





**Starpoint 2014 Annual Report**  
**Trends. Movements. Evolutions.**  
[www.starpointco.com](http://www.starpointco.com)

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# FROM THE CEO



## Trends. Movements. Evolutions.

There have always been changes and movements in the field of services to people with disabilities. Society first thought it was a good idea to put all people with disabilities in the same place. Large institutional settings were created but those were horrible places to live and the idea that we could and should move people into the community was advanced as a more humane and appropriate alternative. When we became more community-based we often still had people in mostly congregate settings, spending their days with other disabled people. Ideas evolved and we tried to find people jobs and spend more time in the community and more time integrated with people who do not have disabilities. The pattern in the way services have changed is to always move toward making the lives of people with disabilities more like the lives of people who do not have a disability. The current trend to a “person-centered” system continues this trend and seeks to promote integration, autonomy and independence for the people we support. Starpoint has had training for our staff on person-centered concepts and we have been given tools to help maintain a focus on the person and not on our system capacity and what it has available. When we are truly putting the person first we start with what their dreams are. What do they see as the keys to a happy life? We focus on their strengths and not on deficits. We look at what we like and admire about the person. The tools we have to keep us focused help us to change our behavior and to be less “institutional” or bureaucratic. We need to be creative and innovative in designing services. Most of Starpoint’s adult services are funded by Medicaid.

### Person Centered Care Planning

*What do we live for, if it is  
not to make life less  
difficult for each other?*  
- George Eliot

Medicaid recently passed rules that require all Medicaid services to include person-centered planning. And new rules require services to be in community settings and for the people receiving supports to have greater control over their daily lives. Colorado is beginning to assess what all of this may require. Do we have to have smaller settings? How much time should people spend integrated into the community at large? How do we balance concerns about preserving health and safety against the very important idea that people we serve should have control over their lives? We welcome these questions and the discussion that will ensue. If you have thoughts we want to hear from you.

The children’s services that Starpoint provides also have many of the same values and philosophy present in the adult services. There might be different terms to refer to the principles but putting the person receiving services front and center in our planning and system design is paramount. Children’s services record of excellence and a child and family focus was recognized when they were granted the highest level of accreditation by the National Association for Education of Young Children.

Direct Service Professionals (DSPs) are the key to fulfilling the Starpoint mission of enriching lives and realizing dreams. We appreciate the great work that they do. Two individuals from Starpoint were

nominated for DSP of the Year, an award given by the state association Alliance. Tom Adamson from Salida and Raquel Gilletine were honored at the annual Intellectual and Development Disabilities Day at the Capitol. While they did not win the statewide award we appreciate their contributions and thank them for their service to the people we serve.

Starpoint is implementing an electronic record system called Therap. It will help us to automate our records, to maintain our person-centered focus and to be more efficient with staff time. It will also allow families and guardians to track the record of services for those enrolled in our programs.

This annual report reflects on our previous fiscal year and celebrates our accomplishments. We are proud of our staff, our programs and our outcomes. But, our system changes and expectations about what constitutes excellence change. We want to always be at the forefront of innovation and excellence and we look forward to reporting next year in our report about all of the things we hope to accomplish. We will always focus on ways we can enhance the ability of those we serve to be integrated citizens of their communities who participate fully in the everyday activities and the special events that are a part of the rich opportunities throughout the Starpoint service area.



# MANAGEMENT STAFF

**Claudia Stevens**  
Chief Administrative Officer

**Robert Lovegrove**  
Chief Financial Officer

**Yvonne Bustos**  
Adult Services Co-Director

**Marilyn Core**  
Adult Services Co-Director

**Bonnie Stumph**  
Adult Services Co-Director

**Bryana Marsicano**  
Case Management Director

**Diane Trujillo**  
Children’s Services Director

**Bill Davis**  
Chaffee County Director

**Coleen Abeyta**  
Denver Director

**Ron Hinkle**  
Foundation Director

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Staff





# Heart and Soul

Judy Riggs has been employed with Starpoint since 1985. It was evident from the onset of her employment that Judy would be a strong advocate for individuals with challenging behaviors and specialized needs. She communicates in positive terms and maintains her composure in potentially volatile situations. She reminds the consumers she supports of their rights, and uses terms and communication strategies that each individual can understand. She always has a smile on her face, and it's contagious not only to our consumers, but other staff as well. Judy's strong suit has been in providing 1:1 supports for individuals with challenging behavioral needs. The individuals she supported are now volunteers in the community, participate in community activities, and are recognized as a frequent patron of local restaurants, retail stores, and other businesses. She gladly trains new staff to support these individuals, and to ensure that their quality of life is maintained in all settings. All the consumers she supports enjoy the time spent with her, and families are appreciative of the quality support she provides. Because of her long-time employment, she has worked in residential settings, day service settings, and in a supervisory capacity. This experience has provided her a distinct advantage in viewing the consumers she supports as complete individuals, and not just the sum of the services and supports received. It also provides her an understanding of the challenges faced by Starpoint in keeping good quality

staff. At Starpoint we utilize a team approach, and Judy serves as mentor for other staff. She strives to keep all situations positive and to work towards an effective solution for all involved. She includes the consumer in problem-solving sessions, and encourages them to voice their opinions and concerns. She challenges her co-workers to look beyond a negative behavior, and to see what the individual is attempting to communicate. She also challenges her co-workers to consider if our behavior is having a negative impact on the individual. Her supervisor has the utmost confidence in her ability to work with any consumer, and knows that quality support will be the end result. Judy has been instrumental, through her mentorship of other staff, in maintaining a cohesive ten-member team. Judy's consistency and caring has made a positive impact for the consumers, her co-workers, and the community. We salute you, Judy, and thank you for your compassion, positive attitude and dedication to Starpoint and our consumers.



# Early Head Start Report to the Public 2013 - 2014

Explanation of Budgetary Expenditures 2013-2014  
 Program Year September 1st, 2013 through August 31, 2014  
 Budget Summary:  
 Starpoint is provides services for First Steps Early Head Start in Fremont County, Colorado for continued refunding for the period of September 1, 2013 through August 31, 2014. Per the intent to fund letter from ACF dated February 27, the base funds for First Steps EHS is \$708,883. Training and technical assistant funds available are \$18,708. The goal of the organization is to maintain high quality, comprehensive service to children and families and ensure their health and safety.

**Personnel, \$ 403,720 + Fringe \$121,000 = \$524,720**  
**Supplies, \$23,110**  
**Contractual, \$11,000**  
**Travel, \$7116**  
**Other, 142,937**  
**Training and Technical Assistance \$18,708**  
**Number of Children & Pregnant Women Served: 75**  
**Total Ongoing Federal EHS Funds Requested: \$708,883**  
**\$ 18,708**  
**Total Non-federal Share = \$195,387**  
**Options:**  
**a. Home-Based for 65 children**  
**44 weekly home visits of 1½ hours per visit, and 24 Socialization experiences offered two times per month for 1½ -2 hours each**  
**b. Center-Based for 10 children**

The center is open for 11.5 hours per day, 5 days per week for 220 days per year. Center-Based Option 1 is available in both classes. Children will attend at least 5 hours per day, 4 days per week. Center Based Option 2 is also

available in 2 classes. Children will attend at least 5 hours per day for 5 days per week. In 2013-2014, there were 6 children who typically were enrolled in Center Based Option 1 and 4 in Center Based Option 2. The Center Based Option classrooms have two teachers in them with no more than eight children in the classroom. The teachers are required to have a minimum of an Infant and Toddler CDA but the program is highly encouraged and currently does have staff with AA or BA Degrees. Diapers and wipes are provided for all children in the Center-Based option.

**Pregnant Women Services:**  
 Pre-Natal and Post-Natal RN Visits: A registered nurse visits mothers in their home both before and after they have their babies. The nurse is also available for follow up visits in the home if requested by Home Visitors and parents. The Parents as Teachers Curriculum is used and has specific information for pregnant Woman it is called "Partners for a Healthy Baby" Home Visiting Curriculum for Expectant Families.

All 2013-2014 funds were expended. A no carry over balance was requested and approved. In-kind match requirements were met. Early Head start continued quality center and home-based services and were acknowledged in writing by the regional office for doing so. Staff were given COLA raises.

An explanation of the agency's efforts to prepare children for kindergarten  
 Starpoint's overall organizational goal is "Partnering with individuals, families and the community, Enriching Lives - Realizing Dreams". Starpoint is a lead ECHO Council Member to assist that the ECHO Early Childhood System provides services and supports to enhance children's physical, social, emotional, and intellectual development; to





support parent’s efforts to fulfill their parental roles; and to ensure children enter school prepared for school success. We offer early, continuous, intensive, and comprehensive development and family support services on a year-round basis. First Early Head Start’s school readiness goals are assessed using Teaching Strategies Gold data reported in an aggregate manner at the end of the third data entry point at the end of each program year. The full School Readiness document, which was approved by both the EHS Policy Council and Starpoint Board of Directors, is sent to the Regional Office during quarterly School Readiness calls. The program uses Teaching Strategies Gold for the on-going observation assessment system. Teaching Strategies Gold: Teaching Strategies Gold has 36 objectives that are organized into nine areas of development and learning. The four major areas of child development and learning are:

- Social-Emotional
- Physical
- Language
- Cognitive

The tool provides the program with an overview of each area of development and learning for children Birth to Kindergarten, research foundation for each developmental age, the progression of development and learning, the rating scale, on the spot observation recording tool and opportunity cards. The program uses on-going observations to document assessment data during three data entry points during the program year. Teachers analyze their data on-going and have monthly reflective supervision meetings to discuss how they are using the data to support classroom instruction for the group of children and for children individually. Lesson plans are turned in to the supervisor to be reviewed and to inspect how the plans are being used to inform practices based off of observation and assessment data.

School Readiness Data for Program Year Ending 2014

Social and Emotional Development Domain: 85% of children will be meeting or exceeding age appropriate social emotional development skills. 2013-2014 Results 90%

Cognition and General Knowledge Domain: 90% of children will be meeting or exceeding in cognitive development, which includes approaches to learning in the domain. 2013-2014 Results 92%



Language Development Domain: 85% of children will be meeting or exceeding in age appropriate language development skills. 2013-2014 Results 91%

Mathematics Development Domain: 80% of children will be meeting or exceeding in age appropriate mathematics skills. 2013-2014 Results 82%

Physical Well-Being and Motor Development Domain: 95% of children will be meeting or exceeding age-appropriate fine motor skills. 95% of children will be meeting or exceeding age-appropriate gross motor skills. 2013-2014 Results 95%

The EHS program was funded to serve 75 children in 2013-2014, 63 in home-based, 2 pregnant women and 10 in center-based services at SPIN Early Care and Education Center. EHS had 100% average monthly enrollment and served 100% of eligible children, no children in the 100%-130% category were served. The Policy Council and Starpoint Board of Directors received monthly reports that provided them with attendance, food program numbers, early intervention enrollment, summary of monthly events, credit card purchases, parent education activities and communication with the regional office. These reports are available to view by contacting the EHS Director.

**Parent Involvement**

Many parent involvement activities were planned specifically for Early Head Start families through the EHS program. These include; group socializations, parent educational workshops, parent committees and meetings, field trips and other opportunities as requested by the parents. Families also had access to other activities through the Fremont County Family Center including playgroups and four times per year Family Events. One Hundred (100) families received a variety of family services such as emergency

Language Development Domain: 85% of children will be meeting or exceeding in age appropriate language development skills. 2013-2014 Results 91%

Literacy Development Domain: 90 % of

crisis intervention, housing assistance health education and other needed services.

Health  
Percentage of children with medical/well child checks up to date: 90%  
Percentage of children with immunizations up to date: 92%  
Percentage of children who received medical treatment: 100%

**The Fremont Family Center**

The Fremont County Family Center has been providing parent education and support services to families for three decades. Through a longstanding collaboration with the ECHO & Family Center Early Childhood Network, parents of children birth to kindergarten age are provided information on child development, community connections and supports. These ongoing services help build parent and child resilience. Throughout the program year 140 individual families have received a variety of services; 103 families with 155 children participated in 839 home visits through the First Steps Parents As Teachers home visitation program. Family Center based playgroups served 98 families and 82 families have received child passenger safety seat inspections. Nutrition and exercise classes were delivered to 65 adults and 230 preschoolers. The Family Center engaged 1149 individuals during three community wide events this program year.

**The Audit**

Starpoint’s Single Audit Report dated June 30, 2014 for Federal Funds received indicated that there no material weaknesses identified in regards to internal control over major programs (Early Head Start) and there were no significant deficiency (ies) identified not considered to be material weaknesses. There were no audit findings disclosed that were required to be reported in accordance with section .510(a) of Circular A-133.

**Triennial Review**

In June of 2012, the program participated in a week-long Triennial Review from the Office of Head Start. All program areas were reviewed including child health and development, disabilities services, mental health services, nutrition, as well as program management areas. There were no areas of con-compliance identified which required follow-up. Early Head Start has been awarded a five year Continuation Grant and will be held to the standards

of a new review process. In 2014-2015 program year the program will have two Federal Reviews one in the area of ERSEA & Fiscal and one in the area of Health and Safety. We will report the results of these reviews in the 2015 annual report.

**Reflective Supervision (RS):**

All Starpoint Children Services have been implementing a new practice in 2014 and wanted to share how it is going for us. Reflective Supervision means stepping back from the immediate intense experience of hands on work and taking the time to wonder what the experience really means- Reflective Supervision is not therapy-it is focused on experience, thoughts and feelings directly connected with the work we do. Staff well-being and quality of services go hand in hand. RS is focused on creating an environment where people do their best thinking! Coordinators and Managers who directly supervise individuals have been participating in bi-weekly Reflective Practice and Reflective Supervision sessions. It has been a journey that we have been taking to better ourselves as critical thinkers so we can support the staff in the work they do so they can better support children and families!

“How You Are Is As Important As What You Do”  
Jeree Pawl

**Parent Testimonials**

“The staff are a blessing, we so look forward to each and every home visit”  
“We love and enjoy our home visitor so much she has built such a great bond with our child  
“We have learned that every child develops differently and at their own pace and that I shouldn’t treat my child by his age in number but by his ability and not to judge him by what other children are doing”  
“We have learned about activities that we can do with our child for the stage of development they are in”



# Person Centered Planning and Thinking

Person Centered Planning is an ongoing problem-solving process used to help people with disabilities plan for their future. In person centered planning, groups of people focus on an individual and that person's vision of what they would like to do in the future.

As Starpoint and the State of Colorado concentrate on implementing Person Centered Planning and Thinking (PCT) we are reminded that we have worked with families and consumers to create plans that are truly individualized and have supported consumers to be the strongest voice in their planning team. With PCT practices we now focus that process on an individual's preferences, strengths, needs and desired outcomes and concentrate on finding the balance between what's important TO that person and what's important FOR that person.

Person Centered Planning and Thinking provides:

- A well thought out way to see the whole person, not limited to "fixing what is wrong"
- A set of tools that convey the core belief that all people have gifts to share
- Respectful language
- A way to listen, discover and respond to and support the desired life of the individual

Tools that help focus on the right questions for supporting a great life

- A new way for organizations to think about how their structure supports people

A number of management staff have participated in PCT training and more sessions will be scheduled, with a goal to have all staff receive initial training in 2015. This approach will be further implemented in Case Management, the service planning process, in direct support services and in daily problem solving with the individual. These principles will guide Starpoint in focusing on the individual and their unique goals.

Bryana Marsicano, Director of Case Management states, "We have had great feedback from consumers and their families as we have started the Person Centered Planning and Thinking process. It's remarkable to see individuals finding their voice and the courage to let others know what is important to them. We look forward to saturating our entire planning process with this concept to empower the individuals we work with."

# Family Services Support

The purpose of the Family Support Services Program (FSSP) is to assist families who provide at-home care for family members with developmental delays or developmental disabilities. The goal of these services is to ease the financial and emotional strains of having a family member with special needs. FSSP offers limited financial assistance to those who are considered most in need and also offers information and referrals to additional supports for the families.

Family Support funds can help pay for the extraordinary costs of caring for a child or dependent with a developmental delay or developmental disability. The distribution of these funds is overseen by the Family Support Services Council that consists of family members, professionals and interested community members.

Additional funding for the Family Support Program became available in 2014 and Starpoint was able to expand their Family Support Services Program to serve even more families in Fremont, Chaffee and Custer county. The most requested support through this program is funding for Respite services so that families are able to get a needed break to be refreshed to provide the necessary level of care day in and day out for their family members. The state has recognized this, and offered additional funding to meet the needs of the communities across the state. Starpoint currently serves 63 families in the Family Support Program, with new referrals coming every week. We look forward to meeting these new families and supporting them in caring for their family members.





## 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 and day 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  
enriching lives ... realizing dreams

### Major Accomplishments in the Past Year:

Senior and middle managers held a strategic planning session in February 2014, with a number of key areas identified, including:

Organizational Development – current structure, staffing adequacy, Adult Services Directors' roles and responsibilities

Communication – Improve both internal and external communications, including increased awareness of Starpoint's mission and services to the general public. Starpoint's foundation continues to coordinate special events and

activities. Two new foundation board members were recently added – one who is employed by Atmos, a local utility company and who is also a relative of a Starpoint consumer; and a local businessman, who has been very supportive of Starpoint. Upcoming events include a benefit breakfast, and the Royal Gorge rim-to-rim run in Fremont County, as well as events in the Salida area. One consumer was recently featured on the local radio as part of Down Syndrome Awareness Day. Atmos Energy will be doing a video featuring Starpoint consumers that will be shown to their employees as part of their community awareness campaign.

Employee Relations – Personnel policies were revised in late 2014, with a number of changes implemented, based on staff input; other ongoing reviews include the company's 403b plan; salary survey to compare pay and benefits to peer organizations.

Consumer Services – Implement Person-Centered Thinking; increase volunteer opportunities for people in services; expand options for supported employment, matching all interested consumers in community positions; expand weekly community interaction for consumers in adult day program whose limitations do not allow them to volunteer in the community; evaluate all residential settings for physical condition and appropriate use and create a plan for physical improvements, remodeling or replacement.

Early Intervention Colorado/Part C Program Performance Profile – Starpoint is proud of its Indicator Data based on the period 7/1/13 through 6/30/14 to have had timely, valid and reliable data submission, completed interagency agreements and timely submission of all required fiscal information with no findings of noncompliance issues for FFY 2013-2014. When DIDD first began reporting this information to OSEP, Starpoint was one of only three CCB's in the state to have achieved compliance and met targets the first reporting year. Our CCB has maintained this stellar record each reporting year.

Innovative Strategies for Generating New Revenue Sources – Starpoint continues to be a leader in developing innovative ways of generating new funding. Starpoint provides many non-DD funded services including an Early Head Start program, contract with a local school district to provide therapist time and Child Find evaluations and other successful early childhood programs. Starpoint also operates the SPIN Early Childhood Care and Education Center, the Fremont County Family Center and the local Parents as Teachers program. These services directly enhance those provided with state dollars through the Early Intervention Colorado program and every year they remain open is an accomplishment because many of the programs are grant funded.

Community Partnerships – Starpoint has a history of well over 35 years of nationally recognized partnerships for early childhood services which have historically involved all community agencies serving young children in Fremont County. Many partnerships exist in the adult service arena also. In 2009-2010, partnerships with the schools were revisited to include closer collaboration with the schools to assist young adults nearing graduation to transition into adult life. As a result of meetings which were held with LEAs and the School Districts to stress the importance of age 14 referral for the DD waiting list in 2011-2012, four young adults ages 18-21 are being served by Starpoint with school contracts. While these young folks are on a long waiting list for DD services, their participation was one step towards helping them and their families with the transition process. Starpoint Adult Services Directors, Case Managers, and the LPN meet with Solvista (the area mental health agency) staff on a monthly basis. Routine meetings also occur with the DVR counselor assigned to our area. The Annual Starpoint Winter Bowling Tournament has expanded again this year. Twenty community sponsors, comprised of local businesses, and community members, fund the entire cost, with 82 consumers participating in the tournament.

Starpoint's Early Intervention Colorado Program re-located to the newly-opened SPIN on the North Side, which provides families access to services in a Starpoint Early Childhood setting.

The State of Colorado has implemented a new quality preschool and childcare system that involves mandatory participation at some level for all three of our licensed centers. Colorado Shines, a quality rating and improvement



system used to assess, improve and communicate the level of quality in early care and education programs. Colorado Shines assigns a quality rating to licensed early care and education programs, similar to rating systems for other service-related industries like hotels and restaurants. Currently one of our centers is able to go in at the highest quality rating level, a second center and the second highest and the third center is in process of obtaining their rating credentials. The new requirements of this system increases costs for programs and over the next year the ECE Leadership team will be analyzing the benefits and challenges with operating three centers in one county.

**Improved Personnel Practices** – Hiring practices have been standardized between Fremont and Salida and now meet Colorado Department of Public Health Care and Environment and DIDD. 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 DIDD rules and regulations.

**Case Management** – In 2015, we have increased the personnel in our Case Management Department due to the increase in enrollments and are pleased to report that the waitlist for Supported Living Services at Starpoint has been eliminated. We are now able to enroll individuals into Supported Living Services when they are ready rather than placing them on a waitlist for services in the future. Case Management at Starpoint has continued to strive toward implementing a ‘Person Centered’ approach to service planning, monitoring, and all aspects of Case Management. This is to empower consumers and to encourage them to let their preferences be heard. Case Management has worked with several CCB’s across the state in coordinating transfers to our region as individuals continue to choose to move into Fremont and Chaffee County. Case Managers have also successfully enrolled three clients into the Children’s Extensive Services Waiver and are providing case management for these services in Chaffee and Fremont County. Case Management has also worked closely with the Department of Human Services to transition youth from the Foster Care program into adult services as directed by House Bill 14-1368. The CM Director will be recruiting new family representatives for the Family Support Services Program Council in order to better represent the needs of the consumers, family members and community.

**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. A recent review found the program to be deficiency free.

**Maintenance of an SOMB Approved Therapist** – Maintained current contracted therapists. Added a new contracted therapist in 2014. After 13 years of providing services to the SMART group, Starpoint continues contracting with a new therapist who provides group and individual counseling on a weekly basis. The therapist has vast experience in providing therapy to the DD population in a variety of settings. 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 /Transportation Upgrades** – The purchase of three homes for the staffed PCA program has improved Adult Services ability to provide supports based on consumer needs. Two were purchased this 2014, one was purchased in 2013. One of the homes is wheelchair accessible. One of the group homes required extensive work to remedy foundation issues. The work was completed, and flooring replaced. A new home will be purchased in 2015. New furniture was purchased for all residential homes. Two Denver group homes had major bathroom renovations and two homes had window well re-grading and new windows to prevent flooding into basements.

**Chaffee County upgrades** – Work was completed December 2014 at the Chaffee County Center replacing all carpeting in hallways, reception area and conference room with wood grain laminate flooring. This improvement reduces maintenance/janitorial expenses and greatly enhanced the appearance at the Chaffee facility which serves up to 30 adults per day. All funds were from local contributions.

Starpoint’s board of directors approved nearly \$250,000 in funding during the 2013-14 fiscal year for the purchase of a number of new vehicles to provide safer transportation for consumers in Fremont, Chaffee and Jefferson counties.

**Tailoring Services for Individuals with Specific Needs** – Two new host home settings were developed for people over the last year to accommodate people’s preferences and needs. A new resource was included into one of the newly developed host home setting. As mentioned in the previous section, the new homes purchased were developed into staffed PCAs to create even more possibilities for support for people. In Fremont County, three consumers moved into staffed PCAs. Two came from their family homes and one transitioned from Foster Care. These were new resources. In 2015 three new resources will be added. Two will move into staffed PCA homes, and one will fill a vacant bed at a group home. Qualified staff are employed in the community from 7 a.m.- 9:00 p.m. seven-days-a-week to accommodate people who live in the community in their own homes semi-independently.



### 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. Currently there are three high school students that are receiving transition services from RE-1 and RE-2. Several students have transitioned successfully and are currently receiving SLS services from Starpoint Adult Services.

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. Four consumers were hired in community jobs in Fremont County in 2014. New employers include Dollar Tree, Carl's Jr. (hired a second consumer), and IHOP (two consumers hired). All the new hires have maintained employment for three months or more to date. Two of the four consumers receive full time job coaching support from Starpoint staff.

Action: For those people who have been identified as no longer being appropriately served through DVR we will be committed to serving through the waiver and will hire a Support Employment Specialist. This person will specialize in finding community employment for people with special needs and carving out jobs in the community for people while creating partnerships with businesses within Canon City.

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: As we move forward in the age of technology we will develop our communication further by investing in the Therap system. By utilizing this technology all three areas, Fremont, Chaffee and the Denver Metro areas will have access to the data base and be able to share information remotely. We will have a single system as well as a common system for all consumer and personnel use. Staff received the initial training in Therap the week of January 12, 2015-January 15, 2015. New computers were purchased for the different settings at the day program sites, group homes, and staffed PCAs. A work area with ten computer stations is located 700 S. 8th Street. All adult services staff participated in the training with the exception of three staff members (were later trained). Staff are successfully using the T-logs, and GER documentation in the residential and day services areas. The Medical Support has nearly completed inputting the information for the medical profiles. In addition, ISSPs and corresponding documentation is being entered into the system. The service provision documentation will also be added in the near future.

**Day Services** – With the opening of the Life Skills/Life Enrichment Center for those individuals who wish to be involved in a variety of activities, staff have realized the need to develop more programs, educational experiences and community access opportunities. The curriculum for Life Skills Center's classes was revamped. The classes include varied topics and activities. The classes range from morning stretch routines to GED class material. Positive feedback has been received by most of the consumers. Each class duration is one hour, with a few minutes between classes for transition time.

**Action:** Expand day services to include a pre-vocational curriculum as well as encompass a more diverse curriculum to make our overall day services more interesting to more people. Utilize our staff pool better to make more efficient and effective use of our current qualified employees.

**Recruitment** – On-going recruitment and training of qualified employees.

Action: Conduct outreach in the local community college as well as charitable organizations in Canon City in order to generate interest in service to our population for career development. Create a booth at local fairs to educate potential employees and contractors of the career opportunities at Starpoint. Starpoint Denver has been successful in developing a relationship with several community colleges to recruit CNA students for open DSP positions.

### Summary of Systems Issues:

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 (billing in 15 minute increments) still make it 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. Funding increases in the last few years have not kept pace with inflation, reducing the purchasing power of the state resources provided to Starpoint and other CCBs and providers. Medicaid service rates for Comprehensive and SLS increased in July 2014 by 2.5%. SPAL amounts were increased by 25% for SIS level 2-SIS Level 6. The added resources were beneficial for consumers and families that wanted to increase services (especially day and respite services).

The rates for behavioral services (group counseling) 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. Starpoint has a number of direct care employees who have been employed by the company for 10+ years. However, wages continue to be a factor in remaining competitive in attracting quality staff. Starpoint's entry level salary of \$8.49/hour makes it difficult for individuals to subsist. Starpoint pays 100% of a regular, full-time employee's health insurance premium, as well as a term-life insurance policy for employees and dependents and a short-term disability policy. 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. We continue to have a high turnover rate in DSP arena.

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. Starpoint lost five consumers since July 1,





2013 in Fremont County alone. Their contribution and impact on our lives will never be forgotten.

**Transportation Issues** -- In addition to the issue identified above for Starpoint, the same issues 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. The Golden Shuttle service is being used by several Starpoint consumers Monday-Friday (9:00am-4:00pm). It is a benefit to our community, and provides a much needed service. Weekends and evenings continue to be a concern for the consumers that can access community transportation with minimal support, and would like to do so on a routine basis. The cost of accessing local cab service is prohibitive for most consumers and community members. 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.

## STARPOINT'S ANNUAL COMMUNITY FORUM

Starpoint's annual forum was held Monday, April 6 in Canon City. Invitations were sent out to parents and family members, along with a "comment" form for those interested in sharing information. Attending the forum were the board chairperson, who is also the parent of one of Starpoint's consumers; Starpoint's CEO and CAO. No additional comments, suggestions or information were received concerning the annual plan update.

### Plan Availability:

As previously referenced, Starpoint's Plan is available at [www.starpointco.com](http://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



**Think positively.  
Eat healthy.  
Exercise today.  
Worry less.  
Work hard.  
Laugh often.  
Sleep well.  
Repeat...**





# CHAFFEE COUNTY

## Adult Services and Supports

Chaffee County enrolled 8 new consumers in 2014, bringing the total up to 57 with 31 individuals receiving services in Comprehensive and 26 individuals in Supported Living Services. Staff worked very hard to develop and begin providing new services utilizing the Person Centered Approach.

Consumers participating in Chaffee Day Services are employed in a wide range of work opportunities; fast food, retail, grounds keeping and janitorial which occur 7 days a week. Beyond employment Consumers volunteer in their respective communities of Buena Vista, Poncha Springs and Salida by doing walking trail cleanup, recycling, caring for miniature horses, Humane Society and The Restore.

Chaffee Day Program operates a site in Salida running Monday thru Thursday which provides supervision, community access, habilitative supports and leisure activities. The Day Service art program garnered more recognition by closing out 2014 with a showing at SteamPlant Paquette gallery. A few of the community resources utilized by Consumers include the Salida Hot Springs pool, bowling alley, library, parks and walking trails as well as Mini-Golf. The number of Consumers originating in the Buena Vista area has increased and discussions have begun to consider a Day Program site in Buena Vista. Currently Consumers from Buena Vista are attending day services in Salida Mondays and Wednesdays.

Chaffee Starpoint has 42 fulltime and 5 part-time employees which is an increase due to the enrollment of new Consumers. Staff recruitment, retention and locating affordable housing remains a challenge as Chaffee unemployment is relatively low and cost of living remains high in comparison to surrounding counties.

Fundraising was successful in 2014 and funds were put to use insuring that all Consumers requiring swim passes received them and the flooring was upgraded at the Salida Center.



# DENVER METRO

## Adult Supports and Services

### Comprehensive Services

In the Denver market, Starpoint continues to provide comprehensive residential services and supports to 17 individuals living in three metro area group homes. The population of consumers served in the group homes is predominantly individuals who are medically fragile. In addition to the group home residents, the Denver program serves 8 consumers in Host Home settings. People served in our host home settings need a variety of supports in the community.

Starpoint also provide day services to 7 individuals in a home-based program, providing appropriate balance of meaningful activities and community experiences. In addition, Starpoint provides community access to two individuals assisting with challenging behaviors and teaching appropriate community interactions.

The Denver program employs 31 fulltime Adult Services staff and 3 part time staff.

The agency had focused on building systems to improve the quality of services delivered and has seen extensive improvements in documentation and follow up of needed services. In addition, The Denver Agency is focused on achieving a consumer driven model of services.





# Development Opportunities dba Starpoint

For the Years Ended June 30, 2014 and 2013

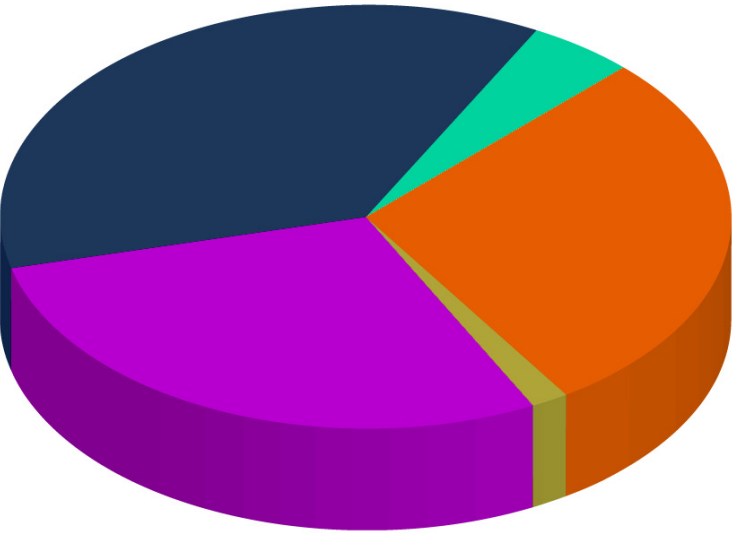
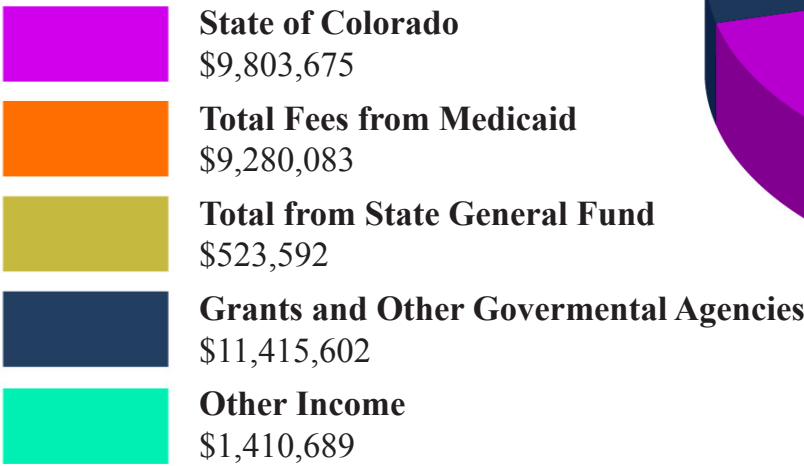
## Statements of Financial Position

	2014	2013
<b>Current Assets</b>		
Total Current Assets .....	3,040,415	3,793,712
<b>Property and Equipment</b> .....	4,357,180	4,264,731
<b>Total Assets</b> .....	\$ 7,397,595	\$ 8,058,443
<b>Current Liabilities</b>		
Total Current Liabilities .....	482,020	1,233,408
<b>Long-Term Liabilities</b>		
Notes payable, net of current portion .....	-	-
Total Liabilities .....	482,020	1,233,408
 Total Net Assets, unrestricted .....	6,915,575	6,825,035
Total Liabilities and Net Assets .....	\$ 7,397,595	\$ 8,058,443

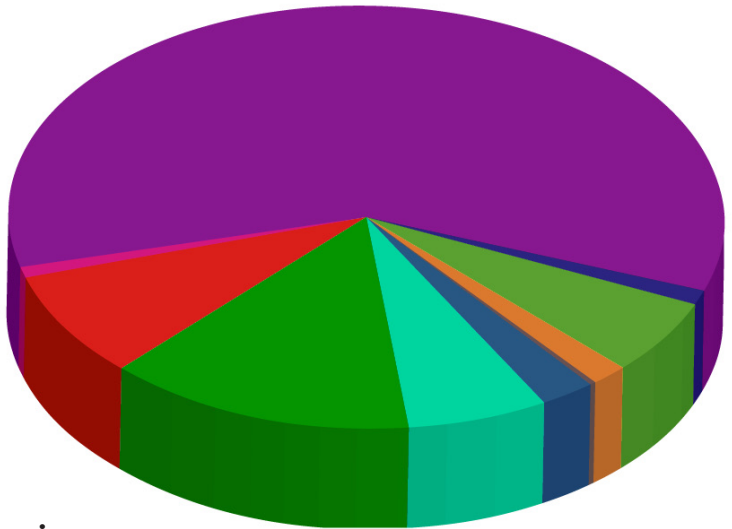
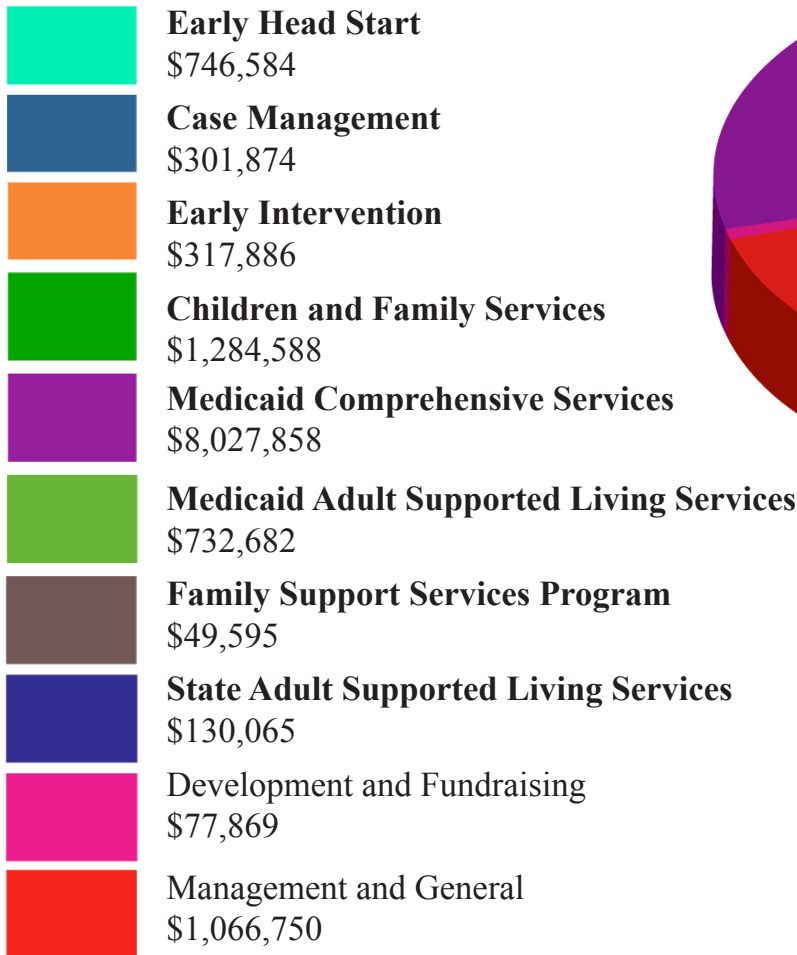
## Statements of Activities

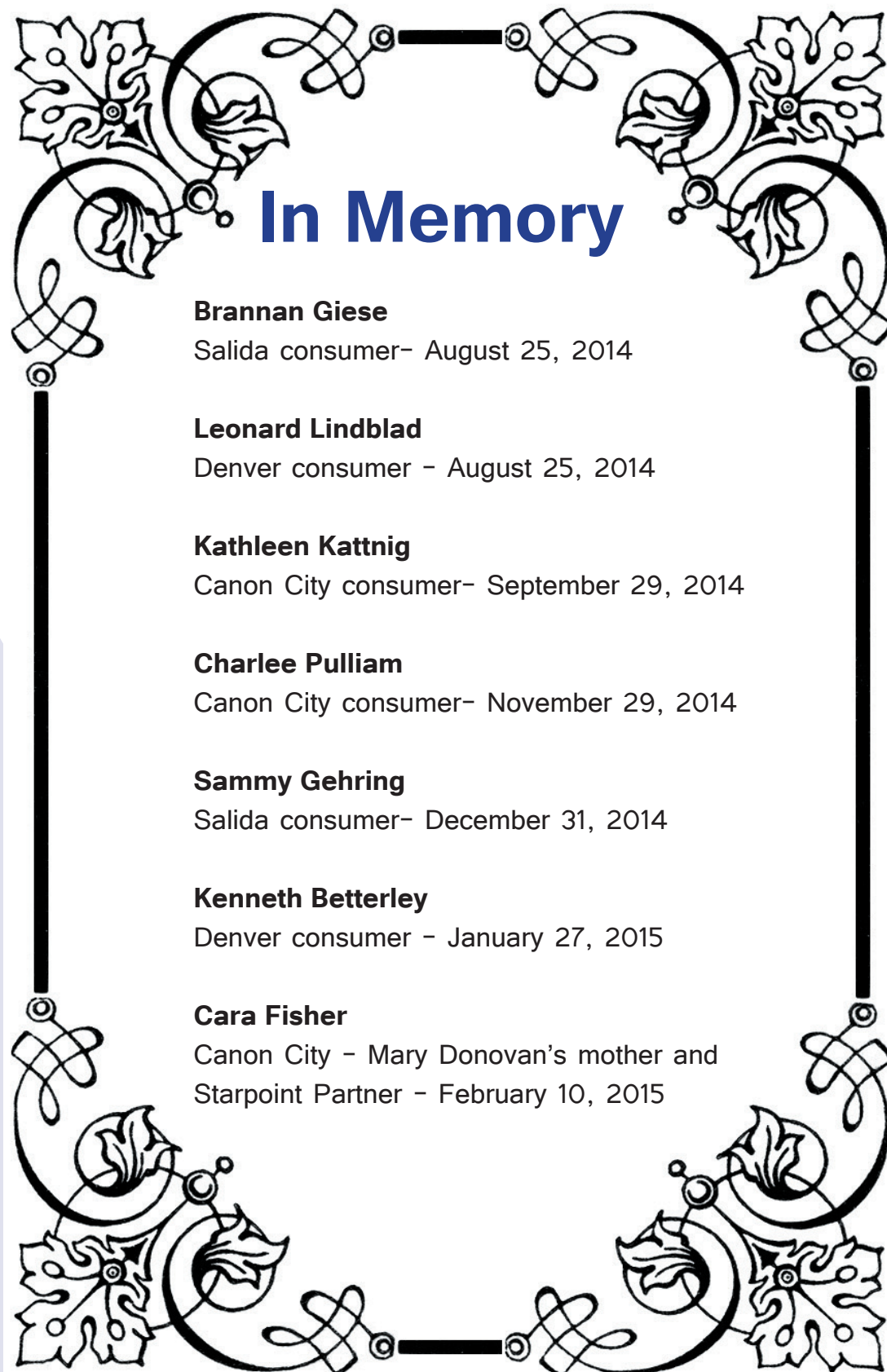
<b>Support and Revenue</b>		
State of Colorado .....	9,803,675	9,098,293
Total fees from State General Fund .....	522,592	430,950
Total Fees from Medicaid .....	9,280,083	8,667,293
Grants and Other Government Sources .....	1,611,927	2,065,399
Total Fees and Grants from Governmental Agencies .....	11,415,602	11,163,642
Other Income .....	1,410,689	1,374,968
<b>Total Support and Revenue</b> .....	\$ 12,826,291	\$ 12,538,610
<b>Expenses</b>		
Total program services .....	11,591,132	11,199,924
<b>Total Expenses</b> .....	12,735,751	12,261,135
 Change in net assets .....	90,540	277,475

# Support and Revenue



# Expenses





## In Memory

### **Brannan Giese**

Salida consumer- August 25, 2014

### **Leonard Lindblad**

Denver consumer - August 25, 2014

### **Kathleen Kattnig**

Canon City consumer- September 29, 2014

### **Charlee Pulliam**

Canon City consumer- November 29, 2014

### **Sammy Gehring**

Salida consumer- December 31, 2014

### **Kenneth Betterley**

Denver consumer - January 27, 2015

### **Cara Fisher**

Canon City - Mary Donovan's mother and  
Starpoint Partner - February 10, 2015

## Starpoint Locations

### **Adult Services, Case Management, Human Resources, Administration, and Foundation Offices**

700 South 8th Street  
Cañon City, CO 81212  
(719) 275-1616  
[www.StarpointCO.com](http://www.StarpointCO.com)

### **Life Skills Center**

29 County Road 143  
Cañon City, CO 81212  
(719) 276-1111

### **Fremont County Family Center**

1339 Elm Avenue  
Cañon City, CO 81212  
(719) 275-1959  
[www.StarpointCO.com/familycenter.htm](http://www.StarpointCO.com/familycenter.htm)

### **SPIN Early Childhood Care Center**

1339 Elm Avenue  
Cañon City, CO 81212  
(719) 275-0550  
[www.StarpointCO.com/spin](http://www.StarpointCO.com/spin)

### **SPIN North**

571 N. Diamond  
Canon City, CO 81212  
(719) 275-1950

### **SPIN - Penrose**

0100 Illinois Avenue  
Penrose, CO 81240  
(719) 371-2331

### **Salida Adult Services**

203 E Street  
Salida, CO 81201  
(719) 539-2577

### **Denver Adult Services**

11177 West 8th Avenue  
Suite 270  
Lakewood, CO 80215  
(303) 238-1600



### **Starpoint**

[www.facebook.com/pages/Starpoint/133483313392056](https://www.facebook.com/pages/Starpoint/133483313392056)



### **Childrens Services**

[www.facebook.com/pages/Starpoint-Childrens-Services/465258830201013](https://www.facebook.com/pages/Starpoint-Childrens-Services/465258830201013)





