

Mill Levy Advisory Council, BCHS

Monday, April 15th, 2024

5:00 p.m. to 7:30 p.m.

Meeting Minutes

ADA statement

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Advisory Council Members in Attendance: Annette Treufeldt-Frank, Jolie Bernstein, Miranda Fisher, Robert Enderson, Teresa Greene, Niccole Mascarenas,

Absent: Deana Cairo, Heidi Que

Boulder County Employees: Rebecca Seiden, IDD Mill Levy Program Coordinator & Ally Joel, IDD Mill Levy Program Specialist

Meeting

Meeting was held through Microsoft Teams and in person at !1333 Iris Norton Conference Room. No Public Comments were scheduled.

Introduction of New Boulder County IDD Mill Levy Program staff

Ally will support Rebecca's role by working on ground level tasks/projects to free up Rebecca on higher projects/networking. Ally brings a background in IDD systems; worked at Imagine! (services and care coordination) for 10 years, was a live-in family caregiver for her cousin in IDD services, and has experience in conducting SIS & Adaptive IDD assessments.

Approval of Minutes

Miranda motioned to accept March minutes as written. Annette seconded. Voting was 6 yes and 2 absent. Minutes approved.

Reminder: Minutes are in Teams Files.

Imagine! Updates

Kathryn Arbour

Barb Wilkins-Crowder

Neither Kathryn from Imagine! or Barb from ACMI (representatives of A&I Avenues, the new CMA for IDD, Autism, and BI effective July 1st) attended, however, they provided a written report that was reviewed.

Highlights included:

- Imagine PASA will be keeping name. CMA will be taking A&I Avenues name.
- Successful Crisis Specialist position at CMA, and now merging role into ongoing A&I Avenues contract to also serve BI clients effective July 1st.
- Kathryn staying with CMA
- For clients outside of A&I Avenues jurisdiction, the State is moving towards replacement, however, there is a process for A&I to keep those existing clients for continuity of care.
- CMS tech issues have led to some eligibility breaks, wrong information in the system and lack of notice/inundated caseloads.

Full report provided below:

Boulder County Community Initiatives Unit

Whitney Wilcox

IDD Mill Levy Program moved from IMPACT to the Communities Initiatives Unit, where the Family Resource Network also resides. Whitney oversees the Community Initiatives Unit housed under Partnerships, Contracts, and Services within Housing and Human Services (soon to be Human Services).

Elevated Communities

Wendy Klusak, Boulder County IDD Mill Levy Systems Navigator

Year anniversary of Systems Navigation!



Program Overview

This program will create Boulder County's first designated Systems Navigation position for persons' with an I/DD, BI and/or Autism diagnosis, funded by the IDD Mill Levy. The Systems Navigator will support individuals of all ages and/or their families living with IDD, BI and/or Autism to access, engage and secure local, state and federal supports and other services that will empower them to lead healthier, meaningful and self-directed lives in Boulder County. The purpose of this position includes having knowledge of relevant and appropriate resources and providing accommodations and support as needed to apply for programs which the person may be eligible for.



Program Background

The Development Disabilities property tax, approved by voters in 2002, supplemented an existing mill levy to support developmental disabilities programs in Boulder County. For the purposes of funding, this includes persons with IDD, BI and Autism and their families, residing in Boulder County. In the Boulder County IDD Needs Assessment 2019 report, stakeholders repeatedly mentioned the need to supplement case management services with systems navigation and advocacy services. "Many stressed a need to re-ex-examine the idea of a single-entry point or "one stop shop" as few know families [sic] who have had that experience as it was intended. Many stressed that the current system and workforce simply does not have the capacity to help families navigate through complex eligibility determination processes and access needed services. "As one family member described "*We need just general systems navigation.....if you don't have the right buzzword, you get sent down the wrong alley.....Oftentimes, people are turned away from funding resources when really, they should have been just essentially led to a different door.*"

<https://assets.bouldercounty.org/wp-content/uploads/2019/08/Boulder-County-IDD-Needs-Assessment-Full-Report-January-2019-UPDATED.pdf> (Keystone Policy Center, Omni Institute pg.23)

Mission Statements:

It is the mission of Elevated Supports to provide unique, individually crafted supports to elevate and expand the independent living skills and the quality of life for each person Elevated Supports serves.

Elevated Communities' mission is to support Boulder County community members in need of an accessible and safe space to overcome barriers towards self-sufficiency, provided through individualized strength focused advocacy, resource navigation, and employment readiness strategies.

The Vision of Elevated Communities is that all people experience purpose and meaning in their lives.

<p>Nicole Newsom Program Director nicole@elevatedsupports.com 720-256-5191</p>	<p>Wendy Klusack Resource Navigator wendy@elevatedsupports.com 720-786-8944</p>	<p>Rebecca Seiden IDD Mill Levy Program Coordinator, Boulder County rseiden@bouldercouty.org 720-564-2730</p>	<p>Intake</p> 
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Link to intake form:

<https://elevatedsupports.socialsolutionsportal.com/apricot-intake/1a533e56-9d87-4a21-b381-20303ac7d056>



**Key
Personnel**

Wendy Klusack - Resources Navigator

Empowering others is at the core of what inspires Wendy Klusack to serve as a Resource Navigator through Boulder County I/DD Mill Levy Navigation Services. Wendy joined Elevated Supports in 2019 and served clients under the Supported Living Services Waiver. She developed the program to serve clients to maximize waiver benefits while connecting them to life enriching resources and opportunities.

Wendy is a graduate of Colorado State University with a Bachelor of Arts in Human Development and Family Studies. Her professional tenure has included time spent serving Special Education students throughout K-12 levels, teaching pre-school, residential group homes for youth, parent/tot recreation classes, community based mental health organizations and providing host home and foster care services.

In her new position as Resource Navigator with Elevated Communities, she will connect with members of the Boulder County I/DD, Brain Injury and Autism Spectrum Community to offer individually crafted supports to identify needs and services to increase independence, quality of life and self-sufficiency. Her goal will be to support clients to overcome barriers and strengthen the cohesiveness of programs offered within Boulder County.

Key Personnel

Nicole Newsom - Program Director

Nicole has over 20 years of experience working with individuals with Intellectual/Developmental disabilities in the Boulder County community. Her education includes a Bachelor of Arts in Sociology from CU Boulder and a Master of Arts in Advocacy from Regis University. She began her career at Imagine! in 2003 as a Supported Living Counselor and later as an Adult Case manager. She served on the Human Rights Committee from 2008-2016. In 2008, Nicole worked as a Program Navigator through Workforce Boulder County on a grant commissioned by Social Security called Colorado Youth WINS. During this time, she gained extensive knowledge on the rules and regulations of Social Security benefits. When the grant ended, she went to work as an Adult Advocate at the Association of Community Living. During her 8 years there, she provided resource information and navigation and direct consultation to 200+ adults with disabilities and their families. She also developed an extensive community resource guide and provided dozens of trainings regarding guardianship and transitioning from school to adult services. Nicole also worked as a legal aid, assisting with Social Security appeals. Since 2016, she has been the owner and Executive Director of Elevated Supports, which provides supportive services to over 120 individuals with IDD in Boulder County.

IDD Mill Levy Systems Navigation

Resource navigation assistance for individuals with:

- Intellectual and Developmental Disability (IDD)
- Brain Injury (BI) or
- Autism (ASD)

of **all ages in Boulder County** to access, engage, and secure local, state, and federal supports as well as other services to empower people to lead self-directed, meaningful, and healthy lives



Office hours available at
637 Terry St. Longmont:
• Monday - Friday 9am - 5pm
• Wednesday 5 - 7pm by appointment only

Scan QR code to access referral services form



<https://elevatedsupports.socialabolutionsportal.com/apricot-intake/1a2535e56-9d87-4a21-b381-20503ac7d056>



Sistema de navegación de recursos para personas con discapacidad intelectual y del desarrollo

Este servicio está financiado por los impuestos Mill Levy y está disponible para personas de todas las edades en el condado de Boulder con:

- Discapacidad intelectual y del desarrollo
- Lesión cerebral
- Autismo

El propósito es facilitar el acceso y participación en apoyos locales, estatales y federales, así como otros servicios, con la meta de capacitar a las personas para llevar vidas más independientes, plenas de satisfacción y salud.



Escanee el código QR para acceder al formulario de servicios de referencia

<https://elevatedsupports.socialabolutionsportal.com/apricot-intake/1a2535e56-9d87-4a21-b381-20503ac7d056>

Horario de atención sin cita disponible en

- 637 Terry St. Longmont:
- Martes de 12pm a 3pm
- Miércoles de 4:30pm a 7:30 pm
- Viernes de 9am a 12pm

Para citas fuera de estos horarios, sírvase contactarnos a:



Program

Details

- Launched April 1, 2023
- Office location: 637 Terry St Longmont, CO 80501
- Office hours: Monday-Friday 9-5pm. Wednesdays 5-7pm by appointment
- Utilizing Apricot software to maintain client database
- Reporting data to Boulder County IDD Council quarterly
- Total clients engaged, 128. Clients moved through or exited program, 28
- Community organizations connected with, 85
- Presentations given, 31
- Resource fairs/events attended, 18
- Ability to engage with new referral has shifted from 2 weeks to scheduling out 3 weeks due to current demand.

Quarterly Metrics 2024	Q1 3/31
Number of referrals by residency for systems navigation	
Boulder	15
Lafayette	3
Louisville	2
Longmont	9
Other Cities Inside Boulder County	2
Homeless Inside Boulder County	4
Mountain Region	1
Unknown	0
Number of Referrals	36
All Referral Cases By Age	
0-5	1
6-12	5
13-17	5
18-24	8
25-54	15
55 or older	2
Child- Age Unknown	0
Adult- Age Unknown	0
Total	36
(Waitlist/Unable to Serve)	0

Race	
American Indian/Alaska Native	1
Asian	1
Black/African American	0
Native Hawaiian or other Pacific Islander	0
Mixed Race	0
White/Caucasian	23
Other	
Unknown	11
Total Race	36
Hispanic, Latino or Spanish origin	
No, Not of Hispanic, Latina/o, or Spanish origin	22
Yes, of Hispanic, Latina/o, or Spanish origin	7
Unknown	7
Total Origin	36

Referral Source	
Boulder County	3
BVSD	0
Other	4
CPWD	0
Imagine!	2
Jail/Criminal Justice	3
DVR	2
Advocate	5
Mental Health Partners	3
ACL	2
APS/CPS	2
The Our Center	2
Sister Carmen	1
Current waiver participant	1
Community Member	1
Self	3
SVVSD	2
Total	36

Resources referred to	
ACL	2
CPWD	0
Family Resource Network	0
Abby Care	1
ACMI	1
Boulder County Human Services	1
Boulder Housing Partners	1
Boulder Neuropsychological Services	9
Brain Injury Alliance of Colorado	2
Colorado Healing Collective	5
Cultivate	1
DVR	7
Frontier Internal Medicine	1
Imagine!	13
Inspiring Talkers	1
Precious Child	0
Other	0
Total	45

All active system navigation cases by SSM domains addressed	
Food	2
Housing	9
Income	2
Childcare	0
Employment	6
Money Management	18
Transportation	1
Workplace Skills	1
Adult Education	1
Child Education	0
Parenting Skills	0
Relationship Safety	0
Support System	28
Life Skills (Household Management)	9
Healthcare Coverage	21
Physical Health	8
Mental Health	7
Substance Abuse	0
Functional Ability	9
Criminal Justice System	0
Legal (non-criminal)	0

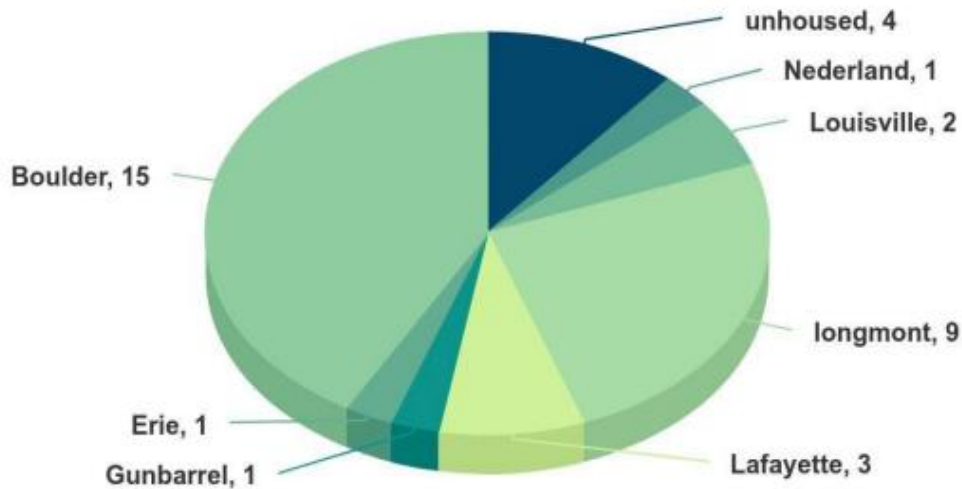
Successful Systems Applied to	
Medicaid	3
Social Security	12
Imagine!	16
ACMI	1
Housing Voucher	5
Division of Vocational Rehabilitation	3
LTC	16
LEAP	3
SNAP	2
CCAP	0
Other (system does require application)	28
Total	89
Unsuccessful Systems Applied to	
Medicaid	0
Social Security	0
Imagine!	0
ACMI	0
Housing	0
Division of Vocational Rehabilitation	0
LTC	0
LEAP	0
SNAP	0
CCAP	0
Other	0
Total	0

Barriers	
Delay in scheduling Assesments greater than 30days	4
Delay in scheduling Assesments greater than 60days	9
Delay in scheduling Assesment greater than 90 days	0
Lack of natural supports	12
Lack of documentation	14
Delay of enrollment greater than 30 days	3
Delay of enrollment greater than 60 days	16
Delay of enrollment greater than 90 days	6
Delay in processing greater than 30 days	0
Delay in processing greater than 60 days	2
Delay in processing greater than 90 days	23
Waitlist (ASD program or State SLS waiver)	2
Lack of engagment	3
Lack of funding to achieve goal	13

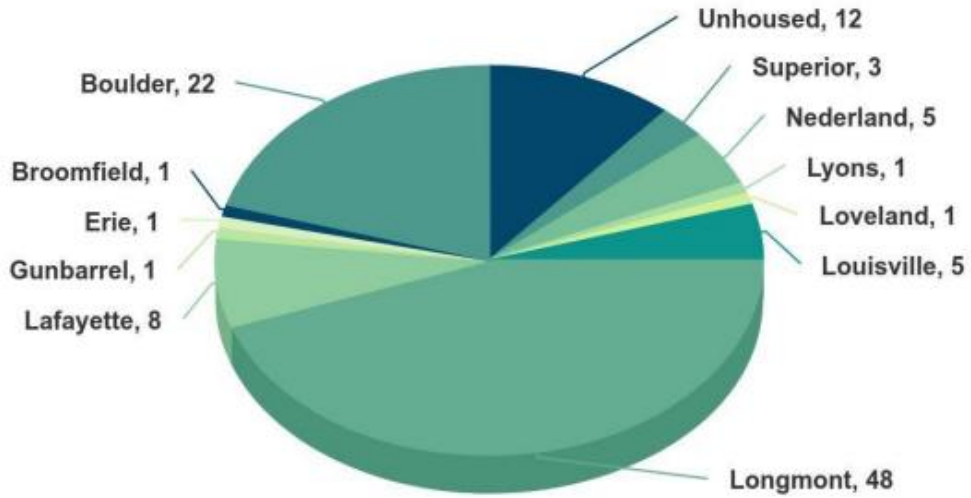
Solutions

- Identifying assessors with the shortest wait times and supporting client to complete scheduling process. Provide assessor with historical data to support request. Ensure attendance of appointment without barriers and assist with delivery of report to CM agency.
- Support client with navigating records request and delivery of obtained documents.
- Aide eligibility determination by providing support documents with application that will generate the best chance of first time approval.
- Maintain weekly contact with CMA through working document to allow for updates and needs.
- Establish relationship with ARBOR to ensure support documents are shared by Boulder County.
- Share received disability determination with County and CMA to ensure smooth coordination.
- Identify opportunities for engagement during wait times.
- Utilize direct aide fund to overcome financial barriers.

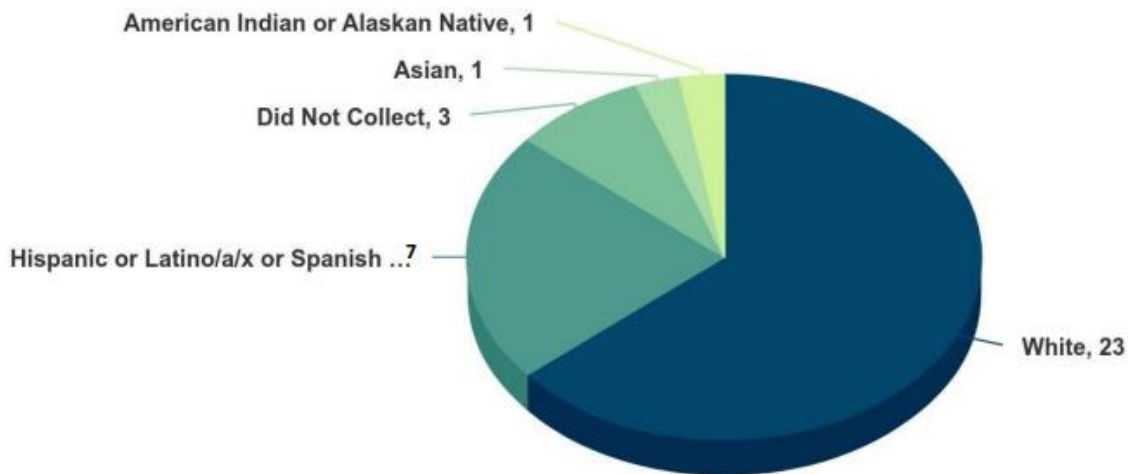
Quarterly Clients by City



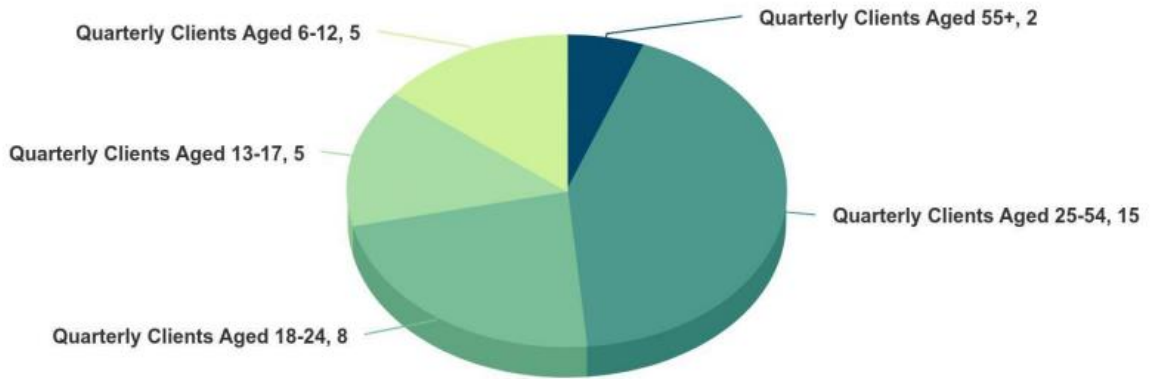
Total Participants by City



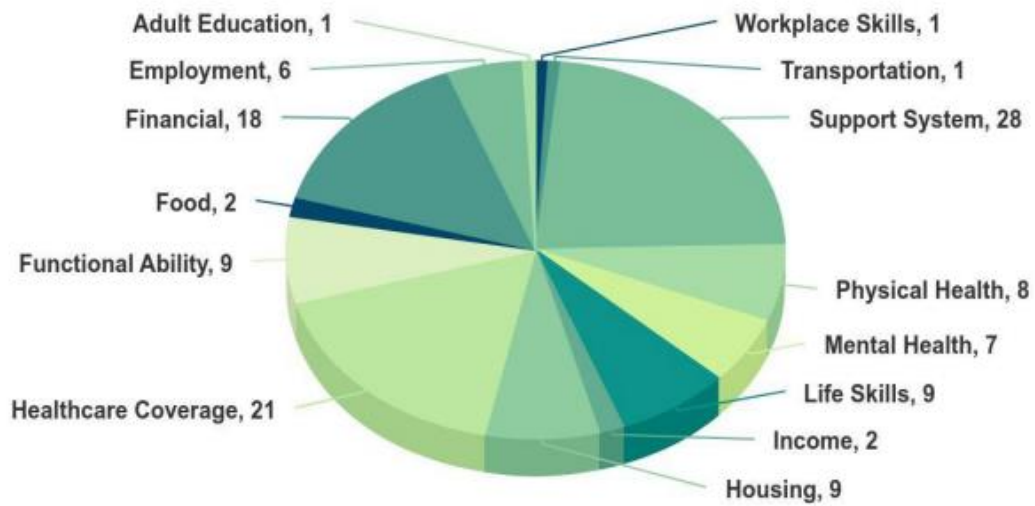
Quarterly Clients by Race



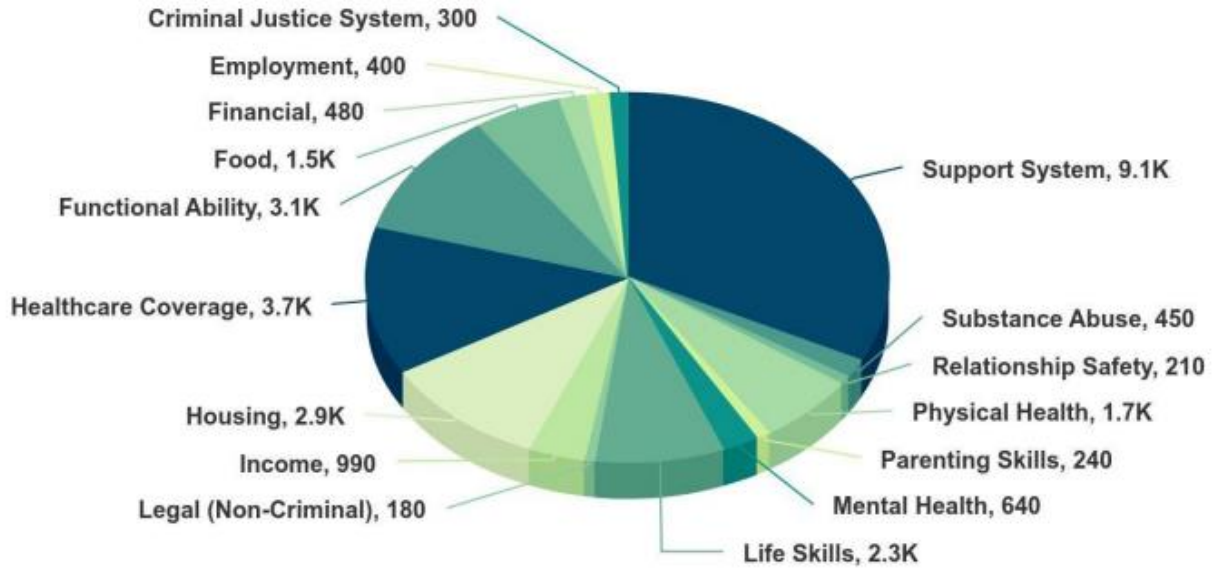
Quarterly Clients Age Summary



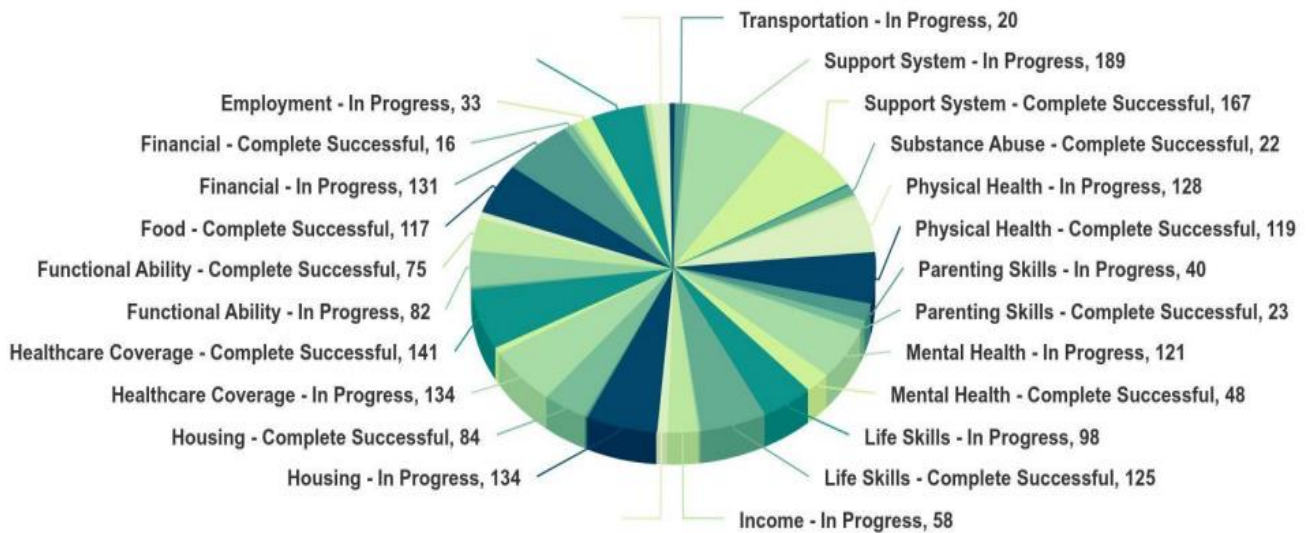
Quarterly ISPs by Domain



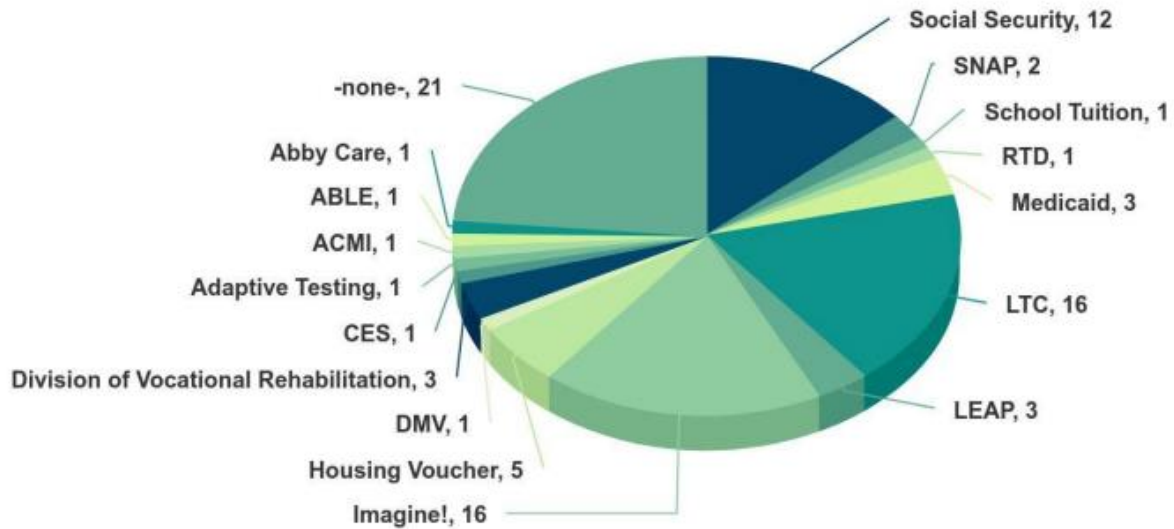
Service Time by Domain



Goal Status by Domain



Quarterly Successful Applications



Examples of Supports

- New born child of Spanish speaking family born while visiting Boulder with significant medical needs. Requested support by Family Connects Colorado Nurse. Completed LTC, SSA and SNAP applications, provided parent support group info. Advocated for funds to support burial costs.
- Supported unhoused client to accept housing at Blue Bird Apartments in Boulder and obtain furnishings. Started with a request to support him to complete LTC app by Imagine. Evolved into scheduling and transporting to adaptive assessment, applying for SNAP, HUD voucher, switching PO offices, moving, address change, establishing PCP. Waiting on SIS scheduling to complete enrollment.
- Connected family to a service agency to become licensed caregivers in order to navigate the challenges of preserving employment while caregiving for high needs child. Referred by PCP who learned they were in jeopardy of losing their home due to frequent employment terminations.
- Facilitated DVR initial engagements due to only option offered being virtually and client not having access to technology.
- Purchased Big Red Box resource through The Autism Society to address elopement concerns a parent faced for their child. Other funding sources denied the request.

Goals for 2024

- ~~Complete the Courageous Conversation Class by 2/21-Canceled~~
- Grow referral network of 51 organizations by 10% ✓
- Attend resource events at least once per month ✓
- Overcome financial barriers to achieve goals by utilizing direct aid fund
- Attend Neurodivergent Fair on 1/28 ✓
- Host monthly caregiver mixers Feb-Oct
- Continue to develop resource guide to be completed by 12/24
- Attend personal development training focusing on Social Security, Medicaid benefits and brain injury awareness.

IDD Mill Levy Updates

Rebecca Seiden

Housing

Willoughby Corners:

- Met with housing developers w/ BCHA. Tonja (developer) met with Desiree to further develop those units.
- Looking at building forums, pulling from day programs, etc. Could potentially occupy 25% IDD, around 30 units for Phase 2, ideally dispersed.
- Hope is for several units over a community center for more support, potentially with a staff office.
- Feedback from 30 Pearl: need companion apartments with 2 bd +2 bath
- Still working on supportive services side (i.e. Desiree to help produce more comprehensive plan for Boulder County, ideally next in Longmont).

Inclusive Housing Council exploring:

- How to get a more qualified supply of HHPs,
- Gauge previous HHPs and find out what doesn't work for long term support, specifically providers in Boulder County.
- What training and support are they potential/current HHPs getting - depends on PASA.
- Will include these topics in the Summit

Mental Health

START Mental health course - upon completion, practitioners receive a \$1k stipend.

RFPs

- Committee review currently and should conclude by weds/thurs of this week. Hope is to execute by July 1st.
- Ongoing contracts take priority
- More follow up needed on housing positions
- Agencies are preferred for RFP respondents as the goal is to have the biggest impact in the community which typically occur through agency programs.
- RFPs will be released as needed and dependent on funding availability. Anticipated for next year based on budget/funding. Whatever Boulder County funds needs to be available ongoing.
- Addressing CM needs was put on hold until after A&I officially merge.

Contracts

- Imagine! (CCB & PASA) received Mill Levy funds. Now with the split, Imagine PASA will have to respond to the RFP to continue to receive funding, instead of their previous ongoing contract.
- Looking at more specialized Case Management for client cases that need more specialized case management, within the CMA (A&I). Crisis Management is entirely separate.

IDD training

- Boulder County PCS staff received IDD Medicaid Waiver training put on by Alex Brown (Imagine! Intake Program Manager).

Boulder County Updates

- HHS splitting into separate departments. Soon will be housed in Dept. of Human Services.

Working Session

Check out Julie Marshall's [housing article](#)

Website Ideas-take a look at our website and come up with ideas for additions and changes <https://bouldercounty.gov/departments/housing-and-human-services/intellectual-and-developmental-disabilities-advisory-council/>

- Suggestion of opening doors to already existing programming both already geared for IDD, and those who aren't but are interested and not sure how to get involved
- Sensory friendly opportunities in the community
- Send ideas to Miranda to post to website

Housing-what other housing options should we be looking at?

- A suggestion of increasing HHPs in Boulder County and how to do that and Home Ownership perhaps a mentoring program so people with IDD/Autism/BI could take the Workforce Home Ownership Program.
- Faith based centers (i.e. Har HaShem, etc.)

Community Education-What would you like to see presented to increase knowledge and understanding of IDD/Autism/BI? What programs do you think would be valuable for the community such as DVR, Advocacy?

- Waivers/transition age options: Imagine!'s *Connecting the Dots of IDD* training, Maureen Welch's online training
- ABLE accounts & Trusts
- Gen Ed. Basic education on neurodiversity. Yes Ambassadors Program, geared towards dyslexia, but good model.
- Community training on how to advocate for your children in the school district. Transitioning from school to adult services - anticipatory knowledge and training at the school district.

Housing-what agencies, stakeholders, politicians should be included in a regional summit? Housing-what stakeholders should be a part of forums and community outreach to determine support needs for Willoughby Corners?

ACL housing committee may have other important contacts. Larimer county contacts? Trailheads?

Next steps:

- Annette getting housing subcommittee going
- Spread the word to recruit
- Miranda moving to Arizona and may want to serve on subcommittee
- Community Engagement subcommittee - Jolie and Julie want to brainstorm this one

Meeting Recording: [IDD Advisory Council Meeting-20240415_173021-Meeting Recording.mp4](#)

Meeting Adjourned at 7:47 p.m.

Minutes Submitted by Ally Joel