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Executive Summary

**Annual Plan Update
2012-2013**

**Serving Individuals and Families in Fremont, Custer and Chaffee Counties
and Selected Denver Areas**

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Chief Executive Officer**

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Annual Plan Update - 2013

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. Since 1989, Starpoint has also coordinated a network of services and supports for families with young children with and without disabilities, birth to school age which further supports the **mission** adopted by Starpoint. Starpoint also provides residential services in several counties in the Denver area.

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, and parent and consumer meetings. Starpoint's mission remains the same:

MISSION STATEMENT

STARPOINT
partnering with individuals, families and the community
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MAJOR ACCOMPLISHMENTS IN THE PAST YEAR:

- **Improved Personnel Practices** – Hiring practices have been standardized between Fremont and Salida and now meet Colorado Department of Public Health Care and Environment and the Division of Developmental Disabilities. In addition all initial training practices for new employees have been standardized, updated and improved. Competency evaluations have been established for new employees to be done within the first week of their date of hire. In addition, competency evaluations will be completed for all employees on an annual basis, on-going, as a continuous quality assurance measurement. Employee evaluations for work performance have also been developed and initiated; these will be completed on an annual basis with all employees. All of these practices have been established again to meet CDPHE and DDD rules and regulations.
- **Home Health Licensure (Supported Living Services)** – Once again Starpoint Adult Services has been relicensed as a Class B Non- Medical Home Health Care Facility and can offer Personal Care Services to people in their homes who receive Supported Living Services. Complete Policy and Procedure Manual has been developed and completed for this segment of our SLS department along with

brochures to assist people within their homes for emergency preparedness plan, and an exposure control plan. Currently a number of people in Salida are enrolled in SLS who receive Personal Care Services, and with three in Fremont County.

- **Recruitment of an SOMB Approved Therapist** – After 12 years of providing services to the SMART group, Starpoint is contracting with a new therapist who provides group and individual counseling on a weekly basis. The therapist provided a six-hour training to residential and day habilitation staff and is very interactive with staff and consumers. Her availability, knowledge and style have been a tremendous asset to the program and the consumers served. She has worked with the DD population for over 30 years in a variety of settings. Her monthly written reports and involvement has improved the communication and collaboration between mental health professionals, probation officers, and family members.
- **Facilities Upgrades** – The upgrading of facilities has a major impact on the health and safety of individuals who receive services and on staff morale. Holcim, a national corporation which manufactures concrete in Fremont County, selected Washington House to be the recipient of major remodeling funding and volunteer labor. This was completed in February of 2013. The project became much larger than originally planned. Holcim added a bedroom, creating a bedroom for each of the 6 people living in this group home. In addition the volunteers combined a full bathroom with the existing ½ bath creating one large handicap accessible bathroom so that we now have an additional wheelchair accessible shower. The volunteers also created a full laundry room whereas the house used to only have a closet for the washer/dryer. Holcim volunteers also moved the entry door to the house to a more convenient location, added patio doors to three of the six bedrooms for immediate egress, two concrete ramps from those bedrooms, changed the sprinkler system to meet code and upgraded the alarm system.
- **Tailoring Services for Individuals with Specific Needs** -- Starpoint has continued to provide services for individuals who present on-going challenges to be successful in maintaining the lifestyle of their choice – be they individuals with offending behaviors or other significant needs. Starpoint has prevented the institutionalization of many individuals who would otherwise be incarcerated or placed in a more restrictive non-community based setting and has successfully transferred three individuals from other communities. Starpoint also purchased and has licensed another group home facility (North Star) to serve the many individuals with sexually concerning behaviors that are referred or identified as needing SOMB services. Creating services to meet residential supports for behavioral and medical needs so that more people can live in the community through our PCA program. When families are in crisis Starpoint has responded and requested emergency resources; over the last year 2 resources have been given to people and services developed to meet their unique needs. One of those individuals received comprehensive services through the PCA program and the other through the Host Home program.

Summary of the Needs Determination and Plan to Address the Identified Needs:

- **Transition** -- Continue to foster and facilitate the transition of area students into adult services through eligibility determination and placement on the DD waiting list; through contracts with the school districts; and through exposure to relevant Life Skills classes and meaningful work experience.
Action: Attend IEP Transition Meetings and other meetings at the school district to identify student needs before transition; communicate with families; and continue close communication with the schools.
- **Work** -- In partnership with DVR, continue to find and maintain employment for individuals who want employment and opportunities for non-typical needs. Explore unique ways to find employment in a weak economy.

Action: Coordinate closely with DVR to understand the needs of the individuals so that the placement can be successful. Continue to contract with DVR to provide some the job placement and coaching, which has been a successful strategy.

- **Health and Behavior** – Continue to provide and tailor services for individuals who present on-going challenges to being successful in maintaining the lifestyle of their choice. Many of the consumers served by Starpoint who were deinstitutionalized in 1982-1986 as well as others are aging and experiencing increasing health issues requiring adaptations to services.

Action: Starpoint has opened and licensed a new group home to serve a number of individuals who are experiencing behavioral issues or offending issues which makes them difficult to place into Host Homes and who cannot be served in a PCA-type setting due to the need for 24/7 awake care. Starpoint also added and will maintain an additional medical team member to support consumers with increasing medical needs. Starpoint has expanded the PCA program in order to serve those individuals who can live in a PCA setting but cannot live in a host home setting or in a semi-independent setting.

- **Communication** – Continue to foster and improve communication between staff, consumers and families; and between the programs in Fremont, Chaffee and the Denver Metro areas in order to share ideas and concerns and to maximize positive outcomes for the consumers served.

Action: Staff has been using a “shared drive” on the agency’s network to foster use of standard forms and processes. Starpoint Adult Services will continue to work in 2013-2014 between the Fremont, Salida and Denver agencies to maintain continuity of service delivery. We will strive to invite Salida and Denver staff to every quarter for on-going trainings during Fremont Coordinator meeting to maintain that continuity.

Summary of Systems Issues:

- **Colorado Department of Health Licensing** – In August of 2011, Starpoint purchased a home in north Canon City to serve our expanding specialized population and have since been struggling with meeting licensure requirements for a 6-bed group home. After extensive renovation based on licensing rules and regulations and beginning in November of 2011 we have diligently communicated with the Colorado Department of Public Health and Environment, submitting all required documentation in order to fulfill all specifications required and still have not met their extremely rigid requirements to become licensed; 5 months later. We have met with difficulties with communication, frustration with receiving responses after repeated attempts by our agency. Finally, CDH conducted an unannounced on-site visit with no administrative staff on – site to order work to be done to correct deficiencies noted by the licensing inspector while on-site, which were not found in licensing rules or regulations. This unannounced visited resulted in prolonging the process yet again. Had a supervisor been notified, meetings could have been arranged to occur with the sprinkler contractors, the fire alarm company, electricians, et al to expedite work so that the home’s occupancy could be facilitated.
- **Service Delivery Systems Issues** -- We still have limited agencies that offer state plan benefits (home health etc..) because they cannot travel to some of the rural areas. There are always ongoing system issues that cause delays in billing. But for the most part it has improved. And the TCM requirements still make is difficult at times to maintain quality case management.
- **Funding** -- Need for increased rates to meet the ongoing needs of the medically fragile, the dually diagnosed, the aging consumer, the offender and the transitional student. 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 and the return of turnover slots to the state have resulted in a loss of over \$1,600,000 in revenue to Starpoint over a three year period.

- The rate decrease for behavioral services will negatively impact the agency’s ability to provide the services for consumers with sex offending issues. Per SOMB standards and guidelines, group therapy is the recommended and accepted modality for treatment. Individual therapy is also an accepted practice as an adjunct to the group therapy. There are only a few therapists in our area who have the credentials needed to provide the full range of sex offender therapy for individual with developmental disabilities. Providing less than weekly therapy for this high risk population is problematic in maintaining community safety. The accepted testing practices, such as polygraphs and penile plethysmographs are not included in the behavior service authorizations, but are essential to identify risk factors, and to tailor treatment where it will be the most effective. The current rates and caps are prohibitive in providing the services that have proven to be the most effective, and in the long term are also cost effective in providing the care and supports for these individuals.

Summary of Local Area Issues:

- **Staff Recruitment and Retention** -- 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. However, wages continue to be a factor in remaining competitive in attracting quality staff. There is a significant 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.
- **Maintenance of Facilities and Vehicles to Ensure Health and Safety** – Self-evident but has a fiscal impact.
- **Adapting to the Aging Population Served by Starpoint** – Being located in three rural counties has a significant impact on access to medical services for consumers served. More often than not, medical professionals are referring patients to specialists in Pueblo, Colorado Springs or even Denver. It can be a full day trip for one of the medical team members to take a consumer out of the counties served to travel to medical appointments. With the increase in this occurrence, there is a direct fiscal impact on Starpoint.
- **Transportation Issues** -- In addition to the issue identified above for Starpoint, the same issues 15 affect families who have young children. Parents of children with significant needs have to travel to Colorado Springs or Denver for services. Reduction in the Family Support Funding for low-income parents or those with multiple stressors will significantly impact families.
- **Rural Costs** – Everything costs more in a rural community – food, rents, gas, etc. The prison industry and large retirement population in Fremont County drives up costs as there are some well-paid employees and retirees with assets and many families living on the edge.

Plan Availability:

As previously referenced, Starpoint’s Plan is available at www.starpointco.com. Copies of the plan are also available at **no cost** to the public at the following locations:

**Starpoint
Admin Offices
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**