



The Resource Exchange

Family Support and Services Program Annual Report

Plan for FY 26

In June of 2025 the Executive Team of The Resource Exchange met to plan the budget based on the expected allocation to the FSSP program from the state for FY25-26. The chart below details the current budget. At the time of this report TRE Leadership is reviewing and adjusting the budget to reflects the rate decreases that will be effective October 1st, 2025.

	FSSP Direct Service	FSSP Service Coordination and Administration	Program Expense (Respite Programs)	
Staff Expense	\$0	\$554,973.13	\$163,607.07	
Internal Operating Expenses	\$0	\$ 31,260.73	\$67,720.84	
Purchase of Service	\$566,159.19			
Totals:	\$566,159.19	\$587,113.12	\$231,632.88 (\$100,000 from FSSP funding)	Total: 1,384,905.19

Outreach/Public Awareness:

TRE staff regularly participate in a variety of community events to increase awareness of all programs. Included in those are school district resource fairs and other community resources fairs in both El Paso and Park, Teller and Pueblo Counties. FSSP staff also participate in community groups such respite coalitions, transition groups, etc. to spread awareness of the program as well provide presentations about FSSP to any community agencies who make a request for such a presentation. FSSP also maintains brochures about the program and Family Support Council to distribute at events and to any prospective or enrolled families. TRE uses Family Support Council brochures to recruit new members that are distributed at events and to families by both staff and council members. Family Support Council information is also given to all families when notified about their enrollment and funding status for the upcoming fiscal year.

Program Expense Activities for FY 26:

Respite Programs:

TRE currently operates four Respite programs, each supported by a dedicated team that includes:

- 1 Respite Programs and Volunteer Manager
- 1 Respite Assistant Lead
- 5 part-time Respite Assistants
- 4 Behavior Specialists
- 1 Medical Professional

To enhance and sustain these programs, TRE is supplementing FSSP funding with community-based grant support. To date, nearly \$90,000 in grant funding has been secured for use during the current fiscal year.

The programs operated are:

- **Break Time** has been operated by TRE for over 19 years and provides respite services in a group setting for children aged 3 months to 21 years with special needs/developmental disabilities and their siblings. Break Time will utilize volunteers to provide 1 on 1 interaction and supervision for each child. Break Time will be held 1 Friday night, 1 Saturday and 1 Sunday afternoon per month in the Colorado Springs community. Our Respite Programs will partner with community ABA centers for use of their facilities.
- **Gathering Time** Gathering Time is TRE's respite program for young adults with IDD ages 18-35. Gathering Time will be held 2 Friday nights a month at The ARC Pikes Peak Region. Each event is a theme night to engage the young adults and fun activities while providing respite to their families. Gathering time will utilize volunteers to help staff at each event.
- **Cooking Time** will occur monthly at The ARC Pikes Peak Region and utilize their adaptive kitchen to teach basic cooking skills to preteens and teens. Cooking Time will offer respite for parents, independent living skills and an opportunity for youth to engage in socialization with same aged peers. Cooking Time will also utilize volunteers to assist participants with cooking projects. In the summer of 2025, Cooking Time expanded to 2 events per month to serve participants with varying abilities and skill levels.
- **Our Time-** is a program for teen and preteen siblings of individuals with IDD. Our time is held monthly in a community location and is designed to provide peer support to the siblings who attend and respect them. Our Time utilizes volunteers who are also siblings of individuals with IDD. In September 2025 Our Time will add a second event for siblings aged 6-12. Each event will feature crafts, stories, outdoor play and snacks.

Goals

1. Expanding Breaktime into Pueblo:

In March 2024, TRE assumed the Case Management Agency (CMA) contract for Pueblo County. Recognizing that respite care is an urgent and ongoing need for families in the area, TRE's Family

Support Services Program (FSSP) has prioritized the expansion of its respite offerings into Pueblo, beginning with the Break Time program.

Although Break Time's expansion was delayed in the previous fiscal year due to efforts to secure additional grant funding, TRE has now laid the groundwork for implementation. Beginning in fall 2025, Break Time will launch in Pueblo with the goal of hosting two events per month—one on Friday evening and one on Saturday afternoon.

To support this initiative:

- A location has been secured for hosting events.
- Two Respite Program Assistants have been hired to facilitate programming and build a volunteer base from the Pueblo community.

This expansion aims to provide consistent, meaningful respite opportunities for families in Pueblo County, enhancing support and reducing caregiver stress.

2. Improving the process to obtain needed funding supporting documentation for families, providers and the FSSP team:

TRE's Family Support Services Program (FSSP) has identified a need to improve the process for collecting supporting documentation from families, providers, and internal team members. Feedback from the FY25 Customer Satisfaction Survey revealed that many families experienced confusion and frustration regarding the letters required to justify funding needs.

To address this, FSSP has developed a new documentation template aimed at simplifying and clarifying the requirements. The goal is to ensure that families understand what is needed, reduce administrative delays, and improve the overall experience for those seeking support.

This initiative will:

- Enhance communication between families and the FSSP team.
- Streamline the documentation process for families and providers.
- Support more timely and accurate funding decisions.

How TRE utilized FSSP in FY 24-25:

In Fiscal Year 24-25, the Family Support Services Program (FSSP) served a total of 585 individuals across eight coordinators. Demographic data reflects a diverse population in terms of age, ethnicity, and disability types, highlighting the program's broad reach and impact.

Age Demographics

The age range of individuals served spans from infancy to adulthood, with notable concentrations in two key age groups:

- Early Childhood (Ages 4–6): This group saw the highest service counts and growth of referrals.

- Adolescents (Ages 12–16): A second peak in service suggests ongoing support through school-age transitions and into young adulthood.

Ethnic Diversity

The population served was ethnically diverse:

- White individuals made up the largest group at 303.
- Hispanic families represented a significant portion with 139 served.
- Other ethnicities accounted for 143, and African American individuals totaled 44.
- Smaller groups included Asian/Pacific Islander (7) and Native American (7), with 1 individual listed as Unknown.

This diversity underscores the importance of culturally responsive services and outreach.

Disability Types

The most prevalent disability among those served was Autism, affecting 305 individuals. Other notable categories included:

- Developmental Delay/Disability (DD/DL) – 70
- Other disabilities – 83
- Down Syndrome (DS) – 35
- ADHD – 14
- Cerebral Palsy (CP) – 14
- Fetal Alcohol Syndrome (FAS) – 12

These figures highlight the wide range of needs addressed by the program and the importance of FSSP.

In the Spring of 2025, all families enrolled in FSSP were sent a customer satisfaction survey 53 responses. Overall, feedback was highly positive, with most respondents expressing satisfaction with their Family Support Coordinators (FSCs) and the services provided.

Satisfaction Levels

- Majority of respondents rated their overall satisfaction as “Very satisfied”
- A few responses indicated “Somewhat satisfied” or “Neither satisfied nor dissatisfied”
- Very few expressed dissatisfaction

Question	Yes (%)
FSC helped understand FSSP supports and services	90.6%
FSC helped access resources when needed	86.8%
FSC responds within a reasonable time	92.5%
Able to access Family Support funding	75.5%
FSC helped understand TRE supports and how to access them	86.8%

Some examples of the positive feedback received are:

- He has been knowledgeable and a great resource to our family.
- Yes, she answers our questions, provides additional information and helps us plan for current needs as well as future needs for my special needs daughter & our family.
- She has always been great when communicating the current funding for the year. She always answers all our questions and get back to me quickly.
- She explains what our family is able to utilize the TRE-FSSP Funding for regarding my daughter. She reiterates processes, deadline dates & other things.
- She is excellent, she goes above & beyond. Our family appreciates the extra time she provides when needed. She is very helpful & knowledgeable regarding resources & many other things.

Some notable concerns and suggestions for FSSP received were:

- Funding limitations: Some respondents noted that funding does not cover essential items like vitamins, laptops, or groceries.
- Mileage reimbursement confusion: Several comments mentioned being misled or disappointed by changes in mileage reimbursement policies.
- Administrative hurdles: A few respondents expressed frustration with bureaucratic processes and lack of proactive support.

Suggestions for improvement included:

- Provide clearer documentation of available resources
- Increase funding to match rising costs
- Improve communication and consistency among coordinators

Family Support Coordinators worked throughout fiscal year 24-25 to identify and connect families to available resources in all the direct service areas:

- Assistive Technology: FSC's coordinated families and therapists to obtain needed documentation to assist families 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 as well as securing the needed documentation to utilize FSSP funds for those needs.
- Medical/Dental- FSCs have assisted families in using their FSSP funding to access medical care and items not covered by insurance. FSC's have connected families with Peak Vista Coordinators and CCHA to help coordinate the extensive medical and therapy needs that many of the individuals FSSP serves have.
- 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 educational 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 assisted in identifying and choosing 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 as well as FSSP emergency funding when needed.
 - Recreational Needs**- TRE's FSSP has built a strong relationship with the YMCA of the Pikes Peak Region. FSCs continued to assist families 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 membership with FSSP Funding such as the health benefits, respite, and stress relief and it remains one of the most requested uses of funding among FSSP Families. TRE FSSP has also partnered with The Pueblo YMCA to assist families in Pueblo accessing memberships through their organization. FSSP Families were also connected to community recreation centers in their neighborhoods throughout our catchment areas.

Families were also 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.
- **Parent and Sibling Support**- FSCs assisted families in coordinating access to information and funds so that they could attend educational conferences such as the Peak Parent Conference.

and educational materials related to their family members need. FSCs have also connected families respite program, Our Time, to support the siblings of individuals in the program.

- **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 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, and TRE's Break Time, Gathering Time and Cooking Time programs, as well as choosing their own providers to provide respite. 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.
- **Transportation-** Families were assisted this year in utilizing Medicaid transportation providers and public transit options when appropriate as well as FSSP funding for mileage when no other sources were available.

During the previous fiscal year TRE's FSSP Program utilized the following amounts of funding in each Direct Service Category:

Service Category	Amount
Assistive Technology	\$20,332.17
Environmental Engineering	\$501.50
Medical/Dental	\$21,280.08
Other – Recreational	\$55,667.09
Other- Specialized Services	\$7586.70
Other- Consultant/ Advocacy Services	\$241.85
Parent and Sibling Support	\$1616.10
Professional Services	\$38,400.03
Transportation	\$2024.71
Respite	\$255,247.97
Total	\$402,898.20

In fiscal year 24-25 TRE's FSSP utilized the Program Expense category to offer the following programs and support to multiple families:

Respite Programs: Over the past fiscal year, several specialized respite programs were conducted to support children, youth, and young adults with special needs, as well as their siblings. These programs provided enriching experiences through structured events and activities tailored to each group's unique needs.

- **Break Time** served children and young adults aged 3 months to 21 years, along with their siblings. The program currently has 201 individuals enrolled and hosted 23 events, reaching a total of 450 participants, including repeat attendees.

- **Cooking Time** focused on preteens, teenagers, and young adults with special needs. With 37 individuals enrolled, the program held 12 events and served 116 participants, some of whom attended multiple sessions.
- **Gathering Time** catered to young adults aged 18 to 35 years with special needs. This program has 32 individuals enrolled and conducted 18 events, serving 179 participants, including repeat attendees.
- **Our Time** was designed for siblings aged 12 to 20 years. It currently supports 33 enrolled individuals, with 7 events held and 54 participants served, some of whom attended more than once.

Additionally, a **Family Fun Event** was held, which brought together 75 participants for a fun day of games, food and connecting with other families.

FY 25 Program Expense Expenses

Staff Expenses- Group Respite – 1 Respite Specialist, 3 Respite Assistants, 3 Behavior Specialists and 1 Medical Professional	\$ 124,101.87
Program Expenses Group Respite	\$ 36,048.55
Total	\$ 160,150.42

** \$75,000 of the above program expenses were funded with grant funding.

This report will be made available on the FSSP page of the TRE website:

<https://www.tre.org/services/family-support-services-program/>.