



Connecting Individuals with Disabilities to Their Community

COMMUNITY BRIDGES INDIVIDUAL & FAMILY SUPPORT

RESPIRE GUIDE FOR FAMILIES

Community Bridges is a private non-profit area agency designated by the State of New Hampshire to assist families who have a child or family member with a developmental disability and/or acquired brain disorder. Community Bridges is committed to assisting individuals and families obtain supportive services and natural supports to reside, work and participate fully in their communities. Individual & Family Support and Respite Services are an integrated system of direct supports and services for families.

Community Bridges Mission Statement

Community Bridges will advance the integration, growth and interdependence of people with disabilities within their home communities and will be a leader in the delivery of and advocacy for innovative supports to individuals and their families.



Individual & Family Support Mission Statement

Individual & Family Support is dedicated to assisting individuals and families, through education and support, to develop and achieve their personal visions.

GENERAL INFORMATION



MAILING ADDRESS: Community Bridges,
70 Pembroke Road
Concord, NH 03301

MAIN PHONE LINES: 603-225-4153 or 1-800-499-4153

DIRECT VOICE MAIL: 603-226-3212 or 1-800-225-4779 plus extension number

FAX NUMBER: 603-225-0376

WEBSITE: www.communitybridgesnh.org

BUSINESS HOURS: Monday through Friday, 8:30 a.m. – 5:00 p.m.

INDIVIDUAL & FAMILY
SUPPORT PROGRAM
PHYSICAL ADDRESS: 70 Pembroke Road, Concord, NH 03301

DIRECTIONS: Heading North on I-93, take Exit 14. Right onto Loudon Road to Canterbury Road. Right onto Canterbury Road. Left onto Pembroke Road.

Heading South on I-93, take Exit 14. Left onto Loudon Road to Canterbury Road). Right onto Canterbury Road. Left onto Pembroke Road.

24-HR ON-CALL HELP:

For emergencies after hours, use the main phone lines to contact the answering service; they will page the Individual & Family Support Staff on-call to assist you.

RESPIRE QUARTERS

Quarter 1 July 1 to Sept. 30	Quarter 2 October 1 to Dec. 31	Quarter 3 Jan. 1 to March 31	Quarter 4 April 1 to June 30
Reimbursement Request Vouchers Due by: Oct. 10 th	Reimbursement Request Vouchers Due by: Jan. 10 th	Reimbursement Request Vouchers Due by: April 10 th	Reimbursement Request Vouchers Due by: July 10 th

CONTACT INFORMATION

Caryn-Ann Ferriter	Associate Director of Case Management cferriter@communitybridgesnh.org	Ext 214
Simone Cantatore	Individual & Family Support Program Assistant scantatore@communitybridgesnh.org	Ext 257
Courtney Faison	Family Directed Support Supervisor cfaison@communitybridgesnh.org	Ext 204
Terri Warren	Family Directed Support Supervisor twarren@communitybridgesnh.org	Ext 269

RESPIRE SUPPORT

Community Bridges complies with NH Respite Care Standards as mandated in He-M513.



What Is Respite Support?

Respite is defined as **occasional, short-term** care for an individual who is eligible for such support, in or out of the individual's home, for the **temporary** relief and support of his or her primary caregivers.

****Respite support is not to be used for "daycare," and cannot occur while the primary caregivers are working.**

******Allocations usually are made to assist caregivers in receiving an average of 8-10 hours of respite support per month.**

How Are Respite Services Developed?

The primary caregivers identify a respite need and discuss it with their Individual and Family Support Case Manager. The Case Manager will work with the family to identify all possible supports and resources, which may include agency respite funds as needed and as available.

When the Case Manager and the family have determined there is a need for respite and respite has been approved by the Director of Case Management, a Basic Service Agreement will be created. The Individual & Family Support Program Assistant will notify the family by mail. The family will receive The Respite Guide for Families and Family Reimbursement Vouchers.

Families are required to maintain monthly contact and semi-annual face to face meetings with their Case Managers in order to continue receiving respite funds.

Any need for a change in an allocation must be discussed with the Individual and Family Support Case Manager. The Individual and Family Support Case Manager will present the request to the Program Director and the Case Manager will inform the family of the decision.

Who Provides Respite Support?

Respite can be provided by anyone with whom the primary caregivers feel comfortable and whom they believe will provide a safe and enjoyable environment for the individual.



Respite can be provided by:

- neighbors
- relatives (e.g. grandparents, siblings, aunts/uncles, cousins)
- church friends
- friends
- health care workers
- students from local high schools or colleges
- 1:1 school aides
- other staff members from schools or from other agencies

Just as one would search for providers for a child who does not experience a disability, families of children with disabilities may look for their own respite provider from within their natural support system.

Whether support is being sought for a child or an adult, it is always helpful for primary caretakers to ask those they know for ideas regarding people who may be willing to provide respite. Families truly need to network as much as possible in order to develop a strong network.

When interviewing a Respite Provider:

- Verify References
- Ask questions that are pertinent to the individual's and family's needs

It is the responsibility of the primary caregivers to provide all training and information necessary to best support the individual.

Still having trouble finding a respite provider? Here are some “Helpful Hints:”

- Contact School Guidance Counselors to connect with responsible students
- Post index cards on high school and college bulletin boards
- Post index cards at Day Care Centers
- Seek guidance from your Case Manager



Here are some incentives for Respite Providers:

- Building relationships
- Community Service
- Experience in a related field
- Extra Cash

Please note:

- The parents/guardians of an individual eligible for reimbursable respite cannot provide “Respite Support”
- The stepparents and/or domestic partners of parents who have a child eligible for reimbursable respite cannot provide “Respite Support.”
- Community Bridges is unable to accept or reimburse a voucher if the parent/guardian, or his/her spouse or domestic partner, is listed as the provider.

Where May Respite Support Occur?

Respite support may take place in many settings; we encourage families to be creative. The setting the family chooses will depend upon the needs of the individual and the family. Respite can occur:

- in the family’s home
- in a community setting
- in the home of a neighbor, relative or friend

How Is The Person Providing Respite Paid?

When families use their own providers:

1. They must negotiate rates and schedule respite support.
2. Families should negotiate a reasonable flat rate for 12 hours or more of respite.
3. Families then pay their own providers directly
4. Families submit Family Reimbursement Request Vouchers to Community Bridges.
5. Community Bridges does not reimburse for expenses other than Respite Support.

Please Note: This amount cannot exceed the total amount of your quarterly allocation. If a family chooses to pay their provider a higher hourly rate, they are responsible for the difference. Please contact your Case Manager or the Individual & Family Support Program Assistant with any questions.

It is the best practice for vouchers to be completed and submitted within seven (7) days after respite occurs. Please refer to Page 2 of the Respite Guide or your Basic Service Agreement for the last acceptable date vouchers can be submitted for the current quarter. Vouchers may be sent in by U.S. mail, hand delivery, fax or email. An electronic version of the voucher can be found at our website at www.communitybridgesnh.org. Click on the Resources tab and choose Family Resources. There you will find the Family Reimbursement Voucher with Instructions and a copy of the Respite Guide for Families. Follow the instructions to fill out and submit the Voucher.

As of March 2015, we will be reimbursing respite only on a biweekly basis:

- Respite Vouchers are **due by Noon on Friday (please see the Respite Reimbursement schedule for exact dates of when they are due by)**
- Respite reimbursement checks will be **mailed the following Friday according to the Respite Reimbursement schedule**
- Late respite vouchers (those not received by Noon time on Friday) will not be reimbursed until the next reimbursement period.

Example Timeline for New Respite Reimbursement Process

Respite utilized in April

- Vouchers Due – Noon –August 31st , 2018
- Checks mailed – September 7th, 2018
- Vouchers Due – Noon, September 14th, 2018
- Checks mailed – September 21st, 2018.

If you presently submit your respite vouchers monthly or even quarterly, you can continue to do so. Just know that they will be processed and checks cut only as described above. We've attached a calendar for your reference. Please call your Case Manager or Simone Cantatore if you have any questions about this process change.

Family reimbursement checks are generally mailed out on Fridays. The Business Office does not make checks available for pick up at Community Bridges. Please allow a few days for postal delivery.

PLEASE NOTE:

If there is a holiday in a given week, vouchers must be here by noon on the Thursday before the week with the holiday.

RESPITE REIMBURSEMENT CALENDAR FOR 2019

<u>Vouchers Due</u>	<u>Checks Mailed</u>
January 4 th	January 11 th
January 18 th	January 25 th
February 1 st	February 8 th
February 15 th	February 22 nd
March 1 st	March 8 th
March 15 th	March 22 nd
March 29 th	April 5 th
April 12 th	April 19 th
April 26 th	May 3 rd
May 10 th	May 17 th
May 24 th	May 31 st
June 7 th	June 14 th
June 21 st	June 28 th
July 5 th	July 12 th
July 19 th	July 26 th
August 2 nd	August 9 th
August 16 th	August 23 rd
August 30 th	September 6 th
September 13 th	September 20 th
September 27 th	October 4 th
October 11 th	October 18 th
October 25 th	November 1 st
November 8 th	November 15 th
November 22 nd	Wednesday, 27th – Nov. 28th & Nov. 29 are holidays
December 6 th	December 13 th
December 20 th	December 27 th

Please pay particular attention to those dates that are in bold - they are exceptions to the rule due to Community Bridges holiday schedule.

How Is The Family Reimbursement Request Voucher Filled Out?

The following page shows an **example** of how to properly fill out a Family Reimbursement Request Voucher. Families who have any questions regarding the proper completion of vouchers should contact their Case Manager or the Individual & Family Support Program Assistant.

