



***FOOTHILLS GATEWAY FAMILY SERVICES AND SUPPORT PROGRAM***  
***Annual Report***  
***Fiscal Year 2023-24***

**FOOTHILLS GATEWAY FAMILY SUPPORT SERVICES PROGRAM (FSSP)**  
**ANNUAL REPORT**  
**Fiscal Year 2023-24**

**Outreach and program goals for FY23-24:**

**1. Description of the outreach/public awareness efforts for the coming year:**

*The Foothills Gateway Family Support Council will explore advertising the program in media outlets geared towards families that include a person with a disability.*

*Foothills Gateway case management staff will participate in resource fairs geared towards the disability community.*

*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 continue use the FSSP Parent Facebook group, FSSP newsletter and direct emails 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 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 include:*

- Sensory friendly movie events
- Pool party
- Activity/funplex activity
- Relationship classes
- Guardianship and less-restrictive options training
- Parent self-help trainings
- Sibling support groups

- Kid’s run at the annual FSSP Flying Pig 5K

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

- Increase enrollment to 330.
- Utilize 100% of FSSP contract dollars by the end of FY 23-24.
- 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
  - Sibling support groups
- 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.

**Program evaluation outcomes for FY22-23:**

**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%
<b>Overall Average</b>	<b>4.6 (out of 5)</b>	<b>96%</b>	<b>4.43 (out of 5)</b>	<b>86%</b>	<b>+10%</b>

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*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%
<b>Overall Average</b>	<b>4.46 (out of 5)</b>	<b>87%</b>	<b>4.28 (out of 5)</b>	<b>82%</b>	<b>+5%</b>

*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%
<b>Overall Average</b>	<b>4.74 (out of 5)</b>	<b>94%</b>	<b>4.57 (out of 5)</b>	<b>89%</b>	<b>+5%</b>

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%
<b>Overall Average</b>	<b>4.6 (out of 5)</b>	<b>90%</b>	<b>4.6 (out of 5)</b>	<b>90%</b>	<b>0%</b>

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	FY 22-23 Percentage	FY 21-22 Number Responding	FY 21-22 Percentage Responding	Change
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	<b>(81 total)</b>		<b>(50 total)</b>		
<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%
<b>Overall Average</b>	<b>4.83 (out of 5)</b>	<b>96%</b>	<b>4.63 (out of 5)</b>	<b>91%</b>	<b>+5%</b>

*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.**

<b>Rating</b>	<b>FY 22-23 Number Responding (80 total)</b>	<b>FY 22-23 Percentage</b>	<b>FY 21-22 Number Responding (52 total)</b>	<b>FY 21-22 Percentage Responding</b>	<b>Change</b>
<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%	%
<b>Overall Average</b>	<b>4.85 (out of 5)</b>	<b>96%</b>	<b>4.63 (out of 5)</b>	<b>91%</b>	<b>+5%</b>

*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.

## How Foothills Gateway FSSP funds were spent in the 2022-2023 fiscal year:

Service Category	Total expended per category	Number of purchases
Assistive Technology	\$40,200.28	372
Environmental Engineering	\$14,705.63	51
Medical/Dental	\$74,305.92	730
Other: Consultation/Advocate	\$4,075.00	6
Other: Recreation	\$67,256.97	598
Other: Specialized Services	\$10,146.84	120
Parent Services/Sibling Support	\$54,041.50	183
Professional Services	\$198,378.31	1317
Respite	\$480,288.62	1669
Transportation	\$6855.21	238
<b>Total:</b>	<b>\$994,963.77</b>	<b>5575</b>

- Total number of families receiving reimbursement during FY22-23: **297**
- The total number of new individuals enrolled in FSSP during FY 22-23: **67**
- The total number of individuals on the FSSP waiting list: **140 (as of 8/25/2023)**

### 1. Detailed information for the Program Expense service category:

During FY 22-23 the Foothills Gateway FSSP used Program Expenses for these activities:

- **Relationship and Sexuality Classes:**
  - *Participants:* 7
  - *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 in conjunction with The Arc of Larimer County and SAVA (Sexual Abuse Victims Advocate) Center.
  - *Cost:* \$150 (speaker's fees/materials)
  
- **Guardianship Training:**
  - *Participants:* 13
  - *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:* \$298.98 (speaker's fee and materials)
  
- **Parent Support Group and Sibling Support Groups:**
  - *Participants:* 62
  - *Service Provided:* Series of four virtual trainings and two in-person sibling 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:* \$1,400 (speaker's fee)
  
- **Social Activity: Fort Fun Funplex**
  - *Participants:* 275
  - *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.
  - *Cost:* \$2106
  
- **Social Activity: Roller-skating**
  - *Participants:* 108
  - *Service Provided:* This was a social/networking event that gave families the opportunity to develop new friendships in a relaxed atmosphere. The roller-skating rink created a sensory friendly environment (lowered lights and music).
  - *Cost:* \$978.58
  
- **Respite (group respite event)**



- *Participants:* 16
- *Service Provided:* This event was done in partnership with Respite Care Inc., and provided free respite to people enrolled or on the waiting list for FSSP and their siblings.
- *Cost:* \$560
- ***Halloween/Fall Harvest at the Farm***
  - *Participants:* 80
  - *Service Provided:* This event gave families the opportunity to network and enjoy hayrides, farm tours and Halloween themed activities at the Lee Martinez Farm in Fort Collins.
  - *Total cost:* \$347

**a. 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.*

**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:**

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**Signature of FSSP Council Chair:**

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**Signature of Family Support Council (FSC) members:**

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