1. I have been awarded a voucher. What do I do first?
First, you must contact the Colorado Respite Coalition (CRC) within 10 days to confirm that you intend to use the voucher funds. If you do not contact the CRC to accept your respite voucher funds, they will be considered unclaimed and will be redistributed. Read and follow the steps on the award letter.

2. I contacted the CRC to accept my respite voucher. What do I do next?
Next, select a respite provider from the Approved Provider List. You must contact the agency and give them the copy of your award letter. Schedule respite services within the time frame on the award letter. You must sign invoices monthly to confirm receipt of services.

3. Can I use relatives, family, neighbors or friends as a provider?
No. Family, neighbors or friends may not be used as a provider. Providers must be chosen from the Approved Provider List, and new providers can join the program at any time.

4. When can I start using the respite voucher? When does my voucher expire?
Voucher funds can only be applied to services that occurred between the award date and expiration date. Vouchers must be used by the expiration date on the award letter and cannot be used past that date. Services can begin as soon as the approval date listed on the voucher award.

5. How can I check the balance of my respite voucher?
You can contact the CRC at any time to request a balance update on the voucher funds that you have used.

6. Are extensions available?
No, extensions for respite vouchers are typically not available. Voucher funds are to be used prior to the expiration date.

7. How does payment and reimbursement work?
Your selected Approved Provider will bill the CRC directly, and the CRC will coordinate reimbursement and payment with the agency. Families will not be reimbursed by the voucher program.

8. I am unable to use all or some voucher I was awarded. What do I do?
Notify the CRC immediately. Expired or unused funds will be redistributed to other applicants. Contact the CRC at any time if you are not able to use your respite voucher.

9. I have used the entirety of my voucher funds (or reached my expiration date). What’s next?
Contact the CRC to state that you have completed your voucher. Fill out an exit survey, and find other ways to continue bringing respite into your routine. The CRC can help provide additional resources and referrals as requested.

10. What are the expectations in the respite voucher program?
Voucher recipients are expected to coordinate and schedule their respite care services. Caregiver must complete the Family Exit Survey (online link provided by Approved Provider) and provide a signature on monthly invoices from the provider. The CRC will provide voucher administration and support. Approved Providers will provider respite services and submit invoices monthly.

For additional questions or information, please refer to the following contact information:

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