

**Executive Summary**

**Annual Plan Update**

**2015-16**

**Serving Individuals and Families in Fremont, Custer and Chaffee Counties**

**and Selected Denver Areas**

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**Chief Executive Officer Board Chairperson**

***www.starpointco.com***



**Annual Plan Update - 2015**

**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 continue to update the strategic plan that was developed in February 2014, with a number of key areas identified, including:
* **Organizational Development** – current structure, staffing adequacy, Adult Services Directors’ roles and responsibilities
* **Communication/Community Awareness**- Improve both internal and external communications, including increased awareness of Starpoint’s mission and services to the general public. Starpoint’s foundation board is actively involved in all special events and activities. They hosted picnics for staff in both the children’s services and adult services area in 2015. 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 board member is affiliated with Atmos Energy, which completed a video featuring Starpoint consumers that was shown to their employees as part of their community awareness campaign. In addition, Starpoint has partnered with the local Vineyard Church. The congregation has opened up their facility to consumers and staff on a daily basis for lunch and other activities. Vineyard, on behalf of Starpoint, applied to, and was accepted to be a sponsor of the Tim Tebow Foundation Night-to-Shine Prom. The event occurred in February 2016, and over 100 agencies nationwide that support people with developmental disabilities had events like Starpoint’s. All in attendance had a fantastic experience
* **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, as well as health insurance updates.
* **Consumer Services** – Implemented 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 7/1/14 through 6/30/15 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 2014-2015.  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. Partnerships with the schools have been revisited to include closer collaboration with the schools to assist young adults nearing graduation to transition into adult life. ­­­­­­­­­ This year 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. Three of the individuals have or will be enrolling in SLS, as they and their family are confident in beginning adult services. 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.

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* **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 rules and regulations. 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 to meet CDPHE and DIDD rules and regulations.
* **Case Management** – In 2015, 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 empowers consumers and encourages them to let their preferences be heard. Our case Managers have attended specific training on how to implement a Person Centered approach and are committed to expanding this training in the coming year.

This year has been busy with several transfers to our region as individuals continue to choose to move into Fremont, Chaffee and Custer County. Case Managers have increased enrollment into the Children’s Extensive Program to serve children with high medical and behavioral needs and continue to encourage new providers to move into our area to serve these children. With the elimination of the Supported Living Services waitlist in the previous year, Starpoint has been able to enroll individuals directly into services without a long wait as previously experienced. This has assisted many families as they transition from the High School setting into adult services without a break in necessary services or supports. Case Management also received and distributed much needed additional Respite Funding through the Family Support Program.

Additional directives regarding the reporting of Mistreatment, Abuse, Neglect and Exploitation will also go into effect soon. Case Management has been and will continue to work closely with the Department of Human Services and the Local law enforcement agencies to ensure that concerns and reports are being handled as they should be by all community partners.

We have also closely followed the directive from The Centers for Medicaid to establish a system with Conflict Free Case Management. This has included attending several webinars, meetings and Technical assistance calls to provide input, receive feedback and brainstorm on how to move forward within our state and agency. We anticipate changes in upcoming years and look forward to being proactive with these changes.

Starpoint Case Management currently serves 104 individuals in the Comprehensive program, 62 individuals in the Supported Living Services Program, 7 Children in the Children’s Extensive Waiver, 10 individuals in the State program and 55 individuals in the Family Support Program.

* **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.
* **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 another home for the staffed PCA program has improved Adult Services ability to provide supports based on consumer needs. This brings the total to four purchased homes in the last three years. One was purchased in 2015, two were purchased in 2014, one was purchased in 2013. The homes purchased provide more contemporary housing that includes additional living space. One of the homes is wheelchair accessible. Our in-house maintenance personnel provide timely completion of repairs and routine maintenance. New furniture was purchased for the home that was purchased in 2015, and new dining room sets were purchased for other homes. New vehicles continue to be purchased to replace old, outdated vans. Our aging population now requires more vehicles that are handicapped accessible.
* **Chaffee County upgrades** - Three very large trees were removed from the Salida Center lawn for safety reasons in 2015, re-landscaping will be completed in 2016. E Street group home received upgrades to the fire suppression and alarm system to meet the current fire codes. Spring and summer of 2016 the E street group home is receiving painting inside and out. All funds were from local contributions.
* In the **Denver area**, primarily serving individual with significant medical challenges:
* In 2015 Denver participated in the Salute TO Seniors Campaign, placing ads on KPEN/AM. Denver received a Civic Spirit Participation Award. Starpoint’s name, address, and phone number were read on the air several times during the salute.
* Denver implemented several of the Person Centered Thinking practices. Everyone in the group homes has a one page summary of important information including a picture to voice their special needs. Staff also complete a 1 minute drill between shifts to assure continuity of services. Denver currently is working with each person in service to plan community connections that are meaningful to their hopes and desires.
* Denver had the exterior of all three group homes painted with the assistance of Brother’s Redevelopment, and Hammerstein Management Group at no cost to Starpoint. In addition to the painting each house had minor repairs to the exterior including gutter, soffit, and other minor repairs.
* Denver’s Management Team tracks and reviews monthly all employee’s evaluations to assure each person has annual performance feedback. This has improved the timeliness of evaluations. In addition, Denver tracks and reviews monthly all staff trainings due and completed to assure staff have deliver competent services.
* **Tailoring Services for Individuals with Specific Needs** – Three new host home settings were developed in 2015. Two were new comprehensive enrollments, and one provided the continuity a person needed to cope with a serious eating disorder. As mentioned in the previous section, the new homes purchased were developed into staffed PCAs to create even more possibilities for support for people. 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. A consumer will move into the group home in Penrose in 2016, which will allow him to be released from incarceration in the local detention center.

**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, Starpoint implemented the Therap Electronic Documentation System for I/DD Service Providers. By utilizing this technology all three areas, Fremont, Chaffee and the Denver Metro areas have access to the data base and are able to share information remotely. 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 completed inputting the information for the medical profiles. In addition, ISSPs and corresponding documentation have been entered into the system.

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* **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. The staff seek consumer input into what topics they want to include. Person-centered trainings for consumers were also added. 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. A variety of items were purchased that facilitate sensory interaction for the day program sites. These include weighted blankets, lighting, hand-held games and items that promote fine and gross motor abilities. A day program coordinator serves on the board of the local Fine Arts Center, and this collaboration has resulted in consumer artists participating in their sponsored events.

**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 or 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. Starpoint advertises job openings on our website, on Craig’s list and on facebook, as well as ads in area papers.

**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 2015 by 1.016%. SPAL amounts were increased by the same percentage for SIS levels 1-6.
* 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 penileplethysmographsare 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. The increase in funding does not keep pace with the rising cost of providing employees with quality health insurance. We continue to have a high turnover rate in DSP arena. As the unemployment rate drops, it becomes more difficult to fill job openings and places an increased burden on the current employees. We have had one overnight awake position at a group home open for several months, with substitute staff filling in. Staff did not receive a salary increase in 2015, however, the company was able to give each staff a one-time $300 payment in lieu of wage increase December 2015.
* **Maintenance of Facilities and Vehicles to Ensure Health and Safety –** As mentioned above, Starpoint continues to purchase new vehicles to replace unsafe, aging vans. More and more consumers are requiring handicap-accessible vehicles due to medical and aging issues.
* **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 had three consumers pass away in 2015 in Fremont County alone. Their contribution and impact on our lives will never be forgotten.

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* **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, May 2 in Canon City, with teleconference capabilities from the Salida area. Invitations were sent out to parents and family members, along with a “comment” form for those interested in sharing information. Additionally, the forum was advertised on Starpoint’s website and the Chamber of Commerce’s weekly e-blast that goes out to several hundred businesses. While there was no one in attendance at the forum, Starpoint will continue to encourage communication from families, guardians, consumers and the community to assist us in updating our plan.

**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 Starpoint Denver Starpoint**

**Admin Offices Salida Center 11177 W. 8th Ave.**

**700 S. 8th St. 203 E St. Lakewood, CO 80215**

**Canon City, CO 81212 Salida, CO 81201 303-238-1600**

**719-275-1616 719-539-2577**