



**FAMILY CENTERED  
EARLY SUPPORTS AND  
SERVICES**

**FAMILY COST SHARE  
PILOT**

**October 2013**

- \* The New Hampshire Interagency Coordination Council interested in looking at a Family Cost Share as a possible way to help sustain the Family Centered Early Supports and Services (FC ESS) program.
- \* A Family Cost Share would be a fee charged to families participating in FC ESS.

## \* Background

\* Currently:

- \* FC ESS dependent on Medicaid (with state funds as a match), private insurance and the Part C grant (Part C of the Individuals with Disability Education Improvement Act).
- \* Relies heavily on additional funds provided by the Bureau of Developmental Services (BDS)
- \* FC ESS level funded for the past five years
- \* Unsustainable



\*ICC and the State of New Hampshire  
are committed to continue to  
provide families with affordable,  
quality service.

- \* A sub-committee was created to look at the possibility of charging families a fee.
- \* Looked at the experiences of other states, New Hampshire's current costs and enrollments, keeping in mind the desire to maintain a quality program.
- \* Sub- committee created
  - \* Family Cost Share Financial Information Form
  - \* Chart of Monthly Payment
  - \* a list of Quick Facts



\* Sub-committee's intention was to find out from families connected to FC ESS how the process they developed worked in the real world, what might need to be changed and to collect family feedback.

- \* FC ESS Directors were asked if they would be willing to pilot the Family Cost Share with five families in their region.
- \* Each given five packets containing the Family Cost Share Financial Information Form, Chart of Monthly Payment, a list of Quick Facts and a family questionnaire
- \* Each given a Family Cost Share Pilot Evaluation Form.



## \* Method

- \* Asked to find five families who would be new to FC ESS
- \* Asked to explain the pilot to the families and then to collect information as if it were real
  - \* Confidential
  - \* Anonymous
  - \* For information gathering only
  - \* No Family Cost Share currently in existence in NH

- \* 11 envelopes, each containing the five family packets, were distributed to Early Supports and Services.
- \* Ten were returned
  - \* 44 Family Questionnaires
  - \* 7 Family Cost Share Pilot Evaluations.



\* Q1. Did you understand why finding new funding sources is necessary?

- \* All 44 respondents (100%) answered yes.
- \* Some comments:
  - \* Unfortunately, I understand it well!
  - \* No more money in budget because of cuts possible in future

\* **Summary**

- \* Q2. Did you understand what is being proposed?
- \* All 44 respondents (100%) answered they did understand what was being proposed.
  - \* One comment: . Well explained.



\* Q3. Did you understand how the family cost share will be calculated?

\* Forty respondents (91%) answered yes, three said no, and one wrote "a bit confusing".

\* Q4. Was the Payment Calculation Chart easy to understand?

\* Thirty-eight (86%) said yes, four said no and two replied "somewhat". Other comments:

\* Unclear whether it was before tax or after tax, and whether it includes unearned

\* It was confusing, didn't match, wasn't sure how to get to income number. Could put simple equation on chart.

\* Q5. Did you understand how much you would have to pay?

\* Thirty-eight (86%) said yes, five said no, one replied "somewhat".

\* Some comments:

\* Seems if you don't hit that number on the chart, you don't pay.

\* There were two different costs, not sure which side was correct



\* Q6. If you were required to pay a cost share, would you still participate in Early Supports and Services?

\* Thirty-four (77%) said yes, one said no.

\* Twenty percent were "maybes"

\* Some comments were:

\* Most likely not. It would depend on the skill of the therapist and the amount I would need to pay. If we were a 1st time ESS user, I wouldn't pay.

\* Depending on how many services- some people wouldn't be able to pay the fee that I would be willing to pay for services

\* Now yes but my husband probably would have vetoed it when the idea was initially presented because 1) he didn't know how cool and helpful [ESS] is and 2) he didn't talk until he was about three [year old]. so he didn't see what was problematic about D. not talking at 18 months



- \* Yes, but we would want more services monthly because of cost share.
- \* Well worth the money
- \* It would only improve what is already a great program. It would be totally worth the cost share to have more resources.



\* Q7. Did you understand the Family Cost Share Financial Information Form?

- \* Thirty-eight (86%) replied yes, three replied no, one "sort of" and two skipped the question.

Some comments:

- \* not at first
- \* Gross verses net, difficult for self-employed to figure net.
- \* Chart should say other expenses over court ordered support etc, should have its own section

- \* **What did you struggle with?**

- \* Twenty two respondents (50%) stated no, nothing, n/a or 0, and three skipped the question.

- \* **Some comments**

- \* Did not know what insurance premium was, estimated

- \* Before tax/after tax income, unclear what wages should be for one month (form talks about bi-weekly as well as one month)

- \* The boxes are confusing. Should use lines or align things in a more clear manner.



\* Was it difficult to find the information needed to answer the questions?

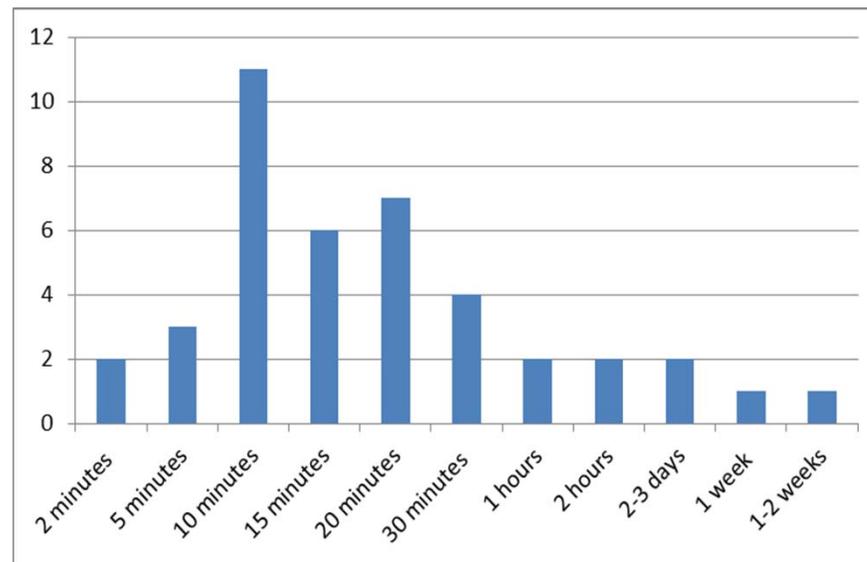
\* Twenty-three (52%) said it was not difficult, three said yes it was. One skipped this question. Some comments:

- \* Premiums pd per year. This I had to call my employer to get, or find a paystub and do the math. Not a pain, but not quick either. Premium per month would be easier because it is right on paycheck ( if from work)
- \* Some information was difficult to find.
- \* because my husband takes care of finances.

\* How long did it take you to fill out the form?

\* 42 people answered this question, two people skipped it.

\* Most replied it took them 10 minutes, followed by 20 minutes.



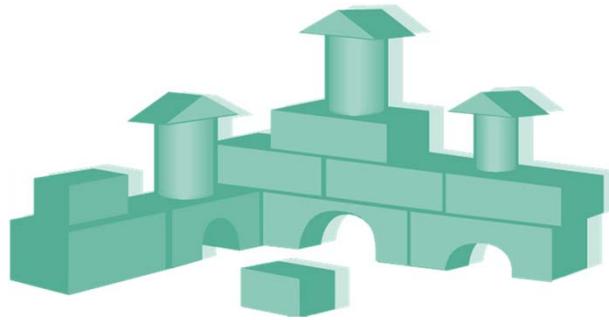
\* Q8. What are three questions or concerns?

- \* Twenty-five respondents (57%) answered this question, thirteen skipped it.

Some comments

- \* Is it the same price no matter how many visits a month?
- \* Would it delay services/eval?
- \* Even a small monthly charge will discourage many parents from seeking ESS for their children. It's easy to convince people to get an evaluation and services when they're free but paying tends to make parents think there is something wrong with their child.

- \* Would medical expenses/ special diets be taken into account?
- \* Will we be turned down if we can't pay copay?
- \* Feel lucky to have ESS and would pay.
- \* I hope budgets are not cut for this very important program.



\* Q9. Any additional comments?

\* Nine people answered this question.

Some comments:

- \* It's not fair for some people who can't afford it.
- \* I wouldn't have the time to do the paperwork.
- \* If we were in that situation it would be difficult-understandable. If we had to we would, but it might be difficult.
- \* It is important child gets what he needs.
- \* I think this would be a great thing for the program and the families involved.

## \* Family Cost Share Pilot Evaluation

- \* Consisted of six questions to get feedback from the directors on the process

- \* Major points:

- \* All felt the process was not difficult to explain.

- \* Some information was missing from packet

- \* Families tended to estimate the information on the Family Cost Share Financial Information Form

- \* Most families willing to give financial information



- \* More information provided to families
- \* Create a Frequently Asked Questions sheet
- \* Revise forms to reflect family feedback
- \* Some families may choose to opt out



## \* Recommendations