

**AGENDA**  
**FINANCE AND BUDGET COMMITTEE**  
**WEDNESDAY, MARCH 21, 2018**  
**MONARCH PASS CONFERENCE ROOM**  
**1290 Broadway**  
**→ 5:30 P.M. ←**

1. Call to Order

**CONSENT AGENDA**

2. Move to Adopt the Consent Agenda
  - February 21, 2018 minutes  
(Attachment A)
  - A resolution regarding the deposit and investment of funds of the Denver Regional Council of Governments and use of electronic signatures  
(Attachment B) Jenny Dock, Accounting Services Manager, Administration & Finance

**ACTION ITEMS**

3. Election of Vice Chair  
(Attachment C)
4. Discussion of a resolution authorizing the Executive Director to negotiate and execute contracts with the partner organizations of Denver Regional Accountable Health Community in the amount of approximately \$1.91 million  
(Attachment D) Jayla Sanchez-Warren, Director, Area Agency on Aging
5. Discussion of a resolution authorizing the Executive Director to execute a contract with the City of Aurora in the amount of \$80,000 for a one-year term to expand senior transportation services in Aurora  
(Attachment E) Jayla Sanchez-Warren, Director, Area Agency on Aging
6. Discussion of a resolution authorizing the Executive Director to execute a contract with the NextFifty Initiative in the amount of \$250,000 to support the Area Agency on Aging Accountable Health Communities Program  
(Attachment F) Jayla Sanchez-Warren, Director, Area Agency on Aging

Persons in need of auxiliary aids or services, such as interpretation services or assisted listening devices, are asked to contact DRCOG at least 48 hours in advance of the meeting by calling (303) 480-6701.

**We make life better!**



**INFORMATIONAL ITEM**

7. Presentation on Area Agency on Aging audit  
(Attachment G) Jayla Sanchez-Warren, Director, Area Agency on Aging

**ADMINISTRATIVE ITEMS**

8. Executed Contracts Report – No contracts to report for February 2018
9. Report of the Chair
10. Report of the Executive Director
11. Other Matters by Members
12. **Next Meeting – April 18, 2018**
13. Adjourn

# ATTACH A

MINUTES  
FINANCE AND BUDGET COMMITTEE  
Wednesday, February 21, 2018

Present:

John Diak, Chair	Parker
Jeff Baker	Arapahoe County
Elise Jones	Boulder County
Roger Partridge	Douglas County
Libby Szabo	Jefferson County
Bob Roth	Aurora
Wynne Shaw	Lone Tree
Joan Peck	Longmont
Ashley Stolzmann	Louisville
Rita Dozal	Superior

Others Present: Doug Rex, Executive Director, and DRCOG staff.

Chair John Diak called the meeting to order at 5:30 p.m. with a quorum present.

Move to Adopt the Consent Agenda

Director Baker **moved** to adopt the consent agenda. The motion was **seconded** and **passed** unanimously.

Items on the consent agenda included:

- Minutes of the January 17, 2018 Meeting

Discussion of a resolution authorizing the Executive Director to negotiate and execute a right-to-lease listing for subleasing of DRCOG's office space at 1290 Broadway

Jenny Dock, Accounting Services Manager, briefed members on this item. The purpose is to provide authorization for a broker to sublease DRCOG's current office space at 1290 Broadway for the remainder of the lease term. Ms. Dock noted DRCOG counsel has reviewed the proposed broker contract.

Director Baker **moved** to approve Resolution No. 5, 2018 authorizing the Executive Director to negotiate and execute a contract with Ross Real Estate Ltd., dba Newmark Knight Frank, for right-to-lease listing regarding subleasing of DRCOG's current office space at 1290 Broadway for approximately \$120,000. The motion was **seconded** and **passed** unanimously.

Discussion of a resolution authorizing the Executive Director to negotiate and execute on-call contracts

Greg MacKinnon, Traffic Operations Program Manager, provided a brief overview of the request for on-call contracts. Staff proposes contracting with consulting firms to augment

staff efforts to provide interjurisdictional traffic signal timing coordination plans. Services will be contracted on an as-needed basis.

Director Shaw **moved** to adopt Resolution No. 6, 2018 authorizing the Executive Director to negotiate and execute individual contracts with the engineering consulting firms of Apex Design, PC; Muller Engineering Company; and Navjoy Consulting Services, Inc., to provide traffic signal timing and coordination services, traffic signal system design services, and transportation systems engineering analysis. The motion was **seconded** and **passed** unanimously.

#### Executed Contracts Report

There were no contracts to report for January 2018.

#### Report of the Chair

Director Diak thanked the members and noted this is his last meeting as chair.

#### Report of the Executive Director

- Doug Rex thanked the chair for his service.
- Mr. Rex presented some slides on the floor plan for the new office space.

#### Other Matters by Members

No other matters were discussed.

#### Next Meeting

The next meeting is scheduled for April 18, 2018

The meeting adjourned at 5:48 p.m.

**ATTACH B**

To: Chair and Members of the Finance and Budget Committee

From: Douglas W. Rex, Executive Director  
(303) 480-6701 or [drex@drcog.org](mailto:drex@drcog.org)

<b>Meeting Date</b>	<b>Agenda Category</b>	<b>Agenda Item #</b>
March 21, 2018	Consent	2

**SUBJECT**

This item relates to the deposit and investment of funds of the Denver Regional Council of Governments and the use of electronic signatures.

**PROPOSED ACTION/RECOMMENDATIONS**

Staff recommends adoption of a resolution regarding deposit and investment of funds and use of electronic signatures as proposed.

**ACTION BY OTHERS**

N/A

**SUMMARY**

The Finance and Budget committee is authorized to establish policies regarding the deposit and investment of funds of the Denver Regional Council of Governments.

When the chair of the Finance and Budget committee or other signatories change, the deposit and investment authority of DRCOG must be updated. The establishment of the Finance and Budget Committee with a new Chair necessitates such an amendment.

The resolution authorizes the Executive Director to establish policies regarding the deposit and investment of funds of the Denver Regional Council of Governments and amends the deposit and investment authority to reflect new electronic signatures.

**PREVIOUS DISCUSSIONS/ACTIONS**

N/A

**PROPOSED MOTION**

Move to adopt a resolution regarding the deposit and investment of funds of the Denver Regional Council of Governments and use of electronic signatures.

**ATTACHMENT**

Draft resolution

**ADDITIONAL INFORMATION**

If you need additional information, please contact Douglas W. Rex, Executive Director, at 303-480-6701 or [drex@drcog.org](mailto:drex@drcog.org), or Jenny Dock Accounting Services Manager, at 303-480-6707 or [jdock@drcog.org](mailto:jdock@drcog.org).

DENVER REGIONAL COUNCIL OF GOVERNMENTS

STATE OF COLORADO

FINANCE AND BUDGET COMMITTEE

RESOLUTION NO. \_\_\_\_\_, 2018

A RESOLUTION REGARDING THE DEPOSIT AND INVESTMENT OF FUNDS OF  
THE DENVER REGIONAL COUNCIL OF GOVERNMENTS

WHEREAS, the Finance and Budget Committee is authorized to establish policies regarding the deposit and investment of funds of the Denver Regional Council of Governments; and

WHEREAS, the deposit and investment authority of DRCOG must be amended when the Chairman of the Finance and Budget Committee or other signatories change;

NOW, THEREFORE, BE IT RESOLVED, by the Finance and Budget Committee of the Denver Regional Council of Governments:

1. Whenever, in the opinion of its Administrative Officer, DRCOG has funds on hand not then needed in the conduct of its affairs, such funds may be invested in any of the securities authorized in Sections 24-75-601 through 24-75-603 and in Part 7 of Article 75 of Title 24, C.R.S., as from time to time amended. The Administrative Officer of DRCOG is hereby authorized to direct the investment of DRCOG funds in such securities and the sale thereof, and to execute on behalf of DRCOG such documents as may be necessary to make such investments and sales. Any such investments may be made only upon receipt of an approval form from DRCOG, signed by its Administrative Officer, Roxie Ronsen, with signature as appears below:



2. The Administrative Officer may use the services of brokers or dealers in making the investments and sales of securities authorized by paragraph 1 of this resolution and may execute on behalf of DRCOG such agreements with the brokers or dealers as may be necessary to do so. Any such agreement shall conform to the requirements of this resolution.
3. Investments purchased by DRCOG shall be held in DRCOG's name and shall be retained in the custody of the authorized agent(s) of DRCOG.
4. Funds of DRCOG shall be deposited in the U.S. Bank except that funds of DRCOG may be deposited, for purposes of investment only, in any state bank or state-chartered savings and loan association, in any national bank having its principal office in this state, and in any federally chartered savings and loan association having its principal office in this state, which bank or savings and loan association is approved by the Administrative Officer and is an "eligible public



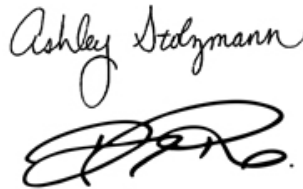
A RESOLUTION REGARDING THE DEPOSIT AND INVESTMENT OF FUNDS OF  
THE DENVER REGIONAL COUNCIL OF GOVERNMENTS

Resolution No. \_\_\_\_\_, 2018

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depository" pursuant to 11-10.5-101-109, et seq., C.R.S., as from time to time amended. The entire deposit in the U.S. Bank and in any such approved bank or savings and loan association shall be insured by the Federal Deposit Insurance Corporation or Federal Savings and Loan Insurance Corporation, or shall be secured by eligible collateral having a market value, at all times, equal to at least 102 percent of the aggregate of the deposit not so insured. For the purposes of this resolution, with respect to banks, "eligible collateral" and "market value" shall have the meaning set out in Article 10.5 of Title 11, C.R.S., as from time to time amended.

5. The U.S. Bank and all banks and savings and loan associations that are approved pursuant to paragraph 4 of this resolution, are hereby authorized and directed, until otherwise directed in writing, to honor as genuine and authorized instruments of DRCOG any and all checks, drafts or other orders for the payment of money in the name of DRCOG and signed with the facsimile signatures below:



6. From time to time, DRCOG may orally request U.S. Bank to transfer funds to other banks for credit to persons or corporations designated by DRCOG. A written Wire Transfer Agreement will be executed by the Administrative Officer with U.S. Bank, providing for telephone requests for the transmission of funds belonging to DRCOG upon the terms and conditions set forth in said agreement.
7. A copy of this resolution shall be provided to the U.S. Bank and to all banks and savings and loan associations that are approved pursuant to paragraph 4 of this resolution and approved brokers or dealers. By thereafter accepting or retaining funds of DRCOG, the U.S. Bank, and said banks and savings and loan associations agree to the terms of this resolution, acknowledge that the funds of DRCOG are insured or secured as required by paragraph 4 of this resolution, and agree upon request to furnish DRCOG a statement, signed under oath by an officer, certifying to DRCOG that its funds are insured or secured in the manner herein specified.
8. DRCOG employees and officials involved in the investment process shall refrain from personal business activity that could create an appearance of impropriety, that could conflict with the proper execution and management of the investment program, or that could impair their ability to make impartial investment decisions. DRCOG employees and officials involved in the investment process shall disclose any material interests in financial institutions with which they conduct business. They shall further disclose any large personal financial/investment positions that

A RESOLUTION REGARDING THE DEPOSIT AND INVESTMENT OF FUNDS OF  
THE DENVER REGIONAL COUNCIL OF GOVERNMENTS

Resolution No. \_\_\_\_\_, 2018

Page 3

could be related to the performance of the investment portfolio. Such employees and officials shall refrain from undertaking personal investment transactions with the same individual with whom business is conducted on behalf of DRCOG.

RESOLVED, PASSED AND ADOPTED this \_\_\_\_ day of \_\_\_\_\_, 2018  
at Denver, Colorado.

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Ashley Stolzmann, Chair  
Finance and Budget Committee  
Denver Regional Council of Governments

ATTEST:

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Douglas W. Rex, Executive Director

**ATTACH C**

**DENVER REGIONAL COUNCIL OF GOVERNMENTS  
FINANCE AND BUDGET COMMITTEE  
March 2018**

Jeff Baker  
Commissioner  
Arapahoe County

Wynne Shaw  
Council Member  
Lone Tree

Elise Jones  
Commissioner  
Boulder County

Ashley Stolzmann\*\*  
Council Member  
Louisville

Crissy Fanganello  
Mayor's Representative  
City & County of Denver

Connie Sullivan  
Mayor  
Lyons

Roger Partridge  
Commissioner  
Douglas County

Joan Peck  
Council Member  
Longmont

Libby Szabo  
Commissioner  
Jefferson County

Rita Dozal  
Trustee  
Superior

\*\*Committee chair

**ATTACH D**

To: Chair and Members of the Finance & Budget Committee

From: Douglas W. Rex, Executive Director  
303-480-6747 or [DRex@drcog.org](mailto:DRex@drcog.org)

Meeting Date	Agenda Category	Agenda Item #
March 21, 2018	Action	4

#### SUBJECT

This item concerns the Centers for Medicare and Medicaid Accountable Health Communities Grant to the DRCOG Area Agency on Aging (AAA) and the organizations that will participate in the program.

#### PROPOSED ACTION/RECOMMENDATIONS

Staff recommends authorizing the Executive Director to execute contracts with the partners of DRCOG on the Accountable Health Communities cooperative agreement, with terms for paying each partner for certain programmatic activities.

#### ACTION BY OTHERS

N/A

#### SUMMARY

In May 2017 DRCOG's AAA was awarded the Centers for Medicare and Medicaid Services Accountable Health Communities (AHC) Grant totaling \$4.51M. The AHC is a 5-year program whose purpose is to determine the impact of community-based services on the cost of health care and their impact on patient outcomes. The Board approved the scope of the program in April 2017, and since then DRCOG has organized a group of partner organizations to help fulfill scope requirements. The first year has been dedicated to start-up activities and DRCOG and its partners will begin operations on May 1, 2018.

To achieve the project requirements in the grant scope, DRCOG will pay partners for the data they submit each month. Partners have an estimated budget based on the level and type of data each is projected to provide on average each month. A spreadsheet of the recommended contract allocations is attached.

During the four operational years, the total contractor budget is \$1,916,477, 60% of which will be paid to the clinical and behavioral health partners and 40% to be paid to the community partners based on an estimate of their respective proportion of work. In the last year, the program requirements are cut in half with a corresponding decrease in payment amounts.

#### PREVIOUS DISCUSSIONS/ACTIONS

Board approved the AHC Cooperative Agreement on April 19, 2017

#### PROPOSED MOTION

Move to adopt a resolution authorizing the Executive Director to execute contracts with the clinical, behavioral health, and community partners of the DRCOG Accountable Health Communities grant in the amount of approximately \$1.91 million commencing after May 1, 2018 and continuing for four years.

ATTACHMENTS

- Draft resolution
- Spreadsheet of recommended allocations by provider

ADDITIONAL INFORMATION

If you need additional information, please contact Douglas W. Rex, Executive Director, at (303) 480-6747 or [drex@drcog.org](mailto:drex@drcog.org); or Jayla Sanchez-Warren, Director, Area Agency on Aging, at 303-480-6735 or [jswarren@drcog.org](mailto:jswarren@drcog.org).

DENVER REGIONAL COUNCIL OF GOVERNMENTS

STATE OF COLORADO

FINANCE & BUDGET COMMITTEE

RESOLUTION NO. \_\_\_\_\_, 2018

A RESOLUTION AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE CONTRACTS WITH THE CLINICAL, BEHAVIORAL HEALTH, AND COMMUNITY PARTNERS OF THE DRCOG ACCOUNTABLE HEALTH COMMUNITIES GRANT IN THE AMOUNT OF APPROXIMATELY \$1.91 MILLION COMMENCING AFTER MAY 1, 2018 AND CONTINUING FOR FOUR YEARS.

WHEREAS, DRCOG Area Agency on Aging (AAA) has vast experience contracting with community providers and coordinating community-based service delivery to vulnerable populations in our region; and

WHEREAS, DRCOG AAA staff applied with the Centers for Medicare and Medicaid Services for the Accountable Health Communities grant in May of 2016 to address service delivery gaps and to facilitate the creation of a new process for patient referrals between clinical and community care providers; and

WHEREAS, to achieve the project requirements in the grant scope, DRCOG will pay original partners for the data they submit each month during the four operational years with a total contractor budget of approximately \$1.91 million, which is divided based on the estimated proportion of work from each type of partner;

NOW, THEREFORE BE IT RESOLVED that the Finance and Budget Committee authorizes the Executive Director to execute contracts with the clinical, behavioral health, and community partners of the DRCOG Accountable Health Communities grant in the amount of approximately \$1.91 million commencing after May 1, 2018 and continuing for four years.

RESOLVED, PASSED AND ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 2018 at Denver, Colorado.

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Ashley Stolzmann, Chair  
Finance and Budget Committee  
Denver Regional Council of Governments

ATTEST:

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Douglas W. Rex, Executive Director



# AHC Data Compensation

Project Total	% of budget	Grant total	Year's 2-4	Year 5 (Half Yr.)
\$ 1,916,477.00	60%	\$ 1,149,886.20	#####	\$ 164,269.46
	40%	\$ 766,590.80	#####	\$ 109,512.97

Clinical/BHO - 60% of Contractor Budget	Annual Payments Not To Exceed Amount Yrs. 2-4	Annual Payment Not to Exceed Yr. 5
Centura Health	\$ 197,123.35	\$ 98,561.67
Metro Community Provider Network	\$ 55,851.62	\$ 27,925.81
Denver Health and Hospital Authority	\$ 26,283.11	\$ 13,141.56
Jefferson Center for Mental Health	\$ 16,426.95	\$ 8,213.47
Aurora Mental Health Center	\$ 32,853.89	\$ 16,426.95

Health care data points to be collected
Screenings completed
Referral Summary Delivered
Needs Addressed

Community Provider - 40% of Contractor Budget	Annual Payments Not To Exceed Amount Yrs. 2-4	Annual Payment Not To Exceed Yr. 5
Volunteers of America Colorado Branch	\$ 41,614.93	\$ 20,807.46
Seniors Resource Center	\$ 58,041.87	\$ 29,020.94
Jewish Family Services	\$ 32,853.89	\$ 16,426.95
Brothers Redevelopment	\$ 19,712.33	\$ 9,856.17
Colorado Visiting Nurse Association	\$ 22,997.72	\$ 11,498.86
Energy Outreach Colorado	\$ 32,853.89	\$ 16,426.95
Denver Housing Authority	\$ 10,951.30	\$ 5,475.65

Community data points to be collected
Monthly report that includes: Receipt of Referral
Monthly Report Entered Per Client
Monthly Report of Waitlists

**ATTACHE**

To: Chair and Members of the Finance & Budget Committee

From: Doug Rex, Executive Director  
303-480-6747 or [DRex@drcog.org](mailto:DRex@drcog.org)

Meeting Date	Agenda Category	Agenda Item #
March 21, 2018	Action	5

**SUBJECT**

This item regards new funds being awarded to DRCOG by the City of Aurora to support transportation services for Aurora's senior residents.

**PROPOSED ACTION/RECOMMENDATIONS**

Approval is recommended for DRCOG to accept \$80,000 from the City of Aurora to support senior transportation services in Aurora.

**ACTION BY OTHERS**

N/A

**SUMMARY**

As the designated Area Agency on Aging (AAA) for the eight-county Denver metro region, DRCOG receives federal, state and local funds to coordinate services for seniors. Transportation is consistently ranked as one of the top service priorities among area seniors. The importance of this issue compelled members of the Aurora Commission for Seniors to seek support from the Aurora City Council in addressing the local transportation needs of seniors. In December 2017 the Council approved an annual allocation of \$80,000 for senior transportation services in Aurora.

The City of Aurora intends to enter into a formal agreement with DRCOG to help coordinate the services and manage the funds. The funds are expected to renew annually at the same amount. DRCOG will work with the city to draft a plan for utilizing the funds for the first year. The city has initially indicated its desire to split the funds evenly between Adams and Arapahoe counties.

**PREVIOUS DISCUSSIONS/ACTIONS**

N/A

**PROPOSED MOTION**

Move to authorize the Executive Director to execute a contract with the City of Aurora in the amount of \$80,000 for a one year term to expand senior transportation services in Aurora.

**ATTACHMENT**

Draft Resolution

**ADDITIONAL INFORMATION**

If you need additional information, please contact Douglas W. Rex, Executive Director, at (303) 480-6747 or [drex@drcog.org](mailto:drex@drcog.org); or Jayla Sanchez-Warren, Director, Area Agency on Aging, at 303-480-6735 or [jswarren@drcog.org](mailto:jswarren@drcog.org).

DENVER REGIONAL COUNCIL OF GOVERNMENTS  
STATE OF COLORADO

FINANCE AND BUDGET COMMITTEE

RESOLUTION NO. \_\_\_\_\_, 2018

A RESOLUTION AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE A CONTRACT WITH THE CITY OF AURORA IN THE AMOUNT OF \$80,000 FOR A ONE YEAR TERM TO EXPAND SENIOR TRANSPORTATION SERVICES IN AURORA.

WHEREAS, DRCOG is the designated Area Agency on Aging (AAA) under the federal Older Americans Act (OAA) and the State's Older Coloradans Act (OCA) for the eight-county metro region; and

WHEREAS, the City of Aurora desires to improve senior transportation in Aurora and has approved an annual budget allocation to meet that objective; and

WHEREAS, the City of Aurora requests that the DRCOG AAA manage such funds and coordinate senior transportation services;

NOW, THEREFORE BE IT RESOLVED that the Finance and Budget Committee authorizes the Executive Director to execute a contract with the City of Aurora in the amount of \$80,000 for a one year term to expand transportation services for senior residents of Aurora.

RESOLVED, PASSED AND ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 2018 at Denver, Colorado.

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Ashley Stolzmann, Chair  
Finance and Budget Committee  
Denver Regional Council of Governments

ATTEST:

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Douglas W. Rex, Executive Director

**ATTACH F**

To: Chair and Members of the Finance & Budget Committee

From: Douglas W. Rex, Executive Director  
([drex@drcog.org](mailto:drex@drcog.org) or 303-480-6701)

Meeting Date	Agenda Category	Agenda Item #
March 21, 2018	Action	6

**SUBJECT**

This item concerns accepting a \$250,000 grant from the NextFifty Initiative to support the Accountable Health Communities program in expanding capacity of community-based services for older adults (50 years+).

**PROPOSED ACTION/RECOMMENDATIONS**

Staff recommends authorizing the Executive Director to execute a contract with the NextFifty Initiative in the amount of \$250,000 to support the Area Agency on Aging Accountable Health Communities program to expand capacity of community-based services.

**ACTION BY OTHERS**

N/A

**SUMMARY**

DRCOG was recently awarded a NextFifty Initiative grant to support the Accountable Health Communities (AHC) program, a \$4.51 million project funded by the Centers for Medicare and Medicaid Services. There is no match requirement for the NextFifty Initiative.

The AHC program aligns the referral process between clinical health care providers and community partners, so individuals receive the services they need to address social determinants of health. Funding from the Centers for Medicare and Medicaid Services cannot be used to pay for community-based services yet the need for these services is significantly increasing with the Denver Region having the fourth-fastest growing aging population.

The NextFifty grant will allow DRCOG to pay for and expand the capacity of community-based services (transportation, nutrition services, and utility assistance) for older adults (50 years+). This grant will allow the AHC to work with a fully functioning system that meets the need of the community and accurately demonstrates the impact of community-based services in supporting overall health. The budget is for a two-year period with \$125,000 provided annually.

**PREVIOUS DISCUSSIONS/ACTIONS**

N/A

**PROPOSED MOTION**

Move to approve a resolution authorizing the Executive Director to execute a contract with the NextFifty initiative in the amount of \$250,000 to support the Area Agency on Aging accountable health communities program in expanding capacity of community-based services for older adults.

**ATTACHMENT**

Draft Resolution

Next Fifty Initiative

March 21, 2018

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**ADDITIONAL INFORMATION**

If you need additional information, please contact Douglas W. Rex, Executive Director at 303-480-6701 or [drex@drcoq.org](mailto:drex@drcoq.org), or Jayla Sanchez Warren, Director of Area Agency on Aging at 303-480-6735 or [jswarren@drcoq.org](mailto:jswarren@drcoq.org).

DENVER REGIONAL COUNCIL OF GOVERNMENTS  
STATE OF COLORADO

FINANCE AND BUDGET COMMITTEE                      RESOLUTION NO. \_\_\_\_\_, 2018

A RESOLUTION AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE A CONTRACT WITH THE NEXTFIFTY INITIATIVE IN THE AMOUNT OF \$250,000 TO SUPPORT THE AREA AGENCY ON AGING ACCOUNTABLE HEALTH COMMUNITIES PROGRAM IN EXPANDING CAPACITY OF COMMUNITY-BASED SERVICES FOR OLDER ADULTS.

WHEREAS, the NextFifty Initiative grant will support the success of the DRCOG Area Agency on Aging (AAA) Accountable Health Communities program, a \$4.51 million project funded by the Centers for Medicare and Medicaid Services; and

WHEREAS, the NextFifty Initiative grant will help close service delivery gaps in the region through funding for community-based services; and

WHEREAS, DRCOG was awarded a \$250,000 grant by the NextFifty Initiative to commence in 2018 and continue for two years.

NOW, THEREFORE, BE IT RESOLVED that the Finance and Budget Committee of the Denver Regional Council of Governments hereby authorizes the Executive Director to execute a contract with the NextFifty Initiative in the amount of \$250,000 to support the Accountable Health Communities program in expanding capacity of community-based services for older adults in the Denver Region starting in 2018 and continuing for two years.

RESOLVED, PASSED AND ADOPTED this \_\_\_\_ day of \_\_\_\_\_, 2018 at Denver, Colorado.

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Ashley Stolzmann, Chair  
Finance and Budget Committee  
Denver Regional Council of Governments

ATTEST:

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Douglas W. Rex, Executive Director



**ATTACH G**

To: Chair and Members of the Finance & Budget Committee

From: Douglas W. Rex, Executive Director  
303-480-6701 or [DRex@drcog.org](mailto:DRex@drcog.org)

Meeting Date	Agenda Category	Agenda Item #
March 21, 2018	Information	7

**SUBJECT**

Summary results of audit evaluations of DRCOG's Area Agency on Aging (AAA).

**PROPOSED ACTION/RECOMMENDATIONS**

No action requested. This item is for information only.

**ACTION BY OTHERS**

N/A

**SUMMARY**

DRCOG has a long-term contract with the Colorado Department of Human Services (CDHS) to receive an annual allocation of federal and state funds authorized by the federal Older Americans Act and the state Older Coloradans Act, respectively, for AAA senior services.

CDHS procured an independent audit of state AAAs in mid-2017. DRCOG was one of 12 AAAs across the state that were evaluated by the firm Clifton Larson Allen (CLA). CLA reviewed DRCOG's accounting and contract administration practices. It also reviewed the financial and operating practices of the AAA's nutrition, transportation, case management and family caregiver programs. A [final report](#) was sent to DRCOG in January 2018 that listed no compliance issues. A summary of the audit is attached.

In addition to the CLA audit, CDHS' State Unit on Aging (SUA) conducted its annual program evaluation of DRCOG over two weeks in October and November 2017 (see attachment). The programs chosen for review included nutrition, homemaker/personal care, vision/hearing material aid, transportation, and visual impairment services. Most of the providers' evaluations were performed on-site. The annual evaluation report was sent to DRCOG in December 2017. None of the items listed in the report were of a material nature and all had been either resolved within 30 days of the report or officially removed as a citation by the State following an explanation from DRCOG.

**PREVIOUS DISCUSSIONS/ACTIONS**

N/A

**PROPOSED MOTION**

N/A

**ATTACHMENT**

1. Clifton Larson Allen audit summary
2. CDHS State Unit on Aging audit

**ADDITIONAL INFORMATION**

If you need additional information, please contact Douglas W. Rex, Executive Director, at (303) 480-6701 or [drex@drcog.org](mailto:drex@drcog.org); or Jayla Sanchez-Warren, Director, Area Agency on Aging, at 303-480-6735 or [jswarren@drcog.org](mailto:jswarren@drcog.org).

## **Denver Regional Council of Governments - Area Agency on Aging – Region 3A CDHS Site Visit Summary**

**Scope:** The information below is based on performance of the steps included in the work plan approved by the Colorado Department of Human Services – State Unit on Aging. We make no representation regarding the sufficiency of the work plan. We were not engaged to and did not conduct an examination or review, the objective of which would be the expression of an opinion or conclusion, respectively. Accordingly, we do not express such an opinion or conclusion. Had we performed additional procedures, other matters might have come to our attention that would have been reported.

### **A. Entrance Conference**

CLA held an entrance conference with Denver Regional Council of Governments (DRCOG) Area Agency on Aging (AAA) on July 31, 2017, and met with DRCOG personnel to discuss the processes and methodologies of the AAA.

The following individuals were present for the entrance conference:

- John-Paul LeChevallier, CLA Director
- Candise Johnnie, CDHS State Unit on Aging
- Jenny Dock, DRCOG Accounting Services Manager
- Sharon Day, DRCOG Financial Compliance Coordinator
- Kiko Ivanov, DRCOG Senior Fiscal Specialist

### **B. Service Rate Testing**

**Methodology:** Based on discussion with DRCOG, the AAA manages the request for proposal (RFP) and reimbursement processes using a system called OAA-SYS. DRCOG advertises RFPs in local newspapers, through the Rocky Mountain Bid System, and sends notices to applicable providers on their vendor list. A training on AAA requirements for AAA services is conducted to all interested applicants. Proposals are received and reviewed by the Funding Subcommittee of the AAA Advisory Committee, then sent to DRCOG’s Board for final approval. Per discussion with Jayla Sanchez Warren, AAA Director, and Sharon Day, Financial Compliance Coordinator, they noted that the Funding Subcommittee is very involved in the AAA operations at DRCOG and are aware of the capabilities of each current provider that DRCOG engages. Sharon noted that the Funding Subcommittee also includes DRCOG employees as nonvoting members who can give additional insight into each provider’s strengths and weaknesses, along with assessments on the reasonableness of budgeted costs and cost per unit rates. Jayla noted that she believes the cost per unit rates are generally very competitive within their area as there is a larger number of providers to choose from than other regions within the State.

**Service Rate Summary:** See table in attached Appendix A.

**Review of Financial Statements:** CLA noted that expenses exceeded reimbursement revenue for all providers based on financial information for each provider from July 1, 2016 through March 31, 2017.

### **C. Review of Total Revenue by Service**

CLA noted that DRCOG records financial activity for AAA grants based on project codes which identify each grant source within their financial system, Microsoft Dynamics. CLA reviewed the general ledger for the project codes relating to AAA services, noting that the total of the detail for revenues and expenses were equal within each project code for March 2017.

### **Summarize Service Units Rate**

Service rates for all AAA's will be provided in the summary report for all site visits. For DRCOG's service rate summary, see the table in the attached Appendix A.

### **D. Reimbursement Testing**

CLA noted that DRCOG uses the OAA-SYS system to compile information for reimbursement requests. Providers use cloud based access to OAA-SYS to submit the number of units of service provided, local cash, in-kind, program income, and NSIP amounts to DRCOG. DRCOG agrees the number of service units submitted by the provider to the number of units of service entered by the provider in the Social Assistance Management System (SAMS), and will require the provider to re-submit their information if the two numbers do not agree. Per discussion with Jayla Sanchez Warren, AAA Director, DRCOG has previously attempted procedures for verifying services provided by confirming with customers, but noted that this review was shown to be unreliable as there was a significant amount of unreliability in customer responses. DRCOG outsources an annual review of each provider to a local CPA firm. The firm provides signed reports for each provider, with one of the steps indicating that no exceptions were noted relating to review of "accounting and services records to trace and reconcile costs and services". DRCOG exports the information from OAA-SYS into a spreadsheet used to compile all of the information into an easier format to enter the data into CBRES. The data is then entered into CBRES from the spreadsheet. CLA agreed the reimbursement amounts from CBRES to the summary spreadsheet and then tied the summary spreadsheet to OAA-SYS reports for each provider.

### **E. Review of Cash Controls**

**Cash Receipts Policies and Procedures:** CLA noted that DRCOG and each provider used by the AAA had written policies and procedures for cash collection. CLA noted that one provider, Volunteers of America, allowed for deposits by program individuals, which did not include requirements for dual counting of cash or other proper segregation of duties. No issues were noted for the policies of Volunteers of America for cash received through the mail or dropped off at the reception area. CLA noted that two providers, Alzheimer's Association and Seniors' Resource Center, the cash handling policies were appropriate for checks received, but did not address the policies for cash received. The cash receipt policies should include a dual count of cash and segregation of duties separating physical access, recording, and reconciling activities. Seniors' Resource Center provides AAA services contracted through Adams County and Arapahoe County, with the same policies in place for services provided under contract with the those counties.

**Supporting Documentation for Cash Receipts:** CLA reviewed the supporting documentation for all cash received by the providers for March 2017, noting no exceptions.

## Observations/Recommendations:

1. **Review of Service Units Entered in SAMS** – While DRCOG appears to be compliant with the current Policy and Procedure Manual requirements of reviewing services provided entered into SAMS, the State Unit on Aging should perform a cost benefit analysis on whether a monthly review of service units by providers should be a requirement for AAA's to increase controls over the risk of reimbursement to providers for services that were not delivered or performed.
  - To implement a monthly review of service units by provider, the State Unit on Aging would have a large number of options on the specific methods of review. The State Unit on Aging would need to consider the associated costs and potential benefits when implementing a monthly review. As part of this review, specific supporting documentation would need to be required for each service provided, such as a signature by the customer or electronic record of a customer specific PIN being entered. Ideally, this supporting documentation would require a minimal amount of additional effort while still reducing the risk of forgery or error to an appropriate level. Once supporting documentation is specified to providers, the AAA would be able to easily select a monthly sample for review using data from SAMS to match against.
  
2. **Provider Policies and Procedures over Cash Receipts**
  - Volunteers of America – The cash receipt policies allowed for deposits by program individuals, which did not include requirements for dual counting of cash or other proper segregation of duties. No issues were noted for the policies of Volunteers of America for cash received through the mail or dropped off at the reception area.
  - Alzheimer's Association and Seniors' Resource Center - The cash handling policies were appropriate for checks received, but did not address the policies for cash received. The cash receipt policies should include a dual count of cash and segregation of duties separating physical access, recording, and reconciling activities.
    - Adams County and Arapahoe County contract services out to Seniors' Resource Center which collects cash relating to AAA services for those counties. The same policies are in place for cash collection relating to services offered through the counties.

## Appendix A – Service Rate Summary by Provider for DRCOG

	<u>Cost Per Unit</u>
<b>Congregate Meals</b>	
Volunteers of America	\$ 7.14
<b>Home Delivered Meals</b>	
Volunteers of America	\$ 6.59
<b>Transportation/Assisted Transportation</b>	
Adams County	\$ 18.90
Arapahoe County	34.65
City and County of Broomfield	16.92
Douglas County	22.08
Seniors Resource Center	23.40
Volunteers of America	9.83
<b>Case Management</b>	
DRCOG AAA - Internal	\$ 91.00
<b>Caregiver Respite</b>	
Alzheimer's Association	\$ 37.54
City and County of Broomfield	36.06
Catholic Charities	43.78
Lutheran Family Services	23.47
Seniors' Resource Center	13.05
The Senior Hub	24.05

January 8, 2018

Mr. Todd Coffey, Manager, State Unit on Aging  
Colorado Department of Human Services, Division of Aging & Adult Services  
1575 Sherman St.  
Denver, CO 80203

Dear Todd:

This letter is in response to the State Unit on Aging's evaluation of Region 3A Denver Regional Council of Governments (DRCOG) conducted in October and November 2017. DRCOG has reviewed the compliance issues noted on the report and has addressed each item.

Upon research, some of the items cited were later deemed to not be compliance issues for reasons that are mentioned in the attached response. Please let me know if you have questions regarding these or any other responses. Otherwise, please confirm as to your approval to remove such items as compliance issues.

DRCOG will continue to monitor all providers for compliance particularly for those issues noted in the SUA's recent evaluation. Your feedback and ongoing support is appreciated.

Sincerely,

Sharon Day, Financial Compliance Coordinator

Cc: Doug Rex, Jayla Sanchez Warren

<b>COMPLIANCE ISSUES</b>				
<b>#</b>	<b>Relevant Reference</b>	<b>Compliance Issue</b>	<b>Agency Response</b>	<b>Date Implemented</b>
<b>Volunteers of America – Nutrition</b>				
1.	P&P 412.71.H.	The Kosher Home Delivered meal routes are very large and cover a great distance. Some meals are not being delivered within the required four hour time frame.	The two existing Kosher routes are being reviewed for improvements. VOA will reduce the number of recipients on each route with the creation of a third route, reducing the time to deliver meals within the expected time frame. A third part time driver is being sought out in coordination with Jewish Family Services. It is anticipated that the third route will be implemented before the end of February 2018.	February 2018
2.	310.D	Contributions from consumers should be voluntary. Senior Hub is charging a fee for completing an OAA assessment.	The MOW coordinator was relatively new to the program and was yet learning about the grant requirements. She has clarified that fees were not charged for completing an assessment but that donations were solicited at each assessment. Changes have been made to the process and documentation for soliciting contributions. DRCOG and VOA will monitor for ongoing compliance.	10/27/17
3.	P&P 411.71a.I. 310.a.F.	The Congregate meal site at Arvada Mile High Vineyard did not have a sink at the site for meal servers to wash their hands. Additionally, the thermometer was not sterilized before temping food. Guest fees were not collected at this meal site.	At the time of the SUA visit, the meal site was in a temporary space due to construction work being done in the building. It has since closed permanently as a VOA meal site because the church in which it was located had grown to the point where it could no longer accommodate the space for VOA. A replacement site has been identified and, subject to approval of the site, VOA will ensure full training of staff and	December 2017



			volunteers to ensure it is fully compliant prior to commencing service.	
4.	P&P 401.12.D.	SAMS: Late Reassessments: Home Delivered meal consumers: 714380983: Due 10-21-16 1225338436: Due 10-22-16 1303334606: Due 9-3-17 1303347843: Due 7-23-17 1303573245: Due 2-2-17 1307560934: Due 12-23-16 1311744326: Due 11-30-16 1312466314: Due 10-2-16 1312783649: Due 9-1-17 1316392153: Due 7-17-17 1320010012: Due 9-21-17 1324340548: Due 9-6-17 1324539064: Due 1-23-17 1325323944: Due 9-21-17 1330254434: Due 9-17-17 1340669898: Due 9-21-17 1342756289: Due 9-30-17 1350606781: Due 9-21-17 1375963427: Due 9-30-17 1393874488: Due 9-6-17 1399927111: Due 7-20-17	VOA researched the list of assessments and confirmed that they are either already complete or are scheduled for completion. A few clients on the list were removed from delivery service on a scheduled basis but are yet active consumers. DRCOG will continue to monitor for timely completion of assessments.	January 2018
5.	P&P 411.7a.A.B 412.7a.A.B.	Volunteers of American Congregate meals were deficient in B6 in 5/23 days in August. 4/23 Home Delivered meals were deficient in B6.	VOA's registered dietician (RD) confirmed that the required B6 was included in each meal analysis. Because the data was added as a notation in the reporting it had been inadvertently overlooked during the SUA evaluation. The RD verified that all meals on the menu reviewed by the SUA are compliant for B6. <b>As discussed with Candise Johnnie at the SUA on 12/18/17, the SUA agrees to</b>	N/A

			<b>remove this compliance item. Removed by SUA 2/5/18</b>	
6.	P&P 411.7a.B.	Volunteer of America Jewish Community Center menu food items did not match the items analyzed 11/23 days.	Both VOA's RD and DRCOG reviewed the menus and did not identify any material mismatches from the nutrient analyses. DRCOG had noted minor food substitutions on a few days in August but confirmed with the RD that the nutrient breakdown was made comparable for these changes.	N/A
7.	P&P 411.7.a.B.C.	Gilpin Congregate meal site did not provide the meal analysis provided to consumers at the same time the menu is provided. Additionally, the August 30th menu items did not match the meal analysis for that day.	The meal analysis is printed on the back side of each menu at all sites including at Gilpin. The detailed analysis is available upon request. The menu items on August 30 were correct for the detailed analysis, but incorrect on the printed menu because the meal was switched from another day and was inadvertently not copied over.	N/A
8.	P&P 712.7.a.B.	Evergreen Meal on Wheels menu for August did not have the matching analysis for 19/23 meals.	DRCOG reviewed the meal analyses with the RD and determined that the detailed nutrient analyses were in fact included for all meals. The information was reported in different formats, with the newer menus matching the standard format used for all other VOA meals. To avoid confusion, the RD will convert all menus to a uniform reporting format for the detailed nutrient analysis. All menus are compliant for required nutrients. <b>DRCOG requests that this item be removed as a compliance issue. Removed by SUA 2/5/18</b>	N/A

**Douglas County – Transportation**

1.	P&P 401.15.E. 415.C.	To The Rescue: Transportation 1) One driver did not have a Motor Vehicle Record (MVR) 2) One driver had an expired driver's license on file. 3) Bus #4 had expired title and registration. 4) Bus #6 had date crossed off of the registration.	To The Rescue (TTR) has obtained the updated MVRs and drivers' licenses. It has the vehicle documentation as well, except for the registration on one vehicle (not currently being used) which is yet pending. It has implemented a physical and electronic checklist process to ensure records for each vehicle and driver are updated. A staff person has been assigned to oversee documentation.	December 2017
2.	P&P 401.15.E.	Parker Senior Center: 1) Two drivers had expired drivers' licenses on file. 2) Registration for one vehicle had expired.	Current drivers' licenses for both drivers as well as the updated vehicle registration were obtained and sent to DRCOG as verification.	December 2017
3.	P&P 401.15.E.	Auburn Adventures: 1) One driver did not have a MVR and driver's license.	Originally, these records were not on file with the provider since these were held at partner agencies who shared services from this driver. The current MVR and driver's license were obtained and sent to DRCOG as verification.	December 2017

**Douglas County – Homemaker/Personal Care**

1.	P&P 401.7.C.2.e	Castle Rock Home Care: Consumer E.B. received 4 hours of care according to time sheets, but 6 units were recorded in SAMS.	The 6 units were actually provided by Neighbor Network (NN) and these hours were documented in NN's timesheets. Castle Rock Home Care provided homemaker services to client E.B but these hours were not paid for by DRCOG and therefore not in SAMS. CRHC was not yet a grant contractor of Douglas County at the time services were provided. <b>DRCOG requests that this item be removed as a compliance issue. Removed by SUA 2/5/18</b>	N/A
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2.	P&P 401.7.C.2.e	Neighborhood Network: Consumer C.R. received 8 hours of care according to time sheets, but 20 units were recorded in SAMS	The 20 units of service were split between two contracted providers and accordingly captured on their respective timesheets. Neighbor Network provided 7 of those hours and Home Care Assistance provided the other 13 hours of service to client C.R. <b>DRCOG requests that this item be removed as a compliance issue. Removed by SUA 2/5/18.</b>	N/A
3.	P&P 401.7.C.2.e	To The Rescue: Time sheets for Homemaker Services are very difficult to read with lines scratched out.	TTR timesheet documentation did include a handwritten timesheet in which the hours were scratched out but were verified by managers prior to processing for payroll. TTR verifies timesheet information by comparing homemaker timecards against its electronic scheduling system. Managers research and reconcile discrepancies before payroll can be processed. Though some timesheets are handwritten, others are completed electronically. Clients are informed of the provider schedule in advance and are asked to inform TTR's office if the homemaker was late, left early or was a no-show.	N/A
4.	P&P 310.B.I.	To the Rescue permits employees to collect program income from consumers. This is not a private contribution and does not ensure safeguarding of consumer contributions.	TTR has a written policy of providing envelopes to clients in case they choose to voluntarily contribute to the program. Care workers are instructed to not accept the contributions directly and to inform clients that they should either mail or drop off any contribution at its office.	December 2017
5.	P&P 310.B.I.	Home Care Assistance permits case managers to collect program income from consumers. This is not a private contribution and does	Home Care Assistance has a written policy of providing envelopes to clients in case they choose to voluntarily contribute to the program. It is instructing care workers to not accept	December 2017

		not ensure safeguarding of consumer contributions.	contributions directly from clients and to inform their clients to mail any contributions.	
<b>A3</b>				
1.	310.D.	Verbiage on voluntary contribution information has the phrase “pay it forward”. This seems coercive.	A3 immediately removed this phrase. DRCOG has reviewed the voluntary contribution information and can confirm that language is compliant and noncoercive.	10/26/17
<b>Jewish Family Services Homemaker/Personal Care</b>				
1.	P&P 401.12.D. 408.1.A.	SAMS Assessments out of compliance: 323412994 – Not eligible –IADL 1025330234 – Due 8-15-17 – Not eligible 1231418229 – Due 8-15-17 – Not eligible 1315780276 – Due 10-4-17 1317954653 – No Assessment – Not eligible 1323078484 – Due 6-14-16 1337496584 – Due 9-10-17- Wrong Assessment not eligible 1342165774 – Due 9-26-17 1354056848 – Not eligible 1365400990 – Due 10-5-16 1368786494 - Not eligible 1372744985 – Due 8-8-17 1375215144 – Due 11-16-16 1378475588 – Due 8-24-16 1394034820 – Due 11-23-16 1396252737 - Due 7-4-17	Jewish Family Services (JFS) has the paper assessment forms and is devoting extra staff time to get caught up with entering the data into SAMS (note that client ID 1354056848 could not be located in SAMS). All of those assessments show clients’ eligibility for services with 2 or more IADLs. JFS is reinforcing to staff the client eligibility requirements and is committed to providing more timely and consistent reporting. DRCOG will continue to routinely monitor assessments to ensure that requirements are being met.	January 2018
3.	P&P 401.7.C.2.e	Consumer F.W. received 4.75 hours of care in August according	Client F.W. received homemaker services from a singular care worker in August, whose	N/A

		to time sheets, but 9.5 units were recorded in SAMS.	timesheets for that month confirm that 9.5 hours were in fact provided. <b>Per correspondence with Candise Johnnie at the SUA on 12/21/17, the SUA agrees to remove this compliance item. Removed by SUA 2/5/18.</b>	
<b>Senior Resource Center – Homemaker/Personal Care</b>				
1.	P&P 401.12.D. 414.1.A.B.	SAMS Assessments out of compliance: 1389611452 – Not eligible 1334226189 - Untimely	Client 1389611452 – consumer is a homemaker client that was assessed on time and shows as eligible for services in SAMS having 2 IADLs, is over age 70 and lives in the DRCOG area.  Client 1334226189 has had an assessment every 3 months in SAMS going back to 2015. The last assessment was in August 2017 and November is yet to entered into the system but is within the 6-month requirement.  <b>DRCOG requests that these items be removed as compliance issues. Removed by SUA 2/5/18.</b>	N/A
2.	P&P 401.7.C.2.e	Consumer P. G. had 36 hours of care in August according to time sheets, but 38 hours were recorded in SAMS.	The 2 additional hours recorded in SAMS for this particular client were provided in July but were not reported in SAMS until August when the timesheet was submitted. The client is served by SRC's Evergreen location. Since original signed timesheets must be submitted to the main office in Wheatridge via hand delivery or mail, the reported hours may sometimes be submitted and tallied in the following month.	N/A

			<b>DRCOG requests that this item be removed as a compliance issue. Not removed by SUA.</b>	
<b>Senior Resource Center – Transportation</b>				
1.	P&P 401.15.E.	P.F. Driver's License Expired 2012 D. V. Driver's License Expired 2012 B.D. No Driver's License on File J.P. No Driver's License on File D.W. No Driver's License on File J.I. No MVR	SRC has implemented a formal tickler process to ensure that driver records are kept up-to-date. Driver files were reviewed in entirety and any expired or missing records have been obtained. DRCOG will perform follow up monitoring to ensure that these records are maintained.	November 2017
2.	P&P 501 Policy 501.B.	Senior Resource Center Transportation Grievance Procedure does not document telephone contact information for DRCOG or the SUA.	SRC utilized more than one grievance document, one of which did not have the phone numbers on it. SRC is eliminating the duplicate document and will use only the version that has the complete information.	November 2017
<b>Colorado Visiting Nurse Association – Homemaker</b>				
1.	P&P 401.12.D. 408.1.A.	SAMS: 34/40 randomly pulled assessments were reassessed untimely. Additionally, 22/34 untimely assessments had not been reassessed since 2015 or 2016. Because the assessments determine eligibility, it is unclear how many of these clients are eligible for Homemaker services.	Through at least December 2016, consumer assessments were completed every 90 days but not all were inputted from the paper form to SAMS. Colorado VNA (CVNA) will review its client records to ensure that prior period assessments are inputted in the system. DRCOG will continue to monitor for compliance.	12/21/17
<b>Colorado Visiting Nurse Association – Personal Care</b>				
2.	P&P 401.12.D.	SAMS: 118278166 – Due 8-2-17	The consumer assessment schedule was tracked on a spreadsheet on which some of the	12/21/17

	414.1.A.B	505283474 – Due 1-19-17 924386188 – Wrong assessment: ineligible 1310721764 – Due 5-5-16 1318814545 - Due 5-3-17 1336963528 – Due 12-30-16 - ineligible 1342940765 – Due 8-9-17 1372285097 – Due 6-27-17 1381489464 – Due 8-28-17	scheduled assessment visits were incorrectly coded as supervisory visits instead of consumer assessments. As a result, client assessments were not consistently done on time. To avoid confusion, CVNA is now requiring that supervisory visits and consumer assessments be performed during the same visit and is training its team leads on this process. The program manager and DRCOG will conduct random checks to ensure compliance going forward.	
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