



July 27th, 2020

To our Valued Starpoint Staff:

I wanted to take this time to just say "Thank You" to each of you for not only your hard work during this pandemic, but for being with our agency even before COVID-19 was a blip on the radar. I hope to be able to thank each of you in person when it is safe to do so.

In transition to my new position as CEO, never would I have imagined such an unprecedented time to lead this agency. Many difficult decisions had to be made in the very first weeks of assuming my new role and each week thereafter. Each decision has impacted our staff, families, and clients in so many stressful ways. However, I want you all to know that I am committed to the longevity of Starpoint programs and prioritizing valuing the staff that work in those programs. I know that without each of you, our services would not be a possibility. The relationships you build with our clients and families and your incredible work in the community is the heart of Starpoint and I truly appreciate the dedication and hard work that I see.

As we move forward, we are facing tremendous hurdles with State budget cuts, new service delivery models that include smaller groups, staggered schedules for those enrolled in programs, a move towards telework options for some positions, virtual service delivery, and stringent social distancing and sanitizing practices. The Starpoint Management teams have started meeting regularly to determine what these new guidelines mean for our programs in the future as it is ever more apparent that COVID-19 and the risks of large group settings is not diminishing and will not diminish in the foreseeable future. Significant changes to our current operations are needed to be able to continue to support our clients and families within the various guidelines and requirements of the state agencies that oversee our programs.

We will be starting our adult day service programming in outdoor locations throughout the community on August 1st, weather permitting. Though this will be completely different from the schedule and activities that we once offered, it is an opportunity for us to grow in a new direction. We will also be offering Zoom activities throughout the day for clients that are interested in participating virtually. As we will not be able to return to larger group settings, we will be placing the Life Enrichment Center up for sale. The goal of the sale of this building would be to allow us to reinvest profits made into technology, staffing, and other needs to transition to the new day service delivery model. This includes the future possibility of exploring smaller buildings or short term leases for buildings that would meet new COVID-19 social distancing standards.

Our office staff will be returning to the offices so that they are more readily available to clients, families and new individuals seeking services. This shift back to the office will be accompanied by daily symptom checks, social distancing, mandatory masks, and increased sanitizing practices throughout the building.

We are working diligently with county, State, and federal partners to advocate for necessary funding and needed flexibilities in rules and regulations in order to continue to provide services in this new capacity. I am also meeting with various organizations throughout Colorado to lead the changes and bring about better policies and supports for agencies like ours.

I understand that change can be difficult and many of us are mourning the loss of stability, routine, and familiarity that we knew prior to the COVID-19 pandemic. I see these necessary changes as an opportunity to reevaluate all of our programs, to brainstorm with staff and clients and to create updated programs that can continue to be sustainable even through a pandemic. Your continued flexibility is appreciated as new guidelines, information, mandates and changes that affect how we are able to serve others are changing frequently and we must implement them sometimes with little notice or time to prepare. As changes occur or additional information becomes available we will continue to communicate it to our management teams and staff.

I can't thank you all enough for your dedication during this time and for the amazing work that you do. I am hopeful that we will weather this storm and come out with a renewed appreciation of the value that each of our programs offers to our communities. We really are all in this together and I want you to know that each employee in this agency is critical to our success. I personally value your time, work, and dedication to Starpoint and those we serve.

Respectfully,



Bryana Marsicano

Starpoint

Chief Executive Officer

719.269.2213

bmarsicano@starpointco.com