

Licking County Board of Developmental Disabilities

Administrative Policy Manual

**Policy: Family Support Services
Procedures**

**Board Approved: 9/03
Revised: 12/04, 10/11, 2/14
Reviewed: 9/14, 12/15**

Section: 4.11.1

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Introduction

1. Family Support Services, known as FSS, are considered in the context of the individual support planning process and included in the Individual Support Plan. FSS funds cannot be used to pay for services, supports, supplies, and equipment that can be purchased with a Medicaid card, or are available through a home and community-based Medicaid waiver, if the eligible person is enrolled on one.
2. Prior to approval of an FSS application and allocation of funds, the service coordinator will verify that the person's demographic data is in the DoDD information system and the Board's Gatekeeper database.

Application and Approval Process

1. Service coordinators discuss FSS with families and assist them in connecting to the approval process.
2. Families are invited to complete an FSS application annually.
3. Families are notified in writing when their application is approved.
4. Upon approval, a letter is sent to the family along with Payment Authorization for Services forms (if applicable).

Types of Services

1. **Service/supports** are products, equipment and generic or specialized services needed to address family needs. Examples are adaptive equipment, special dietary supplies, diapers, ramps, home modifications, etc. **If the request is for electronic devices and/or therapeutic toys, a letter of recommendation from a professional knowledgeable of the DD field is required.**
2. **Respite** is intermittent care of a person with a disability who gives the primary caretaker a break.

Providers

1. The majority of respite is provided by family-selected and approved providers. When FSS funds are used to pay a family-approved provider, it is the

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responsibility of the family to negotiate the payment rate. However, families should be mindful of negotiating rates that are consistent with their annual allocation for services. Once the annual allocation is spent, no additional funds are available.

2. Families are required to fill out an acknowledgement form listing their family-approved provider(s) prior to arranging respite paid for with FSS funds. The form is distributed by the Business Office. The acknowledgement is returned to the Board and kept on file.
3. Consistent with Board policy (Section 4.11), non-family approved providers of respite services must be certified by the DoDD as a provider of supported living services.

Account Balances

1. Families are encouraged to track their own FSS account balance. Service coordinators have electronic access to FSS account balances posted by the Business Office. Expenditures for respite and service/supports are posted on the 15th and 30th / 31st of each month.
2. FSS dollars carry over from one quarter to the next within each calendar year.
3. Families have until the end of January each year to submit receipts/provider hours for reimbursement out of the previous calendar year's allocation.

Payments

1. Families receive checks from the Board's Business Office (upon receipt from the Auditor's Office) after submitting receipts/provider hours for payment. It is the responsibility of the family to ensure that their provider is paid. If it is determined that the family did not pay the provider and/or otherwise inappropriately used FSS funds, the family will not be eligible for additional FSS funds.
2. From mid-December to the first week of January, the Licking County Auditor's Office does not process purchase orders or pay invoices. Reimbursement requests submitted during this time period may take longer than normal for processing.
3. In cases where waiting for reimbursement will cause undue financial hardship for a family or person, the service coordinator or information & referral specialist

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may request the Board make the purchase. The request must be approved by the staff member's team leader and component director.

Service and Support Review Committee

1. Requests for goods or services that fall outside of the definitions of approved items; and requests for emergency FSS funds are reviewed and acted on by the Service and Support Review Committee.
2. Once a decision is made by the committee, the family's service coordinator will be notified. Information used to support the request and the subsequent decision to approve or disapprove will be kept in the family's FSS file.
3. Families will have the opportunity to appeal an unfavorable decision regarding FSS funds using the Board's informal complaint resolution process and/or the Complaint Resolution and Appeals of Adverse Actions policy.