

MAINSTREAM

An Advocacy News Magazine for Friends of Disability Law Colorado



DISABILITY LAW
COLORADO™

Colorado's Protection & Advocacy System

Disability Law Colorado protects and promotes the rights of individuals with disabilities and older people in Colorado.

Fall 2017

A CHANGE IN P&A STAFF STRUCTURE

Teamwork at Disability Law Colorado

Since the designation of the Protection & Advocacy (P&A) System in 1977, advocates have typically identified themselves by the programs they work in and the funding streams, such as PADD, PAIMI, PAAT or PAIR.* If our clients were confused by trying to navigate the federal and state bureaucracy outside Disability Law Colorado, they weren't exactly reassured by the alphabet soup of abbreviations inside our organization.

"I'm very excited by the energy and willingness of the entire P&A staff to make these changes. We've seen a dramatic improvement in the way we provide services to our clients across Colorado."

Alison L. Butler, Esq.
Director of Legal Services

We've changed all that! Disability Law Colorado has re-organized programming into issue area "teams" rather than the federal funding sources of our P&A programs. This allows staff with specific legal expertise to handle issues regardless of a client's disability, and supports a more team-based approach and a much stronger focus on forging systemic change. We now have four teams working on our core program priorities – Facilities (investigating abuse and neglect), Community Integration (community services and moving individuals from restrictive settings into the community), Education, and Access (including housing, employment and public accommodations).

Another major change, directly related to the teamwork approach, is the implementation of centralized intake for all P&A programs. This allows callers to set up a time to speak with

one of our intake specialists about their problem, without needing to know which program addresses their needs. Director of Legal Services Alison Butler notes: "This system has dramatically increased our efficiency because we are not playing phone tag with callers or asking program staff to stop their case work to do an intake on the spot. It has also allowed our intake specialists to gain valuable experience working with clients, learning about laws and community resources, and providing beneficial information and advice to callers."

Even positive change comes with challenges. Our thanks to clients who were patient with us as we implemented and tested the new system. Alison reports: "I am very excited by the energy and willingness of the entire P&A staff to make these changes. We have had to make a few tweaks along the way, but overall it appears to be a dramatic improvement for the way that we provide services to our clients across the state."



**There are eight separate P&A programs. In chronological order of creation, they are: PADD (Protection and Advocacy for Individuals with Developmental Disabilities); CAP (Client Assistance Program); PAIMI (Protection and Advocacy for Individuals with Mental Illness); PAIR (Protection and Advocacy for Individual Rights); PAAT (Protection & Advocacy for Assistive Technology); PABSS (Protection & Advocacy for Beneficiaries of Social Security); PATBI (Protection & Advocacy for Individuals with Traumatic Brain Injury); and PAVA (Protection & Advocacy for Voting Accessibility).*

Inside this Issue:

PACE Program | Page 4

Discover more about our PACE Ombudsman, Leah McMahan, and how she leads a new program designed to assist elders in long-term care.



Celebrating 40 Years | Page 6

We hosted a wonderful 40th Anniversary Celebration at History Colorado on October 19.



Anniversary Celebration

Gov's Proclamation | Page 8

Colorado Governor John Hickenlooper's Proclamation declares Disability Law Colorado Day in honor of our 40 years as the Centennial state's P&A System.



Thank You Donors | Page 10

We're so grateful for the support of so many this past fiscal year. Thank you for your incredible generosity & support of our work.



Holiday Joy! | Page 12

Wishing you Holiday Joy during this festive season. From our family to yours, Happy Holidays and Best Wishes for a Wonderful New Year!



CREATING HOPE AND CHANGING LIVES IN COLORADO



Dear Friends,

As our 40th Anniversary Celebration comes to a close, I look back and think of the many lives that Disability Law Colorado has touched. Throughout our history, we have remained true to our calling – to protect and promote the rights of individuals with disabilities and elders in Colorado. We are proud to be Colorado's designated Protection and Advocacy System and home of the State Long-Term Care Ombudsman and Legal Assistance Developer for Elders.

I am proud and grateful that 2017 has shaped up to be one of our most successful years. Please take a moment to read the stories of hope, changed lives and evidence of our hard-fought victories in this issue of *Mainstream*. We have accomplished so much, and we continue to be responsive to the needs of those we serve throughout the state.

Please know that without YOU Disability Law Colorado would not be able to continue our vital work in the community. Together, we are stronger. Together, we make a significant impact to improve the lives of Coloradans. Your generous support enables us to change lives! You fuel the fire of disability rights advocacy and drive our commitment to increase opportunities for adults and children with disabilities. Because of you, more people with disabilities are living independent and productive lives, and those in institutions know they have the right to be treated with dignity and respect.

Thank you for everything you make possible for Disability Law Colorado. Enjoy this Fall issue of *Mainstream*!

With warmest regards,

Mary Anne Harvey
Executive Director

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JOIN OUR SOCIAL MEDIA REVOLUTION

Get an Inside Look at Disability Law Colorado

Have you “liked” us on Facebook? “Followed” us on Twitter, LinkedIn or Instagram? Subscribed to our YouTube channel? Disability Law Colorado fully embraces the opportunity to engage with current stakeholders and emerging audiences by utilizing social media platforms.

Get an inside look at Disability Law Colorado through our social media posts as we use pictures and articles to help tell the story of our work. Help us grow our social media presence by encouraging your friends, family and co-workers to “like” and “follow” us today!



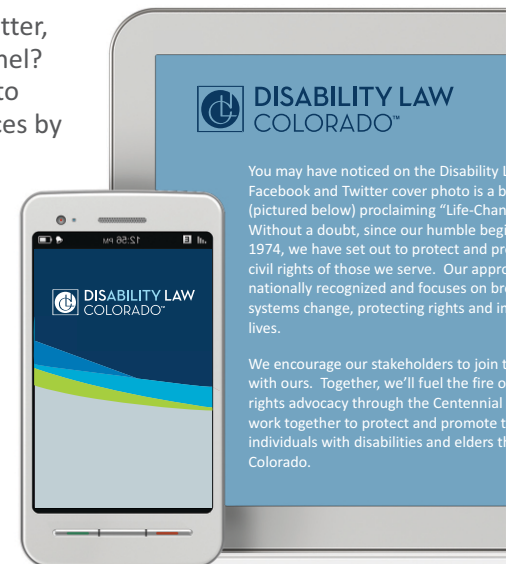
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You may have noticed on the Disability Law Colorado Facebook and Twitter cover photo is a banner (pictured below) proclaiming “Life-Changing.” Without a doubt, since our humble beginning in 1974, we have set out to protect and promote the civil rights of those we serve. Our approach is nationally recognized and focuses on bringing about systems change, protecting rights and improving lives.

We encourage our stakeholders to join the revolution with us. Together, we’ll fuel the fire of disability rights advocacy through the Centennial. Let’s work together to protect and promote the rights of individuals with disabilities and elders throughout Colorado.

JUSTICE FOR COLORADO JUVENILES

Bound & Broken Report Yields Influence for DYC Change

Disability Law Colorado was proud to be a part of the Child Safety Coalition, together with the ACLU of Colorado, the Colorado Juvenile Defenders Center and the Office of the State Public Defender, in investigating allegations of widespread abuse in the Division of Youth Corrections (DYC) system and issuing the March 2017 report, *Bound & Broken*. The report exposed many abusive practices, such as the infliction of pain to counter passive resistance, knee strikes to various sensitive parts of the body and the use of a straightjacket-like device called the WRAP. *Bound & Broken* had an immediate impact on judges who hear juvenile cases. After reading the report and viewing the video of the WRAP in use, one judge refused to sentence a youth to DYC as long as the WRAP is being used. Another judge who read *Bound & Broken* was influenced by the report and granted a youth probation instead of a sentence to the Department of Corrections. Representatives Lee and Landgraf introduced HB17-1329 to reform DYC. Although we had to make some compromises on the bill, it passed with many notable changes required by the newly renamed Division of Youth Services (DYS). The focus will now be on rehabilitation, rather than punishment. Also, while a bill calling for a ban of the WRAP was withdrawn, the director of the Colorado Department of Human Services agreed to an executive order banning its use beginning in July 2017 for the youngest residents. The ban for its use will be effective for all youth July of 2018.



Although the *Bound & Broken* report assisted in initiating positive changes within DYS, other issues remain concerning. Within the last 6 months, two youths have died by suicide while in custody at a DYS facility. We investigated the death of one of these youths, who had a history of mental health diagnoses. The investigation revealed some problems related to the failure to follow policies and lack of communication with community providers. In a written report that included several recommendations, we presented the investigation's findings to DYS. They have agreed to review our recommendations and meet again to review DYS's implantation of its suicide mitigation efforts.

Our staff has been proactive in monitoring DYS facilities and intends to continue to do so in the coming years to ensure compliance with reform measures and to protect the health and safety of residents.



EQUAL ACCESS AT RED ROCKS

Our Access Team partnered with the Civil Rights Education and Enforcement Center (CREEC) and the Colorado Cross-Disability Coalition (CCDC) in filing a class action lawsuit in federal court against the City of Denver as the owner/operator of Red Rocks amphitheater. The suit alleges that the City refused to enforce ticketing policies and failed to make reasonable accommodations to allow people who use wheelchairs or other mobility devices access to ticketing, and (if they did manage to get tickets) to be able to sit in a location where they could actually see and hear the performance. We are actively involved in settlement negotiations with the City to create a system by which individuals with disabilities are guaranteed equal access.



JAIL WAIT TEAM HONORED

Jail Wait Litigation – For more than five years we have been working on the issue of people who are charged with crimes and awaiting competency evaluations or restoration treatment languishing in jails. We served as plaintiff in a lawsuit against the Colorado Department of Human Services. Based on this dogged determination, the Jail Wait Litigation Team, including our own Kelsey Lesco, Jennifer Purrington and Mark Ivandick, received the Colorado Lawyers Committee's 2017 "Team of the Year" award. The team also included Caleb Durling, Iris Eytan, Ellie Lockwood and Jason M. Lynch. Congratulations!

NEW APPROACHES TO ELDER CARE

Programs Advocate for Colorado's Most Vulnerable Residents

Since 1988, Disability Law Colorado has been the home for two federal Older Americans programs: the Colorado Long-Term Care Ombudsman Program and the Legal Assistance Developer Program. We are very proud of the fact that Kelsey Lesco, Legal Assistance Developer for Elders, has just been appointed to the Public Guardianship Commission by the Chief Justice of the Colorado Supreme Court, and also that our advocacy on behalf of vulnerable seniors and people with disabilities helped pass 2017 legislation requiring background checks for individuals who work with at-risk adults. Disability Law Colorado staff have been working on these two issues for many years.



WHAT'S AN OMBUDSMAN?

Ombudsman (om-budz-man) is a Swedish word meaning "one who speaks on behalf of another."

Colorado's Long-Term Care Ombudsmen protect the rights of people living in nursing homes and assisted living residences.

Colorado has 51 full- and part-time (approximately 39 full-time equivalent) staff ombudsmen. They are joined by 22 volunteer ombudsmen who gave 2,918 hours in 2017.

The role of the ombudsman is to act solely as the advocate for the resident and assist the resident in resolving issues related to care, health, safety, or the resident's rights.

Ombudsmen strive to resolve complaints that range from simple quality of care issues, such as a resident's preferred time for breakfast, to very serious, sometimes life-threatening, concerns involving abuse and neglect.

**DisabilityLawCO.org/
 Colorado-Long-Term-Care-Ombudsman**

Legislation in 2017 created an Office of Public Guardianship and established pilot programs to provide guardianship services to indigent and incapacitated adults who have no family members or friends available to serve as guardian, nor the resources to pay for guardianship services. The issue was championed by former Legal Assistance Developer Mary Catherine Rabbitt, who retired last year, and it has involved the efforts of numerous DLC staff working with stakeholders.



Adult Protective Services (CAPS) data bank for records of mistreatment before hiring people who will provide direct services.

With our strong track record of protecting the health and wellbeing of seniors statewide, DLC was the obvious choice for two new ombudsman programs: the Medicare-Medicaid Ombudsman Program launched in 2015, and the Program of All-Inclusive Care for the Elderly (PACE) Ombudsman Program created by 2016 legislation.

Mandatory reporting of abuse against at-risk adults became law in 2014, thanks to strenuous advocacy efforts by DLC and other organizations, but unless the maltreatment resulted in a criminal conviction, abusers could simply obtain a position with another nursing home or adult day care center. HB17-1284, Data System Check for Employees Serving At-risk Adults, requires prospective employers to check the Colorado

PACE OMBUDSMAN LEADS NEW EFFORT

Program of All-Inclusive Care for the Elderly (PACE)



Most Program of All-Inclusive Care for the Elderly (PACE) enrollees live in their own homes rather than in long-term care and the PACE Ombudsman's role is to help them stay independent as long as possible. Disability Law Colorado is honored to have been chosen as the home for this vital new program to protect the rights, health and wellbeing of Colorado's elders.

In January 2017, Leah McMahon became the first State PACE Ombudsman within the State Long-Term Care Ombudsman Program led by Anne Meier. Leah and Anne then worked on

2017 legislation to establish a local ombudsman who will be working for the Area Agency on Aging at the Denver Regional Council of Governments, known as "DRCOG." Leah has traveled statewide to all ten PACE program sites and has already resolved a number of complaints. She has been instrumental in establishing a statewide PACE Advisory Council at the Department of Health Care Policy and Financing (HCPF) to promote best practices and identify emerging issues in all-inclusive care provided in the community.



MEDICARE-MEDICAID ADVOCATES

Helping Clients Navigate Complex Healthcare Systems

Individuals who receive both Medicare and Medicaid are particularly vulnerable and have complex health care needs. In 2015, the Centers for Medicare & Medicaid (CMS) and the Colorado Department of Health Care Policy & Financing (HCPF) launched a federal-state pilot ombudsman program to help the “dual-eligibles” access medical care. We learned this summer that the state intended to cancel funding before the end of the pilot period, and without state investment, CMS has withdrawn from the partnership.



In the past two years, we have helped more than 500 Medicare-Medicaid beneficiaries navigate the complex systems that govern their health care. Fully 40% have a diagnosis of mental illness and most have multiple chronic medical conditions. Problems with durable medical equipment and access to oxygen are two of the biggest frustrations. We have had several clients trapped for



months in their homes because their motorized scooter or wheelchair required repairs and the durable medical equipment providers funded by Medicare and Medicaid ignored their pleas. Lack of oxygen is potentially life-threatening and while it should be delivered at no cost to Medicaid recipients, some companies demand payment before they will deliver. Some clients have paid bills for services “in excess of Medicare-Medicaid covered costs,” not knowing that this is illegal, and as a result have gone without food or fallen behind on their rent, risking eviction. DLC has learned a lot about illegal demands for payment and we can now quickly sort out those problems.

COLORADO MEDICARE-MEDICAID ADVOCATE

Free help for individuals with both Medicare and Health First Colorado (Colorado's Medicaid Program)

Having seen the impact of this program in helping individuals access essential health care and related services, we are striving to find new sources of funding. The Medicare-Medicaid Ombudsman Program remains open for business!

ADVOCACY & PUBLIC POLICY

CO Long-Term Care Ombudsmen Meet with Sen. Gardner

Colorado Long-Term Ombudsmen met with U.S. Sen. Cory Gardner to discuss concerns about efforts to stall or rollback the Center for Medicare/Medicaid Services rules impacting better quality of care. The group is troubled by the implication that providers seek not only to lessen their obligation to the resident's best quality care, but also seek to block access to courts when grievous harm has occurred. The providers seek to mandate arbitration which diminishes the civil rights afforded every citizen.



Colorado Long-Term Ombudsmen, led by Anne Meier, met with US Sen. Cory Gardner to discuss nursing home regulations.



PROBLEMS WITH ADULT CHILDREN

Some of the most challenging legal issues for local attorneys at the Area Agencies on Aging (AAA) involve adult children moving into their parents' home and then refusing to leave. Most of these cases involve drug abuse and the mental health issues that accompany the drug abuse. In addition, there is often financial exploitation, usually involving theft and pawning the seniors' personal property. The Pueblo AAA reports that a senior came into the office seeking help. Her son was on heroin. He had stolen nearly all of her personal property to sell for his drug habit, and she had fled the house in fear. The police would not help, telling her “it was a civil matter.” Local attorneys prepared a Notice to Quit and will take other action if needed to protect her and allow her to return home safely.

PROTECTING GRANDPARENTS

A senior couple, who were living in a mobile home that they owned, obtained temporary custody of their grandchildren through juvenile court so that the children would not be taken into foster care. The



managers of the park claimed their mobile home park was for 55+ and tried to evict the couple because their grandchildren lived there. Colorado Legal Services filed a Fair Housing Act lawsuit in federal court stating that the mobile home park discriminated against the couple based on familial status. An agreement was reached and eviction was prevented.

CELEBRATING 40 YEARS IN STYLE

Anniversary Event Pays Tribute to Four Decades of Accomplishments

On Thursday, October 19th, Disability Law Colorado hosted a 40th Anniversary Celebration at the History Colorado Center. More than 225 guests gathered to celebrate our 40 years as Colorado's Protection & Advocacy System. The cocktail reception event featured Decade Tables displaying historical artifacts and cultural items; jazz guitarist Michael Lancaster, silent auction, delicious hors d'oeuvres, and fun photobooth. The highlight of the evening was a program featuring entertainment by Phamaly Theatre Company; historical words and stories of impact by Executive Director Mary Anne Harvey; founder Steven Zimmerman; retired Director of Legal Services Randy Chapman; and current Director of Legal Services Alison Butler.



Anniversary Celebration

THANK YOU MARY ANNE!

As many know, Mary Anne Harvey has served as Disability Law Colorado's Executive Director for 37 years. And honestly, we blew a perfect opportunity at our 40th Anniversary Celebration to show our appreciation for Mary Anne's leadership and recognize her for the many contributions she has made in shaping our history.

Former Board President Lynn Smith described her this way: "You are the even-tempered, thoughtful, ever-positive, gracious glue that kept this inherently contentious, financially and emotionally demanding operation alive and moving for all these years."

Thank you Mary Anne Harvey! We would not be who we are today without you!



THANK YOU EVENT SPONSORS

Strong Support from Stakeholders for 40th Anniversary Event

We appreciate the many 40th Anniversary Celebration sponsors. You helped make our celebration event a wonderful success!



PRESENTING

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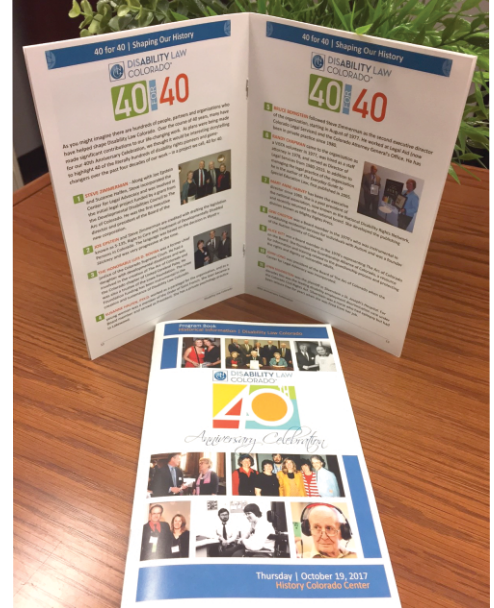


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SHAPING HISTORY 40 for 40 Project Shines Bright

As you might imagine there are hundreds of people, partners and organizations who have helped shape Disability Law Colorado. Over the course of 40 years, many have made significant contributions to our life-changing work.



As plans were being made for our 40th Anniversary Celebration, we thought it would be interesting storytelling to highlight 40 of the literally hundreds of disability rights pioneers and game-changers over the past four decades of our work – in a project we called, 40 for 40.

Visit our website: www.DisabilityLawCO.org/40for40 to see the historical listing and narrative. Continue to join your voice with ours! Together, let's shape our future as disability rights advocates in Colorado!

CELEBRATING 40 YEARS OF LIFE-CHANGING WORK!

Celebration Event Welcomed Over 225 Guests to History Colorado Center



We just had to share some more images from our BIG 40th Anniversary Celebration event! Visit Facebook/DisabilityLawCO to view more pictures.

Warning: Be prepared to smile from ear to ear. We had a blast, and hope those who were able to attend enjoyed themselves as much as we did!

GOVERNOR'S PROCLAMATION

Declares October 19th Disability Law Colorado Day

WHEREAS, in 1975 in response to highly publicized incidents of abuse and neglect against people with intellectual/developmental disabilities, the United States Congress enacted the Developmental Disabilities Act and Bill of Rights, requiring all 50 states to establish a Protection and Advocacy System designed to safeguard the legal and human rights of individuals with intellectual/developmental disabilities; and

WHEREAS, Disability Law Colorado was founded in 1976 as an independent nonprofit organization with the mission to protect and promote the rights of people with disabilities through direct legal representation, advocacy, education, and legislative analysis; and

WHEREAS, in June 1977, Disability Law Colorado was designated by Governor Richard Lamm as Colorado's Protection and Advocacy System; and

WHEREAS, since 1977, Disability Law Colorado has added seven additional Protection and Advocacy programs, as well as the State Long-Term Care Ombudsman and Legal Assistance Developer programs, thereby expanding Disability Law Colorado's mission to protecting and promoting the rights of elders; and

WHEREAS, on October 19, 2017, Disability Law Colorado will celebrate forty years of serving Colorado as the Protection and Advocacy System, having handled 21,000 cases, provided information and technical assistance to 94,900 people, and having touched the lives of more than 200,000 Coloradans through educational programs and publications, and

WHEREAS, as a result of these efforts, Coloradans with disabilities and elders live more independently, are included in all aspects of community life, and receive needed services with dignity, respect, and freedom from abuse and neglect;

Therefore, I, John Hickenlooper, Governor of the State of Colorado, do hereby proclaim October 19, 2017, as DISABILITY LAW COLORADO DAY.



WHEREAS, in 1975 in response to highly publicized incidents of abuse and neglect against people with intellectual and developmental disabilities, Congress enacted the Developmental Disabilities Act and Bill of Rights, requiring all 50 states and territories to establish a Protection and Advocacy System designed to safeguard the legal and human rights of individuals with intellectual and developmental disabilities; and

WHEREAS, Disability Law Colorado was founded in 1976 as an independent nonprofit organization with the mission to protect and promote the rights of people with disabilities through direct legal representation, advocacy, education, and legislative analysis; and

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WHEREAS, since 1977, Disability Law Colorado has added seven additional Protection and Advocacy programs, as well as the State Long-Term Care Ombudsman and Legal Assistance Developer programs, thereby expanding Disability Law Colorado's mission to protecting and promoting the rights of elders; and

WHEREAS, today, Disability Law Colorado will celebrate forty years of serving Colorado as the Protection and Advocacy System, having handled 21,000 cases, provided information and technical assistance to 94,000 people, and having touched the lives of more than 200,000 Coloradans through educational programs and publications; and

WHEREAS, as a result of these efforts, Coloradans with disabilities and elders live more independently, are included in all aspects of community life, and receive needed services with dignity, respect, and freedom from abuse and neglect;

Therefore, I, John W. Hickenlooper, Governor of the State of Colorado, do hereby proclaim, October 19, 2017, as

DISABILITY LAW COLORADO DAY

in the State of Colorado.

GIVEN under my hand and the Executive Seal of the State of Colorado, this nineteenth day of October, 2017



John W. Hickenlooper
Governor

MICHELE MANNING RETIRES

Michele Manning began volunteering with Disability Law Colorado in 2007 and in January 2008 she was hired as the Office Assistant. Some of the many highlights of Michele's career include testifying in front of the Colorado Senate on HB10-1137, a bill which requires that new legislation use people first language and the revision of existing laws to replace disrespectful and insensitive terms. Following the testimony of Michele and other self-advocates, the Senate



committee applauded the passion with which self-advocates had pled their case, and then voted unanimously to pass the bill. In 2012 Michele was recognized for Excellence in Employment by Laradon and in 2015 she was awarded the Pathways Client Achievement Award in the area of personal growth. Thank you Michele for your passion for our life-changing work!

RESTRICTING USE OF RESTRAINTS IN SCHOOLS

Prompted by our report, *What's Holding Our Kids Down – Restraint in Colorado Schools*, we assembled a coalition to run a bill to ban prone (face down) restraints and create an administrative enforcement mechanism when students are unlawfully restrained in schools. The bill passed the House, but faced a significant uphill battle in the Senate as rural school districts were lobbying that the bill would take away "local control." We worked diligently with all parties, including our Republican Sponsor, Senator Bob Gardner, and we were able to work out a compromise that passed the Senate committee unanimously. The bill was signed into law by Governor Hickenlooper on May 31. We intend to engage in monitoring and training over the next few years to ensure compliance with this new law.



WELCOME NEW DLC STAFF MEMBERS

Recent Staff Hires Completes Quest to Field a Full Team



Meghan Baker, Facilities Attorney | Meghan completed her undergraduate education at the University of Texas at Austin and graduated from the University of Houston with a law degree and master's in social work, after which she accepted a position with the Colorado Office of the State Public Defender. From 2015-2017, she worked as a guardian ad litem through The Law Offices of Meghan Baker LLC, advocating for children involved in various types of court cases, in Denver County.



J. Patrick Hackney, Facilities Team Leader Attorney | Prior to coming to DLC, Patrick worked at the Alabama P&A, Alabama Disabilities Advocacy Program ("ADAP"), for 10 years. While at ADAP, he represented clients with disabilities on a variety of issues, including Medicaid waivers, community integration, and the Americans with Disabilities Act. Patrick received a Bachelor of Arts from Samford University in 1994 and a law degree from the University of Alabama School of Law in 1998.



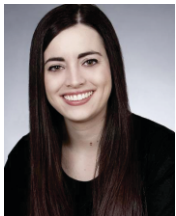
Shannon MacKenzie, Access Attorney | Shannon is a Colorado native who graduated from Metropolitan State College of Denver with a bachelor's degree in English Literature, Regis University with a master's degree in Education, and the University of Denver Sturm College of Law. Prior to attending law school, Shannon was a high school English teacher for Jefferson County Public Schools where she fueled her passion for advocacy and disability rights.



Leah McMahon, PACE Ombudsman | Leah has a bachelor's degree in sociology and a master's in counseling from Regis University. Prior to coming to DLC she worked in the Single Entry Point managing the care manager program for home and community-based services. She has worked as a local ombudsman at Denver Regional Council of Governments and supervised the assisted living team. Leah has also served as a counselor for children who live with trauma and severe mental illness.



David Monroe, Grand Junction Office Managing Attorney | David graduated from the University of Colorado-Boulder in 1988 with a degree in history and obtained his law degree from CU in 1992. David began his career in law as a criminal defense attorney in private practice back in 1992. Over the past 25 years he has worked as an educator, educational and grant administrator and as executive director of a non-profit agency providing services to people with disabilities.



Olivia Pilcher, Grand Junction Office Rights Advocate | Prior to joining Disability Law Colorado, Olivia worked in various capacities in the mental health and substance abuse field, for the Department of Human Services, and for the Arizona House of Representatives. Olivia has a bachelor's degree in political science and international affairs from Northern Arizona University and a master's degree in social work from the University of Denver.



Mike Robbins, Director of Development & Marketing | Prior to joining Disability Law Colorado, Mike worked with youth and families at Littleton United Methodist Church; Mental Health Colorado in development and communications; and Warren Village in public relations and marketing. Mike is driven by his passion for cause-driven storytelling, social justice, disability rights, mental health, poverty, and youth issues. He has a bachelor's degree in journalism & marketing from Kansas State University.

DISABILITY LAW COLORADO STAFF

Mary Anne Harvey | Executive Director

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Mark Ivandick, Esq. | Denver Office Managing Attorney

David Monroe, Esq. | Grand Junction Office Managing Attorney

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Meghan Baker, Esq. | Facilities Attorney

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Anna Dubnikov | Accounting Assistant

Vinni Ferrara | Older Americans Program Assistant

Anna French | Program Coordinator, Rights Advocate

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Seth Greiner | Medicare/Medicaid Assistant

J. Patrick Hackney, Esq. | Facilities Team Leader, Attorney

Emily Harvey, Esq. | Intake Team Leader, Attorney

Kelsey Lesco, Esq. | Legal Assistance Developer for the Elderly

Jennifer Levin, Esq. | Education Team Leader, Attorney

Shannon MacKenzie, Esq. | Access Attorney

Jim McBride | Director of Administrative Services

Leah McMahon | State PACE Ombudsman

Anne Meier | Colorado Long-Term Care Ombudsman

Olivia Pilcher | Grand Junction Rights Advocate

Jennifer Purrington, Esq. | Access Team Leader, Attorney

Mike Robbins | Director of Development and Marketing

Dolly Tarachand | Administrative Assistant

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We Greatly Appreciate Those Who Supported Our Work in 2017

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Ulla & Terryl Berringer
*Ian Bird
*J. Fern Black
Joe Blackman
*Todd & Christy Blakely
Janet Bowman
George & Constance Boyle
Randy Brodersen
Sherry & Glenn Butcher
Vicki Capek
Dave Cardegna & Stephanie Titus
James Carr
Dino F. Catozzo Jr.
*Randy and Carol Chapman
Margaret Chessman
*Deborah Clendenning
Nadine Cohen
*Frederic "Jerry" Conover
*Dale Coski
Thomas Curry
*George & Marion Curtis
Elinor & Frank Dickson
Kimberley Erickson & Barbara Vossler
Vinni Ferrara
*Alan Folkestad
*Denver & Nora Fox
Martin Frumkin
*Liz & Chris Fuselier
*Angie Garberding
*Sandy & Roger Garberding

*Faith Gross
*John C. Hanley
*William & Cindy Hanna
*Deborah Harney
*Mary Anne Harvey
Nora Helmus
Avery Henry
*Howard Hertzberg
*Bill and Ellen Higgins
Patty Ho
*Greg Holm
*Elizabeth Horn
Walter Houghtaling
Debra Johnson
Charlotte Kanavich
George Kawamura
Moe Keller
*Nora Kelly
Sharon Knight
*Gerald and Dolores Kopel
*Randy Parcel & Tracy Kovach
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*James Lauer
*David Le Compte
Sally Leuer
Jennifer Levin
Peter & Pam Lindquist
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*Monica Loseman-Barwind
Antoinette Macaluso & Donald Hagengruber
*Michele Manning
Cheryl McCain
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*Arnie & Bobbi Neiss
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Phyllis & William Odell
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Jennifer Paulino
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Amy Smith
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Cleone & Paul Smith
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*Erik & Frances Taylor
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*Louise Todd & Gerald Stoll
John & Athena Troy
Joseph Tutchtan
*Valerie & Stephen Veraldi
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*Jody Webb & Judy Wolfe
Jeanne Weis
Greg Welch
*Lola & Chuck Wilcox
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*Patricia Yeager
*Richard Yolles
*Steven & Barbara Zimmerman
*David Zinger

PRESIDENTS' CIRCLE

By becoming a member of the Presidents' Circle, you are helping to fuel the fire of disability rights advocacy. Our ability to protect and promote the rights of individuals with disabilities and elders in Colorado is only possible with your support.

As a member of the President's Circle, you'll receive regular updates from Disability Law Colorado along with a variety of special benefits.

Thank you for your support and advocacy.

DisabilityLawCO.org/PresidentsCircle

TRIBUTE GIVING

In Memory of R. Sterling Ambler
*Dorothy Ambler
In Honor of Julie Bansch-Wickert
Janet Bowman
In Honor of Ian Bird
Dino F. Catizto, Jr.
In Honor of Nelson Boyle
George & Constance Boyle
In Honor of Julie Busby
Mike Robbins
*Billie & Sid Smith
*Jody Webb & Judy Wolfe

In Honor of Alison L. Butler
*Randy Chapman
In Memory of Leda Cohan
*Faith Gross
In Honor of Andrew Fokestad
Alan Fokestad
In Honor of Andrew Fox
*Denver & Nora Fox
In Honor of Emily Harvey
Linda Henry
John & Athena Troy
In Memory of Dan Hoffman
*John C. Hanley
In Memory of Bill Keating
Cleone & Paul Smith

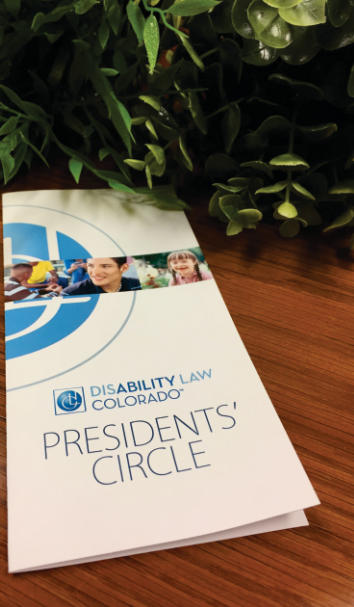
In Memory of Clarence Miller
*Randy & Carol Chapman
In Memory of John Poole
Leonard Segreti
In Honor of Mary Catherine Rabbitt
Linda Olson
In Memory of John Salerno
*Julie Busby
Pamela J. McKeage
Mike Robbins
*Nancy Salerno
In Honor of Teri Westerman Wagner
*Deborah Clendenning

FOUNDATIONS, BUSINESS AND ORGANIZATIONAL SUPPORT

AmazonSmile
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CBA Elder Law Section
CenturyLink
Civil Rights Education and Enforcement Center
Colorado Bar Association
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STRIVE
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The Arc - Jefferson, Clear Creek & Gilpin Counties
The Arc Arapahoe & Douglas
The Arc of Aurora
The Arc of Colorado
The Arc Pikes Peak
The Benefit Group, LLC
The Colorado Trust
The Denver Foundation
The Jay & Rose Phillips Family Foundation of CO
The Schramm Foundation
Virginia W Hill Charitable Foundation



BY THE NUMBERS

Fiscal Year 2017 Impact Report & Financials

In Fiscal Year 2017, Disability Law Colorado provided direct service to 1,384 individuals statewide. Of these, 467 individuals received direct legal representation from Disability Law Colorado. We helped clients in 51 of Colorado's 64 counties, with 64% of clients residing in urban settings and 36% in rural settings. For those clients' cases that were closed with a resolution, the outcome was in the clients' favor 86% of the time.

In 2017, Disability Law Colorado operated 12 programs:

- Protection and Advocacy for Intellectual/Developmental Disabilities
- Protection and Advocacy for Individuals with Mental Illness (PAIMI)
- Protection and Advocacy for Individual Rights (PAIR)
- Protection and Advocacy for Assistive Technology (PAAT)
- Protection and Advocacy for Beneficiaries of Social Security (PABSS)
- Protection and Advocacy for Traumatic Brain Injury (PATBI)
- Protection and Advocacy for Voting Accessibility (PAVA)
- Client Assistance Program (CAP)
- Colorado Long-Term Care Ombudsman Program (OMB)
- Program of All-Inclusive Care for the Elderly Ombudsman (PACE)
- Legal Assistance Developer for Elders (LAD)
- Accountable Care Collaborative: Medicare/Medicaid Advocacy Program

Examples of our impact and life-changing work:

- Education | 290 clients
- Housing | 140 clients
- Employment | 171 clients
- Abuse/neglect, investigations and other rights violations | 228 clients
- Access to Health Care | 59 clients
- Other Clients | 618

Our Long-Term Care Ombudsman and Legal Assistance Developer programs jointly oversee and support the work of the 16 Area Agencies on Aging statewide meeting the needs of more than 40,000 residents in long-term care and providing legal assistance for more than 8,000 older adults.

In addition, we provided information and referral to more than 7,000 callers and training/educational workshops for 3,444 participants. Our website received more than 88,729 visits and we distributed 1,321 copies of our Mighty Rights Press publications.



Together We're Stronger



What if giving from the heart helped change the lives of individuals with disabilities, older adults and their families in Colorado? Rest assured that your donation to Disability Law Colorado will impact lives throughout the Centennial state – up and down the Front Range, to rural communities on the Eastern Plains and across the Mountain Frontier and Western Slope.

Your gift will help fuel the fire of disability rights advocacy as we work to broker systems change, protect rights and improve lives. But we cannot accomplish this alone. Please partner with us and join your voice with ours by making a donation.

WAYS to GIVE

Return the enclosed remittance envelope along with your tax-deductible donation.

Donate online at:
DisabilityLawCO.org/donate

FISCAL YEAR 2017 FINANCIALS

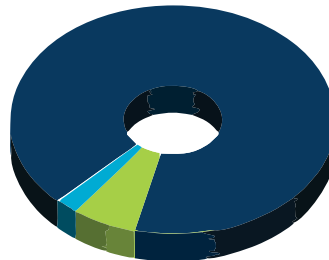
October 1, 2016 – September 30, 2017

INCOME

Operating Support:

| | | |
|----------------------------|-------------|-----|
| Government Grants | \$2,268,820 | 91% |
| Charitable Contributions | \$158,482 | 6% |
| Court Awards & Client Fees | \$54,205 | 2% |
| Other | \$3,864 | 1% |

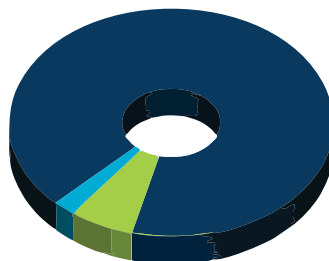
Total Revenue, Gains and Support **\$2,458,371** **100%**



EXPENSES

| | | |
|----------------|-------------|-----|
| Programs | \$2,154,697 | 88% |
| Fundraising | \$95,755 | 4% |
| Administrative | \$208,235 | 8% |

Total Operating Expenses **\$2,458,687** **100%**



Change in Net Assets \$26,684
Investment Gain \$35,393

Total Net Gain **\$62,077**

This publication was made possible by funding support from the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration and the Administration for Community Living; U.S. Department of Education, Rehabilitation Services Administration; Social Security Administration; State of Colorado; and Individuals, Foundations and Corporations.

JOIN OUR COLFAX MARATHON TEAM!

Save the Date & Join Our Team of Superheroes!



Disability Law Colorado has participated in the Colfax Marathon for the past six years. This community event serves as a wonderful way for us to engage the community in a conversation about our work to protect and promote the rights of individuals with disabilities in Colorado. Join our 2018 Colfax Marathon Team! Save the Date: May 19-20, 2018. You can join our team or become a team sponsor by going to our website: DisabilityLawCO.org/ColfaxMarathon or by calling Mike Robbins, Director of Development and Marketing, at 303.862.3508.

PROCLAIMING 30



For our 30th Anniversary Celebration in 2007, then Colorado Governor Bill Ritter signed a proclamation touting Disability Law Colorado's P&A responsibilities. What will our next anniversary celebration look like, and who will be Colorado's Governor? One thing's for sure, we will be here protecting disability and elder care rights!

THE BOOKSHELF

Mighty Rights Press, our publications division, was created in 2005 with the two-fold goal of reaching more people with disabilities



MIGHTY RIGHTS PRESS

with tools they need to advocate for their rights, and as a way to generate unrestricted income for our programs. The name "Mighty Rights Press" was chosen to emphasize the powerful rights of the people we serve. Check out our bookstore today! MightyRightsPress.org



From all of us at Disability Law Colorado, may the Holiday Season reveal that which brings you the greatest joy!

