

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

### 1. Do I qualify to become a provider?

Providers must meet ALL of the following qualifications:

- Must be based in, and provide services in, Colorado
- Must be a nonprofit, for profit or government agency
- Must conduct fingerprint-based background checks on all providers through CBI or equivalent. Local sheriff departments often offer this service as well.
- Must carry privacy insurance policy or be willing to add during voucher period
- Must be currently providing respite services including but not limited to: adult day service, out-of-home, or in-home respite services
- Must be registered on the Colorado Respite Coalition website as a respite provider
  - o To register, visit <http://coloradospitecoalition.org/respite-locator/register.php>

### 2. How can I become an Approved Provider?

Applicants must submit a cover letter signed by its Executive Director expressing interest in participating in the voucher program. The following information must be provided:

- Proof of nonprofit status
- Certificate of Good Standing from the Secretary of State (501©3 organizations only)
- Certificate of Insurance, including Privacy Insurance Policy
- Policies or procedures that ensure the staff providers complete a fingerprint based background check (conduct criminal history record report using fingerprints)
- Most recent financial year audited statement, or organization's 990
- Completed application
- Provide respite services at a 3 (three) hour minimum length to families on vouchers

### 3. How can I refer families to the voucher program?

If a family expresses interest in the voucher program or concerns about the financial feasibility of respite, please refer to the voucher program. Families may be directed to our Family Respite Voucher FAQ Sheet, website, or contact Meghan Kluth or Elle Billman directly.

### 4. A family contacted me about using their awarded voucher. What is next?

Families that have been awarded the respite voucher will contact a provider from the Approved Provider List. If a family has contacted you in regards to using their awarded voucher, please complete the following steps for each family:

- Confirm that the family has received a voucher by reviewing their Award Letter
- Complete a Family Caregiver Agreement
- Determine dates for respite services
- Complete a Data Collection Sheet
- Submit monthly invoices describing family name, hours, and dollars used

**5. A family I had been serving did not use any/the entire voucher. What do I do?**

Funded families are expected to use the entire voucher. However, emergencies and challenges can arise that prohibit that. We hope to work closely with you through communication and monthly invoicing to determine the status of each family in spending their funds. If a family is unable to use their entire voucher, **please contact Elle Billman or Meghan Kluth immediately at the contact information listed below.**

**6. Are families allowed to use multiple providers?**

Yes, families may use any provider(s) from the Approved Provider List.

**7. What is the reimbursement process?**

Families will not directly submit invoices nor be directly reimbursed. Providers must submit monthly invoices and providers will be reimbursed directly through Easter Seals Colorado. Providers must submit a monthly invoice, detailing the families served, hours, and respite dollars used. Upon completion of services, providers will receive reimbursement. The maximum reimbursement rate is \$20.00 per hour.

**8. How do I submit invoices?**

Please submit ONE monthly invoice that itemizes each families served, hours used, and dollars used for that month. Each service date must be list individually. Invoices must be submitted by the second Friday of the following month (i.e. September services must be invoiced by October 13<sup>th</sup>). Invoices must submitted on Easter Seals Colorado template which will be provided.

**9. What forms must I submit at the conclusion of each voucher cycle?**

The following forms must be submitted for EACH family:

- Family Caregiver Agreement
- Data Collection Form
- Exit Survey (completed by family, provider helps distribute)
- Invoice with hours and dollars used

Forms must be submitted to Elle Billman by the conclusion of the voucher period.

## **Contact Information**

**Elle Billman**

(303) 233-1666 x 225

[ebillman@eastersealscolorado.org](mailto:ebillman@eastersealscolorado.org)

**Meghan Kluth**

(303) 233-1666 x 257

[mkluth@eastersealscolorado.org](mailto:mkluth@eastersealscolorado.org)

## **Mailing**

**Easter Seals Colorado**

5755 W Alameda Ave.

Lakewood, CO 80226

*Respite for you  
= better care for  
your loved one*



COLORADO RESPITE COALITION  
[www.coloradorespitecoalition.org](http://www.coloradorespitecoalition.org)