

August 14, 2024

Dear Respite Providers and Families,

We hope this letter finds you well. We would like to inform you that as of **September 30, 2024**, NAMI Maine will no longer be managing the Family Support Respite Care Program. This decision was made to better align with our organizational goals and ensure the program's continued growth and success.

We are pleased to announce that **Community Care** will take over the management of the program starting **October 1, 2024**. Community Care is a well-established provider of various social and behavioral health services across Maine, dedicated to supporting individuals and families to promote health and well-being. You can learn more about them at www.comcareme.org.

We understand that transitions can bring about questions and concerns. To help address these, we have created a FAQ document that provides detailed information for both families and providers. This document is enclosed with this letter.

We are working closely with Community Care and DHHS to ensure a smooth transition with no gaps in services. Our goal is to maintain the high level of care and support you have come to expect.

Thank you for your understanding and continued support during this transition. If you have any questions, please do not hesitate to reach out to us or directly to Community Care once the transition is in place.

Thank you for your understanding and continued support.

Sincerely,



Jennifer Thompson
Executive Director
NAMI Maine

Enclosure: FAQ Document

Below, you will find a FAQ to address common questions and concerns regarding this transition.

General Questions

1. Why will NAMI Maine no longer manage the Family Support Respite Care Program?

NAMI Maine has decided to transition the management of the Family Support Respite Care Program to better align with our organizational goals and to ensure the program's continued growth and success under an organization that specializes in this type of service.

2. Who is Community Care?

Community Care is a provider of various social and behavioral health services across Maine. They are committed to supporting individuals and families across the state to promote health and well-being. You can learn more about them at www.comcareme.org.

3. Why is Community Care taking over the Family Support Respite Care Program?

Community Care's mission is to support individuals and families across the State of Maine in any way possible to promote health and well-being. They are well-equipped to manage and enhance the Family Support Respite Care Program.

4. When will the Family Support Respite Care Program switch from NAMI Maine to Community Care?

The transition will officially occur on **October 1, 2024**.

5. What will happen to the families enrolled in the Family Support Respite Care Program?

NAMI Maine, Community Care, and DHHS are working together to ensure a smooth transition with no gaps in services. Families currently enrolled in the program will continue to receive the same level of care and support during and after the transition.

6. What will happen to the providers employed by the Family Support Respite Care Program?

Community Care and NAMI Maine are collaborating to create an efficient process for providers who wish to continue offering these valuable services to transition to Community Care employment.

7. Who do I contact if I have questions?

Community Care is establishing a general mailbox for inquiries and will respond to questions on a daily basis. CCRespite@comcareme.org

For Families

1. What will happen to our services once the Family Support Respite Care Program switches to Community Care?

The services you receive will remain unchanged. Community Care is committed to maintaining the quality and consistency of support you currently experience.

2. Will we still have the same provider?

Yes, if your provider joins Community Care, you will continue to work with the same person.

3. Will we still have the same number of hours of service?

Yes, the number of hours you receive will not change.

4. Will there be new requirements for families?

No, the requirements for participation will remain the same as they are currently.

5. Who do we contact if we have questions?

Community Care has created a general mailbox for inquiries and will respond to questions daily to ensure messages are organized and addressed promptly. CCRespite@comcareme.org

For Providers

1. Will providers be employed by Community Care?

Yes, providers will have the opportunity to transition to employment with Community Care.

2. Will there be new requirements for providers?

There will be some updates to training requirements. These will be communicated soon, and there will be a grace period to complete any additional or updated training.

3. Will there be any changes to my rate of pay, paid time off, or how many hours I can work?

No, there will be no changes to these aspects of your employment.

4. Will there be changes to how I access my pay stub?

Yes, Community Care uses a software called iSolve that allows employees to view all their employment information, including pay stubs. **Community Care requires direct deposit for all employees.**

5. Will there be changes to how I complete or submit my timesheet?

Not at first. Any changes that occur will be implemented gradually to ensure a smooth transition.

6. What will happen to the families' services once the Family Support Respite Care Program switches to Community Care?

If you become a Community Care employee, your families should experience no changes in their services. If a provider does not transition to Community Care, the organization will assist the family in finding a new provider.

7. Can I still provide respite care to the families I'm currently supporting?

Yes, you can continue providing care to your current families.

8. Will families still have the same number of hours of service?

Yes, the number of service hours will remain the same.

9. Will I still get paid for mileage?

Yes, as outlined in the DHHS contract with Community Care, which remains the same as it is currently.

10. Can I still provide respite care to a family member?

Yes, you may continue providing care to family members.

11. Will my Regional Manager or Administrative Manager change?

We will provide information on this as soon as it becomes available.

12. Who do I contact if I have questions?

Community Care's respite questions can be emailed to CCRespite@comcareme.org

A Message from Community Care:

Community Care understands the important role respite plays in your life and your child's life. We are very excited to have an opportunity to continue the great work NAMI has done over the years. In partnership with DHHS Community Care hopes to build upon this great work.

Over the next few weeks Community Care will be providing information for both those providing respite and those receiving respite care to join Community Care as an employee and a family using respite services. As stated above we have established an email you can submit questions to CCRespite@comcareme.org.

Additionally we will provide ZOOM meetings where anyone can link into for questions and to meet leadership at Community Care.

ZOOM Meeting Link Afternoon Meeting

August 29th at 1:00 Community Care Respite Informational Meeting

Join Zoom Meeting: <https://us06web.zoom.us/j/87493466252>

One tap mobile

+16465588656,,87493466252# US (New York)

+16469313860,,87493466252# US

ZOOM Meeting Link Evening Meeting

August 29th at 5:30 Community Care Respite Informational Meeting

Join Zoom Meeting: <https://us06web.zoom.us/j/86304582183>

One tap mobile

+16469313860,,86304582183# US

+16465588656,,86304582183# US (New York)