

PARENT GUIDE

to

***FAMILY
SUPPORT
SERVICES***

Parent To Parent Organization, Inc.

Overview of Family Support Services (FSS):

The FSS program was established in July 1984 by the state legislature at the urging of parents and professionals. The program is directed by the Ohio Department of Developmental Disabilities, and administered locally by the Wayne County Board of Developmental Disabilities (DD) through a contract with the Wayne County Parent to Parent Organization, Inc. FSS is a program aimed at assisting families who care for a family member with developmental disabilities in their home. The program promotes the unity of the family by providing funds for all or part of the expenditures incurred in meeting the special needs of a person with developmental disabilities.

Eligibility Determination:

1. A family shall be eligible for funding through FSS if they are residents of Wayne County.
2. If they have a family member diagnosed as being developmentally disabled, as verified by appropriate screening tools (COEDI, OEDI), and has a need for specialized services as outlined in an IEP, ISP, or IFSP
3. Families of an individual with DD, receiving or not receiving services from the County Board, may be determined eligible for respite for a temporary period of five (5) working days to permit determination of eligibility.

Services Available Through FSS:

1. Respite care, in and out of home
2. Counseling, supervision, training, and education of the individual, the individual's caregivers and members of the individual's family that aid the family in providing proper care for the individual, provide for the special needs of the family and assist in all aspects of the individual's daily living.
3. Special diet needs, purchase or lease of special equipment, or modifications of the home, if such diets, equipment, or modifications are necessary to facilitate the care and living environment of the individual.
4. Providing support necessary for the individual's continued skill development, including such services as development of interventions to cope with unique problems that may occur within the complexity of the family, enrollment of the individual in special summer programs, provision of appropriate leisure activities, and other social skills development activities.
5. Any other services that are consistent with the purposes specified in paragraph (A) of OAC 5123:2-1-09, and specified in the individual's service plan.

FSS Implementation Procedure:

All FSS will be administered by the Wayne County Parent to Parent Organization, Inc. in accordance with a contract between Parent to Parent and the Wayne County Board of DD.

Respite Care

Respite care is temporary care that is provided to an individual with developmental disabilities to sustain the family structure or to meet planned or emergency needs of the family. Respite care can be provided in the family home, in a respite care provider's home, or in a licensed residential facility.

1. The request for respite care services shall be initiated by a family
2. The family's request for respite care shall be honored if funds and services are available and consistent with the County Board plan.
3. Day program services will not be interrupted by respite care. The provider will be responsible for assuring that the child or adult is in attendance in day programs.
4. Parent to Parent shall recruit and train respite care providers. Training will consist of forty hours or the equivalent of training or supervised practical experience with individuals with developmental disabilities. Those requiring training will be instructed in Red Cross First Aid/CPR, and may also be instructed in seizure disorders, medication, feeding and behavior management. Persons wishing to be respite care providers who are certified MSPR, QMRP, or who have more than one year of experience working with persons who have developmental disabilities may be exempt from additional training.
5. A family desiring to use respite care services may request a list of approved providers or may recommend a provider to Parent to Parent.
6. The family shall complete a Respite Care Services Application Form, including an emergency medical form, and return it to the Family Services Director prior to the initiation of services. In the case of emergency services, permission may be given verbally by the Family Services Director and the forms completed and returned as soon as possible.
7. To use respite care services, the family must contact the Family Services Director who will either arrange for a provider who can meet with the family or provide the family with a list of approved providers whom they may contact and interview.
8. If the family has a provider who has provided services to the child or adult, the family may use their own provider, pay them directly, and request reimbursement through the FSS program.
9. After respite care services are rendered, the providers submit a time sheet to the Family Services Director, who arranges for the issuance of payment for services. Payments are made to providers once each month. Time sheets must be received by the fifth day of the month for payment in that month. Payment is made in full to the providers and families are then billed a percentage of the actual cost of the services based upon their income.
10. Parent to Parent then submits a bill to the Wayne County Board of DD for reimbursement.

All other FSS Services:

For all services other than respite care (see “Services Available Through FSS” above), families will complete a Family Support Services Request form, which may be obtained by contacting the Family Services Direction. The form must be completed, including income verification on page 2, and returned to the Family Services Director.

All requests for Family Support Services will be presented to the Wayne County Parent to Organization, Inc. at their regular monthly meeting for their consideration. Parent to Parent will determine whether or not the request meets the criteria set forth in the Ohio Administrative Code, if funds are available, other sources through which the service or item(s) might be obtained, and possible shared funding arrangements.

All requests for FSS will be made in advance of actual service delivery and will include the estimated cost of the item or service being requested. A family will receive a response acknowledging their request within seven (7) working days following receipt of the request. Confirmation of approval or denial of the request will be provided to the family within thirty (30) days of receipt of the request.

Any denial of service shall be made in writing and the family’s right to appeal will be honored as outlined below.

Due Process Procedure:

If a family objects to the denial of services, they may request an appeal to the decision by following these steps:

1. The family must request, in writing, an administrative review of the decision within 10 days.
2. The Superintendent of the Wayne County Board of DD will conduct the review
3. The review by the Superintendent shall be conducted within seven working days after the receipt of the request
4. At the review with the Superintendent, the family shall have an opportunity to be present and to give reasons why the decision should be reconsidered
5. Within 5 working days after the administrative review, the Superintendent shall make a recommendation to the Wayne County Board of DD in writing, and shall include a rationale for the recommendation
6. The Wayne County Board of DD shall consider the recommendation and notify the family in writing of its decision to accept the recommendation of the Superintendent’s review within 30 days after the Board received the recommendation from the Superintendent.
7. If a family is denied reimbursement for Family Support Services and rejects the decision of the Wayne County Board of DD, the family may notify the Board in writing, within 30 days, after notification of the administrative review or its desire for an appeal
8. Such notice to the Wayne County Board of DD shall include a statement explaining the reasons for the appeal and pertinent evidence.
9. The Wayne County Board of DD shall review the appeal.
10. The Wayne County Board of DD may request any additional documentation from the family and Board personnel

11. The Board shall make a decision and notify the family in writing of its finding and the reasons for the decision within 30 days.
12. If, after all efforts have been exhausted at the County Board level, the family still rejects the decision, it may submit its written complaint to the Director of the Ohio Department of DD for a state level review. The request for a state level review shall be made within thirty calendar days of receipt of the Wayne County Board of DD decision.

Services in Other Counties:

Family Support Services may be provided in a county other than Wayne County, however, Wayne County must determine that providers meet the requirements of Department rules.

Payment for Services:

1. Payment shall be made to the provider of services in the month following the actual month of service delivery.
2. Service providers shall submit vouchers or bills on or before the fifth day of the month following the month in which the service was delivered.
3. Parent to Parent will issue a check to the provider for the full amount of the cost of the service.
4. Parent to Parent will bill the family for the amount of their co-payment based upon a sliding scale provided by the Ohio Department of DD.
5. Families may pay for the service or item (after prior approval by Parent to Parent) and submit a voucher or bill for reimbursement on or before the fifth day of the month following the month in which the service or item was purchased (minus any family co-payment).
6. Parent to Parent will bill the Wayne County Board of DD for the Family Support Services share of the cost.

Funding Limitations:

Eligible families may request to use any of the services available under Family Support Services, but are limited to a maximum amount of \$2,500.00 per fiscal year (July 1 – June 30). A family with more than one eligible family member may receive an additional \$1,250.00 in services or items. The Wayne County Board of DD may reimburse a family at a level that is less than the maximum allowed if the limitation is consistent with the county's plan for Family Support Services. A family may be reimbursed at a greater level than \$2,500.00 under extraordinary circumstances upon written request by the family to Parent to Parent, but not more than 50% of the average annual cost of services to a resident of a developmental center.

The Family Support Services program has functioned well in the past due to a reasonable constraint by participating families in not using more than what is actually needed. The program is not an entitlement, as commonly understood, and when the contract amount between The Wayne County Board of DD and Parent to Parent is reached, all services cease for all participants until the next contract year.

Determination of Family Financial Participation:

The determination of eligibility for services is separate from the procedure for determination of financial participation. In determining the rate at which the family will participate financially, the taxable income for the prior year of the family with whom the eligible individual resides shall be used. It is the income of the entire family and not just the income of the individual with developmental disabilities. Periodically, the Ohio Department of DD will provide county boards with a sliding scale that shall be used in all counties in the state to determine the rate of a family's co-payment. Reporting changes in family income shall be the responsibility of the family and verified by the signature of the head of the household.

The percentage of each reimbursable Family Support Service that the family shall pay is determined currently by the following:

- \$27,258 or Less 0%
- \$27,259 To \$37,759 10%
- \$37,760 To \$48,260 30%
- \$48,261 To \$62,261 50%
- \$62,262 To \$79,762 75%
- \$79,763 And Over 100%

Planning for Family Support Services is a component of the comprehensive service plan of the Wayne County Board of DD. The plan indicates the projected number of eligible families who will need FSS based upon the number of families currently using the service and historical projections. Services are ranked in order based upon indicated needs, the availability of funds, and projected reimbursement for each service under the program each year. The plan indicates the percentage of funds to be used for routine services and those set aside for emergency services.

Evaluation of Family Support Services:

Family Support Services are evaluated by the consumer families and providers throughout the year. The consumer or provider may contact the Family Services Director by telephone (330-264-4086), fax (330-264-9805) or e-mail (cbrinley@waynedd.org) with any concerns or suggestions. Consumers or providers may also request a form for written evaluation that becomes a part of the permanent record for the program.

Identification of Other Financial Resources:

When working to secure Family Support Services, other resources for financial assistance will be researched, such as insurance company coverage that the family may have or other

service organizations that may contribute to the service or item. Other resources will be determined to be exhausted upon receipt of a denial letter or based upon parent/family input.

Identifying, Developing, Approving Respite Providers:

Respite providers will be identified through advertising, feature articles in the newspaper, and word or mouth. Providers who are not certified or who do not have experience working with children or adults with developmental disabilities will be trained and provided with experience. Families using respite care are also responsible for training the provider with respect to the specific needs of the child or adult. The family has the final say concerning the use of a particular provider to render services to their child or adult. Respite providers (both those certified by Parent to Parent and those selected by the family) function as independent contractors with Parent to Parent and not as employees either of Parent to Parent or of the Wayne County Board of DD. Ultimately, it is the responsibility of the families to choose the respite provider.

Family Approved Respite Providers:

A family may choose anyone that they would like to be a respite provider for the child or adult with disabilities except those living in the same household as the eligible individual. The family approved provider must also be at least eighteen years of age. When a family chooses a provider that is not certified by Parent to Parent, the family will provide written assurance, on a form provided by Parent to Parent, that the family selected provider is acceptable to them and will provide for the safety and needs of the individual with developmental disabilities.

Exclusion From Services:

There shall be no reimbursement for Family Support Services made on behalf of an individual living in a residential facility.

All individuals deemed eligible for County Board / Family Resource Services who receive waiver funded services, shall exhaust the available waiver funds prior to submission of request for Family Resource Services (FRS) funding.

Use of Family Support Services Funds:

Seven (7) percent of the state allocation for FSS may be used for administrative cost. The Wayne County Board of DD shall not be required to make reimbursement at a level of funding that exceeds available state funds for this purpose. The funds may only be used for FSS and may not be used to replace existing programs. The Wayne County Board of DD and Wayne County Parent to Parent Organization, Inc. may support FSS with additional locally generated funds.