

What is an acceptable form of proof of citizenship**?

-Birth certificate

-Passport

**If you are an individual who claims qualified alien status then you must provide legal verification to support the status.

What is a Family Support Plan?

A Family Support Plan is a written agreement developed and signed by the individual/family member and The Arc Family Support Coordinator after an individual is approved for the Family Support Program. The plan identifies family needs and establishes the financial commitment of the agency. The fiscal year of this program begins July 1 and ends June 30. Each plan is negotiated annually and is dependent upon the availability of funds.

If needs change, can I revise services in my Family Support Plan?

Yes. The program is designed to be flexible and recognizes that family needs may change during the year. Services can be added or changed as long as money is available in the existing individual plan.

12. *What if a bill is turned in and there is no money available in the plan to cover the cost?*

The Arc cannot pay any bills that exceed the amount indicated on the Family Support Plan. Any bills received over the plan amount will be returned to the family. Payment will become the responsibility of the family and not The Arc.

13. *What happens if I don't spend all of the Family Support money in a year's time?*

Unspent money cannot be used in the next fiscal year. Money not spent will be allocated to other families needing services.

Will I receive the same amount of money each year?

Not necessarily. Allocations are based on the availability of state funds, needs of the family and the number of eligible individuals who are needing services. Receiving Family Support funding one year does not guarantee funding the next year.

Can Family Support money be taken away for any reason?

Yes. There are several reasons for discontinuing Family Support assistance, including but not limited to: fraud or misuse of funds; moving out of state; moving into a residential setting; or being admitted to a Medicaid Waiver.

16. How does the billing process work?

The Arc can reimburse individuals for expenses they have incurred or can pay companies, vendors or service providers directly. We will need the Invoice for Payment Form with your signature on it and a copy of the receipt. For respite, we will need the Invoice for Payment Form and the Respite Invoice Form with the Respite Provider's signature. You can submit invoices for payment by bringing them by the office, by mail, by fax or by e-mail. We will send you a check or direct deposit your reimbursement within 10 working days unless we have notified you otherwise. You will not be able to receive payment when you bring invoices by the office unless you have made prior arrangements to do so. Please note the Guidelines for Reimbursement.

17. What is the time frame for submitting for reimbursement?

You may submit bills for services approved in the Family Support Plan. The service must have occurred between July 1 and June 30th of the current year and the invoice must be dated during those dates. It is possible in the spring to pre-pay for summer camp that occurs after July 1. Remember, the Family Support Program runs on a fiscal year not on a calendar year. Please return all receipts for reimbursement by May 1.

18. How can I share my comments and concerns about the Family Support Program?

The Family Support Program conducts a yearly program evaluation on a yearly basis to a 10% sample and to all applicants every three years. Also you may contact any member of the Local Family Support Council or the Board of Directors of The Arc.

19. What can I do if I have an unresolved complaint pertaining to the Family Support Program?

If the conflict cannot be resolved with your Family Support Coordinator, there is a formal grievance procedure. The Family shall in writing or by phone submit their complaint or grievance to the Regional Office (291 Stewarts Ferry Pike, Nashville, TN 37214, 615-231-5057) within 30 days of the aggrieved occurrence. It will be forwarded to the Local Council for resolution. The Local Council must meet within thirty days of receipt of the written complaint. If the Local Council and the family is unable to resolve the complaint or grievance the family shall submit another letter of complaint or grievance to the Regional Office within ten days upon notification of denial. It will be forwarded to the District Council for resolution. The District Council shall meet within 30 days following the receipt of the written complaint. If the District Council and family is unable to resolve the complaint or grievance the family shall submit another letter of complaint or grievance to the Regional Office which will be forwarded to the Chairperson of the Family Support State Council. All parties involved will present the complaint or grievance before the Family Support State Council at their next scheduled meeting. The decision of the Family Support State Council is final.

20. Does the Family Support Program have to follow Title VI Guidelines?

Yes, and The Arc of Williamson County is in full compliance with Title VI regulations applied to state contracted agencies as of June 1998. The Arc is committed to the principles of equal access, equal opportunity and affirmative action. The Arc does not discriminate against eligible individuals on the basis of race, ethnic, or national origin, gender, sex, religion, age, military service or disability in its admission or access to, or employment in, its programs, services or activities. The Title VI coordinator for The Arc of Williamson County is Katy Clouse and she can be reached at 790-5815, extension 1. You have the right to file a Title VI complaint with the local coordinator, the DIDD regional coordinator, the DIDD state coordinator, The Tennessee Title VI Compliance Commission or the U. S. Department of Health and Human Services Office of Civil Rights.

**ANY TIME YOU HAVE A QUESTION, PLEASE CALL
THE ARC OFFICE AT 615-790-5815 ext. 3**

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