

4OPG Commission meeting

Director Report

02.26.20 – ***UPDATED SINCE 02.19.2020***

Purpose: The Director Report will provide detailed information about new matters, updates about the previous month's matters, and next steps for the following month. The Director will provide the Director Report to all Commission members. Questions about the Director Report will be addressed at the Commission meetings, if necessary.

I. **Administrative Infrastructure Update.**

- a. Introductions of new staff
- b. New OPG contact info:
 - i. 303.606.2500
 - ii. Info@Colorado-opg.org
 - iii. Firstname.lastname@colorado-opg.org
- c. Judicial IT set up staff with laptops, etc.
- d. 02.12.2020: REVISIONS created the CO OPG web site and Case Management System all staff previewed and gave input
 - i. Review of CO OPG web site Web site: <https://colorado-opg.org>
 - ii. Review of CMS

II. **Budget and MOU Update.**

- a. Notified on 02.13.2020 that we did not receive the Statewide Internet Portal Authority (SIPA) Microgrant Program 2019

III. **Stakeholder Engagement Plan.**

- a. After the January 2020 OPG Commission meeting comments, I updated the Stakeholder Engagement Plan draft. AG Enck is reviewing whether the Panel would be subject to the Open Meetings Act. Updated Stakeholder Engagement Plan was previously provided to Commission for review & will be

incorporated into the Operating Policies. ***Updated since 02.19.2020***

- IV. **Colorado OPG Personnel Policies.** Previously provided a draft to the Commission for review & will be incorporated into the Operating Policies.
- V. **Colorado OPG Fiscal Policies draft.** Provided a draft to the Commission for review & will be incorporated into the Operating Policies.
- VI. **Colorado OPG Pilot Program Operating Policies.** In progress. Provided a draft to the Commission for review. ***Updated since 02.19.2020***
 - a. **Staff Training.**
 - i. **National Guardianship Association (NGA) incorporated into Operating Policies and Manual**
 - 1. **NGA Standards for Agencies and Programs Providing Guardianship Services**
 - 2. **NGA Standards of Practice**
 - 3. **NGA Ethical Principles**
 - 4. **Reviewing training and budget to consider CGC National Certified Guardian**
 - ii. **Other trainings:**
 - 1. **02.20.2020 - SEC Fraud Prevention training**
 - 2. **03.06.2020 - Mental Health First Aid training/certification by Mental Health First Aid Colorado.** Mental Health first aid is an evidence-based, public health training program that teaches participants the signs and symptoms of mental health challenges or crisis, what to do in an emergency, and where to turn for help. MHFA is implemented

around the U.S. and the world. Research has shown that the training reduces stigma, enhances behavioral health literacy, and improves participants' behavioral health.

- 3. Colorado Department of Personnel and Administration provided on-line modules:**
 - a. Preventing discrimination and harassment in the workplace**
 - b. Ethics and conflicts of interest**
 - c. Preventing sexual harassment in the workplace**
 - d. Preventing violence in the workplace**

- 4. Series with Tracy L. Hutchinson, MS Community Counseling, licensed Professional Counselor, Master Addictions Counselor, Colorado Addictions Counselor (CAC) III, <https://mindfulalchemist.org/>**
 - a. 03.09.2020: Trauma informed care**
 - b. 03.23.2020: Vicarious trauma**
 - c. 04.15.2020: Decision-making and self-care**
 - d. 05.20.2020: Verbal de-escalation**

- 5. 04.01.2020: Cross-training with Center for Trauma and Resilience**

- 6. Cross-training in process with Rocky Mountain Human Services: Successful communication with individuals with intellectual and/or developmental disabilities**

7. Training in process with Lifelong, Inc.: Successful communication with individuals with cognitive impairments <http://lifelonginc.com/>

8. Training in process with Colorado Cross Disability Coalition www.ccdconline.org

- b. Introduction of HB 20-1032 “A Bill for an Act Concerning Changes to Improve the Protections of At-Risk Adults,” pages 13 – 14 address OPG as an employer and mandatory CAPS check for employees.
- c. **Representative Payee, etc. issue.** Ongoing. AG Enck is reviewing the contract, liability and preferential issues.
 - i. I had a preliminary conference with Megan Brand - Director of Colorado Fund for People with Disabilities, and Natalie DeVille - Director Lutheran Family Services Older Adult & Caregiver Services, to apply for Next 50 Initiative Collective Impact Challenge Grant for Rep Payee program. The deadline to apply is in late August.
- d. **Intake Eligibility, Prioritization and Referral Process.** After the January 2020 Commission meeting, I met with Revision to capture phone call referrals in addition to online referrals. The Staff Assistant will have to enter the data through the online referral process while on the phone with the referring party. I have concerns about this taking too much of the Staff Assistant time, so I will continue to brainstorm about other options.
 - i. Pro se Center: I will have an update at the meeting as to whether the Pro Se Center can assist with referrals. **Pro Se is willing to assist in any way. However, they do not have public computers, so we may have to develop a paper referral or develop a “what you need to make a referral” handout that**

Pro Se can review with referring parties; then Pro Se can direct them to call the CO OPG office

- ii. Meeting with Probate to finalize OPG pleadings related to Case Acceptance, etc. scheduled 02.27.2020.
- iii. Email blast that OPG is accepting referrals, etc. with link to web site.
- iv. On-call: Verizon cell phones & will set up call forwarding to PG on-call during weekends/holidays.

e. **Data gathering and CMS coding issues.** Ongoing.

i. **Current CMS is poised to track:**

- 1. Target Populations/Referring party
 - a. Disability
 - b. Elder/Age
 - c. VA
 - d. Hospital/health care
 - e. Mental Health
 - f. LE/Behavioral Health
 - g. Substance Abuse
 - h. Homeless
 - i. APS – exploitation/A/N/\$
 - j. Non-medication compliant
- 2. Pending referrals/declined code
 - a. Incomplete referral (internal register for 30 days)
 - b. Eligible but no caseload capacity to accept the case
- 3. Residence History
- 4. Narratives
- 5. Time/intensiveness of each client/caseload and cost of services
- 6. Mileage for cost of services
- 7. How long did it take to get CMS in place, DELPHI – ID every work process & the time it takes & then the associated cost to make specific FTE% requests
- 8. Stakeholder register
- 9. Cases closed due to regained capacity, terminated, death, etc.

ii. **03.12.2020: DHS – Policy Unit and Office of Community Access & Independence.** Meeting to discuss barriers and

placement issues for individuals in state mental health hospitals.

iii. **02.06.2020:** I was invited by Janice Blanchard, Governor's Senior Policy Analyst with Aging, to attend and join the **Governor's Financial Security Coalition**. At that meeting, I met Dr. Eric Chess and Jodi Waterhouse. Both have potential for a research project, such as OPG data gathering. The Coalition is also willing to set the OPG as a priority to gather the data needed for the 2023 Director Report.

iv. **02.10.2020: Dr. Lotta Granholm-Bentley – University of Denver, Knoebel Institute for Healthy Aging, Executive Director.**

1. Interns available
2. Active group of individuals to serve as successor guardians/court visitors, etc.
3. Join CO ARP group
4. Other contacts:
 - a. Barb Ratcliffe, OSHER
 - b. Bob Murphy, AARP
 - c. Robert Schwartz
 - d. Radio Station w/Elder Law topic, do a show about the referral process
 - e. Anne DePrince, Denver University Traumatic Stress Studies Group

v. **02.06.2020: Jodi Waterhouse, University of Colorado Anschutz Medical Campus, Program Leader – Center on Aging Department.**

1. **Has graduate students to conduct research re: data gathering, but requires funds for a stipend**

2. I am giving an OPG Presentation to the Alzheimer's Task Force on 03.18.2020 and we will also meet regarding the research and funding

vi. 02.10.2020: Dr. Eric Chess – University of Denver, Knoebel Institute for Healthy Aging, Director of Financial Security and Cognitive Health Association.

1. Has graduate students to conduct research re: data gathering, but requires funds for a stipend. I'm following with him regarding funding options.

vii. I reached out to Lynn Taussig, but no response.

viii. Pending meeting with CDHS & Denver Health to discuss referrals and data collection. Meeting is scheduled for March 2, 2020

ix. Will need cost-benefit analysis for hospitals, other placements:

1. Chair Lesco conferenced with HCPF (Health Care Policy & Financing) and they suggested a Request Form to collect data

2. Alzheimer's Association is willing to run a bill to make hospitals collect data

VII. Human Resource Update. See Administrative Infrastructure Update.

VIII. Colorado OPG Strategic Plan. Draft previously provided – no updates.

IX. Stakeholder Meeting Update since 01.22.2020

a. 01.31.2020: APS CAPS stakeholder meeting

- b. 02.05.2020: CBA Elder Law Meeting
- c. 02.06.2020: OPG presentation at CDHS – Aging and Adult Services Sub-Policy Advisory Committee
- d. 02.06.2020: Governor’s Financial Security Coalition (see above)
- e. 02.10.2020: Dr. Lotta Granholm-Bentley (see above)
- f. 02.10.2020: Meeting with Dr. Eric Chess (see above)
- g. 02.12.2020: Various emails with Jodi Waterhouse (see above)
- h. 02.12.2020: OPG presentation at the APS Caseworker Quarterly meeting
- i. 02.13.2020: Meeting with Cara Oberhide and Megan Donahue of Alzheimer’s Association regarding Volunteer On-Call System
- j. 02.24.2020: Emails with Melissa Emery, Rocky Mountain Human Services
- k. 02.24.2020: Emails with Julie Reiskin – Executive Director, Colorado Cross-Disability Coalition
- l. 02.24.2020: Emails with Lindsey Spraker – Executive Director, Lifelong, Inc.
- m. 02.25.2020: OPG presentation at the Fiduciary Forum
- n. 03.02.2020: Meeting with CDHS-APS & Denver Health