



Rocky Mountain Health Plans Case Management Agency
Family Support Services Program Annual Report and Program
Evaluation FY 25-26



Table of Contents

INTRODUCTION	3
FSSP PROGRAM OUTCOMES FY 25-26.....	3
FSSP DEMOGRAPHICS	3
MOST IN NEED	4
FSSP EMERGENCY FUND	4
FSSP MEMBER ALLOCATION SPEND	5
WAITLIST.....	6
GOALS	6
FSSP MEMBER SURVEY FY 25-26	8
EFFECTIVENESS OF OUTREACH AND PUBLIC AWARENESS.....	8
DEMOGRAPHICS	8
INTEGRATION WITH OTHER COMMUNITY SERVICES	8
SATISFACTION AND PROGRAM RESPONSIVENESS.....	9
EASE OF ACCESS TO FSSP	9
TIMELINESS	10
EFFECTIVENESS AND AVAILABILITY OF SERVICES	12
RESPONSIVENESS TO CONCERNS.....	15
OVERALL SATISFACTION	16
RECOMMENDATIONS	17
EFFECTIVE COORDINATION AND UTILIZATION OF FUNDS.....	18
LOCAL SERVICES AND SUPPORTS USED IN CONJUNCTION WITH FSSP	18
EFFICIENCY OF REQUIRED DOCUMENTATION TO RECEIVE FSSP	18
EVALUATION	19
IDENTIFIED OPPORTUNITIES FOR IMPROVEMENT	20
FSSP FY 26-27 PLAN	20
FSSP FUNDING	20
OUTREACH AND PUBLIC AWARENESS.....	21
SPECIAL PROJECTS	21
FSSP GOALS	22
CONCLUSION	23
APPENDIX A- ANNUAL REPORT DISTRIBUTION	24
APPENDIX B- FSSP ANNUAL REPORT SIGNATURES	24
FAMILY SUPPORT COUNCIL MEMBERS	24
FSSP COORDINATOR	24
CMA EXECUTIVE DIRECTOR.....	24
APPENDIX C- FY 25-26 FSSP SURVEY	24

INTRODUCTION

Rocky Mountain Health Plans (RMHP) serves as the Case Management Agency (CMA) for 19 counties across Colorado's Western Slope. As part of its responsibilities, RMHP oversees the Family Support Services Program (FSSP) in these counties.

FSSP provides financial assistance to families raising children with intellectual or developmental disabilities or delays. This funding helps cover the cost of specific items and services that go beyond typical family needs, supporting children to remain safe in their homes and reducing the risk of out-of-home placements.

This report summarizes the program's progress during fiscal year 2025-2026 (FY 25-26), including key outcomes and insights from the annual Member Satisfaction Survey.

FSSP PROGRAM OUTCOMES FY 25-26

FSSP DEMOGRAPHICS

Rocky Mountain Health Plans (RMHP) Case Management Agency (CMA) oversees services across 19 counties, organized into five designated service areas (DSAs):

- DSA 13: Chaffee, Lake, Custer, and Fremont Counties
- DSA 14: Alamosa, Conejos, Costilla, Mineral, Rio Grande, and Saguache Counties
- DSA 16: Grand, Jackson, Moffat, Rio Blanco, and Routt Counties
- DSA 17: Mesa County
- DSA 18: Delta, Gunnison, and Hinsdale Counties

In FY 25-26, RMHP CMA served 249 FSSP Members, which includes 237 FSSP Members that were open throughout the year and 12 FSSP Members who closed during FY 25-26. Figure 1 shows FSSP Membership by DSA.

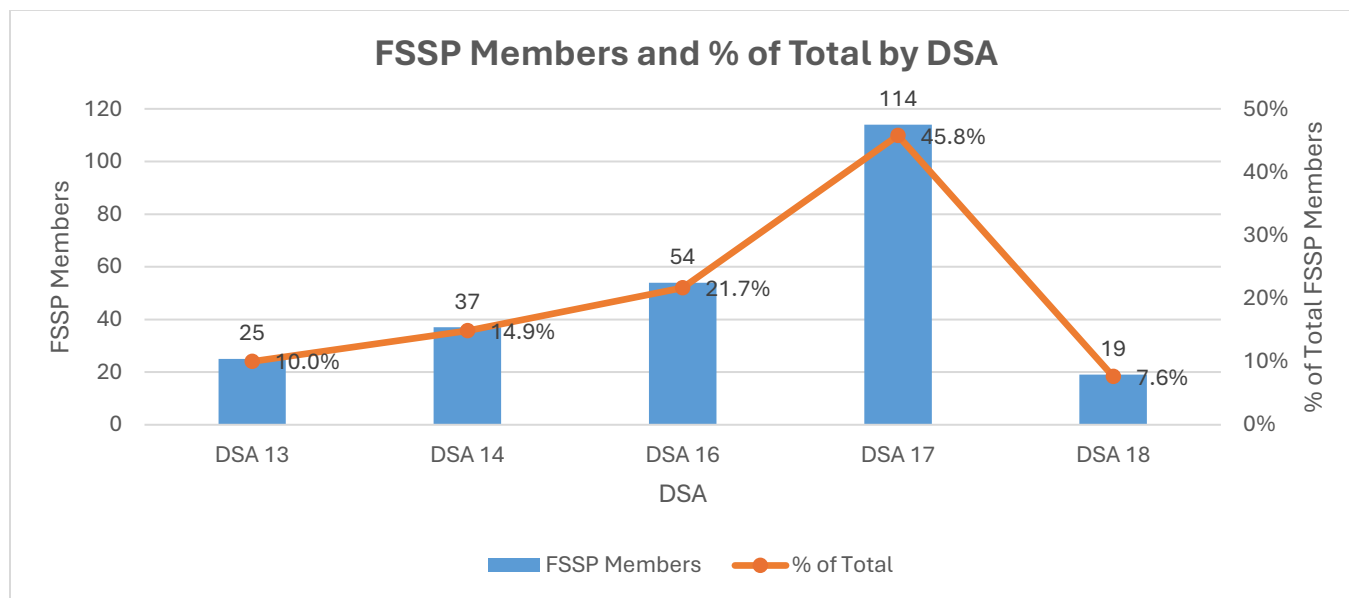


Figure 1: FSSP Membership by DSA FY 25-26

MOST IN NEED

As part of the Family Support Services Program (FSSP) requirements, families complete an annual Most in Need (MIN) assessment to evaluate the level of support needed. This assessment identifies unmet needs related to the child's intellectual or developmental disability (I/DD) or developmental delay that are not addressed by other available resources.

MIN scores are categorized as High, Medium, or Low, using a standardized bell curve methodology to ensure consistent and equitable classification across all participants. The score categories were used to distribute FSSP allocations to families with families in the "high" category receiving \$4500, families in the "medium" category receiving \$1850, and families in the "low" category receiving \$750. This tiered approach ensured that resources were distributed according to the level of unmet need identified in the assessment.

Figure 2 shows the breakdown of Member MIN scores for FY 25-26.

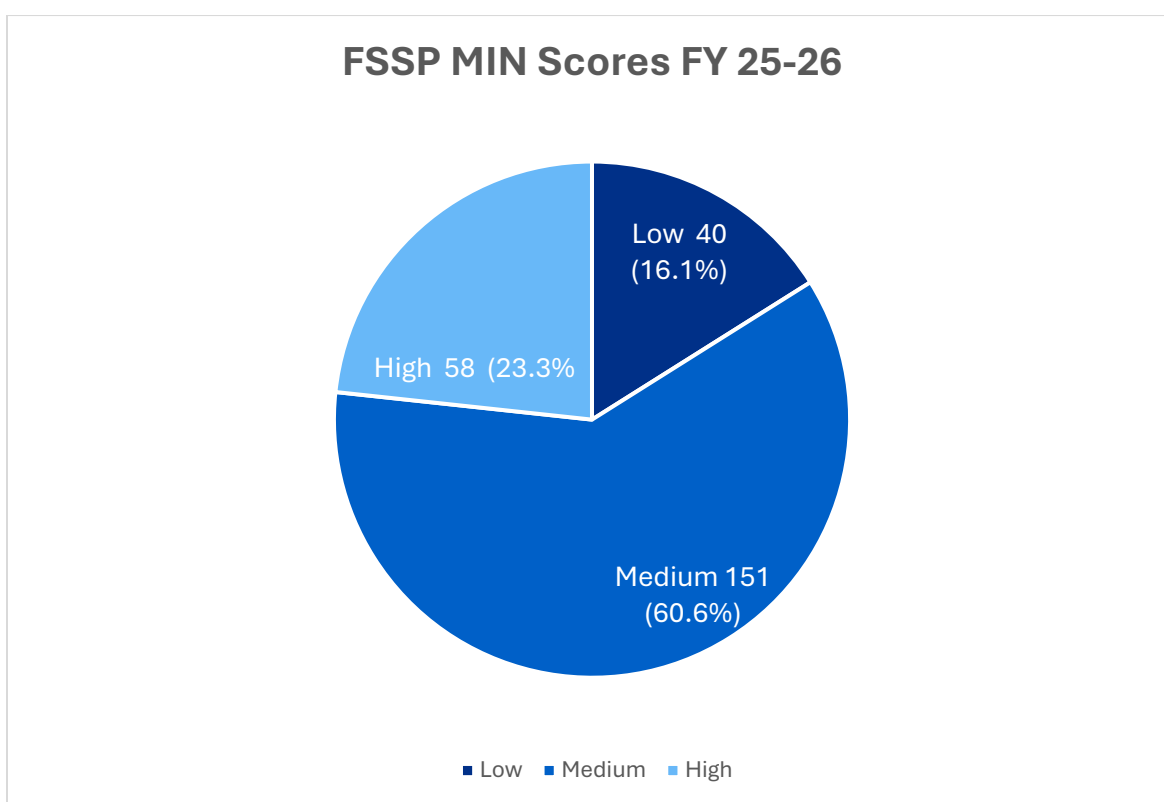


Figure 2: FSSP MIN Scores FY 25-26

FSSP EMERGENCY FUND

A portion of the overall FSSP funding is set aside for an emergency fund to support families facing unexpected crises not covered by their Family Support Plan or other funding sources. These emergencies must pose a significant risk of severe consequences for the Member with an I/DD or developmental delay if left unaddressed. In FY 25-26, \$23,792.09 was allocated to this emergency fund. It was used to assist with eight emergencies, totaling \$6,325.87. The remaining balance of \$17,466.22 was reallocated to Members toward the end of the fiscal year.

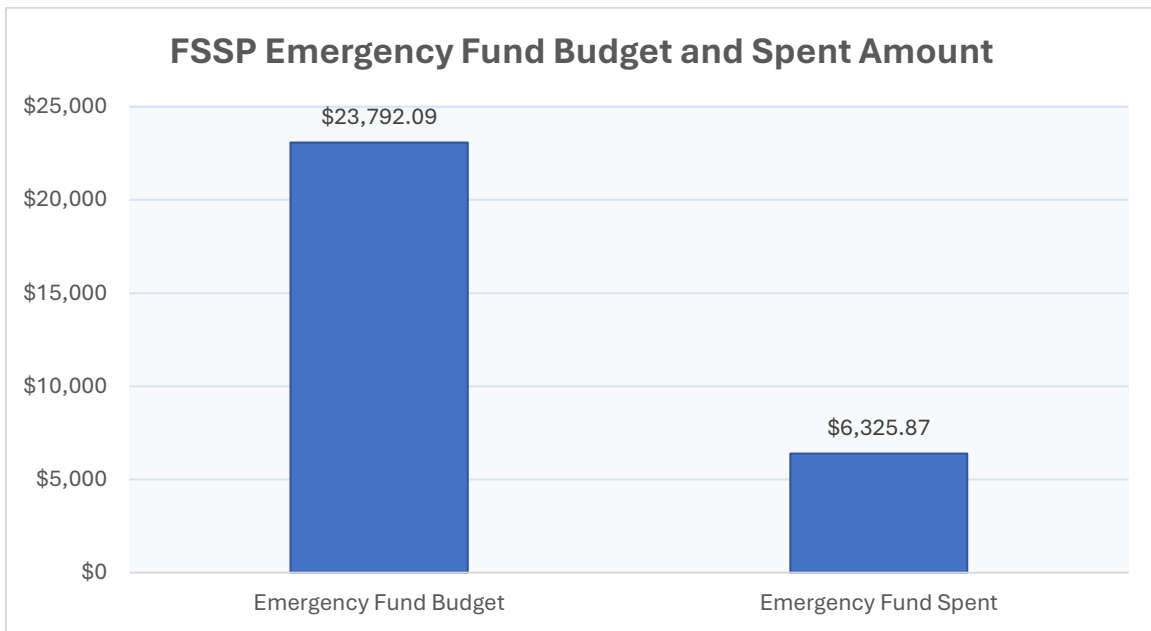


Figure 3: FSSP Emergency Fund Budget and Spent

FSSP MEMBER ALLOCATION SPEND

Figure 4 illustrates the FSSP allocation spending trend for fiscal year FY 25-26. Spending remained steady from July 2025 through February 2026. However, there was a notable increase in expenditure in March 2026 and May 2026 with a significant increase in June 2026 with \$84,000 paid. Families accelerated spending to utilize their remaining allocations before the fiscal year ended.

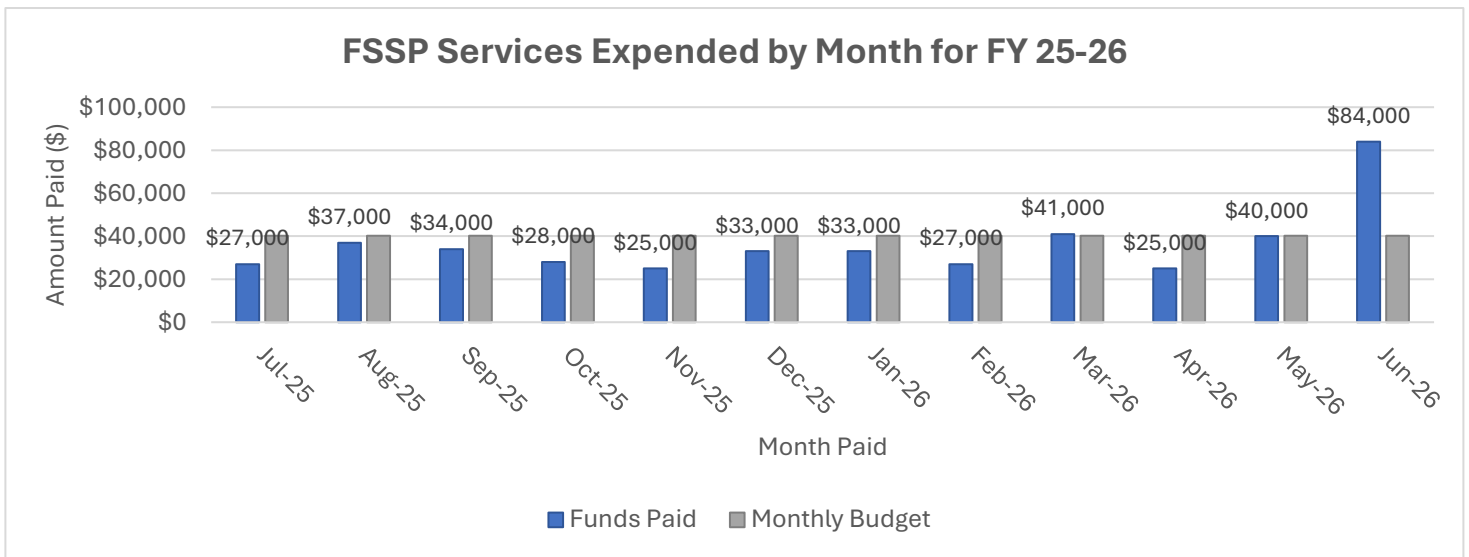


Figure 4: FSSP Member Spending Trend FY 25-26

Figure 5 highlights the service utilization across FSSP service categories in fiscal year 2025-2026. These categories include Assistive Technology, Respite Care, Environmental Engineering (home and vehicle modifications), Medical/Dental, Consultant/Advocate Assistance, Recreational Services, Specialized Services, Parent/Sibling Support, and Professional Services. The largest number of requests were for Respite

Care followed by Assistive Technology. This service utilization pattern reflects families' prioritization of Respite Care, underscoring the critical need for temporary relief from caregiving responsibilities.

Service	Requests	Utilization
Respite Care	365	29.60%
Assistive Technology	232	18.82%
Medical/Dental	170	13.79%
Transportation	150	12.17%
Other Recreational	122	9.89%
Professional Services	86	6.97%
Parent and Sibling Support	85	6.89%
Other- Consult/Advocacy Assistance	15	1.00%
Environmental Engineering	6	0.49%
Other- Specialized Services	2	0.38%
Total	1,233	100.00%

Figure 5: Service Description, Number of Requests and Utilization Percentage

WAITLIST

During FY 2025-2026, RMHP CMA implemented a waitlist beginning in September 2025, which remained in effect through June 2026. A total of 32 Members were on the waitlist during the fiscal year. A prioritization assessment was used to identify individuals with the highest level of need when Case Managers placed Members on the waitlist. In February 2026, four individuals were offered placement and enrolled in the FSSP. In April 2026, an additional 20 Members were offered placement; all but four were enrolled in the FSSP. Of the four Members who were not enrolled, two did not respond to multiple outreach attempts by their Case Managers, and two were enrolled at the start of the following fiscal year.

GOALS

Based on feedback from the FY 2024-2025 FSSP Member Satisfaction Survey, RMHP CMA established a set of goals for fiscal year FY 25-26, as shown in Figure 6. Most goals were successfully achieved; however, there remains room for continued improvement in these areas during FY 2026–2027.

Goal	Action Steps	Target Date
Program Consistency Development of FSSP Forms and Utilization of FSSP Resources Ensure broad understanding of what can and cannot be approved under FSSP.	1. Establish and review annually the standardized MIN assessment that is used for every FSSP Member.	Completed and Ongoing
	2. Create and review annually a standardized Family Support Plan (FSP) for all FSSP Members.	Completed and Ongoing
	3. Allocate FSSP funding based upon MIN score consistently across CMA.	Completed and Ongoing
	4. Utilize the Department's FSSP Decision Guide for Case Management Approval of	Completed and Ongoing

	Allowable Direct Services for determining allowable services. 5. Create family-friendly handout outlining approvable goods and services. 6. Create an internal ongoing list of goods and services that can be approved.	12/15/2025- individual based and decided to not pursue Wasn't completed; will continue goal into FY 26-27
Budget FSSP funding to provide as much upfront allocation as possible.	1. Monitor FSSP reimbursement for timeliness and seek additional efficiencies in the process. 2. No additional allocation at the end of the year	Completed and Ongoing 7/1/2025 and Ongoing
Improve awareness of FSSP in communities.	1. Continue to collaborate with FSC to improve community awareness of FSSP. 2. Distribute FSSP Plan document to providers and other community leaders.	Ongoing throughout FY 25-26 Provided updates to the council throughout the year 12/15/2025 Created 5 page document that has information on FSSP
Training Standardize training for FSSP.	1. Develop standardized training for the FSSP program. 2. Schedule bi-annual refresher training for the FSSP. 3. Create training guide for all aspects of FSSP.	8/5/2025 Completed and Ongoing Continued into FY 26-27
Communication Continue to enhance communication with FSSP Membership.	1. Monthly reminders to staff about communication and follow-up expectations and policies. 2. Send monthly balance allocation letters to families including the FSSP plan document. 3. Quarterly check-in phone calls with families. 4. Clear and efficient Family Support Plans 5. Clear FSSP funding allocation letters	Completed and Ongoing Completed and Ongoing Completed and Ongoing Completed and Ongoing Completed and Ongoing

Figure 5: FY 25-26 RMHP CMA Goals

FSSP MEMBER SURVEY FY 25-26

The FY 25-26 FSSP Member Satisfaction Survey was collaboratively developed by RMHP CMA and its Family Support Council (FSC). The FSC reviewed the survey to ensure the questions were clear, family-friendly, and effective in gathering meaningful feedback. In response to FSC recommendations, an electronic version of the survey was made available for families preferring to respond online. Surveys were mailed to all participating families and included a short URL, allowing them to choose between paper or electronic submission.

The survey remained open for 30 days and received 23 responses, resulting in an 14% response rate. Of the responses, 15 were submitted in English and 8 in Spanish.

EFFECTIVENESS OF OUTREACH AND PUBLIC AWARENESS

DEMOGRAPHICS

RMHP CMA received 23 survey responses from families in three of the five DSAs within its service area. Figure 7 displays the number and percentage of FSSP families who responded in each DSA. DSA 17 had the highest number of responses with 13 responses, representing 56.52% of all survey responses. DSA 16 had 8 responses, representing 34.78%, and DSA 18 had 2 responses, representing 8.70%. DSA 13 and DSA 14 each had 0 responses, representing 0.00% of total survey responses.

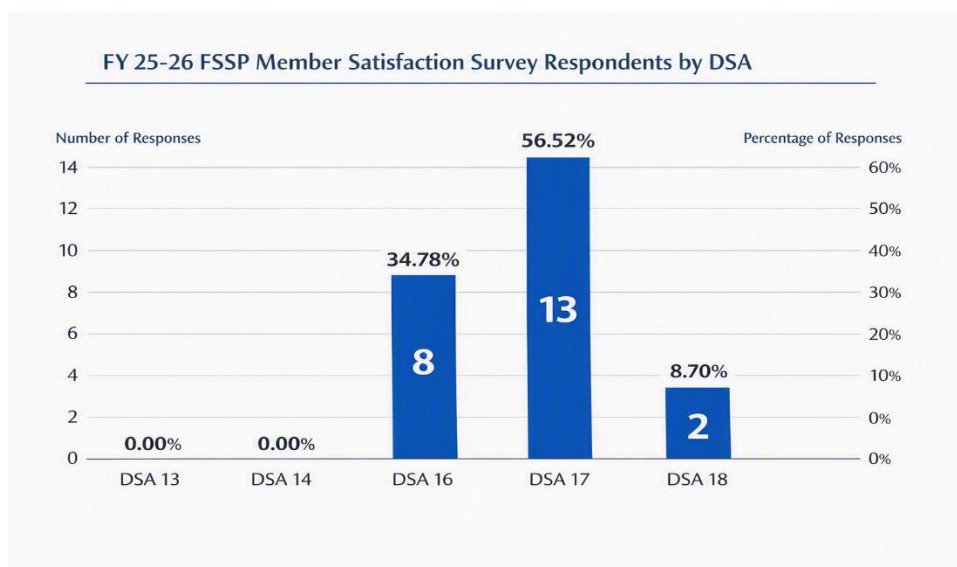


Figure 7: FY 25-26 FSSP Member Satisfaction Survey Respondents by DSA

INTEGRATION WITH OTHER COMMUNITY SERVICES

Families were asked to share additional resources and services they found helpful beyond FSSP. Given that much of the RMHP CMA region is rural, families rely on a diverse range of supports to meet their needs. These include services provided by school districts, the Division of Vocational Rehabilitation (DVR), Colorado Discoverability, Rocky Mountain Down Syndrome Association, Foundations for Families, and local ARC chapters, among others.

SATISFACTION AND PROGRAM RESPONSIVENESS

EASE OF ACCESS TO FSSP

As shown in Figure 8, 83% of survey respondents agreed that FSSP funding was easy to access during FY 25-26. Meanwhile, 13% disagreed, and 4% indicated they neither agreed nor disagreed.

The survey also asked whether families were able to access their FSSP funds and, if not, what barriers they encountered. Fourteen respondents confirmed they successfully accessed their funds. One reported they could have used more funding. However, several families reported challenges, including lack of communication/calls not returned by case manager, and a couple respondents stated the funds do not cover the things they needed for their child. Lastly, a couple respondents reported they would be accessing funding within a couple of weeks from when they completed the survey.

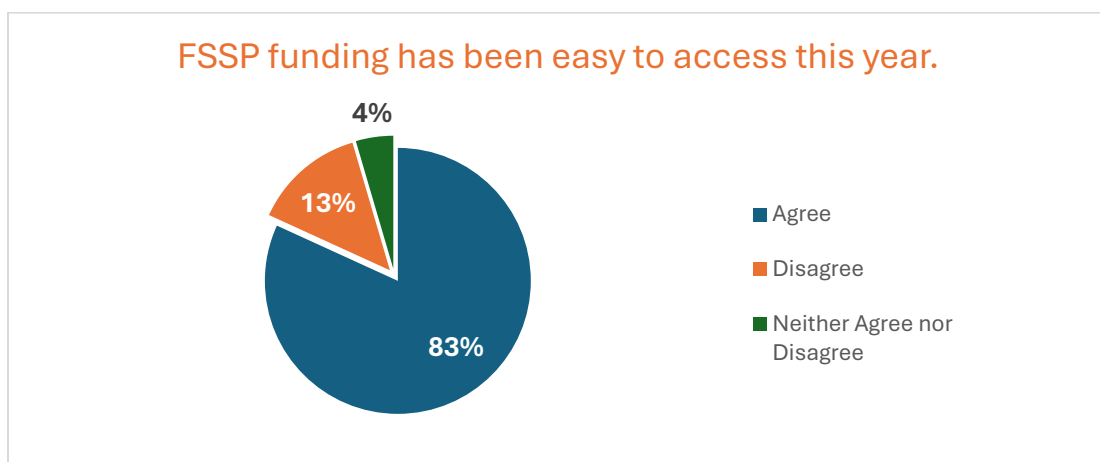


Figure 6: Survey Question 8

Over the past three fiscal years, we saw a steady increase in positive responses regarding the ease of access of FSSP funding. In FY 23-24, 59% agreed, in FY 24-25, 77.27% agreed, and in FY 25-26, 83% agreed.

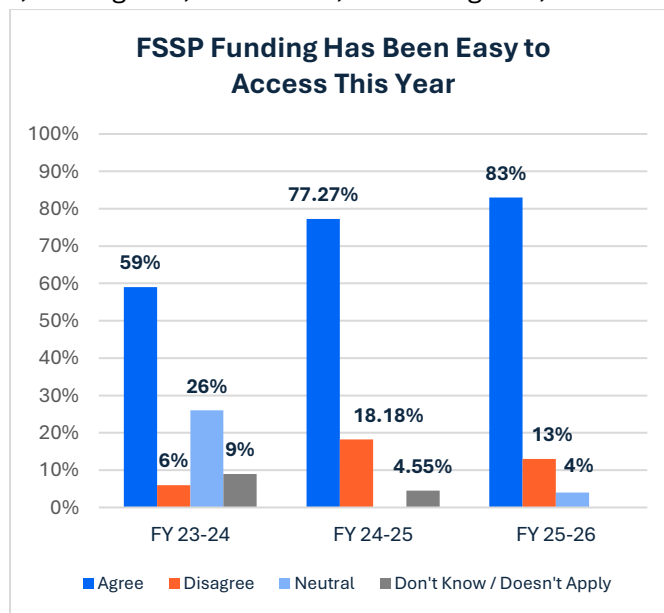


Figure 7.5: Survey Question 8

TIMELINESS

Two survey questions focused on the timeliness of families receiving the funding application and the actual funding. Figure 9 illustrates responses regarding the application timeline and 74% of respondents felt they received the application in a timely manner, while 4% felt it was not timely. 14% didn't know/didn't apply to their family and 9% neither agreed nor disagreed.

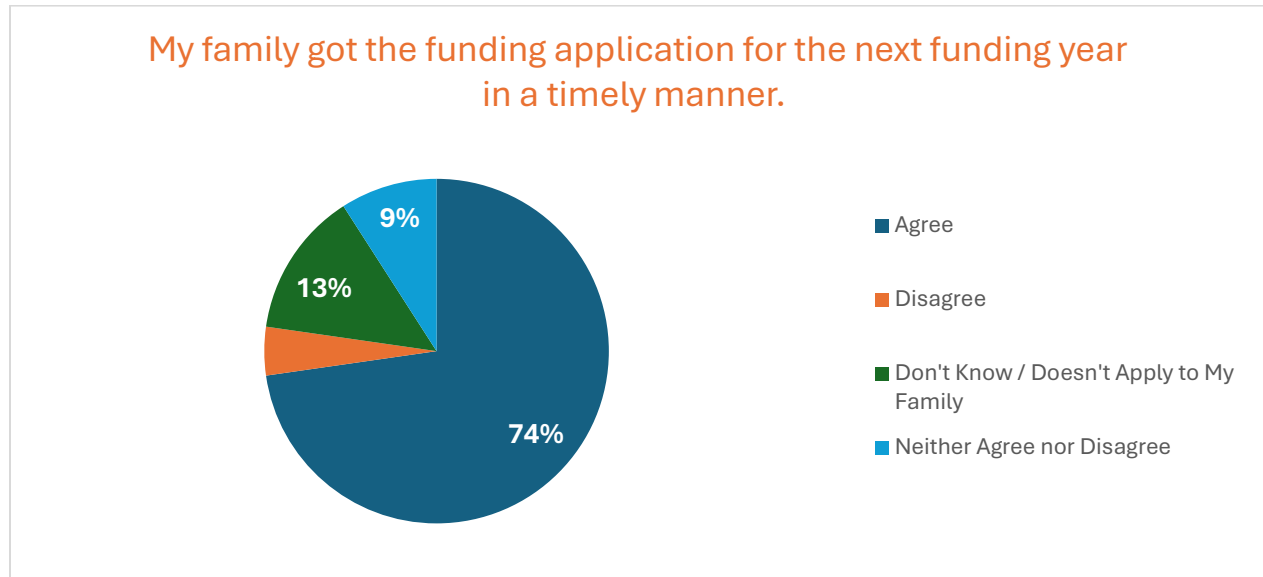


Figure 8: Survey Question 9

The receipt of the funding application in a timely manner saw a slight decrease from FY 23-24 from 59% to 50% in FY 24-25 but increased significantly to 74% in FY 25-26.

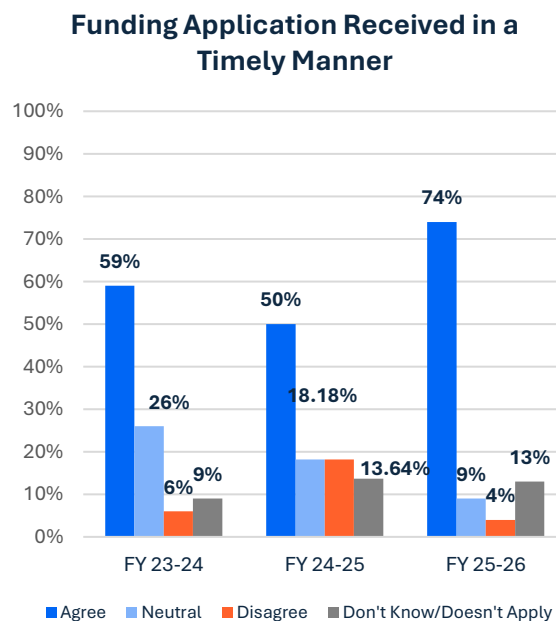


Figure 9.5: Survey Question 9

Figure 10 presents responses regarding the timeliness of funding: 70% of participants felt the funds were provided promptly, 8% believed they were delayed, and 22% neither agreed nor disagreed.

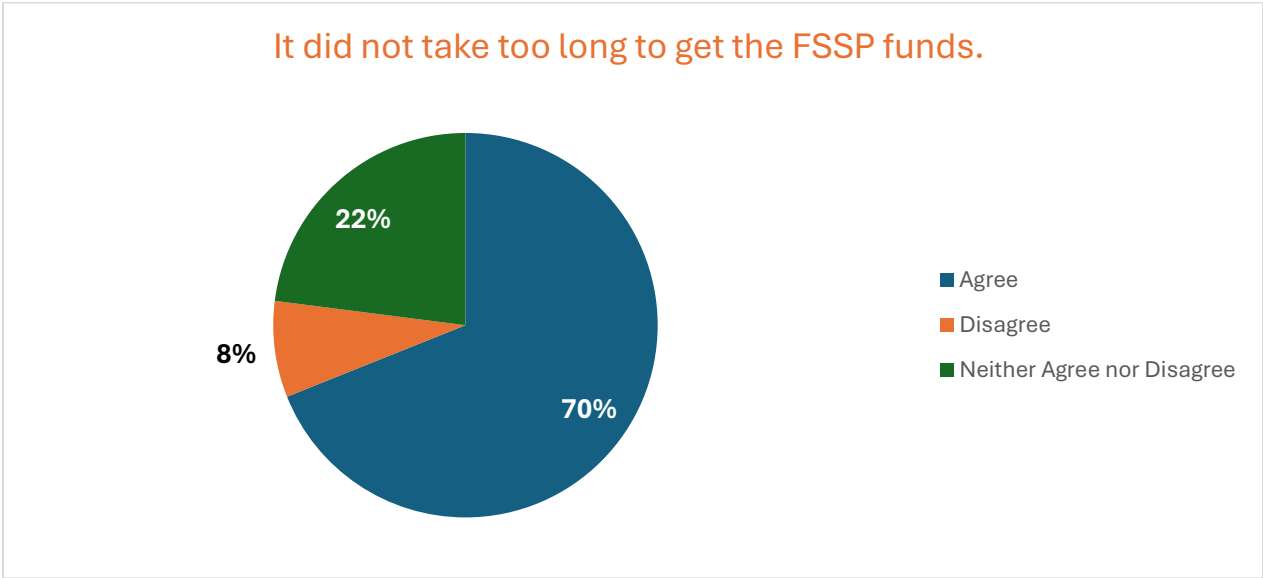


Figure 10: Survey Question 10

The receipt of funding saw a similar pattern as the funding application being received in a timely manner with 56% of the respondents agreeing in FY 23-24 with a slight decline to 50% agreeing in FY 24-25 but a marked increase to 70% of respondents agreeing that it did not take too long to get the FSSP funds in FY 25-26.

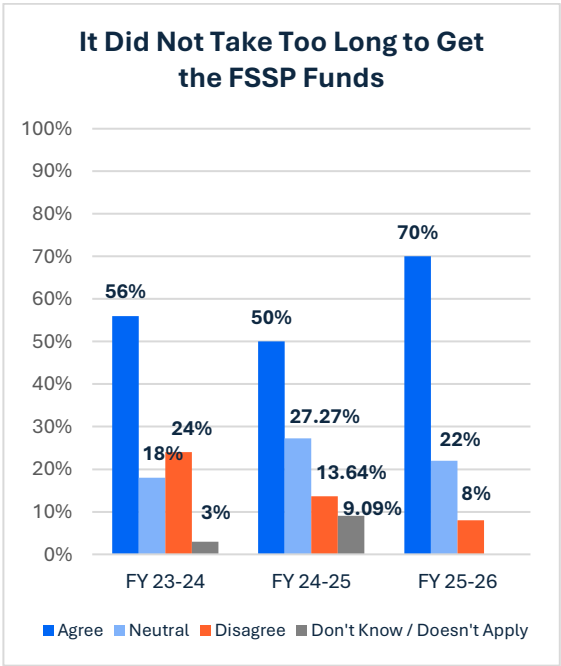


Figure 10.5: Survey Question 10

EFFECTIVENESS AND AVAILABILITY OF SERVICES

Three survey questions explored families' perceptions of the FSSP. The first asked whether FSSP helped families access services. A majority, 69.6%, felt the program was helpful in obtaining services, while 13% felt it was not, and 8.7% neither agreed nor disagreed, and another 8.7% didn't know/didn't apply to their family. (Figure 11).

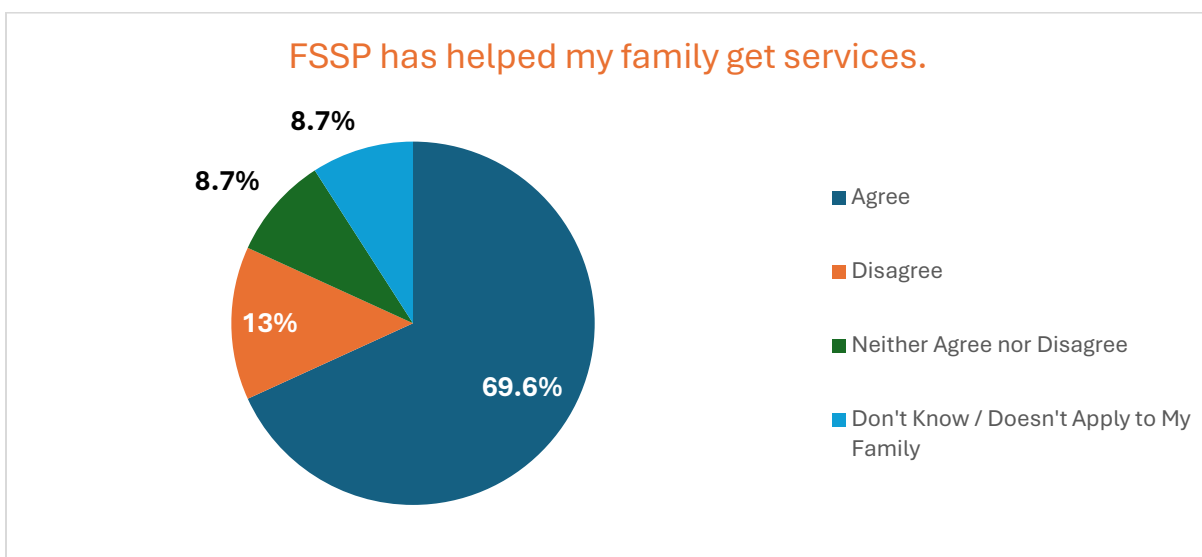


Figure 11: Survey Question 12

For the question FSSP has helped my family get services there was a slight decrease for each fiscal year period from 79% in FY 23-24 to 72.73% in FY 24-25 and to 69.6% in FY 25-26.

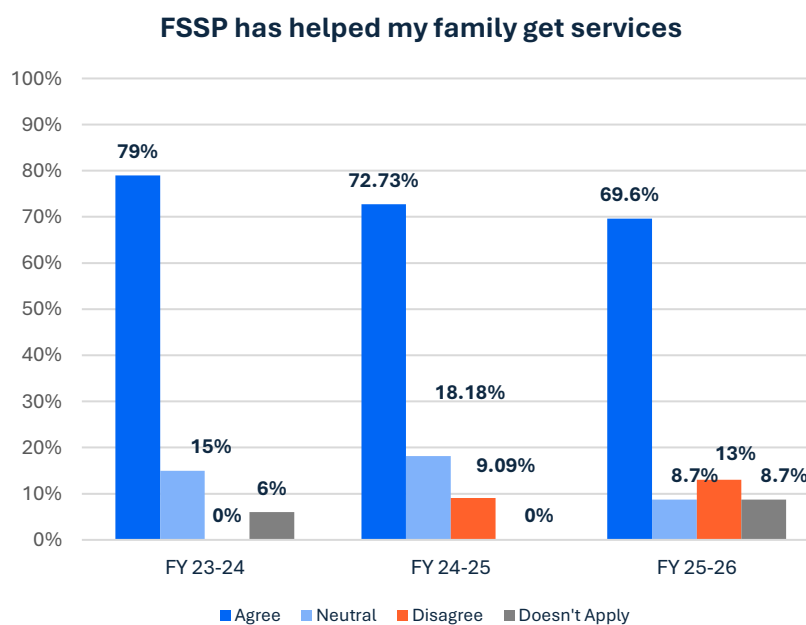


Figure 12: Survey Question 12

The second question asked whether FSSP helped families manage the care of their family member. Most respondents, 78.26%, felt the program was supportive in this area, while 8.70% did not find it helpful in managing care and the remaining 13.04% neither agreed nor disagreed. (Figure 12).

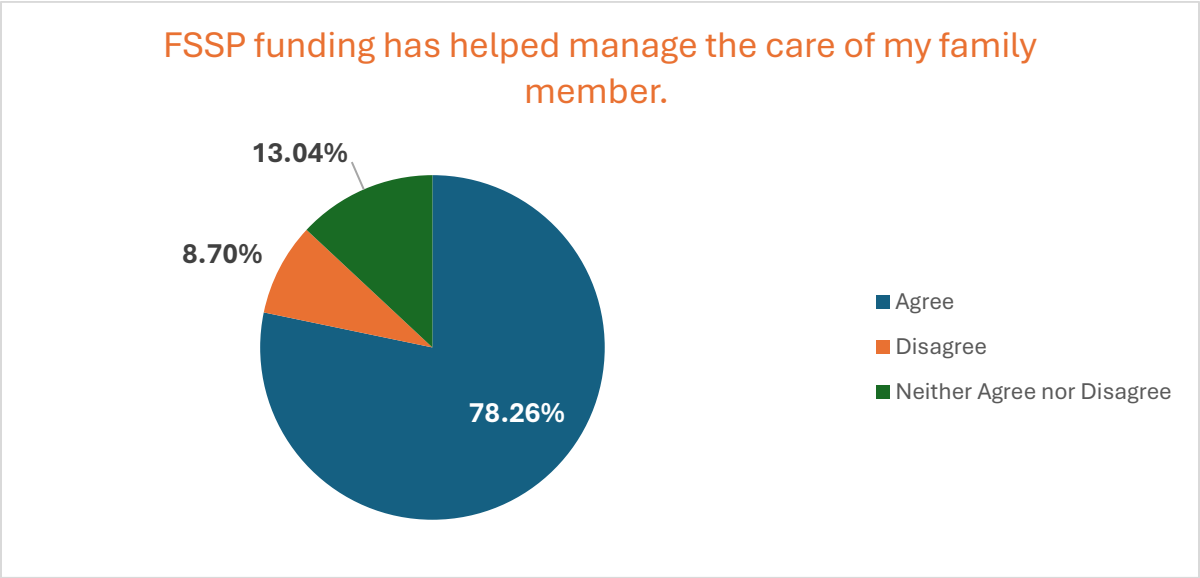


Figure 13: Survey Question 13

For the question, FSSP has helped to manage the care of my family member we also saw a decline in positive responses from 82% in FY 23-24 agreed with this statement down to 63.64% in FY 24-25 and up slightly in FY 25-26 to 78.6%.

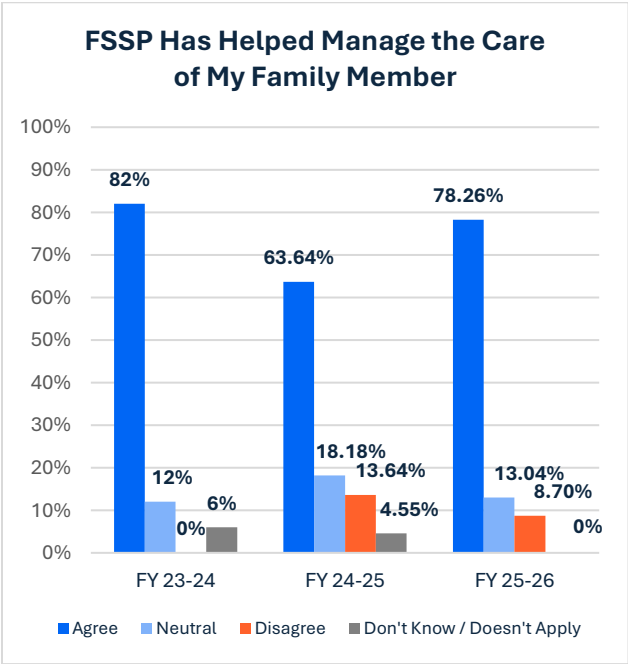


Figure 14.5: Survey Question 13

The final question in this section asked whether FSSP helped improve the quality of life for the family member. Most respondents agreed that it had (82.61%), while 13.04% felt it had not, and another 13.04% neither agreed nor disagreed (Figure 13).

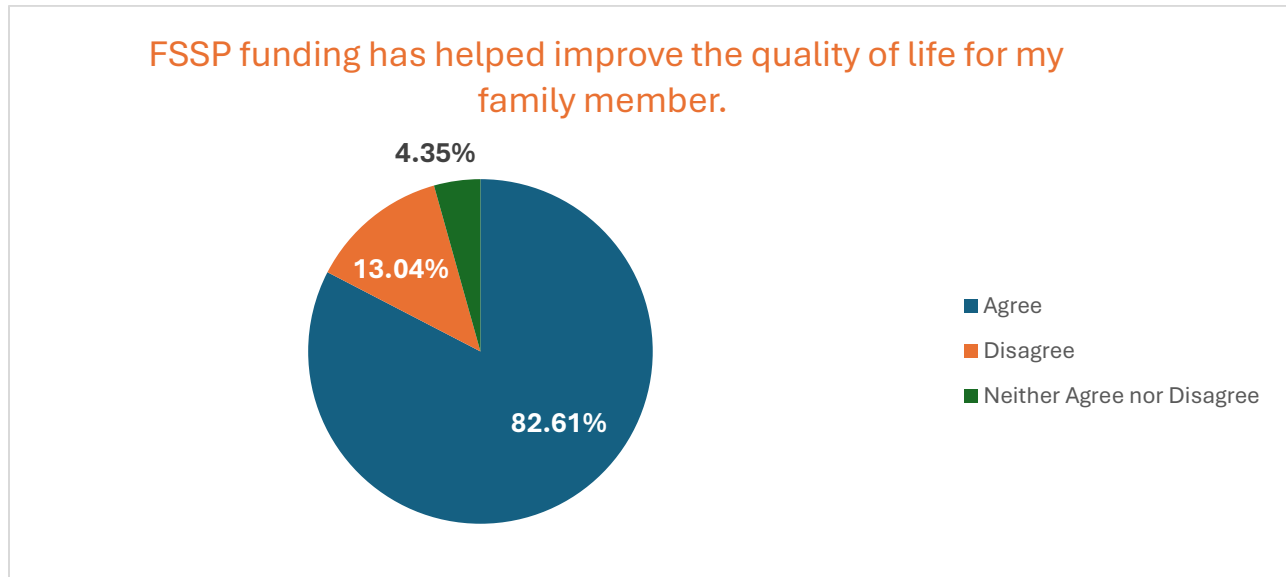


Figure 15: Survey Question 14

For the question, FSSP has helped to improve the quality of life of my family member agreement held strong with 82% in FY 23-24, 72.73% in FY 24-25 and a marked increase to 82.61% in FY 25-26. This is the most stable of the three measures and reinforces the program's core impact on family well-being.

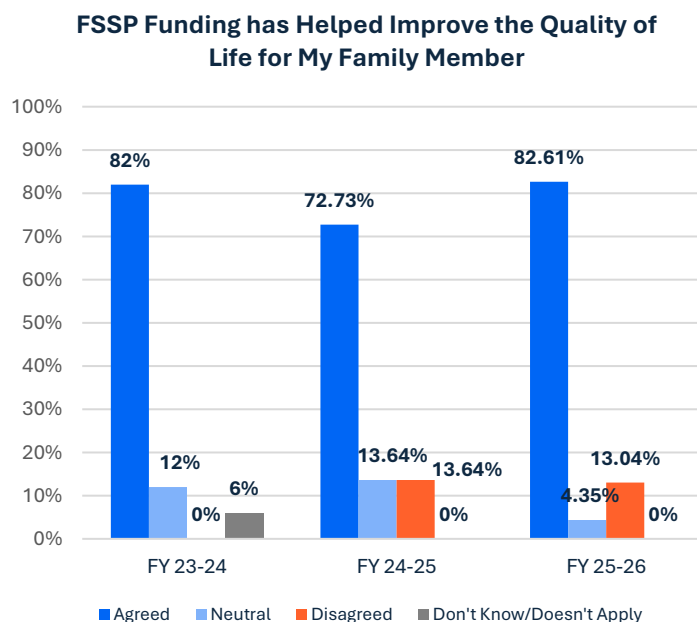


Figure 16.5: Survey Question 14

Across all three outcomes, most families consistently agree FSSP funding is making a difference. The FY 24-25 dip in care management rebounded in FY 25-26, while quality-of-life and out-of-home placement avoidance show steady or improving trends.

RESPONSIVENESS TO CONCERNS

Respondents were asked if their case manager had been responsive to their needs and concerns throughout the year. Most respondents, 74%, reported that their case manager had been responsive. No respondents disagreed, but 26% of respondents neither agreed nor disagreed (Figure 14).

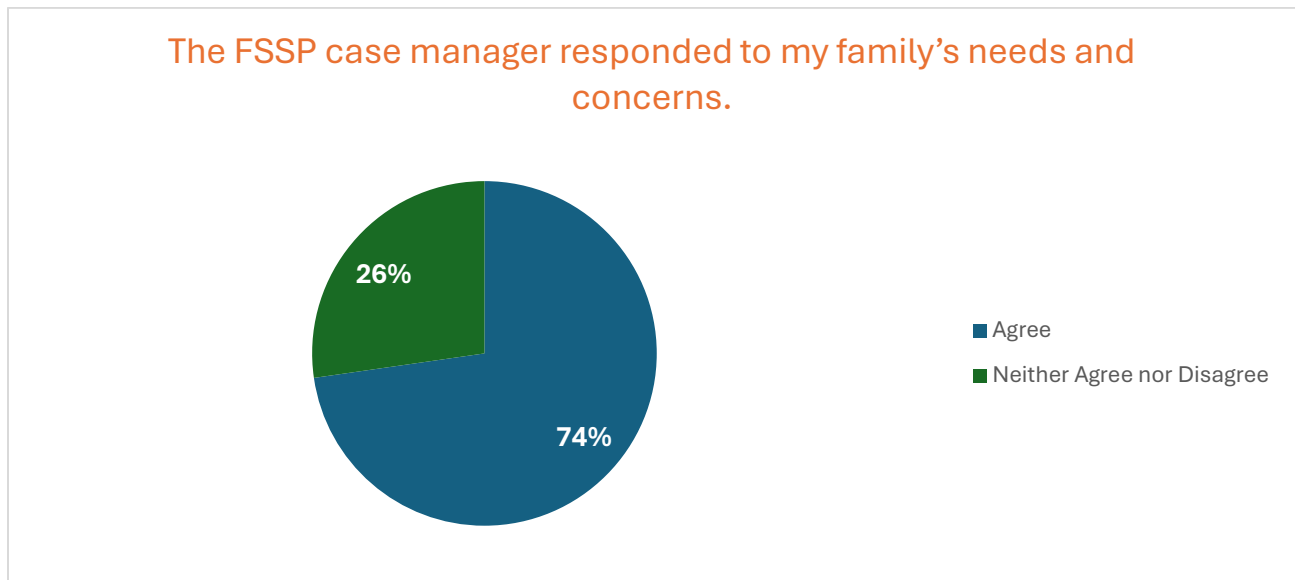


Figure 17: Survey Question 7

For the question, the FSSP case manager responded to my family's needs and concerns, we had data from all fiscal years. In FY 23-24, 79% of the respondents agreed with this statement with this percentage going up to the 80% range in FY 24-25 and dropped back down to 74% in FY 25-26.

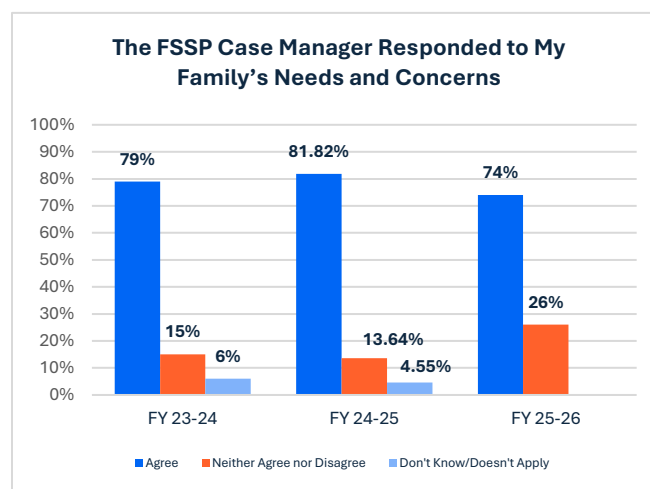


Figure 18: Survey Question 7

OVERALL SATISFACTION

Two questions addressed overall Member satisfaction with FSSP. The first question asked respondents about their happiness with FSSP services received. Most respondents are happy with FSSP services at 86.96% while 13.04% of respondents are not happy with FSSP services (Figure 15).

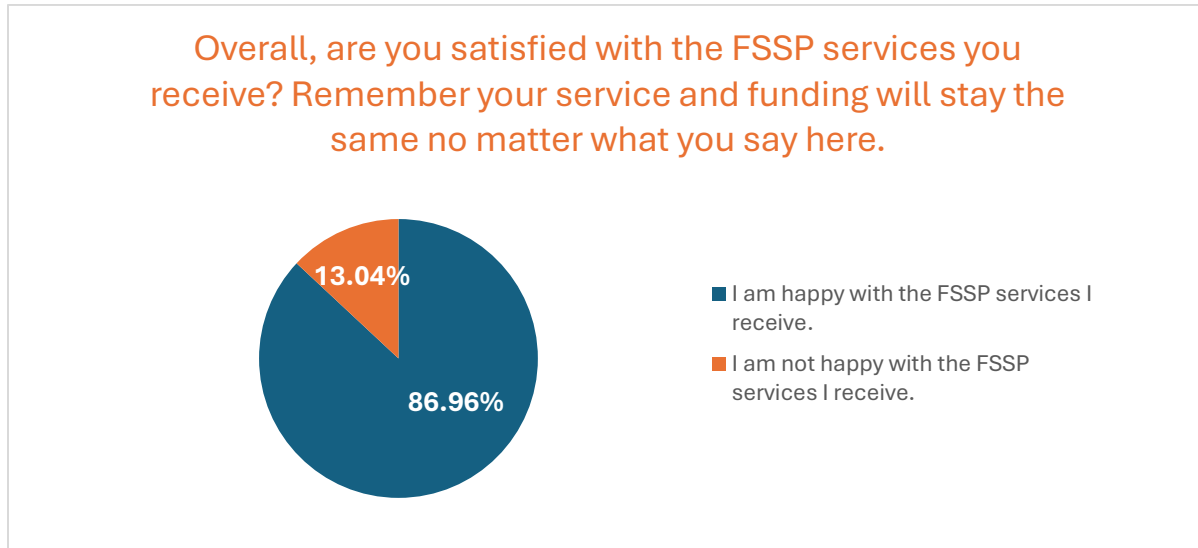


Figure 19: Survey Question 16

For the reflection of the overall satisfaction with FSSP Services over the past three fiscal years, 82% (FY 23-24) of the respondents agreed with this statement with this percentage dropping slightly in FY 24-25 to 81.82% and increasing quite significantly in FY 25-26 to 86.96%.

Overall Satisfaction with FSSP Services Over the Past 3 FYs (FY 23-24, FY 24-25 and FY 25-26)

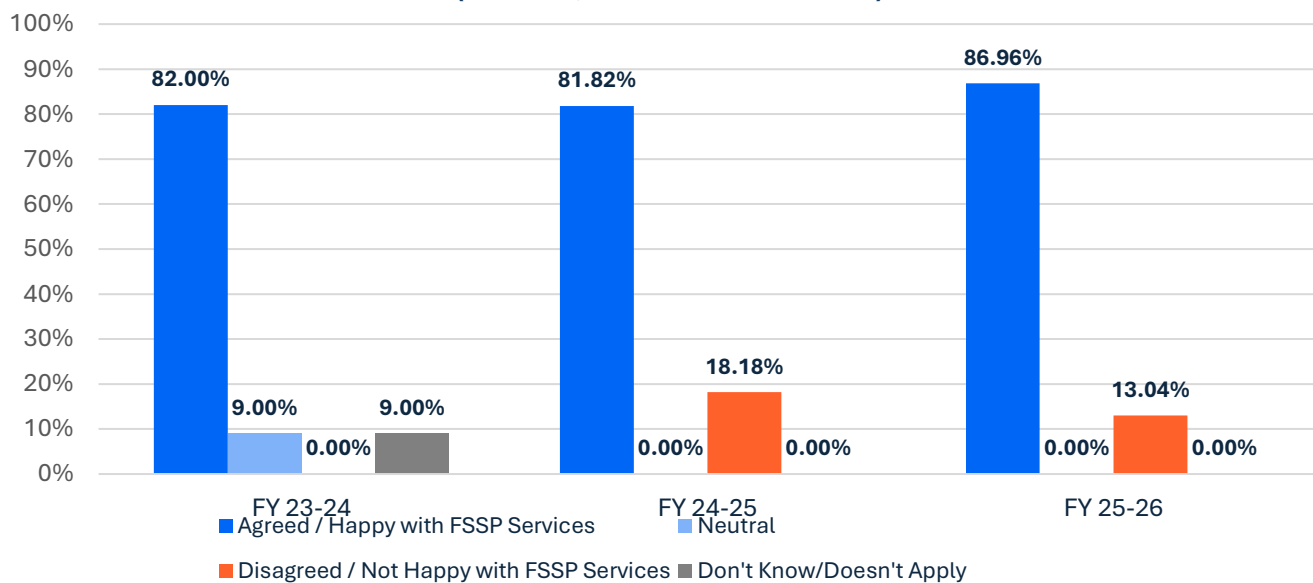


Figure 20: Survey Question 16

The second question in this section was open-ended, asking respondents what was helpful about the FSSP services they received and what was challenging for them. Families described FSSP as supportive and meaningful in helping meet daily caregiving needs. Several respondents shared that FSSP helped them care for their child at home, pay for needed supports, and obtain some important services or items. Families appreciated respite-related support, reassurance about how to use funds, and assistance with important needs. They also valued positive case manager communication, including periodic check-ins, status update letters, quick replies by text or email, and clear communication through email. Some families specifically noted that FSSP helped them access equipment and supports for PT, OT, and speech services that they otherwise would not have been able to afford.

The most common challenges centered on funding limitations, coverage rules, and confusion about what qualifies for FSSP. Families reported frustration that some needed services or items that were not covered, including tutoring, medication, special socks, inserts, lifts, and other daily-life supports. Some respondents described the “everybody can have it” rule as difficult because items that may appear typical were still needed specifically because of their child’s disability. Several families also expressed concern that requests were denied even with doctor approval and that new guidelines no longer supported items they felt were needed.

Another major concern was the reduction in annual allotments, with one respondent noting a drop from approximately \$2,200–\$2,500 to \$750 while their child’s health needs increased. Families also mentioned difficulty opening secure documents and uncertainty about whether insurance or FSSP would cover certain items. The community resource responses suggest an additional challenge: families may have uneven awareness of available supports, and at least one respondent relied only on other families rather than formal community resources.

Overall, families value FSSP for helping offset the cost of needed supports, reducing caregiver strain, improving access to equipment and therapies, and providing helpful case management. However, the responses also show continued frustration with reduced funding amounts, unclear or restrictive coverage rules, denied requests, secure email access issues, and the need for clearer guidance about allowable services and alternative resources.

RECOMMENDATIONS

Respondents were invited to share general feedback and recommendations for FSSP. Families provided mostly positive feedback about FSSP, describing the program as very helpful, supportive, and meaningful to their family’s daily life. Several respondents shared that FSSP funds helped their children participate more fully in the community, access opportunities outside the home, and pay for needed items or supports not covered by insurance. Families also valued sibling support, especially when behavioral needs affected the household, and several expressed gratitude for the program and for the reassurance of knowing FSSP support was available.

Families also praised case manager support, with comments noting that their case manager was “great,” responsive, and helpful. One family specifically appreciated being able to purchase needed supplies such as G-tube tape, syringes, and therapy tools/therapies with FSSP funds. Another family stated that the program had been a huge help and even offered to advocate for its continuation, showing strong appreciation for the value of the program.

The main challenges raised were related to changes in program guidelines and reduced flexibility around what FSSP will cover. Some families felt the program used to be easier to access when a doctor's prescription was sufficient, but now items are denied even with medical support. Others expressed frustration that FSSP no longer covers some of the "extra" items families cannot afford, leaving them feeling that their child's unique needs are not being fully supported.

Overall, the feedback shows that families are grateful for FSSP and continue to see it as an important resource, particularly for community access, insurance gaps, sibling support, medical supplies, and therapies. However, the comments also highlight concern that newer restrictions and coverage changes have reduced the program's ability to meet some families' needs.

EFFECTIVE COORDINATION AND UTILIZATION OF FUNDS

LOCAL SERVICES AND SUPPORTS USED IN CONJUNCTION WITH FSSP

Families were asked to identify community-based services that have been helpful to them beyond those provided through FSSP. Respondents shared the following local resources as being helpful in their communities:

- CES Waiver Services
- Foundations for Families
- Grand Foundation for National Sports Center for Disabled (Ski lessons and scholarships)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Grand Beginning Events
- Horizons Specialized Services
- Gigi's Playhouse
- Rocky Mountain Down Syndrome Association
- Other families who have children with special needs

EFFICIENCY OF REQUIRED DOCUMENTATION TO RECEIVE FSSP

Regarding the efficiency of required documentation to receive FSSP funding, 78% of survey respondents indicated that the paperwork required to access FSSP funds was manageable. Only 4.3% disagreed, while another 4.3% didn't know or didn't apply to their family. The remaining 13.4% expressed a neutral opinion (Figure 16).

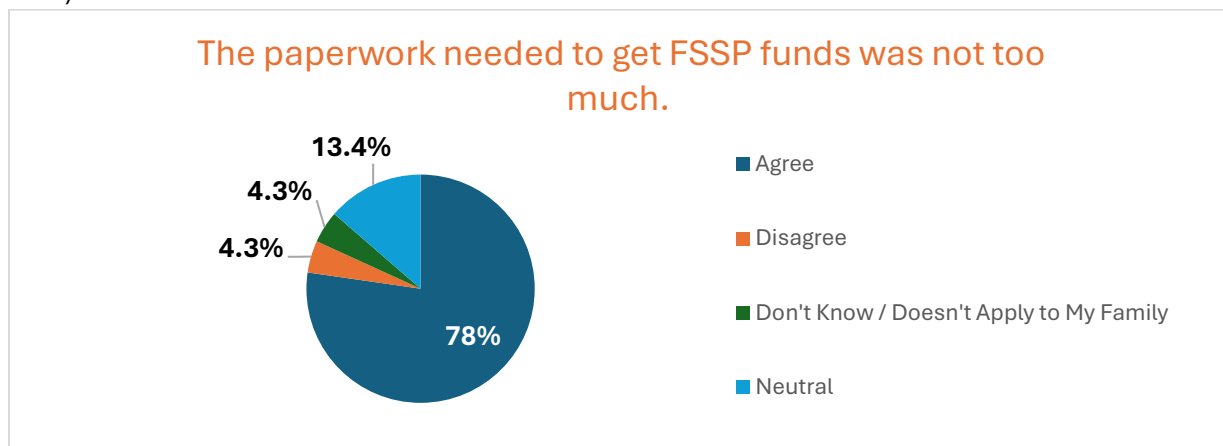


Figure 21: Survey Question 11

Over the past 3 fiscal years, we saw a slight decline in positive responses regarding the paperwork needed to get FSSP funds and 76% of the respondents in FY 23-24 agreed with this statement with a slight increase to 81% in FY 24-25 and a decrease to 78% in FY 25-26.

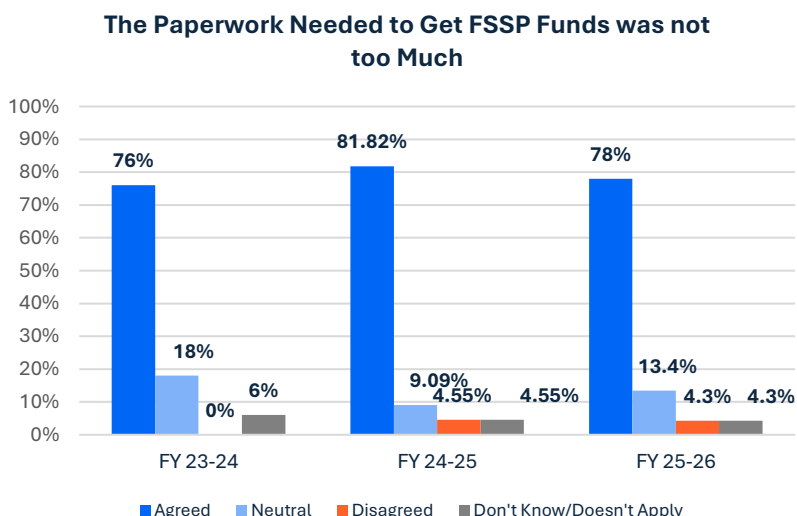


Figure 22.5: Survey Question 11

EVALUATION

The FSSP has experienced significant growth and success over the past year, evolving into a strong and responsive support system for families. A key milestone was the launch of the FSC during FY 24–25 which continued through May 2026 at which time a new FSC was formed as term limits had been reached and a new council with new ideas was needed. Active recruitment of members from all RMHP DSAs occurred and the new council will begin meeting in September 2026. The goal of convening a new council is to enhance the overall member experience.

Additionally, FSSP case managers received enhanced training on facilitating MIN assessments and Family Support Plans (FSP) to ensure they consistently and accurately reflect the needs of FSSP families. Training included role-playing which occurred on several occasions prior to the beginning of the new fiscal year. These assessments were primarily conducted by phone, instead of by mail without case manager support, to provide a more comprehensive and personalized evaluation.

Over the past year, checks and balances continued to ensure service items met established criteria and were listed on the FSP prior to approval for purchase or reimbursement. This included implementing more rigorous documentation reviews, aligning requests with regulatory and policy guidelines, and establishing clearer approval workflows. These efforts helped improve compliance, reduce unauthorized expenditures, and enhanced overall fiscal accountability across operations.

Lastly, an informational flyer was developed in the previous fiscal year to improve communication with current and prospective families regarding FSSP and continued to be sent out to families monthly. The flyer addressed frequently asked questions, clarified program details, and served as a user-friendly resource to support understanding and engagement. Prior to its implementation, the flyer was reviewed and approved by the FSC to ensure accuracy and alignment with program standards.

IDENTIFIED OPPORTUNITIES FOR IMPROVEMENT

While RMHP CMA made significant progress with the FSSP program this year, there remain several key areas for improvement. Results from the Member Satisfaction Survey highlight the following ongoing opportunities for enhancement in the upcoming fiscal year:

- Improve clarity around allowable services and items.
- Provide clearer explanations when requests are denied.
- Strengthen upfront education and guidance.
- Continue improving case manager communication and follow-up.
- Address secure email access barriers.
- Improve transparency around funding allocations.
- Explore flexibility within program guidelines where possible.
- Increase awareness of community resources.
- Continue outreach and public awareness efforts.

FSSP FY 26-27 PLAN

FSSP FUNDING

In Spring 2026, the Colorado Department of Health Care Policy and Financing provided allocations for all State General Fund (SGF) programs with a suggested target caseload of 250 FSSP Members. RMHP CMA has dedicated \$851,600.60 of SGF funding to FSSP for FY 26-27.

The state's allocation was based on several factors, including:

- Total SGF appropriation in the Long Bill
- RMHP CMA Member and FSSP waitlist counts
- Estimated service utilization
- Prior fiscal year spending trends
- Rates and frequency of required contract activities

Per RMHP's CMA contract, the funding must be used for:

- All contractually required CMA activities
- SGF-funded case management
- FSSP services
- FSSP emergency funding

The budget breakdown by category is shown in the table below. Rates listed under FY 26-27 Rates per Activity reflect updated amounts effective July 1, 2026.

Program	Activity	Totals	FY 25-26 Rates per Activity
FSSP	Critical Incident Report (CIR)-Maltreatment, Abuse, Neglect, and Exploitation (MANE)	\$1,047.48	\$87.29/month for all incidents
FSSP	CIR-NON-MANE	\$421.08	\$35.09/month for all incidents
FSSP	Human Rights Committee (HRC)	\$3,595.80	\$299.65/month for all reviews
FSSP	Annual Report and Evaluation	\$1,150.92	\$1,150.92/annual report
FSSP	Family Support Council (FSC)	\$6,274.32	\$522.86/month
FSSP	Ongoing Case Manager (CM) Activities	\$265,853.16	\$22,154.43/per monthly Member activity
FSSP	Most In Need (MIN) Assessment	\$8,379.00	\$33.52/MIN assessment
FSSP	Expenditure Report	\$6,678.84	\$ 556.57/per monthly report
FSSP	Services	\$532,200	***FSSP services forecasted for 250 Members
FSSP	Emergency Fund	\$26,000	
FSSP Totals		\$ 851,600.60	

Figure 23: FY 26-27 FSSP Budget

OUTREACH AND PUBLIC AWARENESS

The FSC and RMHP CMA will collaborate to develop materials that support outreach, raise awareness, and enhance communication with current FSSP Members. These resources will help educate the community about the FSSP program—explaining eligibility criteria, program benefits, and the referral process.

With a new FSC, Members will be receiving comprehensive training on all aspects of the FSSP, including budget details, allocation priorities, service criteria, and guidelines for allowable and excluded services and items. Equipped with this knowledge, they will serve as ambassadors within their communities—educating families about how FSSP works, supporting those currently enrolled, and helping eligible families understand how to access the program.

SPECIAL PROJECTS

RMHP CMA remains committed to enhancing the FSSP experience for families by building a program that is equitable, communicative, and easily accessible. This includes ongoing training for SGF CMs to ensure consistent and effective program delivery.

As the FSC continues to meet 4x/year, RMHP will actively gather input to identify priority areas for improvement throughout FY 26-27.

FSSP GOALS

Goal	Action Steps	Target Date
Continue to enhance communication with FSSP Membership.	1. Monthly allocation letters. 2. Monthly mailing of FSSP plan document. 3. In-depth quarterly check-in phone calls with families. 4. Clear and efficient Family Support Plans. 5. Clear FSSP funding allocation letters. 6. FSSP denial letter template	7/1/2026 and ongoing 9/30/26
Ensure broad understanding of what can and cannot be approved under FSSP.	1. Create an internal ongoing list of goods and services (items and examples) that can be approved. Will complete this as a team activity. 2. Set expectations for FSSP and waiver CM collaboration to ensure FSSP is used as a payor of last resort.	12/31/2026 10/31/26
Budget FSSP funding to provide as much upfront allocation as possible.	1. No additional allocation at the end of the year	7/1/2026
Monitor and manage FSSP budget throughout the year to ensure unused allocations are redistributed and fully utilized.	1. Create process to redistribute allocations that are unused with no plans to utilize. 2. Review expenditures quarterly	12/31/2026 9/30/26, 12/31/2026, 3/31/2027, 6/30/27
Enhance oversight of FSSP compliance.	1. Create manager checklist 2. Manager approval of all FSPs 3. Manager/CM accountability for monthly required tasks	7/1/26 7/1/26 and ongoing 7/1/26 and ongoing
Improve awareness of FSSP in communities.	1. Continue to collaborate with FSC to improve community awareness of FSSP. 2. Distribute FSSP Plan document to providers and other community leaders.	Ongoing throughout FY 26-27 Provide updates to the council throughout the year Ongoing, review annually for suggested changes
Standardize training for FSSP.	1. Create training guide for all aspects of FSSP. 2. Annual CMA wide training on SGF programs	6/15/2026- continued into FY 26-27 12/31/26

Figure 18: FY 26-27 RMHP CMA Goals

CONCLUSION

Over the past fiscal year, RMHP CMA has continued to grow and refine the FSSP. The team has focused on improving internal processes and practices, with the primary goal of increasing satisfaction among Members and their families while ensuring compliance with program regulations and budget management.

Guided by feedback from the FSC and Member Satisfaction Surveys, RMHP CMA implemented or will be implementing several positive changes, including:

- **Enhanced communication:** Families will continue to receive monthly updates on their allocation balances and in-depth quarterly check-in phone calls. RMHP CMA will also develop a standardized denial notification form to provide families with clear written communication when a requested service cannot be approved through FSSP or when a Member is being closed from the program. Lastly will set expectations for FSSP and waiver CM collaboration to ensure FSSP is used as a payor of last resort.
- **Monitoring of FSSP budget:** FSSP leadership will actively monitor and manage the FSSP budget throughout the fiscal year to ensure unused allocations are identified, redistributed, and fully utilized by year-end. A standardized process will be developed to reallocate unused funds from Members who do not plan to utilize their full allocation. In addition, FSSP expenditures will be reviewed on a quarterly basis to support ongoing fiscal oversight and timely budget management.
- **Streamlined reimbursement:** Improvements to the SharePoint reimbursement process have led to more timely handling of purchase and reimbursement requests.
- **Improved tracking tools:** Internal systems were developed to strengthen oversight of service delivery, support high-quality case management, and promote ongoing compliance with FSSP program requirements. A manager checklist will be created to monitor each FSSP case, including review of the MIN assessment, FSP, and all required CCM documentation. The SGF Manager will review all FSPs to ensure required elements are completed and will identify any necessary corrections prior to service delivery. In addition, the SGF Manager will provide oversight to ensure State General Fund Case Managers complete required monthly tasks accurately and timely.
- **Improve awareness of FSSP Program in our communities:** RMHP will continue collaborating with the Family Support Council to strengthen community awareness of FSSP. Program updates will be shared with the council throughout the year to support ongoing engagement, transparency, and alignment with community needs.
- **Holistic assessment tools:** RMHP CMA introduced and continue to administer a comprehensive MIN and FSP tool to evaluate Members' daily living activities and support needs, offering a more complete picture of individual and family requirements.
- **Focused training initiatives:** Training was a key priority last fiscal year and will continue to be in FY 26-27. Plans include annual refresher training for all CMA staff on FSSP, along with ongoing training and role-playing exercises for SGF CMs using the MIN/FSP tool.

RMHP looks forward to the upcoming fiscal year and remains committed to strengthening relationships with FSSP Members and their families, with a continued focus on enhancing the program to meet their evolving needs.

APPENDIX A- ANNUAL REPORT DISTRIBUTION

The RMHP CMA will make the annual report available for all FSSP Members as well as the public by posting a copy on the CMA website [Rocky Mountain Health Plans | RMHP](#). RMHP will also mail a copy of the annual report to any Member who requests a copy.

APPENDIX B- FSSP ANNUAL REPORT SIGNATURES

FAMILY SUPPORT COUNCIL MEMBERS

Family Support Council Members	FCS Member's DSA	Reviewed During FSC Meeting
Cathlene Swann	13	9/24/26
Nicole Quintana	14	9/24/26
Krystal Carder	16	9/24/26
Wenona Harper	17	9/24/26
Kathleen Rapier	18	9/24/26

FSSP COORDINATOR

Heather Murphy, Director, CMA	
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CMA EXECUTIVE DIRECTOR

Billie Bemis, Vice President of Long Term Services and Supports	
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APPENDIX C- FY 25-26 FSSP SURVEY

FSSP Survey FY25-26 English
FSSP Survey FY25-26 Spanish

2025-2026 Satisfaction Survey

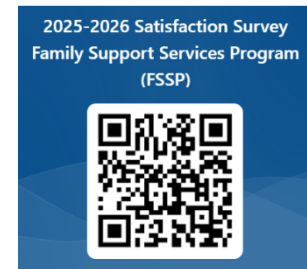
Family Support Services Program (FSSP)



Please complete this survey and return it in the envelope provided by April 30, 2026. If you prefer to fill out this survey online, please go to <https://forms.office.com/r/D6vfKtnfuY> or our website at <https://www.rmhp.org/programs/cma/> or scan the QR code below. Thank you for taking the time to share your thoughts with us!

Please check the box or fill in the blanks as it applies.

1. What county do you live in?



2. Who is completing this survey?

☐

I am the Member

☐

I am the spouse of the Member

☐

I am a family member of the Member

☐

I am a guardian of the Member

☐

Other, please describe: _____

3. What is the name of your case manager who helps you with FSSP? Your FSSP case manager is the person who helps you use your FSSP funds to purchase items or services.

FSSP case manager's name: _____

☐

I don't know who my FSSP case manager is.

Continue on backside ➔

4. Are you comfortable talking to your FSSP case manager about questions or problems?

☐

Yes

☐

No

5. How fast does your FSSP case manager respond to your questions or concerns?

☐

Within 1-2 business days

☐

More than 2 business days

☐

I have not contacted my FSSP case manager.

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

☐

Yes

☐

No

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

☐

Agree

☐

Neither Agree
nor Disagree

☐

Disagree

☐

Don't know/
Doesn't apply to my family

8. FSSP funding has been easy to access this year.

☐

Agree

☐

Neither Agree
nor Disagree

☐

Disagree

☐

Don't know/
Doesn't apply to my family

Continue next page →

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

☐

Agree

☐

Neither Agree
nor Disagree

☐

Disagree

☐

Don't know/
Doesn't apply to my family

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

☐

Agree

☐

Neither Agree
nor Disagree

☐

Disagree

☐

Don't know/
Doesn't apply to my family

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

☐

Agree

☐

Neither Agree
nor Disagree

☐

Disagree

☐

Don't know/
Doesn't apply to my family

12. FSSP has helped my family get services.

☐

Agree

☐

Neither Agree
nor Disagree

☐

Disagree

☐

Don't know/
Doesn't apply to my family

13. FSSP funding has helped manage my/my family member's care.

☐

Agree

☐

Neither Agree
nor Disagree

☐

Disagree

☐

Don't know/
Doesn't apply to my family

Continue on backside →

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

☐

Agree

☐

Neither Agree
nor Disagree

☐

Disagree

☐

Don't know/
Doesn't apply to my family

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

☐

Agree

☐

Neither Agree
nor Disagree

☐

Disagree

☐

Don't know/
Doesn't apply to my family

16. Overall, are you satisfied with the FSSP services you receive? Remember, your service and funding will stay the same no matter what you say here.

☐

I am happy with the FSSP services I receive.

☐

I am not happy with the FSSP services I receive.

17. What was helpful about the FSSP services you received? What was challenging? Please share your experience:

Continue next page →

18. Are there other programs or services in your community that help you or your family besides the ones from FSSP? If so, what types of services have been helpful? (Example: local nonprofit organizations, support groups, financial help paying bills, care coordination through a provider.)

19. If you weren't approved for a service or item, did your FSSP case manager explain why or tell you about resources that could help you? (Example: My FSSP case manager helped me understand why the item wasn't approved and helped me find a different item if available.)

Continue on backside →

20. Were you able to access your FSSP funds this year? If not, what made it hard to access the funds? (Example: It was hard to understand why some things weren't covered. I don't know how much money we have left.)

21. Overall, what do you think about FSSP? (Example: FSSP has been helpful and here are some areas that could make it even better.)

If you want us to contact you about your survey, please give us your name, phone number, and email below (not required).

Name: _____

Phone: _____

Email: _____

Thank you for your time!

Encuesta de satisfacción 2025-2026

Programa de Servicios de Apoyo Familiar (FSSP).



Llene esta encuesta y envíela en el sobre provisto antes del 30 de abril de 2026. Si prefiere llenar esta encuesta en línea, visite: <https://forms.office.com/r/iStujYGU4M> o nuestro sitio web en <https://www.rmhp.org/programs/cma/> o escanee el código QR a continuación.

¡Gracias por tomarse el tiempo para compartir sus opiniones con nosotros!



Marque la casilla o llene los espacios en blanco según corresponda.

1. ¿En qué condado vive? _____

2. ¿Quién completa esta encuesta?

☐

Soy el miembro

☐

Soy el/la cónyuge del miembro

☐

Soy un familiar del miembro

☐

Soy el tutor del miembro

☐

Otro, describa: _____

3. ¿Cuál es el nombre de su administrador de casos que le ayuda con el FSSP? Su administrador de casos de FSSP es la persona que le ayuda a utilizar sus fondos de FSSP para comprar artículos o servicios.

Nombre del administrador de casos de FSSP: _____

☐

No sé quién es mi administrador de casos de FSSP.

Continuar en la parte de atrás ➔

4. ¿Se siente cómodo hablando con su administrador de casos de FSSP si tiene preguntas o problemas?

☐

Sí

☐

No

5. ¿Con qué rapidez responde su administrador de casos de FSSP a sus preguntas o inquietudes?

☐

En un plazo no mayor de 1 o 2 días

☐

Más de 2 días hábiles

☐

No me he puesto en contacto con mi administrador de casos de FSSP.

6. Si su administrador de casos de FSSP no tiene respuestas para usted, ¿le ayuda a encontrarlas?

☐

Sí

☐

No

7. El administrador de casos de FSSP respondió a las necesidades e inquietudes de mi familia.

☐

De acuerdo

☐

Ni de acuerdo
ni en desacuerdo

☐

En desacuerdo

☐

No lo sé/
No corresponde a mi familia

8. Ha sido fácil acceder a los fondos de FSSP este año.

☐

De acuerdo

☐

Ni de acuerdo
ni en desacuerdo

☐

En desacuerdo

☐

No lo sé/
No corresponde a mi familia
Continuar en la siguiente página ➔

9. Mi familia recibió la solicitud de financiación para el próximo año de financiación de manera oportuna.

☐

De acuerdo

☐

Ni de acuerdo
ni en desacuerdo

☐

En desacuerdo

☐

No lo sé/
No corresponde a mi familia

10. No llevé tanto tiempo conseguir los fondos de FSSP.

☐

De acuerdo

☐

Ni de acuerdo
ni en desacuerdo

☐

En desacuerdo

☐

No lo sé/
No corresponde a mi familia

11. Los papeles para obtener los fondos de FSSP no fueron demasiados.

☐

De acuerdo

☐

Ni de acuerdo
ni en desacuerdo

☐

En desacuerdo

☐

No lo sé/
No corresponde a mi familia

12. El FSSP ha ayudado a mi familia a recibir servicios.

☐

De acuerdo

☐

Ni de acuerdo
ni en desacuerdo

☐

En desacuerdo

☐

No lo sé/
No corresponde a mi familia

13. La financiación de FSSP ha ayudado a gestionar la atención médica que recibo/recibe mi familiar.

☐

De acuerdo

☐

Ni de acuerdo
ni en desacuerdo

☐

En desacuerdo

☐

No lo sé/
No corresponde a mi familia

Continuar en la parte de atrás →

14. La financiación de FSSP ha ayudado a mejorar la calidad de vida del miembro de mi familia.

☐

De acuerdo

☐

Ni de acuerdo
ni en desacuerdo

☐

En desacuerdo

☐

No lo sé/
No corresponde a mi familia

15. La financiación de FSSP ha ayudado al miembro de mi familia a quedarse en casa en vez de que lo internaran fuera de casa.

☐

De acuerdo

☐

Ni de acuerdo
ni en desacuerdo

☐

En desacuerdo

☐

No lo sé/
No corresponde a mi familia

16. En general, ¿está conforme con los servicios que recibe de FSSP? Recuerde que su servicio y financiación seguirán siendo los mismos independientemente de lo que usted diga aquí.

☐

Estoy conforme con los servicios que recibo.

☐

No estoy conforme con los servicios que recibo.

17. ¿Qué aspectos de los servicios de FSSP que recibió le resultaron útiles? ¿Qué fue lo más difícil? Comparta su experiencia:

Continúa en la siguiente página →

18. ¿Hay otros programas o servicios en su comunidad que le ayuden a usted o a su familia además de los de FSSP? En caso afirmativo, ¿qué tipos de servicios han sido útiles? (Ejemplo: organizaciones sin fines de lucro locales, grupos de apoyo, ayuda financiera para pagar las facturas, coordinación de la atención por medio de un proveedor).

19. Si no le aprobaron un servicio o artículo, ¿le explicó su administrador de casos de FSSP el motivo o le informó sobre los recursos que podrían ayudarle? (Ejemplo: Mi administrador de casos del programa FSSP me ayudó a comprender por qué no se aprobó el artículo y me ayudó a encontrar otro artículo si estaba disponible).

Continuar en la parte de atrás ➔

20. ¿Pudo acceder a sus fondos de FSSP este año? Si no fue así, ¿qué dificultó el acceso a los fondos? (Ejemplo: Fue difícil comprender por qué algunas cosas no tenían cobertura. No sé cuánto dinero nos queda).

21. En general, ¿qué piensa acerca de FSSP? (Ejemplo: FSSP ha sido útil y hay algunas áreas que podrían hacerlo aún mejor).

Si desea que nos pongamos en contacto con usted en relación con su encuesta, indique a continuación su nombre, número de teléfono y correo electrónico (no es obligatorio).

Nombre: _____

Teléfono: _____

Correo electrónico: _____

¡Muchas gracias por su tiempo!