



FOOTHILLS GATEWAY FAMILY SERVICES AND SUPPORT PROGRAM
Program Evaluation
Fiscal Year 2022-23

FOOTHILLS GATEWAY FAMILY SUPPORT SERVICES PROGRAM (FSSP) PROGRAM EVALUATION Fiscal Year 2022-23

EFFECTIVENESS OF PUBLIC OUTREACH:

The Foothills Gateway FSSP is committed to reaching all eligible families residing in Larimer County. In the past year, Foothills Gateway has created family friendly FSSP information and training materials. Along with meeting with families in person, this information is used by the Foothills Gateway Division of Case Management as a means of explaining the program. Foothills Gateway has also presented information about the Foothills Gateway FSSP to:

- Region 1 Regional Accountability Entity, Rocky Mountain Health Plans
- Thompson School District (psychologists and ILC teachers)
- Poudre School District Special Education Teachers
- Thompson School District Special Education Teachers
- The Arc of Larimer County
- Larimer County Department of Human Services
- Larimer County Autism Resource Fair

The Foothills Gateway Family Support Council also sponsors an annual 5K race/fundraiser. During the race, information about FSSP is included in the race materials, and the program is described prior to the race start.

Comparison of Foothills Gateway FSSP Demographics to Larimer County, Colorado, Demographics

Race/Ethnicity	Foothills Gateway FSSP (n = 295)	Foothills Gateway FSSP (Percentage of reported)	Larimer County (%)*
White	177	60.0%	82.1%
Black/African American	4	1.4%	0.95%
Native American	1	0.3%	0.48%
Asian/Pacific Islander	14	4.6%	2.12%
Hispanic	49	16.6%	7.27%
Other/Unknown/Non-Hispanic	0	0%	2.7%
<i>Not Reported</i>	<i>103</i>	<i>35% (of total)</i>	

*(Source: [Larimer County Demographics | Larimer County](#))

Findings: Due to the large number of families (35%) choosing not to report race/ethnicity, it is difficult to determine whether the Foothills Gateway FSSP demographic is representative of the Larimer County demographic. Foothills Gateway has five bilingual (Spanish) case managers serving those families requesting Spanish speaking case management services.

INTEGRATION WITH COMMUNITY RESOURCES

Foothills Gateway case managers provide resource coordination and information to the families enrolled in FSSP and on the waiting list for FSSP. FSSP case managers regularly attend IEPs in order to provide information about Foothills Gateway services--including FSSP--as well as to help with transition planning. FSSP case managers also make referrals to local programs such as Larimer County Food Bank, the Arc of Larimer County and the Department of Human Services. FSSP case managers are also a valuable resource in helping to assess and transition enrolled family members into HCBS Medicaid Waiver programs.

As the Community Centered Board, Foothills Gateway participates in local committees and collaborations including the Project Search Steering Committee, the Larimer County Interagency Oversight Group, Larimer County Interagency Coordinating Council and the Poudre School District Special Education Advisory Committee. Participating in these collaborations fosters the exchange of information among agencies and highlights the opportunities presented by each organization.

FY 22-23 PROGRAM SATISFACTION:

In February 2023, 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 81 surveys were returned. The data below summarizes the survey responses and offers a comparison to the FY 22-23 results.

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

Rating	FY 22-23 Number Responding (72 total)	FY 22-23 Percentage	FY 21-22 Number Responding (53 total)	FY 21-22 Percentage	Change
<i>Very easy</i>	51	70.8%	32	66%	+4.8%
<i>Somewhat easy</i>	15	20.8%	15	28%	-7.2%
<i>Neither easy nor difficult</i>	5	6.9%	4	8%	-1.1%

<i>Somewhat difficult</i>	0	0%	1	2%	-2%
<i>Very difficult</i>	1	1.4%	1	2%	-0.6%
Overall Average	4.6 (out of 5)	96%	4.43 (out of 5)	86%	+10%

Remarks: The satisfaction with the ease of reimbursement increased significantly in FY 22-23. During this year, Foothills Gateway made additional improvements to the FSSP user application. This was also the fourth 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 22-23 Number Responding (80 total)	FY 22-23 Percentage	FY 21-22 Number Responding (53 total)	FY 21-22 Percentage	Change
<i>Very fast</i>	52	65%	30	57%	+8%
<i>Somewhat fast</i>	16	20%	12	23%	-3%
<i>Neither fast nor slow</i>	10	12.5%	8	15%	-2.5%
<i>Somewhat slow</i>	1	1.3%	2	3%	-1.7%
<i>Very slow</i>	1	1.3%	1	2%	-.07%
Overall Average	4.46 (out of 5)	87%	4.28 (out of 5)	82%	+5%

Remarks: Foothills Gateway continues to issue checks according to a bi-monthly schedule that is shared with families. Overall, there was an increase in satisfaction in this area compared to the prior year.

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

Rating	FY 22-23 Number Responding (76 total)	FY 22-23 Percentage	FY 21-22 Number Responding (53 total)	FY 21-22 Percentage Responding	Change
<i>Very effective</i>	58	76.3%	37	70%	+6.3%

<i>Somewhat effective</i>	16	21%	12	23%	-2%
<i>Neither effective nor ineffective</i>	2	2.6%	1	2%	+0.6%
<i>Somewhat ineffective</i>	0	0%	3	6%	-6%
<i>Very ineffective</i>	0	0%	0	0%	0%
Overall Average	4.74 (out of 5)	94%	4.57 (out of 5)	89%	+5%

Remarks: The overall satisfaction with the effectiveness remains high (97.3 percent of families responding that the services are very or somewhat effective). 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 22-23 Number Responding (81 total)	FY 22-23 Percentage	FY 21-22 Number Responding (53 total)	FY 21-22 Percentage Responding	Change
<i>Very available</i>	55	67.9%	28	53%	+14.9%
<i>Somewhat available</i>	21	25.9%	18	34%	-8.1%
<i>Neither available nor unavailable</i>	4	4.9%	6	11%	-6.1%
<i>Somewhat unavailable</i>	1	1.2%	0	0%	+1.2%
<i>Very unavailable</i>	0	0%	1	2%	-2%
Overall Average	4.6 (out of 5)	90%	4.6 (out of 5)	90%	0%

Remarks: Overall, 93.8 percent of families found that services were very available or somewhat available and less than 2 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 22-23 Number Responding (81 total)	FY 22-23 Percentage	FY 21-22 Number Responding (50 total)	FY 21-22 Percentage Responding	Change
<i>Very responsive</i>	69	85.2%	38	76%	+9.2%
<i>Somewhat responsive</i>	10	12.3%	9	18%	-5.7%
<i>Neither responsive nor unresponsive</i>	2	2.5%	0	0%	+2%
<i>Somewhat unresponsive</i>	0	0%	1	2%	-2%
<i>Very unresponsive</i>	0	0%	2	4%	-4%
Overall Average	4.83 (out of 5)	96%	4.63 (out of 5)	91%	+5%

Remarks: The satisfaction with the Foothills Gateway FSSP response to family concerns increased during FY 22-2. In general, 85.2 percent of families find the program to be very responsive and 12.3 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 22-23 Number Responding (80 total)	FY 22-23 Percentage	FY 21-22 Number Responding (52 total)	FY 21-22 Percentage Responding	Change
<i>Very satisfied</i>	70	87.5%	38	73%	+14.5%
<i>Somewhat satisfied</i>	9	11.3%	12	23%	-11.7%
<i>Neither satisfied nor unsatisfied</i>	0	0%	0	0%	0%
<i>Somewhat unsatisfied</i>	1	1.3%	1	2%	-0.7%

<i>Very unsatisfied</i>	0	0%	1	2%	%
Overall Average	4.85 <i>(out of 5)</i>	96%	4.63 <i>(out of 5)</i>	91%	+5%

Remarks: Overall, the satisfaction with the Foothills Gateway FSSP is very high with 98.8 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.

EFFECTIVE COORDINATION AND UTILIZATION OF FUNDS

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

- The Arc of Larimer County
- Food Bank of Larimer County
- CSU Construction Cares (volunteer home accessibility)
- Larimer County Department of Human Services
- Colorado Department of Education
- Respite Care, Inc. (non-profit respite provider)
- SummitStone Health Partners (mental health/family support services)
- HCBS waiver programs (CES, SLS, CHRP, CHCBS)
- Rocky Mountain Health Plans/Region 1 Regional Accountability Entity
- Department of Early Childhood
- Healthy Harbors

2. Efficiency of required documentation for receipt of FSSP:

Foothills Gateway FSSP has increased satisfaction in this area. The program continues to refine systems and procedures in order to create an efficient reimbursement experience.