



FOOTHILLS GATEWAY FAMILY SERVICES AND SUPPORT PROGRAM
Annual Report
Fiscal Year 2022-23

FOOTHILLS GATEWAY FAMILY SUPPORT SERVICES PROGRAM (FSSP)
ANNUAL REPORT
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A. How Foothills Gateway plans to spend FSSP funds in the 2022-2023 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.

Foothills Gateway will participate in the Fort Collins Autism Fair and host a table with information about FSSP.

Foothills Gateway staff will continue to create a quarterly FSSP newsletter. This newsletter will feature information about resources, staff profiles, FSSP successes and tips on accessing the 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
- Kid's run at the annual FSSP Flying Pig 5K

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

- *Increase enrollment to 300.*
- *Utilize 100% of FSSP contract dollars by the end of FY 22-23.*
- *Meet 100% of eligible 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 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 2021-2022 fiscal year:

1. The program evaluation outcomes for FY21-22:

FY 21-22 PROGRAM SATISFACTION:

In May 2022, Foothills Gateway emailed a survey links to those with email addresses on record and physical surveys for those without email addresses to each family enrolled in the Foothills Gateway FSSP. This survey measures satisfaction with the programs and case management provided by Foothills Gateway.

A total of 53 surveys were returned. The data below summarizes the survey responses and offers a comparison to the FY 20-21 results.

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

| Rating | FY 21-22 Number Responding (53 total) | FY 21-22 Percentage | FY 20-21 Number Responding (52 total) | FY 20-21 Percentage | Change |
|---|--|------------------------|--|------------------------|------------|
| <i>Very easy</i> | 32 | 66% | 23 | 44% | +22% |
| <i>Somewhat easy</i> | 15 | 28% | 18 | 35% | -7% |
| <i>Neither easy nor difficult</i> | 4 | 8% | 5 | 10% | -2% |
| <i>Somewhat difficult</i> | 1 | 2% | 3 | 6% | -4% |
| <i>Very difficult</i> | 1 | 2% | 3 | 6% | -4% |
| Overall Average | 4.43 (out of 5) | 86% | 4.06 (out of 5) | 81% | +5% |

Remarks: The satisfaction with the ease of reimbursement increased dramatically in FY 21-22. During this year, Foothills Gateway made improvement to the FSSP user application. This was also the third 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. Additionally, Foothills Gateway created a video that provides instruction on how to use the Foothills Gateway FSSP Portal to submit invoices and receipts.

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 21-22 Number Responding (53 total) | FY 21-22 Percentage | FY 20-21 Number Responding (52 total) | FY 20-21 Percentage | Change |
|------------------------------|--|------------------------|--|------------------------|------------|
| <i>Very fast</i> | 30 | 57% | 16 | 31% | +26% |
| <i>Somewhat fast</i> | 12 | 23% | 15 | 29% | -6% |
| <i>Neither fast nor slow</i> | 8 | 15% | 13 | 25% | -10% |
| <i>Somewhat slow</i> | 2 | 3% | 7 | 7% | -4% |
| <i>Very slow</i> | 1 | 2% | 1 | 2% | 0% |
| Overall Average | 4.28 (out of 5) | 82% | 3.73 (out of 5) | 75% | +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 21-22 Number Responding (53 total) | FY 21-22 Percentage Responding | FY 20-21 Number Responding (52 total) | FY 20-21 Percentage Responding | Change |
|--|--|--------------------------------------|--|--------------------------------------|------------|
| <i>Very effective</i> | 37 | 70% | 34 | 65% | +5% |
| <i>Somewhat effective</i> | 12 | 23% | 14 | 27% | -4% |
| <i>Neither effective nor ineffective</i> | 1 | 2% | 3 | 6% | -4% |
| <i>Somewhat ineffective</i> | 3 | 6% | 1 | 2% | +4% |
| <i>Very ineffective</i> | 0 | 0% | 0 | 0% | 0% |
| Overall Average | 4.57 (out of 5) | 89% | 4.59 (out of 5) | 91% | -2% |

Remarks: While the overall satisfaction with the effectiveness remains high (93 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 21-22 Number Responding (53 total) | FY 21-22 Percentage Responding | FY 20-21 Number Responding (52 total) | FY 20-21 Percentage Responding | Change |
|--|--|--------------------------------------|--|--------------------------------------|------------|
| <i>Very available</i> | 28 | 53% | 31 | 60% | -7% |
| <i>Somewhat available</i> | 18 | 34% | 16 | 31% | +3% |
| <i>Neither available nor unavailable</i> | 6 | 11% | 1 | 2% | +9% |
| <i>Somewhat unavailable</i> | 0 | 0% | 4 | 8% | -8% |
| <i>Very unavailable</i> | 1 | 2% | 0 | 0% | +2% |
| Overall Average | 4.6 (out of 5) | 90% | 4.36 (out of 5) | 87% | +3% |

Remarks: Overall, 87 percent of families found that services were very available or somewhat available and less than 1 percent of families reported that needed services are somewhat or very unavailable.

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

| Rating | FY 21-22 Number Responding (50 total) | FY 21-22 Percentage Responding | FY 20-21 Number Responding (51 total) | FY 20-21 Percentage Responding | Change |
|--|--|--------------------------------------|--|--------------------------------------|-----------|
| <i>Very responsive</i> | 38 | 76% | 38 | 75% | +1% |
| <i>Somewhat responsive</i> | 9 | 18% | 7 | 14% | +4% |
| <i>Neither responsive nor unresponsive</i> | 0 | 0% | 2 | 4% | -4% |
| <i>Somewhat unresponsive</i> | 1 | 2% | 4 | 8% | -6% |
| <i>Very unresponsive</i> | 2 | 4% | 0 | 0% | +4% |
| Overall Average | 4.63 (out of 5) | 91% | 4.55 (out of 5) | 91% | 0% |

Remarks: The satisfaction with the Foothills Gateway FSSP response to family concerns increased during FY 21-22. In general, 76 percent of families find the program to be very responsive and 18 percent of families find the program to be somewhat responsive to their needs. 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 21-22 Number Responding (52 total) | FY 21-22 Percentage Responding | FY 20-21 Number Responding (51 total) | FY 20-21 Percentage Responding | Change |
|--|--|--------------------------------------|--|--------------------------------------|------------|
| <i>Very satisfied</i> | 38 | 73% | 38 | 75% | -2% |
| <i>Somewhat satisfied</i> | 12 | 23% | 10 | 20% | +3% |
| <i>Neither satisfied nor unsatisfied</i> | 0 | 0% | 1 | 2% | -2% |
| <i>Somewhat unsatisfied</i> | 1 | 2% | 2 | 4% | -2% |
| <i>Very unsatisfied</i> | 1 | 2% | 0 | 0% | +2% |
| Overall Average | 4.63 (out of 5) | 91% | 4.67 (out of 5) | 93% | -2% |

Remarks: Overall, the satisfaction with the Foothills Gateway FSSP is very high with 96 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 FY21-22:

| Service Category | Total expended per category | Number of purchases |
|---------------------------|-----------------------------|---------------------|
| Assistive Technology | \$53,858.57 | 299 |
| Environmental Engineering | \$46,529.99 | 48 |

| | | |
|------------------------------------|---------------------|-------------|
| Medical/Dental | \$73,988.98 | 690 |
| Other: Consultation/Advocate | \$792.30 | 5 |
| Other: Recreation | \$45,635.44 | 376 |
| Other: Specialized Services | \$2,820.60 | 27 |
| Parent Services/Sibling Support | \$40,164.11 | 205 |
| Professional Services | \$235,604.36 | 1511 |
| Respite | \$389,127.34 | 1541 |
| Transportation | \$10,714.18 | 389 |
| Total: | \$902,355.07 | 5095 |

- **Total number of families receiving reimbursement during FY21-22: 296**
- **The total number of new individuals enrolled in FSSP during FY 21-22: 85**
- **The total number of individuals on the FSSP waiting list: 60 (as of 8/22/2022)**

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 21-22 the Foothills Gateway FSSP used Program Expenses for these activities:

- **“Charting the LifeCourse” Training:**
 - *Participants:* 22 participants
 - *Service Provided:* 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.
 - *Cost:* \$1,200 (speaker’s fee/materials)
- **Relationship and Sexuality Classes:**
 - *Participants:* 31
 - *Service Provided:* 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.
 - *Cost:* \$5,750 (speaker’s fees/materials)

- **Guardianship Training:**
 - *Participants:* 20
 - *Service Provided:* 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.
 - *Cost:* \$500 (speaker's fee)

- **Parent Support Group:**
 - *Participants:* 62
 - *Service Provided:* Series of six virtual trainings and support group covering the following topics:
 - **Stress and special needs families**
 - **Caregivers: Taking care of yourself**
 - **Challenging behaviors**
 - **Finding support in your community**
 - **Success in the school system**
 - *Cost:* \$2,100 (speaker's fee)

- **Social Activity: Bowling**
 - *Participants:* 61
 - *Service Provided:* This was a social/networking event that gave families the opportunity to develop new friendships in a relaxed atmosphere. The bowling alley created a sensory friendly environment (lowered lights and music) and adapted bowling.
 - *Cost:* \$220


b. 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.

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 FSSP Council Chair:

lula harris

lula harris (Sep 21, 2022 08:28 MDT)

Signature of Family Support Council (FSC) members:



Miche Lathrop (Sep 21, 2022 07:10 MDT)

nagamani veeramallu

nagamani veeramallu (Sep 21, 2022 05:00 MDT)

Nicki Bork

Heather L Alderman
Heather L Alderman (Sep 21, 2022 08:40 MDT)

monica z

Pamela Jennings