

**FAMILY SUPPORT
“BEST PRACTICE” GUIDELINES
FOR
FAMILY CHOSEN
RESPITE PROVIDERS**

As it is the desire of the Family Support to provide a guide to all respite providers so they may deliver the highest quality of respite services possible to families, the following “best practice” guidelines have been established and will be applied to “all” providers of respite services (Certified and Family Chosen).

GUIDELINES

1. Respite providers are to deliver services to families in an appropriate / acceptable manner at all times.
2. Respite providers should contact families immediately whenever a crisis arises which will not allow for them to deliver respite as scheduled so families may make other arrangements as necessary, (this is considered common courtesy and most providers already do this).
3. Respite providers are to never bill Family Support for services rendered if they are already receiving payment through another source ie: Human Services etc. This is considered “double billing” and is illegal.
4. Respite providers must maintain “good standing” legally and will not have criminal records listing felonies or charges of a more serious nature.
5. Respite providers will never falsely report/bill Family Support for services, which have not been rendered.
6. Respite providers must cooperate with the investigatory process if/when an allegation of abuse/neglect is ever made against him/her.

RATES

Family Chosen Provider: Those respite providers selected and referred exclusively by an enrolled Family Support family. Hourly rate: \$10.00 (up to \$100.00 per day of service - 10 to 24 hours equals 1 day). In a family with more than one eligible family member the rate is \$11.00 per hour up to ten hours in a given day (day rate = \$110.00).

*****SPECIAL NOTE*****

If any respite provider violates either one of the above stated numbers 3 through 6 then the WCBDD reserves the right to do the following; when the provider is a Family Chosen Respite provider then the Board will no longer reimburse for any respite services delivered by this provider. When in the case of a Family Chosen provider, the affected family will be notified of the department’s action. Furthermore, given the individual nature and circumstances of each case the Board may proceed with appropriate legal action whenever necessary.