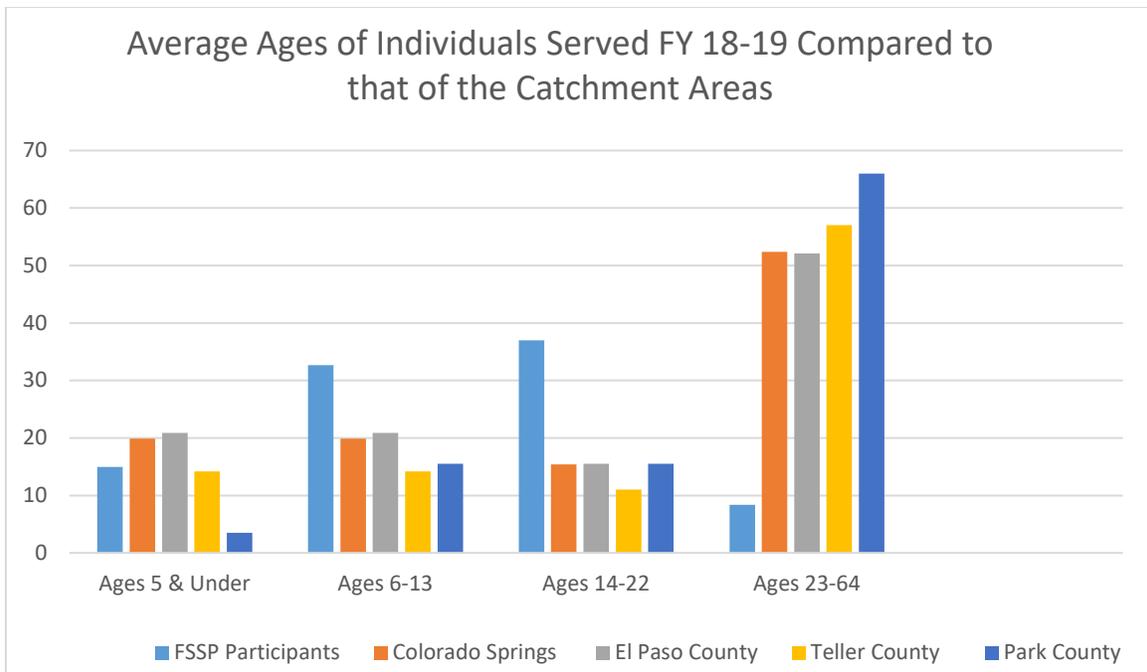




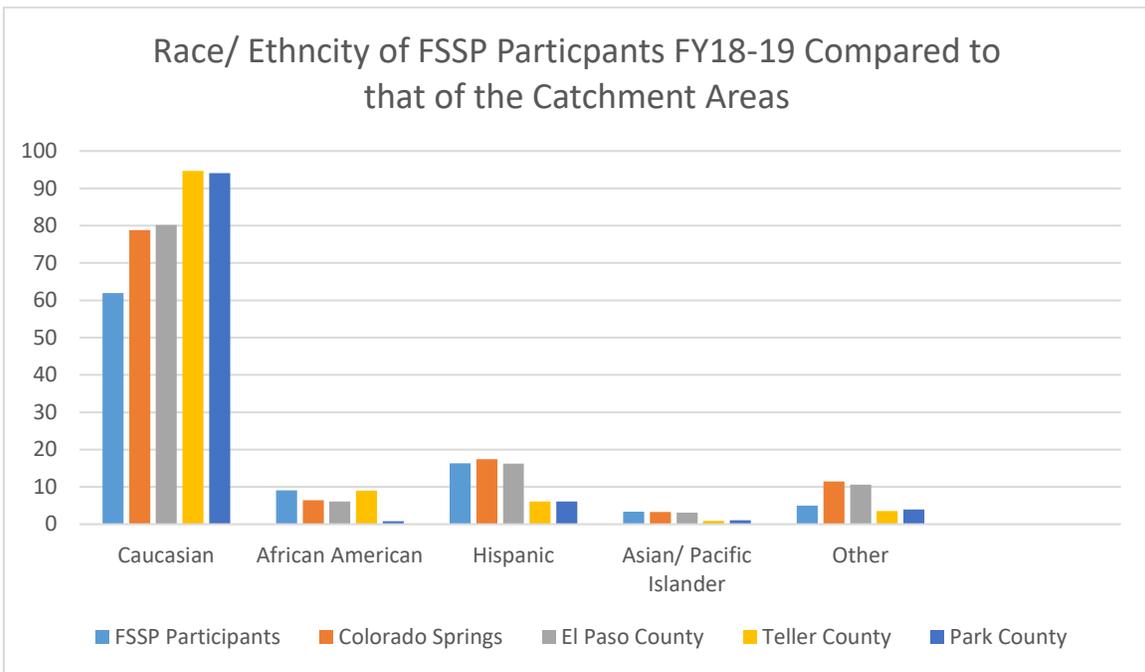
The Resource Exchange Evaluation of the Effectiveness of the Family Supports and Services Program for FY 2018-2019

The Resource Exchange’s FSSP Program served 441 individuals during Fiscal Year 2018-2019 with individuals served from ages 3-65. The chart below compares the age of participants within the TRE FSSP Program to the population in each of counties in TRE’s catchment area. The majority of people served are under the age of 23 (92%). The decline in numbers served after the age of 23 is primarily related to availability of and access to Adult HCBS supports.



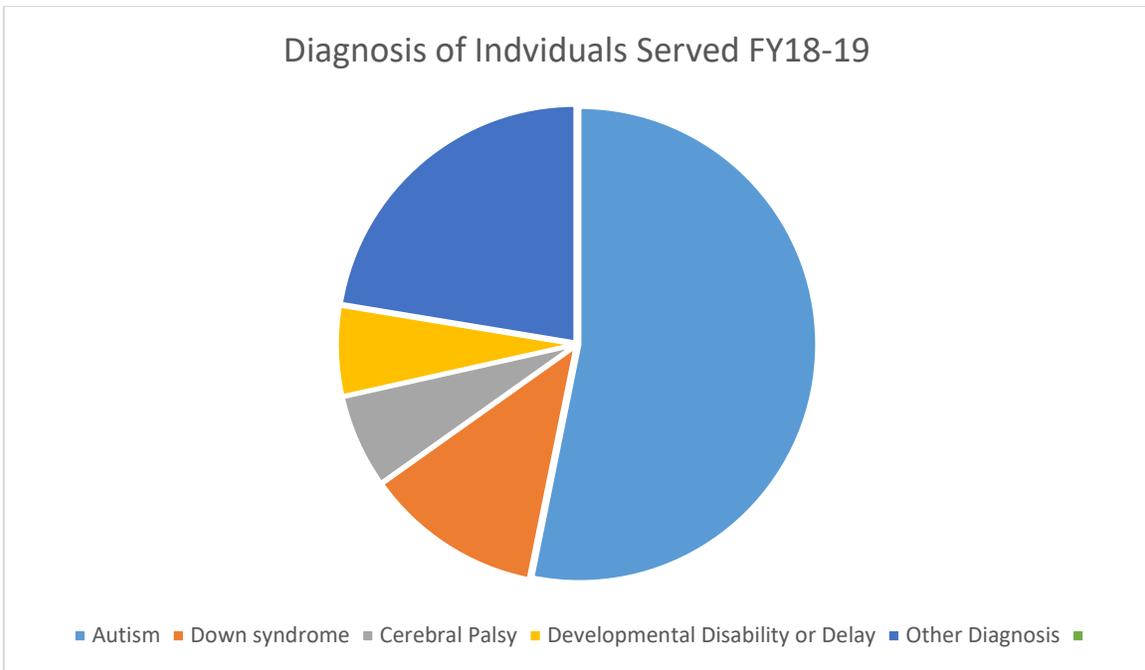
Data compiled from the Colorado Springs Chamber of Commerce for Colorado Springs, El Paso and Teller Counties, September 2018.
 Date compiled for US Census Bureau for Park CO July 2018.

As shown in the next chart, the distribution of race and ethnicity of FSSP participants during Fiscal Year 2017-2018 averaged comparatively with that of the catchment areas served.



Data compiled from the Colorado Springs Chamber of Commerce for Colorado Springs, El Paso and Teller Counties, September 2018.
 Date compiled from the US Census Bureau for Park County, July 2018.

As shown in the chart below 53.29% of the individuals served by FSSP in FY 2018-19 had an Autism diagnosis. Down Syndrome, Cerebral Palsy and Developmental Disability were the next most prevalent diagnoses among FSSP participants.



TRE FSSP invests heavily in partnerships with a variety of community agencies, programs and services. These partnerships allow Family Support Coordinators to inform families of resources and assist in the connections to these resources based on family priorities. These partnerships include:

- Educational Supports - The Arc of the Pikes Peak Region and the Peak Parent Center
- Guardianship and Other Advocacy - The Arc of the Pikes Peak Region
- Transition Supports and IEP Needs – 17 School Districts across El Paso, Park and Teller counties

- Medical Needs and Supports – Community Health Care Alliance (RAE) and El Paso County Department of Health, HCP Program
- Mental Health Needs and Supports – Community Health Care Alliance (RAE), Aspen Pointe and a variety of community behavioral and mental health care providers.
- Departments of Human Services and the Collaborative Management Program (CMP) in all 3 counties
- Park and Teller County Collaborations - Community Partnership Family Resource Center (Teller) and Mountain Resource Center (Park). Teller and Park counties FSSP Staff also work very closely with local DHS offices, and the Collaborative Management Program (CMP) – HB 1451 group.
- Recreation and Physical Health - YMCA of the Pikes Peak Region, City of Colorado Springs Therapeutic Recreation Program, Special Olympics, and Tae Kwon Do

TRE FSSP has responded to feedback from families and the FSSP Council in creating a variety of activities that benefit multiple families within the FSSP program and other TRE departments.

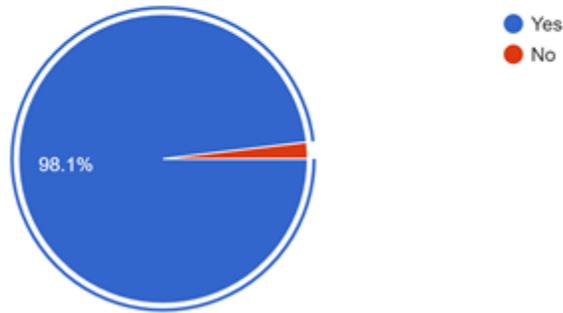
1. In 2015 a Resource Navigation Position was created to coordinate and manage a database of local resources in order to enhance access for families and service coordinators to information and improve connections for families in times of need. The database is maintained and accessible on the TRE website. The Resource Navigator is also available to families to answer any questions regarding resources and assist families in locating resources for more specific needs including those families on the waiting list.
2. Family Support Staff also sits on The Pikes Peak Interagency Transition Team to stay abreast of specific community resources to meet the needs of the transition aged individuals served by FSSP.
3. Break Time Respite Program has operated at TRE for more than 15 years, providing respite opportunities to families of children 3 months to 21 years of age with special needs/developmental disabilities and their sibling's. The program is staffed by a Coordinator, Behavior Specialist, Nurse and community volunteers and is supplemented with grant funding. The Break Time Coordinator has engaged many community partners such as The United States Air Force Academy; University of Colorado, Colorado Springs Bethel College of Nursing; Colorado College Education Department; and Pikes Peak Community College Early Education Department to build a pool of volunteers matched one-on-one with children attending to ensure a fun and safe experience for all. Average participation per session is 25-40 children. In FY18-19 Break Time expanded to 3 sessions per month due to increased demand of families. Break Time also added a Break Time Assistant to provide additional hand on and clerical support after the addition of the additional session.
4. Positive Solutions for Family (PSFF) is a 7-week training to assist parents of children up to 8 years of age in developing positive social and emotional skills for their children and to assist parents in understanding problem behaviors and in developing strategies to manage those behaviors. This program is a partnership with local churches, the early childhood council, Lutheran Family Services and other community agencies and is delivered 6-8 times per year. Average attendance is 20-40 parents. 200 Individuals participated in PSFF during FY 18-1.

In the spring of 2018 TRE conducted Customer Satisfaction Surveys with a sampling of families enrolled at that time. The results provided below indicate the overwhelming strong satisfaction of families with the services they received through FSSP. In addition, this information has contributed to program development and ongoing improvement.

- Educational Advocacy was a continued area of support frequently requested by families, especially as their family member entered the period of transition from high school to adult life. In response the FSSP team has participated in further training regarding IEPs as well have added questions to the current Family Support Plan to better identify if this is an area families would like to receive assistance with as well as assistance with other transition related needs.

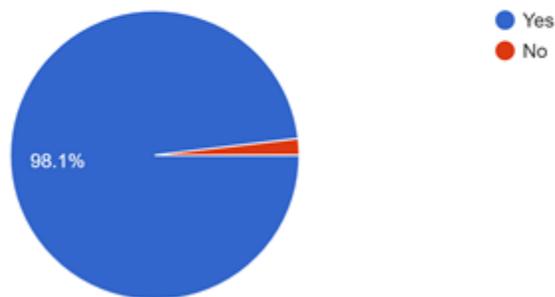
Do you feel that your Support Coordinator responds to your communication within a reasonable amount of time?

54 responses



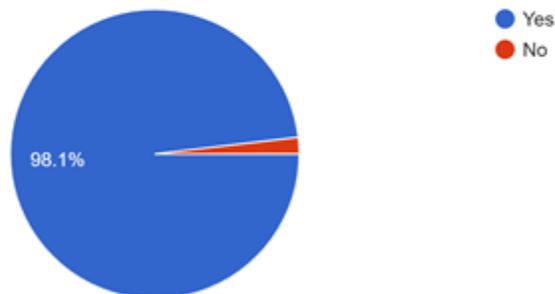
Has your Support Coordinator supported you in accessing the resources you need when you need them?

54 responses



Has your Support Coordinator helped you to understand the possible supports that TRE can provide?

54 responses



TRE's Family Support Council has prioritized the need for case coordination and support for the families we serve and ongoing assistance in helping connect families to the resources they need in the community above and beyond the defined case management activities of the program. To that effort Family Support Coordinators worked to identify and connect families to available resources in all the direct service areas:

- **Assistive Technology:** FSC's coordinated families and therapist to obtain needed documentation to assist family in gaining assistive devices.
- **Environmental Engineering-** FSCs assisted families in accessing resources for modification to their homes and vehicles such as Friends of Man and programs through the Independence Center.
- **Medical/ Dental-** FSCs have assisted families in using their FSSP funding to access medical care and items not covered by insurance . Many families struggle to afford over the counter items like vitamins and supplements that are directly related to their family member's disability and depend on FSSP funding to access those items. FSC's have connected families with the El Paso CO HCP program to help coordinate the extensive medical and therapy needs many of the individuals served.
- **Other Services:**
 - **Consultation-** Throughout the fiscal year FSCs have supported families by attending IEP meetings with parents to provide advocacy and support and have also referred them to The ARC of the Pikes Peak Region and Peak Parent for more formal advocacy and assistance when needed. FSCs also provided advocacy and support for other education needs such as truancy. During the transition period for an individual, FSCs made referrals to The ARC for guardianship when necessary, assisted families in understanding and starting the referral process to access adult services and accompanied them in touring transition programs. FSCs assisted families in applying for needed public benefits and Social Security as well as provided advocacy and support on the family's behalf through these processes. FSCs often assisted families facing housing crises by connecting them with homeless and housing resources.
 - **Recreational Needs-** TRE's FSSP has built as strong relationship with the YMCA of the Pikes Peak Region. FSCs assisted family's in accessing memberships as well as many of the programs and activities offered by the YMCA such as swimming lessons, basketball, and soccer and summer camps. Families report many benefits of being able to access a YMCA memberships with FSSP funding and reasons it is important for their families including:
 - The financial responsibilities of the family for the individual with IDD makes it very difficult for families to pay for membership and activities such as the YMCA. Expenses such diapers, wipes, medical bills and travel to appointments in many situations takes all extra indispensable income and makes it difficult to pay for recreational activities, as well as paying, for the daily needs of the family.
 - If FSSP is not paying for the entire family to utilize the memberships than the child/adult with IDD is not utilizing the services because the family is not able to pay for the services without the funding. This would result in not doing it at all, which means that there are no extra activities for the child/adult with IDD or access the additional therapeutic benefits these activities offer.
 - Access to a gym membership for the entire family provides stress relief and respite for the parent/caregiver.
 - Access to family recreational activities also helps meet the social, recreational, and educational needs of families in our rural areas who do not have access to these activities in their communities and access to them is even a greater financial hardship.Families were also were connected with and used recreational opportunities through a variety of local programs, such as the City of Colorado Springs Therapeutic Recreation Program and Special Olympics, In Park and Teller Counties the Woodland Park Aquatic Center, Evergreen and South Park Recreations Centers were utilized for recreational needs.
 - **Parent and Sibling Support-** FSCs referred and connected families to the Positive Solutions for Families and Parents Stress Interventions Program this fiscal year. FSCs assisted families in coordinating access to information and funds so that they could attend educational conferences such as the Peak Parent Conference and the national Down Syndrome Association conference. FSCs have also connected families with local Sibshops to further support the sibling of the individuals we serve.
 - **Professional Services-** FSCs assisted families in accessing needed therapies such as Speech, OT, Therapeutic Riding and ABA therapy based on an individual's needs. FSCs sometimes accompanied families in touring ABA

facilities and provided support to them in selection of the provider that matched the family's needs. FSCs also coordinated with therapists to obtain letters of recommendation for needed items to facilitate therapy when the family utilized their FSSP funding for items such as sensory tools, weighted blankets, vests, and other therapeutic equipment.

- **Respite-** FSCs have coordinated and assisted families in using a variety of respite resources within the community. Families have utilized Zach's Place, Pike Peak Respite, M.A.T.A. LLC, and The YMCA of the Pikes Peak Region RISE program for children with Autism and TRE's Break Time respite program. FSCs also assisted families in utilizing camps as respite opportunities such as Colorado Lions Camp, Discovery and Teen Scope camps through the Colorado Springs Therapeutic Recreation Department, athletic camps and church camps. Families have also been assisted in accessing respite vouchers through the Colorado Respite Coalition.
- **Transportation-** Families were assisted this year in utilizing Medicaid transportation providers and public transit options when appropriate. In Park and Teller Counties this year FSSP staff has worked with the City of Cripple Creek Transportation department, Aspen Mine Center and the local Senior Center to discuss transportation issues and work on a plan for families in the future to have more options and better access to transportation.

During Fiscal Year 2018-2019 TRE FSSP staff implemented a new automated Most In Need Assessment that is available online for families to complete when sent the link (<https://forms.gle/7r1wmmZhEC9HdxYB6>). FSSP staff worked together with Navigation and Early intervention staff to implement this for referrals and to ensure an uninterrupted referral process for families.

The FSSP waiting list continued to grow throughout this fiscal year. The Family Support Council guided staff to families on the waiting list are aware of the availability of our Resource Navigator to assist them in accessing other needed supports as well as the availability of emergency funding should a crisis arise. FSSP staff created a letter that each family receives when they are placed on the waitlist to notify them of both resources and how to access them as needed. As a result of that guidance the emergency funding policy was also reviewed and distributed.

As TRE's FSSP program looks to the future, feedback from families and from the FSSP Council have prioritized a continuation of existing supports in addition to the following:

- Reduce the waiting list for FSSP services, when funding will support.
- Ensuring families in our rural areas are able to access the services and supports they need.
- Supporting increased access to quality respite care in all areas, which is the most requested service from families
- Behavioral supports for children and young adults, particularly highly aggressive teenage boys