



Cuyahoga DD Family Supports Program

Frequently Asked Questions

How do I know if I am eligible for and can participate in the Family Supports Program?

Individuals must be eligible for Cuyahoga DD Services.

If you have a Support Administrator, please contact them to see if you may be eligible for Cuyahoga DD Family Supports Program or for similar services.

If you do not have a Support Administrator or if you are unsure you are eligible for Cuyahoga DD services, please contact our Eligibility Department to discuss services and eligibility requirements at 216-736-2673.

How do I apply for Family Supports Program?

Please visit Cuyahoga DD's Family Supports page for more information and our online application: <https://cuyahogabdd.org/dd-services/family-supports-program/>

Who is NEON?

Cuyahoga DD's Family Supports is administered with assistance from our partner agency North East Ohio Network Council of Governments (NEON). For more information and any possible forms that may be needed please visit: <https://neoncog.org/family-supports>

How will I know if my Family Supports Program application was received and found eligible?

You will receive an email once your application is processed; please be sure to check your spam as it sometimes gets sent there. Please be patient as it can take 2-3 weeks to process.

How long will it take to receive a response to use my Family Supports funding on a service or resource?

We work to process all funding requests as quickly as possible. We strive to process all requests within 2 weeks of receipt. Time frames can vary depending on the volume of requests and may take longer.

Will Family Supports Reimburse for purchase(s) I have made?

Cuyahoga DD Family Supports is not able to reimburse a parent/individual after a purchase has been made, please submit all funding requests as outlined in our program guidelines.

Payments for approved services and resources will be made directly to vendors. Questions on making a funding request contact us at: familysupports@cuyahogabdd.org

When is a good time to begin planning for camp?

Camps can fill up quickly, we recommend registering for Summer Camp no later than April 1st and promptly submitting the camp authorization form. Looking for summer camp options? Each year the State Support Team Region 3 releases a Summer & Beyond Directory with camp and other summer activity options. We will share this information when it becomes available, and it will be posted here: <https://neoncog.org/family-supports>

What if equipment requested by my therapist arrives damaged or needs to be returned?

Please do not return items to the vendor. We are not able to reallocate funds to an individual's account for any unauthorized returns to the vendor. If an item is broken or damaged upon receipt or a wrong item, please contact NEON at 1-800-237-6828 ext. 114 within fourteen (14) days of receipt. Returns are subject to the vendor policy and any possible restocking charges. The family/individual is responsible for its upkeep. Contact your therapist if you have concerns/questions regarding item use.

Who can I contact with questions or concerns?

You can reach out to our Cuyahoga DD Family Supports Coordinators at 216-736-2947 or email familysupports@cuyahogabdd.org.