

this issue

Employee Spotlight **P.2**

Updates from Council **P.3**

Children's Case Management **Who's Who**

CHILDREN'S CASE MANAGERS

Olivia Knieff, Lead

oliviak@foothillsgateway.org

970-203-4564

Genevieve Marmaduke

genevievem@foothillsgateway.org

970-821-6884

Jeneen Viens, FSC Liaison

jeneenv@foothillsgateway.org

970-821-6887

Dani Murdock

dmurdock@foothillsgateway.org

970-821-6886

Dulce Olmedo Vigil

dulceo@foothillsgateway.org

970-821-6885

DIRECTOR

Pat Carney

patc@foothillsgateway.org

970-443-2619

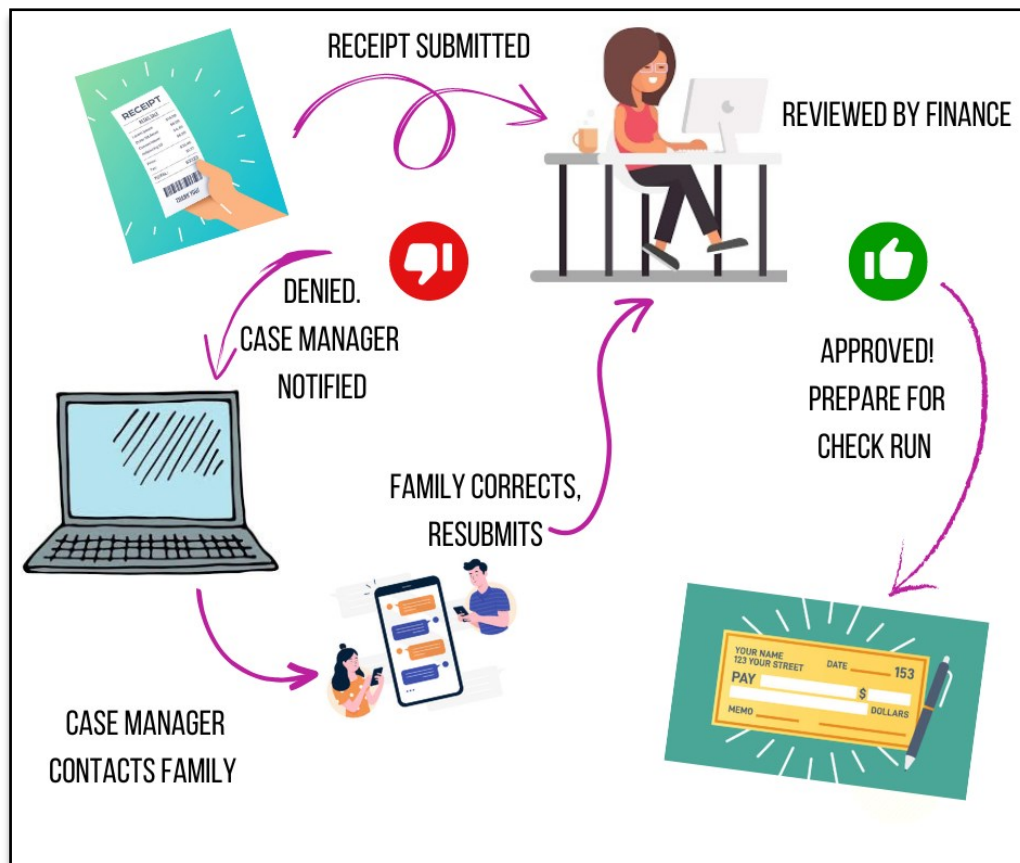


After a year-plus wait, Everly and her family have been able to hit the road in their new van! Although FSSP funds couldn't be used to purchase the vehicle, Everly's family was able to tap into their FSSP funding to offset the cost of adapting the van for Everly. The adaptations ensure she will have safe and secure transportation now and in the future. She's already been to the pool, church, and medical and therapy appointments. Prior to having an appropriately sized and outfitted van, Everly's mom was completing manual transfers to load Everly and her wheelchair multiple times per trip, which was beginning to take toll on mom's body. The new van also allows Everly to be positioned correctly during frequent or long trips, which wasn't an option in their former vehicle. Everly's dad shared that the van allows the family "to do lots of activities as a family, and now Everly can easily and safely be part of it. [Modifying the van] was the last piece of the puzzle to eliminate manual transfers as she gets bigger. It's fantastic! Thanks Olivia and Foothills for making the lift and wheelchair securement system possible!"

Spotlight On: Finance Department

If case managers are the face of the Family Support Services Program, the Foothills Gateway finance team is the backbone. A huge operation goes on behind-the-scenes to ensure your receipts and invoices are processed and paid in a timely manner.

When a receipt or invoice is submitted through the FSSP Portal, it reaches our finance team already attached to your account and our Finance partners can begin the process of reviewing it for accuracy, legibility, and to ensure the items or services purchased are identified in the Family Support Plan. If it meets criteria, the receipt or invoice is approved, and paid out with the next scheduled check run. This process is slowed down when receipts or invoices are submitted via email or mail because the receipts have to be saved or scanned, and manually uploaded to your account. Although these are acceptable means of submission, use of the FSSP Portal is encouraged and preferred because allows for secure and more timely processing.



Nearly 300 individuals are enrolled in FSSP. Several thousand receipts are submitted over the course of a fiscal year, with the majority coming in during the month of June, at fiscal year end. The average monthly total of reimbursements per month between July 2022-May 2023 was \$64,383. Nearly 3 ½ times this amount—\$224,536—was paid out in June 2023. This means nearly 25% of our annual expenditures happen in a single month!

A small army of finance and accounting professionals are behind these numbers. Up to 3 finance team members complete the process of reviewing receipts, ensuring they contain all required information or requesting follow-up from case managers when they don't, and confirming that the items and services listed on the receipts are identified in the person's Family Support Plan. Other members of the finance and accounting teams are involved in making credit card purchases for orders placed on behalf of families, and printing checks and preparing them to be mailed. Our IT team has created the technology infrastructure to streamline these processes, and provide families with the tools to easily and securely submit receipts, track receipts, and check on plan balances.

The finance and accounting teams support all fiscal functions at Foothills Gateway, including submitting billing for Medicaid waiver services and case management, and supporting the administration of the agency's annual budget. When it comes to FSSP, one team member shared that being part of the process that enables families to get the supports and services they need makes her job satisfying. Others echoed this, saying that they enjoy working at FGI because it

Waitlist Updates

The FSSP waitlist has been growing steadily over the past several months. Currently, nearly 150 individuals are waiting to be offered program enrollment, including some who have been waiting for over a year. Relief is in sight for many of these individuals, as two new Children's Case Managers will be hired within the next few months. Although the new case managers will also be supporting individuals enrolled in the CHCBS and CHRP Medicaid waivers, the goal of reducing the FSSP waitlist led to the creation of these positions.

Caregiver Retreat

No Barriers is offering a free, four-day, retreat in Red Feather for parents/guardians of children enrolled in services at Foothills Gateway. The retreat, which does not include children, will offer a great opportunity for caregivers to re-center and recharge. It is open to parents/guardians only, and accommodations will be made to allow for full participation of caregivers of all abilities. Space is limited, so register today!

<https://nobarriers.tfaforms.net/4799858>

Questions? Contact Mari-ah Nelson, the No Barriers Program Director: 970-484-3633 ext. 303.

www.nobarriersusa.org

gives them the opportunity to help individuals with I/DD and their families.

As much as the finance team enjoys the role they play in supporting others, doing so is not without challenges. It can feel frustrating to receive feedback that the reimbursement process is too difficult because of all the requirements in place about what information must be included on receipts. The finance team would like families to know that many of these requirements are beyond our control at the local level, but are in place to ensure the integrity of the program. As a whole, the finance and case management teams find end of fiscal year very stressful, and encourage families to submit receipts and invoices as they receive them, instead of waiting until the last minute. The finance team also suggests that families refer to their annual plans to ensure the items they are submitting for reimbursement are, in fact, included in their child's plan.

Many of the operations of the Family Support Services Program happen in background, including the steps taken by the finance team to ensure reimbursements for families are processed and paid in a timely manner. The success of our program would not be possible without their support, and we are grateful for their experience and expertise!

Updates from Council

The Family Support Council plays an important role in how the Family Support Services Program is implemented at Foothills Gateway. Council meets quarterly, in March, June, September and December, to discuss and plan FSSP activities and trainings, vote on procedure changes, and monitor the implementation of the program. Meetings last 90 minutes and are currently held virtually. The FSC is composed of family members of individuals with developmental disabilities, those with lived experience, and other interested community members.

- Council voted to allow for the continuation of excess funds requests in the 2023-2024 fiscal year.
- Council voted to set aside \$25,000 of the annual FSSP budget to be used for educational and/or social programming and events in the 2023-2024 fiscal year
- Council hosted a morning of bowling and arcade games at Chippers Lanes on July 29. Turnout was lower than expected, but those who attended had a great time!
- Upcoming event! Fort Fun! Saturday, September 9, 8 AM-noon. More details coming soon!
- Upcoming Respitality dates:

September 16, 2023

November 4, 2023

December 2, 2023

More information coming soon!

FSSP Reimbursement Tips and Payment Dates

Upcoming Payment Dates

August 25, 2023

September 15, 2023 · September 29, 2023

October 13, 2023 · October 27, 2023