

# Stakeholder Engagement for Host Home Oversight

Presented by: Cassandra Keller, Meg Janeba, Victoria Rodgers, and Devin Rathmann

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# Our Mission

Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.

# Agenda

1. Introductions
2. Introduce House Bill 23-1197 & Preliminary Deliverables
3. Purpose of the Bill
4. Outline timeline
5. Determine next steps
6. Survey to receive stakeholder feedback
7. Questions

# Introductions

- Cassandra Keller - HCBS Section Manager
- Meg Janeba - HCBS Benefits Supervisor
- Victoria Rodgers - HCBS Residential Benefits Specialist
- Devin Rathmann - HCBS Benefits Specialist
- House Bill 23-1197 - Stakeholder process for identifying concerns related to members receiving long-term services and supports.

# House Bill 23-1197

House Bill 23-1197 was passed on February 14, 2023. This bill dictates that the stakeholder process for identifying concerns related to members receiving long-term services and support must begin by September 1, 2023.

This bill is to ensure members who require 24-hour care, 7 days a week, are provided and entitled to a safe environment where agreed-upon services and supports are provided.

It is the responsibility of the Department of Health Care Policy & Financing to develop a system and process to ensure that members who receive such services address concerns and identify solutions as it relates to the oversight of host home providers.

# Purpose of Meeting

- House Bill 23-1197 has been passed - this means the Department will begin working with stakeholders on Host Home Oversight.
- Department is seeking to gain essential feedback from stakeholders about their concerns as well as their goals with this project and what they would like to see accomplished by the end.
- This project will also allow for the development of a system for the reporting and monitoring of actions taken by host home providers that conflict with member rights and person-centered services.

# Preliminary Deliverables By Vendor

- Environmental Scan
- Review of Host Home trends, complaints, and incidents data
- Develop a grievance procedure resource packet for members
- Facilitate focus groups with stakeholders

# Implementation Timeline

- August 24, 2023 - 1st stakeholder meeting held and Survey opens
- September 7, 2023 - Survey closes
- Further stakeholder meetings to be announced
  - Frequency to be determined
  - Small focus group meetings will be scheduled by the contracted vendor



# Existing Oversight Mechanisms

- Colorado Bureau of Investigation (CBI)
  - Detailed information of arrest records provided by Colorado law enforcement agencies.
- Colorado Adult Protective Services (CAPS)
  - To determine whether an individual has been substantiated of physical abuse, sexual abuse, caretaker neglect, exploitation, or a harmful act.

# Examples Outside of Existing Regulations

- Repeated failure to comply with Program Approved Service Agency (PASA) and/or Case Management Agency (CMA)
  - Policies and procedures
  - Duties and responsibilities
- Direct violations of person centeredness
- Falsifying identification/records
- Failure to report
  - New charges, motor vehicle violations and/or accidents

# Vision and Goals

- Our vision for this project is to create a system that holds non-compliant providers accountable, to ensure that our members are provided with professional, qualified, and trained staff to ensure the safety and well being of all members within a host home residential setting. Furthermore, this project will allow for opportunity in discussing the needs of further oversight in other Individual Residential Services Settings (IRSS) that can be beneficial for PASA's, CMAs, and members as well.
- Our goal is to create a list that will be provided to applicable agencies with a clear summary of vital information, to further prevent providers from continuing to provide services without consequences, and to deliver the highest quality of care and services extended to our members.
- The success of this project will be contingent upon stakeholder feedback and engagement. We want to hear from **you** about your concerns. Your feedback regarding the goals, ideal state for Host Home Oversight, and accomplishments of this project will be essential in our development of the provider list and systematic operations needed.

# Next steps

- Survey will be open for submitting feedback in stakeholder survey until September 7, 2023
- Feedback will be taken into consideration and reported on after the completion of the survey window
- The next stakeholder meeting will be announced
  - Updates of the Preliminary Deliverables by Vendor will be presented and discussion of next steps

# Stakeholder Survey

Please take a moment to complete the following survey. Your feedback is very important to us.

[Survey Link](#)



Questions?



# Contact Info

**Victoria Rodgers**  
HCBS Benefits Specialist  
[Victoria.Rodgers@state.co.us](mailto:Victoria.Rodgers@state.co.us)

**HCBS Questions Inbox**  
[HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us)

# Thank you!