



*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](http://www.communitybridgesnh.org)

BUSINESS HOURS: Monday through Friday, 8:30 a.m. – 4:30 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.

## RESPITE QUARTERS

<b>Quarter 1</b> <b>July 1 to Sept. 30</b>	<b>Quarter 2</b> <b>Oct. 1 to Dec. 31</b>	<b>Quarter 3</b> <b>Jan. 1 to Mar. 31</b>	<b>Quarter 4</b> <b>April 1 to June 30</b>
Reimbursement Request Vouchers Due by: Oct. 10 <sup>th</sup>	Reimbursement Request Vouchers Due by: Jan. 10 <sup>th</sup>	Reimbursement Request Vouchers Due by: April 10 <sup>th</sup>	Reimbursement Request Vouchers Due by: July 10 <sup>th</sup>

## CONTACT INFORMATION

Sarah Aiken-Koutroubas, Vice President of Individual and Family Services  
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Laura Spinney, Senior Manager of Operations Self-Directed Services  
lspinney@cbinnh.org      603-226-3212 ext. 329

Laura Guirad, Senior Operations Manager of Adult Service Coordination  
lgirard@cbinnh.org      603-225-4153 ext. 209

Heather Steeves, Senior Manager of Operations Adult Case Management  
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## RESPITE 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. Respite support is coordinated by the family/guardian/caregiver for the individual in which the allocation is approved.**

**\*\*\*\*Allocations are typically 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 possible supports and resources, in which it may be determined that agency respite funds are needed if available.

When the Case Manager and the family have determined there is a need for respite, the Case Manager will work with the family to determine if their Medicaid is on and active. Medicaid coverage is required to access Family Respite Funds. Once this is reviewed, the Case Manager will submit a respite request for processing to the Family Support Supervisor. If approved, the request is then submitted to the Business Office for processing and submission to the Bureau of Developmental Services for Prior Authorization approval.

\*This process can take up to 65 days from the date the request is submitted to BDS.\* If

approved, you will receive an amendment in the mail noting the allocation has been approved, the quarterly allocation available, our current respite calendar, as well as vouchers that can be submitted for reimbursement.

**Families are required to maintain monthly contact with their Case Managers in order to continue receiving respite funds. In addition, the completion of an annual Basic Service Agreement or an HRST Individual Service Agreement are required to continue receiving a Family Respite allocation.**

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 Family Support Supervisor 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. Families are responsible for seeking their own respite providers, as Community Bridges does not coordinate the hiring of respite staff for Family Respite Allocations.



Respite can be provided by:

- neighbors
- relatives (e.g. grandparents, siblings, aunts/uncles, cousins)
- church friends
- community 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 shall 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/considering 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
- Utilize [www.care.com](http://www.care.com) to seek a provider
- Let your Case Manager know if you are seeking a provider. They can help support you with ideas and tips on where to consider accessing staff. They can also network internally at the Agency to see if any current staff has a resource.

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?**

**Families must use their own providers:**

1. Families must be transparent about the rate of pay available to their provider.
2. Families then pay their own providers directly once the respite is completed.
3. Families submit Family Reimbursement Request Vouchers to Community Bridges.
4. Once verified that the voucher is filled out in its entirety and submitted within the required timeframe, the voucher will be sent to the Business Office for reimbursement via check.
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.**

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](http://www.communitybridgesnh.org). Click on the Resources tab and choose Family Resources. There you will find the Family Reimbursement Voucher and a copy of the Respite Guide for Families.

**Follow the instructions to fill out and submit the Voucher:**

1. Parent/Guardian enters the name of your family member who received respite support.
2. Parent/Guardian enters the name, address and phone number of the person that provided respite to your family member.
3. Enter the respite dates/times/rate and amount paid for each service date.
4. Respite provider signs the document each time they provide respite service.
5. Parent/Guardian completes the bottom half of the form including signing the form.

**Respite is reimbursed 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. If vouchers are submitted outside of the required timeframe for reimbursement, the Agency reserves the right to deny payment due to untimely submission.

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 according to the schedule below. 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.

**RESPIRE REIMBURSEMENT CALENDAR FOR 2024**

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

**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.

**COMMUNITY BRIDGES**

**EXAMPLE**

70 Pembroke Road, Concord, NH 03301  
Tel (603) 225-4153 Fax (603) 225-0376

**FOR OFFICE USE ONLY**

Account # \_\_\_\_\_

Authorized Signature \_\_\_\_\_

*FAMILY REIMBURSEMENT REQUEST VOUCHER*

Respite Support for John Doe Jr.  
(First Name **AND** Last Name of individual receiving supports)

Respite Provider Full Name Jane Smith

Provider Address & Phone No. 123 Avenue St. Town NH 603-555-1234

Date Respite Provided	Time Respite Began	Time Respite Ended	Total # of Hours	Hourly/Daily Rate	Amount Paid by Family	PROVIDER SIGNATURE Required for each date to attest that respite was provided and payment was received
06/01/21	6:00PM	7:30 PM	1.5	\$8.00	\$12.00	Jane Smith
07/02/21	5:00PM	8:00 PM	3	\$8.00	\$24.00	Jane Smith

**Total Amount Paid by Family to this provider** \$36.00

Parent/Guardian Signature: Sally Doe

to attest that respite was provided and provider was paid

Are you satisfied with respite and its ability to meet your needs?  Yes  No If no, please explain:

Community Bridges **reimburses** parents/guardians directly.  
Parents/guardians are responsible for paying providers at the time respite is provided.  
**Please fill in the parent/guardian name and address where we will mail the check.**

Name: Sally Doe Mailing Street Address: 321 Avenue Ln.  
Town: City State: NH Zip Code: 03301  
Telephone #: 603-555-9876 Date Submitted: 07/16/2021

Is this a new address? Check here:  Check here if you need more forms sent to you:

**ATTENTION**  
It is important that the information reported on this form is **accurate**. Respite reimbursements are paid out of **Federal funds**; vouchers may be subject to **Medicaid audits**. \*Only list dates and times that you actually paid someone to provide support. **You** may be required to file a **1099-misc form** for monies **over \$600.00** paid to one provider. **You** may be required to withhold and pay employment taxes if a provider was paid **\$2000.00** or more in one year. These limits do change. **Please refer to IRS Publication 926 and IRS Publication "A Guide to Information Returns."**

**PLEASE SUBMIT WHITE COPY TO COMMUNITY BRIDGES – FAMILY/PROVIDER KEEP YELLOW COPY**