

Participant Directed Programs Policy Collaborative Meeting

September 23, 2020

Draft Stakeholder Notes for Stakeholder Approval

(These notes began at 2:27 p.m.)

City and County of Denver Rate Increase

Increase is 75 cents per hour and 85% of this for agencies must be passed through

What counts as Denver—look up in assessors to see if address is in Denver, this is burdensome but all Denver will give.

Regarding Denver Minimum Wage: For Enforcement questions (handled by the Auditor's Office): auditor@denvergov.org or call 720-913-5000

For Legal questions: Frank Romines at franklin.romines@denvergov.org.

For General or Policy questions: skye.stuart@denvergov.org or 720-865-9058.

If there is a concern about whether a location is in Denver or not, the Assessor's office is probably the best place to check that: assessor@denvergov.org or <https://www.denvergov.org/property>

Rates increased 1/1/21 for Denver county.

John reiterated that the number for this meeting is not toll free but is free for calling --people calling the number are not charged. It is a google thing.

Case Management Transition

Victor Robinson

5 new SEPS settling into their work and HCPF continues regular meetings for guidance --going well so as things are leveling out they are taking the opportunity to look at process, what worked, what did not, focus on process, 5 transitions in a year is unprecedented, 2 were awarded through RFP 5 years and other 3 were unplanned so they have to do an RFP this year.

Melissa Emory from RMHS joined us and would like to introduce self and give overview of where things are now:

Melissa: Associate Director of SEP at Rocky Mountain Health Plan (RMHP)

2.5 months into transition, feeling a bit more settled. People had trouble getting hold of Case Managers in the beginning and hope this is not still true. Important that PPL knows who the Case Manager is and how to contact them and that they are

responsive to you. The phone number to get a hold of RMHS is 844-790-7647 and the email is SEPquestions@rmhumanservices.org.

Cleaning up data to make sure no one experiences lapse in services, they have identified a few instances and respond as quickly as possible. They want to hear from people and improve as much as possible.

Julie Reiskin verified that they have been responsive.

Eligibility Updates

Jennifer VanCleave/HCPF

Not many changes since last meeting, they are getting a lot of questions about COVID force pass be lifted -they do not know because this is connected to waivers tied to the federal public health emergency which is through the end of October and don't know if it will be extended and if so for how long. Last time it was extended with less than a month before it was to end.

HCPF is working closely with CMS and advocating for getting as much notice as possible and seeing how best to handle lifting of forced pass. We know this will be a big lift and want to mitigate as many problems as possible.

Leadership is working with systems to have a plan as soon as they know--as soon as they know they will communicate through all standard methods.

The other thing is from an eligibility perspective they know one project people have been waiting on is CBMS to deal with retro eligibility and this will go in mid-October. They are prioritizing COVID related systems functionality within the determination system. They have projects in the queue which they will do after COVID.

Tim Thornton had a question about a client being held up due to over cost containment and was given a person to connect with to resolve this. This same client had more than a month of delay last year.

Open Forum #2

Betsy Murray

Wanted to let everyone know that Aurora is looking at a minimum wage increase. They defeated it in a council study session but probably will come back and could go into effect before 1/1/21.

Julie Miller

How long does it take to get background checks and does that vary from FMS?

Each FMS answers:

- Acumen: Pretty quick same day, sometimes in a few minutes as long as information provided is correct. They have to go off of I9 form and if that one is not filled out correctly it could delay things. The CBI check is also quick--usually the same day. They have processes if something comes up to have employer sign. If something does not line up with I9 they provide very specific information on what the employee has to do--sometimes it is simple like name change and they can rerun it with specific information.
- PALCO: Same as Acumen, if there is a hit that is a non barrier crime they send that to the employer and the employer signs off that they acknowledge what was on the background. Sometimes there is a holdup getting the form back but the check itself is the same day.
- PPL: Echoed other vendors. It gets slowed down if there is something on the results that they have to go through an additional process like getting a signature from the employer, or if there is an issue that will stop ability to hire (like if there is a barrier a crime). The problems are what is on the check not doing it.

The meeting adjourned at 3:15 p.m.