current Services

"How well do you feel you understand Denver's mill levy?"

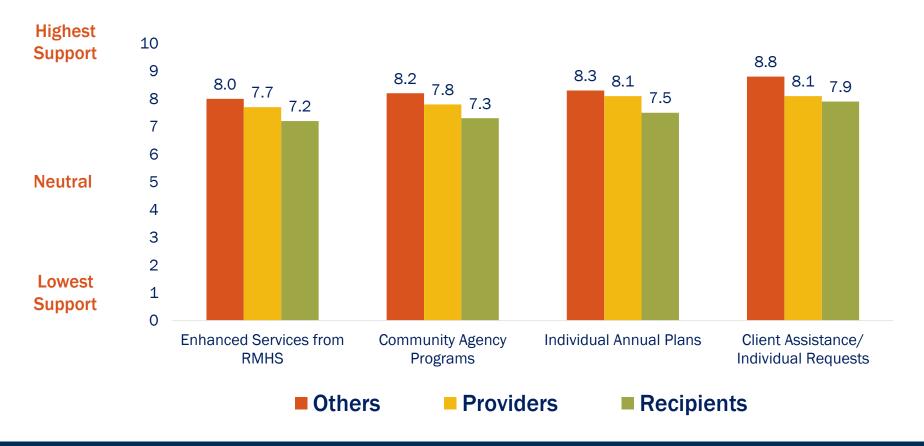






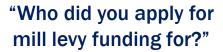
Support for Current Services

"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?

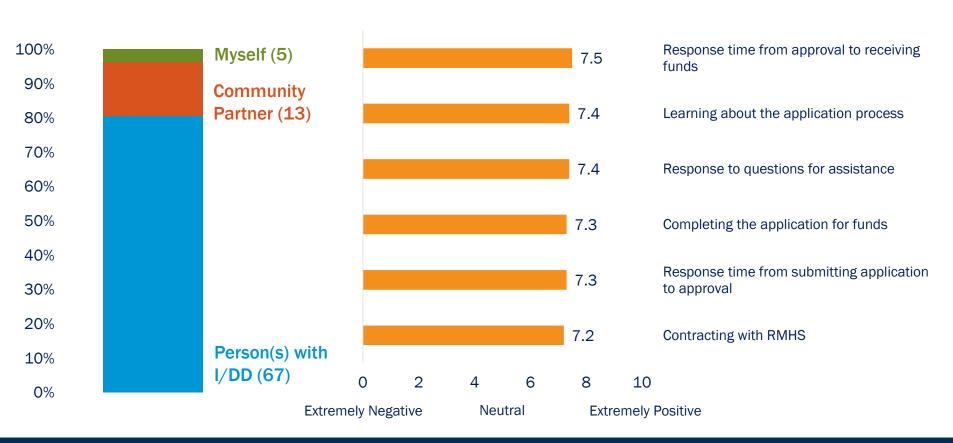




Experience Applying for Mill Levy Funding



"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

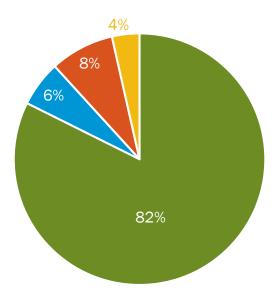
Did not meet expectations

Exceeded expectations

10

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..."

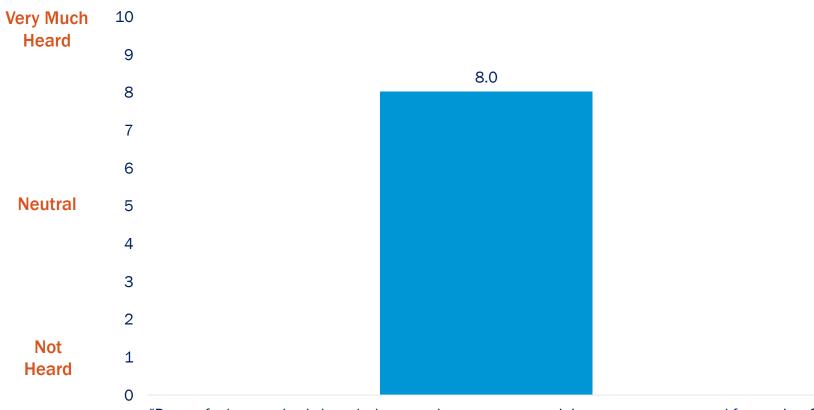


61 respondents case managed by RMHS



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?"

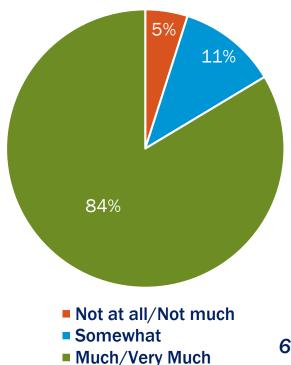
61 respondents case managed by RMHS

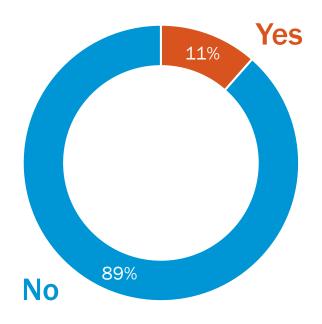


Respect and Retaliation

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

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





61 respondents case managed by RMHS only



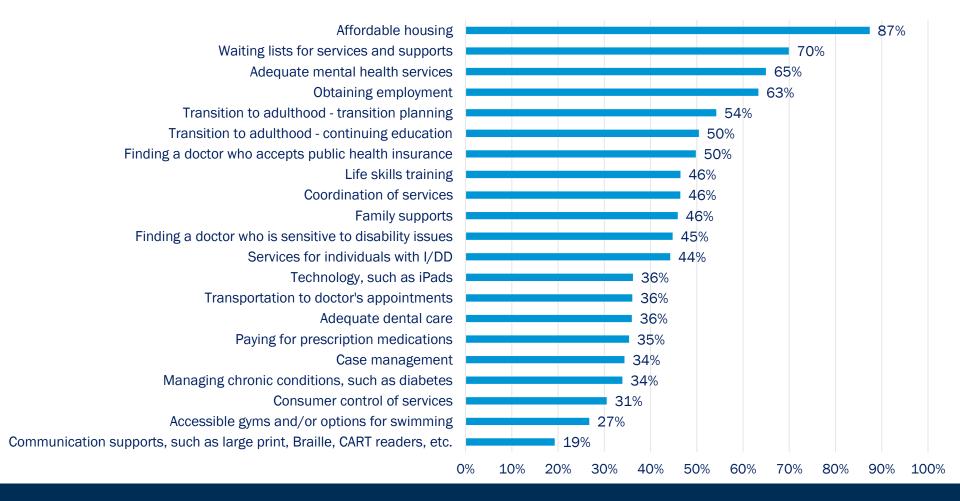
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Big Problems

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"

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



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.



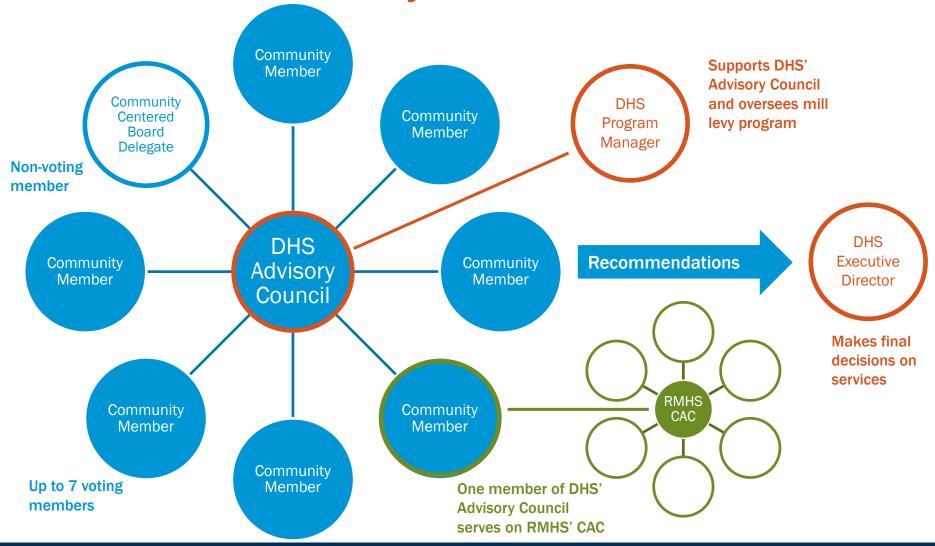
DHS Advisory Council Duties

- 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

Idea Generation

- Solicitation of ideas based on key areas of need as identified by the needs assessment of services for residents with I/DD
- To be sure nothing gets left off the table

Request for Information

RFI Review

- Advisory Council reviews RFI responses
- Advisory Council recommends RFPs for specific services to be issued by DHS

Recommendations

Selection

- DHS issues competitive RFPs to procure a specific service (i.e., housing, employment services)
- Advisory Council reviews and recommends vendors to DHS

Request for Proposal

Contracting

- DHS Executive Director reviews recommendations and selects vendor(s)
- DHS negotiates contract(s) with vendor(s) that meet all City requirements

Implementation

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

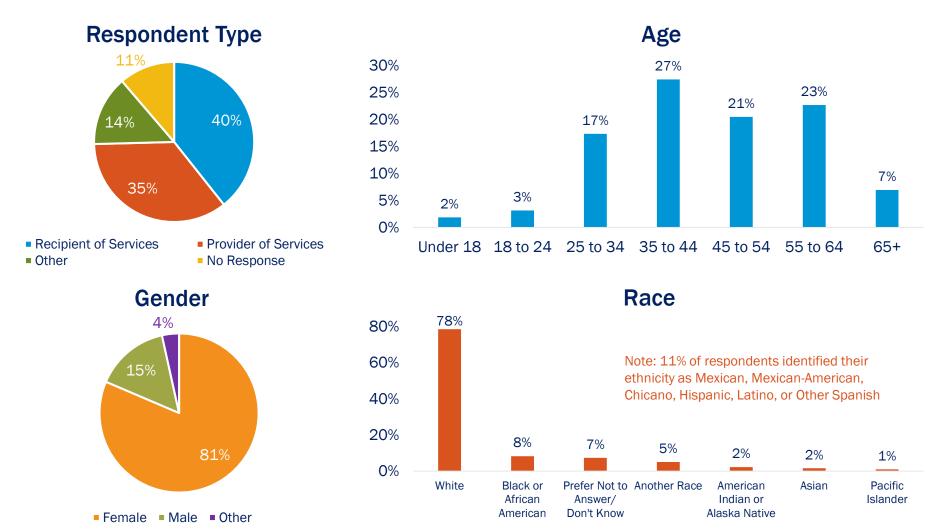
Late Q3/Early Q4 Early to Mid Q4 Q4 2018 Only **Advisory Advisory DHS** issues RFI Council Council based on needs recommends recommends assessment DHS will likely be behind RFAs/RFPs for projects to findings DHS to issue select to DHS on these target dates in 2018 and early 2019. TARGET DATES FOR **DHS** evaluates **DHS** and Advisory Mid to Late Q4/ **Council identify** recommendations Early to Mid 03 Early Q1 ADVISORY COUNCIL needs on which to and contracts with focus in next year providers **ACTIVITIES** * Process and timeline are subject to change **DHS** and Advisory **Providers** Council review performs services and evaluate Late Q1/Q2 in for Denver Late Q2/Early Q3 residents with impact of 2019 then Ongoing services I/DD



Appendix



Survey Demographics





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 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."

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

"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."

Providers

"How are funds distributed?

How are needs prioritized?"





Recipients of Services

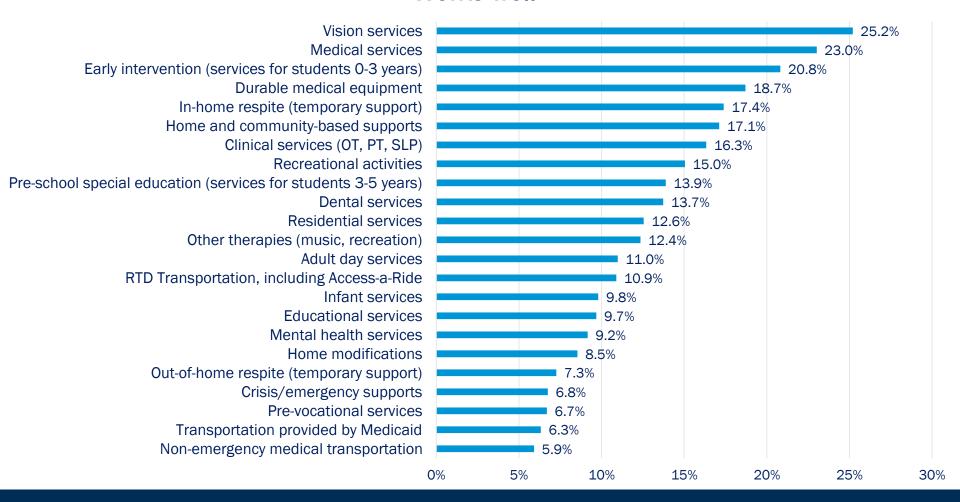
"In this section, we would like you to consider the services and supports in your community for individuals with I/DD and their families. Please check the boxes that best describe how you feel about each service listed."

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

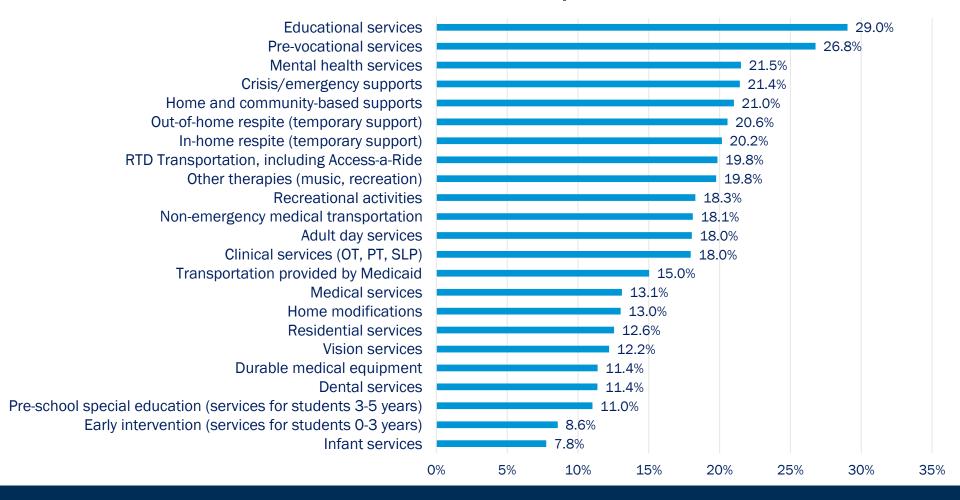


"Works well"



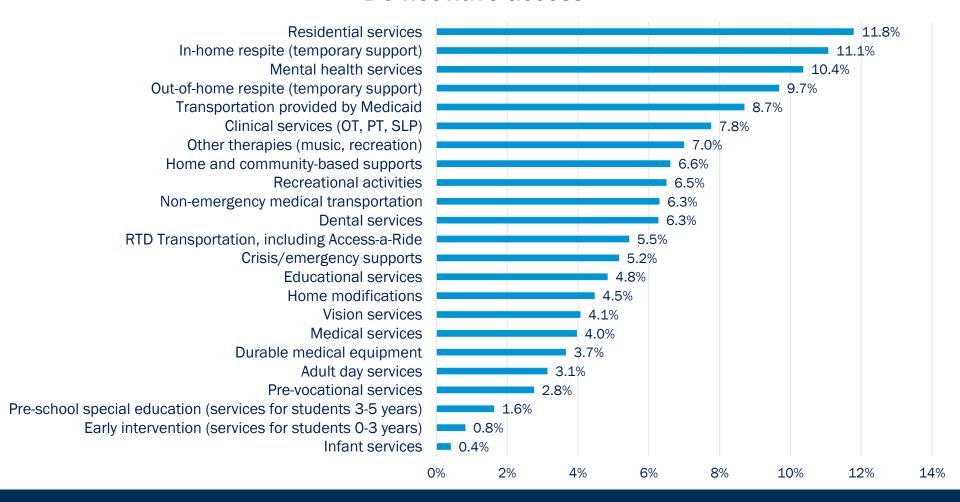


"Needs to be developed"



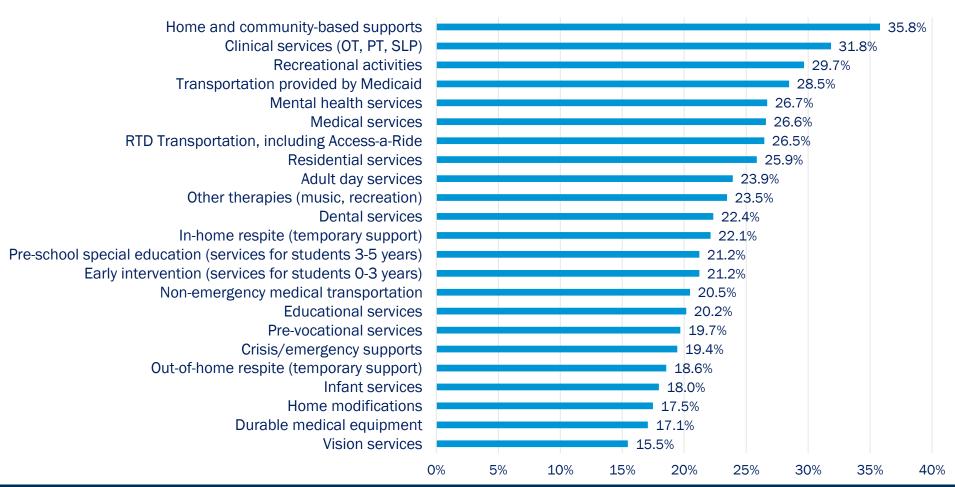


"Do not have access"





"Available, but not enough"





"Affordable Housing" Word Cloud

```
available providers 1
                                 need
                           due County
                                   everyone
               affordable
                                     waitlist
        less ADA help Denver's
                     own many availability
      expensive
                               limited
low r
                                           voucher
                     customers
                                       more
                places
                       access
                                ■ moving
  fixed
       biq
  know persons
                 prices host
                                etc
                                           Huge
community
                                     homes
     home familiar
                     all older adults
                      difficult Section needs
       high apartments live
                                afford
want market
          funding services finding
                  costs
                                   accessible
```

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

```
disabilities
                   applications
       support want<sub>all</sub> I/DD
        still
                   individuals N/A
           problem
                            many<sub>months</sub>
                   | because
| person
                                      Voc
     Unknown unable Denver
                     like groupslot
       system
              options
                                wants
                                          enough
programs
                      just low
            Rehab
                               depends
                     community
      .evenhirina
              only opportunities
services
 unemployment Getting finding
        application
                        hire
                high
                   <sub>DVR</sub>more
                              Supported
                   work
             back
                   sure
```

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.

