



***FOOTHILLS GATEWAY FAMILY SERVICES AND SUPPORT PROGRAM  
Area Plan and Evaluation  
Fiscal Year 2018-19***

## FOOTHILLS GATEWAY FSSP PROGRAM EVALUATION (FY 18-19)

### A. Effectiveness of outreach/public awareness:

#### 1. The demographics of participants in comparison to demographics of the service area:

<i>FSSP Reported Race</i>	<i>Number Reported</i>	<i>Percentage of Enrolled</i>	<i>Larimer County (2000 Census Data)</i>
<i>American Indian/Alaskan</i>	2	0.85%	0.66%
<i>Asian</i>	4	1.7%	0.08%
<i>Black</i>	4	1.7%	0.66%
<i>Hawaiian/Pacific Islander</i>	1	0.4%	3.41%
<i>Hispanic</i>	9	3.8%	8.27%
<i>Other</i>	11	4.7%	2.19%
<i>Unknown</i>	2	0.85%	
<i>White</i>	158	67.2%	91.44%
<i>Not Specified</i>	44	18.7%	
<i>Total</i>	235	100%	100%

#### 2. How well the program integrates with other community resources:

*The Foothills Gateway FSSP and FSSP Case Managers assist families to access other resources thorough resource sharing. This includes collaboration with Colorado State University Departments of Social Work, Psychology and Human Development, Respite Care, Inc., Easter Seals, and publicizing sensory friendly recreation. As part of the Most in Need Procedure, the Foothills Gateway FSSP ensures non-duplication of services.*

### B. Satisfaction and program responsiveness:

#### 1. Ease of access to the program:

*The Family Satisfaction Survey for FY 18-19 includes the following question: Does the case manager assist you in meeting the needs identified in the plan? The average score for this question was 4.53/5 (47 responses). This is a high level of satisfaction.*

#### 2. Timeliness of services:

*During Fiscal Year 18-19, Foothills Gateway FSSP distributed reimbursement checks by the 15<sup>th</sup> working day of each month. Under exceptional circumstances, additional checks would be issued as needed. This regular schedule provided consistent expense reimbursement for the individuals and families enrolled in the Foothills Gateway FSSP.*

**3. Effectiveness of services:**

*The Family Satisfaction Survey for FY 18-19 includes the following question: Do you feel that the [Family Support] Plan is reflective of your family's needs? The average score for this question was 4.57/5 (47 responses). This represents a very high level of satisfaction.*

*The Family Satisfaction Survey for FY 18-19 includes the following question: Rate the overall effectiveness of the Family Support Services Program in supporting your child. The average score for this question was 4.61/5 (44 responses). This indicates a very high level of satisfaction.*

**4. Availability of services:**

*The Family Satisfaction Survey for FY 18-19 includes the following question: Are you satisfied with the information you receive regarding community services and supports? The average score for this question was 4.55/5 (45 responses). This indicates a very high level of satisfaction.*

**5. Responsiveness to family concerns:**

*The Family Satisfaction Survey for FY 18-19 includes the following question:*

- o Regarding the process for developing your FSP, do you feel that your input is valued? The average score for this question was 4.71/5 (48 responses)*
- o Are you satisfied with the follow-through provided by your case manager? The average score for this question was 4.47/5 (49 responses).*
- o Do you feel comfortable discussing issues/concerns your case manager? The average score for this question was 4.7/5 (50 responses).*

*These scores represent a high level of satisfaction.*

**6. Overall family satisfaction with services:**

*The Family Satisfaction Survey for FY 18-19 includes the following question: How satisfied are you with your FSSP Case Manager? The average score for this question was 4.46/5 (52 responses). This score represents a high level of satisfaction.*

**7. Recommendations:**

*During FY 18-19, the FSSP Council recommended that Foothills Gateway FSSP change the Most in Need Criteria to include families scoring a 1 through 9 as most in need for the program. This increased the level of access to families in Larimer County.*

### **C. Effective coordination and utilization of funds:**

#### **1. Other local services and supports utilized in conjunction with the FSSP:**

*Foothills Gateway FSSP Case Managers connected families with the following community resources and services:*

- o Respite Care, Inc. (respite services)*
- o Easter Seals Discovery club (respite services)*
- o Local housing authorities (respite services)*
- o SummitStone (community mental health services)*
- o The Arc of Larimer County (advocacy and education)*
- o Poudre School District Special Education Advisory Committee (school and transition information)*
- o CSU Construction Management Cares Program (volunteer home modification)*

#### **2. Efficiency of required documentation for receipt of the FSSP:**

*During FY 18-19, the FSSP required that families submit a quarterly expense forms. The form listed the approved amount for each service category and required that the family indicate the amount expended in each category. Families had the option of mailing, texting, emailing or delivering the form in person to Foothills Gateway. Case managers sent reminders to families who had not returned the form. As such, the documentation process was efficient and easily accessible to individuals and families enrolled.*

### **D. Other Required Information:**

#### **a. The maximum amount any one family may receive through the FSSP during the fiscal year:**

*The maximum amount any individual enrolled in FSSP may receive during the fiscal year is \$2,820. If a family has multiple eligible family members living in the home, the family would be eligible to receive funding based on the assessed need for each individual.*

#### **b. The total number of families to be served during the year:**

*During Fiscal Year 18-19, Foothill Gateway FSSP set a goal of serving 230 individuals each month. This was an increase of 30 individuals from FY 17-18. The FGI Board of Directors made this possible by designating FGI funds to support 30 additional individuals from the FSSP waiting list.*

# FOOTHILLS GATEWAY FAMILY SUPPORT SERVICES PROGRAM (FSSP) ANNUAL REPORT (FY 2019-20)

## A. How the Foothills Gateway plans to spend the FSSP funds in the current fiscal year:

### 1. Description of the outreach/public awareness efforts for the coming year:

*Foothills Gateway staff will reach out to Poudre School District, Thompson School District and Park School District R3 to provide information about FSSP services, eligibility criteria, services provided, and intake process. This information will be documented in Foothills Gateway FSSP Case Management minutes. The program will connect with school psychologists, integrated services, and district parent liaisons for each district, provide educational materials, and contact information.*

*Foothills Gateway FSSP staff will connect with Early Intervention and Intake staff at department meetings to revisit eligibility criteria for FSSP, and available educational tools and materials, including the next steps handouts, and to remind staff to screen families for eligibility at EI transitions and intake meetings.*

*FSSP council will encourage Case Managers to discuss the FSSP program with educators at IEP meetings, explaining FSSP program and enrollment process. The FSSP Council will utilize the new FSSP Facebook group to share information about the program and publicity about FSSP events. Foothills Gateway will continue to plan and promote the Flying Pig 5K as an annual fundraiser and awareness-raising event for the Foothills Gateway FSSP program.*

### 2. Description of anticipated special projects or activities under the Program Expense service category:

*The Foothills Gateway Family Support Council is using Council fundraised dollars to fund special projects and activities for individuals and families enrolled in FSSP and on the waiting list. These special activities include sensory friendly movie events, summer swim party and recreation center parties. In addition to council fundraising for these activities, several grants have been awarded to the Foothills Gateway FSSP to cover the costs of family activities. The FSSP Council will revisit the need to use program expense funding if the Council fund is exhausted. The FSSP Council is interested in exploring sibling support groups in the upcoming year.*

### 3. Goals with measurable outcomes for any changes to the FSSP:

- *Assure 225-230 individuals enrolled each month.*
- *Utilize 95% of FSSP contract dollars for direct services.*

- Outreach to school psychologists at the three Larimer County school districts systems (Poudre School District, Thompson School District and Park School District in order to educate them on the FSSP program, eligibility criteria and contact information.
- Ensure by December 31, 2019, that all families enrolled have information and tools to assist them to access easily FSSP funding.
- Create and submit programming interest survey to families by November 30, 2019

**B. How the FSSP funds were spent in the previous year:**

**1. The program evaluation outcomes for the previous year as described in this section:**

*See program evaluation above.*

**2. The total amount of funds expended within each service category:**

Service Category	Total expended per category	Number of families reimbursed per category
Respite Care Services	117,755.92	149
Professional Services	43,051.42	40
Medical/Dental Services	103,275.61	232
Transportation Services	21,295.32	115
Other Individual Services	79,550.64	192
Assistive Technology	14,541.47	106
Home Modification Services	13,472.58	76
Parent Services/Sibling Support	66,845.40	212
	\$459,788.36	

**3. Detailed information for the Program Expense service category:**

**a. The total number of families that utilized services under the Program Expense category:**

*During FY 18-19 the Foothills Gateway FSSP used no Program Expenses. All contract funds we expended as direct expenses.*

**b. The specific services provided (resource library, special projects, training events, social events, or respite coordinator):**

*While the Foothills Gateway Family Support Services Program offered programming to families in Larimer County, none of the programming was funded through the Program Expense service category.*

- c. How these services enhanced the lives of families in the community and the total number of families who participated in each project:**

*During FY 18-19 the Foothills Gateway FSSP used no Program Expenses. All contract funds we expended as direct expenses.*

- d. The total number of staff, total of staff cost, and other costs associated with the Program Expense service category:**

*During FY 18-19 the Foothills Gateway FSSP used no Program Expenses. All contract funds we expended as direct expenses.*

- C. How the annual Foothills Gateway FSSP report was distributed to eligible families:**

*The Foothills Gateway FSSP Program Evaluation and Annual Report will be emailed to families enrolled in the Foothills Gateway FSSP and posted on the Foothills Gateway, Inc. website.*

**Signature of FSSP Coordinator:**



**Signature of the Chief Operating Officer—Case Management:**



**Signature of Family Support Council (FSC) members:**

Jacqueline M. Avitia

Monica Zimmerman

Shane M. [Signature]

Dr. W. Kerber

Lila Hanes

Amela [Signature]