



**Serving**

**Citizens of Larimer County**

**with**

**Developmental Disabilities**

**Long Range Plan**  
**for 2016-2019**

**Updated**

**July 15, 2017**

## I.

### **Executive Summary**

In its role as the local Community Centered Board, Foothills Gateway, Inc. (FGI) provides administrative oversight to services, coordinates the delivery of services and monitors those services for individuals in Larimer County with a developmental disability. In this capacity, Foothills Gateway, Inc. develops an annual plan or an update to an existing plan that represents the status of services (accomplishments on goals), the future direction of services (goal statements) and an analysis of any barriers and limitations that prohibit the accomplishment of systems' goals or individuals' goals.

This plan update represents the current status of service provision to people with developmental disabilities and the direction of the system of services, in Larimer County, for the next year. The information used to develop this plan includes the following:

1. Individual and Family Satisfaction Surveys;
2. The Foothills Gateway Information Measurement and Management System;
3. Logan, Thomas & Johnson, L.L.C., Annual Fiscal Audit;
4. Commission on the Accreditation of Rehabilitation Facilities (CARF);
5. Colorado Department of Public Health and Environment (CDPHE) Quality Assurance Surveys;
6. Public Forums Information/Legislative Forum; and,
7. Colorado State Budget.

This update to the plan acknowledges the extraordinary systemic changes and related new challenges the system is currently undertaking. Foothills Gateway, Inc.'s goal is to develop and implement procedural and technical responses to these changes, while remaining effective and efficient.

FGI and its local Program Approved Service Agencies (PASAs) have performed at a high level on stated goals. Highlights include:

1. Foothills Gateway's Board of Directors has organizational vision and mission statements to reflect a focus on the person receiving supports rather than the agency and adopted an agency wide Person Centered Thinking (PCT) philosophy;
2. New Program Approved Service Agencies have been added to the list of PASAs in Larimer County in the past year, bringing the total to 79 Program Approved Service Agencies in the Larimer County Service Area;
3. Foothills Gateway, Inc. takes quality of services seriously and makes every effort to maintain best practices. In this effort, Foothills Gateway has applied for CARF accreditation for over 40 years, and was recently awarded another three year accreditation, which is the highest level awarded by CARF;
4. In fiscal year 2016, 2570 adults/children/families were provided case management services and supports. 192 individuals/families were provided Family Support Services and 433 children were enrolled in Early Intervention Services. 169 people were enrolled into services and removed from the waiting list. At the end of 2015, there were 467 people waiting without any services other than Intake Case Management.
5. Through fund raising and events, \$246,041 thousand dollars' worth of items, services and cash were donated to Foothills Gateway's programs supporting people with developmental disabilities in FY15-16. An additional \$3,528,269 to support people came through a Larimer County mill levy contribution.

We are pleased that the budget for the system of services and supports to individuals with developmental disabilities for FY 17-18 received the proposed 1.4% rate increase as Colorado still ranks among the lowest group of states in per capita funding for these services. The opportunities and challenges before individuals, parents and families, and organizations continue to be as follows:

1. In partnership with its many constituencies, Foothills Gateway, Inc., as the designated Community Centered Board, will provide the administrative and case management agency functions as outlined in CRS 25.5-10 and contracts with CDHS and HCPF;
2. Work with HCPF and all constituents to implement necessary changes to the system of services (CFCM, NWD, etc.) in a thoughtful and planned way;
3. Explore new ways to build the capacity of the service delivery system, as possible;
4. We will be working with the service area stakeholders to develop innovative plans to address their ability to increase capacity to provide services as requested by individuals and those services that address the needs of individuals including employment, residential, and supported living; and,
5. Provide information to constituencies/legislators on current status of funding and proposed system changes and their impacts on people with developmental disabilities; and,
6. Elicit the support of decision makers to increase funding for individuals with developmental disabilities.

## **II.**

### **Planning Process Summary**

Foothills Gateway, Inc. as the Community Centered Board serving citizens of Larimer County with developmental disabilities is submitting an update to the long range strategic plan. Input was received from individuals receiving services, parents and families, service agency personnel, area program approved service agencies, allied human service agency personnel and other interested community members. Additionally, the plan utilizes information from the individual and family satisfaction surveys, feedback from training meetings, cross systems teams' planning documents, CDHS and HCPF reports, and the work of various Board of Director's sub committees, allocation committees and councils. Input received guided staff in the development of the plan and focused the work of Foothills Gateway, as the designated Community Centered Board, serving Larimer County.

Foothills Gateway, Inc. provides information to all people receiving services (current and incoming) with the wide array of services available, both through their waiver plan as well as community and natural supports. The Larimer County service area currently has 67 Program Approved Service Agencies approved to provide an array of needed services from which individuals can choose to receive services. As of December, 2015, in the HCBS-DD service program, 82.3% of people in our catchment area receive one or more services by a non-CCB PASA.

Foothills Gateway also promotes the utilization of natural resources throughout the community. Many individuals socialize through the Adaptive Recreation Program through the City of Fort Collins. Socialization opportunities include dinner nights, movie nights, trips, and monthly dances. The local AMC Theatre is offering sensory-friendly movies for individuals with Autism on a regular basis. The staff at Foothills Gateway has also worked to develop a community garden nearby where there are horses on the property to allow for interaction. Other community resources utilized include:

- Arc of Larimer County;
- Special Olympics;

- Facebook;
- Local/City Parks;
- Nearby State Parks;
- Utilization of a variety of churches during the winter months as a community program site;
- Collaboration with a church to support a bi-monthly cooking group;
- Horticulture Therapy with Denver Institute of Horticulture;
- Colorado Youth Outdoors for Recreational Activities;
- Transfort and Dial-A-Ride (local transportation/bus system);
- Planned Parenthood;
- SAVA;
- CSU Adaptive Swimming;
- 211;
- Respite Care, Inc.;
- Fort Collins and Loveland Housing Authorities;
- Parent Support Groups for Down Syndrome and Autism;
- DHS- LEAP, food stamps, Long Term Care Options, Child Protection, Adult Protection, Office on Aging;
- Local Kiwanis Clubs to support and maintain the Aktion Club of Northern Colorado;
- Hearts and Horses;
- Front Range Exceptional Equestrians;
- The Discovery Museum;
- Local Knights of Columbus Clubs for awareness & fundraising volunteering; and, Zeta Tau Alpha Sorority for volunteering.

To further promote utilization of existing social networks and natural resources, Foothills Gateway has adopted the Person Centered Thinking (PCT) philosophy and has worked with Support Development Associates (SDA) and Helen Sanderson Associates to transition the entire agency into this philosophy. FGI has offered and provided this training to local PASAs' staff, other CCBs, staff from Larimer County Department of Human Services, SummitStone, The ARC of Larimer County, various other stakeholder groups, and state officials to promote a community of shared and collective knowledge. Foothills Gateway also utilizes United Way of Larimer County to secure volunteers to work in program areas and on special projects.

### **Additional Public Input:**

**Program Approved Service Agencies (PASA) Directors' meetings** (quarterly) have been held to discuss changes in the administrative processes affecting organizations, as well as, coordinated planning to address monitoring of services, conflict of interest issues, assessment of individuals receiving services need, application of new resources, and provider expectations as they relate to contracts and statewide issues. Input was received and documented.

**Boards of Directors' meetings** were held monthly as a matter of course and a "public comments" agenda item is a standing item for the purposes of conveying information to the Board of Directors.

**Family Satisfaction Surveys and Individual Satisfaction Surveys** were utilized to determine the level of satisfaction families had relating to the provision of services and supports. Satisfaction surveys have been used to address individual program issues and changes have been made based upon these surveys. Additionally, satisfaction survey information is used in the aggregate to determine systemic and/or programmatic performance and potential changes.

Family and Individual satisfaction surveys indicate strong levels of satisfaction with programs and services offered through the Foothills Gateway system. Specific programmatic information and related satisfaction levels can be found in **Exhibit #I**.

**Educational Luncheon Opportunities with Community Members** were held on a quarterly basis throughout the year with numerous attendees from a variety of community backgrounds. These educational luncheons include information regarding the agency as well as a tour of the building. Attending community members are encouraged to ask questions and give feedback through their visit.

### **III.**

#### **Overview of Plan Dissemination**

This plan will be made available to any person who has a desire to have a copy. Announcements will be sent to the Larimer County Board of County Commissioners, state legislators, allied human service agencies, local funders, Program Approved Service Agencies and advocacy organizations explaining where this Plan can be found on the Foothills Gateway website. All members of the Board of Directors and senior management staff will be provided an electronic copy of the plan. The availability of the plan will be made known through the Foothills Gateway, Inc. newsletter and website. Paper copies will be available for other interested people at a cost of \$5.00 each.

# **EXHIBIT I**

## **Family Satisfaction Surveys Results FY 2015-2016**

### **Executive Summary**

Foothills Gateway performs an annual family and service participant surveys to track and monitor quality of services. Families and children and adults receiving services in all program are given the opportunity to rate the services and supports they currently receive. We also asked families who are currently waiting for services or are waiting for adult programs but receiving services through another program to rate Intake/Waiting List case management. The most recent surveys were sent to families in July 2016. Families rated each question on a scale from 1 (not at all satisfied) to 5 (highly satisfied). **The overall satisfaction index for FY 15-16 is 4.66 out of 5.** This is the overall average for every answer we received. It represents a high level of satisfaction, on average, for all individuals served across Larimer County, and includes all service providers and all service types. This is a slight increase from FY 14-15 (4.63 overall satisfaction average). We are proud that families continue to show such a high level of satisfaction.

The satisfaction index per program area:

- Comprehensive Services 4.59
- Supported Living Services 4.58
- Early Intervention Services 4.85
- Family Support Services 4.80
- Children's Extensive Support (CES) 4.65
- Children's Home and Community Based services (CHCBS) 4.66

The satisfaction index per service type:

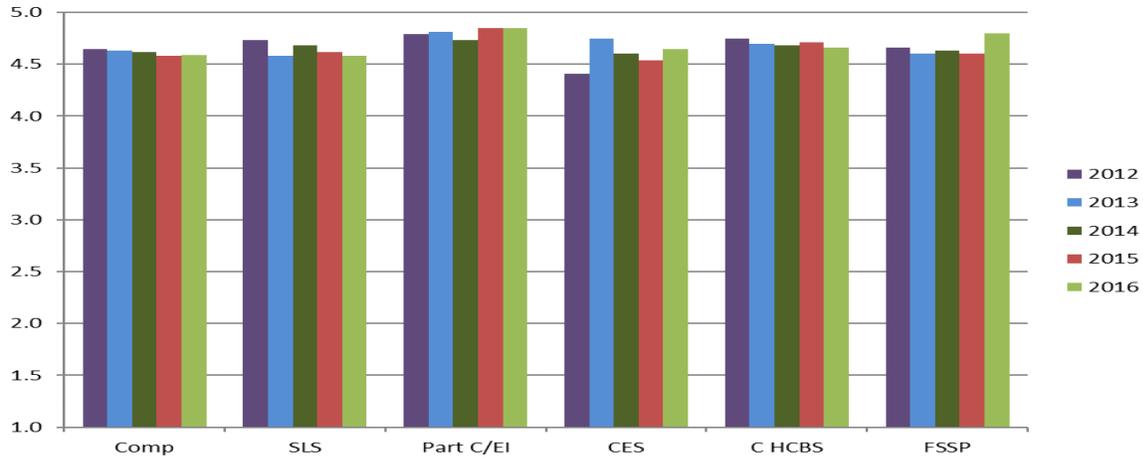
- Case Management 4.70
- Residential 4.58
- Activities/Work Program 4.61
- Direct Supported Living Services 4.58

The overall satisfaction index per question category:

- Choice 4.54
- Community Inclusion 4.44
- Quality of Life 4.51
- Relationships 4.48
- Safety 4.69
- Communication 4.63
- Rights 4.85
- Quality of Care 4.66
- General 4.73

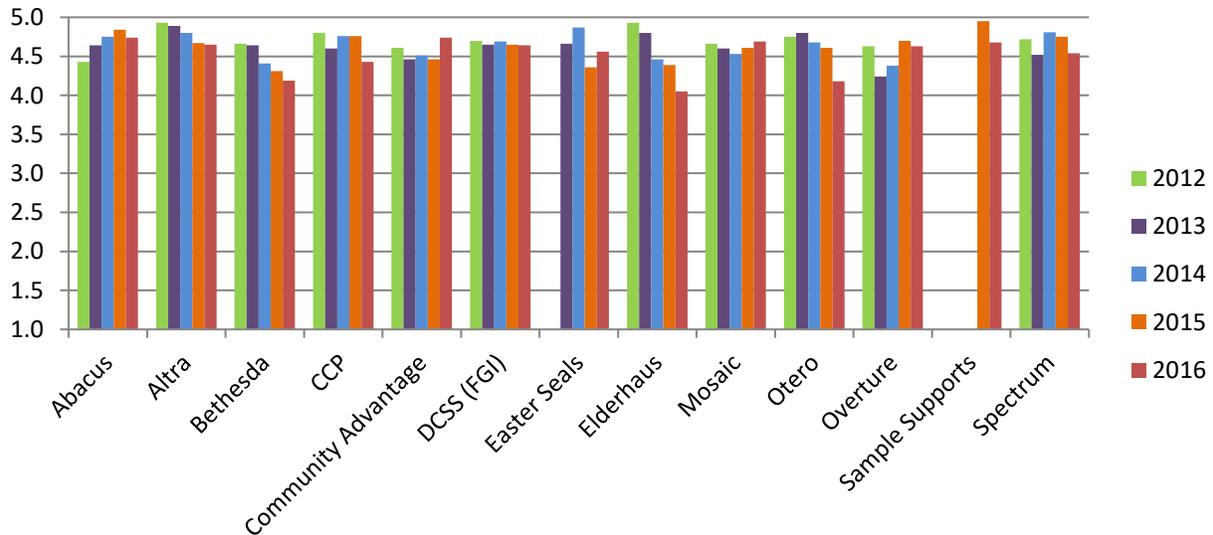
### Satisfaction Index per Program

The following chart shows the Satisfaction Index for individuals served by Program Type. This Satisfaction Index includes all questions about these programs and all general and Case Management questions, but does not include questions about other Programs.



### Program Approved Service Agencies (PASAs)

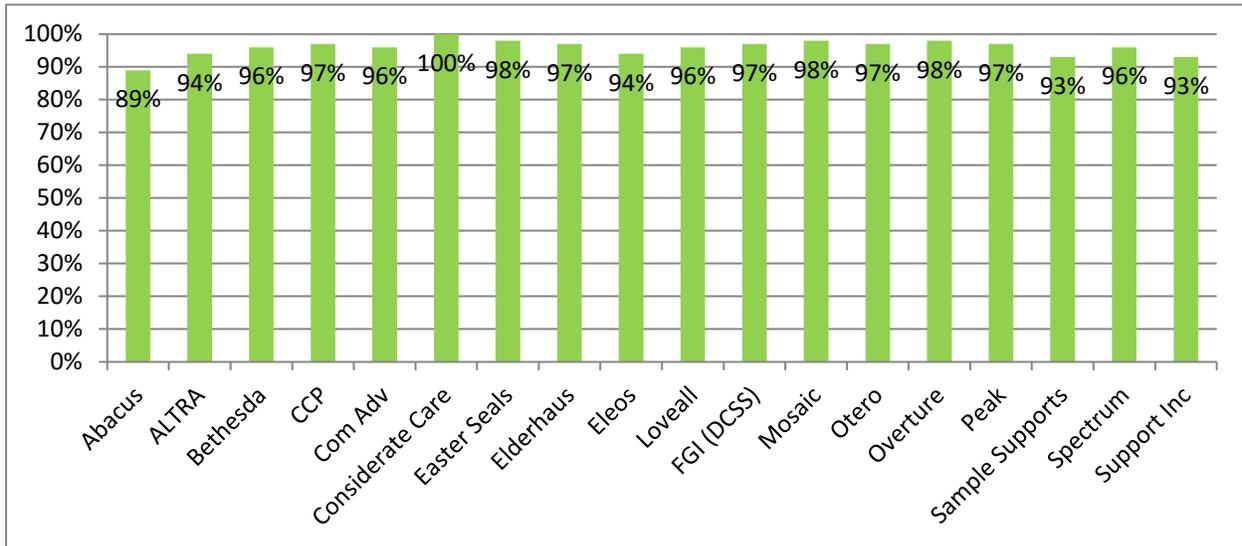
The following chart shows the Satisfaction Index for individuals served by each Program Approved Service Agency for which we received at least 2 completed surveys this year. This Satisfaction Index includes all questions about these PASAs and all general and Case Management questions, but does not include questions about other PASAs.



Foothills Gateway also conducts annual surveys with adults in either comprehensive or SLS services at the time of their service planning. Questions are Yes/No and comments are encouraged. Questions are asked in the areas of Quality of Life, Choice and Community Inclusion. **The overall percent positive responses from adult individuals in services per program were: Comprehensive – 98%; SLS – 94%.**

Information is also collected regarding each Program Approved Service Agency (PASA) through a variety of questions.

- Residential Staff Questions
- Direct SLS Staff Questions
- Work/Activities Program Staff Questions
- General Questions about Safety, Community Participation, Living Situation, etc.



As Foothills Gateway is desirous of providing needed services in a manner acceptable by the person/family receiving supports, an appropriate staff member will contact families or individuals that request to be contacted regarding their answers or comments on surveys. Additionally, families who have rated items on surveys “not at all satisfied” or “poorly satisfied” are contacted if they have identified themselves on the survey. All comments are reviewed and if needed, follow up takes place.

The results from these surveys are high in all areas of the service area and Foothills Gateway continues to receive positive feedback from individuals who receive supports, their families, collaborative partners, and community members.