



Board of Directors
November 14, 2018
Hayden Town Hall
Hayden, CO

Members Attending: Terry Jost, Jeff Dockstader, Julie Pearce, Michael Turner, Debbie Beckett, Dennis Kuntz, Ron Schaeffer, Susie Baird (by phone), Tom Soos, Scott Larson and Lu Etta Loeber

Members Excused: Bob Grover, Fred Wolf, and Beth Davison

Staff Present: Susan Mizen, Matt Morrill, Lindsey Garey, and Tanya Ferguson

Call to Order

Terry Jost called the meeting to order.

President's Remarks

We appreciate everyone's flexibility with the change in location. The Yampa River State Park office was closed when we arrived.

Terry noted Susan's recommendation to cancel the December meeting. There was no objection so the December meeting is cancelled.

Approval of Minutes

Motion: "To approve the board meeting minutes from October 10, 2018."

First: Julie Pearce
Second: Jeff Dockstader

The motion passed unanimously.

Director's Report

Personnel: Grand County is fully staffed. Meghan McNamara agreed to take on the Service Coordination responsibilities for the Grand County SLS clients. Tonya French is providing direct services and program development, and Michelle Coverdale – our speech therapist for Early Intervention in Grand County – will be the Family Support Consultant for older students. Amy Miller, JoAnn Roberts, Karen Cross, and Michelle Coverdale comprise our Early Intervention Team in Grand County.

Both Routt and Moffat County are advertising for positions in our adult programs. There was a new employee orientation on November 1st with five new employees. In Routt County alone, there are 100 open hours each week. In Moffat County, there is one full time position open. Lynne was able to generate a turnover report in Paycom. The report lists turnover by department and by person. Turnover for the first six months of 2018 was just under 14%. She will provide more detail for the Board's retreat.

Tatum's impressions from the Coleman Institute are added to the end of these minutes.

A number of staff participated in a Down syndrome and aging webinar.

There is a new Progress Update from the employee surveys. It is part of the minutes for the November meeting.

Lynne is working with our attorney, Michael Santo, and the Leadership Team to ensure clarity and consistency with our FMLA policy and our overnight pay policy.

Program: Several program moves have happened or will happen. A woman moved from Westside to Maple Street. A different woman will move from Craig to Westside on 11/15.

Halloween parties were held in both counties. In Steamboat, the Heart of Steamboat Church hosts an annual party. In Craig, they had a party at the Boys and Girls Club. Also in Craig, Ron Schaeffer arranged for us to hand out hot chocolate at Victory Vision as part of the Halloween stroll for the 4th year in a row.

The annual Thanksgiving dinner at Carpenter Ranch will be Friday, 11/16. Back by popular demand are hay rides with Terry and Sharon Jost. New this year is that Dan Comstock will join us for singing! Fred Wolf, Michael Turner, and Julie and Hal Pearce are interested in attending.

Dan is doing several other vocal workshops: 11/14 in Craig and 11/15 at the CMC skills class and the NWCCI peer group.

The annual Special Olympics bowling party with the Kiwanis Club was held 11/10 at Thunder Rolls in Craig. It was a success by all counts.

Freedom Hooves in Craig had their end of season party.

Horizons in Routt County participated in an emergency preparedness exercise in October. It was a shelter in place response to a toxic waste spill. Yvonne felt it was a success.

Tatum and his staff put a new monitoring procedure into place in Moffat County. The procedure provides for unannounced monitoring especially outside of normal office hours.

Alliance/State News: There continues to be tension around the Early Intervention contract. After receiving some assurances from the Office of Early Childhood, the CCBs who are part of the Coalition signed and returned their contracts.

The governor released his budget. It includes some targeted rate increases for specific Medicaid services and a .75% across-the-board Medicaid provider rate increase. Remember it is just a starting point for negotiations.

Horizons submitted its response to the findings from the Office of the State Auditor. Terry Jost attended the final meeting with the auditors. They will present their report to the Legislative Audit Committee on Monday, 12/3. I will represent Horizons at the meeting.

Rural CCBs met for the first time after the last Alliance meeting. We plan to share what's working and what's not working within our organizations. The first step was to share organizational charts.

Housing: Billy East, the cement contactor, offered to custom build the shed at Maple Street because there was not room to bring a pre-built one into the yard. The only thing left is installing shelving.

Operation Round Up from YVEA will pay for new blinds for the living room at Rainbow.

At Rose Street, new flooring was installed in a bedroom and a bathroom is being remodeled to address mold and other issues.

At Park Place, there were some ramp repairs.

In Steamboat, three dishwashers were replaced and rebates were applied for.

Cleaning and painting was done at Maple Street and Westside to prepare for client moves.

Resource Development: The Little Points of Light Home Tour in Meeker is Sunday, 12/9. White River Electric Association is the only major sponsor to date.

Deirdre is preparing a CDOT grant request for four vehicles for their next round of funding.

The mill levy presentation to the Routt County Commissioners is Tuesday, 12/18 at 11:15.

Two board members made donations designated for staff appreciation.

Board News: Susan is collecting information for the board retreat. The retreat will be held on March 13th. Susan asked the board if they would like her to look into facilitation for the day. Given that our agenda is fairly concrete, most board members felt it is not worth the expense to hire a facilitator.

The board asked Susan to send out a questionnaire to the board in December to ask them to identify their three highest priorities. Susan will list some possible topics and ask the board to choose or to add to the list. For Terry, the question that he hopes we can answer is – how will we adapt if we see financial pressures.

Program Presentation: Early Intervention Service Coordination

Lindsey Garey and Tanya Ferguson brought sensory experiences so that the board can see what happens in children’s sessions. They had a bin of beans, lots of fidget toys, and a bin of water beads. They used the visual aids to help tell the story of how we support children and their families. They covered topics such as eligibility criteria, the differences between birth to three services and preschool services, where referrals come from, and how we measure a child’s progress. They noted that more referrals are coming from parents, which they consider a good thing. They also noted that about 50% of the children served in Early Intervention graduate before the turn three years old. EI Colorado tracks several performance measures (mostly timelines and administrative functions) and Horizons performs above their standards in all categories they measure. Across all five counties, Horizons currently serves 77 children and their families.

Board members acknowledged Lindsey and Tanya for the important work they do. They were commended for their professionalism and compassion.

Financials

Matt updated the board about malicious emails received by Bob Grover, Terry Jost and Dennis Kuntz. Amy Johnson looked into them and concluded that they are email spoofing. There is not much that can be done but there is nothing to worry about either.

Matt presented the financials through July 31, 2018. While Horizons has a surplus after just one month, Matt expects that to change based on expenditures he has reviewed in the past month or so including HRA reimbursements, capital projects, etc. It is too early in the year to see lasting trends. One early trend that he hopes will not continue is unbillable days in residential due to absences. Salaries are under budget but \$20,000 over July 2017.

The loan amount is now accurate.

Tommy realized that Horizons could receive more money from Section 8 vouchers if the assessor’s office would correctly count the number of bedrooms at the Villa and Maple Street. A woman from the county assessor’s office visited both homes and will update their record.

Approval of Financials

Motion: “To approve the financials through July 31, 2018.”

First: Lu Etta Loeber
Second: Dennis Kuntz

The motion passed unanimously.

Public Comment

There was no public comment.

Adjourn

Motion: “To adjourn the meeting to go into executive session to discuss a confidential issue regarding an individual in services.”

First: Michael Turner
Second: Jeff Dockstader

The motion passed unanimously and the board went into executive session.

Staff Survey Progress Update

October 2018

The results of the staff survey at the end of last year were quite upbeat, and included a lot of valuable suggestions and feedback. We received 29 responses, which represents about 26% of our total employees.

There were themes present across the board which included offering more specialized training, increasing recognition and wages, organizing more social activities for staff, and lowering expenses whenever possible.

Here is a list of some of the progress made as we follow-up on your ideas, concerns and suggestions.

Behavior-specific, mental health and diagnosis-specific training.

Our Early Intervention Coordinator attended “Your Child’s Emotional World.” Several of our employees attended “Is That Home Healthy,” and will be sharing information and strategies with other staff from this seminar. Our HUD Coordinator attended training in Denver and Colorado Springs.

Both Moffat and Routt County staff attended Applied Behavioral Analysis training, “Building Positive Behaviors” in March with Pamela Martien-Kock, M.Ed.BCBA. Moffat staff received training on dementia and aging in January 2018. A CPI class was held June 12th followed by a Horizons Happy Hour with staff from NWCCI. A two-day Person Centered Training seminar was held in Craig on August 27th and 28th followed by a Horizons Happy Hour at Gino’s.

An all-staff retraining was held July 13th in Craig and October 19th in Steamboat. Cyber safety training was held in June with an internet safety class offered in Steamboat on October 17th. Five staff from Craig attended Mental Health First Aid on September 25th and interested staff attended Yes I Can – Assistive Technology Training on June 26th.

Improving our use of technology.

We received a grant to purchase and install a Smartboard at Milestones Day Program. We installed a screen and laptop in the Craig conference room for trainings and meetings.

We implemented Paycom, our new payroll system.

We purchased Surface Pros for our Child and Family Service Coordinators. We also purchased two Surface Pros for Milestones.

We increased the internet speed at the Park Avenue and Oak Street. After much research and negotiations, our phone lines and internet were changed to new companies with better rates and service.

Recognition and wages.

Alliance led statewide efforts to introduce and pass a bill which will increase compensation for direct support staff. Horizons will increase the hourly rate for Direct Support Professionals and their immediate supervisors by \$1/hour effective 3/1/19. This is a big step in the right direction.

Everyone in the agency continues to watch expenses in order to be able to direct as much funding as possible into wages, benefits and programs. This is even more important since we budgeted a significant deficit.

In February, Routt staff gathered at the Yampa Valley Autism Program office to meet their employees and learn about the programs they offer. This was followed by a Happy Hour gathering. Another Routt Happy Hour happened after CPI training on June 12th and was with the Northwest Colorado Center for Independence at their office.

A Moffat Happy Hour was held on Monday, August 27th, after the first day of the Person Centered Training at Gino's.

Lynne

Conference Reporting Form

Name of Conference: Coleman Institute

Date: 10/02/2018

Your Name: Tatum Heath

Please provide a general description of the conference:

The Coleman Institute for Cognitive Disabilities works to catalyze and integrate advances in technology that promote the quality of life of people with cognitive disabilities and their families. Cognitive disabilities include; intellectual disability (ID), Alzheimer's, brain injury, stroke, and serious, persistent mental illness.

<https://www.youtube.com/watch?v=UUPfKrtUTgA&feature=youtu.be>

What was the most interesting thing you learned? Over 27 states reimburse for remote technology in Medicaid. These states report surprising and effective success in using remote technology specifically for more independent people who struggle with behavioral issues. Having someone to talk to during periods of depression or suicidal ideation has decreased ER visits, M1 holds, and provider costs on average of about \$10,000 per client per year in Ohio. Clients report having more control over their life and like not having people in their home “telling them what to do.” Colorado is not one of the 27 states.

What idea from the conference can you implement and what impact will it have? The advancement of Smartphones, Smartwatches, and tablets has exploded in recent years. For example, single purpose apps lowers have become very popular because they focus on one function. This decreases the cognitive load to operate these apps making them more accessible to more people. Examples are:

Talking Tom (this is a mimic app that speaks back words or phrases. Speech therapists)

EasyPhone

CanTunes (easier interface than iTunes)

Time Timer HD

iDress for Weather

SnapType Pro

Pillboxie

Flip Writer AAC

Calm Counter

Capti Voice

Signs ID

ICE Medical Standard

Marco Polo Video Walkie Talkie

DioPen Script

One-Moment Meditation

Metronome

Heat Pad HD

Simply Sayin (explains medical procedures in common terms)

Another important example is the new Apple watch that can be set up to provide information on heart issues, sleep patterns, seizures, and much more. In addition, the watch can be configured to notify family members, 911, paid providers, etc. So, if someone has a seizure, falls to the ground, and does not stand up in 60 seconds, the watch will notify people of your choosing. This could be a valuable tool for independent people who need assistance for acute medical issues.

Advances in technology have the potential to both ensure health and safety while maintaining a greater level of independence.

What was the most helpful thing you learned in networking with other participants?

Don't become too dependent on one type of technology. It's constantly changing and becomes obsolete in a matter of years, sometimes months. For example, at the Boulder Smarthomes, the companies that made majority of the home features (i.e. moving countertops) are no longer in existence. So if something breaks, that's it. Stay flexible and informed.

Did this conference energize you? In what way? It's easy to get caught up in the day to day operation of an organization, but true growth professionally and personally comes through innovation and stepping outside normal patterns of behavior.