



FOOTHILLS GATEWAY FAMILY SERVICES AND SUPPORT PROGRAM
Annual Report
Fiscal Year 2021-22

FOOTHILLS GATEWAY FAMILY SUPPORT SERVICES PROGRAM (FSSP)
ANNUAL REPORT
Fiscal Year 2021-22

A. How Foothills Gateway plans to spend FSSP funds in the 2021-2022 fiscal year:

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

Foothills Gateway case management staff will participate in the Larimer County inter-agency case management resource group that is an extension of the Larimer County Department of Human Services Community Collaboration Team grant.

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.

The Foothills Gateway FSSP will advise Case Managers to discuss the FSSP program with educators at IEP meetings, explaining FSSP program and enrollment process.

The FSSP Council will utilize the FSSP Parent 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:

In the upcoming year, the Foothills Gateway FSSP would like to sponsor both social/networking and educational opportunities for families. These activities will be subject to physical-distancing limitations created by the Covid-19 pandemic. These include:

- Sensory friendly movie events
- Pool party
- Activity/funplex activity
- Relationship classes
- Guardianship training
- Parent self-help trainings

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

- *Assure 240 individuals enrolled each month.*
- *Utilize 100% of FSSP contract dollars by the end of FY 21-22.*
- *Meet emergency needs of individuals enrolled in FSSP and on the FSSP waiting list experiencing unexpected needs that are related to the individual or family's health and safety*
- *Improve the user experience and training for families using the FGI FSSP Portal as measured by program evaluation outcomes.*

Create social and educational opportunities through the use of FSSP program funding.

- *Create opportunity for education training through LifeCourse Curriculum*
 - *Create four networking and social opportunities for families in Larimer County*
 - *Stress-management/facilitated support group*
 - *Transition support: conversation and strategies to take advantage of programs that assist in transitions*
 - *"Ask-a-Therapist": connecting families to existing providers (OT, transitions specialists)*
-
- *Meet emergency needs of individuals enrolled in FSSP and on the FSSP waiting list experiencing unexpected needs that are related to the individual or family's health and safety*

B. How Foothills Gateway FSSP funds were spent in the 2020-2021 fiscal year:

1. The program evaluation outcomes for FY20-21:

FY 20-21 PROGRAM SATISFACTION:

Each July, Foothills Gateway sends a Family Satisfaction Survey to all family members of people enrolled in programs or on the waiting list for services in Larimer County. This survey measures satisfaction with the programs and case management provided by Foothills Gateway. Due to the timing of the annual Family Satisfaction Survey, a separate FSSP Program Evaluation survey was sent to FSSP participants in order to meet FSSP program evaluation requirements.

In May 2021, Foothills Gateway mailed a survey with a postage paid return envelope to each family enrolled in the Foothills Gateway FSSP. The total number of surveys mailed was 231. A Spanish language version of the survey was sent to those families indicating Spanish as their preferred language. A total of 52 surveys were returned. The data below summarizes the survey responses and offers a comparison to the FY 19-20 results.

1. How easy it is for you to access the payment or reimbursement for services from the Foothills Gateway FSSP program?

Rating	FY 20-21 Number Responding (52 total)	FY 20-21 Percentage	FY 19-20 Number Responding (47 total)	FY 19-20 Percentage	Change
<i>Very easy</i>	23	44%	18	38%	+6%
<i>Somewhat easy</i>	18	35%	10	21%	+14%
<i>Neither easy nor difficult</i>	5	10%	2	4%	+6%
<i>Somewhat difficult</i>	3	6%	8	17%	-11%
<i>Very difficult</i>	3	6%	9	19%	-6%

Remarks: The satisfaction with the ease of reimbursement increased dramatically in FY 20-21. During this year, Foothills Gateway made improvement to the FSSP user application. This was also the second year that the application was in place and FSSP families are now accustomed to this method of submitting receipts or invoices. Families continue to have the option of mailing or emailing receipts to Foothills Gateway.

2. How do you rate the timeliness of FSSP services or reimbursement of services/how quickly can you receive FSSP payment or reimbursement for goods or services?

Rating	FY 20-21 Number Responding (52 total)	FY 20-21 Percentage	FY 19-20 Number Responding (46 total)	FY 19-20 Percentage	Change
<i>Very fast</i>	16	31%	19	41%	-10%
<i>Somewhat fast</i>	15	29%	14	30%	-1%
<i>Neither fast nor slow</i>	13	25%	2	4%	+21%
<i>Somewhat slow</i>	7	7%	7	15%	-8%
<i>Very slow</i>	1	2%	4	9%	-7%

Remarks: Foothills Gateway continues to issue checks according to a bi-monthly schedule that is shared with families.

3. How effective are the Foothills Gateway FSSP services you receive in meeting your identified FSSP needs?

Rating	FY 20-21 Number Responding (52 total)	FY 20-21 Percentage Responding	FY 19-20 Number Responding (47 total)	FY 19-20 Percentage Responding	Change
<i>Very effective</i>	34	65%	25	53%	+12%
<i>Somewhat effective</i>	14	27%	14	30%	-3%
<i>Neither effective nor ineffective</i>	3	6%	1	2%	+5%
<i>Somewhat ineffective</i>	1	2%	2	4%	-2%
<i>Very ineffective</i>	0	0%	5	11%	-11%

Remarks: While the overall satisfaction with the effectiveness remains high (92 percent of families responding that the services are very or somewhat effective), many families are still discouraged by the lack of flexibility in the service categories. Foothills Gateway Case Managers continue to meet with families to discuss service options and explore how FSSP can provide valuable services.

4. How available are the services needed to meet your identified FSSP needs?

Rating	FY 20-21 Number Responding (52 total)	FY 20-21 Percentage Responding	Number Responding (47 total)	Percentage Responding	Change
<i>Very available</i>	31	60%	21	45%	+15%
<i>Somewhat available</i>	16	31%	17	36%	-5%
<i>Neither available nor unavailable</i>	1	2%	2	4%	-2%
<i>Somewhat unavailable</i>	4	8%	4	9%	-1%
<i>Very unavailable</i>	0	0%	3	6%	-6%

Remarks: The satisfaction with service availability increased in FY 20-21. Overall, 91 percent of families found that services were very available or somewhat available. In general, families used fewer respite and recreation services during FY 20-21 due to Covid-19.

5. How responsive is the Foothills Gateway FSSP to your family's concerns?

Rating	FY 20-21 Number Responding (51 total)	FY 20-21 Percentage Responding	FY 19-20 Number Responding (47 total)	FY 19-20 Percentage Responding	Change
<i>Very responsive</i>	38	75%	28	58%	+17%
<i>Somewhat responsive</i>	7	14%	11	23%	-9%
<i>Neither responsive nor unresponsive</i>	2	4%	2	4%	0%
<i>Somewhat unresponsive</i>	4	8%	5	10%	-2%
<i>Very unresponsive</i>	0	0%	2	4%	-4%

Remarks: The satisfaction with the Foothills Gateway FSSP response to family concerns increased during FY 20-21. FSSP case managers work hard to ensure that family needs are discussed on a regular basis and explore creative options for meeting these needs.

6. Please rate your overall satisfaction with the Foothills Gateway FSSP.

Rating	FY 20-21 Number Responding (51 total)	FY 20-21 Percentage Responding	FY 19-20 Number Responding (47 total)	FY 19-20 Percentage Responding	Change
<i>Very satisfied</i>	38	75%	25	53%	+22%
<i>Somewhat satisfied</i>	10	20%	13	28%	-8%
<i>Neither satisfied nor unsatisfied</i>	1	2%	2	4%	-2%
<i>Somewhat unsatisfied</i>	2	4%	5	11%	-7%
<i>Very unsatisfied</i>	0	0%	2	4%	-4%

Remarks: Overall, the satisfaction with the Foothills Gateway FSSP is very high with 95 percent of the families responding to the survey indicating that they were very satisfied or somewhat satisfied with the program. Many of the comments that accompanied the survey praised both the program and the support offered by the case manager.

2. The total amount of funds expended within each service category during FY20-21:

Service Category	Total expended per category	Number of purchases
Assistive Technology	\$2,908.51	31
Environmental Engineering	\$44,868.24	55
Medical/Dental	\$48,838.73	520
Other: Consultation/Advocate	\$3,027.50	5
Other: Recreation	\$20,603.41	147
Other: Specialized Services (includes Covid-19 related supports)	\$1324.12	13
Parent Services/Sibling Support	\$10,450.49	72
Professional Services	\$130,010.57	570
Respite	\$223,608.55	931
Transportation	\$4,790.03	237
Total:	\$539,369.89	2,857

- **Total number of individuals with Family Support Plan during FY20-21: 245**
- **Total number of families receiving reimbursement during FY20-21: 232**
- **The total number of new individuals enrolled in FSSP during FY 20-21: 57**
- **The total number of individuals on the FSSP waiting list: 10 (as of 8/23/2021)**

1. Detailed information for the Program Expense service category:

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

During FY 20-21 the Foothills Gateway FSSP used Program Expenses for three activities:

- *“Charting the LifeCourse” Training: 35 participants*
- *Relationship Classes: 6 participants*
- *Guardianship: 20 participants*

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

- *“Charting the LifeCourse” Training:* This virtual training offered families and other interested parties the opportunity to understand the core principles of the LifeCourse curriculum. The training included materials that can be used to help plan for transitions and a variety of tools to support individuals to plan and lead good lives.
- *Relationship Classes:* These trainings offered individuals with disabilities the opportunity to learn relationship skills and understand sexuality at all stages of life. The trainings were offered at both adolescent and adult levels and were presented by a master’s level counselor.
- *Guardianship Training:* This training gave parents the opportunity to understand guardianship in Colorado as well as exploring less restrictive options for assisting individuals with disabilities with decision making.

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

The program dollars were useful in giving families a chance to learn about guardianship in Colorado, relationship and sexuality issues and how to plan for good life outcomes.

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

There were no staff costs associated with the program expenses.

- *Virtual “Charting the LifeCourse” Training:* \$1,250 (speaker’s fee/materials)
- *Relationship Classes:* \$1700 (instructor’s fee/materials)
- *Guardianship:* \$500 (trainer’s fee)

2. How the Foothills Gateway FSSP Annual Plan will be 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:

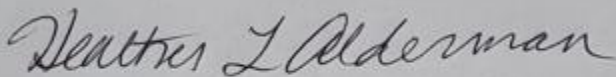


Signature of the Chief Executive Officer:

Erin Eulenfeld

Signature of Family Support Council (FSC) members:

monica Z



Pamela Jennings



Mani Veramallu

Michelle Lathrop

