

# 2020

## Annual Report



Since 1972, Foothills Gateway has improved the lives of thousands of people with cognitive disabilities and their families in Northern Colorado by helping to conquer challenges and achieve their maximum potential.

Foothills Gateway strives to empower every ability and highlight the achievements of the human spirit of all ages.

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*\* These articles were initially written for the FGI Focus employee newsletter by FGI staff members. They were edited for length and to protect the privacy of staff before being included in this report.*

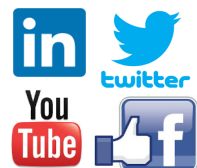
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[bbb.org/charity](http://bbb.org/charity)



Three Year  
Accreditation





## Letter from Erin Eulenfeld, CEO

What a year 2020 has been for everyone! The Foothills Gateway community has been faced with many challenges presented to us by the COVID19 Pandemic. Those challenges included staying on top of the rapidly changing health and safety information and standards which impacted work, home, and community settings.



As expected, Foothills Gateway approached the pandemic with creativity and resilience. As we navigated through the unfamiliar

twists and turns of this unique event, staff responded with ideas and solutions. A short list of items that illustrates the ingenuity and determination demonstrated during 2020 follows below:

In addition to our case management and supervisory staff who were already set up to work remotely, Information Technology (IT) staff expanded our capabilities of increasing remote work for essential employees across all divisions. IT staff also developed Foothills Gateway's digital COVID19 check-in application that staff continue to utilize before the start of their workday/shift. The check-in application has been an effective tool in assisting staff in monitoring and reporting any symptoms.

The agency's Pandemic Plan was updated for the COVID19 Pandemic and additional disinfecting and cleaning protocols were developed following the Centers for Disease Control and Prevention's (CDC) and OSHA requirements. In addition to the cleaning protocols that are followed in the main building, cleaning protocols were implemented for Foothills Gateway's fleet of transportation vehicles, at Adult Care Services, and in residential settings.

Improvements were made to Foothills Gateway's Heating, Ventilation, and Air Conditioning (HVAC) systems following CDC and Environmental Protection Agency (EPA) recommendations in order to increase the safety of the air flow in the main building.

Agency staff became adept at using a variety of virtual meeting platforms during the year – Zoom, Go-To-Meeting, Microsoft Teams and so on! Virtual meeting formats have been utilized for Service Plan or other Interdisciplinary Team (IDT) meetings, staff meetings, meetings with various state departments and with our state association, Alliance, for telehealth day program services, and even for fundraising events!

Services staff have demonstrated their flexibility and creativity in considering all the factors and safety measures that had to be taken into consideration in order to provide direct services to individuals served, either in the main facility or in the community. With the advent of cooler weather, departments worked together to identify some community partners who agreed to donate building space for staff and program participants to use on cold and snowy days!

*Continued...*

*Letter from Erin Eulenfeld, CEO Continued...*

In the midst of the pandemic, the Cameron Peak Fire, and all other 2020 events, Foothills Gateway's management structure also changed.

During the first half of 2020, Foothills Gateway continued to operate with

three Executive Officers who managed the operations of the agency under the oversight of the Board of Directors. However, one of the three Executive Officers, Debbie Lapp, retired mid-year and the Board of Directors voted to change the agency's leadership structure to include a Chief Executive Officer (CEO).

In July 2020, I became Foothills Gateway's CEO! I am proud to lead such a wonderful agency comprised of three divisions: 1) Case Management; 2) Administration; 3) Community Services and Supports, along with more than 230 dedicated employees serving almost 2800 adults and children.

Foothills Gateway has received tremendous support from our constituents in 2020, and together I am confident we can make 2021 a year of growth and positive outcomes for our community.

All the best,

*Erin Eulenfeld, M.S., CRC*

Chief Executive Officer



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## DSP of the Year 2020

On Wednesday, February 26 2020 at the State Capitol for IDD Awareness Day, Kathy Hingtgen was awarded the **Direct Support Professional Honoree 2020** by Alliance Colorado.

Her supervisor, John DeVos, wrote the following nomination expressing how greatly Kathy deserves this honor:

In my 40 years of experience within this field, I have never encountered a Direct Support Professional who displays the same level of passion for her work and dedication to the people she supports as Kathy Hingtgen. A part-time employee of Foothills Gateway's SLS Direct program since 2004, Kathy has been instrumental in the successes experienced and quality of life attained by the many individuals she has worked with over the years. In a field where employee turnover can sometimes resemble a revolving door, Kathy's passion for the work she does has not waned. If anything, her passion has picked up momentum and shows no sign of slowing down.

Kathy is efficiency and thoroughness personified. With nearly 16 years in the same part-time position, she is intimately familiar with all aspects of her role and performs them with the precision of a well-oiled machine. From meticulous tracking of the type and number of service units available to the individuals she supports, to the thoughtful and vigilant review of the language used in an Individual Specific Support Plan to make sure that it is truly individualized and accurately describes the person's strengths and abilities using respectful, person-centered wording.

Kathy currently works with seven individuals, all of whom have a diverse array of abilities and needs. She approaches them all with the same level of vigor and determination.

Whether she is assisting a blind man by cutting up his fruit, or encouraging a woman to advocate in her own best interest while dealing with a complex illness, Kathy approaches each situation as though it is her top priority.

When one of the individuals she supports was diagnosed with chronic lymphocytic leukemia in 2017, Kathy supported her throughout the process. From the initial shock of the diagnosis and what it might mean to her future, through the hours spent having treatments at the hospital, to the ceremonious ringing of the bell following her last treatment and the announcement that the battle was won.

When they learned that the cancer had returned this past November, the knowledge that she would once again have Kathy's unwavering support significantly softened that blow. Always the motivator, Kathy is her biggest cheerleader and has plenty of strength to share.



In another recent instance, Kathy's thorough and proactive approach to support eased the blow of some potentially devastating news when she learned that an individual's employer, for whom he had worked for decades, was drastically reducing his hours, Kathy took the lead in the situation and identified the details that would need to be addressed. Covering all bases, Kathy immediately consulted with all members of his team, including his case manager, vocational supports, family members and the supervisor who would be delivering the news to discuss the impact the news would have



on the individual and mitigate any unnecessary stressors. She rearranged her schedule so that she could be at the meeting to support him, and she made sure that he would not be scheduled the next day so that he would have time to absorb the news. She cancelled previously scheduled rides to work so that he would have one less thing to deal with, Despite the fact that she spends most of her days in overdrive, traveling from home to home, making sure that everyone else's needs are met and they feel valued, Kathy would never describe her role as having involved sacrifice. Instead, she describes her work as a privilege, and gets great satisfaction in helping others to live their best lives.



**Virtual Residential Management meetings!**



**Wearing a mask was a little easier on Halloween :-)**



**Socially Distanced Parades help us feel connected!**



## **Diversity, Equity and Inclusion (DEI) Committee**

In June the FGI Management Team embraced their commitment to diversity, equity, and inclusion which resulted in a group of employees volunteering to be members of a Diversity, Equity and Inclusion (DEI) Committee. Since then, the committee has been meeting and taking several action steps toward rewriting the FGI Diversity, Equity, and Inclusion Plan.

The DEI Committee description, which includes the goals the committee has agreed upon, is as follows:

Comprised of Foothills Gateway staff from all three divisions, the DEI Committee is charged with reconstructing and initiating the Diversity, Equity, and Inclusion Plan for the organization. The committee will base all decisions on existing DEI best practices and grounded research, including that of the local community, similar organizations, and Foothills Gateway staff survey responses. The committee aims to recognize its own internal biases and see past them while crafting the Plan.

### **Stated Committee goals include:**

- Identify potential organizational blind spots and work to improve Foothills Gateway's overall diversity, equity, and inclusion practices.
- Ensure the new plan includes measurable action steps to provide for organizational accountability.
- Intentionally build out the plan to be a living document that is referenced, updated and evaluated periodically.

The DEI Committee worked in collaboration with Employers Council to implement an anonymous employee survey. The committee reviewed the survey results and identified several key trends that will be used to inform work on the plan. The committee was also pleased to discover through those survey results that FGI is on a positive trajectory.

Our mission and vision support humanism, equality and acceptance. We have a culture of treating others with respect and dignity. Many employees think we're already doing a good job encouraging diversity, or that we're doing the best we can considering our ethnically un-diverse county.

*Continued...*



### *Diversity, Equity and Inclusion (DEI) Committee Continued...*

People are grateful for FGI and love the people they work with daily. People feel included in decisions pertaining to their jobs, conversations, and social events. Staff feel recognized for their accomplishments and that their opinions matter. Individuality is embraced at FGI. FGI offers an environment where you don't feel discriminated against and you are allowed and encouraged to speak your mind and be yourself.

### **DEI Committee Work Moving Forward**

The committee members are currently working on the new plan development. The new plan will include an introduction and intent section followed by goals and objectives. Part of the plan will also include information detailing accountability at all levels, measuring outcomes, and reporting. The committee agrees there should be regular, consistent reviews and updates to the Diversity, Equity, and Inclusion Plan so it is a "living document" that will inform ongoing changes within the organization as we move forward, learn and grow together.



### **How did we cope with 2020?**





## Early Intervention

The Early Intervention (EI) Team was already a tight knit group before the pandemic hit. Now, they have found that their team, and their community of families, are truly what helps them get through the difficult days – knowing they are not alone and that they are still making a difference for families with young children who are unable to wait for the world to restart to obtain essential services.

Laura Veradt, the EI Coordinator, explained the program: “Early Intervention is a state and federally funded program that supports babies who are having concerns in how they’re developing. We do that through a parent coaching model, where we support parents to fill up their tool kits so that they can support their children. And we provide all of those services to them at no cost.”

The EI team was “mobile” prior to COVID-19 because the flexibility provides each Service Coordinator the capacity to meet families wherever they are. That capacity has proven invaluable as Foothills Gateway shifted to a fully virtual case management model in order to keep everyone safe and healthy.

Early on in the pandemic, we asked the Foothills Gateway staff to share their good news to keep everyone’s spirits lifted. One EI Service Coordinator experienced the heartache of COVID-19 firsthand and shared her story with the



**The Early Intervention Team**

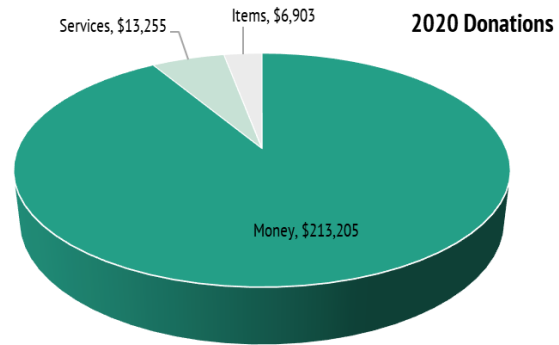
rest of the agency purely because of her gratitude for her team. The Coordinator shared that her team went, and continues to go, beyond supportive. And this was just the first of several stories that the EI Team shared.

Their instinct for Showing UP clearly spans far beyond the families they support. It seeps into everything they do as a natural response to difficult times. Another Service Coordinator, shared that—“I think of good coworkers showing up for each other and covering meetings, or helping with work, or maybe coming together to sign a birthday card. My colleagues are all that and more. One hundred times more...these ladies are a true gift. One of a kind, amazing and giving people...this is what an effective and amazing team looks like!”

These experiences do not stand alone. Words of gratitude echo through the EI team’s stories. One closing thought says it all: “The human connections that have formed due to this pandemic have shown me that there is hope, love, unity, and strength when we stand together and show up for each other. I feel so very inspired right now.”

## Donations/ Volunteers

In a typical year, Foothills Gateway receives support from our Northern Colorado community in the form of dedicated volunteers, as well as monetary donations and contributions of services and items that help us accomplish our mission. While 2020 was unlike any other year in Foothills Gateways history, the generosity and support of our community did not waver.



Due to COVID-related guidelines and our building closure to members of the public, volunteers who typically spent time with individuals in the community and in Day Programs were unable to provide this service for most of the year. However, many have expressed their eagerness to return to their volunteer routine as soon as circumstances allow. During the past year, Foothills Gateway has even had new volunteers who have expressed interest in supporting people with disabilities, demonstrating that our community continues to show care and support for the work that we do.

The Foothills Service League also felt the effects of the pandemic on their ability to hold their annual fundraising events in the past year. However, this dedicated group is creative and resourceful. Through new fundraising efforts, such as an online wreath sale, they generously gave \$14,000 to Foothills Gateway in 2020. And even though traditional social events, like the Holiday Gift Shop, were unable to happen, their membership of over 40 women ensured that individuals in Foothills Gateway Day Programs had at least two gifts to give to loved ones.

Donations made to Foothills Gateway help provide services beyond the basics of standard funding and its restrictions, resulting in a better quality of life for people with disabilities. In 2020, donors gave more than \$230,000 in cash, services, and items to support Foothills Gateway's programs, people receiving services, and facilities.



### Flying Pig 5K



As the world began to fully realize the impacts of the pandemic in early 2020, the effects were felt suddenly at Foothills Gateway as well. The 12<sup>th</sup> Annual Flying Pig 5K was scheduled to take place in early April, but as businesses shut down and Stay At Home orders were issued, the Community Relations team was faced with a heartbreaking reality. The fundraising event we had worked so hard to plan would have to be cancelled. However, all of that hard work was not in vain! The Flying Pig has dedicated sponsors, many of whom have supported the race since its inception. When circumstances necessitated the cancellation of the event, sponsors did not “cancel” their commitment! Most all of the sponsors allowed us to keep their donation and support the Family Support Services Program (FSSP) as intended. Because of this, over \$17,500 was raised for this important program – a true testament to the generosity of our community and these committed sponsors.

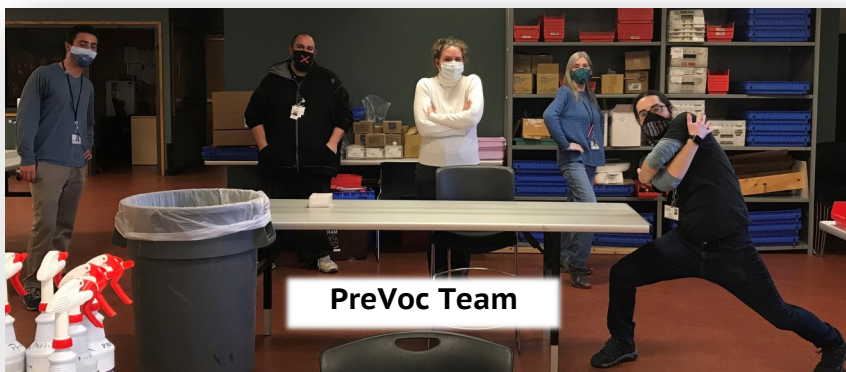




## CARF Accreditation Report

In December, Foothills Gateway received our CARF Accreditation Report which detailed the outcome of our recent accreditation survey. Foothills Gateway received the highest accreditation level possible – a **Three-Year Accreditation!** Below are some highlights from the CARF Accreditation Report that outline FGI's areas of strength:

- FGI has an experienced executive leadership team and an involved and dedicated board of directors.
- Many FGI staff have been with the organization for more than 10 years, affording a high degree of knowledge, stability, and consistency of operations.
- The organization's focus on continuous improvement and its desire to benefit from the input from colleagues in the field as a way to advance the organization's programs and services is noteworthy.
- FGI has strong information technology staff members who bring considerable talent and expertise to effectively operate, achieve information security, and measure performance outcomes.
- The organization operates with thoughtful and effective emergency protocols with the aim of protecting the safety of persons served and staff members.
- FGI offers a range of effective services to meet the diverse needs of persons served.
- Person-centered plans are highly personalized and convey a deep understanding and genuine care by teams who participate with persons served in the person-centered planning process.
- FGI's Direct Support Professionals displayed enthusiasm, professionalism, and genuine care for persons served.
- Families who utilize Adult Care Services for respite described these respite services as a "lifesaver" in providing the option to access and plan stays with FGI staff members that families trust to provide care.
- FGI offers a variety of paid work opportunities with varying complexity to meet the needs of persons served. The CARF surveyors also commended FGI for our Supported Employment program. Community jobs are varied and individualized. Persons served work substantial hours every week and many individuals have long tenures at the same jobs. Employment staff provide services that are responsive to persons served and fulfill employers' and coworkers' needs.



## Supported Employment

Like many Foothills Gateway staff, the Supported Employment team has truly missed being in the building every day. Before COVID-19 you could often walk into the Supported Employment office and hear laughter, join in on a potluck, or see the coaches taking a walk around Foothills. These things came to a halt when the building closed. However, the job never stopped. For both the cleaning crew staff and the career consultants, the work went on.



Diane and Kat have been our resident building cleaners, taking the immense changes to their job roles in stride. Initially there were few people in the building, but it is still a big building! Diane and Kat worked alternate days and worked tirelessly to ensure the safety of the Foothills Gateway family. Thankfully, as the restrictions changed, the Cleaning Crew increased from two to four.

One unfortunate result of the pandemic was that the cleaning crew program had to be permanently closed. However, this provided us with the exciting opportunity to hire two new cleaning crew staff directly from the program. Like Diane and Kat, these two are working to learn the procedures of being in the building, new tasks and a new team. We've also had a couple of individuals from the crew come back to us through DVR to begin looking for competitive integrated employment.

Throughout the pandemic, career consultants have continued to work as much as they are able. They have providing over-the-phone job coaching with the individuals who have been working during the pandemic, many of which are in essential jobs at assisted living facilities and grocery stores. Unfortunately however, many individuals were unable to work for a period of time. This was difficult and those who have now been able to return to work are very excited to do so.

Keeping in touch with individuals has been a high priority in order to keep everyone engaged. We continue to have individuals actively looking for jobs, so taking a break from the job search has not been an option. The consultants have spent time on job development by doing mock interviews over the phone, visiting businesses in order to build relationships and continuing to support individuals in applying for competitive integrated employment. During the pandemic, this has been an especially daunting task, but each consultant has held on to their desire to support individuals in their endeavors. Altogether, this group has over 40 years of experience and they have been using it to get through these tough times together.



**Kat**



## Foothills Gateway by the Numbers...



92%

Overall satisfaction rating among people receiving services through FGI  
(Calculated from percent of positive responses)

Number of children currently enrolled in Early Intervention services

999



201



Number of individuals to whom Foothills Gateway provided Family Support Services

# of people waiting for services at the end of December 2020 without any services other than Intake Case Management



415

Number of people enrolled into services and removed from the waiting lists



194

10.7%



Foothills Gateway's percentage of expenses directed to administration and general purposes

\$19.3

MILLION

Foothills Gateway's support and revenues in FY 2020



Number of adults/children/families that received Case Management services and supports

2854



### TO MAKE A CONTRIBUTION

To learn more about making a donation to Foothills Gateway, Inc. visit [www.FoothillsGateway.org](http://www.FoothillsGateway.org) and click on How To Help/Donate



## **Financial Information**

### **STATEMENT OF ACTIVITIES**

As of June 30, 2020	2020	2019
<b><u>Support &amp; Revenue</u></b>		
State of Colorado (includes Medicaid FFS)	13,001,136	12,990,391
Larimer County	4,724,262	4,116,244
Other Government Agencies	379,578	273,974
Public Support	207,860	224,231
Other Revenue	959,137	1,025,975
Total Support & Revenue	19,271,973	18,630,815
<b><u>Expenses</u></b>		
Program Services	11,353,471	10,800,169
Case Management Services	4,989,171	4,726,396
Other Program Services	1,090,690	1,374,589
Total Program Services	17,433,332	16,901,154
Management and General	2,076,694	1,990,932
Fundraising	5,309	9,439
Total Expenses	19,515,335	18,901,525
<b><u>Changes In Net Assets</u></b>	<b><u>-243,362</u></b>	<b><u>-270,710</u></b>

### **STATEMENT OF FINANCIAL POSITION**

As of June 30, 2020	2020	2019
<b><u>Assets</u></b>		
Current Assets	10,255,413	8,293,578
Land, Building & Equipment, Net	1,610,708	1,633,640
Other Assets	2,959,500	2,891,802
Total Assets	14,825,621	12,819,020
<b><u>Liabilities and Net Assets</u></b>		
Current Liabilities	2,982,456	1,697,481
Long Term Debt	964,988	
Total Liabilities	3,947,444	1,697,481
Total Net Assets	10,878,177	11,121,539
<b><u>Total Liabilities and Net Assets</u></b>	<b><u>14,825,621</u></b>	<b><u>12,819,020</u></b>



