Cuyahoga DD Family Supports Program

Frequently Asked Questions

How do I know if I'm eligible for the Cuyahoga DD Family Supports Program (FSP)?

FSP participants must be eligible for Cuyahoga DD services.

If you have a Support Administrator, please contact them to ask if you are eligible for FSP or similar services.

If you do not have a Support Administrator or don't know your eligibility status, please call 216-736-2673 or email Intake@CuyahogaDD.org.

What is the FSP application process?

You must apply for FSP every year. The FSP application is online: https://www.cuyahogadd.org/services/family-supports-program. Applications are approved on a first-come, first-served basis as funding allows.

How will I know if my FSP application was accepted and I'm eligible for funds?

You will receive an email once your application is processed; please check your spam folder! Please also be patient, as it can take many weeks to process FSP applications.

When will I hear about using my FSP funds for a service or resource?

We process all funding requests as quickly as possible: usually within two weeks of receipt. This may take longer depending on the number of requests.

Does it matter when I apply for FSP? Will my allocation be impacted?

If your FSP enrollment date is before July 1, the allocation varies from $750 to $1500. If you enroll on or after July 1, your allocation will be prorated ($375-$750).

Is there a deadline to request items or services?

You must request services during the year your FSP funding is awarded. November 15 is the deadline for submitting funding requests. Requests received after Nov. 15 will be denied.

Is there a funding limit/cap?

Please request funds to support the FSP participant's needs. Cuyahoga DD caps recreation spending at $400 from the participant's total annual allocation. This is the only current FSP funding cap.

Will FSP reimburse me for purchases?

FSP cannot reimburse anyone after a purchase has been made. Please submit all funding requests as stated in the FSP guidelines.

Payments for approved services and resources are sent directly to vendors. Questions about making a funding request? Contact us at: FamilySupports@CuyahogaDD.org.

When should we register for camp?

Camps fill quickly! We recommend registering for summer camp and submitting the camp-authorization form by April 1.

Looking for summer-camp options? Connecting for Kids shares an annual Inclusive Summer Guide with camp and other activity options. Once available, we will post the information here: https://www.cuyahogadd.org/services/family-supports-program.

Who is NEON?

NEON is the third-party payer that helps Cuyahoga DD administer the FSP. NEON stands for North East Ohio Network Council of Governments.

Who can I contact with questions or concerns?

Please contact our Family Supports Coordinators at 216-736-2947 or email FamilySupports@CuyahogaDD.org.