

## Family Respite Voucher Program Family Caregiver Frequently Asked Questions (FAQ)

### 1. Do I qualify for the Family Respite Voucher Program?

You may qualify for this voucher if ALL following statements are true...

- I am a family caregiver and provide 40 hours or more of care weekly living in Colorado
- I understand that this statewide program is not income-based and is available for any age or disability
- I understand this program is designed as a Payer of Last Resorts for families in need of respite care services
- I will use an Approved Provider from the list provided for respite services while using the Family Respite Voucher
- I am able to utilize the respite voucher over an approximately 90 day period, or by the expiration date on award letter

### 2. How much will be awarded?

Award amounts vary based on family need and size, but often are between \$250.00 and \$1,000.00. Notification of voucher awards will be received via postal mail or email. Families must use the entire awarded amount as described on the voucher award letter. No families are guaranteed funds.

### 3. Can I use relatives, neighbors or friends as a provider?

No, family, neighbors or friends may not be used as a provider. For this voucher, respite providers must be chosen off the Approved Provider List. However, we are always accepting applications for new providers to be added. Please request a Provider Application if interested.

### 4. I have been awarded a voucher. How do I use the voucher?

Select a respite provider from the Approved Provider List. Then, contact the agency to determine if they suit your needs and can accommodate your hours. Tell the agency that you have been awarded a Colorado Respite Coalition (CRC) Family Respite Voucher. Provide the agency with the award letter. Finally, use respite services within the time frame detailed on award letters.

### 5. How long do I have to use the voucher?

Vouchers must be used by the expiration date on award letter, which is approximately 90 days, or by the end of the voucher program (whichever comes first).

### 6. How do I choose a provider?

Please review our Approved Provider List and select an agency based on location, ages served, and type of respite provided. If you are struggling to find a provider in your area, contact the CRC directly. You may use multiple providers.

**7. There is a respite provider I want to use that is not on the Approved Provider List. What can I do?**

Only providers from the Approved Provider List may be used for the Family Respite Voucher. However, if there is a provider you would like to see added to the list, please request a Provider Application or submit the contact information for the provider and they will be contacted directly. It can take a minimum of two weeks for fingerprint background checks to go through for providers so please consider this when seeking to add a new provider.

**8. How does reimbursement work?**

Reimbursement will go directly through providers. Families will not be reimbursed. Providers will submit monthly invoices and will be reimbursed directly by the Colorado Respite Care Program.

**9. I am unable to use the voucher I was awarded. What is next?**

Contact the CRC immediately. Funds must be returned and reallocated within 10 days. If the respite funds expire (or are not completely used within 90 days), contact the CRC as soon as possible. Families are expected to utilize their respite voucher, but we understand that emergencies and challenges can arise. Please be open with communication and provide accurate contact information in order to assure clarity.

**10. I have been awarded a voucher before. Am I still eligible?**

Yes. Families that have been previously funded by the voucher program are eligible for additional funding. Families must re-apply in order to be considered for future funding. Families can receive a maximum of two vouchers from the Colorado Respite Coalition in one calendar year.

**11. I have used the entirety of my voucher funds. What's next?**

Complete the Family Exit Survey (provided by Respite Agency). Contact the CRC if you are interested in providing a personal statement or testimony in regards to respite services or the outcomes it effect for your family.

**12. What opportunities for future respite funding are available?**

Family respite funding opportunities are updates frequently at:  
<http://coloradospitecoalition.org/resources/financial/index.php>. The Colorado Respite Coalition mailing list also provides information on funding opportunities, sign up through the website.

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