



## Family Supports Program

### Program Guidelines

The Cuyahoga County Board of Developmental Disabilities (CCBDD) recognizes and appreciates the vital support families provide to people with developmental disabilities who live at home with them. We want to help families in this caregiving role by providing funding for goods and services available through our Family Supports Program. We believe that using a portion of our tax levy revenue for this purpose will benefit many people with developmental disabilities throughout Cuyahoga County.

CCBDD's Family Supports Program is administered by the North East Ohio Network (NEON). You will see NEON mentioned throughout these guidelines and will need to contact them to access services and resources available through the program. NEON can be contacted by phone, email or the mail:

Phone: 1-800-237-6828 (Fax: 1-855-336-6968)

Email: [cuyfss@neoncog.org](mailto:cuyfss@neoncog.org)

Mail: Cuyahoga County Board of DD Family Supports Program  
5121 Mahoning Ave., Suite 103  
Austintown, OH 44515

Website: [www.neoncog.org/family-supports/cuyahoga/](http://www.neoncog.org/family-supports/cuyahoga/)



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### ELIGIBILITY

In order to participate in the Family Supports Program, you must first be eligible for services from CCBDD. If you are new to CCBDD or not sure about your eligibility status, please contact the intake department at (216) 736-2673 or [intake@cuyahogaBDD.org](mailto:intake@cuyahogaBDD.org). Staff will check your eligibility status and guide you through each step of the eligibility process, if needed.

The Family Supports Program is only available to persons eligible for CCBDD services who are living at home with a family member. Individuals who live in their own apartment, who are enrolled on a Medicaid Home and Community-Based Services Waiver (Level 1, Individual Options, or Self-Empowered Life Funding), who live in an intermediate care facility (ICF) or who live in foster care are not eligible for services from the Family Supports Program. If you have a Support Administrator, please contact him/her. You may be eligible for similar services.

### ANNUAL ALLOWANCE

The Family Supports Program operates on a calendar year, beginning on January 1<sup>st</sup>. Maximum funding amounts per family may vary from year to year based on available funding and the number of families served. CCBDD cannot guarantee funds will always be available. Applications are filled on a first-come, first-served basis.

**For a family with children 21 years of age or younger**, the available amount of funding will be based on the family's reported household taxable income.

**For a family with adult children 22 years of age or older**, there is no requirement to report household taxable income.

Allowances for families joining or re-joining the program during the calendar year will be prorated. All invoices from the previous calendar year must be received by NEON no later than January 31<sup>st</sup>. Payments for services cannot cross calendar years. The program will not fund any services provided while the person is not enrolled in the program.

**It is important to remember that:**

- Only supplies and/or services not eligible for payment through Medicaid or another insurance program can be purchased under the Family Supports Program.
- Each time a supply or service is purchased, that amount is deducted from your annual total allowance.
- You are responsible for the excess cost of any supplies or services that exceed your annual total allowance.

## **TYPES OF FAMILY SUPPORT SERVICES**

### **INCONTINENCE SUPPLIES**

Incontinence supplies may be available for adults and children over the age of 3 who are not eligible for payment through Medicaid or another insurance program. A physician’s prescription certifying that the individual is incontinent is required on an annual basis.

CCBDD contracts with a company to deliver needed incontinence supplies to your home on or before the 10<sup>th</sup> of each month. A variety of brands are available, however, the options may be limited. If there are changes to the type, size or quantity of incontinence supplies, please contact NEON as soon as possible.

Examples of incontinence supply items that may be funded:

- Pull-ups
- Wipes
- Hygiene gloves
- Incontinence pads
- Plastic sheets
- Incontinence supplies funded under contract

### **SPECIALIZED NUTRITION**

Specialized nutrition that complements a meal and which is required to meet daily caloric and nutritional requirements may be available. Physician’s orders for the nutritional supplement, along with a corresponding diagnosis, are required.

Examples of specialized nutrition items that may be funded:

- Thickeners
- Dietary shakes prescribed to meet caloric and nutritional requirement
- Specialized formula (after age 1)

## **SPECIAL EQUIPMENT**

Special equipment may be available upon the recommendation of any of the following professionals: Physician, Occupational Therapist, Physical Therapist or Speech/Language Pathologist. The therapist is required to complete the CCBDD therapy request form and must attach a picture and description of the specialized piece of equipment. This equipment will be ordered and shipped to the location specified by the therapist.

It is not necessary for you to call in addition to sending the documentation. You will be contacted if any other information is required. Typical toys are not considered specialized equipment and cannot be purchased under this program.

Examples of special equipment that may be funded:

- Sensory items
- Therapy balls
- Orthotics
- Communication devices
- Weighted blankets/vests
- Adapted utensils/plates
- Adapted strollers (ages 3 and older)
- Adapted car seats

## **THERAPIES AND CLASSES**

The Family Supports Program may assist in funding traditional therapies, such as Occupational Therapy, Physical Therapy and Speech/Language Therapy for children under the age of three. For individuals three years old and above, therapies will not be funded by this program.

Adapted recreational therapies and classes may be funded through the Family Support Program.

Examples of therapies and classes that may be funded:

- Music therapy
- Therapeutic horseback riding
- Adapted aquatics
- Adapted art
- Adapted dance
- Adapted sports

## **TRAINING AND CONFERENCES**

Registration costs for conferences for family members on developmental disability topics may be approved. Prior approval is required for this program to fund training and conference attendance.

## **CAMP ASSISTANCE**

Day or overnight camp opportunities that meet the needs of the person may be funded under this program. Campership forms are available at [www.neoncog.org](http://www.neoncog.org) or [www.cuyahogabdd.org](http://www.cuyahogabdd.org). Campership forms must be submitted to NEON and will be processed as they are received.

## **RESPIRE CARE**

Respite care is defined as an occasional break for families. Respite care may be accessed for individuals who require specialized care beyond what might be expected of an untrained provider.

## Types of Respite Care Providers:

**Family Selected Provider:** This is a provider that the family knows and believes is able to care for their family member. This provider cannot live in the same house with the person and cannot be a parent of the program participant. Typically, a family selected provider is an extended family member, neighbor, friend or other person that the family and person may know. Training for this provider is provided by the family. The Family Supports Program will pay the provider for the hours they are providing respite for your family member. The payment rate for respite services should be negotiated by the family with the provider. It is the family's responsibility to keep track of the amount of respite hours that are being used throughout the year. For a Family Selected Provider Packet or for any further questions regarding this type of provider, please contact NEON.

**Providers who provide service in the person's home (Sit\*) or in the provider's home (In Home\*\*):** These providers must be certified by the Ohio Department of Developmental Disabilities (DoDD) as a Supported Living or Waiver Provider. The requirements for this type of certification include: a background check, training in courses related to individuals with disabilities, and First Aid and CPR.

**\*Sit Respite Providers:** These providers come into the family home and care for your family member while you are away. These providers are independent contractors of NEON. For a list of the current Sit respite providers, please contact NEON or check their website [www.neoncog.org](http://www.neoncog.org). Families may call various Sit providers, negotiate a payment rate for the needed period, and determine if the provider is available.

**\*\*In Home Respite Providers:** These providers must meet the requirements listed above and their homes must be certified by NEON. These providers are independent contractors of NEON. An annual fire inspection and an annual NEON visit are required to ensure that the home meets the standards set by the Family Supports Program. For a list of the current In Home Respite Providers, please contact NEON or check their website [www.neoncog.org](http://www.neoncog.org). Families may call various providers, negotiate a payment rate, and determine if the provider is available.

**Emergency Respite:** This is a service available in the Family Supports Program when something unexpected happens involving the primary caregiver that impacts the person's daily care over an extended period of time.

If no other supports are available, contact NEON at 1(800) 237-6828 to discuss the situation and to determine eligibility, which is based on the caregiver's circumstances and the balance of annual Family Supports Program allotment.

Caregiver's circumstance - Documentation of the emergency situation is required prior to approval.

- You will need to submit this information to NEON.
- Documentation may include a letter from a physician or obituary notice. For personal illness of a caregiver, the letter should explain that the primary caregiver is ill and unable to provide daily care for another person/family member.

Family Supports Program Balance - Funds for Emergency Respite may be accessed after the total Family Supports Program allotment has been spent in full.

Those eligible for Emergency Respite must provide NEON staff with the timeframe that emergency respite will be utilized and the daily hours.

Emergency Respite service details:

- The maximum number of emergency respite days available in a calendar year is 30 days. These do not need to be consecutive days.
- The maximum hourly rate is \$10 per hour. The hourly rate will be used when services are provided for 5 hours or less per day.
- The maximum daily rate is \$65 per day. The daily rate will be used when services are provided for 6 or more hours in a day.

## HOME MODIFICATIONS

Substantial home modifications may be requested through the Family Supports Program. All modifications must be adaptive in nature. These projects typically require a lengthy process of evaluation, competitive bidding and installation. If approved, a home modification coordinator will be assigned to coordinate the project and ensure the requested modification is completed according to all applicable housing and building codes. Specific modifications may require CCBDD to make a referral to an appropriate therapist for recommendations. The work will be completed by a CCBDD-approved contractor. The contractor will be required to obtain any necessary permits in order to complete the modification.

Outdoor work is dependent on weather conditions and may need to be started when the conditions are appropriate. Please note that some of these modifications may take considerable time, therefore adequate planning time is required. If you live in a rental home and you request modifications, written permission from your landlord is required prior to the modification.

The total amount of any Home Modification will be deducted from a separate fund, and is not included in your total annual program allowance. Home modifications have a lifetime limit.

Examples of therapies and classes that may be funded:

- Ramps
- Bathroom modifications
- Porch lifts
- Stair glides
- Van lifts

If you have further questions about home modifications, please contact the manager of family support services at (216) 736-2947 or [FamilySupport@cuyahogabdd.org](mailto:FamilySupport@cuyahogabdd.org).