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Children's Case Management Who's Who

CHILDREN'S CASE MANAGERS

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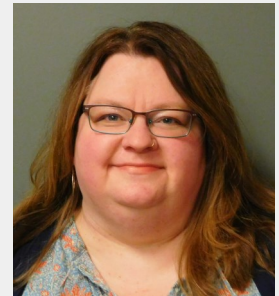
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Departmental Changes

The Family Support Services Program is excited to announce to recent changes to the department. Olivia Knieff, who was the Lead Children's Case Manager, accepted the newly created position of Children's Coordinator. This new position will allow Olivia to continue oversee the Family Support Services Program, and the Children's Home and Community Based Services, and Children's Residential and Habilitation Program Medicaid waivers, including continuing to supervise the Children's Case Managers. It will also provide Olivia with the opportunity to take on additional administrative responsibilities.



As part of this change, Olivia was elected to the Family Support Council, and Pat Carney, Support Services Case Management Director, resigned his position on the FSC. Olivia has focused her efforts over the past two years on creating and streamlining training processes for the FSSP at Foothills Gateway, including developing a comprehensive FSSP training curriculum which is offered to FGI case managers on a quarterly basis, and creating materials to assist families in accessing FSSP. The [FSSP Portal training video](#), is an example of these efforts.



The Children's Case Management team has welcomed a new case manager to their ranks. Randi Tudahl was selected to fill a newly created position and has been working diligently to learn the ins-and-outs of her new role. She comes to Foothills Gateway with 17 years of experience supporting individuals with I/DD as a direct support professional, manager, and host home provider. Nearly 25 people have moved from waiting list to FSSP enrollment since Randi was hired!



Guest Interview: Krystina Janisch

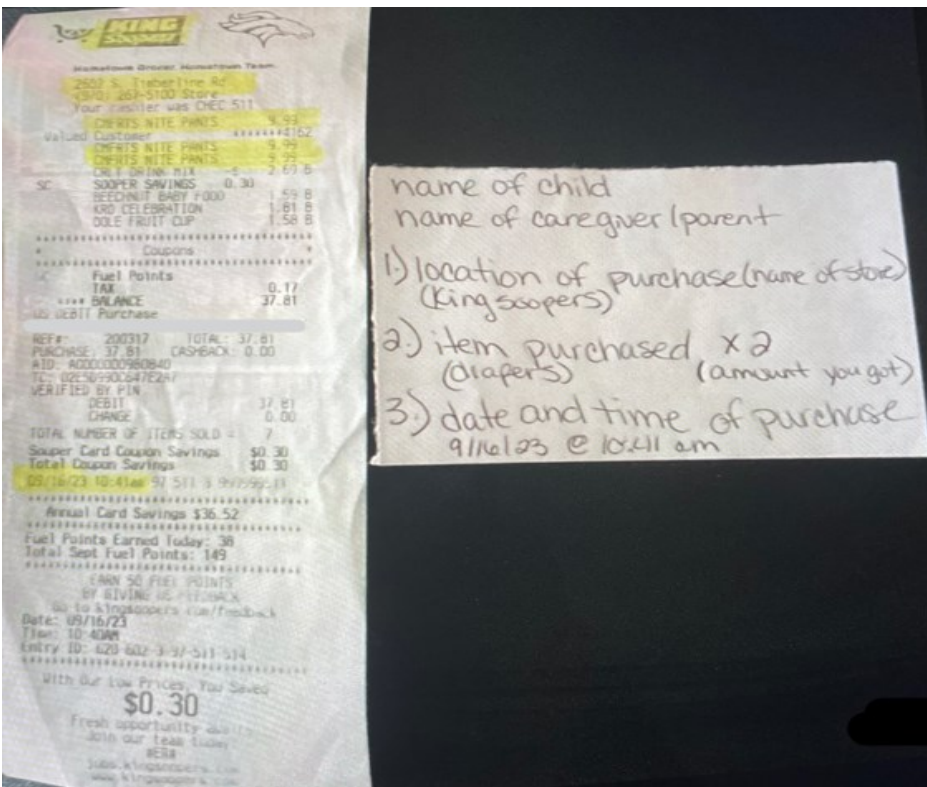
Krystina Janisch is a member of the Family Support Council, and mother to Gabriel, who is enrolled in the Family Support Services Program. Krystina, her husband Frank, and Gabriel live in Fort Collins. In addition to volunteering her time on the FSC, Krystina is a stylist and cuts the hair of many children with autism and other disabilities. In her free time, she enjoys crocheting and singing to Gabriel. Krystina strives to live life to the fullest and to not sweat the small stuff.

In the four years her son, Gabriel, has been enrolled in the Family Support Service Program, Krystina Janisch has refined and perfected her process for ensuring Gabriel's qualifying expenses are reimbursed in a timely manner. With a little organization and preparation on her part, Krystina has developed a system to ensure the receipts she submits are easy to read and understand, and has created a process for tracking receipts to ensure she has information at her fingertips, should she ever need to refer back to one. "It is mainly the paper trail that is created to make reimbursement possible and quick for families," she said.

All receipts and invoices submitted for reimbursement and payment are required to contain the following information:

- Date of purchase
- Vendor
- Description of the item/service (write on the receipt if it's not clear what the item is)
- Clear indication of what you are seeking reimbursement or payment for
- Your first and last names, and the first and last names of the enrolled individual

The information listed above is typically included on receipt and invoices from doctors and therapists, but not all of it is included on receipts from local or online vendors. To ensure requirements are met in those situations, Krystina writes all necessary information on a note card and captures a single image that includes both the receipt and additional information, as follows:



information, as follows:

She has found this method much easier than trying to write all the information in the margin of a receipt. This process also makes it easier for our finance team to read and understand the receipts.

Krystina shared that she keeps the receipts she's submitted for reimbursement filed in an envelope for a full calendar year. "That way, if there is a discrepancy, I can look back through the physical receipts that I have. Once the year changes in January, I get a new envelope."

Krystina developed this system after a receipt she submitted was denied because the person processing it couldn't read the details of the expense. Once the information was clarified, she was reimbursed – but had to wait an additional two weeks for this to happen. "That's when I decided, 'hey, let me do another piece of paper because it'll be clear that way. I still highlight all the information that I do put on the piece of paper almost like reinforcing what is on the receipt it-

self." Krystina shared she makes sure she knows what is approved in Gabriel's plan, and that she checks the FSSP Portal website to "make sure I filled everything out the right way, and that my check is coming on time."

Krystina and her family have been helped by FSSP, and hopes others have the same positive experience she has. "This program is not only amazing, it's simple," said Jansich.

Looking for the FSSP Portal?

Find it here: <https://fgweb.foothillsgateway.org/communitylogin/>. Here, you'll be able to check plan balance, check the status of reimbursements, find templates for private pay respite, and transportation reimbursement, and view or save the FSSP Payment Calendar. Need help? Check out the FSSP Portal Training Video: [FGI FSSP Portal Training \(vimeo.com\)](https://www.vimeo.com/FGI-FSSP-Portal-Training)

HRC Review

Purchases made on behalf of individuals enrolled in FSSP that have the effect of modifying their rights now require review and approval of the Foothills Gateway Human Rights Committee. Examples of these types of items could include audio and/or video monitoring equipment, additional locks on doors, or gates to block access to common areas of the home. The HRC meets on a monthly basis. To the extent possible, the HRC is made up of two professional persons trained in the application of behavior development techniques, and three representatives of persons receiving services, their parents, legal guardians, or authorized representatives. Neither FGI employees or board members, nor employees of PASAs sit on the committee. Questions? Contact your case manager!

A festive flyer for the FSSP Rollerland Party. The background is light blue with a border of yellow roller skates and red and yellow confetti. At the top center is the 'Foothills Gateway' logo in a cursive font. Below it, in a smaller sans-serif font, is 'BROUGHT TO YOU BY THE FAMILY SUPPORT COUNCIL'. The main title 'FSSP ROLLERLAND PARTY' is in large, bold, red capital letters. Below the title, it says 'This event is FREE to all FSSP families. RVSP is required.' followed by 'RSVP w/ the of the number of family members attending to: jeneenv@foothillsgateway.org'. A red horizontal line separates this from the event details: 'SATURDAY 1/13 | 10am - 12pm Rollerland 324 S. Link Lane Fort Collins, CO 80524'. Another red horizontal line follows. A bulleted list of rules and information is provided: 'Wheelchairs and walkers ARE allowed in the rink (a limited # of "skate trainers" will be available for use)', 'NO wagons, carts, or anything that sits low to the ground are allowed on the rink', 'Parents are allowed to walk on the rink while assisting a skater', and 'The snack bar will be open to purchase food'. At the bottom, it says 'Interested in joining the Family Support Council? Contact Jeneen at jeneenv@foothillsgateway.org'.

FSSP Reimbursement Tips and Payment Dates Upcoming Payment Dates

December 1, 2023 · December 8, 2023

December 15, 2023 · December 22, 2023

FOOTHILLS GATEWAY CLOSED DECEMBER 25-JANUARY 1