

starpoint



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**Providing supports and services
To people with developmental disabilities in
Fremont, Custer, Chaffee and Denver areas**

**Strategic Plan Update
2009-10**

May 2010

**Roger G. Jensen
Chief Executive Officer**

**Daniel Schalek
Board Chair**

www.starpointco.com

EXECUTIVE SUMMARY

Starpoint, the community centered board for Fremont, Chaffee and Custer counties, has coordinated services and supports for people with developmental disabilities and their families since 1977. Starpoint develops an annual plan or an update to an existing plan that represents the status of services, future direction of services and analysis of barriers and limitations that prohibit accomplishment of goals.

This plan update has been completed by individuals involved in the coordination and delivery of services, as well as by those individuals served by programs and services. Data used to develop the plan includes consumer and family surveys, staff meetings, parent and consumer meetings.

Goals were established in 2005, with expansion of activities and assignments planned at the Starpoint management retreat. Goals are revisited on a regular basis, with status and progress discussions.

Specific program updates, accomplishments and issues are contained in the plan. Likewise, critical areas of concern are noted; however, following is a brief recap of those areas:

- Need for increased rates to meet the ongoing needs of the medically fragile, the dually diagnosed, the aging consumer, the offender and the transitional individual
- Necessity for additional money to increase salaries of both entry level staff and those who have made long-term commitments to serve the developmental disabilities population in our service areas
- Concerns about cuts in Part C dollars that have been used to facilitate services to children and their families
- Ongoing issues with CMS and HCPF that place barriers on our ability to create a functional budget and plan for the future
- Service delivery system, in general, that is undergoing major changes that present challenges

The challenge of working with the current budget crisis that the state is facing has consumed a large amount of time and effort. Cuts to rates and changes to SLS rates, services and spending limits have resulted in a loss of over \$800,000 in revenue to Starpoint over a two year period. This, coupled with the dismal revenue forecast for at least three years out, called for a serious plan to survive this three-year or more period and still be able to provide quality services.

Starting with the 2009-2010 budget, we made significant cuts to adjust to the loss of revenue and create a three-year survival plan. We eliminated over 26 FTE throughout the agency and reduced benefits in our self-funded health insurance plan. By doing this, we are being successful in creating a large surplus in the 09-10 budget. This surplus will allow us to spend the surplus down over a three-year period, still giving staff modest cost of living increases and meeting uncontrollable increases in other expense areas.

At the same time we will be increasing our reserve each year so at the end of a three-year period, if state funding has not improved, we will be able to spend into reserve for several more years. The one variable that is out of our control is the current state policy of not allowing us to keep slots

that turn over for people on our waiting list and having to return them to the state for use in high population areas. This policy could results in additional revenue losses of \$120,000 per year or more.

Starpoint continues to be a leader in developing innovative ways of generating new dollars, but, unlike metro communities, does not have the advantage of local dollars (mill levies) to assist with budget concerns.

Overall, Starpoint's staff, communities, consumers and families will strive to meet these challenges in an environment of steadily decreasing or stagnant funding.

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Annual Plan Update - 2010

LOCAL PLAN REVIEW SUMMARY May 2010

Starpoint continues to strive to meet the needs of individuals with developmental disabilities and their families by offering creative programs and services in Fremont and Chaffee counties, as well as at group homes in the Denver and Jefferson county areas.

A number of local issues and challenges emerge for Starpoint staff, consumers, board and public. Fremont and Chaffee counties, major communities in the service area, are conservative areas with high populations of individuals on fixed incomes. Budget issues play a role in community planning and decision-making, both day-to-day and long-range. Because communities in the service area are rural in nature, finding specialty medical services and alternatives for individuals in crisis are limited. Many services must typically be accessed in Pueblo, Colorado Springs or Denver – travel time can range from 45 minutes to 3 hours, one-way. There are also limitations on resources for individuals who have high or specialized needs, limited opportunities for community integrated activities for individuals who have challenging behaviors, other specialized needs, or who simply want an alternative. Starpoint also operates four group homes in the Denver and Jefferson county area and a number of host homes.

With state fiscal difficulties continuing, the agency has taken a position of decreasing expenses, while determining ways to generate new revenues. Maintaining quality services to consumers, while at the same time, looking at ways to cut costs will continue be a major challenge in the future months and years.

Creativity is demanded in developing employment and inclusion opportunities for individuals because of a limited job market and some lack of alternatives for integrated activities.

Community education continues to be a challenge in the service area. While Starpoint has existed for 30+ years in the areas and many “old-timers” are familiar with the agency, on-going education of newcomers to the communities is critical to achievement of new and changing goals. Development of community partnerships with individuals, businesses, other agencies, civic and service organizations continues to be important as Starpoint strives to meet its goals.

Agencies in rural communities are typically faced with a number of constraints when attempting to provide supports, including limited community resources – health care services, mental health services, therapies (occupational, physical, etc.), medical specialists, dental needs; recreational and leisure opportunities and community employment opportunities.

Limited local fiscal resources exist – Starpoint does not receive funds from local governments (city or county) for adult supports and there are a wide range of other non-profits in the service area competing for private monies. Starpoint has created partnerships with some private state foundations who are committed to the agency and who assist with funding for special programs, projects or capital efforts.

Community attitudes, while slowly changing and becoming more welcoming, still require education and awareness. Job opportunities in both Fremont and Chaffee counties are limited, due to an influx of new people competing for existing jobs, and limited number of light industrial bases. Fremont County’s economic base is centered around state and federal correctional systems, while most of Chaffee County’s economy base centers around tourism and seasonal recreation.

Both communities continue to experience difficulty finding adequate and cost-effective housing for consumers, as well as host homes. Affordable rentals are difficult to find and those that come available often have large numbers of people vying to rent the site, or the homes do not meet minimum standards of expectations for individuals to rent. Costs of rentals in both counties have increased significantly. Landlord expectations are sometimes unrealistic – i.e., first and last month rent, deposit and difficult lease requirements. On the positive side, three single individuals and one couple have become homeowners.

On-going difficulty in recruiting and retaining qualified individuals to work in the developmental disabilities field continues to be a struggle. Entry level salary for staff in Fremont County is \$7.62per hour; in Salida the beginning rate is \$9 per hour and in Denver, \$10.76 per hour. Low wages continue to be an issue: some local businesses have hired consumers at higher wages that the agency’s direct care workers are making. The agency has tried to increase benefits to staff - offering more leave time, paid holidays, a free employee assistance program - in an effort to recruit and maintain quality staff. In 2008, staff received a 4% increase in their base wages.

Developing host home living arrangements for individuals with challenging behaviors or medical needs continues to be an issue, with more and more people expressing their desire to live in individually-focused residential sites.

The “smallness” of the Fremont and Chaffee service area leads to some unexpected benefits and opportunities – the potential exists for development of natural friendships and relationships, as well as general acceptance of individuals and the development of supports. Natural friends and relationships are starting to be formed as individuals are more and more involved in community activities and events. Local medias are supportive of Starpoint, allowing for ongoing messages to the public.

Interagency cooperation and collaboration in service areas is a major benefit and has been evidenced through programs such as Project ECHO, Kid’s Council, Early Head Start and the Fremont County Family Center. Starpoint continues to offer exemplary children’s services programs through the Family Center, Early Head Start Program and the SPIN Early Childhood Center.

Individuals are able to be more mobile (walking or bike riding) in small communities because of the close proximity of many resources. A strong sense of family values is typical in both of the service areas, leading to more opportunities for relationship development.

Starpoint has many long-term staff who are committed to the agency, individuals receiving supports and the agency mission. Staff are encouraged to become involved in the community to maintain and expand relationships with other groups. Key staff have been involved with a wide variety of organizations, including Kiwanis, Chambers of Commerce, Fine Arts, religious associations, Fremont Civic Theater, Rotary, Lions and Knights of Columbus, for example.

MISSION STATEMENT

STARPOINT
partnering with individuals, families and the community
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Community outlook

Fremont, Custer and Chaffee counties are located in rural south-central Colorado. Fremont County is located approximately 100 miles south of Denver, the state capitol; 45 and 35 miles respectively from the metropolitan areas of Colorado Springs and Pueblo.

Population of Fremont County, which includes the communities of Canon City, Florence, Penrose, Rockvale, Coal Creek, Williamsburg, Texas Creek, Cotopaxi, Howard and Coaldale is 47,000, with 29,000 in the Canon City metro area.

Individuals under the age of 18, according to the 2000 Census comprised 20.6% of the Fremont County population, while 14.6% are over the age of 65. Median household income is \$34,150.

Chaffee County, located 60 miles west of Canon City, has a current population of 16,242, with 5,504 living in Salida; 2,195 in Buena Vista and the remainder in other rural areas. Major sources of income in the mountain community are tourism and retail business.

Starpoint consumers are served in either Fremont or Chaffee counties; there are no direct services in Custer County.

The agency has continued to strive to meet the needs of consumers and their families with the expansion of the personal care alternative residential program, and expansion of day program alternatives, including additional community participation and community-based options, expanded employment opportunities and Supported Living Services.

While there are other entities in the community that offer generic services to individuals, none offers all the services that Starpoint provides and the agency utilizes the services of other agencies in a cooperative manner whenever possible. Other community residential sites offer living settings (boarding homes, etc.), for individuals with developmental disabilities, however, their limitations can be seen in the areas of direct programming and in transportation. Many individuals who reside in their family homes or in other sites attend Starpoint' day program and also utilize the agency's other supports.

Starpoint is proud of its close working relationship with entities that provide some critical services to individuals with developmental disabilities and recognizes that one entity alone – particularly in rural Colorado – cannot meet all needs. This cooperative attitude will continue to foster good relationships between entities that are necessary to the well-being of consumers.

Starpoint has experienced difficulties recruiting individuals for employment who have a background in the developmental disabilities field into direct care positions in Denver, Fremont and Chaffee counties. Because of this problem, the agency has worked toward a better training program for those who don't have direct experience in the field, but who are willing to learn. The agency has participated in the local job fairs to try to attract new staff and has used the Internet to seek professional level staff. Continuation of competitive salaries for staff, intensive initial and ongoing training are major issues. There is a relatively small employment pool in the service area from which to draw, and many individuals leave the agency to move on to other fields or higher pay positions.

Residents of Fremont and Chaffee counties continue to demand stabilized or lower taxes and fiscal responsibility at all levels of the government, while at the same time, more and more groups are seeking financial assistance from governmental entities and competing for dollars that are available for charitable purposes.

Local governments continue to operate in a fiscally-frugal mindset, and only small agencies deemed most viable and in need receive a portion of the shrinking dollars that are available for community special needs. Starpoint does not receive funding from city or county governments, and depends on community fundraising, gifts from parents, relatives, individuals and businesses and private foundations to increase revenue base.

Program Updates/Accomplishments

Issues

FREMONT COUNTY ADULT SUPPORTS AND SERVICES

May 2010

Comprehensive Services

The Comprehensive residential program is a Medicaid funded service and support program available for Medicaid-eligible developmentally disabled adults, age 18 years and older, who have been identified as needing 24-hour, 7-day/week supervision. Both residential and day services and supports are provided to participants enrolled in this program. The number of consumers enrolled in the Fremont County comprehensive program is currently 71.

Comprehensive residential supports

are comprised of three different types of residential living options for the individuals enrolled in the program; all settings are tailor made and individualized to meet each person's needs. The three residential options are Host Homes, Community PCAs (personal care alternative) and group homes.

A Host Home

is a community residential setting that consists of contracting with an individual(s) to provide, in their home, the residential care needed for an individual who is unable to live independently and requires 24 hour supervision and structure for identified medical, safety and/or behavioral needs.

- 30 live in host home settings
- Starpoint contracts with 20 HH contractors in the Fremont County area

Community PCA's

assist individuals who are living in their own homes or apartments by providing regular support from staff to meet their identified residential needs around personal care, safety, home maintenance, shopping, cooking, budgeting, etc. We offer staffed PCA as an option for individuals who require more specialized support. There currently 4 staffed homes in Fremont County.

- 29 individuals live in community PCA settings
- 36 community support staff are assigned to work in this program

Group Homes

are congregate living settings that support individuals who have need of a higher level of structure and supervision for medical, safety or behavioral reasons. The group homes are staffed with 8 support staff on a 24-hour 7-day awake basis to meet needs of the residents

- Washington house – 6 individuals (3 males & 3 females)
 - Consumers living at Washington have high medical and safety issues and receive personal care and behavior intervention
- Penrose Place – 6 individuals (all male)
 - Consumers living at Penrose Place have offending issues and receive structured supervision and therapeutic treatment.

In- the- Family Home Residential Services

Are new supports allowing individuals to receive residential support while still living in their family homes. Starpoint took part in this new program in a limited way, and was one of a few CCBs that the division allowed

to offer this service. Currently there is only one person receiving this support. Supports are provided by staff, either one live-in provider or a number of rotating staff. As employees of an approved service agency, these staff will provide for the individual's needs including personal care, supervision, specialized training to increase independence, medication monitoring, etc. The agency must follow all the DDD rules and regulations for IRSS programs.

Comprehensive Day Services

offers a variety of supports to 69 individuals in comprehensive services. The day service options to choose from are facility-based programs, non-facility based activities and supported employment or a combination of any of them.

Facility-Based services

offer individuals a site-based location to spend their day participating in socialization, educational, craft and sensory activities and community outings with peers and staff. Weekly educational themes around science, animals, nature, culture, history and current events are offered through a variety of media and activities in the site and in the community. Participating as a vendor at Farmer's Market every summer has been a terrific way for the consumers to be a part of their community and be productive by making hand-made goods to sell. The profit made each summer at the Market goes toward supplies to make their wares for the next year or for special activities during the year.

- 33 Consumers prefer to receive facility-based day services
- 14 support staff are assigned to assist consumers in the facility-based services.

Community-based services

provide many opportunities for experiencing the community & its resources per consumer preference and needs.

- 35 individuals prefer to receive community-based day services (some also receive supported employment services)
- 26 support staff are assigned to assist the consumers to identify their preferences and to support them in their identified community choices and needs
- volunteering in many of the local organizations, i.e., Loaves & Fishes; Meals on Wheels; the Senior Center in Penrose; Manna House, Goodwill; St. Thomas More Hospital; Courtyard Ministries, the Fine Arts Center, Churches; Golden Age Center, Schools and local Nursing Homes
- one individual sold their handcrafted wares at Farmers Market

Supported Employment

Supports individuals to identify their job preferences, skills, experience different job opportunities and to locate and maintain community employment in local businesses. In 2007 Starpoint was chosen as one of the eight CCB's in Colorado to partner with the Division of Vocational Rehabilitation to implement a 3-year pilot project that will provide increased services and funding for individuals who receive Starpoint Supported Employment services. Currently, Starpoint is working with the local DVR office, and we do not have a dedicated DVR Counselor assigned. This is due to DVR funding issues. The intent of the pilot project is to measure the effectiveness of having a DVR counselor providing direct services at the CCB level to these individuals and how this impacts successful employment outcomes. Since the implementation of the pilot we have had maintained an average of 18 consumers on the DVR caseload with the some of these consumers being employed in community businesses, the others are in different stages of seeking employment or completing situational assessments for employment at actual community businesses.

- 26 individuals received supported employment services and were employed in community businesses during this reporting period. Several other consumers were involved in community work as situational assessments that did not become a job.
- 25 community businesses employed our consumers or provided a place to conduct situational assessments during this reporting period
- seasonal work is a big part of the employment program
- Volunteering in community gives individuals experience in job-related skills/behaviors. Individuals volunteered in 12 local agencies.

Self-Management and Responsibility Training Program (SMART)

day services is in its 10th year of providing a therapeutic learning environment for individuals who have offending issues or who have been adjudicated to a treatment program

- 4 full-time day support staff ensure supervision, structure and safety provides opportunities for therapeutic activities & assignments focusing on identified treatment needs of the participating individuals
- group counseling with certified SO therapist occurs two times per month
- individual therapy sessions occur two times per month
- educational classes & socialization activities
- volunteer work opportunities
- paid work opportunities

Supported Living Services

The Supported Living Services (SLS) program is both a Medicaid funded and State funded program.

Individuals who are Medicaid eligible participate in the Medicaid funded SLS program, while those who are not Medicaid eligible or are receiving other Medicaid funded services participate in the State funded SLS program. Both SLS programs are aimed at maintaining the living environment of the individual by meeting their primary identified needs.

- 48 SLS participants: 30 live with their families, 12 live in the community on their own and 6 in nursing homes
- 33 in Medicaid-SLS and 14 in State-SLS in Fremont & Custer counties
- SLS supports are identified by the individual/families and written into SLS plans/budgets
- Supports most frequently provided are personal care, community access, supported employment, site-based activities, transportation and medical/dental/vision services
- 30 staff provide support to the consumers enrolled in the SLS program

Staff

- 85 employees working in the Fremont Adult services program which include
- 3 Adult Service Directors
- 1 Administrative Assistant
- 1 On-call Coordinator
- 6 medical support staff
- 42 community support staff
- 15 group home staff
- 15 site-based staff
- 2 supported employment staff
- The staff are all very dedicated and committed to offering quality supports and an environment for growth and self-realization.

Significant Accomplishments

- Participating successfully in partnerships with DVR, RE-1 School District, RE-2 School District, DHS, Social Security, West Central Mental Health, Colorado Mental Health Institute in Pueblo, and other local agencies. These partnerships facilitate not only the well-being and personal growth for individuals, but promote Starpoint consumers as integral members of their community.
- The partnerships with the local school districts have enhanced the transition process to adult life for the consumers involved. This year saw an increase in the number of students served in both districts.
- Maintained 3 unique living situations (3-person PCA residences) for 9 consumers who receive comprehensive services and who have with high needs to continue to live in the community while receiving 24/7 supports from staff. One staffed PCA residence was eliminated due to consumer movement. This brings the total number of 3-person PCA residences to 3 and serving 9 individuals.
- Cited as being significantly in compliance with DDD standards for Group Home Programs following 2010 DDD surveys in this program area. No deficiencies were cited for the two group homes in Fremont County.
- No significant issues were cited in a 2009 Social Security Audit for Starpoint acting as Representative Payee for the individuals in our comprehensive services.
- Increased coordination and standardization in Canon City and Salida programs for billing data. This has involved several revisions to address the rates and service definition changes in Medicaid SLS
- Providing and tailoring services for individuals who present on-going challenges to be successful in maintaining the lifestyle of their choice.
- Adapting to meet the ever-changing requirements from the state and funding sources, while continuing to address individual needs and preferences.

Priorities

- Improve our ability to recruit and retain quality direct care staff, although this was a good year for staff retention in most areas of adult services.
- Continue to foster and facilitate the transition of area students into adult services.
- Continue to use the Life Skill classes to address topics of interest that consumers identify in a classroom environment.
- Improve communication between staff, consumer and families, in order to address concerns and improve the quality of service provision.
- Continue to improve the communication between the programs in Fremont, Chaffee, and Denver Metro areas in order to share ideas and concerns and to maximize positive outcomes for all the consumers we serve.
- Continue to find and maintain employment for individuals who want year round employment and opportunities for non-typical needs. Exploring unique ways to find employment in a weak economy.
- Continue to provide and improve quality, productive and meaningful activities for consumers who choose to receive day services.
- Maintain DDD compliance in all program areas, and maintain quality documentation of service provision.
- Complete the finishing touches to the consumer outdoor activity areas with landscaping at the So. 8th day service site in order for consumers to have a safe, pleasant environment to enjoy outdoor activities.
- Improve the aesthetics of the two group homes in Fremont County.
- Adapting to meet the health issues of our aging consumer population.

CHAFFEE COUNTY ADULT SUPPORTS AND SERVICES

May 2010

Chaffee County provides services and supports to 52 adults, 25 in Comp, 27 in SLS. Twelve individuals are receiving Host Home supports and five at the E Street group home. One consumer is receiving in home Comprehensive services and this has, to date, been very positive.

Many individuals are employed in a variety of community jobs. Those jobs include grounds-keeping at local parks, Pizza Hut, McDonalds, Holiday Inn, Walmart, Valley Home Furnishing, The Salida Mixing Bowl and Starpoint.

Consumers participate in the community regularly by volunteering, bowling, fishing, swimming, recycling, mini-golf and meeting with friends and family. Many consumers also compete in Special Olympics and continue to receive community support in fund raising.

Chaffee County services employ 35 full and 2 part time staff. The numbers of staff have reduced by more than 10% in response to the reduction in supports provided to SLS consumers. A trend that has moderated the past year is that staff are traveling further to their place of work in Salida. Currently there are 8 full time staff that live 25 miles and one that exceeds 45 miles one way. This is in response to affordability of local housing. The continuing slow down in the local economy has provided an increase in the number of available potential employees as positions open as well as staff are holding on to their jobs longer.

Priorities

- Issues that consistently affect our ability to provide quality services and supports revolve around staff recruitment, retention and training. Staff are remaining in their jobs longer due to economy and the continuing efforts to improve the job culture have had a positive effect. Wages continue to be a factor in remaining competitive in attracting quality staff.
- Effective utilization of consumer resources.
- Maintaining all facilities and vehicles always ensuring health and safety.

DENVER METRO ADULT SUPPORTS AND SERVICES

May 2010

Comprehensive Services

In the Denver market, Starpoint continues to provide residential services and supports to 19 individuals living in four metro area group homes. The population of consumers served in the group homes is predominantly individuals who use wheelchairs and have medical issues.

In addition to the group home residents, the Denver program serves 4 consumers in Host Home settings. Starpoint continues to provide optimal care for medically fragile individuals with increasing aging issues.

Starpoint also provide day services to 7 individuals in home-based programs, providing appropriate balance of meaningful activities and community outings.

The Denver program employs 41 fulltime Adult Services staff and 11 part time staff.

The Group Homes continue to need repairs and upgrades in the next several months ranging from interior painting, bathroom re-modeling, new flooring, new furniture, and exterior landscaping.

Significant accomplishments

- Realignment of management team to better serve.
- Received DDD program approval for the IRSS services on first visit.

- DOH survey of 3 of the 4 group homes required only one home be revisited and upon revisit received licensing renewal. Other two homes continued to be licensed on first visit.

Priorities

- Break even or better for financial performance
- Streamline on-going training by holding the training during home meetings.
- Monthly meeting minutes for each home are more detailed and shared with staff who were unable to attend.
- Monthly management team meetings review celebrations, maintenance status on projects, outstanding staff training, staff evaluations, incident report trends, status of hiring for open positions, financial performance for each department, and audits of programmatic documentation.
- Increase census from 25 to 30.

PART C/EARLY INTERVENTION & FAMILY SUPPORT SERVICES

This past year we served well over the expected average of 41 set by the state and well over the amount we get funding for in Part C. We also served an average of between 40-50 individuals enrolled in FSSP. We have two full time service coordinators that serve families spread out in three different counties. The service coordinators also serve as resource coordinators for children enrolled in Family Support.

We continue to implement the transdisciplinary primary service provider model for children enrolled in early intervention. We currently identify and serve all eligible children. We do not maintain a waiting list at this time. We are also currently implementing a program with the Fremont County Parents as Teachers program for them to serve as primary service providers for some children enrolled in EI. We continue to bill Medicaid directly for services provided from Starpoint therapists and also are billing TCM for children enrolled in EI. We have billed and received reimbursement from the state for a total of three children enrolled in the private insurance trust fund. Our Child Find system has continued to be outstanding and our service numbers directly reflect this (2.78% of infants and toddlers birth to three with IFSP's in Starpoint services, with the state as a whole averaging 2.17%). This year marked the fourth straight year that Starpoint received the highest rating of Meets Requirements in Part C for our performance profile from the state.

Being in a rural community, it continues to be a challenge to recruit and maintain therapists of various disciplines, especially speech therapists. This increases the amount of children on caseloads on top of the vast service area our providers are required to travel (Fremont County alone is the size of the State of Rhode Island). We continue to use a braided funding model to maximize our service delivery system, although it is becoming increasingly difficult as our funding has decreased every year for the last three years, and are expecting another substantial decrease this next fiscal year, although the number of children has steadily increased over the same period of time. We receive very few dollars for service coordination and case management. Starpoint has more children eligible under Medicaid than are covered under private insurance, however, not all providers are covered under the Medicaid state plan (e.g., developmental interventionists). We have a number of children who are not covered by any insurance, including children of employees of the state prison system, who cannot afford employer insurance and are excluded from CHP+ as well as children funded under private insurance under the federal prison, which is excluded from having to participate in the state trust fund.

- Internal Program structure changes—adapting to new ASDs rather than one primary individual; case managers struggle for consistency with policy and procedures being reviewed differently, as well as case managers ensuring that consumers continue to receive identified supports due to cuts in program staff
- Case managers were informed that they will now be expected to review Home Health PARs for consumers, interfacing with various agencies
- Adjusting to new Targeted Case Management (TCM) requirements
- Case Mangers are now spending more time inputting log notes on the Benefits Utilization System (BUS), increasing the need for organizational skills to complete job expectations
- Due to the new TCM requirements, case managers are working to increase the number of contacts with consumers and billable log hours
- Case managers have had to work with consumer/families/Attorneys/DDD/Office of Administrative Courts to resolve appeals

Changes and future direction

- **Staff Awareness Presentations:** Many program staff are unaware of the responsibilities of a CM and need to be better informed
- **Parent Awareness:** Parent and case management rapport is essential due to multiple changes in the DD and Medicaid systems. Case managers continue to make efforts to keep consumer and family members informed of the requirements and changes that will impact services
- **Cross-training for IDT/Service Plans:** CMs continue to educate key staff on the documentation that is needed to support and design consumer service plans that are based on the need of the individual. Meetings presentations need to address appropriate concerns, preferences and needs through documentation, offering positive solutions and outcomes
- **Case Managers** will continue to adjust and adapt to the multiple changes that are occurring in the DD and Medicaid systems
- **Case Managers** will continue to cohesively work as a team, remain flexible to meet consumer needs and remain positive with a GOOD SENSE of HUMOR!

PLANNING PROCESS

It has been an ongoing tenet of Starpoint board and management team that an organized and on-going planning process is critical to maintaining and managing a healthy organization that meets the ever-changing needs of individuals.

Starpoint has held annual retreats for the management team and the board of directors to define a plan that will take the agency into the future. Input from staff is encouraged on an on-going basis and parents, consumers and family members are urged to provide input not only during individual planning times, but throughout the year. Results from Consumer and Parent/Family Surveys have also been incorporated in Starpoint's plans.

Starpoint staff are encouraged to maintain associations with other boards in the community on an on-going basis, including such entities as the Chamber of Commerce, Build a Generation, the Tri-County Family Preservation Committee, Economic Development Council, Fine Arts Association, School District Strategic Planning Committee, Family Center Governing Board, Project ECHO Interagency Council, Friendly Visitors, as well as service clubs such as Rotary and Kiwanis in order to continually stay aware of trends in the community, opinions of other boards and future directions of those entities, as well as share information about the agency.

Starpoint also works closely with many community agencies and committees, including the Adult Protection Team, West Central Mental Health, Department of Human Services, St. Thomas More Hospital and Colorado Rehab Services. Representatives from community entities serve on Starpoint's Human Rights Committee, as well as other committees.

Frequent visibility in the community by Starpoint consumers and staff, talks to groups and organizations and one-to-one discussions also give the opportunity for people to provide input to Starpoint.

Living in a rural community offers the advantage of knowing individuals from other entities and agencies personally and on a first-name basis. This leads to on-going opportunities for input on an informal basis, as well as the more formal mechanisms Starpoint utilizes for development of its annual plan.

COMMUNITY FORUM

Starpoint held its community forum on Monday, April 26, 2010 with 10 parents, relatives and consumers in attendance; as well the Adult Services Directors and HR Director.

CEO Roger Jensen described the current state budget issues and how they have affected DD services. He also updated those attending on Starpoint's plans to remain fiscally frugal to meet the future stresses that will be facing CCBs. Jensen also discussed the conflict-of-interest issues in case management and potential impact on the agency.

Parents expressed their satisfaction with Starpoint's programs and services, with one parent stating, "You all do a miraculous job. It takes special people to do the work and we are very lucky." One parent requested additional information on home ownership for their son and a brother of one consumer suggested researching and offering more recreational opportunities.

Copies of the plan are available at **no cost** to the public at the following locations:

**Starpoint
Support Services Complex
700 S. 8th St.
Canon City, CO 81212
719-275-1616**

**Starpoint
Salida Center
203 E. St.
Salida, CO 81201
719-539-2577**

**Denver Starpoint
11177 W. 8th Ave.
Lakewood, CO 80215
303-238-1600**

Copies of the plan can be made available in a variety of formats as needed.

The annual plan is also posted on Starpoint's website: www.starpointco.com