

# starpoint



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**Executive Summary**

**Annual Plan Update**

**2017-18**

**Serving Individuals and Families in Fremont, Custer and Chaffee Counties**

**And selected Denver Areas**

**Robert W. Arnold**  
**Chief Executive Officer**

**Annette Nimmo**  
**Board Chairperson**

*[www.starpointco.com](http://www.starpointco.com)*

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## **Annual Plan Update - 2017**

### **EXECUTIVE SUMMARY**

Starpoint, the community centered board for Fremont, Chaffee and Custer counties, has coordinated services and supports for people with developmental disabilities and their families since 1977. Since 1989, Starpoint has also coordinated a network of services and supports for families with young children with and without disabilities, birth to school age which further supports the **mission** adopted by Starpoint. Starpoint also provides residential and day services in several counties in the Denver area.

Starpoint develops an annual plan or an update to an existing plan that represents the status of services, future direction of services and analysis of barriers and limitations that prohibit accomplishment of goals. The information contained in this document is provided to the state as part of Starpoint's requirement for application for a designation as a community centered board.

This plan update has been completed by individuals involved in the coordination and delivery of services, as well as by those individuals served by programs and services. Data used to develop the plan includes consumer and family surveys, staff meetings, and parent and consumer meetings. Starpoint's mission remains the same:

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### **MISSION STATEMENT**

#### **STARPOINT**

**partnering with individuals, families and the community**

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#### **Utilization of existing service agencies or existing social networks or natural resources in the designated service area:**

Starpoint makes every effort to develop partnerships with other community organizations. Services of the area DVR are utilized; consumers are linked to volunteer opportunities in the area, such as the Boys and Girls Club, Loaves and Fishes, Meals on Wheels, Habitat for Humanity, local nursing homes, churches and service organizations. Monthly meetings with the local mental health agency occur to better serve the needs of consumers who receive services from both agencies. Starpoint continues to actively consider

serving individuals from other CCBs via the RFP process. These include day program services, home health services, and lifeline alert services. Consumers are offered a variety of job opportunities through Starpoint's Supported Employment program and are encouraged to participate in a variety of day and social activities in the community. Starpoint works closely with other agencies within our respective cities such as local convalescence centers and hospice so that consumers can come home as soon as possible to either complete their healing in their home or to be home with their families or host home families during critical times of their lives. Working with these agencies limits the time that people are in institutional settings, such as hospitals and nursing homes and they can receive medical care in their home which, as with most of us, might be their preference.

**Encouragement of competition among service agencies within the designated service area to provide newly identified services or supports, the variety of service agencies available to the person receiving services within the designated service area, and the demonstrated effort to purchase new or expanded services or supports from service agencies other than those affiliated with the community centered board:**

See above and Starpoint continues to meet with PASAs that have expanded into the area. Staff have also talked with several companies that offer vacation packages for consumers; this is encouraged so consumers can broaden their supports from various agencies.

**Utilization of state-funded services and supports administered at the local level, including but not limited to public education, social services, public health, and rehabilitation programs:**

Starpoint has a history of collaboration with public education and served four students this year, 18 to 21 years of age, under contract with two local school districts. Also the Administrative Units for three districts contract with Starpoint to identify children birth to three years of age for Part C eligibility. Starpoint collaborates with all local services and supports agencies to ensure that appropriate state-funded services are utilized. Starpoint meets with the Department of Human Services on a monthly basis to discuss specific cases that have a need that has not been met yet and to determine which agencies may offer supports in those areas.

**Quality of services and supports provided directly or by contract for persons with intellectual and developmental disabilities:**

Starpoint monitors services and supports provided directly by the agency to ensure provision of the highest quality services. Starpoint Adult Services has continued to receive good survey results from the Division of Intellectual and Developmental Disabilities as well as Colorado Department of Public Health and Environment, receiving licensure and program approval in all adult services program areas. Efforts are continuously made to provide a wide variety of services to meet the changing needs of the people to whom Starpoint provides services. In order to keep abreast of those changing needs, satisfaction surveys are traditionally provided to families and consumers with that collected data used to continuously improve the agency's programs and supports. Additionally, the Early Childhood Connections/Part C program has each year since data has been maintained by DHS achieved a determination of "meets requirements".

**The establishment of new services and supports for the prevention of institutionalization, the support of deinstitutionalization, and a commitment to innovative, effective, and inclusive services and supports for persons with intellectual and developmental disabilities:**

Starpoint has continued to provide services for people who present on-going challenges to be successful in maintaining the lifestyle of their choice – be they individuals with offending behaviors or other significant needs. Starpoint has prevented the institutionalization of many individuals who would otherwise be incarcerated or placed in a more restrictive non-community based setting and has successfully enrolled six individuals into Comprehensive Services from other communities. Starpoint Adult Services has expanded their PCA program to include staffed homes in order to support people in seven different houses to live as they choose in the community. In addition, Starpoint has worked with the Department of Human Services to provide Foster Care transition services for young people to provide support services for youth aging out of the foster system. Individualized settings have been developed based on needs and preferences within comprehensive services in both the host home and PCA services. Both Host Home and PCA settings enable people to live in the least restrictive settings possible within their community, whereas otherwise they might require a more restrictive environment and be forced to leave their home community. Thus far, these support systems have been positive and the people live in the community, which is their goal, as well as ours.

**The willingness of the applicant to pursue authorized services and supports from all eligible persons within the designated service area:**

- **Case Management** – Case Management at Starpoint has continued to see immense changes at a local level and within the state system in Colorado. The ongoing goal of Case Management is to continue to provide individualized and person centered case management to those individuals in our services amidst the ever changing environment and regulations. The Case Managers look forward to additional trainings and opportunities to expand their knowledge in various areas to be able to meet the needs of the individuals and families we serve.

Our Case Managers have reviewed the new regulations within the HCBS-Settings rule, including the Conflict Free Case Management requirements, and continue to have frequent discussions on how to meet these requirements while continuing to meet the needs and preferences of our consumers. Starpoint was recently notified that a request to further review how the Conflict free case management rules would impact our rural communities was authorized by the state and will now be reviewed on the federal level. We are hopefully that this will open doors to further discussion on how to best serve our communities within the ever-changing Centers for Medicaid regulations. We intend to be proactive with these changes, and communicate effectively with consumers, families, providers and community agencies as these changes occur so that each individual in services feels comfortable with their case manager and the services they provide.

In this year, we have continued to see an increase in new referrals for individuals seeking services for the first time. We have also had several transfers to our region as individuals continue to choose to move into Fremont, Chaffee and Custer County. With the ability to enroll individuals into HCBS-SLS without a waitlist, the providers in the area are reaching capacity. Case Management has reached out to several additional providers in Colorado to encourage them to expand into our catchment areas. When Case Managers seek services for individuals, we send the request to 9 agencies for responses. Starpoint Case Management has completed 31 enrollments in the last year in HCBS-DD, HCBS-SLS, HCBS-CES, State SLS, and OBRA specialized services. Within those enrollments, two individuals enrolled with other service providers. We continue to encourage outside responses to RFPs as we feel it will offer additional choice to the consumers we serve, however we have seen limited to no response from other agencies. Our data collection shows that 98% of all positive responses to RFP's are from Starpoint. The

other responses we have received have been limited and the agencies served the clients for a limited duration before terminating the consumer's services, as they were unable to staff the support. When reviewing data it is clearly noted that services such as personal care, respite and homemaker services are the most requested, but have the least positive responses. We attribute this to the 1:1 nature of these supports and the low reimbursement rates for providers. Case Management has worked with the Alliance of Colorado in gathering statewide data on this process to request targeted rate increase in these much needed areas so that more provider options are available to the consumers we serve.

Starpoint Case Management currently serves 102 individuals in the Comprehensive program, 77 individuals in the Supported Living Services Program, 5 Children in the Children's Extensive Waiver, 9 individuals in the State program and 63 families in the Family Support Program.

**Community Centered Board compliance with all transparency requirements established in 25.5-10-209 (5) through (8), C.R.S (2016):**

Starpoint has met all of the requirements of SB 16-038:

- The annual audit is still pending final approval due to ongoing issues with the state billing system.
- Board meetings include a time for public comment.
- Date, time and location of each regularly scheduled board of directors' meeting is posted on the CCB website ([www.starpointco.com](http://www.starpointco.com)) two weeks prior to the meeting. Board meeting notices are also displayed at the Salida and Canon City administrative offices.
- Agenda for the board of directors meeting and any available documents related to the functions of the CCB are posted one week prior to the meeting.
- Approved minutes of the previous meeting, as well as any additional documents are posted immediately after the board meeting.
- Each board member has an organization-based email.
- Most current 990 form is posted on the website.
- Contracts are posted on the website.
- New board members are provided extensive training on board member duties, financial and fiduciary responsibilities, IDD system and other relevant matters.

**Provide a brief summary of Community Centered Board administrative or case management accomplishments:**

- Successfully sponsored the 7<sup>th</sup> annual Rim-to-Rim race in Canon City in partnership with the Royal Gorge Bridge. More than 200 runners participated.
- Co-sponsored the Buena Vista Color Run in Chaffee County, with several hundred runners participating and Salida Starpoint consumers volunteering at the event.
- Partnered with the Vineyard Church to present the 3rd annual Tim Tebow "Night to Shine" Prom for people with special needs. More than 130 individuals aged 16 and over participated, with more than 200 community volunteers making the event a huge success.
- Increased entry level wage to \$10.20 on January 1, 2018 in compliance with the state minimum wage increase. All staff received a .90/per hour increase.

- Celebrated Starpoint's 40<sup>th</sup> anniversary as a CCB in November 2017, with a wide variety of community activities and events.
- Welcomed a long-time consumer, Rebecca S., to the Foundation Board of Directors.
- New vehicles continue to be purchased to replace old, outdated vans. Our aging population now requires more vehicles that are handicapped accessible.
- Early Intervention Colorado/Part C Program Performance Profile – Starpoint Early Intervention is contracted by 3 school districts to complete birth to three Child Find evaluations, so that families receive an evaluation from the same team that will be providing services.

**Provide a brief summary of the needs determination to include no more than ten (10) identified needs of eligible persons in the designated service area.**

- 1) **Transition** -- Continue to foster and facilitate the transition of area students into adult services through eligibility determination and placement on the DD waiting list; through contracts with the school districts; and through exposure to relevant Life Skills classes and meaningful work experience. A recent article in a local newspaper noted that 15% of students in the school district are receiving some type of special education services.
- 2) **Work** -- In partnership with DVR, continue to find and maintain employment for individuals who want employment and opportunities for non-typical needs. Explore unique ways to find employment in a weak economy. Three consumers lost their community jobs as a result of the mandatory minimum wage increase; one business closed in Salida and a consumer lost his job after nearly 20 years of employment.
- 3) **Day Services** – At the Life Skills/Life Enrichment Center for those individuals who wish to be involved in a variety of activities, staff have realized the need to develop more programs, educational experiences and community access opportunities. The curriculum for Life Skills Center's classes was revamped. The classes include varied topics and activities. The classes range from morning stretch routines to GED class material. The staff seek consumer input into what topics they want to include. Person-centered trainings for consumers were also added. Positive feedback has been received by most of the consumers. Each class duration is one hour, with a few minutes between classes for transition time.
- 4) **Recruitment** – On-going recruitment and training of qualified employees.
- 5) **Leisure** - Need for additional recreational, exercise, experiential and social opportunities
- 6) **Communication** – Continue to foster and improve communication between staff, consumers and families; and between the programs in Fremont, Chaffee and the Denver Metro areas in order to share ideas and concerns and to maximize positive outcomes for the consumers served.

**Provide a brief summary of the plan to address the above identified needs:**

**Transition:** Attend IEP Transition Meetings and other meetings at the school district to identify student needs before transition; communicate with families; and continue close communication with the schools.

**Work:** In partnership with DVR, continue to find and maintain employment for individuals who want employment and opportunities for non-typical needs. Explore unique ways to find employment in a weak economy, such as micro businesses. A new partnership has been developed with New Horizons Thrift Store and a number of consumers are working there.

**Day Services:** Expand day services to include a pre-vocational curriculum as well as encompass a more diverse curriculum to make our overall day services more interesting to more people. Utilize our staff pool better to make more efficient and effective use of our current qualified employees.

**Recruitment:** Conduct outreach in the local community college as well as charitable organizations in Canon City in order to generate interest in service to our population for career development. Create a booth at local fairs to educate potential employees and contractors of the career opportunities at Starpoint. Starpoint advertises job openings on our website, on Craig's list and on Facebook, as well as ads in area papers. Starpoint developed a recruitment video that is shown at local movie theaters.

**Leisure:** Continue efforts with community partners, to develop additional activities.

**Communication:** Starpoint implemented the Therap Electronic Documentation System for I/DD Service Providers. By utilizing this technology all three areas, Fremont, Chaffee and the Denver Metro areas have access to the data base and are able to share information remotely. Staff are successfully using the T-logs, and GER documentation in the residential and day services areas. The Medical Support has completed inputting the information for the medical profiles. In addition, ISSPs and corresponding documentation have been entered into the system.

**Provide a brief summary of system issues to include no more than ten (10) issues impacting or expecting to impact the designated service area.**

- 1) **Rate structure** - Need for the state to develop and implement an efficient, effective and equitable allocation methodology for new resources and to develop an equitable rate structure that actually covers the cost of providing services, particularly in rural areas.
- 2) **Funding** -- Need for increased rates to meet the ongoing needs of the medically fragile, the dually diagnosed, the aging consumer, the offender and the transitional student. The challenge of working with the current budget crisis that the state is facing has consumed a large amount of time and effort. Funding increases in the last few years have not kept pace with inflation, reducing the purchasing power of the state resources provided to Starpoint and other CCBs and providers.
- 3) **Service Delivery Systems Issues** -- We still have limited agencies that offer state plan benefits (home health etc.) because they cannot travel to some of the rural areas. There are always ongoing system issues that cause delays in billing. But for the most part it has improved. And the TCM requirements (billing in 15 minute increments) still make it difficult at times to maintain quality case management.

- 4) **Simplification** of multiple Medicaid Waivers and the need to address compliance with Conflict-Free Case Management requirements that will be least disruptive to consumers and families.
- 5) **Compliance** with the Settings Rule that will impact the types of services and supports currently provided to individuals in day habilitation
- 6) **Funding Early Intervention:** Billing and receiving funding from the new state Medicaid billing provider was a challenge. At this time, Starpoint does not bill private insurance, but will begin to research the feasibility of billing as an out of network provider in order to follow the State EI funding hierarchy.

**Provide a brief summary of local area issues to include no more than ten (10) issues impacting or expecting to impact the designated service area.**

- 1) Evaluation of personal care rates and structure to determine Starpoint's strategy to continue or discontinue.
- 2) Assess other lines of business which Starpoint could enter and expand our scope to serve other populations.
- 3) Settings Rule: Continue monitoring of the State's position on implementation. Assess Starpoint compliance with expectations and determine if structural changes are necessary. Evaluate community activities that could involve people served by Starpoint as well as community members.
- 4) Participate and develop partnerships with those in the community group seeking ways to use the Kitchen Pantry as a means to create services that expand the ability to meet unmet needs in our community.
- 5) Expand Starpoint's Supported Employment efforts not just for those we currently serve but also to other populations. Promote microbusinesses and person-centered approaches to employment.
- 6) Expand our direct services to include appropriate services for those enrolled in CES.
- 7) Assess the likely impact of the next phase of the required minimum wage increase. Model minimum costs as well as defining who will be effected by the compression factor and thus should also receive some adjustment.
- 8) Determine the DSP turnover rate and the cost associated with new hires, such as training recruitment and associate cost. Evaluate methods for increasing employee retention rate.
- 9) Develop recommendations for re-structuring current operations, including levels of staffing, chain of command, efficiencies etc.
- 10) Changes in the population in Chaffee County demographics has a higher number of families with private insurance. The population receiving EI services in Chaffee County have typically been on Medicaid, which Starpoint does bill.



## STARPOINT'S ANNUAL COMMUNITY FORUM

Starpoint's annual forum was held Tuesday, April 3, 2018 in Canon City, with teleconference capabilities from the Salida area. Invitations were sent out to parents and family members, along with a "comment" form for those interested in sharing information. Additionally, the forum was advertised on Starpoint's website. One parent with a consumer in SLS attended the forum in Canon City and a parent with a son in CES attended via teleconference from Salida. Both parents were complimentary of Starpoint's services and supports. Starpoint will continue to encourage communication from families, guardians, consumers and the community to assist us in updating our plan.

### **Plan Availability:**

Starpoint's Plan is available at [www.starpointco.com](http://www.starpointco.com). Copies of the plan are also available at **no cost** to the public at the following locations:

**Starpoint  
Admin Offices  
700 S. 8<sup>th</sup> St.  
Canon City, CO 81212  
719-275-1616**

**Starpoint  
Salida Center  
203 E St.  
Salida, CO 81201  
719-539-2577**

**Denver Starpoint  
11177 W. 8<sup>th</sup> Ave.  
Lakewood, CO 80215  
303-238-1600**