

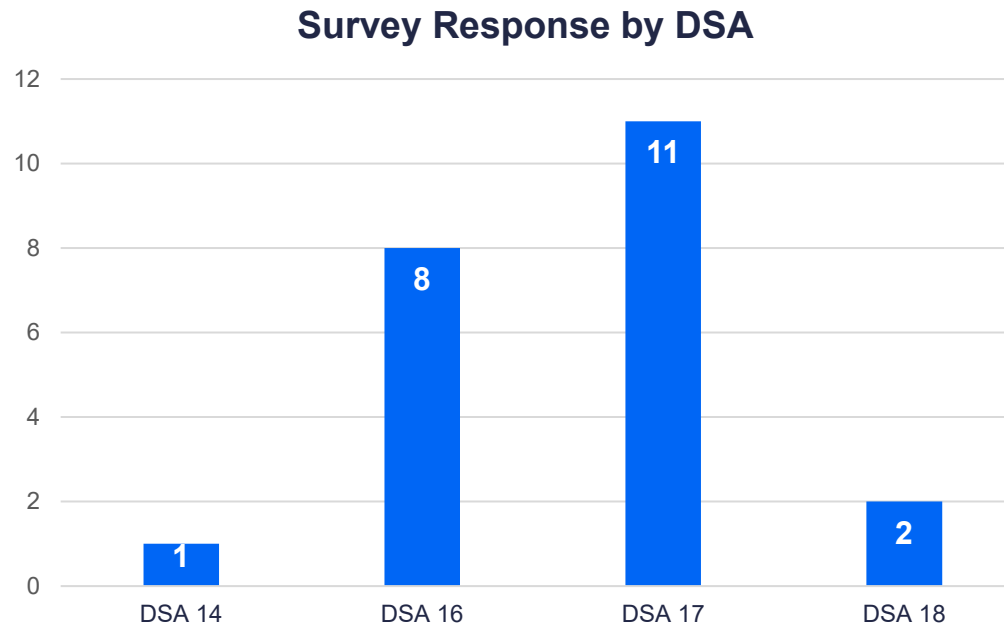
# Rocky Mountain Health Plans Family Support Services Program

## Member Survey Results

May 2025

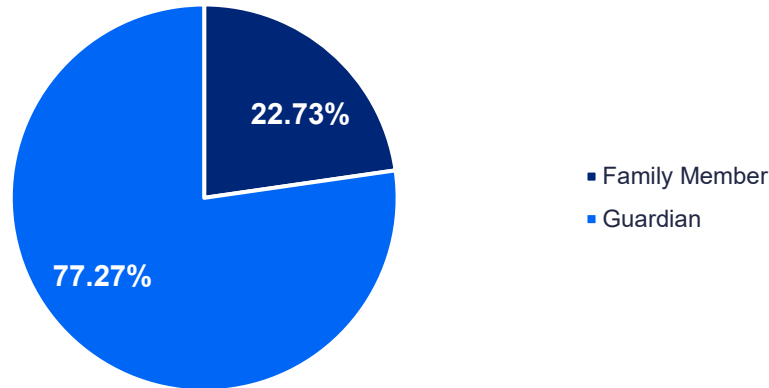
# Survey Response

- Survey sent to 247 FSSP families
- Survey was open for 30 days
- 20 Total Responses = 8.9% response rate
  - 18 English responses
  - 4 Spanish responses
- There were no response from DSA 13.

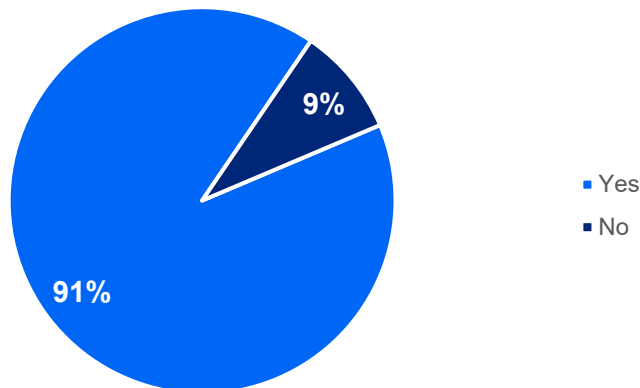


# FSSP Member Survey Results

## Who completed the survey?



## Do you know your Case Manager's name?

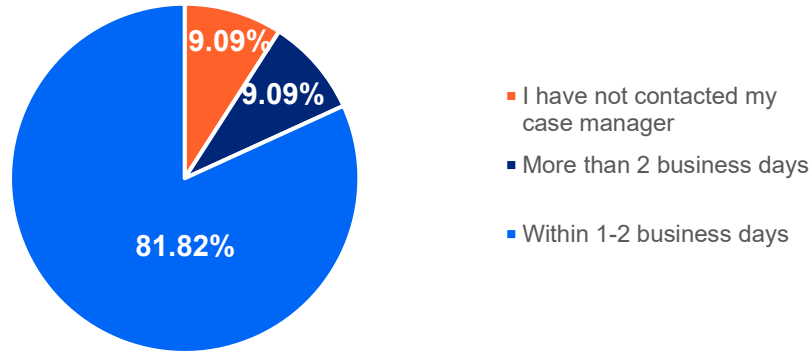


# 100%

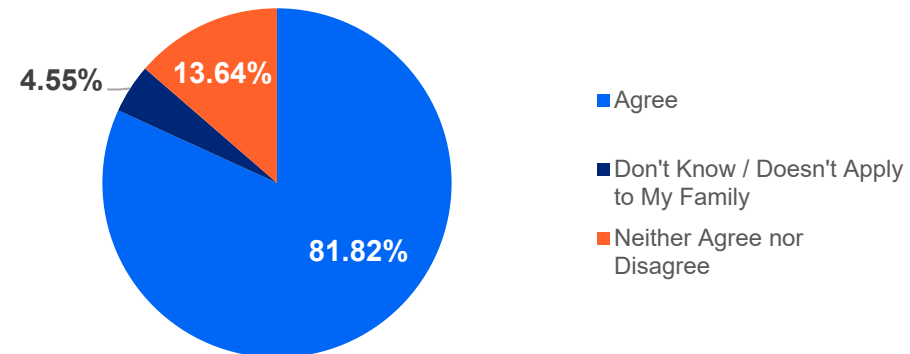
of respondents said they were comfortable talking to their case manager about questions or problems.

# FSSP Member Survey Results

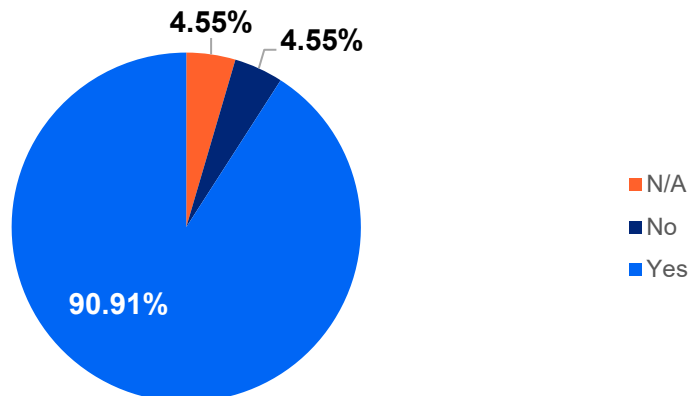
How fast does your CM respond to your questions or concerns?



The FSSP case manager responded to my family's needs and concerns.

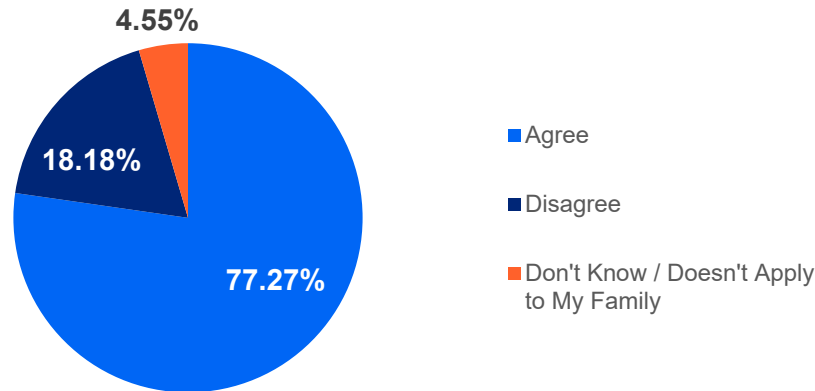


If your case manager does not have answers for you, do they help you find the answer?

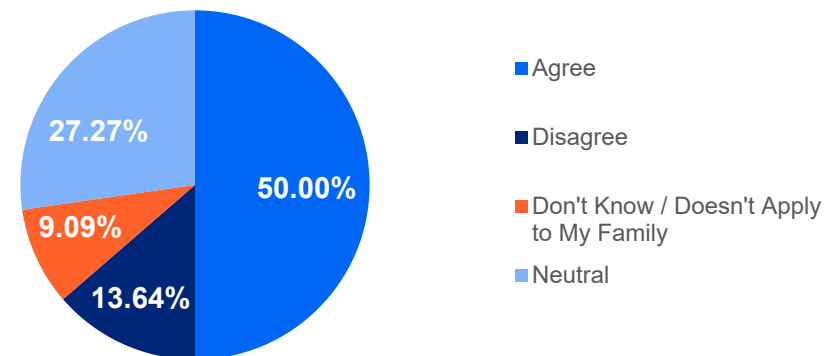


# FSSP Member Survey Results

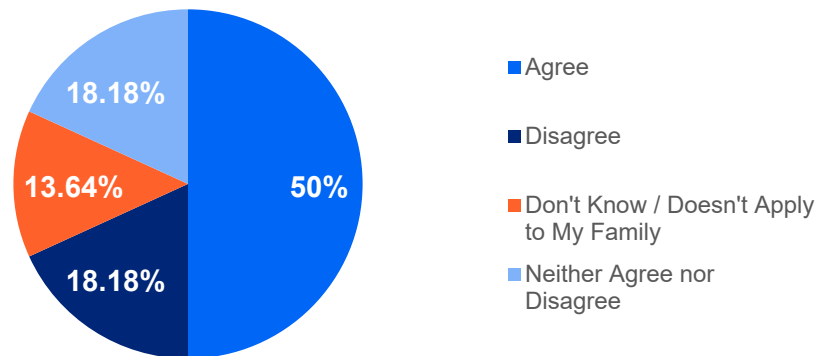
FSSP funding has been easy to access this year.



It did not take too long to get the FSSP funds.

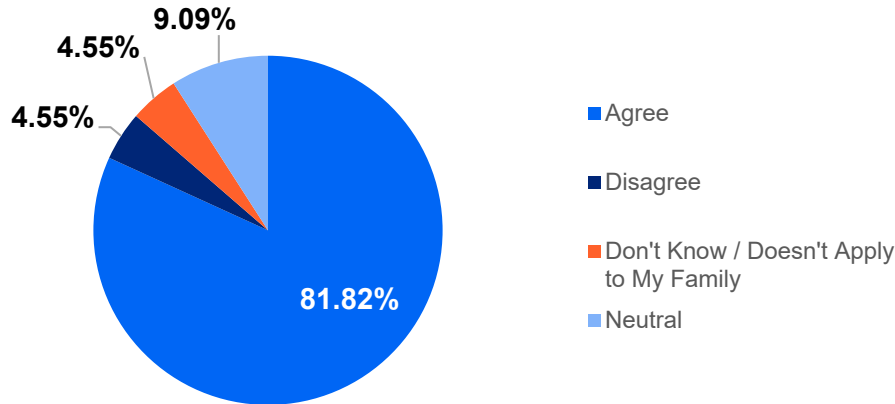


My family got the funding application for the next funding year in a timely manner.

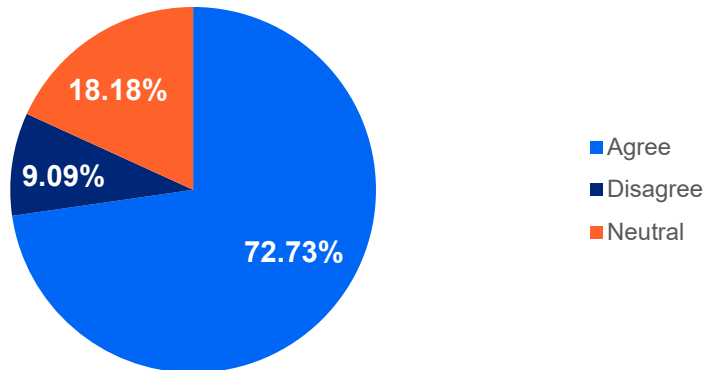


# FSSP Member Survey Results

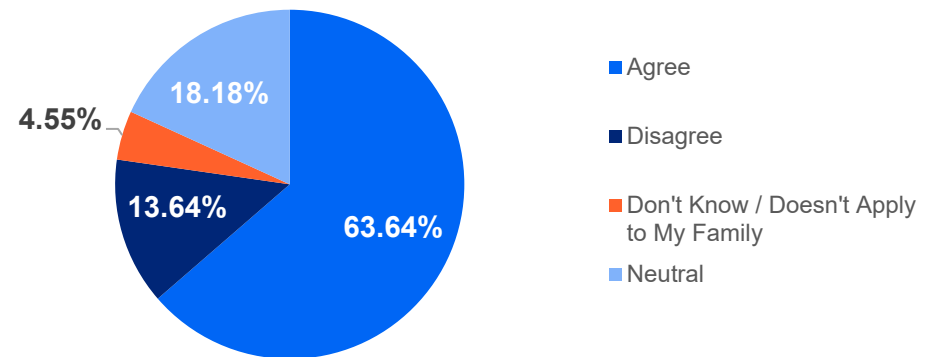
The paperwork needed to get FSSP funds was not too much.



FSSP has helped my family get services.

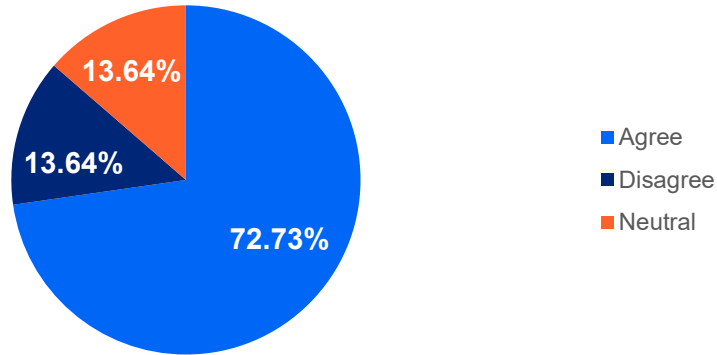


FSSP funding has helped manage the care of my family member.

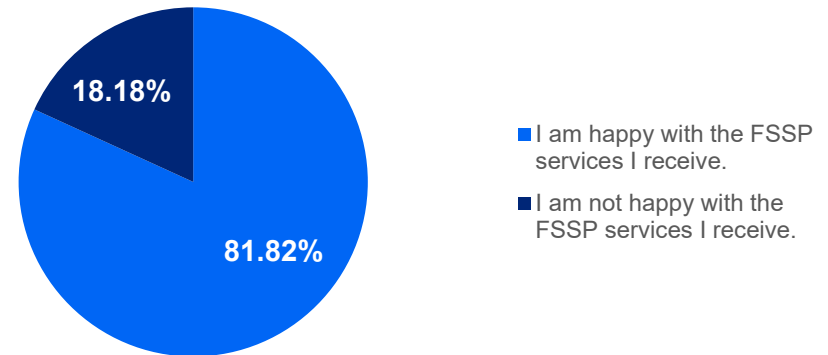


# FSSP Member Survey Results

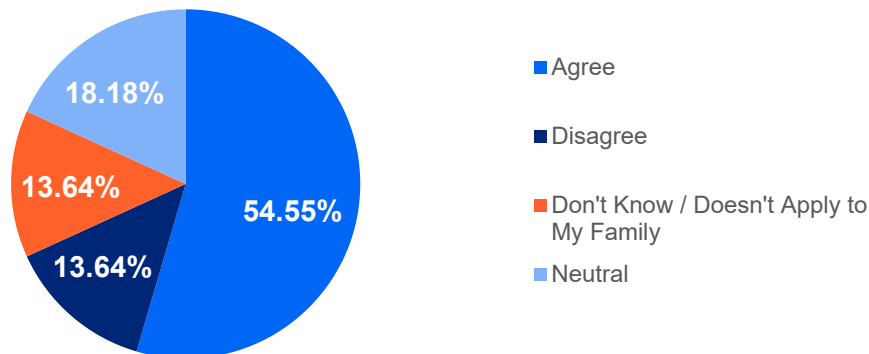
FSSP funding has helped improve the quality of life for my family member.



Overall, are you satisfied with the FSSP services you receive?



FSSP funding has helped my family member stay at home instead of a placement out of home.



# FSSP Member Survey Results

## If not Satisfied, share your experience.

“I really had no idea we were getting any funding because I've never heard from anyone except getting this survey. We could definitely use help now that my son is an adult and out of school.”

“I hadn't heard from these funds for over a year, and I only heard from them in March of this year, and almost none of them covered the expenses my son needs.”

“But, I liked it better with the way it was when the services were handled by someone who worked through Horizons and was in touch.”

“I prefer Horizons to Rocky Mountain Health Plans. They at least got some things approved. Since Rocky Mountain took over the funds are like Monopoly money, FAKE!”

“I don't believe MIN reflects the Family as a whole. I was single parenting a child with behavior needs and got the same funding as folks who has LOTS of supports and in CES waiver program. I believe if families on CES can access those services folks who really need extra services from FSS should have priority.”

# FSSP Member Survey Results

## Community Resources:

All Abilities  
Camp

ARC

School IEP  
Advocate

Blue Peaks  
Counseling

Foundations for  
Families

Colorado  
Discoverability

Pediatric  
Psychology

Horizons  
Specialized  
Services

Rocky Mountain  
Down  
Syndrome  
Association

Adaptive  
Program  
Scholarships

Yampa Valley  
Autism Program

DVR

# FSSP Member Survey Results

**If you weren't approved for a service or item, did your case manager explain why or tell you about resources that could help you?**

"Yes, she let me know that we did not qualify for waivers because we had CHP+ not medicaid."

"Not enough money for assistance with need for help with breaks from client. Invest from \$300-\$500 per month to \$1500 per year- it was quite the shock."

"Yes."

"We re-did the MIN and still got same numbers. I requested more funding emailed explaining why - needed to justify reasoning than 2 weeks later Everyone got a call stating more money was available? I had to explain why - super emotional then they turn around giving money to folks without even asking. Not a good way to communicate."

"Yes."

# FSSP Member Survey Results

## **(Continued) If you weren't approved for a service or item, did your case manager explain why or tell you about resources that could help you?**

“[CM] has made great suggestions for our son, And he has enjoyed many sensory support items we would have otherwise struggled to provide.”

“Nope she has no clue how FSSP funding works. Always having to consult someone else, and they always tell her FSSP doesn't cover it. TOTALLY a waste of funds and energy!”

“yes- case manager is great at explaining what is and is not covered”

“My son takes medication that the prescription doesn't cover, which is essential for him, and what he doesn't specify is which cases are covered. I would like a list to know. I also need a waterproof cover and special socks because he uses braces and suffers from incontinence.”

“Yes, my case manager has explained making sure I understand. She explained why an Item wasn't approved.”

# FSSP Member Survey Results

## Were you able to access your FSSP funds this year? If not, what made it hard to access the funds?

8 Responded as “yes”.

“yes. child went from child to Adult so some things weren't covered, or not enough money.”

“Out of prally \$5000 I was only able to use \$300.00. Total waste of funds.”

“We could access funds just fine. We used most of it for respite and I divided it out so that I knew how much I could spend each month. The reimbursement checks took a while to get back.”

“no - no contact no idea where to turn in receipts”

“yes. [CM] is very much on top of our funds & services”

“I want to know how to check my remaining balance without asking the coordinator.”

“We are able to access funds.”

“Yes - my printer was printing 2 pages and case manager stated billing office didn't like that? why?”

“As I told you, until March, [CM] contacted me to tell me that she had funds that I didn't know about.”

# FSSP Member Survey Results

## Overall, what do you think about FSSP?

“It has been very helpful but need more funding for caretakers and clients. client needs clothes, shoes, gets \$970.00 per month to live on.”

“We really appreciate giving our special needs son opportunities for his growth with the funds.”

“FSSP has been helpful making sure I receive how I'm able to receive.”

“These funds have been very important to my sons. They have allowed them to access resources we didn't have the ability to access.”

“Overall very grateful. I rely so much on the funding - so very grateful to qualify. [CM] is amazing. She always has a kind tone in her voice when she calls. As a parent I feel so much stress caring for a loved one & having [CM] sound helpful and kind means so much.”

“FSSP was better when Horizons Facilitated the funds!”

“This program has been very helpful in allowing our sons resources that were previously unavailable to us.”

# FSSP Member Survey Results

## (Continued) Overall, what do you think about FSSP?

“FSSP is super helpful when given the funds. \$120 a month is what we qualified for which covers 6 hours of respite?”

“We have had no problems.”

“FSSP is a great asset for families in need. I wish there was a better way to "Advertise" that this program exists for families like mine. Without ARC we never would have found it.”

“FSSP has helped us pay for medical items needed for our daughter. We are very thankful for FSSP and the people we work with and have worked with during our time of need.”

“Helpful for out of pocket ( \$400. Month) expense for [member’s] medication.”

“Frustrated at first because of lower funds available than previous years, but then [CM] did get an additional amount approved.”

“It's good help. I used to receive it years ago and I liked many things, but the change they made didn't favor me and having so many needs like my son's, in covering medications that are essential for my son.”

# FSSP Member Survey Results



## (Continued) Overall, what do you think about FSSP?

“FSSP has been great and we are very grateful for it. I think the process would be easier if we could do more of it online and do direct deposit for the checks.”

“For me it is the best, it has helped me a lot and I am very grateful for what you do for my daughter and me.”

“FSSP has been extremely helpful for our family. It has given us caregiver breaks, funds to help our son access home easier and helped us to afford appointments out of state. We are definitely able to better care for our child because of help from FSSP.”

**Thank you!**



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