

Mill Levy Advisory Council, BCHS

Monday, August 19th, 2024

5:00 p.m. to 7:30 p.m., held virtually

Meeting Minutes

ADA statement

This document contains materials from external parties that may not be fully accessible. To request an Americans with Disability Act (ADA) accommodation, please email ada@bouldercounty.gov, or call 303-441-1386. [View the county's accessibility statement.](#)

Advisory Council Members in Attendance: Asher Johnson, Annette, Lisa Slager, Heidi Que, Jolie Bernstein, Teresa Greene (Quorum)

Absent: Deana Cairo, Robert Enderson

Community Members in Attendance: Ailsa Wonnacott, Kimberly DeGraff, Caitlin Looney, and Gaby Weinburg

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

Meeting

Meeting was held virtually through Microsoft Teams. No Public Comments were scheduled.

Approval of Minutes

Annette motioned to approve April, May, June, and July minutes; Heidi seconded. Minutes were approved.

Introduction of New Council Member

Lisa Slager and Asher Johnson

A&I Avenues Case Management Agency Updates

Alex Brown, IDD Intake Program Manager

Intake

Alex Brown: Intake Program Manager

8/15/2024

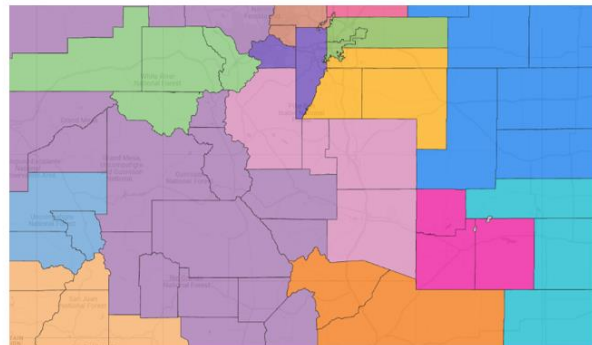


Recent Changes

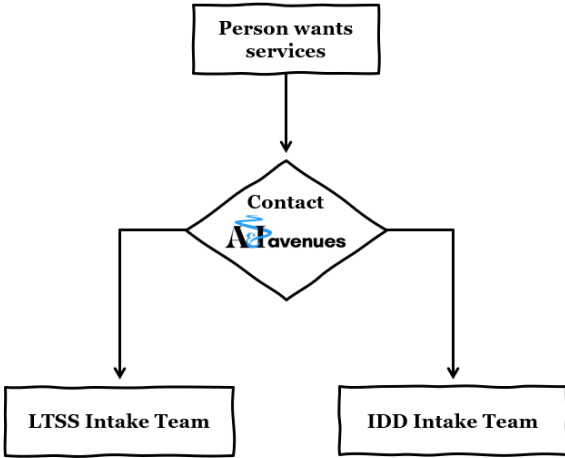
After a year of preparation, A&I Avenues now serves all people with disabilities within Boulder, Broomfield, and Gilpin Counties.

We are a new agency made up of the same staff from ACMI and Imagine.

We are still an agency in transition and working diligently to become the case management agency our clients deserve.



Current Intake Process



IDD Intake Team

Completes assessments and enrollment steps for the following programs



LTSS Intake Team

Completes assessments and enrollment steps for the following programs

**Community Mental
Health Supports Waiver
(CMHS)**

**Elderly, Blind and
Disabled Waiver (EBD)**

Brain Injury Waiver (BI)

**Complementary and
Integrative Health
Waiver (CIH)**

**Children With Life-
Limiting Illness Waiver
(CLLI)**

**Nursing Facilities Long
Term Care Assessments**

**Mental Health PASRR
Determinations**

Long Term Home Health

**Programs of All-Inclusive
Care For The Elderly
(PACE)**

Action Steps

- Address Staffing Issues
- Line up Intake Team Processes
- Feedback and Monitoring



Address Staffing Issues

Agency-wide, we have struggled to keep staff and bring in good new applicants.

Line up Intake Processes

We are needing to scale back on some things to ensure we are meeting our contract responsibilities and meeting the needs of our most at risk members.

Benefits and Pay

We have raised base pay and worked with HCPF to offer several bonuses to staff this year. A&I Avenues also covers a higher percentage of staff's health coverage, so many staff do not have to make a monthly payment for health insurance.

Better Interviews

We worked with our new HR representative to rewrite our prescreening questions and interview questions to help us know much earlier that someone might be a good fit. We also put money into advertising open positions to give a bigger pool of applicants.

Burn-Out

We adjusted our PTO policies to allow staff to use their sick leave more easily for wellness and we are offering more PTO than we used to. We are giving staff \$400 annually to spend on wellness related activities. We are also analyzing staff workloads so we can shift some things around and remove duplicative work.

Referring Out for Medicaid Applications

To ensure people get to services faster and get advice from the best source, we will no longer assign a case manager until after the applicants have submitted their Medicaid applications. We will still offer our application clinics and refer people to community organizations for help from certified technicians.

Focusing More on Speed

The current average enrollment time for IDD waiver applicants is nine months from start to finish. This is not ideal for anyone and is due in part to intake case managers being asked to take on too much to keep up. For clients not in a crisis, we will complete the enrollment steps and then remove the case manager until the client's Medicaid applications have been processed. Making this shift allows our team to have more time for our crisis cases, who will stay with the case manager for support and stability while we wait for applications to process.

Feedback and Monitoring

We want to ensure that the changes we are making are effective.

Team Metrics and Quality Assurance

We will continue to analyze our team's productivity so we can spot where there are challenges and opportunities for training. We are also implementing more audits of our staff's work. We hope that with these changes, we will see our team meeting deadlines consistently and completing quality work each time.

Intake Satisfaction Survey

We send out a survey to individuals who have recently worked with intake asking them to let us know how we are doing. We are keeping the questions for this survey the same so we can see the year over year change in how our members are answering.

Complaint Analysis

Every complaint we receive is documented in the client record, and we report these complaints to HCPF quarterly. As we see trends in complaints, we will modify our workflows and training to prevent future issues.

- Not assigning a CM until the full Medicaid application has been submitted. Still offering application clinics.



APPLICATION ASSISTANCE CLINICS

We know filling out applications for supports and services can be challenging.

A&I Avenues is hosting regular “Application Assistance Clinics” to help!



Receive assistance completing:

*Intake Applications
Medicaid Applications
Social Security Applications*

CLINICS ARE HOSTED BY A&I AVENUES STAFF

1st Monday each month

10:00am – 11:00am
Online/Virtual

<https://teams.microsoft.com>
Mtg 270 149 213 484
Passcode zynkRR

2nd Wednesday each month

1:00pm – 4:30pm
Walk-In Clinic

Eldridge Conference Room
1665 Coal Creek Dr
Lafayette CO 80026

3rd Thursday each month

5:30pm – 6:30pm
Online/Virtual

<https://teams.microsoft.com>
Mtg 252 200 549 265
Passcode aZcXwh

**NO RSVP
NEEDED!**

For more information: ☎ 303.439.7011
www.aiavenues.org



CLINICA DE ASISTENCIA PARA APLICACIONES

Sabemos que llenar aplicaciones para apoyo y servicios puede ser difícil.

A&I Avenues ha creado las “Clínicas de Asistencia” para guiarle en el proceso!



Reciba asistencia para completar:

*Aplicaciones de admisión
Aplicaciones de Medicaid
Aplicaciones de Seguro Social*

LAS CLÍNICAS ESTÁN DISPONIBLES:

El primer lunes

10:00am – 11:00am
En línea

<https://teams.microsoft.com>
ID de reunión: 270 149 213 484
contraseña: zynkRR

El segundomiércoles

1:00pm – 4:30pm
En persona

Eldridge Conference Room
1665 Coal Creek Dr
Lafayette CO 80026

El tercer jueves

5:30pm – 6:30pm
En línea

<https://teams.microsoft.com>
ID de reunión: 252 200 549 265
contraseña: aZcXwh

No necesita reservación!

Para mas información: ☎ 303.439.7011
www.aiavenues.org

Public Awareness Subcommittee Report Out

Ally Joel

7/19/2024 IDDAC PA Subcommittee Minutes

Meeting: 3rd Friday at 11am ongoing (except next one is Aug 23rd)

Purpose: To expand our network of community agencies and resources with the goal of providing as many opportunities as possible for individuals with IDD/Autism/BI and their caregivers to connect, learn, and take action. We aim to accomplish this by centering racial equity and actively engaging new and diverse lived experiences into IDDAC spaces where programming and funding recommendations are made.

Phase One: Targeted outreach to community agencies/resources who are made up of- and/or serve underrepresented community members, who are vital to IDD/Autism/BI decision-making.

- **Outreach:**
 - Head Start
 - El Comite
 - Family Connects Program - Children with Special Needs (Alicia Cain)
 - WIC
 - Who else?
- **Methods/How?**
 - Posters
 - Use plain language
 - BCHS marketing (morning coffee, division meeting shout outs, etc.)

Phase Two: Engagement with these community agencies by attending and/or hosting community events, fairs, networking socials, workshops, trainings, etc.

- **Engagement:**
 - Host trainings (Teresa's trainings for example, ACL trainings, BI training, etc.)
 - Newsletter featuring upcoming events/opportunities
 - Invite community members to subcommittee
 - Connect with Program Managers at BCHS
 - Join cultural brokers team
- **Who needs increased awareness/engagement?**
 - Mountain/rural communities

- Nepali community:
- Tibetan community:
- Hmong community: <https://www.hmongassociationco.org/>
- Black community:
- Indian/Pakistani community: The Taj
- Refugee/Asylee community:
- Latinx community:
- Homeless
- Attention Homes
- Who else?

Allies? Stakeholders?

Items to discuss:

- What is the baseline information we want people to have?

Homework:

- Add to list of underrepresented community members we need to access, and how we can access them
- Add to list of allies/stakeholders list and how to access them
- Rough draft of poster?? (Probably to be made once we know what we want people to know)

IDD Mill Levy Updates

Rebecca Seiden

- Potentially funding a housing panel, with funds for the two housing positions. What does a housing panel look like?
 - OUR Center has a housing panel, and they may have some info about how it works that could be useful.
- REIAT: Racial Equity Impact Assessment, if any community members or IDDAC members would like to be included in this review process for any new positions, please let Rebecca know.
- Contracting for RFP's: How much money do we want to put out into the community for RFPs? Do we want to increase rec and social, etc.?
 - Would be so useful to have visual aids, who applied for what, what was granted, and what is remaining, etc.
 - ACL, and Systems Navigation would likely not go out for RFP.
 - Offer an orientation for agencies considering applying. It is great to see so much diversity!
- BI training went great, hope to bring to IDDAC.
- DVR next training coming up for employment within disability system.

- Provide the IDDAC (and greater community) a plain language brief/acronyms sheet.
- Request for visuals to include a pie chart of how the Mill Levy Fund was disbursed recently; the totality of where the money is going?
- See an update of how we have addressed the needs assessment.
- How can we be a hub? Or are there other hubs in the community around these RFPs that we could include so that we are actively engaging other community agencies in IDD support.

Next Steps/Agenda Topics

- Teresa's training next meeting – How to be a good tenant.
- Working session for next time - look at the needs assessment areas and identify what has already been addressed.
- Discuss supportive housing panel.

Meeting Adjourned at 7:30 p.m.

Minutes Submitted by Ally Joel