



FOOTHILLS GATEWAY FAMILY SERVICES AND SUPPORT PROGRAM

Annual Report

Fiscal Year 2025-26

FOOTHILLS GATEWAY FAMILY SUPPORT SERVICES PROGRAM (FSSP) ANNUAL REPORT Fiscal Year 2025-26

Outreach and program goals for FY25-26:

1. Description of planned outreach/public awareness efforts:

Foothills Gateway case management and community relations staff will participate in resource fairs geared toward the disability community.

The Children's Program (FSSP) Coordinator will advise case managers to discuss the Family Support Service Program at annual planning meetings, IEP meetings, and IDT meeting, explaining what the program is, who is eligible, and how to access it.

The Family Support Council will continue to use the Foothills Gateway – Family Support Services Program Facebook group, FSSP FamilyFocus newsletter, and direct emails to share information about the program, and to publicize FSSP-related events. Family Support Councilmembers attending FSSP-related events will wear nametags identifying themselves as councilmembers and be prepared to answer questions; fliers publicizing the Family Support Council will be available at FSC-organized events.

The Children's Program (FSSP) Coordinator, Case Aide, and Family Support Councilmembers will continue to create and distribute the quarterly FSSP FamilyFocus newsletter. The newsletter will information feature information about resources, staff profiles, FSSP success stories, and tips to access the program.

2. Description of anticipated special projects or activities under the Program Expense service category:

Foothills Gateway Family Support Council would like to utilize Program Expense funds for social and educational opportunities for families, including:

- *Sponsoring at least four social events for families, which may include
 - *Sensory-friendly movie events*
 - *Pool party*
 - *Roller skating party*
 - *Bowling activity*
 - *Funplex activity*
 - *Activity at The Farm at Lee Martinez Park**
- *Create a facilitated stress-management/support group for parents/guardians*

- Create a facilitated sibling support group
- Guardianship and least-restrictive options trainings
- Parent self-help trainings
- Sponsoring group respite opportunities for children and their siblings
- Ongoing sponsorship of the Piglet Run at the annual Foothills Gateway Flying Pig 5k

3. Goals with measurable outcomes:

- Increase program enrollment to 340 individuals
- Utilize 100% of FSSP contract dollars by end of fiscal year 2025-2026
- Meet 100% of eligible emergency needs of individuals enrolled in FSSP and on the FSSP waitlist
- Refine Family Support Council Procedures to accurately reflect current practices and goals

4. Demographic Information

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

Race/Ethnicity	Foothills Gateway FSSP (n = 321)	Foothills Gateway FSSP (percentage of reported)	Larimer County (%)*
White	185	57.6%	82.4%
Black/African American	2	<1%	1.1%
American Indian/Alaska Native	1	<1%	0.8%
Asian	8	2.5%	2.4%
Hispanic or Latino	7	2.2%	12.4%
Other	21	6.5%	4%
Not Reported	224	69.8% of total	

*(Source: [Census Bureau Data](#))

Findings: The Foothills Gateway FSSP demographic is not entirely representative of the Larimer County demographic, with White and Hispanic or Latino members being under-represented when compared to census bureau data. Foothills Gateway has three bilingual Spanish-English case managers serving those families requesting Spanish-speaking case management services.

Program evaluation outcomes for FY24-25:

FY 24-25 PROGRAM SATISFACTION:

In July 2025, Foothills Gateway mailed physical surveys to each family enrolled only in the Foothills Gateway FSSP. This survey measures satisfaction with the FSSP program and case management provided by Foothills Gateway. A total of 22 surveys were returned, compared with the 64 surveys returned last year. Of note, a change in contractual requirements led to a modification in the way the Family Satisfaction Survey was administered this year. Specifically, surveys were mailed (versus emailed as in years past) to the 137 families whose children are enrolled **only** in FSSP; Family Satisfaction Surveys were not mailed to the remaining 185 families whose children are dually enrolled in FSSP and a Medicaid waiver. This change likely accounts for the significant difference in the number of responses received. The process for administering the FY 25-26 survey will be modified to address this issue.

The data below summarizes the survey responses and offers a comparison to the FY 23-24 results.

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

Rating	FY 24-25 Number Responding (22 total)	FY 24-25 Percentage	FY 23-24 Number Responding (62 total)	FY 23-24 Percentage	Change
<i>Very easy</i>	15	68.2%	48	77.4%	-9.2
<i>Somewhat easy</i>	3	13.7%	8	12.9%	+0.8
<i>Neither easy nor difficult</i>	3	13.7%	3	4.8%	+8.9
<i>Somewhat difficult</i>	0	0%	3	4.8%	-4.8
<i>Very difficult</i>	1	4.6%	0	0%	+4.6
Overall Average	4.27 (out of 5)	85.4%	4.63 (out of 5)	92.6%	-7.2

Remarks: Overall satisfaction with the ease of reimbursement decreased by 8.1% FY 24-25. Foothills Gateway continues to offer a web-based FSSP user application that is accessible via computer and smart devices. In addition to submitting receipts via the FSSP user application, families continue to have the option of mailing or emailing receipts to Foothills Gateway, and frequently used vendors often send invoices directly to case managers to be submitted on behalf of families.

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 24-25 Number Responding (22 total)	FY 24-25 Percentage	FY 23-24 Number Responding (64 total)	FY 23-24 Percentage	Change
<i>Very fast</i>	20	91%	44	68.8%	+22.2
<i>Somewhat fast</i>	0	0%	14	21.9%	+21.9
<i>Neither fast nor slow</i>	0	0%	2	3.1%	-3.1
<i>Somewhat slow</i>	2	9.1%	3	4.7%	+4.4
<i>Very slow</i>	0	0%	1	1.6%	-1.6
Overall Average	4.72 (out of 5)	94.4%	4.52 (out of 5)	90.4%	+4

Remarks: The overall satisfaction with the timeliness of reimbursement increased for a third consecutive year. Foothills Gateway continued to issue checks according to a bi-monthly schedule for approximately ¾ of the fiscal year, before changing to a monthly distribution thereafter. A schedule continues to be provided to families that includes the due date of receipts and invoices, and the dates on which each month’s payment will be processed. Foothills Gateway began offering the option of direct deposit for FSSP reimbursement this fiscal year. To date, approximately 100 families have enrolled to receive reimbursement by this method. Our Finance department continues to send direct deposit enrollment forms with paper checks to encourage families to sign-up.

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

Rating	FY 24-25 Number Responding (19 total)	FY 24-25 Percentage	FY 23-24 Number Responding (60 total)	FY 23-24 Percentage	Change
<i>Very effective</i>	17	89.5%	46	77%	+12.5
<i>Somewhat effective</i>	0	0%	14	23%	-23
<i>Neither effective nor ineffective</i>	0	0%	0	0%	0
<i>Somewhat ineffective</i>	1	5.3%	0	0%	+5.3
<i>Very ineffective</i>	1	5.3%	0	0%	+5.3
Overall Average	4.63 (out of 5)	92.6%	4.77 (out of 5)	95.4%	-2.8

Remarks: Although there was a significant increase in the percentage of families indicating the Foothills Gateway FSSP services they receive are very effective at meeting their identified needs, overall satisfaction with the effectiveness of the FSSP decreased slightly. The Children’s Coordinator offers an Introduction to FSSP training on a quarterly basis that is mandatory for all newly hired case managers, and available as a refresher training thereafter, as well as monthly “office hours” that case managers can attend to ask questions about services and processes. Foothills Gateway Case Managers continue to meet with families on a regular basis 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 24-25 Number Responding (21 total)	FY 24-25 Percentage	FY 23-24 Number Responding (61 total)	FY 23-24 Percentage	Change
<i>Very available</i>	15	71.4%	41	67.2%	+4.2
<i>Somewhat available</i>	1	4.8%	15	24.6%	-19.8
<i>Neither available nor unavailable</i>	3	14.3%	5	8.2%	+6.1
<i>Somewhat unavailable</i>	1	4.8%	0	0%	+4.8
<i>Very unavailable</i>	1	4.8%	0	0%	+4.8
Overall Average	4.4 (out of 5)	88%	4.6 (out of 5)	92%	-4

Remarks: The overall outcome of the assessment service availability decreased this year, with a higher percentage of respondents reporting that the services required to meet their needs are somewhat unavailable and very unavailable, or offering an ambivalent response. Far fewer respondents reported services being somewhat available, and there was a slight increase in people who assessed services as being very available.

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

Rating	FY 24-25 Number Responding (20 total)	FY 24-25 Percentage	FY 23-24 Number Responding (20 total)	FY 23-24 Percentage	Change
<i>Very responsive</i>	16	80%	57	89%	-9
<i>Somewhat responsive</i>	0	0%	3	4.7%	-4.7
<i>Neither responsive nor unresponsive</i>	2	10%	4	6.3%	+3.7
<i>Somewhat unresponsive</i>	1	5%	0	0%	+5
<i>Very unresponsive</i>	1	5%	0	0%	+5
Overall Average	4.5% (out of 5)	89%	4.83 (out of 5)	97%	-8

Remarks: The overall satisfaction with the responsiveness of the Foothills Gateway FSSP decreased by 8.6%, with respondents who found the FSSP very responsive or somewhat responsive decreasing significantly. Foothills Gateway case management, and the Children’s department in particular, experienced an increase in case manager turnover this year. FSSP case managers continue work hard responding to family’s needs. To support their efforts, Foothills Gateway added three new case manager FTEs and a new lead case manager FTE in response to programmatic needs, including those of the FSSP.

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

Rating	FY 24-25 Number Responding (22 total)	FY 24-25 Percentage	FY 23-24 Number Responding (60 total)	FY 23-24 Percentage	Change
<i>Very satisfied</i>	17	77.3%	52	87%	-9.7
<i>Somewhat satisfied</i>	3	13.7%	3	5%	+8.7
<i>Neither satisfied nor unsatisfied</i>	2	9.1%	4	6.7%	-2.4
<i>Somewhat unsatisfied</i>	0	0%	0	0%	0
<i>Very unsatisfied</i>	0	0%	0	0%	0
Overall Average	4.7 (out of 5)	94%	4.87 (out of 5)	97.4%	-3.4

Remarks: Overall satisfaction with the Foothills Gateway FSSP fell slightly. Although fewer respondents reported being very satisfied with the program, fewer also provided an ambivalent response, and none reported dissatisfaction.

How Foothills Gateway FSSP funds were spent in the 2024-2025 fiscal year:

FSSP FY24-25 Financial Summary

Service Category	Total expended per category	Number of purchases
Assistive Technology	\$56,081.27	224
Environmental Engineering	\$25,353.16	38
Medical/Dental	\$42,893.82	314
Other: Consultation/Advocate	\$5,115.00	7
Other: Recreation	\$88,594.34	1,328
Other: Specialized Services	\$22,650.03	233
Parent Services/Sibling Support	\$95,282.73	508
Professional Services	\$279,624.95	1,496
Respite	\$417,669.53	1,391
Transportation	\$7,727.79	86
Total:	\$1,040,992.62	5,625

1. Detailed information for the Program Expense service category:

During FY 24-25 the Foothills Gateway FSSP used Program Expenses for these activities:

- **Parent Support Group and Sibling Support Groups:**
 - *Participants:* 74
 - *Service Provided:* Series of virtual trainings and in-person support groups 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
 - Sibling support group
 - *Cost:* \$3,850.00 (speaker's fee)

- **Social Activity: Fort Fun Funplex (October 2024)**
 - *Participants:* 200
 - *Service Provided:* This was a social/networking event that gave families the opportunity to develop new friendships in a relaxed atmosphere. Fort Fun provided a sensory friendly environment by opening to FSSP families only for the first two hours of the event.

- Cost: \$5,610.00

- **Social Activity: Rollerskating (February 2025)**

- Participants: 64
- Service Provided: This was a social/networking event that gave families the opportunity to develop new friendships in a relaxed atmosphere. The rollerskating rink created a sensory friendly environment, including lowered lights and music.
- Cost: \$793.75

- **Social Activity: The Farm at Lee Martinez Park (May 2025)**

- Participants: 35
- Service Provided: This was a social/networking event that gave families the opportunity to develop new friendships in a relaxed atmosphere. The Farm at Lee Martinez Park provided the opportunity for observation of and interaction with animals at a working farm. Hayrides were available to increase the fun.
- Cost: \$150.00

- **Respitivity (group respite events) October and December 2024**

- Participants: 33
- Service Provided: This event was completed in partnership with Respite Care Inc., and provided free respite to individuals enrolled in, or on the waiting list for, FSSP and their siblings.
- Cost: 1,155.00

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

There were no staff costs billed under the program expenses.

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.

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