

TUESDAY STAFF BRIEFINGS May 27, 2014

****Please Note Briefings Will Begin Immediately Following Hearings****

All items on this agenda are scheduled for immediately following Hearings and will normally be considered in the order the item appears on the agenda. The Board, at their discretion, may choose to alter the order in which items are considered, may break, or may continue any item to be considered on a future date.

Convene immediately following Hearings; BCC Conference Room, 5th Floor

Briefing Items

- | | | |
|----|---|-------------------------|
| 1. | Counties Absorbing Maximus Contracted Eligibility Processing (30 minutes) | Human Services Director |
|----|---|-------------------------|

County Commissioners' Report

- Columbine High School Presentations and Request

County Administrator's Report

- Discussion - Appointments to Tri-County Workforce Board

County Attorney's Report

- Property Tax Classification

Executive Session

- Litigation Update - Legal Advice C.R.S. 24-6-402(4)(b) (15 minutes)

Jefferson County does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in the provision of services. Disabled persons requiring reasonable accommodation to attend or participate in a County service, program or activity should call 271-5000 or TDD 271-8071. We appreciate a minimum of 24 hours advance notice so arrangements can be made to provide the requested auxiliary aid.

05/26/14

MEETINGS

BOARD OF COUNTY COMMISSIONERS

DATE TIME MEETING, LOCATION

MAY

May 27	8:00 am	BCC Meeting, Public Comment, Public Hearings (Hrg. Rm. One)
May 27	Immediately following Public Hearings	Staff Briefings (BCC Board Rm.)
May 27	Immediately following Staff Briefings	Ralph Schell (Golden Rm.)
* May 27	2:00 – 3:00 pm	Annexation Discussion (BCC Board Rm.)
May 28	4:00 – 5:00 pm	Planning Commission (BCC Board Rm.) NOTE: Time change
May 29	9:30 – 11:30 am	2015 Budget Discussion (BCC Board Rm.)
May 30	11:30 – 1:30 pm	Metro Area County Commissioners – Douglas County (County Admin. Bldg., 100 Third St., Castle Rock)

JUNE

June 2 – 4		Colorado Counties, Inc. Foundation Summer Conference (Keystone Resort & Conference Center)
June 5	10:00 am	C-470 Coalition Policy Committee
June 5	11:30 – 1:00 pm	Jeffco Economic Development Corporation Executive Committee (At JEDC)
June 6	9:00 – 10:30 am	Lombard/Clayton Meeting (BCC Board Rm.)
June 9	1:30 – 3:30 pm	Marijuana Task Force (Lookout Mtn. Rm.)
June 10	8:00 am	BCC Meeting, Public Comment, Public Hearings (Hrg. Rm. One)
June 10	Immediately following Public Hearings	Staff Briefings (BCC Board Rm.)
June 10	Immediately following Staff Briefings	Ralph Schell (Golden Rm.)
June 11	7:00 – 9:00 am	Jefferson County Transportation Action and Advocacy Group (Lookout Mtn. Rm.)

June 12	8:30 am	Employees' Food Drive Kickoff (Lookout Mtn. Rm.)
June 12	9:00 – 11:00 am	Elected Officials/Personnel Board (BCC Board Rm.)
June 12	2:00 – 4:00 pm	2015 Budget Discussion (BCC Board Rm.)
June 17	7:25 – 7:55 am	Board of Health (BCC Board Rm.)
June 17	8:00 am	BCC Meeting, Public Comment, Public Hearings (Hrg. Rm. One)
June 17	Immediately following Public Hearings	Staff Briefings (BCC Board Rm.)
June 17	Immediately following Staff Briefings	Ralph Schell (Golden Rm.)
June 18	12:00 – 1:30 pm	Jeffco Economic Development Corporation Board (Lookout Mtn. Rm.)
June 18	2:00 – 3:00 pm	Library Board (BCC Board Rm.)
June 23	1:00 – 3:00 pm	2015 Budget Discussion (BCC Board Rm.)
June 23	1:30 – 3:30 pm	Marijuana Task Force (Lookout Mtn. Rm.)
June 24	8:00 am	BCC Meeting, Public Comment, Public Hearings (Hrg. Rm. One)
June 24	Immediately following Public Hearings	Staff Briefings (BCC Board Rm.)
June 24	Immediately following Staff Briefings	Ralph Schell (Golden Rm.)
June 25	1:00 – 2:30 pm	WestConnect Coalition (Conf. Rms. 1566/1567)
June 25	5:30 pm	Denver Regional Council of Governments Administrative Committee (1290 Broadway, Denver) NOTE: Moved from June 11
June 25	6:30 pm	Denver Regional Council of Governments Board (1290 Broadway, Denver) NOTE: Moved from June 11
June 27	11:30 – 1:30 pm	Metro Area County Commissioners – Adams County

* **ADDITIONS TO MEETING LIST**

** **MEETINGS CANCELED**

BOARD OF COUNTY COMMISSIONERS BRIEFING PAPER
Human Services Department

COUNTIES ABSORBING MAXIMUS CONTRACTED ELIGIBILITY PROCESSING

May 27, 2014

For Information

for Discussion/Approval

for Action

Background: In 2010, the Colorado Department of Health Care Policy and Financing (HCPF) contracted with Maximus, a for profit entity, to administer Family Medical Assistance and CHP+ applications. The contract was executed in anticipation of enhancements to the State's online application system, PEAK. Those enhancements enabled potential applicants to apply for public assistance benefits including Medicaid and CHP+ online from any computer with internet access.

HCPF's rationale at that time in entering in to the Maximus contract included the need to contract with a vendor to administer the CHP+ Program (a stand-alone program outside of Medicaid), and its vision of a "no wrong door" for accessing Medical Assistance and CHP+. Maximus offered the ability to electronically image all applications through their EDMS system and offered a contractually-"guaranteed" 95% timely processing rate. HCPF reasoned this would also remove pressure from county departments, particularly on the assumption that many people would only be applying for CHP+ and not be eligible for other human services programs. The assumption was that Maximus could take on these applications through PEAK.

Counties disagreed with most of these assumptions. The counties' concerns centered on CHSDA's and counties' long-standing mission to move toward early intervention and prevention services across the entire spectrum of services promoting community-based, integrated access points. Counties let Gov. Ritter and Gov.-Elect Hickenlooper know that 'centralizing Medicaid application processing would lead to a decline in the quality and accessibility of services to families.'¹ HCPF went forward anyway and entered in to a contract in 2010.

What Happened Next: Health Care Reform and Impacts to Medicaid and CHP+

With the implementation of Health Care Reform and the expansion of Medicaid in Colorado, small/medium/large county human services departments across the state have seen a dramatic increase to their respective Medicaid caseloads. County human services departments, through local process improvement innovations and CBMS improvements (along with ACA changes such as merging all medical assistance programs in to one high-level program group), have been able to meet these caseload increases because of their ability to respond to demands specific to their community. Despite the increases in both workload and caseload, and the challenges counties have had to surmount, timely processing and the Medicaid backlog have improved. All

¹ Dec. 3, 2010 Letter to Governors from Commissioner Susan Beckman, Chair of CCI Health & Human Services Steering Committee.

counties regardless of location and size have worked to provide great customer service in this era of expansion. By example, the big ten counties timeliness in processing of Medical Assistance is at or above 90%². Additionally, the backlog of pending Medical Assistance applications for the big ten counties for March 2014 was reported at less than 10%³ whereas the Maximus backlog for March was reported at 53%⁴.

However, county human services departments have experienced a significant increase in workload due to Maximus' backlog and Maximus' overall quality of case processing. Counties receive client inquiries regarding Maximus cases. Clients attempting to reach the Maximus customer service center give up due to extensive wait times and call their local county human services department for resolution. Maximus has even referred their clients awaiting a Medical eligibility determination to local county offices. Counties often end up completing the determination process of Maximus cases, and in many instances, correct incorrect eligibility determinations first processed by Maximus.

Where We are Today

In March 2014, HCPF staff presented at the CHSDA Economic Security sub-committee meeting, leading a discussion on what information (including all relevant data) directors would need in order to make a decision about whether they support counties taking over all or some of the responsibilities currently identified in the scope of work for Maximus. This contract is set to expire in June 2015.

With the continued enhancements to the PEAK and CBMS systems as well as continued improvements to business processes and the use of technology, Jefferson County and the rest of the state have been able to adjust their respective service delivery models to meet caseload increases. County human services departments have the ability and the expertise to focus on a client-centered, horizontal integrated service delivery for all public assistance benefits. Even as there have been increases to county administration funding and the additional funding through the MOAPD (enhanced match federal funding), counties know they need to look at current and future fiscal sustainability while ensuring their local community receives the benefits and services unique to their needs in a timely, efficient and accurate manner. It was in that spirit that continued discussions have taken place with HCPF regarding this proposal.

Fiscal Impact: Maximus has approximately 23% of the Medicaid application workload for the state. HCPF has stated that, should counties decide to take on this additional work, it would be a net "no-cost" to counties, as this work would be funded at the enhanced rate. This equates to a funding level of about 10% match for counties to draw down these dollars.

² Based on the average of applications and redeterminations in March 2014 Court Order Timeliness Data

³ The backlog for the Big Ten is based on the % of the total backlog of MA applications as reported in the March Court Order Timeliness Data

⁴ The backlog for Maximus is based on the % of the total backlog of all MA applications as reported in the March Court Order Timeliness Data

For Jefferson County, it is anticipated that over 4000 new ongoing cases would be added to our workload, a 17.5% increase over current workload.⁵ JCHS staff analyzed our current business process utilizing dashboard real-time data to estimate the amount of work that can be accomplished by each staff person. Using these figures, staff estimates a need of 12 new FTE, including a supervisor and appropriate support staff for the work needed.

RECOMMENDATION: Colorado Counties Inc. is scheduled to vote on whether or not counties will assume all the work currently being done by Maximus, sometime in June 2014. The Colorado Human Services Directors Association is recommending that counties vote YES to assume this work, and JCHS agrees with this position.

ORIGINATOR: Lynn Johnson, Executive Director, Human Services Department (x4002)

CONTACT: Lynnae Flora, Deputy Director, Human Services Department (x4658)

⁵ Copy 4367, Maximus Applications by County Client of Residence, 4.10.14.

CCI

Colorado Counties, Inc.

800 Grant Street • Suite 500 • Denver, Colorado 80203
Phone: 303.861.4076 • Fax: 303.861.2818
www.ccionline.org

December 3, 2010

The Honorable Bill Ritter, Jr.
Governor, State of Colorado
136 State Capitol
Denver, CO 80203-1792

Governor-Elect John Hickenlooper
Denver Mayor's Office
1437 Bannock St., Suite 350
Denver, CO 80202

Dear Governor Ritter and Governor-Elect Hickenlooper:

Colorado Counties, Inc.'s (CCI), Health and Human Services Steering Committee has asked me to convey our concerns and recommendations regarding the Department of Health Care Policy and Financing's (HCPF) contract with MAXIMUS. While we agree that Medicaid modernization is an important step to serving Colorado's growing number of eligible families, we believe that more thoughtful and careful planning needs to occur in collaboration with counties. Counties, like HCPF, are on record for supporting a "no wrong door" approach to determining Medicaid eligibility. In our opinion, however, the HCPF contract with MAXIMUS implies that there will ultimately be only one door to Medicaid eligibility and that is the MAXIMUS door.

The CCI Health and Human Services Steering Committee requests that your office consider limiting further implementation of the MAXIMUS contract until there is a better understanding of how this process interfaces with CBMS and county processes. Since the MAXIMUS contract is subject to annual appropriations, we specifically request that the project not receive funding in SFY 2012 and beyond until counties have been involved in a meaningful discussion about MAXIMUS' role in modernizing eligibility and the ramifications of the project to clients, CBMS and County Social Service Departments.

The counties have several concerns regarding the MAXIMUS contract that need further vetting. Among these concerns are:

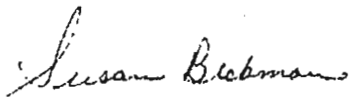
1. The counties believe that client-centered services and community-based access points are important and centralizing Medicaid application processing will lead to a decline in the quality and accessibility of services to families.
2. Many clients need additional services and benefits other than Medicaid. The removal and separation of Medicaid eligibility determination leads to another bureaucratic step and agency that Coloradans needing services must navigate to obtain benefits. Doing so is in direct conflict to the state's long-standing policy of integrated eligibility determination, one of the premises behind CBMS. The implications for CBMS and the fiscal impact will be significant and need discussion.



3. We understand that MAXIMUS is currently only handling Family Medicaid and CHP+ clients. However, the ultimate objective is for MAXIMUS to enroll and maintain additional Medicaid populations like Adult Medicaid, Long Term Care, Medicaid Disabled buy-in, etc. We see this as a total carve out of Medicaid. This is counter to best practice models which emphasize integrated services as opposed to stove piping services. In addition, in your letter to CCI dated March 19, 2009 you indicated that a "variety of options" should be available to Colorado families applying for medical benefits. The possible move to a single agency, MAXIMUS, conflicts with this position. There should be multiple doors not a single door to determining eligibility.
4. Shifting all Medicaid eligibility to a private vendor further pulls scarce resources from counties at a time when counties have consistently been underfunded for years. This will result in further erosion to counties' ability to serve clients.
5. When House Bill 09-1293 was passed into law, the counties met with HCPF leadership and received a verbal commitment that once the corresponding federal waiver was approved, consideration would be given to increasing county administrative allocations to cope with the expected estimation of at least 100,000 new cases added to the Medicaid rolls. This commitment needs to be honored and the impression counties have is that necessary and promised resources are now being directed to MAXIMUS, rather than to the counties.
6. There are operational and programmatic issues that have not been vetted, such as how will child welfare Medicaid cases be processed if everything moves to a single vendor?

The counties remain committed to developing new strategies in collaboration with the departments of HCPF and Human Services to better serve Colorado's most needy clients. We want to thank you for your leadership and for the significant progress the counties have had with regards to CBMS. We appreciate your consideration of this request.

Sincerely,



Commissioner Susan Beckman,
Arapahoe County Commissioner
CCI Health and Human Services Steering Committee, Chair

cc: Joan Henneberry, Executive Director, Health Care Policy and Financing
Karen Beye, Executive Director, Human Services
Joint Budget Committee Members

MEMORANDUM

TO: Janice Fredricksen, Board of County Commissioners Office

FROM: Kat Douglas, Director Community and Workforce Development Division

RE: Tri-County Workforce Investment Board – Recommendation for Membership Appointment – Tom Harder

DATE: May 27, 2014

Staff Recommendation: The Tri-County Workforce Investment Board recommends the appointment of Tom Harder.

Background: The Tri-County Workforce Investment Board (Board) consists of specific representations of the community and workforce development industries as required by the Workforce Investment Act (WIA). The purpose of the Board is to provide quality assurance and recommended policy guidance for the WIA programs operated by Jefferson County. The Board is responsible for identifying regional workforce development needs and for the creation of a comprehensive strategy and policy framework to meet the workforce development needs of employers.

Board members shall reflect the local/regional labor market and shall be owners of business concerns, chief executives or chief operating officers of non-governmental employers, or other private sector executives who have substantial management or policy responsibility. Membership shall also include the required WIA partners and representatives from economic development, community-based organizations, labor, vocational rehabilitation, and education agencies. In areas where a public sector entity is a major employer in the region (e.g., prisons, universities, etc.), the organization(s) may be included in the private business sector majority.

Vacancy Posting: Posted on website. The makeup of the Tri-County Workforce Investment Board must be 51% private sector membership with mandated public sector and community partners. This position is a private sector member with a major employer in the region.

APPOINTMENT

Tom Harder was formally recommended for approval by the Board for board membership at the May 6, 2014 meeting.

Tom is an Account Executive at Aerotek and has worked with the Workforce system for the past 10 years. Tom brings a tremendous asset through Aerotek's employment and business network, with 500 people currently employed in Jefferson County alone through Aerotek. Tom and Aerotek have successfully partnered with the American Job Center to find talent for small and large employers in the region. Tom also has many years of volunteering at homeless shelters and volunteered to help clean up after the flooding last fall.

Tom will represent the private sector on the Board. Aerotek is a large employer and staffing agency that will bring in numerous new networks to increase the effectiveness of the Board.

MEMORANDUM

TO: Janice Fredricksen, Board of County Commissioners Office

FROM: Kat Douglas, Director Community and Workforce Development Division

RE: Tri-County Workforce Investment Board – Other Candidates for Membership Appointment – Tom Harder

DATE: May 27, 2014

Staff Review: The Tri-County Workforce Investment Board (Board) received two other applications while reviewing Tom Harder's application. Of the two other applicants, both private sector members, one was reviewed and recommended for appointment by the Board at the same meeting and the other is being reviewed and will be brought before the Board at the June 3, 2014 meeting. The Board is currently recruiting private sector members through board member networks.

Background: The Tri-County Workforce Investment Board consists of specific representations of the community and workforce development industries as required by the Workforce Investment Act (WIA). The purpose of the Board is to provide quality assurance and recommended policy guidance for the WIA programs operated by Jefferson County. The Board is responsible for identifying regional workforce development needs and for the creation of a comprehensive strategy and policy framework to meet the workforce development needs of employers.

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Copy to: Marilyn Blomberg, Human Services Administration

MEMORANDUM

TO: Janice Fredricksen, Board of County Commissioners Office

FROM: Kat Douglas, Director Community and Workforce Development Division

RE: Tri-County Workforce Investment Board – Recommendation for Membership Appointment – Chris Kitchen

DATE: May 27, 2014

Staff Recommendation: The Tri-County Workforce Investment Board recommends the appointment of Chris Kitchen.

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APPOINTMENT

Chris Kitchen was formally recommended for approval by the Board for board membership at the May 6, 2014 meeting.

Chris is the Manager for Reverse Logistics, Rail & Ocean Transportation for MillerCoors. Chris is also the president of the MillerCoors Veterans Group and is in the United State Naval Reserve. Chris brings an extensive knowledge of the region, logistical business issues and connection to the Veterans population in Jefferson County, he will expand the board's reach and effectiveness in serving the region.

Chris will represent the private sector on the Board. MillerCoors is a major employer in the region and having their insight and perspective on the Board will only increase the Board's ability to serve the public.

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MEMORANDUM

TO: Janice Fredricksen, Board of County Commissioners Office

FROM: Kat Douglas, Director Community and Workforce Development Division

RE: Tri-County Workforce Investment Board – Other Candidates for Membership Appointment – Chris Kitchen

DATE: May 27, 2014

Staff Review: The Tri-County Workforce Investment Board (Board) received two other applications while reviewing Chris Kitchen's application. Of the two other applicants, both private sector members, one was reviewed and recommended for appointment by the Board at the same meeting and the other is being reviewed and will be brought before the Board at the June 3, 2014 meeting. The Board is currently recruiting private sector members through board member networks.

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