

# DDRC Family Support Services Program (FSSP) Annual Report FY 21

## Family Support Services Program (FSSP)

The Family Support Services Program (FSSP) provides support for families who have children with developmental disabilities or delays with costs that are beyond those normally experienced by other families. The primary purpose of the FSSP is to support children remaining within their own nurturing family setting and prevent out-of-home placements. FSSP provides funding to address disability related needs, as well as information, support and resource coordination.

## Overview of DDRC's Family Support Services Program

DDRC administers the Family Support Services Program (FSSP) through the Children and Family Services Department. Susan Johnson, Children and Family Services Director, is the primary contact for the overall implementation and coordination of the program and is the staff liaison to the DDRC Family Support Council. The DDRC service area is Jefferson, Clear Creek, Gilpin, and Summit Counties.

## SECTION 1: How DDRC plans to spend the FSSP funds in the current fiscal year (FY 21)

The Family Support Council reviews the DDRC FSSP MIN Assessment and funding allocation process at the end of each fiscal year in preparation for the new fiscal year. DDRC implemented significant changes to our processes during FY 2020 to come into compliance with the new FSSP rules effective 7/1/2019. The Council recommended continuing the same processes this fiscal year. They did make some adjustments to the targeted number of families to serve and the funding limits corresponding to MIN Assessment scores.

DDRC provides all eligible families, regardless of age or enrollment in other programs, the opportunity to complete a MIN Assessment and to request funds. This helps us to assess the unmet needs of families in our catchment area and to target services and supports where they are most needed. The Council strives to provide some funding to as many families as possible with the limited funds available. We have been fortunate to have Jefferson County mill levy funds, as well as some donated funds, available to help support families in our service area.

As of 7/31/2020, DDRC had **2989 individuals identified as eligible for FSSP** on our internal eligible list. 1817 were Case Management Only, and 1172 were enrolled in another program (i.e., EI, or a Medicaid Waiver). The age break-out is shown in the table below. Historically less than 25% of eligible families have opted to complete a MIN Assessment and request funds. **We currently do not have a wait list for FSSP.**

Age	0-2	3-4	5-13	14-17	18+
Number	659	594	973	151	612

**Our FY 21 FSSP contract amount is \$774,301. The Council recommends serving a targeted number of 320 families at an average funding amount of \$2400.** The actual funding amount will vary depending on the family's MIN score and unique circumstances. The Council set the following funding limits.

- Low MIN score up to \$1200
- Moderate MIN score up to \$2400
- High MIN score up to \$4800

- The maximum amount a family can receive is \$10,000 per fiscal year. This is typically reserved for environmental engineering/vehicle modifications for accessibility and safety, or to prevent imminent out-of-home placement.
- The maximum amount of funds that can be advanced to a family is \$1000 to help ensure the collection of required receipts.
- Families are responsible for submitting receipts, paid invoices, or approved service logs for all items and services purchased using FSSP funds by the end of the fiscal year.

DDRC allocates all Direct Service Dollars directly to families. The Council has opted not to use any direct service dollars for staff or program expenses related to serving multiple families.

**Emergency Funds:** We designated \$54,301 of our contracted FSSP direct service dollars for our emergency fund to be available at \$4525/month. Any unused emergency funds will roll over to the next month. Any unused emergency funds at the end of May will be dispersed to families who meet the MIN benchmark for FSSP state general funds and still have unmet/underfunded needs at that time.

### **Outreach and Public Awareness**

DDRC advertises the FSSP throughout the year via email, mail, newsletters and on our website. Staff also provide outreach to the school districts in our service area, resource fairs, and other community agencies. DDRC has hosted Navigation Events which included a presentation on FSSP and help completing forms. Large in-person events have been suspended due to COVID. We are exploring the possibility of offering Navigation events, training, and other support through Zoom.

### **FSSP Goals for FY 21**

- In coordination with DDRC's efforts to promote Diversity, Equity, and Inclusion (DEI), provide training to Staff on the Social Determinants of Health to better understand how they impact the health and well-being of families in our service area.
- Use the information learned to begin identifying necessary changes to our processes, including our MIN Assessment tool and case management services, to help ensure equitable access to FSSP services and supports throughout our service area. Consider focus groups and adding questions related to SDoH to our Program Evaluation/FSSP Satisfaction Survey.
- Coordinate a concerted effort among Council members and staff to recruit an additional 2-3 Council members, ideally from underrepresented communities in our service area. Prior efforts at advertising the opportunity to join the Family Support Council have not been sufficient. Individual conversations and outreach to families is considered necessary.

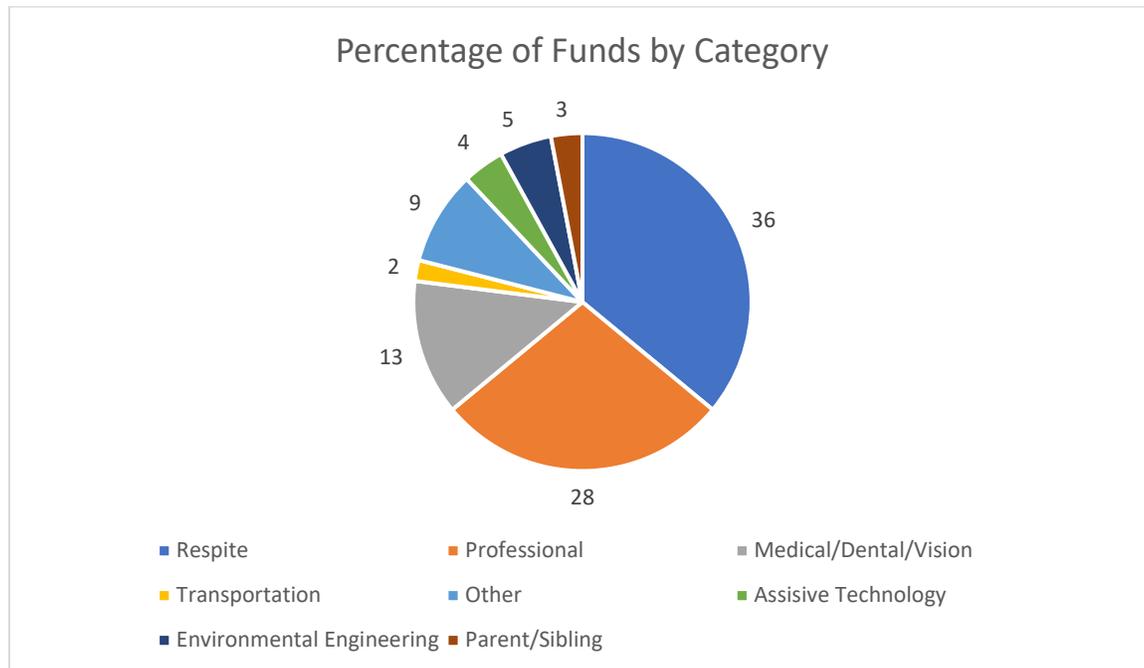
## **Section 2. How FSSP funds were spent during FY 2020**

During FY 2019-20 DDRC had **\$768,495.20** in direct service dollars to allocate to families. We funded **341 unduplicated individuals** at an average amount of **\$2254/individual**. Funding amounts ranged from \$152 to \$13,000.

### **Percentage of FSSP Dollars by Service Category FY 2019-2020**

### Service Category

FO-1	Respite	36%
FO-2	Professional	28%
FO-3	Medical and Dental	13%
FO-4	Transportation	2%
FO-5	Other Individual Expenses	9%
FO-6	Assistive Technology	4%
FO-7	Environmental Engineering	5%
FO-8	Parent & Sibling Support	3%



As previously mentioned DDRC had to implement significant changes to our FSSP processes to come into compliance with the new rules effective 7/1/2019. Our Family Support Plan now authorizes specific services and dollar amounts for services whereas we had previously authorized a total amount to be used more flexibly across requested service categories. We previously advanced the total authorized amount to families and accepted signed statements of expense in lieu of receipts. We now require receipts for all expenses and limit the amount advanced to families to help ensure the collection of receipts.

FY 20 was a difficult transition year for staff and families given the additional requirements and decreased flexibility. Several things impacted our ability to allocate the funds as timely and as efficiently as we would like. Due to the new requirement to collect receipts for all funds advanced to families, smaller expenditures were made to families. Some families struggled to submit adequate documentation of expenses which led to not being able to receive the full amount authorized in their Family Support Plans. COVID-19 also impacted families' access to many services and their ability to expend funds on authorized services (e.g., respite, therapies, and

recreation). It also became clear we needed additional administrative support to efficiently process checks, track receipts, and complete the expenditure reports.

Fiscal Year 2021 is expected to go much smoother. We have developed clearer guidelines for staff and families, we have an improved data system to process authorizations and expenditures, and to track receipts, and have added a .5 FTE Administrative Assistant to help with the administrative tasks required.

### **Review of FY 20 Goals**

- Review/revise DDRC FSSP policies and procedures to ensure compliance with new rules by 12/31/2019- this goal was met
- FSSP survey of families' satisfaction with the new process- March 2020. This goal was not met due to other priorities related to implementation of our new processes and COVID. We did receive some feedback from families and staff which was incorporated into our revised forms and guidelines for FY 21. A satisfaction survey will be conducted in Spring 2021.
- Recruit additional Family Support Council members from underrepresented communities in our service area. We had some interested families attend a Council meeting in December. They provided public comment but did not opt to apply to become members of the Council. This goal remains a priority.
- Begin to address social determinants of health, to help ensure equity of access to the FSSP in our service area. This goal is still in process. DDRC staff met with Jefferson County Public Health HCP staff to learn more about the services provided by both agencies, and to identify ways to coordinate our services to better serve vulnerable populations. Co-visits by DDRC Resource Coordinators and HCP nurses were implemented with families who are monolingual Spanish speaking. This goal remains a priority.

DDRC staff are members of several collaborative efforts within our service area including the Triad Early Childhood Council for Jefferson, Clear Creek and Gilpin Counties, Launch Together- Jefferson County Partners and the Home Visitation Collaborative, as well as the Jeffco Connections Child Welfare and Health subcommittees.

The Family Support Council and DDRC welcome feedback on our FSSP Annual Report, processes, services and identified goals. Feedback can be provided during the Public Comment portion of the Family Support Council meetings, or by contacting Susan Johnson, Children and Family Services Director at [susan.johnson@ddrcco.com](mailto:susan.johnson@ddrcco.com) or 303-462-6612

## DDRC Family Support Services Program (FSSP) Annual Report 2020

We, the undersigned have reviewed, and approved the Annual Report to be submitted to Health Care Policy and Financing (HCPF) on 10/1/2020.

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*Joni Krickbaum*

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Joni Krickbaum, Council Chair

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Beverly Winters, DDRC Executive Director