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Definitions:

**CRC:** Colorado Respite Coalition, a program of Easterseals Colorado

**Voucher Recipient:** Family caregiver providing full-time care for loved one with health care needs and has been awarded respite voucher funds

**Provider:** Respite provider agency, whether for-profit, nonprofit or government entity
Family Requirements: Respite Voucher Program

Application:

A. Family respite voucher applications shall be accepted on a rolling basis. Families shall be contacted by phone or email within 2 business days of Colorado Respite Coalition (CRC) receiving a completed application.

B. Applications may be completed online via Submittable or by mailed paper copy. Applications require signature from primary family caregiver.

Eligibility:

A. Eligibility shall be determined by factors that include:
   1. Applicant shall be an unpaid family caregiver providing a minimum of 40 hours of care per week;
   2. Applicant shall be caring for a family member, neighbor or friend with health care needs, both individuals living in Colorado;
   3. The voucher funds shall be utilized as a payer of last resort (applicant does not already receive financial support for respite care or is underserved by current systems).

B. Ineligible families shall be notified within 2 business days by the CRC. Alternative resources will be provided as available.

Waitlist and Award Requirements:

A. Applications shall be reviewed for eligibility immediately. If eligible, information shall be entered into “Waitlist” for holding until next award date with applications accepted on a first-come, first-served basis:
   1. Applicants that have never received voucher funds shall receive priority;
   2. Applicants that have previously received voucher funds at any time shall be prioritized next to receive vouchers per funding available; and
   3. Voucher funds shall not be guaranteed.

B. Families shall receive a maximum of one respite award voucher per application, with the ability to reapply after the first voucher use. Funds are not guaranteed. Those that re-apply for funds will have their information listed on the re-applicant waitlist.
   1. Voucher funds shall be used to pay up to the maximum of award amount;
   2. Services that exceed voucher award amount shall become the responsibility of the voucher recipient for payment.

C. Date application is received shall determine the place in line after consideration of above prioritization needs.

Award Distribution:

A. Awards shall be distributed on predetermined dates, per funding available. Award notification shall be delivered by email, when provided, and/or postal mail. Phone calls will also be made to recipients.

B. Mailed award notifications shall include: Award letter signed by CRC staff and current Approved Provider List;
   1. Other documents shall be included as necessary;
2. Award notifications shall also be sent to the referring Provider (see “referral source” on application).
C. Waitlist notifications shall be sent to all applicants that do not receive funds.
D. Voucher recipients shall contact the CRC to express acceptance or return of voucher funds within two weeks of award notification.

Care Coordination:
A. CRC shall provide support in care coordination with voucher recipients as needed, as voucher recipients shall select which Approved Provider to use for respite services.
B. Voucher recipients shall contact agencies directly to schedule care services:
   1. Voucher recipients shall present award letter to respite agency upon initial contact;
   2. Voucher funds may only be used with the care recipient listed on application.
C. Voucher funds shall only be used with contracted Approved Providers; however, voucher recipients may use multiple Approved Providers for care.
D. Families shall contact their chosen provider or the CRC for accurate balance and funds used. Final approval of funds and invoices will be made by the CRC.

Check-Ins and Notice of Expiration:
A. Voucher check-ins shall occur throughout the voucher term by CRC staff.
B. Notice of expiration shall be mailed and/or emailed to voucher recipients within two weeks of their expiration date.
C. Voucher funds shall not be valid after expiration date.
D. Unused voucher funds shall be returned and redistributed to other eligible applicants.

Required Documents:
A. The CRC shall require documentation for reporting and data analysis purposes:
   1. The monthly invoice submitted by providers shall include a signature or written confirmation from the voucher recipient to confirm receipt of services.
   2. Invoices submitted without a signature or written confirmation shall not be reimbursed.
B. A Family Exit Survey shall be completed by the family caregiver upon completion of voucher. Failure to complete the survey may result in ineligibility for future voucher funds:
   1. Surveys shall be completed online or written;
   2. Completion of survey shall occur at conclusion of voucher use and is administered by the provider agency.

Provider Requirements: Respite Voucher Program

Primary Role Requirements:
A. To support voucher recipients by coordinating and providing respite services.
B. To increase the utilization and access to respite services for underserved or unserved family caregivers.

Application Process:
A. Providers interested in participating in the voucher program shall submit a completed Provider Application.
B. Providers shall be non-profit, for profit or government entities with an existing respite program.
C. Individual providers are not eligible to become Approved Providers.
D. All parts of the application shall be included to be considered for the voucher program which includes:
   1. Completed application with accurate program information page;
   2. Pre-determined reimbursement rate that shall not exceed $20.00 per hour, with an option of family co-pay available;
      i. Family co-pays shall not exceed $10.00 per hour.
      ii. Voucher recipient must agree to the co-pay prior to service provision.
   3. Submission of fingerprint-based background checks for CRC review;
   4. Insurance policy that includes privacy insurance or intent to add policy during voucher period;
   5. Most recent financial audit information;
   6. Certificate of Good Standing, if available;
   7. Registration on the CRC Online Resource Finder; and
   8. Recognition of CRC partnership on respite Provider website.
E. Qualified Providers shall be accepted to voucher program and included on Approved Provider List contingent on fully executed contract signed by both parties (Provider and CRC).

Fingerprint-based Background Check and Criminal History Reports for Review:

A. To improve the safety of at-risk persons served, the Provider shall ensure criminal fingerprint-based background checks are conducted on current employees, potential employees, volunteers, or contractors and providers of respite services provided under the voucher funds using the following steps:
   1. Prior to the delivery of services, a fingerprint-based records check through the Colorado Applicant Background Services (CABS) or other background check system that provides information at the same level of detail or higher than the CABS records check, shall be conducted for all employees, volunteers and contractors providing respite services delivered with voucher funds. Fingerprint-based record checks that have been completed within the past five years may be submitted to the CRC for review;
   2. If an employee, volunteer, or contractor has resided in Colorado for less than two years, a fingerprint background check similar to the CABS records check shall be completed in the state in which the individual previously resided in addition to the records check through the CABS; and
   3. When the records check indicates a current employee, potential employee, volunteer, or contractor has been arrested for any offense indicated at Colorado Revised Statutes (CRS) Section 27-90-110 and Section 27-90-111, the employer shall follow-up with the jurisdiction in which the offense occurred to identify whether the individual was convicted of the offense.
      i. If a potential employee, volunteer, contractor, or contractor’s employee has been convicted of any offense listed at Section 27-90-111-(9)(b) CRS as
amended, or other similar offenses as identified by the Fiscal Agent, that individual shall be disqualified; and
ii. If a potential employee, volunteer, contractor, or contractor’s employee has been convicted of any offense listed at Section 27-90-111 (9) (c ) C.R.S. (as amended), or other offenses as identified by the Fiscal Agent, that individual shall be disqualified if less than ten years has passed since the final discharge of all terms of the sentence imposed as a result of the conviction.

B. Employees, volunteers, or contractors responsible for transporting consumers shall possess a valid Colorado driver’s license, and shall not have had any alcohol/substance related offenses in the past three years, or two or more convictions or chargeable accidents within the past two years;
C. After a record check has been completed for an employee, volunteer, or contractor, future record checks shall not be required for that individual unless otherwise determined by the respite provider agency; and
D. Criminal history reports shall be reviewed and approved by the CRC prior to services to any voucher recipients. Notification shall be provided to respite agency regarding approved and denied service providers.

Contracting:
A. No services shall be performed prior to a signed executed contract by both parties:
   1. A copy of signed contract shall be sent to the Provider; and
   2. All included aspects of contract shall be upheld by involved parties.
B. The contract shall specify hourly reimbursement, population served, and notice required for service provision.
C. All documents shall be stored at Easterseals Colorado in secure, locked locations.
D. Provider shall be added to the Approved Provider List upon completion of all required documents.
E. Contracts shall remain valid until termination of contract notice is completed or program concludes.

Approved Provider:
A. Once a Provider becomes an Approved Provider, they shall receive the invoice sheet and other documents (see “Required Documents”).
B. Provider shall be added to the Approved Provider list upon execution of contract.
C. Approved Provider Lists shall be updated as needed with date of revision and uploaded to CRC website.
D. Approved Providers shall maintain all requirements of contract throughout voucher program participation.

Use of Voucher Funds:
A. Funding shall allow caregivers the opportunity to leave the site where care is provided to receive a break from caregiving responsibilities.
B. Funding shall only be used for care provided to care recipient listed on family application.
C. Hourly reimbursement rate shall not exceed $20.00 per hour:
1. With required notice and transparency to voucher recipient, options for family copays are acceptable, not to exceed $10.00 per hour;
2. Payments shall be to the maximum, but not in excess of, family voucher award total;
3. Hourly rate of caring simultaneously for multiple individuals shall be conveyed to voucher recipient and CRC.

D. Funds shall not be used to provide food or transportation.
E. Funds shall be used for Colorado residents only.
F. Provider information shall remain public and available to voucher recipients until termination of contract.

Required Documents:

A. Approved Providers shall facilitate or assist the collection of the following documents for submittal to the CRC for data collection and reporting purposes:
   1. Invoice Sheet:
      i. Invoices shall be submitted in required Excel file format using template supplied by CRC.
      ii. Providers shall submit one invoice for each voucher recipient served and shall obtain a family signature or written confirmation from family caregiver prior to submission to confirm receipt of services.
      iii. Invoices shall include all service dates and hours served by Provider within a single month for that specific voucher recipient.
      iv. Invoices shall be due on the second Wednesday of each month by 5:00 PM MST.
      v. Late submissions:
         1. Late invoice submissions may be at risk of not being paid;
         2. Invoices submitted after 5:00 pm on the second Wednesday of each month shall be considered late;
         3. Invoices submitted without a family signature or written confirmation from family caregiver confirming receipt of services shall not be accepted or reimbursed;
         4. Payments shall be made to maximum amount of family award total; excess costs shall become family responsibility;
      vi. Payments shall be made to Provider within 60 days of invoice submission date;
      vii. All invoices shall be submitted by Provider; and
      viii. Voucher recipients shall not pay out of pocket for services, unless there is a pre-determined copay. Voucher recipients shall not submit billing and invoicing.
   2. Family Exit Survey:
      i. CRC shall provide survey link to Providers upon completed contract;
      ii. Providers shall facilitate the completion of family exit surveys to each respite voucher recipient that engaged in respite services;
      iii. Providers shall request hard copy and/or Spanish survey from CRC if Brady;
      iv. Surveys shall be completed online, or by hand with delivery to CRC for manual entry; and
v. Failure to complete survey may result in ineligibility for future funding for voucher recipient.

B. Failure to submit required documentation shall put voucher recipient at risk for denial of future funding.

Interaction with Voucher Recipients:

A. Provider shall respond to voucher recipient inquiries within 7 days.
B. Notification of program waitlist or likelihood of inability to serve additional clients shall be provided to the CRC promptly by Provider.
C. Provider shall assist voucher recipients in utilizing voucher funds before the expiration date noted on award letter.
D. Provider shall notify the CRC upon contact from voucher recipient to confirm approval of respite voucher funds prior to providing services.
E. Provider shall obtain a family caregiver signature or written confirmation from family caregiver on monthly invoices to confirm receipt of services to the family; signature must be included on invoices at time of submission.

Interaction with Colorado Respite Coalition

A. CRC and Provider shall maintain consistent communication regarding voucher program and recipients of voucher services.
B. CRC shall respond to provider inquiries within 2 business days, and Providers shall respond to CRC inquiries within similar time frame.
C. CRC shall distribute reminders for invoice submission one week prior to invoice due date.
D. CRC shall distribute voucher balance updates and expiration dates monthly to Providers.
E. Updated documents shall be provided by CRC and shall be utilized by respite provider from receipt date onward.
F. Questions and concerns shall be shared between parties immediately.

Termination of Contract

A. Contracts shall remain valid and enforced throughout a Provider’s participation in the voucher program.
B. If either party wishes to terminate the contract, written notification must be provided with 10 business days’ notice:
   1. Contract termination shall require signature of both parties;
   2. Contract termination shall result in removal from Approved Provider List; and
   3. Reimbursement requests must be submitted prior to termination of contract.

Additional Information

A. Additional information and program changes in response to consumer need shall be enacted, as needed. Changes will be communicated with Provider.
B. Questions and concerns shall be resolved between CRC and Provider in timely manner.
C. Feedback from Provider shall always be welcome.