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Owner: Michele Vasconcellos: Director,  
Customer Service  
Policy Area: Customer Service  
References: MDHHS

## Family Support Subsidy Program

### POLICY

It is the policy of the Detroit Wayne Mental Health Authority (DWMHA) that DWMHA shall manage the Family Support Subsidy Program (FSSP) for Wayne County families who have a child with a developmental disability residing in their home and meet the eligibility criteria for the program.

### PURPOSE

The purpose of the policy is to ensure that Wayne County families who meet the eligibility criteria for the FSSP are recipients of the subsidy for families who care for a child with a developmental disability.

### APPLICATION

1. The following groups are required to implement and adhere to this policy: DWMHA Staff
2. This policy serves the following populations: Children, I/DD for persons under age 18, Autism
3. This policy impacts the following contracts/service lines: Autism. Families may be eligible for this program if they have a child under age 18 who has been identified by Michigan's public school system as having an educational eligibility category of: • cognitive impairment (CI) • severe multiple impairment (SXI) or • autism spectrum disorder (ASD)

### KEY WORDS

1. Child
2. Developmental Disabilities
3. Eligibility
4. Family Support Subsidy Coordinator
5. Parent or Guardian
6. Subsidy
7. Family Support Subsidy Program

### STANDARDS

DWMHA shall:

1. Ensure the establishment and maintenance of designated staff to oversee the FSSP in Wayne County.
2. Ensure the appointment of a Family Support Subsidy Coordinator who is to serve as liaison between DWMHA and Michigan Department of Health and Human Services Family Support Subsidy Office.
3. Ensure that applicants are informed of the required documentation that must be submitted for enrollment in the program.
4. Ensure that FSSPs are reviewed, processed and forwarded to the Michigan Department of Health and Human Services (MDHHS) Family Support Subsidy Office within five (5) working days of the receipt of all the required program application information.
5. Ensure that children for whom the subsidy is requested have been determined to be developmentally disabled as prescribed by Michigan Law.
6. Ensure that the application for the FSSP is executed by the parent or guardian of the child as well as by a staff person of the Customer Service Unit.
7. Ensure that persons who apply for the program are advised in writing of the outcome of their application.
8. Ensure that an applicant whose application is denied is advised of his or her right to appeal.
9. Ensure the development of linkage with local school districts to facilitate the identification and referral of persons who are potential candidates for the program.
10. Ensure that persons who are enrolled in the program are advised of the array of DWMHA network services available to them in the event that mental health services, including respite care services, are warranted to prevent out-of-home treatment.
11. Ensure the development of an annual FSSP report, which addresses service outcomes, and the status of the program.
12. Ensure the maintenance of person-specific records, which includes all eligibility documentation, as well as the nature of DWMHA contacts with persons enrolled in the program and their outcomes.

## **GRIEVANCE AND APPEALS**

### **A. DWMHA's Customer Service Unit shall:**

1. Ensure all applications for Family Support Subsidy are processed promptly and dispositions sent in writing to the applicant which includes information specific to his/her appeal rights in the event of a denial/termination of Family Support Subsidy.
2. Ensure the applicant receives written information specific to the reason for the denial if rendered/the specific additional information needed if the denial is due to insufficient information on the application form.
3. Ensure all applicants for Family Support Subsidy receive copies of blank application forms; parent report forms; forms for changed family circumstances; and appeal form.
4. Ensure Wayne County families who apply to the FSSP are aware of their right to a hearing if they wish to challenge a decision of DWMHA.

### **B. Instances where there is a request for a hearing and appeal, the Customer Service Unit of DWMHA shall act in accordance with the following**

1. Pursuant to Section 153(3); if the application for Family Subsidy Support is denied or a family support subsidy is terminated, the parent or guardian of the affected eligible minor may demand, in writing, a hearing by the community mental health services program. The hearing shall be conducted

in the same manner as provided for the contested case hearings under Chapter 4 of the Administrative Procedures Act of 1969, Act No 306 of the Public Acts of 1969, Sections 24.271 to 24.287 of the Michigan Compiled Laws (MCL 24.271 - 24.287).

2. Pursuant to the Administrative Rules, copies of blank application forms, parent report forms, forms for changed family circumstances, and appeal forms shall be available from the community mental health service program. (R330.1616 Availability of Forms) (Note: It is acceptable to ask families to write a letter to the CMHSP requesting an appeals hearing, in lieu of a standardized form.)
3. DWMHA's Customer Service Unit shall review an application and promptly approve or deny the application. Written notice shall be provided to the applicant of the action and of the opportunity to appeal the decision to deny the application form on the required attachments. DWMHA shall identify the insufficiency. (Rule R330.1641 Application Review.)
4. When a demand for an appeal for a denial or termination of the subsidy is made in writing to DWMHA's Customer Service Unit, the appeal must be presented within two months of the notice of denial or termination. (R330.1643 Appeal.)

## **QUALITY ASSURANCE/IMPROVEMENT**

DWMHA shall review and monitor contractor adherence to this policy as one element in its network management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs of MCPNs, their subcontractors and direct contractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

## **COMPLIANCE WITH ALL APPLICABLE LAWS**

DWMHA staff, MCPNs, contractors and subcontractors are bound by all applicable Local, State and Federal laws, rules, regulations and policies, all Federal waiver requirements, State and County contractual requirements, policies, and administrative directives, as amended.

## **LEGAL AUTHORITY**

Michigan Mental Code, P.A. 258 of 1974, as revised

## **RELATED POLICIES**

DWMHA Policies (All DWMHA policies refer to the most recent policy at the time of writing):

1. Individualized Plan of Service/Person Center Plan

## **RELATED DEPARTMENTS**

Customer Service

## **CLINICAL POLICY**

NO

# INTERNAL/EXTERNAL POLICY

EXTERNAL

## Attachments:

No Attachments

### Approval Signatures

Approver	Date
Ronald Hocking: Chief Operating Officer [DL]	07/2017
Dana Lasenby: Deputy Chief Operating Officer	05/2017
Allison Smith: Project Manager, PMP	05/2017
William Sabado	04/2017
Dana Lasenby: Deputy Chief Operating Officer	03/2017
Allison Smith: Project Manager, PMP	03/2017
Maha Sulaiman	03/2017
Mary Allix	03/2017
Allison Smith: Project Manager, PMP	02/2017
Stacie Durant: CFO Management & Budget	02/2017
Kip Kliber: Director, Recipient Rights	02/2017
Michele Vasconcellos: Director, Customer Service [AS]	02/2017
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Jody Connally: Director, Human Resources [AS]	02/2017
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