



COLORADO

Department of Health Care
Policy & Financing

303 E. 17th Ave. Suite 1100
Denver, CO 80203

March 17, 2025

Matt VanAuken
Chief Executive Officer
Developmental Pathways

Dear Matt VanAuken,

The Department of Health Care Policy & Financing (HCPF) required Developmental Pathways, the case management agency serving Arapahoe, Douglas and Elbert counties, to develop and implement a backlog reduction plan to address case management activities that were not completed within contractually required timelines. These activities included timely processing of referrals and completing the level of care assessment. Developmental Pathways created a backlog reduction plan outlining the actions, including performing a root cause analysis and required remediation, that would be taken to resolve the backlog of case management activities on or before December 31, 2024.

HCPF has reviewed December 2024 data metrics for Developmental Pathways and finds that Developmental Pathways has resolved the identified backlog of case management activities for referrals and level of care assessments as required. In addition, Developmental Pathways took internal action to complete actions identified in the root cause analysis to identify and address processes within the agency's control to remediate the backlog and reduce the risk of a future backlog occurrence.

Developmental Pathways will continue to provide HCPF with monthly performance data demonstrating compliance with all contractual requirements and will meet with the Department as prescribed for oversight of case management agency stabilization and performance. In addition, Developmental Pathways will continue to adjust operations for the implementation of Operational Memo 24-066 on the completion of monitoring contacts.

Please share my sincere appreciation to the staff at the Developmental Pathways for their collaboration and hard work in resolving the backlog.

Sincerely,

A handwritten signature in black ink that reads "Rhyann Lubitz".

Rhyann Lubitz
Section Manager, Case Management Quality Performance
Health Care Policy and Financing

