

AN OPEN LETTER TO THE COMMUNITY, THE OWNERS, MANAGERS, STAFF AND RESIDENTS OF SANDROCK RIDGE ...

We would like to thank the people representing Sandrock Ridge for bringing their concerns to the Moffat County Board of County Commissioners meeting on Tuesday, October 25, 2016.

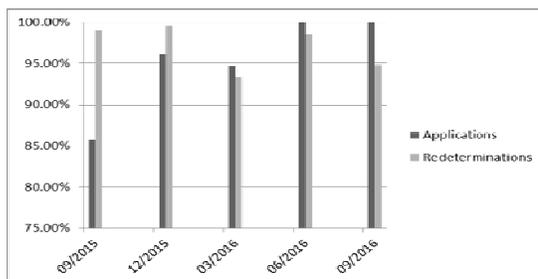
We wholeheartedly agree that Sandrock Ridge provides an important service to its residents and to this community. Because of the important contribution they make to the local economy, we definitely support their long-term medical and financial success.

As with all things dealing with communication, people, and their perceptions of a situation, there are usually at least two sides to every story; this is no different.

To get a balanced picture of this situation, we need to bring the community up to date on some of the circumstances that were not included in the Craig Daily Press article titled, "Elderly at Risk Due to Difficulties with Social Services," published electronically on Tuesday, October 25th, and in print on Wednesday, October 26th.

- 1) There are rules and laws for applicant confidentiality that have to be adhered to.
- 2) There are rules and laws that pertain to applicant eligibility to qualify for Health First Colorado (more commonly known as Medicaid) that a resident must meet for their care at a facility like Sandrock Ridge.
- 3) The Social Service Director's focus has been on transparency, communication, collaboration, quality and timeliness. Efforts to achieve those goals are supported by and communicated weekly and monthly to the Moffat County Board of County Commissioners.

As part of this process, the Board of County Commissioners and Social Services have accomplished this through local and regional communication and collaboration, including Sandrock Ridge. Below you will see a chart that represents the Moffat County Department of Social Services processing timeliness over the last year for new Medicaid applications and redeterminations. **The Department is currently meeting or exceeding the State's goal of 95% timeliness, a significant improvement from one year ago.**



Health Care Policy and Finance General Contact: (303) 866-2993
To validate data contact Marc Williams at (303) 866-3144

- 4) The County and Department of Social Services are morally, ethically, and most importantly, legally obligated to follow the State/Federal guidelines to first determine an applicant's eligibility.
 - There is no bias involved; it is factually based, as set forth by the Colorado Department of Health Care Policy and Finance located in Volume 8. In fact, there is a process for appeal by either an applicant or his/her representative sent out with each eligibility determination.
 - Health First Colorado eligibility is driven by Federal and State regulation. Counties are charged with operating within those regulations. There is no flexibility in modifying requirements by Counties; to do so would be fraudulent. The rules and regulations are extensive and complex, and may require State interpretation for Counties to complete case processing.
 - Purpose of the regulations is to ensure equal opportunity for individuals seeking services as well as the protection to taxpayers. Health First Colorado is the payer of last resort and as such, individuals are expected to expend income and resources for self-support prior to relying on public funds.

- 5) It was mentioned by Commissioner Moe that a recent appeal at the State level resulted in a confirmation that the Moffat County Department of Social Services determined eligibility correctly. At this point the Department does not know of any erroneous decisions in processing Medicaid applications.

In this, at all times, we should all understand and respect the many challenges the residents of Sandrock Ridge and their families may face and do not want to cause them any undue stress about the stability of their current home in which many cases may be their final home. They should all be treated with the care, respect, dignity and concern they deserve.

By addressing this situation in the public our goal and objective is to:

- Inform the public
- Support the residents of facilities like Sandrock Ridge with careful and compassionate consideration
- Ensure that all State and Federal regulations are adhered to
- To show appreciation and support to the Moffat County Department of Social Services

Moffat County Government looks forward to a long term working relationship with the Sandrock Ridge “family.” We acknowledge and appreciate the passion the management and staff have demonstrated for their residents and this community. The Moffat County Director of Social Services will extend an offer to schedule a facilitated meeting with the Moffat County Department of Social Services, Sandrock Ridge and the Board of County Commissioners’ Social Services Liaison to collaborate and establish an effective communication process.

We also highly value and definitely support our Department of Social Services Director, Dollie Rose, and her hardworking, dedicated staff. Please see below their recently adopted mission and vision statement.

Mission:

Partner with community organizations to collaborate and offer services, tools and resources to Moffat County residents that encourage stability through social, emotional and financial health.

Vision:

Providing excellence in customer service by promoting stability to the residents of Moffat County.

The Moffat County Board of County Commissioners will continue to work diligently for the people, businesses, and employees of Moffat County.

Respectfully,



Charles G. Grobe, Chairman
Moffat County Commissioner



John Kinkaid, District 1
Commissioner



Frank Moe, District 3
Commissioner

