

Family Support Services *Program* *Annual Report*

July 2013-June 2014



RESPITALITY- Collaborative effort of the Foothills Gateway, Inc. Family Support Services Program Council and Respite Care, Inc.

Foothills Gateway, Inc.
301 W. Skyway Dr.
Fort Collins, CO 80525

Family Support Services Program

Annual Report – Fiscal Year 2013-2014 Area Family Support Plan – Fiscal Year 2014-2015

The Family Support Services Program has continued to provide quality services to 190 families in the Fiscal Year 2013-2014. Family Satisfaction surveys report that overall satisfaction with the program is at a level of 4.63 on a scale of 1 to 5, which represents a slight increase from the previous fiscal year.

Foothills Gateway, Inc. was able to allocate local dollars to the Family Support Services Program for the fiscal year 2013-2014 budget. This financial contribution helped maintain the current level of service and support to families, given that the state has been unable to allocate new resources for the program.

The Family Support Services Program Council continued to provide the program extra funding by coordinating the 6th Annual “Flying Pig 5K walk/run”. The fundraiser provided continued funding for the Integrated Children’s Play group, and interagency sponsored Respitability events for children and adults.

Overall, the Family Support Services Program Council, as well as Foothills Gateway Inc. Case Management and support staff, has continued to work in a dedicated fashion to assure another successful year of services to families.

Respectfully submitted by:

*Pam Miller
Children’s Case Management Specialist*

The Objectives and Outcomes for FY 2013-2014

- 1. Serve families “most in need” according to state guidelines and in addition, serve needs for families on the Waiting List, as funds are available either through money raised with fundraisers, or by accessing donated funds:**

Outcome: Foothills Gateway Inc. (FGI) followed existing procedures and utilized tracking systems to assure the “most in need” guidelines, required by the state were being met.

- FGI served one hundred ninety (190) families using State and local funding throughout the fiscal year 13-14. Forty nine (49) families were discontinued from services during the year and case managers facilitated sixty two (62) new admissions to the Family Support Services Program. The monthly average of individuals served throughout the year was one hundred eighty seven (187). In addition, families on the Waiting List utilized one time funds from the end of Fiscal Year 13-14, to help support their family needs while continuing to wait for FSSP funding. Families continued to request restricted funds when emergency needs arose.

- 2. Continue to provide high-quality, family-friendly, inclusion-oriented, individual case management services that support the efforts and functional needs of all family members:**

- Have a family satisfaction index with Case Management services above “Satisfied” in the Family Satisfaction Survey. (Above 4.0)

Outcome: The average satisfaction rating for Case Management services for FY 13-14 was 4.73. (Please see attached report on satisfaction surveys).

- Have at least an average rating of satisfied in the overall effectiveness of the program in supporting families on the Family Satisfaction Survey. (4.0)

Outcome: The satisfaction index for the overall effectiveness of the FSSP for FY 13-14 was 4.41. (Please see attached report on satisfaction surveys).

Outcome: Person Centered Thinking was implemented to ensure that individuals are better understood in order to increase their opportunities in a way that they can achieve more out of their life that they truly desire.

3. Enhance the financial resources available to families:

- Undertake at least one fundraising activity per fiscal year.

Outcome: FSSP Council successfully completed one fundraiser, raising a total of **\$17,310**.

FY 2013-2014

Flying Pig 5K Race:	Total sponsors & donors	\$10,350.00
	Participant registration fees	\$ 6,885.00
	Misc. Income-tee shirt sales	\$ 75.00
	In kind donations	\$ 6,554.50
	Expenses	\$ 7,252.43
	Net Profit	\$10,057.57



This money was used to support interagency sponsored Children’s Respitality, Adult Respitality, and the Integrated Play Group. In addition, FSSP Council fundraised dollars helped to fund **\$7,308.75** through Restricted Funds and **\$8,000** for waiting list funding for children under six year of age.

- Continue to coordinate volunteer and donated services.

Outcome: The FSSP had an average of **\$ 45,000** available to children and families through FSSP Council fundraised monies this fiscal year (13-14). This money was accessed by families both enrolled in and waiting for the program, via the established Restricted/Donated Funds process at Foothills Gateway Inc. The FSSP Council also successfully coordinated 110 volunteers at the 6th Annual Flying Pig 5K Race, and implemented a FREE “Piglet Walk” for children under the age of 10 years.

4. Continue to provide respite care solutions for families:

- Collaborate with other agencies to enhance respite care resources for families in our program.

Outcome: The FSSP Council, FGI, and Respite Inc. continued to work cooperatively to offer Respite for children and adults. (See below for more detail.) FGI continues to explore other respite options, and secure funding with other agencies.

- Continue development of additional respite care opportunities offered in home, or in a facility/setting.

Outcome: Funding was secured from the Service League, for the collaboration with Easter Seals of Colorado to host "Discovery Club" in Larimer County. This opportunity was made available to families in Larimer County during the 2013-2014 FY, and there were eight (8) sessions during this time. An average of twelve (12) families participated in each session, with up to sixteen (16) children during one session, (including siblings).

Outcome: Funding was secured for Adult Respite, through a collaborative effort with Adult Care Services (ACS). Two (2) families participated in this program.

- Offer additional Respite sessions with Respite, Inc.

Outcome: The FSSP Council, FGI, and Respite, Inc. worked cooperatively to offer families additional Respite events during the 2013-2014 FY. Thirteen (13) Respite sessions were held between September 2013 and June 2014. Families were offered the opportunity to attend thirteen (13) afternoon or evening sessions. A movie night was added to the schedule and offered in June, with five (5) families participating. These Respite events provided an opportunity for parents to have a 4 hour block of respite time for their children in FSSP and on the FSSP Waiting List, as well as their siblings, at no cost to the family. An average of eight (8) families per Respite session, with an average of thirteen (13) children per session (including siblings), participated in the Respite events at Respite, Inc. The average cost billed to the FSSP fundraised account for Respite per month was \$204.00..

5. **Continue to publicize the program via distribution of brochures, flyers, etc. Distribute updated FSSP handbook. Participate in Parent Education Network (PEN) to help publish program:**
 - **Outcome:** The Council printed additional brochures with FGI intake information and the brochures were distributed throughout the county at doctor's offices, therapy clinics and other professional services.
6. **Work with Foothills Gateway IT personnel on enhancing the FGI website as needed to include FSSP information:**
 - **Outcome:** The FGI website continues to be updated with current FSSP information as needed and as appropriate. Results of the Family Satisfaction surveys are also posted on the website. FGI had a committee that was dedicated to looking at the accessibility of information about FGI and information about FSSP was included in this committee's efforts.
7. **Offer support groups and provide other supports for parents, according to request/identified need:**
 - Integrated Children's Play Group
Outcome: The Integrated Play group met weekly throughout the summer months. They had four (4) special events planned for their group in July and August 2013. Fifteen (15) families participated at one time or another throughout this time period.
 - Sibling Support Group
Outcome: The Sibling Support Group continues to be on hold throughout this fiscal year as there has been sporadic and limited interest in this group.
 - Parent Workshops
Outcome: Parent workshop information is sent to families by mail, email or made known to families by individual case managers.
 - Parent list-serve, on-line support group
Outcome: The FSSP Council has found that there are a variety of list-serves and parent groups available. Case Managers may direct families to existing groups as needed and requested, including Sibling Support Groups. FSSP Case Managers follow a set process to give families a Parent to Parent brochure during each Family

Support Services Program Individual Plan meeting as ongoing support for FSSP and FSSP Waiting List individuals.

8. Encourage parents' participation in the legislative process:

- Promote the participation of parents in the "Day at the Capitol" event.

Outcome: FGI listed the event on the website. The FGI Executive Director spoke with a variety of groups about attending this event. FGI invited all FSSP Council members, FGI Board members, and requested direct support providers to attend. FGI facilitated twelve (12) people attending the event, including one (1) parent and two (2) individuals in services. The remaining nine (9) attendees were FGI Board members, FGI staff persons, and ARC representatives from Larimer County.

- Executive Director's legislative presentation to the FSSP Council

Outcome: In May 2013, the Foothills Gateway Executive Director met with the FSSP Council to give legislative updates.

9. Recruit new council members as needed to assure at least 51% are parents of individuals eligible for FSSP:

- **Outcome:** Throughout the fiscal year 2013-2014, two council members resigned from the Council while two new members joined. To entice recruitment for FSSP Council members, it was decided to hold FSSP Council meetings quarterly, rather than 8 times per year. If the FSSP council membership falls below the policy guidelines, active recruitment involves sending flyers to all FSSP families and FSSP families on the waiting list. Case managers also are encouraged to remind FSSP parents of the opportunity to serve on the FSSP council. Recruitment for new FSSP Council members is ongoing. Current FSSP Council members and case managers are encouraged to recruit families for the Council. The FGI Board of Directors continue to approve all current FSSP Council members.

**FAMILY SUPPORT SERVICES PROGRAM (FSSP)
RESULTS OF FAMILY SATISFACTION SURVEY
FISCAL YEAR 2013-2014**

Introduction

The Family Satisfaction Survey was mailed in June of 2014 to 313 families that had received FSSP during the fiscal year 2013-2014. Eighty nine (89) families responded to the survey, which is a response rate of about 28% for this program. The average age of children enrolled in the FSSP, of those who responded, was 11 years of age. The age range was from 1 year to 39 years of age. Thirteen (13) of the families requested follow-up.

The survey measured both general satisfaction of the parents with the program, as well as satisfaction with services received by family members. The survey used a five point Likert Scale (range: 1= *Not at All* to 5 = *Highly Satisfied*). In addition, parents were asked to include comments and make suggestions for improvement.

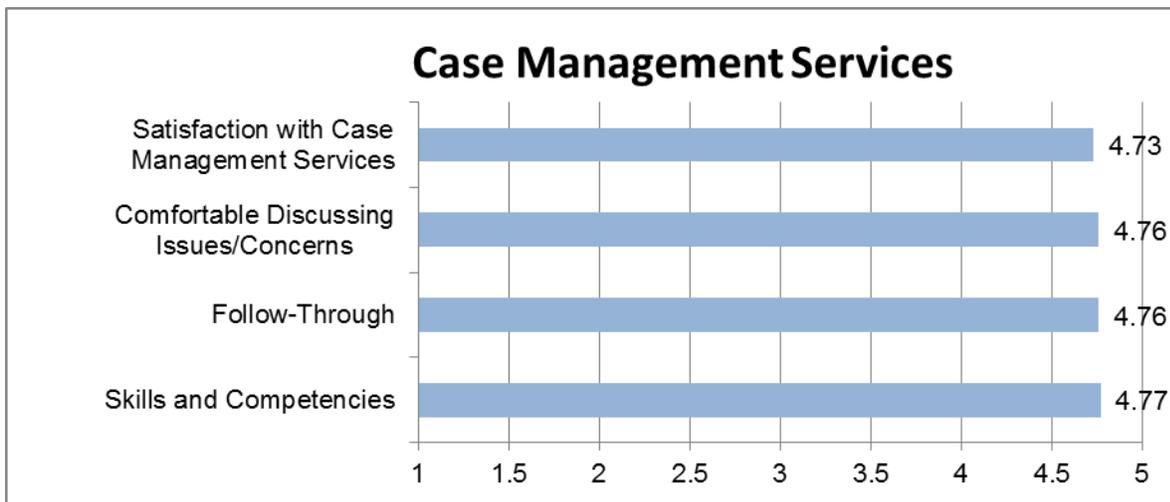
Results

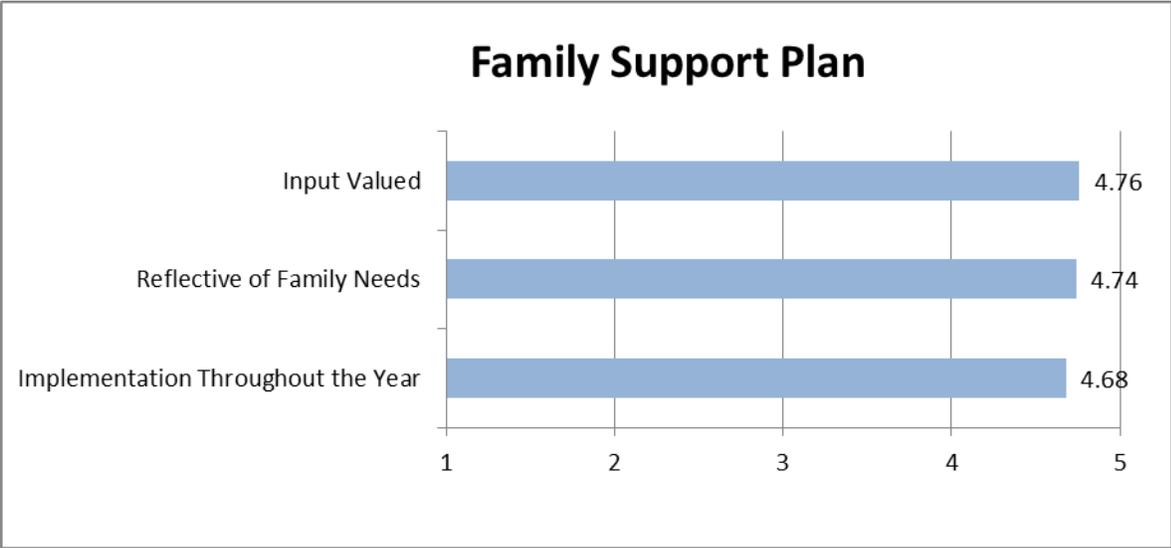
The Average Satisfaction Index for the program was 4.63. This is an increase of .03 from FY 12-13. It rates the average satisfaction above *Satisfied* and, if compared to a traditional school grade, would be an "A" (92.6%).

Questions were asked regarding four areas: (a) Case Management, (b) other services, (c) parents' familiarity with and knowledge of the FSSP and (d) overall effectiveness of the program in supporting the family and the child with special needs.

CASE MANAGEMENT

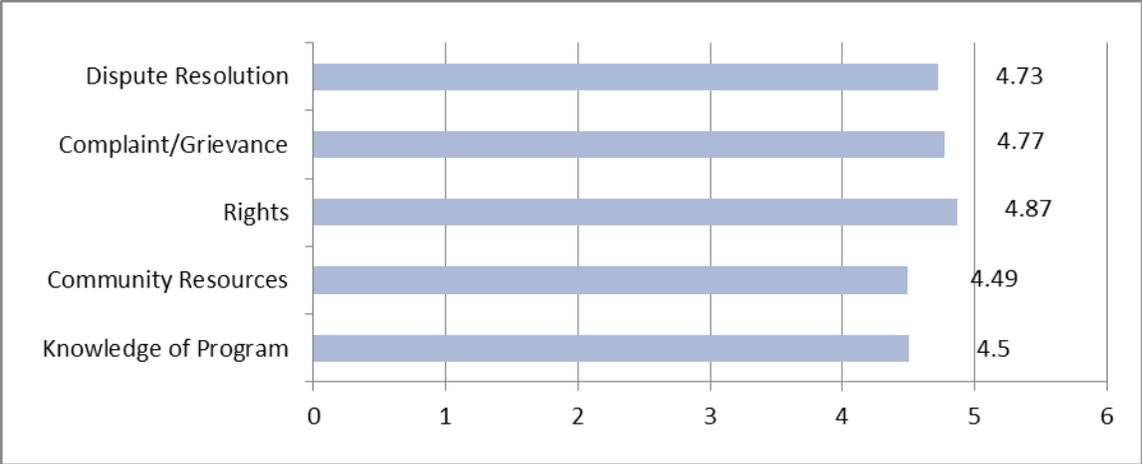
Families in the program are very satisfied with the work of the Case Managers. Case Management has a high satisfaction index of 4.73, or a traditional school grade of an A (94.6%). The Case Management questions covered the following areas: communication with Case Manager (average= 4.76), follow through by Case Manager (average= 4.76), satisfaction with Case Management services as well as satisfaction with the work of the Case Managers to help design a dynamic Care Plan that is built on family input (average= 4.76), which reflects the changing needs of the family (average=4.74), and is implemented throughout the year (average=4.68). The skills and competencies of Case Managers were highly regarded (average= 4.77).





Parent’s Knowledge of the Program, their Rights and Community Resources

Parents’ knowledge of the FSSP received an average of 4.50. Parents were asked if they had been informed of the rights of their child as well as whether they had been informed of the dispute resolution procedure. These average score for these questions was 4.87 and 4.73 respectively. Parents were asked if they had been informed of the complaint/grievance procedure and received an overall rating of 4.77. Parents’ satisfaction with the information they receive on community services and resources scored an average of 4.49.

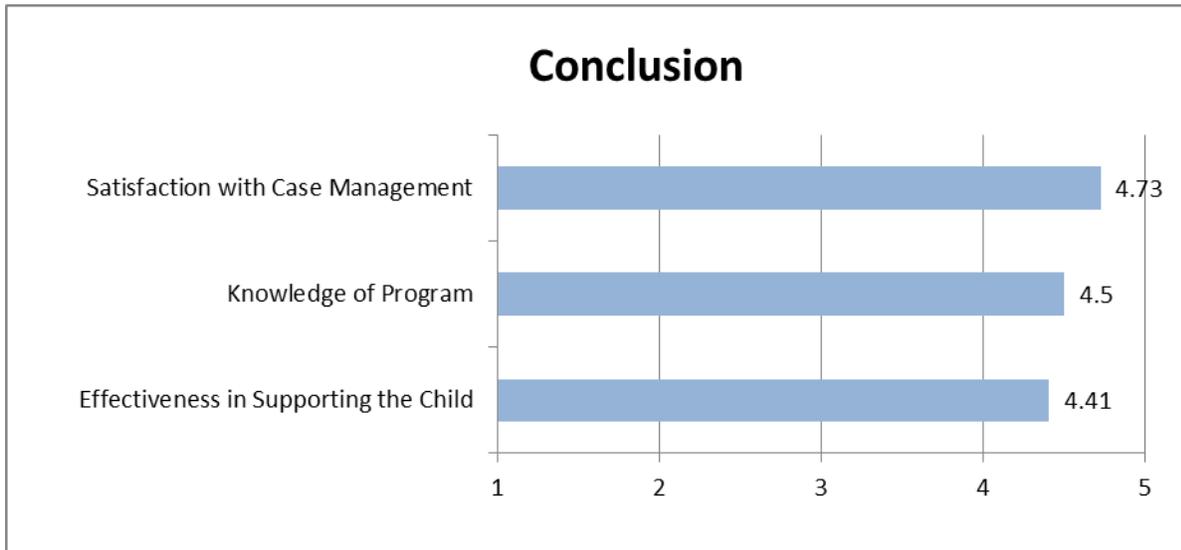


Overall Effectiveness of FSSP In Supporting Child and Family

The satisfaction index for the overall effectiveness of the FSSP is 4.41. This score falls above the *Satisfied* range and a traditional school grade of an B+ (88.2%). When comments were reviewed, parents stated they felt very thankful for the support they receive from Foothills Gateway. A majority of the comments were overwhelmingly appreciative of their Case Manager’s knowledge and helpfulness. However, there were some comments that, unfortunately, the needs of their child far outweighed the financial support they were receiving from the FSSP.

Conclusion

Fiscal Year 13-14 brought an increase in family satisfaction compared to the prior fiscal year. The overall satisfaction index, the rating of 4.63 continues to indicate high overall satisfaction with the Family Support Program, its staff and the services provided. Many parents commented about the great support they receive from their Case Managers. They feel the Case Manager listens to their needs, helps them find solutions to problems and generally cares about their family. The following chart compares the satisfaction indices for the main areas of the survey:



Comparison of Results

Comparison of Overall Satisfaction Index

The following chart shows a six year comparison of the overall satisfaction index for the Family Support Services Program. Each year has been in the *Satisfied* range.

