



Maintaining the “Whole Person” Philosophy of Service in a Changing Human Services Landscape

Dr. Morgan Medlock, Commissioner, Behavioral Health Administration
Kim Bimestefer, Executive Director, Colorado Department of Health Care Policy & Financing
Michelle Barnes, Executive Director, Colorado Department of Human Services
Dr. Lisa Roy, Executive Director, Colorado Department of Early Childhood

Community- Informed Leadership



Morgan Medlock, MD, MDiv, MPH
Behavioral Health Administration
Commissioner

Our Collective Purpose

Co-create a people-first behavioral health system that is available, accessible, and accountable to all people in Colorado to meet their individual and community needs in the ways that serve them best.



A System for All

People Left Behind



People Put First



Fragmented Vision & Strategy



Unified Vision & Strategy



Funding Issues



Improved Funding



Fragmented Data



Comprehensive Data



No System Coordination



System Coordination



Our Six Pillars



BHA Bill (HB 22-1278)

People First

- Advisory Council creation
- Co-chaired by person with lived experience
- 50% individuals with lived experience

Accountable

- Robust grievance process
- Enhanced public reporting
- Collaborative data sharing

Access to High Quality Services

- Creation of Behavioral Health Administrative Services Organization (BHASO)
- Expanded safety net

Efficient

- Agency Agreements
- Universal Contracting Provisions



July 1 Wins



Launch of Advisory Council, applications open until June 11



Public dashboard tracking implementation will be posted to new BHA website



Public-facing care directory



**New BHA
website will be
live July 2022!**

Equity

BHA is moving to

a 97% work from home approach

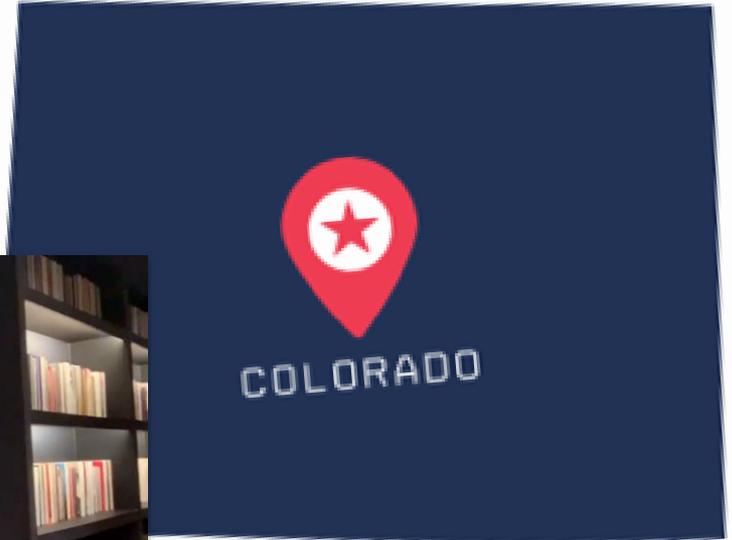
Five fellows named to national equity-grounded behavioral health leadership program with the College for Behavioral Health Leadership



- Marco Antillon
- Brad Barfield
- Lesley Brooks, M.D.

- Michelle Arriaga Colarelli, Psy.D.
- Alexandra Hulst, Ph.D.

Statewide Tour



<https://cdhs.colorado.gov/BHA-statewide-tour>



It is our aim to operate as a community anchor, supporting your efforts while elevating our collective cause.



Authentic Partnership

- Acting responsibly and in the best interests of all people in Colorado
- Acknowledging when harm has been done and taking purposeful action towards meaningful remedies
- Upholding our shared ideals and values to function as a conduit of change, not a source of conflict
- Disclosing all relevant data and metrics, holding ourselves accountable to agreed-upon measurements of success and effectiveness
- Embracing openness to create efficiencies and expand possibilities



Together, we will do the exceedingly important work of being innovative change-makers, setting a new standard for comprehensive, equitable, and effective behavioral health care across our state.



Thank
you.



Department of Health Care Policy & Financing

Executive Director Kim Bimestefer

Update on the Federal Public Health Emergency

Maintaining the “Whole Person” Philosophy of Service in a Changing Human Services Landscape
CCI Session - June 1, 2022



What does the public health emergency mean for your staff and community?

- Public health emergency (PHE) designation is a federal designation
- Gives Medicaid and CHP+ programs flexibilities
- **Continuous Coverage** has kept Coloradans covered throughout pandemic
- Uninsured rate has remained steady
- Unlike other states, we continued the redetermination process which has given us comparative advantage to other states - *thank you for your partnership, this is monumental*



Medicaid and CHP+ Enrollment

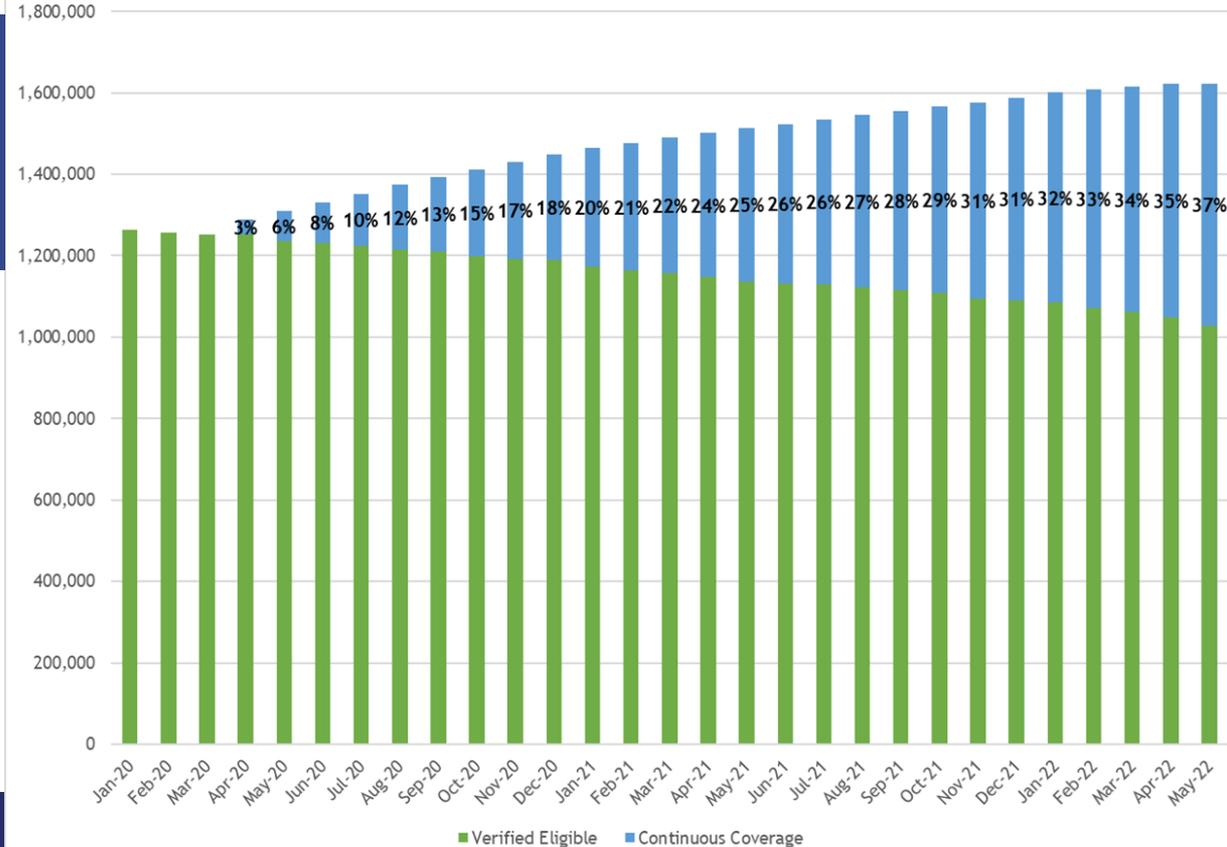
Medicaid/CHP+ up 30%

Now covering >1.6M
Coloradans, 1 in 4

Held Colorado uninsured rate steady at 6.6% through pandemic by keeping Coloradans covered

37% “locked in” 610k of the 1.6M to be redetermined

Total Enrollment (5/24/2022)



What happens when the PHE ends?

- Phased renewals of Health First Colorado and CHP+ members - these renewals have been ongoing BUT at end of PHE may result in potential changes in coverage
- States have up to 14 months to return to normal
 - States will have 12 months to initiate redeterminations
 - States can take up to 2 additional months (14 months total) to complete any work initiated in the 12-month unwinding period



COLORADO

Department of Health Care
Policy & Financing

Unwind: Three Key Operational Goals

1. Member continuity of coverage
2. Smooth transition, member experience
3. Minimize impact to eligibility workers and state staff



How we are preparing: Supporting our County Partners

- Investments in PEAK, CBMS & automation in partnership with counties
- Term-limited federal/state funding for counties
 - Increase human services workforce for counties, grants for specific projects (\$6M provided in FY 2021-22; \$16M-\$17M for FY 2022-23)
 - Combination of new staff, term-limited staff, overtime - *thank you for working with us on your PHE staffing plan*
 - Grant funding and local share reimbursement for performance benchmarks also available (i.e., process improvement, innovation, customer service, etc.)
- **Overflow Processing Center (OPC)**
 - State-funded/managed site to support eligibility sites that are inundated
 - Kicked off pilot in May 2022, aiming to scale statewide by end of year
 - Counties can request access to OPC outside of the PHE
- **Engagement & Communications**
 - New Leadership calls/frontline staff support webinars
 - Training and knowledge transfer calls
 - Leverage existing communications & forums, such as eNewsletters and monthly meetings



How your County Human Services Department can prepare

- Please use term-limited federal/state funding to add the necessary resources: eligibility technicians, appeals staff, customer service support, etc.
- Be prepared for increased lobby traffic and incoming calls, and monitor complaints closely to make sure nobody falls through the cracks
- Process any uncompleted or late work before the end of the PHE, so you're not starting from behind
- Align your communications with ours (including referring ineligible people to Connect 4 Health): leverage upcoming state communications tools and get approval from HCPF on member-facing language in your communications



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Department of Health Care
Policy & Financing

PHE End Planning: Keeping Informed & Engaged

PHE End Planning Stakeholder Online Resource Center: [Colorado.gov/hcpf/phe-planning](https://colorado.gov/hcpf/phe-planning)

- Latest Updates on Federal Guidance
- Frequently Asked Questions
- Member, Provider, County & Eligibility Partner content
 - Operational Memos and supporting guidances, webinars and resources

COVID Resource Center [Colorado.gov/hcpf/COVID](https://colorado.gov/hcpf/COVID)

- Provider Guidance
- County and Case Manager Memos, recordings of webinars, etc.
- Links to member COVID resources



Thank you!





Colorado Department of Human Services

Michelle Barnes, Executive Director CDHS



COLORADO
Department of Human Services



OUR MISSION

Together, we empower Coloradans to thrive.



OUR VISION

To serve Coloradans through bold and innovative health and human services.



OUR VALUES

A People-First Approach
Balance Creates Quality of Life
We Hold Ourselves Accountable
Transparency Matters
We are Ethical
Collaboration Helps us Rise Together



OUR 2020-23
STRATEGIC INITIATIVES-THE 4 KEYS:

Through input gathered on areas important to our success, we developed and articulated *four key initiatives* (to be known as *The 4 Keys*), which CDHS will focus on over the next three years to fully unlock our potential and remain hyper-focused on our mission: empowering Coloradans to thrive.



KEY 1:

**WHOLE PERSON, WHOLE FAMILY,
WHOLE COMMUNITY APPROACH**

Why is this important? Providing person-centered care to the people of Colorado involves tailoring and transforming the department's care delivery models to meet the personalized needs of the individuals, families and communities we serve.

What is the solution? We are committed to a people-centered solution and a "no wrong door" holistic approach in order to meet the needs of Coloradans. Through this approach, CDHS will build bridges across offices, integrate work, address legacy or antiquated technology, develop cross-systems collaboration and address possible stigma associated with services and care.

What is the ideal outcome? The department provides a collaborative, multi-disciplinary service approach to Coloradans, and cross-systems collaboration becomes the norm.



KEY 3:

LEVERAGING TECHNOLOGY

Why is this important? Effective information technology (IT) is essential to delivering value in almost every service. In many cases, CDHS leaders report a lack of control and information regarding their programs' IT systems.

What is the solution? Making CDHS managers accountable for the ultimate business value technology provides, and responsible for owning a five-year roadmap for every application acquired and developed.

What is the ideal outcome? CDHS leaders have the leverage and knowledge to support project oversight, strategic planning, risk management, and overall ownership of the IT systems that support their programs.



KEY 2:

**EFFICIENT AND EFFECTIVE
PROCESSES**

Why is this important? Efficient and effective internal processes will greatly improve customer satisfaction, employee engagement and efficiencies across the department.

What is the solution? CDHS employees are empowered by leadership to take initiative and collaborate with colleagues and supervisors to identify and lead any improvement effort that will enhance their work. In other words, *Don't wait, lead!*

What is the ideal outcome? Efficient and effective processes will allow employees to efficiently and effectively complete work so they can focus on what matters: empowering Coloradans to thrive.



KEY 4:

**MAKING CDHS A GREAT
PLACE TO WORK**

Why is this important? Highly engaged teams are passionate about their work, accomplish more than other groups and consistently deliver the best outcomes. Feedback assessments and surveys reveal that the department needs to do more to help employees feel more valued and empowered.

What is the solution? CDHS has developed a comprehensive multi-year plan to make CDHS a great place to work. Strategies include improving the employee experience and the culture of CDHS by developing career paths for our employees through leadership training; automated staffing tools; equity, diversity and inclusion programs; wellness resources and targeted employer branding to attract top talent and improve the candidate experience.

What is the ideal outcome? CDHS is an employer of choice, an organization that offers great professional culture in an environment that attracts and retains the best employees, and favors the well-being of employees and the clients they serve.

Four Strategic Keys

- 1) Whole Person, Whole Family, Whole Community Approach
- 1) Efficient and Effective Processes
- 1) Leveraging Technology
- 1) Making CDHS A Great Place to Work



21-22 Governor's Wildly Important Goals



Behavioral Health

CDHS will operationalize the Behavioral Health Administration by June 30, 2024, with 20% complete by June 30, 2022.

Progress: 17% Complete

Child Welfare

Colorado will decrease the average daily out-of-home (OOH) population from 3.8 per 1,000 to 3.5 per 1,000 by June 30, 2022.

Progress: Goal Completed!

Child Care

Increase statewide licensed child care capacity for children birth to five by 5% from 153,075 to 160,729 by June 30, 2022.

Progress: Finalizing Data

22-23 Governors Wildly Important Goals



Homelessness

Develop a comprehensive strategic action plan for preventing human services clients from becoming newly homeless. The plan will be developed from 0% to 100% by April, 2023.

CDHS Staffing

Decrease staff vacancies by 10% from 1,541 to 1,387 by June 30, 2023.

Support individuals with MH Conditions

Reduce Avg LoS in State Mental Hospitals for individuals in the Justice System needing Competency/Restoration Services



Homelessness

- Develop and implement comprehensive strategic plan on homelessness
- Partnering with DOLA and HCPF on supportive housing
- Focus on Homelessness PREVENTION
- Governor's cabinet working group



Trust

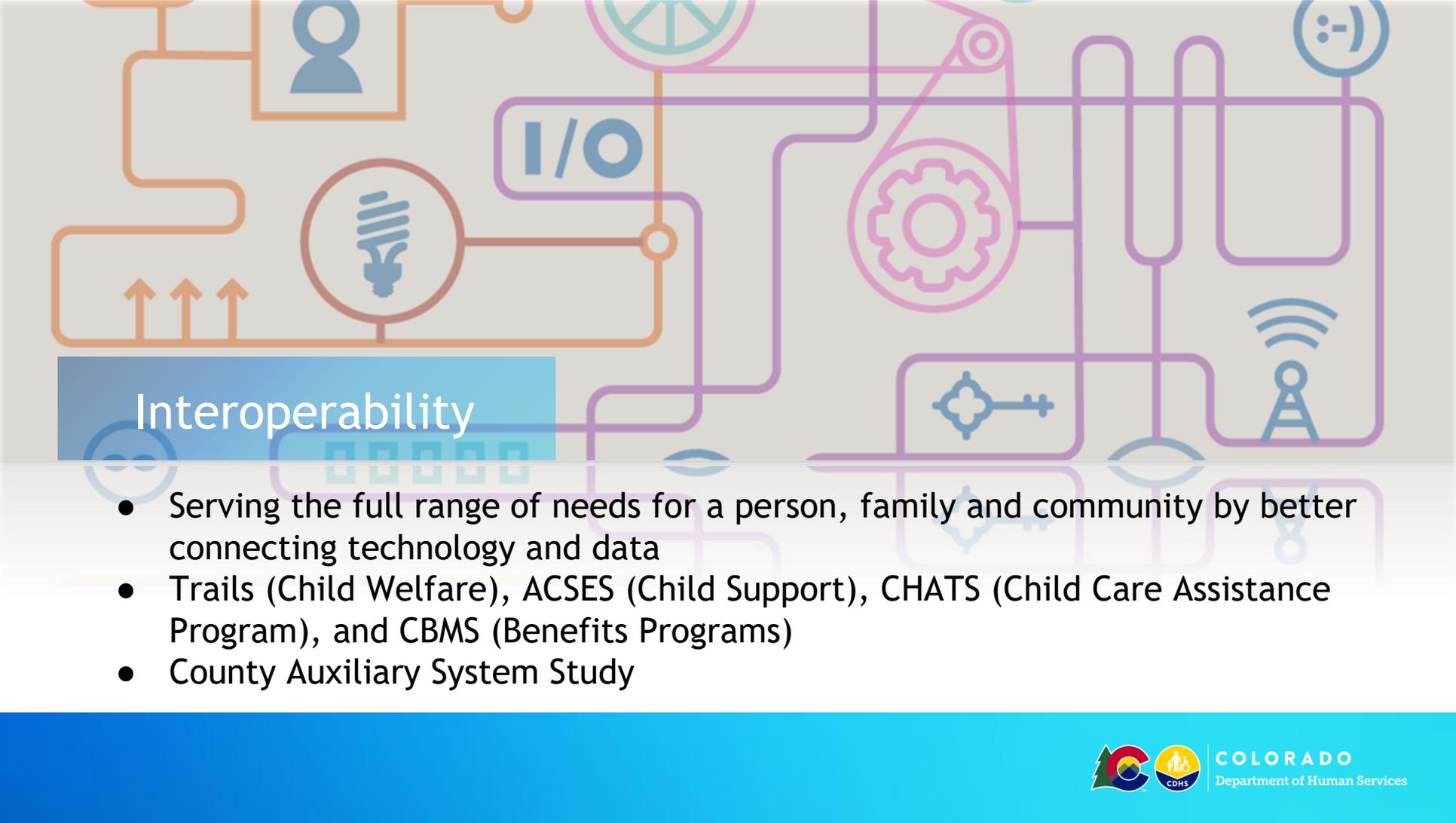
PARTNER
SHIP

Perfo

County Partnerships

- Annual county satisfaction survey
- Coordinated and comprehensive support in times of need
- End of the PHE





Interoperability

- Serving the full range of needs for a person, family and community by better connecting technology and data
- Trails (Child Welfare), ACSES (Child Support), CHATS (Child Care Assistance Program), and CBMS (Benefits Programs)
- County Auxiliary System Study





Commissioner Resources

- CDHS is here to help!
 - Human Services 101 Training
 - [New Director training library](#)
 - Individualized support from our Community Partnerships team

CCI Summer Conference June 2022

Colorado Department of Early Childhood (CDEC)



COLORADO
Department of Early Childhood

Introduction & Background

About Me - Lisa Roy, CDEC Executive Director

lisa.roy@state.co.us | 303-906-2832

- Over 30 years of experience working in early childhood
- Returning to Colorado from the University of Nebraska Buffett Early Childhood Institute
- Prior experience at the local level in Colorado, including as Executive Director of Early Childhood Education for Denver Public Schools
- Roles in family support programs, philanthropy, and child care services
- Committed to equity, inclusion of diverse perspectives, and supporting a whole-child, whole-family approach to early childhood

A photograph of a woman with dark curly hair smiling and holding the hands of a young child. The image is overlaid with a semi-transparent blue rectangle containing white text. The text is arranged vertically: 'Mission' at the top, followed by a horizontal line, 'Vision' in the middle, followed by another horizontal line, and 'Values' at the bottom.

Mission

—

Vision

—

Values

Our Mission

All Colorado children, families, and early childhood professionals are valued, healthy and thriving.

Our Vision

The Colorado Department of Early Childhood ensures the delivery of a comprehensive, community-informed, data-driven, high-quality and equitable early childhood system that supports the care, education and well-being of all Colorado's young children, their families and early childhood professionals in all settings.

Our Values

- Equity Across the Early Childhood System.
- Mixed-Delivery Care in Formal and Informal Settings.
- Strength in Diversity of Colorado Communities.
- Affordability, Cultural Responsiveness, Parent Choice.
- Whole-Child, Whole-Family.



CDEC Projects and Initiatives

- Local Coordinating Organization (LCO) Selection
- Rule Advisory Council (RAC) Selection
- State Agency Partnerships and Memorandums of Understanding (MOU)
- Single Application for Early Childhood Services
- CDEC Organizational Structure and New Partnerships and Collaboration Division



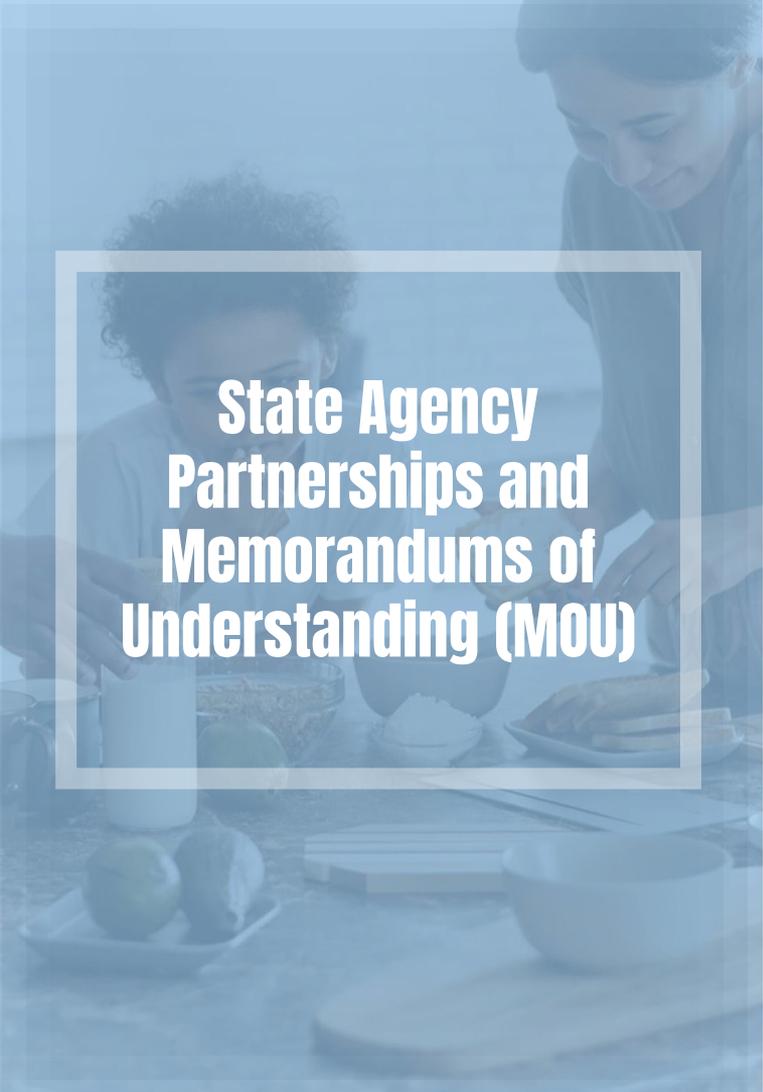
Local Coordinating Organization (LCO) Selection

- The Department of Early Childhood opened applications for Local Coordinating Organizations (LCOs) on May 11, 2022.
- Applications for LCOs close on June 20, 2022. LCO selections are expected to be announced by July 15, 2022.
- LCOs will coordinate the early childhood system in their community, including the mixed delivery system of Universal Preschool.
- A proposed LCO map and school district guide has been released along with the application.
- More information can be found on the CDEC website: cdec.colorado.gov/local-coordinating-organizations

A woman is seen from the side, carrying a young child in a patterned carrier. The background is a soft-focus outdoor scene with hills. A semi-transparent blue rectangle is overlaid on the left side of the image, containing the text 'Rule Advisory Council (RAC) Selection' in white, bold, sans-serif font.

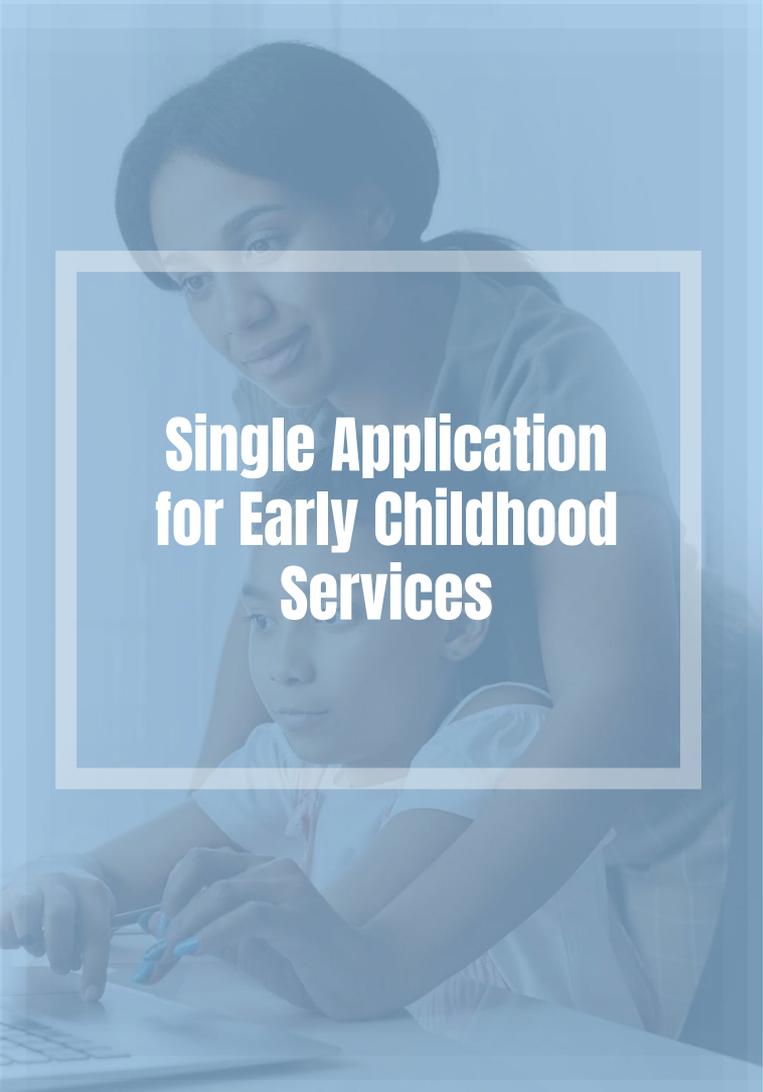
Rule Advisory Council (RAC) Selection

- 15-member Rules Advisory Council (RAC) will advise the CDEC Executive Director on developing rules to guide the Department's functions, programs, funding, and services.
- The Early Childhood Leadership Commission (ECLC) is leading the search for the first group of advisors to serve on the inaugural RAC.
- RAC applications closed on Monday, May 30. RAC nominations are expected to be announced by July 1, 2022.
- The RAC will include a county subcommittee with 12 county human services members, with members recommended by CHSDA.
- More information can be found on the ECLC website: earlychildhoodcolorado.org/rac

A woman and a child are shown from the chest up, leaning over a table and preparing food. The woman is on the right, looking down at the food. The child is on the left, also looking down. The table is set with various dishes, including a bowl of rice, a plate of bread, and some fruit. The background is a soft, out-of-focus indoor setting.

State Agency Partnerships and Memorandums of Understanding (MOU)

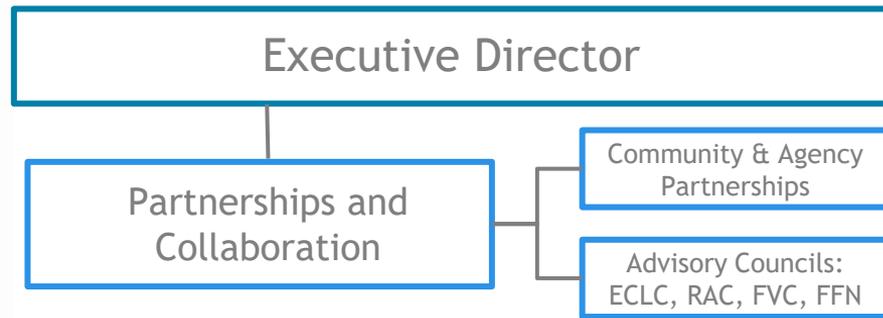
- CDEC is underway with establishing MOUs with CDHS and other state agencies to ensure alignment and collaboration.
 - Example: For Promoting Safe and Stable Families, CDEC has gotten approval from the federal government to move forward with transitioning the program from CDHS to CDEC and has drafted a detailed MOU between child welfare and CDEC.
- Governor's Office Wildly Important Goals (WIGs) for early childhood are cross-agency and foster collaboration toward common goal.
- Weekly Cabinet meetings with Executive Directors across all state agencies.

A woman and a young girl are looking at a laptop screen together. The woman is leaning over the girl, who is sitting at a desk. The image is overlaid with a semi-transparent blue box containing the title text.

Single Application for Early Childhood Services

- Request for Proposal (RFP) has been released for a vendor to create the single application. The RFP closes on June 15, 2022.
- Selection of the vendor will be very inclusive and will involve the universal preschool application advisory group.
- The universal preschool advisory group was created thanks to county feedback and includes diverse representation.
- Year 1 will focus on a simple application for universal preschool but will be developed overtime to become a single application for families to access all early childhood services.
- The single application will help streamline processes for families and ensure families are accessing all early childhood services.

CDEC Organizational Structure and New Partnerships and Collaboration Division



- New organizational structure for CDEC that creates a new Partnerships and Collaboration Division that reports to the Executive Director.
- Division includes two units, one focused on Community and Agency Partnerships and the other on the Advisory Councils.
- The Advisory Councils include the ECLC and RAC, as well as the Family Voice Council (FVC) and the Family, Friend, and Neighbor Advisory Council (FFN).
- CDEC will participate in PAC.



THANK YOU.
Questions?