



FOOTHILLS GATEWAY FAMILY SERVICES AND SUPPORT PROGRAM
Annual Report
Fiscal Year 2024-25

FOOTHILLS GATEWAY FAMILY SUPPORT SERVICES PROGRAM (FSSP) ANNUAL REPORT Fiscal Year 2024-25

Outreach and program goals for FY24-25:

1. Description of planned outreach/public awareness efforts:

Foothills Gateway case management and community outreach 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.

The Children's Program (FSSP) Coordinator, Support Services 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 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*
- *Establish a fund for sibling/parent activities*
- *Guardianship and least-restrictive options trainings*

- Parent self-help trainings
- Ongoing sponsorship of the Piglet Run at the annual Foothills Gateway Flying Pig 5k

3. Goals with measurable outcomes:

- Increase program enrollment to 330 individuals
- Utilize 100% of FSSP contract dollars by end of fiscal year 2024-2025
- Meet 100% of eligible emergency needs of individuals enrolled in FSSP and on the FSSP waitlist
- Improve access to FSSP for Spanish-speaking families
 - Create a Spanish-language training video for the FSSP Portal
 - Create Spanish-language options for the FSSP Portal
 - Create or update Spanish-language FSSP forms
- Refine Family Support Council Policies & Procedures to accurately reflect current practices and goals

Program evaluation outcomes for FY23-24:

FY 23-24 PROGRAM SATISFACTION:

In February 2024, Foothills Gateway emailed a survey link 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 64 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 23-24 Number Responding (62 total)	FY 23-24 Percentage	FY 22-23 Number Responding (72 total)	FY 22-23 Percentage	Change
<i>Very easy</i>	48	77.4%	51	70.8%	+6.6
<i>Somewhat easy</i>	8	12.9%	15	20.8%	-7.9
<i>Neither easy nor difficult</i>	3	4.8%	5	6.9%	-2.1

<i>Somewhat difficult</i>	3	4.8%	0	0%	+3
<i>Very difficult</i>	0	0%	1	1.4%	-1
Overall Average	4.63 (out of 5)	92.6%	4.6 (out of 5)	92%	+0.6

Remarks: The satisfaction with the ease of reimbursement increased slightly in FY 23-24. Foothills Gateway continues to offer a web-based FSSP user application. In addition to submitting receipts via the FSSP user application, 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 23-24 Number Responding (64 total)	FY 23-24 Percentage	FY 22-23 Number Responding (80 total)	FY 22-23 Percentage	Change
<i>Very fast</i>	44	68.8%	52	65%	+3.8
<i>Somewhat fast</i>	14	21.9%	16	20%	-1.9
<i>Neither fast nor slow</i>	2	3.1%	10	12.5%	-9.4
<i>Somewhat slow</i>	3	4.7%	1	1.3%	-3.4
<i>Very slow</i>	1	1.6%	1	1.3%	+0.3
Overall Average	4.52 (out of 5)	90.4%	4.46 (out of 5)	87%	+3.4

Remarks: The overall satisfaction with the timeliness of reimbursement increased for a second consecutive year. Foothills Gateway continues to issue checks according to a bi-monthly schedule that is shared with families and has continued to refine practices to increase the efficiency of the reimbursement process.

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

Rating	FY 23-24 Number Responding (60 total)	FY 23-24 Percentage	FY 22-23 Number Responding (76 total)	FY 22-23 Percentage Responding	Change
<i>Very effective</i>	46	77%	58	76.3%	+0.7
<i>Somewhat effective</i>	14	23%	16	21%	+2
<i>Neither effective nor ineffective</i>	0	0%	2	2.6%	-2
<i>Somewhat ineffective</i>	0	0%	0	0%	0
<i>Very ineffective</i>	0	0%	0	0%	0
Overall Average	4.77 (out of 5)	95.4%	4.74 (out of 5)	94%	+1.4

Remarks: The overall satisfaction with the effectiveness of the FSSP remains very high, with 100 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 23-24 Number Responding (61 total)	FY 23-24 Percentage	FY 22-23 Number Responding (81 total)	FY 22-23 Percentage Responding	Change
<i>Very available</i>	41	67.2%	55	67.9%	-0.7
<i>Somewhat available</i>	15	24.6%	21	25.9%	-1.3
<i>Neither available nor unavailable</i>	5	8.2%	4	4.9%	+3.3
<i>Somewhat unavailable</i>	0	0%	1	1.2%	-1.2
<i>Very unavailable</i>	0	0%	0	0%	0

Overall Average	4.6 (out of 5)	92%	4.6 (out of 5)	92%	0
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Remarks: Although the overall outcome of the assessment service availability remained the same (92 percent), there was a decrease of 2 percentage points in the number of families reporting that services are very or somewhat available, and an increase of 3.3 percentage points in the number of families offering an ambivalent response. No families reported services being somewhat or very unavailable.

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

Rating	FY 23-24 Number Responding (64 total)	FY 23-24 Percentage	FY 22-23 Number Responding (81 total)	FY 22-23 Percentage Responding	Change
<i>Very responsive</i>	57	89%	69	85.2%	+3.8
<i>Somewhat responsive</i>	3	4.7%	10	12.3%	-7.6
<i>Neither responsive nor unresponsive</i>	4	6.3%	2	2.5%	+3.8
<i>Somewhat unresponsive</i>	0	0%	0	0%	0
<i>Very unresponsive</i>	0	0%	0	0%	0
Overall Average	4.83 (out of 5)	97%	4.83 (out of 5)	97%	0

Remarks: The overall satisfaction with the Foothills Gateway FSSP response to family concerns remained the same during FY 23-24, though the percentage of families reporting that the program is very responsive to family concerns increased by 3.8 percentage points. FSSP case managers continue 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 23-24 Number Responding (60 total)	FY 23-24 Percentage	FY 22-23 Number Responding (80 total)	FY 22-23 Percentage Responding	Change
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<i>Very satisfied</i>	52	87%	70	87.5%	-0.5
<i>Somewhat satisfied</i>	3	5%	9	11.3%	-6.3
<i>Neither satisfied nor unsatisfied</i>	4	6.7%	0	0%	+6.7
<i>Somewhat unsatisfied</i>	0	0%	1	1.3%	-1
<i>Very unsatisfied</i>	0	0%	0	0%	0
Overall Average	4.87 (out of 5)	97.4%	4.85 (out of 5)	96%	+1.4

Remarks: Overall, the satisfaction with the Foothills Gateway FSSP is remains high with 92 percent of the families responding to the survey indicating that they were very satisfied or somewhat satisfied with the program. Within the past year, two new case manager positions were created as part of Foothills Gateway's commitment to enrolling more people in FSSP.

How Foothills Gateway FSSP funds were spent in the 2023-2024 fiscal year:

FSSP FY23-24 Financial Summary

Service Category	Total expended per category	Number of purchases
Assistive Technology	\$30,879.41	302
Environmental Engineering	\$57,004.21	28
Medical/Dental	\$48,820.02	417
Other: Consultation/Advocate	\$9,206.25	7
Other: Recreation	\$76,224.60	920
Other: Specialized Services	\$16,590.11	184
Parent Services/Sibling Support	\$109,535.71	402
Professional Services	\$278,069.72	1636
Respite	\$502,666.13	1622
Transportation	\$8,604.19	180
Total:	\$1,137,600.35	5,706

1. Detailed information for the Program Expense service category:

During FY 23-24 the Foothills Gateway FSSP used Program Expenses for these activities:

- **Parent Support Group and Sibling Support Groups:**
 - *Participants:* 92
 - *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:* \$4,200 (speaker's fee)

- **Social Activity: Bowling (July 2023)**
 - *Participants:* 117
 - *Service Provided:* This was a social/networking event that gave families the opportunity to develop new friendships in a relaxed atmosphere.
 - *Cost:* \$1,858.82

- **Social Activity: Fort Fun Funplex**
 - *Participants:* 174
 - *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:* \$5,385

- **Social Activity: Rollerskating (January 2024)**
 - *Participants:* 87
 - *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:* \$802.28

- **Respite (group respite events) September, November, December, February, and March 23-24**
 - *Participants:* 111
 - *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:* \$2,555

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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