



## AGENDA

### Transitions Stakeholder Advisory Council

Google Hangout Weblink: [meet.google.com/emq-kfpb-aex](https://meet.google.com/emq-kfpb-aex)  
Google Hangout Call-in: +1 470-268-2030  
PIN: 614 405 288#

Thursday, September 3, 2020  
2:30 – 4:30 p.m.

#### COUNCIL MEMBERS

- Clarice Ambler, DRCOG, Co-Chair X
  - Anne Bartels, PASCO X
  - Amy Dixon, CPWD X
  - Paige Gallaher, Atlantis X
  - Jennifer Giurgila, Jefferson County
  - Fallon Gillespie, Rocky Mountain Human Services X
  - Ashly Johnson, DRCOG X
  - Jennifer Krulewich, Focus Cares X
  - Tracy Martinez, Touch of Care
  - Ed Milewski, Jr.
  - Jenn Ochs X
  - Lisa Smith, Team Rubicon X
  - Neal Waite, ADRC Region 3B X
- Pauline Bonifazi, Ronna Conrad, Pat Cook, Georgia Edson, Ian Engle, Kaylee Frear, Tamara French, Peggy Garcia, Janna Hartman, Shannon Kluth, Amanda Lighthiser, Mary Mangelsen, Amber McDaniel, Rejan Ricottone, Frank Rivas, Stephanie Schmidt, Les Simpson, Julie Kessen Smith, Shannon, NWCCI, Lindsay, Colorow Care Center, Nancy, People Care, Alissa, DP
- State Staff: Katy Barnett, John Barry, Nora Brahe, Matt Bohanan, Courtney Thomason, Michelle Topkoff, Ann Watts

Attendance Link: <https://forms.gle/EDaybu73WZAnPZH7>



## 1. Welcome and Introductions

2:30 p.m.

- Matt from the Department introduced himself and provided an overview of the role of the Council for individuals who were new to the meeting. He provided an overview of how the Colorado Choice Transition program, Colorado's Money Follows the Person initiative, evolved into the new permanent Transition Services for Colorado Health First members. Matt shared that the program is approaching a natural transition with the conclusion of the Colorado Choice Transition program, the implementation of Transition Services, and the Access Unit integrating into the Case Management and Quality Performance Division at the Department. To ensure the quality of the services during this transitional period, the Department and the Council are working to identify barriers and solutions for the program's successful sustainability. The Department has asked Katy Barnett to step in as co-chair for the Council to provide more focused attention to the stakeholder engagement efforts. Matt shared he and other Department staff would still attend meetings, but that Katy would be the lead of this effort moving forward.
- John from the Department provide a few housekeeping items to keep the meeting running smoothly. He shared the process for being added to the speaker's queue and shared the attendance form link for participants to complete.
- Approval of the August Minutes – Fallon from Rocky Mountain Human Services requested a correction under "Council Updates". Rocky Mountain Human Services was incorrectly identified as Rocky Mountain Health Services. The minutes were approved with this change.
- Purpose of Today's Meeting – Katy Provided an overview of the agenda and the goal of using this meeting to provide an opportunity for the greater stakeholder community to comment on the Council identified priorities.

## 2. Council Member Application

2:35 p.m.

- Review Current Application
  - Meghan Baker – Disability Law Colorado – Meghan introduced herself to the Council and shared she would like to take over for Emily Harvey who served on the Council but will be leaving Disability Law Colorado. Meghan is on the Facilities Team, and community transitions are one of the areas they cover for Disability Law Colorado. Her team ensures residents' rights not violated and they work closely with the community integration team to ensure smooth transitions. All Council members received a copy of her application to the Council. Katy will resend the application and a link for anonymous voting to the Council after the meeting.



### 3. Program Updates

2:40 p.m.

- Michelle from the Department shared that the Department is in the process of revising regulations on a number of topics this Council and stakeholder community maybe interested in
- Ann from DOLA shared that DOLA has a housing program that supports the 811 Rental Assistance Program. Ann shared DOLA was just awarded a second grant from HUD for an additional \$6.5 million to supports individuals with disabilities with rental assistance for five years. The first round of funding helped create 90 units and the second round should help create about 80 units. Frank Rivas asked where the new units will be located. Ann said the majority will be in the Denver metro area.
- Nora had no updates but shared her excitement for the number of individuals who joined this month's meeting.
- Katy let the Council know that the Department invited Amanda Lofgren and Heather Fladmark to the October Council meeting to provide an overview of the Case Management Redesign process. She encouraged any stakeholders and Council members interested in the topic to attend the next meeting and ask questions.

### 4. Council Updates

2:50 p.m.

- Clarice asked if any Council members had updates and asked those on the phone if they had anything to share with the Council. No Council members had updates to share with the group.

### 5. Recap of Council Identified Priorities

3:10 p.m.

- Transition Services Priority Survey
  - Clarice provided a high-level review of the four issues identified by the Council in their SWOT analysis last year and the solutions the Council had identified to address the issues. These were captured in a slide deck presented at the meeting and posted to the Council's webpage.
  - Katy provided an update on a survey sent to the Long-Term Services and Supports stakeholder email list requesting feedback on the Council's identified priorities as well as other potential priorities for Transitions Services. At the time of the Council meeting, there were about 100 responses to the survey. The survey will remain open until October 1, at which time the Council will review the results to help plan for the year.



- Katy reviewed the current results of the survey with the Council and stakeholders. This review is captured in a slide deck presented at the meeting and posted to the Council's webpage. Katy also shared a proposed calendar of priorities that was presented to the Council in August for the Council to start considering which priorities should be addressed in what order.
- Stakeholder Listening Session
  - John from the Department lead the facilitated the stakeholder listening session, inviting individuals to put themselves in the speaker's queue and share their thoughts on the identified priorities and other issues from the survey.
  - Amy from CPDW expressed concerns about the grievance process since it is a regulatory requirement for all Transition Coordination Agencies to have an internal process. She believes it could be very burdensome for TCAs. Matt clarified that the grievance process would be broader than just TCA concerns and would provide stakeholders an opportunity to escalate any concerns with the Department if they were not being resolved independently.
  - Ian from NorthWest Colorado Center for Independence shared that it is difficult for transition coordinators to participate in surveys and committees since they are incredibly busy doing the direct work of the program. He shared is concern that many members are stuck in skilled nursing facilities during COVID, quarantined for month while their facilities are becoming infected with the virus. The residents are not spreading virus, but a double standard is in place with staff brining in virus from the community. Working hard to transition individuals is time intensive and TCs do not have the mental bandwidth. TCs have no time to discuss these issues because they are too busy doing the work. Ian also shared concerns about options counseling specifically making sure that members understand they can explore options with no risk. He added options counselors should not be assessing members. He shared access to the facilities has been complicated and the program can't have language that is paternalistic. He shared that Shannon, who is a transition coordinator at NorthWest Colorado Center for Independence, believes that the transition process needs to be more efficient and productive. He added the funding for the program is used to create more bureaucracy and goes against the premise of the Money Follows the Person model. He said he was pleased to see increased involvement.
  - Pauline Bonifazi from Champion Home Care raised concerns about coding and gap in services and asked if anything was being done to fix those issues. She shared that there seems to be a lack of communications between social workers, case managers and county finance officers. Matt said the process was being reviewed to fix coding and gap issues.



- Frank from Center for Independence mentioned streamlining the process to ready the home for members when they discharge so they can move into the home on the discharge date as opposed to having to wait until the day of discharge. This would also include assurances that services will absolutely be in place the day of discharge as opposed to several days or even a month later. Frank shared that his agency has experience service delays as far as a month out and that these are fragile individuals who cannot live in the community without services for that long. He added that tackling housing issue is incredibly important. He has not had the opportunity to work with Brothers Redevelopment in his rural area. Housing issues also include simply making the home accessible and clean before the member arrives. Many times, temporary mitigation that are available will not safely mitigate the problem. Ian agreed with Franks concerns and experienced similar lags in services for his members. Nora shared that the Department is looking into those concerns.
- A staff member from the Grand Junction Regional Center shared they experience problems having not getting any responses to RFPs for individuals ready to leave the Regional Center.
- Frank asked why skilled nursing facilities were no longer making occupational therapists as part of the discharge and safety evaluation of the home prior to the discharge. He asked if this was something that could be discussed with Social Service Directors. He was told occupational therapists were not going out because of COVID.
- Amy from CPWD added this is a baby program and all stakeholders should pat themselves on the back for all the progress made.
- Pauline Bonifazi from Champion Home Care raised a concern about the \$1,500 available for the Transition Setup service and asked why TVs were taken off the list of approved items to purchase. In order to get a TV now, TCAs need to get a grant. She asked how can the Department change that and help members stay connected to the world once they are in the community. Amy shared that assistive technology is an allowed purchase and that Amazon tablets are considered assistive tech but can also connect members to YouTube for news, information, and entertainment. Nora clarified that the Department has given permission to providers to use Transition Setup to buy communication devices like a tablet. She added that the challenge is for those members already in the community who spent their Transition Setup funds before COVID. She also shared the decision to approve these assistive technologies is temporary due to COVID. Frank from Center for Independence said they have been pushing technology for their members but asked if training on those devices could be supported by the Life Skills Training service since it is tougher for this population to learn new



technologies. Nora shared that training should be available under Life Skills Training for these assistive tech devices.

- Katy shared that this had been an incredibly productive conversation and that it was the hope of the Department to engage stakeholders and make the Council an ongoing space for these discussions. Clarice added she also felt the conversation was very productive and helpful and her appreciation for everyone's rich insights.

## 6. Adjourn

4:30 p.m.

Reasonable accommodations will be provided upon request for persons with disabilities. Please notify John Barry at [john.r.barry@state.co.us](mailto:john.r.barry@state.co.us) or the 504/ADA Coordinator at [hcpf504ada@state.co.us](mailto:hcpf504ada@state.co.us) at least one week prior to the meeting to make arrangements.

