



**Annual Report to
City Council Safety, Housing, Education &
Homelessness Committee
April 17, 2019**

Shari Repinski
Executive Director

RMHS Mill Levy Program

Goals of the program



Increase access to services



**Increase flexible service and
provider options to meet
individualized needs**

Who Received Services in 2018



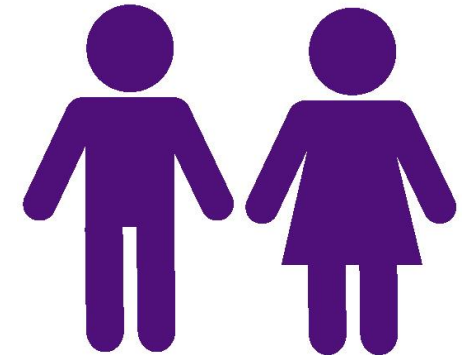
3,350 Children
(Ages 0 to 18)

Ages

- Birth to Age 3 – 50%
- Age 3 to 17 – 29%
- Age 18 and Older – 21 %

Ethnicity

- Hispanic/Latino – 35%
- White – 44%
- African American/Black – 13%
- Other – 8%

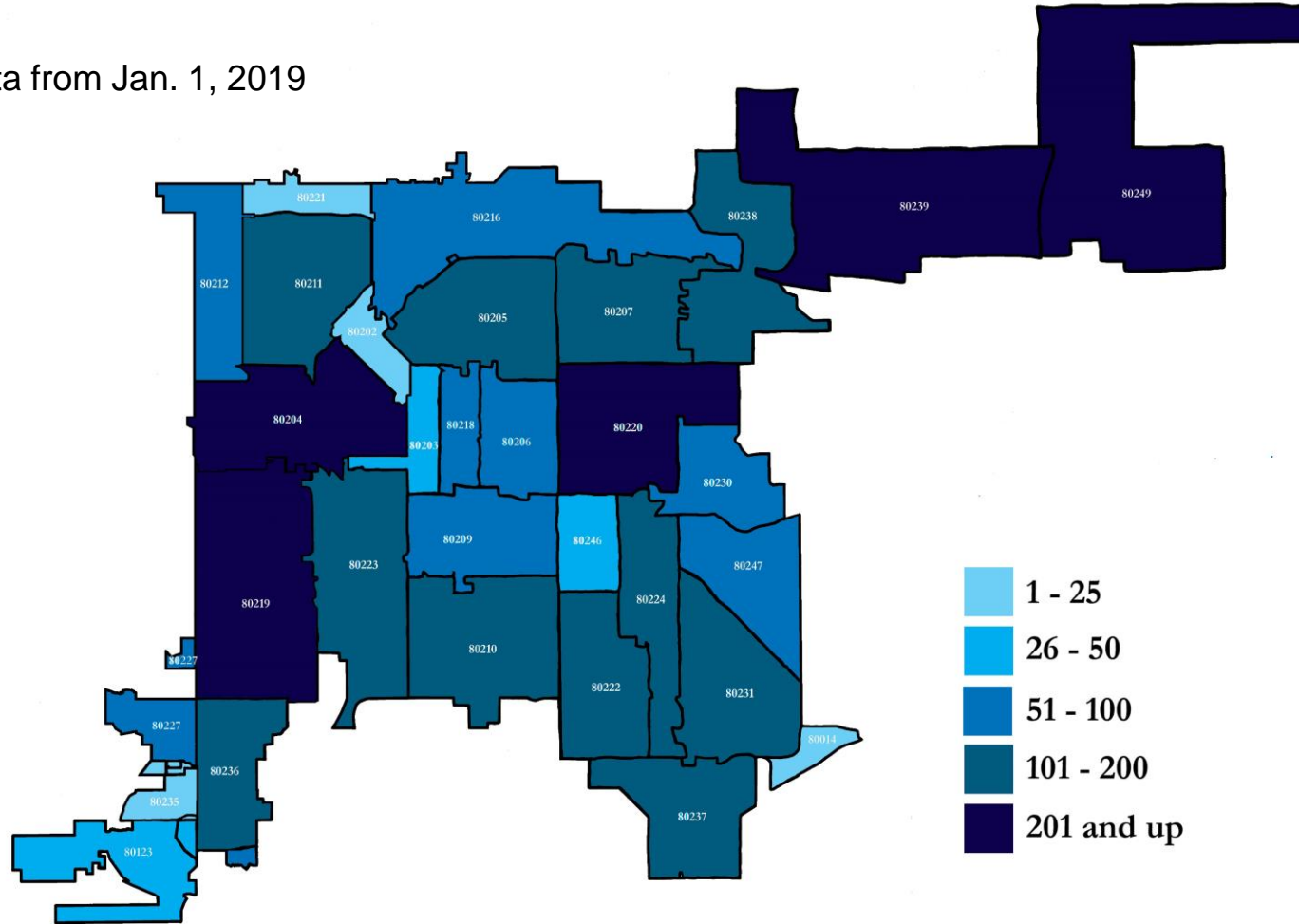


915 Adults
(Ages 18+)

4,265 Individuals
Total Population Served

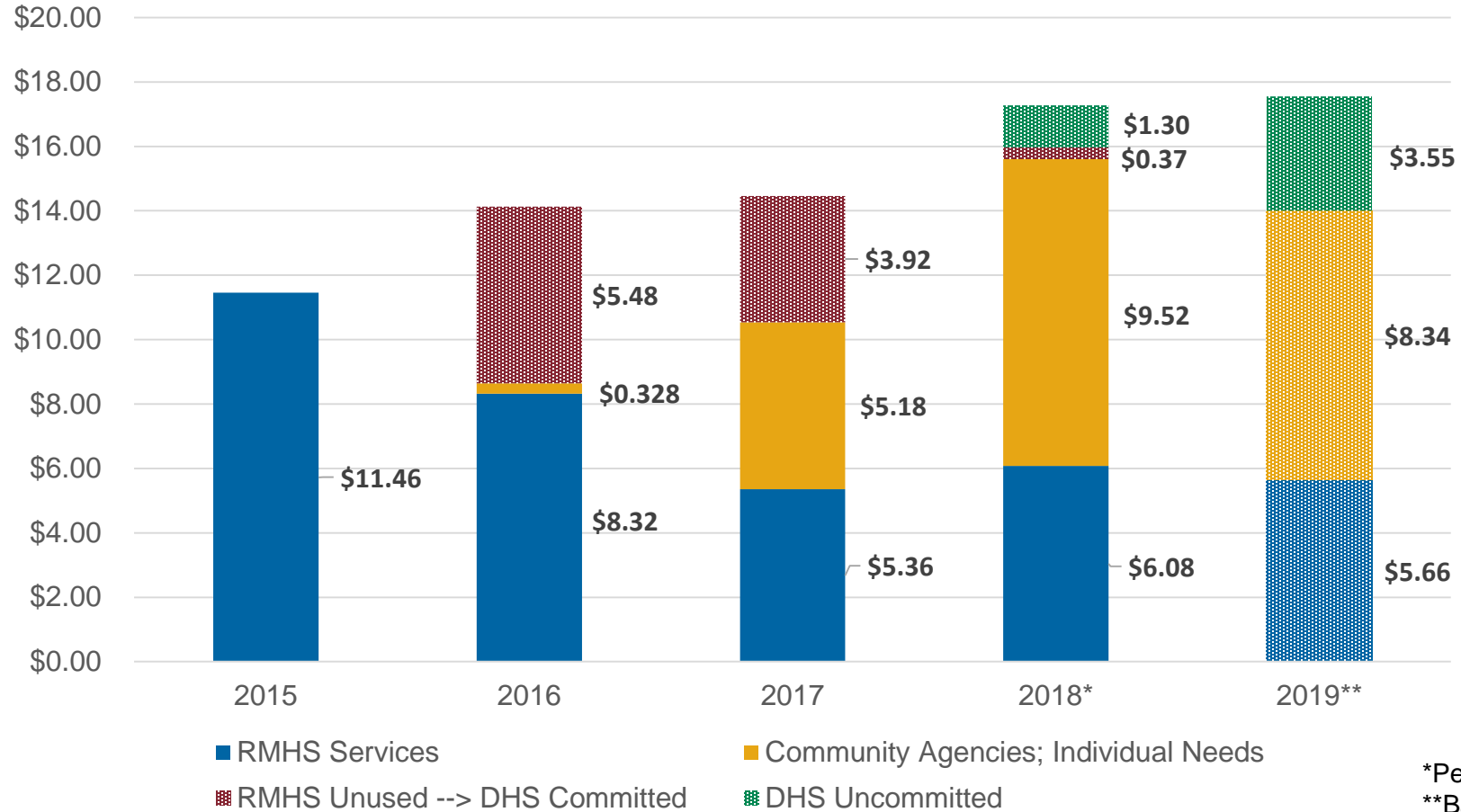
Community-Based Services

*Based on point-in-time data from Jan. 1, 2019



Mill Levy Funding 2015-Present

In the Millions



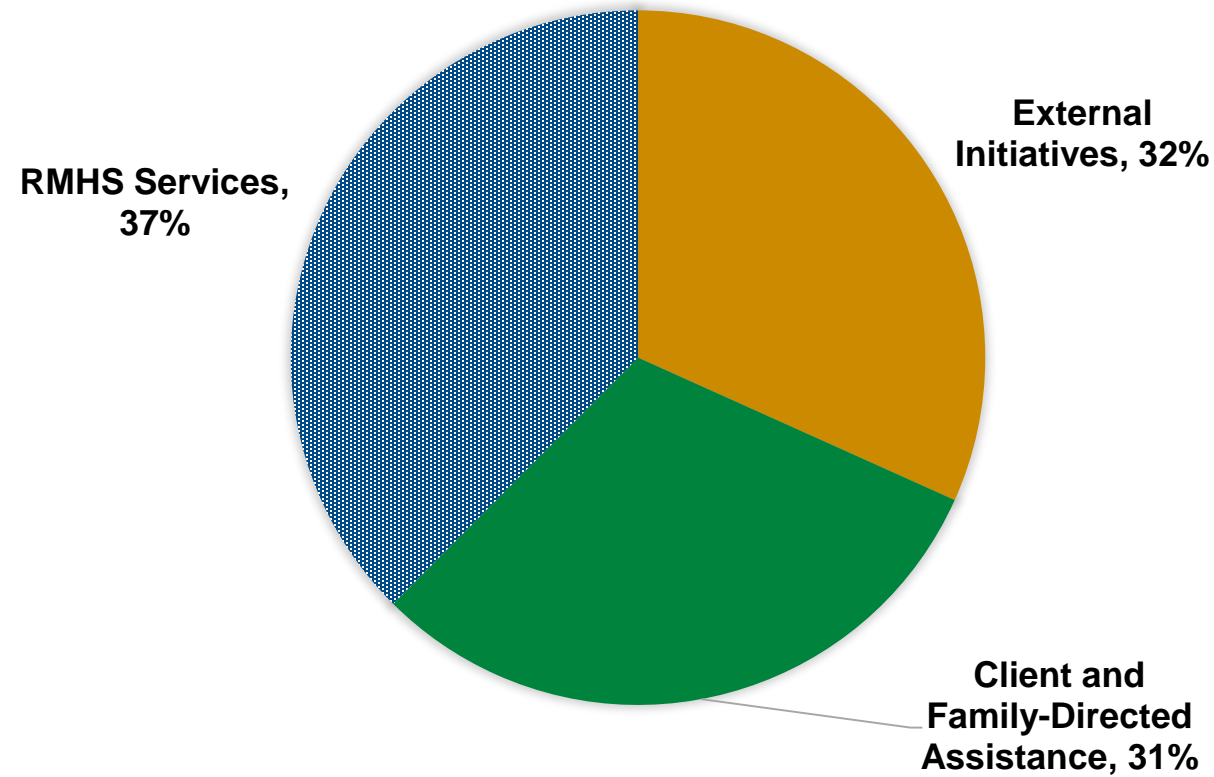
*Pending final payment.
 **Based on 2019 budget.

RMHS Mill Levy Program

How does RMHS use the mill levy funding it receives?

1. **Client & Family-Directed Funds:** To empower Denver residents with I/DD to directly access mill levy funds to meet their individual needs for services and support.
2. **Community Agencies:** To support individuals, organizations and businesses that provide unique I/DD services and support.
3. **RMHS Services:** To provide additional support to Denver residents who access RMHS services by eliminating wait lists, enabling service coordinators more time to work with clients, and enhancing clinical programs.

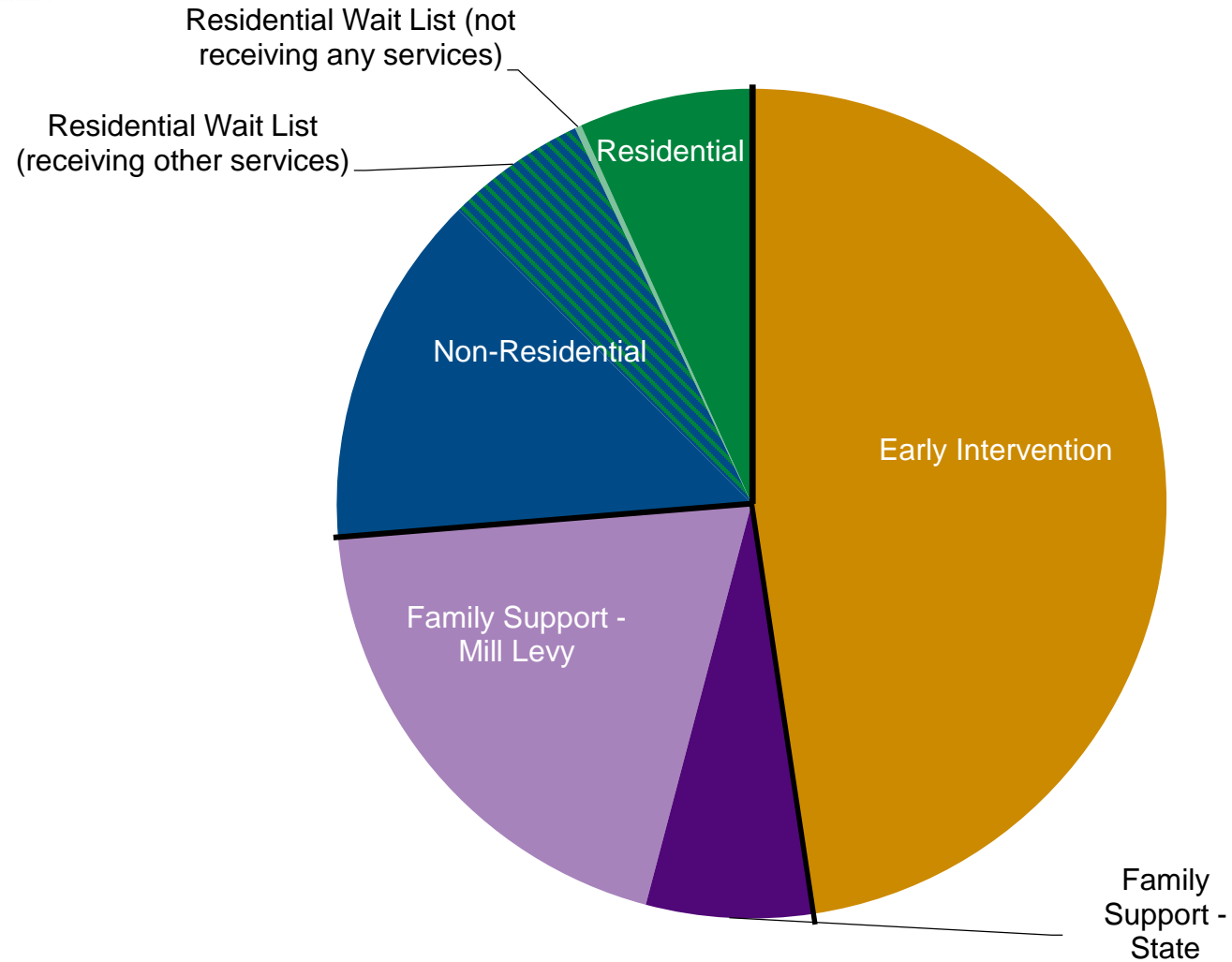
2018 EXPENSES BY AREA



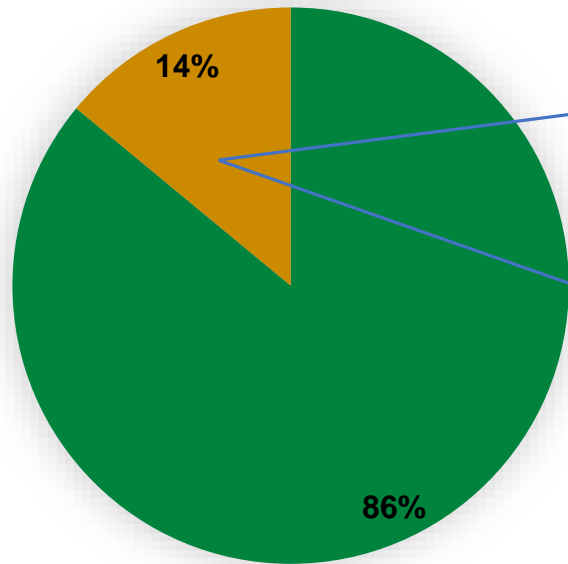
- Reduce **wait time for children from birth to age 18 to receive assessments** for developmental delays and disabilities, so they can receive therapies as soon as possible (Early Intervention).
- Provide additional funding beyond state dollars for direct services and case management for **families of children ages 3 and older** with I/DD (Family Support Services Program). Without mill levy, more than **800 individuals would wait for services**.
- **Clients enrolled in Medicaid waivers** can access additional services, including connecting to the community and behavioral service, including day habilitation, respite, transportation and residential habilitation, through mill levy funding.
- Offer **trainings, such as first aid, to family members and providers**.
- Implemented a **Waitlist Coordinator position** to ensure people waiting for other services are accessing mill levy-funded services as needed.



Access to Services

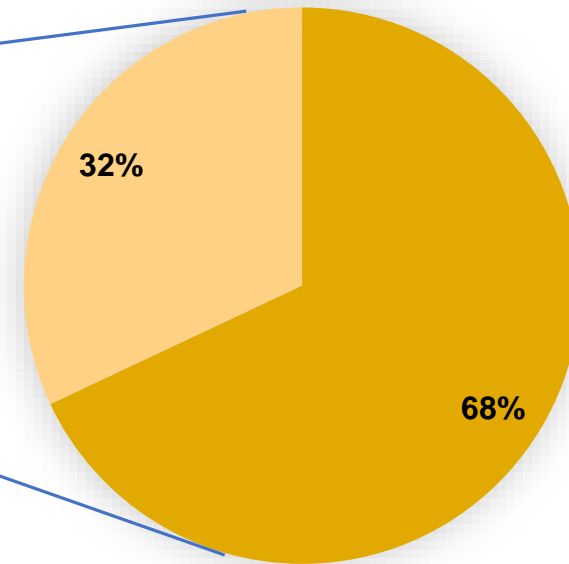


RMHS Clients on Waiting List for Residential (HCBS-DD)
Total = 269



- Active in SLS; Access Mill Levy through Case Manager
- Have Access to Mill Levy Through Waitlist Coordinator

Of Those Served by Waitlist Coordinator
Total = 38



- Receiving Services Elsewhere (EBD, HCA, etc.)
- Not Receiving Other Services

Client & Family-Directed Funds

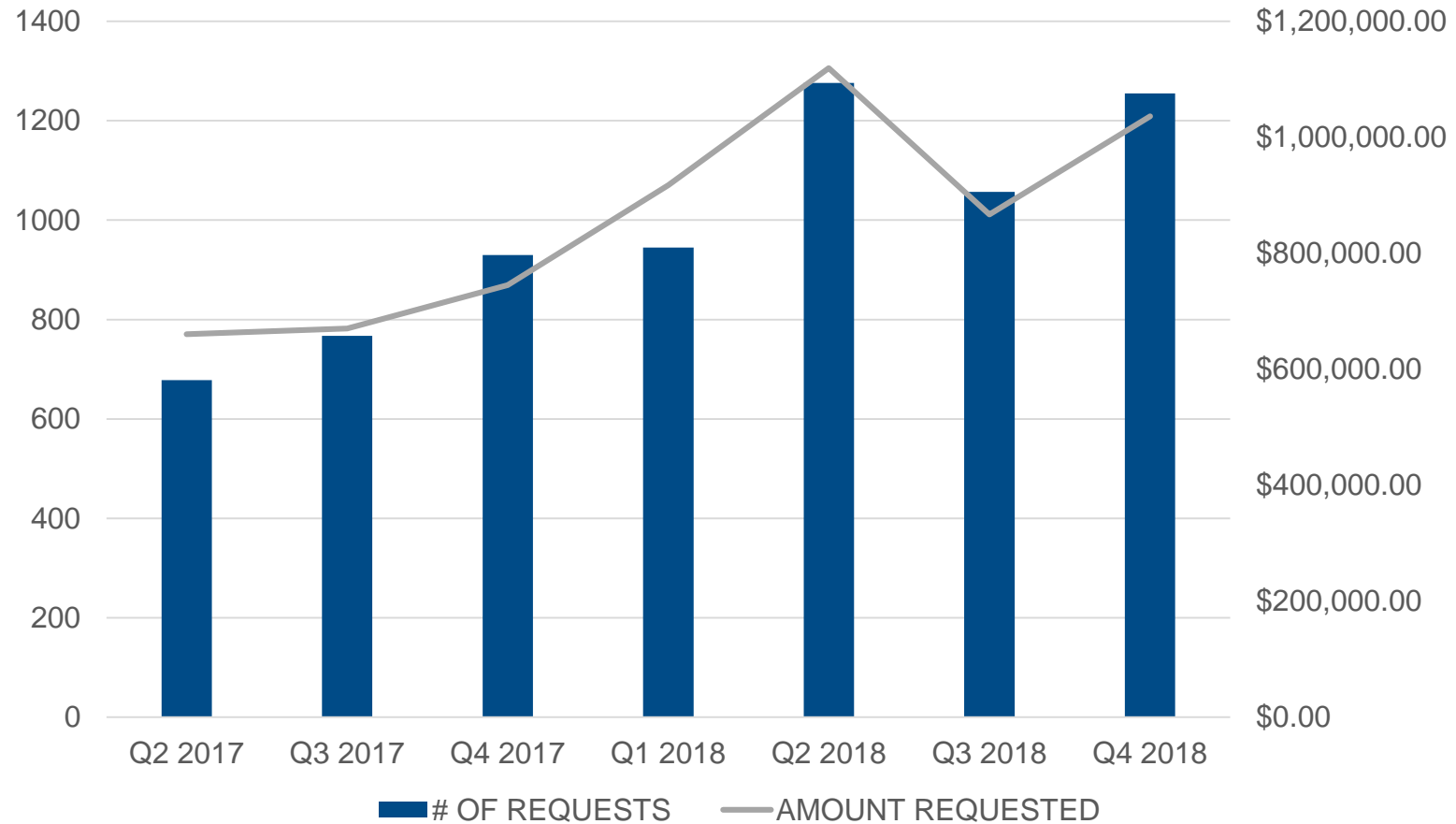
Denver residents with I/DD and their families can request services and support to meet their individual needs that aren't available through other resources. Examples include:

- Adaptive equipment
- Durable medical equipment
- Dental and medical costs
- Evaluations and assessments
- Transportation
- Caregiver/parent training
- Car seats
- Safety items
- Cribs/beds



Client & Family-Directed Funds

Individual Requests

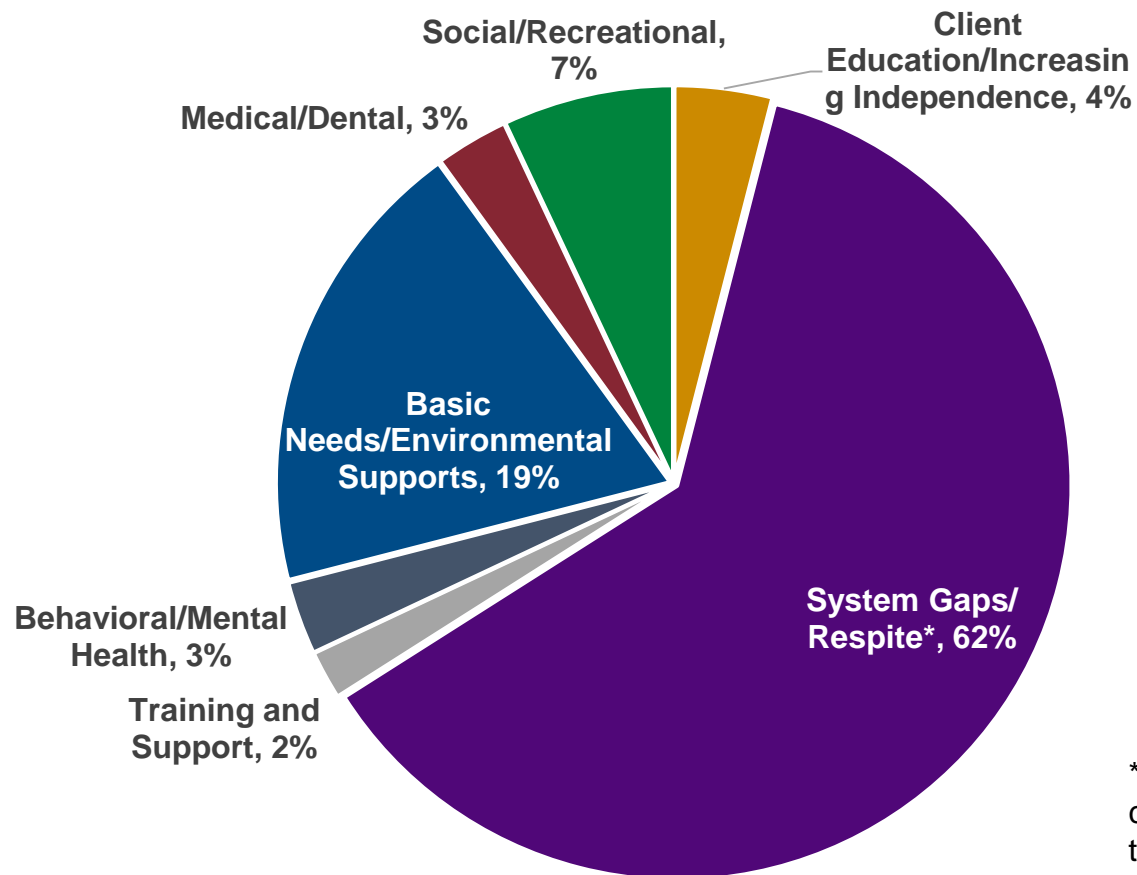


*Includes Family Support Supplement and Client Assistance.

Client & Family-Directed Funds

January 2018 – December 2018

Funding for Individual Requests by Category (n=3,866)



*System Gaps is primarily respite. Also includes camps for people with I/DD, co-pays for necessary therapies, interpretation services, sensory items and items to assist with employment.

Client & Family-Directed Funds

Below are examples of Denver residents with I/DD and their families who requested services and support to meet their individual needs.

- **Hansel is a 1-year-old** who did not have a car seat or stroller to safely transport him in the community. RMHS funded \$412 to purchase a car seat and stroller for Hansel.
- **Alex is a 2-year-old** who received services due to failure to thrive. He was struggling to gain weight and had many medical needs. Alex needed another procedure, so RMHS funded \$342 to pay the portion not covered under insurance.
- **Calvin is an 8-year-old** with autism. He has limited attention and becomes easily overstimulated. He successfully used a lap pad and blanket in his OT therapy sessions. Insurance would not fund these items. RMHS provided \$135 to buy these items.
- **Aaron is a 24-year-old** who uses a wheelchair and enjoys being in the community. His family takes care of him, and as they age, their ability to physically transfer him in and out of their vehicles has become increasingly difficult. Aaron's insurance and waiver funded a portion of a vehicle lift and Mill Levy paid the remaining \$4,598.



Goods and Services Delivered Through Vendors*: Client-Directed Funds



*Only a sample of vendors receiving funding.

Client & Family-Directed Funds

Complaint Process

- Formalized in September 2018.
- Three complaints from Sept. 1, 2018 to March 31, 2019.
- Person with concerns encouraged to contact RMHS at 303-636-5707 or clientassistance@rmhumanservices.org.
- An RMHS representative be in contact within two business days.
- The representative will document the complaint and gather additional information.
- Possible responses to the complaint include:
 - Providing additional information to clarify program processes and parameters.
 - Reversing the original decision and funding the request.
 - Identifying other possible resources to pay for the request.
 - Upholding the decision that the request cannot be funded by mill levy funds.
- RMHS logs all complaints and reports them quarterly to Denver Human Services.

Community Agencies

Two contract terms in 2018: January to June & July to December

- RMHS contracted with **19 community agencies** to provide services only through **External Initiatives**
- RMHS contracted **62 community agencies** to provide services only through **individualized mill levy service plans**
- RMHS contracted with **3 community agencies** to provide services through **External Initiatives AND mill levy service plans**

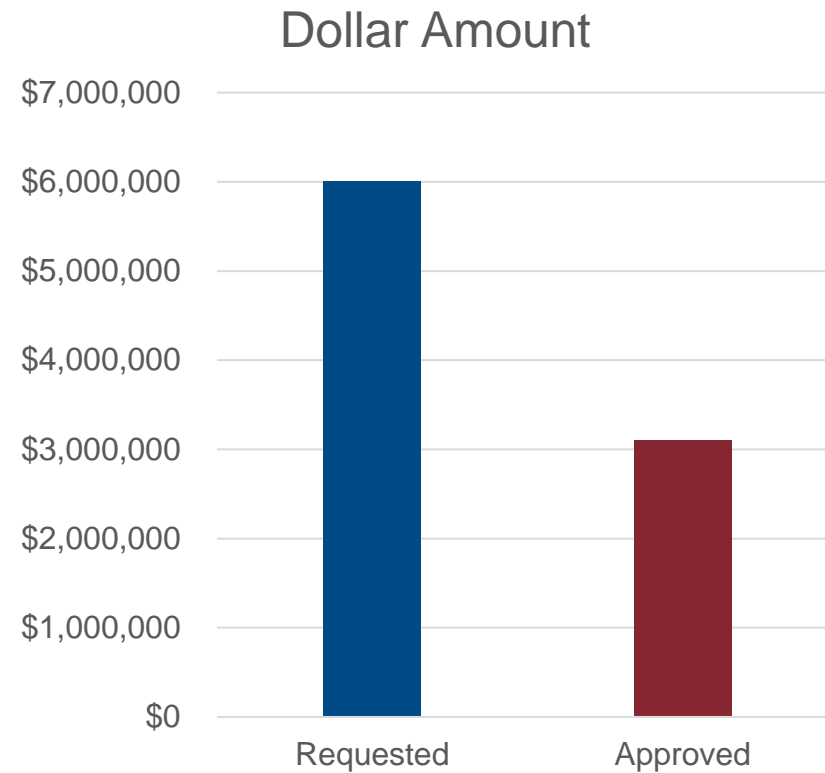
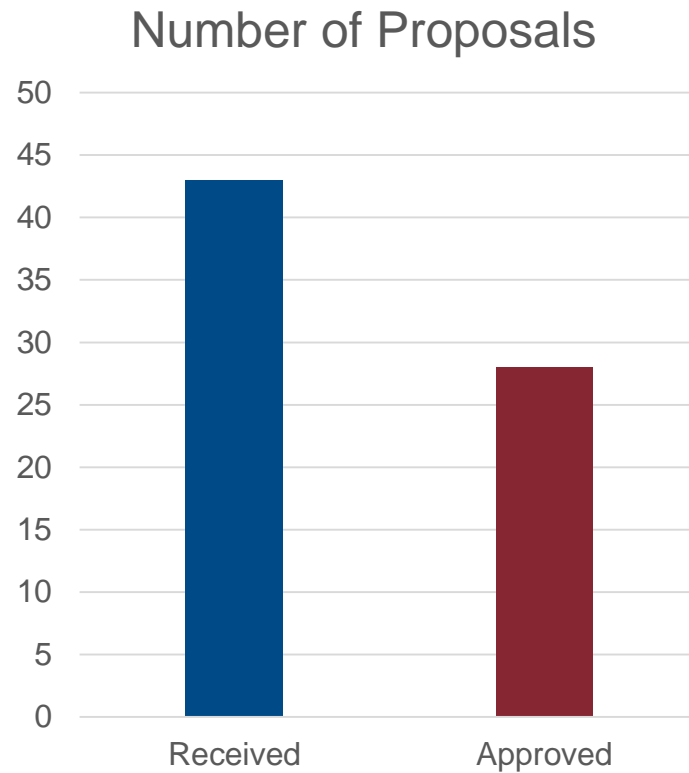
Community Agencies

Changes to External Initiatives Selection Process for 2019

- RMHS Community Advisory Council created **priority funding areas**.
 - Client education/increasing independence
 - Homelessness
 - Integrated health
 - Social/Recreational
 - Training and support
- Advisory Council subcommittee **developed RFP review process**, including evaluation matrix.
- RFP review process was **submitted to DHS for approval** per contract.
- Community Advisory Council members **identified projects to be considered**.

Community Agencies

Proposals Received for 2019 Funding





Community Agencies*: External Initiatives



*Only a sample of agencies receiving funding.



Community Agencies*: External Initiatives

Approved 2019 projects

Six Projects Serving Children

- Preschool/music therapy
- Behavioral challenges at school, home and community
- Workshops on parent-mediated Early Start Denver Model
- Social skill development during recess
- Respite

Six Projects Serving Transition Ages (Late Teens to Early Adulthood)

- Training/resources for parents/teens (college tour) and mentorship for black males up to age 21
- Social and life skills for teens with autism
- Vocational/trade education
- Entrepreneurship training



Community Agencies*: External Initiatives

Approved 2019 projects

Nine Projects Serving Adults

- Ride-share training
- Financial health education
- Art instruction
- Supported employment
- Community outings
- Arts and community
- Travel
- Behavioral support



Community Agencies*: External Initiatives

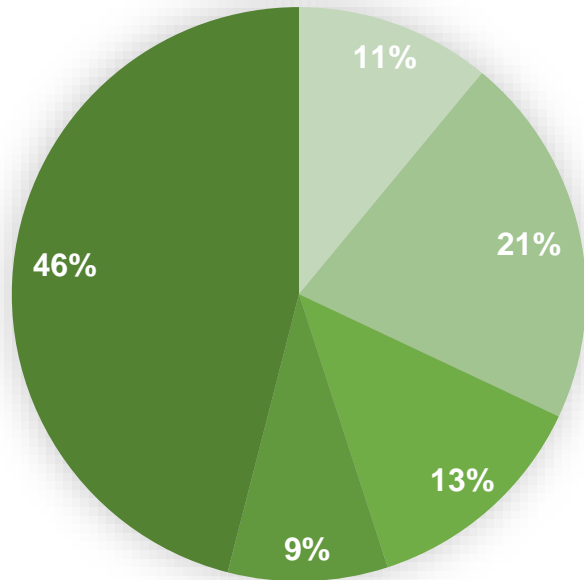
Approved 2019 projects

Seven Projects Serving All Ages

- First responder training
- Yoga
- Connecting parents
- Art classes for parents and toddlers and adults with Down syndrome
- Community center
- Probate and special needs planning
- Homeless outreach

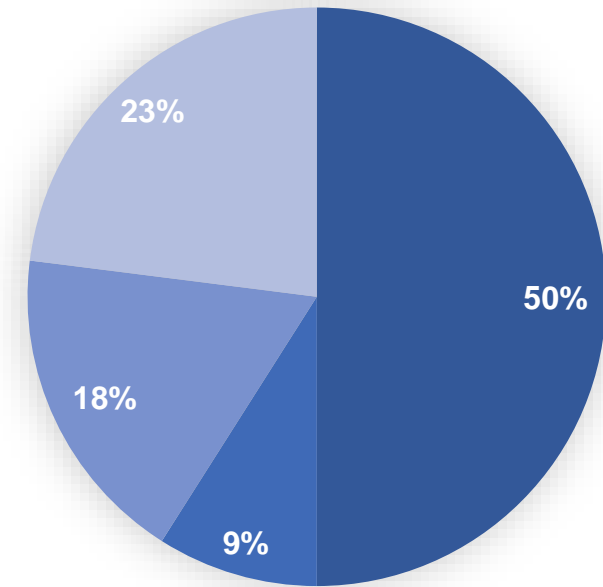
Community Agencies*: External Initiatives 2019 Budget Amount

By Priority Area



- Training & Support
- Integrated Health
- Client Education/Increasing Independence
- Social/Recreational
- Homelessness

By
Ages Served



- Adults
- All
- Children
- Transition



Monthly Metrics

- **Since July 2018, RMHS reports monthly metrics to DHS.**
Metrics include:
 - Clients seen for ongoing treatment and assessments by Children's Clinical.
 - Average number of days to complete intake process.
 - DD determinations completed by Service Coordination.
 - Referrals to Early Intervention.
 - Total funds issued for client/family directed funds.



Community Advisory Committee

- **Current membership includes** person receiving I/DD services, family members of individuals receiving services, nonprofit community partner, service provider, advocate and DHS-appointed member.
- **Mission**
 - To make informed recommendations that reflect transparency and drive transformation of the culture and community to be inclusive of people of all abilities and backgrounds.
- **Purpose**
 - **Advise** the RMHS executive director and the Board of Directors on **Mill Levy expenditures, developmental disability system changes and policy development and implementation.**
 - **Recommend necessary procedures, programs or administrative action** and to **promote equal rights and opportunity** for individuals with intellectual or developmental disabilities to RMHS executive director and Board of Directors.
 - **Develop and present goals and objectives** of the Council to the executive director and Board of Directors at least annually.



Community Advisory Committee

2018 Accomplishments

- Created **operating procedures** for committee.
- Identified **priority areas**.
 - Client education/increasing independence
 - Homelessness
 - Integrated health
 - Social/Recreational
 - Training and support
- Created RFP process and evaluation matrix for **external initiatives**.
- **Reviewed and provided feedback** on mill levy program, including client assistance, and other RMHS developments.



Thank You

Executive Team

Shari Repinski – Executive Director

Phone: 303-636-3833 Email: srepinski@rmhumanservices.org

John Wetherington – CFO

Phone: 303-636-5796 Email: jwetherington@rmhumanservices.org

Ford Allison – COO

Phone: 303-636-3826 Email: fallison@rmhumanservices.org

Mill Levy Department – MillLevy@rmhumanservices.org

Kris Kogan – Director

Phone: 303-636-5958

Lindsay Krings – Mill Levy Coordinator

Phone: 303-636-5989

Client Assistance Concerns

Phone: 303-636-5707 Email: clientassistance@rmhumanservices.org

Other Contacts

Jenny Smith – Director of Service Coordination and Intake (Includes Family Support)

Phone: 303-636-5833

Email: JSmith@rmhumanservices.org

Jodi Dooling-Litfin – Director of Developmental & Behavioral Health (Early Intervention & Children’s Clinical)

Phone: (303) 636-5979

Email: jlitfin@rmhumanservices.org

Stephen Shaughnessy – Director of Life Skills & Support

Phone: 303-636-5821

Email: sshaughnessy@rmhumanservices.org

Jennifer Beck – Director of Communications & Community Relations

Phone: 303-636-5706

Email: jbeck@rmhumanservices.org



Appendix

Coordination of Services

Services and Support

- Assessments
- Therapies
- Respite Care
- Community Connection Services
- Home/Vehicle Modifications
- Assistive Technology
- Medical Equipment and Supplies
- Service Plan
- Transportation
- Parent/Sibling Support
- Supervision
- Pre-Vocational Services
- Residential Habilitation
- Homemaker
- Home Health
- Etc.



System Navigation

- Human services
- Legal system
- Advocacy system
- School systems
- Social Security
- Social services benefits
- Etc.

Funding Sources

- Early Intervention
- Family Support Services
- HCBS-CES
- HCBS-DD
- HCBS-SLS
- Mill Levy
- Private Insurance
- Medicaid State Plan
- Social services benefits
- Etc.



RMHS Services

RMHS Programs Providing Mill Levy-Funded Services	2018 Mill Levy Funding
Early Intervention	\$736,738.17
Family Services and Support	\$718,079.57
Life Essentials Provider Network	\$597,989.96
Service Coordination	\$1,031,654.58
Children's Clinical	\$1,428,426.32
Behavioral Health	\$244,054.76
Community Outreach and Communications	\$147,179.21
RMHS Initiatives	\$170,000.00*
Total	\$5,074,122.57

*2018 total is an estimate due to changes in budget structure across two contract terms.

Communications and Outreach

- Held three Community Forums.
- Promoted mill levy-related efforts on website and social media networks.
- Distributed a monthly e-newsletter to more than 2,000 subscribers.
- Conducted over 55 meetings with 40 community agencies interested in accessing mill levy funding for their program ideas and services.
- Presented at or had a resource table at over 50 Registered Neighborhood Organization meetings and community events.
- Hosted two social events for people with I/DD in Denver.
 - Summerfest, Sept. 7, at Ruby Hill Park
 - Halloween Dance, Oct. 25, at Laradon



Conflict-Free Case Management

- Federal rule applies to waiver clients only (31% of total clients).
- As of Dec. 31, 2018 158 RMHS clients (4% of total clients) will choose a new case management agency or direct service provider agency by June 30, 2022.
- RMHS will continue to provide both case management and direct services. Clients, however, cannot receive both from RMHS.
- RMHS will remain as Denver's CCB.