

# starpoint



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**Executive Summary**

**Annual Plan Update  
2014-15**

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

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## **Annual Plan Update - 2014**

### **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:

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#### **MISSION STATEMENT**

**STARPOINT**  
partnering with individuals, families and the community  
enriching lives ... realizing dreams

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#### **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. 8<sup>th</sup> 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. 8<sup>th</sup> St.  
Canon City, CO 81212  
719-275-1616**

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

**Denver Starpoint  
11177 W. 8<sup>th</sup> Ave.  
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