

# BLUE PEAKS DEVELOPMENTAL SERVICES, INC.

## LONG RANGE PLAN 2021- 2022

**The Long Range Plan for 2021-2022 continues to focus on the orientation of agency supports and services to the ongoing changes and transitional models for the intellectual and developmental disability system in Colorado.**

**Blue Peaks Mission:** To support persons with intellectual and developmental disabilities in the San Luis Valley in achieving their fullest potential for integrated and responsible living and working within the community.

**Blue Peaks Vision:** To develop a broad based support system throughout the San Luis Valley, utilizing local community services and resources.

**Blue Peaks Values:** We value making a difference in our community by empowering a diverse population of individuals in a challenging world. We value and respect individual choice. We value accountability and transparency in agency operations.

### **Administrative/Case Management Accomplishments 2019/2020:**

- Case Management continues to refer eligible persons to approved local provider services offering Host Home, Supported Living and Family Caregiver models.
- Case Management and other agency departments have enhanced the scope of trending analysis to create baseline data for the Quality Review Committee. The agenda has been expanded to include the analysis of resource management, accuracy and timelines for all departments.
- Case Management personnel continue to utilize the eligibility process, membership on local work groups, and individualized planning to inform stakeholders of the current timelines related to the Conflict Free transition process.
- Agency administration has continued to implement internal operational changes that align with state system initiatives and increasingly limited resources.
- Case Management personnel were successfully transitioned to telecommuting work status with agency technology adapted to support the new model
- Agency operations and direct service activities were revised to accommodate regulatory guidelines and containment procedures in response to the COVID 19 pandemic
- The agency accessed available relief funds to stabilize internal workforce and maintain essential services and connections for program participants

No Public Forum was held this year due to the limitations imposed by the COVID-19 pandemic. Many of the goals planned subsequent to the 2020 Public Forum have continued, particularly those that focus on Conflict Free Case Management and internal operational changes due to a decrease in agency program participants and reduction in program capacity. During the past year, Case Managers and direct service personnel have continued to engage with program stakeholders through routine surveys and technological alternatives to face to face contact. Consistent stakeholder concerns of the past year have focused on the return to routine Day Service programming, supported employment and transportation.

## Long Range Goals for 2021 -2022

### Transition to Conflict Free Case Management

- \*Continue to adapt agency infrastructure to meet the timelines associated with the separation of Case Management Services and direct service provision.
- \*Interface with the new local Single Entry Point/Case Management entity, when identified, to route information and support stakeholders during transition.
- \*Continue to utilize staffings, trainings and events with persons receiving services, families, community stakeholders and personnel to provide information on the system reorganization process.
- \*Continue to refer to and collaborate with local providers to assure choice in services and a competitive market for services and supports.
- \*Maintain interactive participation with state regulatory agencies during the transition to access best practice procedures, current legislation, data platforms.

### Needs of Program Participants/Local Issues

- \***Lack of public transportation:** Maintain Non-Emergent transportation capability and basic transportation supports to access healthcare and community services, provide vocational training and integrative opportunities for individuals living in isolated communities and situations.
- \***Shortage of healthcare providers:** Continue to enhance agency technologies and telehealth opportunities for direct service supports, the Early Intervention program and standards for Electronic Visitation Verification.
- \***Lack of available community employment for persons receiving services due to limited economic growth:** Continue to partner with the Department of Vocational Rehabilitation to maximize employment opportunities. Maintain supported employment options within the Day Services program to subsidize community placement.
- \***Potentially slow community transition to previous capacity from COVID-19 pandemic:** Support community and agency pandemic recovery by maintaining agency supports for clients and families by utilizing technology and exercising best practice models for direct supports. Maintain employment of personnel through the access of federal/state grants and transition payments. Continue to adjust agency hours of operation and workforce configurations as needed to provide essential services.

### Proactively Manage Revenue and Expenses

- \*Continue to access grants and federal stimulus funds for potential revenue opportunities
- \*Implement agency operation changes, including internal restructuring, to increase potential for recovery after the COVID-19 pandemic and the transition to previous capacity

**Provide Stakeholders Opportunities for Education, Support and Connection**

- \*Continue to organize opportunities to disseminate Conflict Free Case Management information
- \*Continue to survey community for feedback on quality
- \*Continue to enhance community presence through presentations and membership on local committees and work groups
- \*Continue working with schools and community transition programs
- \*Inform stakeholders of new individualized service opportunities and innovations to current service models

**Promote Quality Standards for Services with Timelines, Benchmarks and Monitoring Standards**

- \*Continue to expand internal agency involvement in Quality Assurance team activities while enhancing data trending and analysis
- \*Align agency services with state initiatives including the guidelines established for Conflict Free Case Management , Person Centered Planning and Waiver Redesign

**Plan for Operational Adaptations for Stabilization and Recovery Following the COVID-19 Pandemic**

- \*Continue to access available state and federal funds that support the transition to previous capacity
- \*Continue to enhance technological capabilities and service models that can utilize telecommuting personnel and virtual service provision
- \*Access best practice training curriculums for agency personnel that are specific to future preventative pandemic containment
- \*Initiate enhanced hiring activities for direct care personnel when recovery timelines are understood

