

PRIDE GUIDELINES 2025-2026
Providing Resources, Information, Dollars & Education

Guidelines for Financial Assistance Through The Moore Center Family Support Council

The Moore Center Family Support Council (FSC) is focused on empowering families by providing resources, information, education, and financial support if necessary to address short-term emergent needs of families eligible for Family Support Services. We are pleased to be able to offer financial assistance to our families for items and services that will help improve the quality of life for individuals with developmental disabilities or Acquired Brain Disorder.

Financial assistance is considered only after other resources have been explored.

Eligibility Criteria:

A family is eligible for Family Support Services/PRIDE if and when a person with a disability lives at home with a family member or individuals residing independently with support from the families. Please contact your case manager to determine eligibility.

Application Process:

Families must provide the following information to their case manager by email, phone, or mail:

- Your Name
- Client Name
- Requested items or services
- Amount of money being requested
- Documentation
- Other financial resources pursued

Requested Items or Services:

Families should clearly specify the items or services for which they are seeking financial assistance.

Items or services should directly contribute to improving the quality of life or meeting the specific needs of the individual with a disability.

Documentation:

Along with the request, families will need to provide supporting documents such as receipts, invoices, or estimates for the requested items or services. Any relevant documentation regarding the individual's disability or medical condition, written by a therapist or physician, may also be required.

Approved and Excluded Items:

Families should refer to the approved list of items and services provided by The Moore Center FSC (provided below). Ensure that the requested item or service is not included in the list of excluded items.

Budget Limitations:

Financial assistance is subject to budget availability. Reimbursement may be capped for certain items or services, as specified by The Moore Center FSC.

Other Financial Resources Pursued:

Prior to submitting your request, it's important to explore alternative financial resources such as private insurance, Medicaid, or school assistance. Your case manager can provide guidance in this regard. Have you sought assistance from other sources before contacting the Moore Center FSC? If so, please provide a list of all sources explored and the outcomes of your requests.

Reimbursement Process:

Families are responsible for purchasing the approved items or services upfront. Upon approval, reimbursement will be processed directly by the Family Support department to the family.

Review and Approval:

Requests meeting the criteria may be automatically approved if they are within the caps and from the approved list. Requests exceeding the cap or not on the approved list will be subject to review by the Council members through discussion in meetings.

Notification of Decision:

Families will be informed of the decision by the case manager regarding their reimbursement request after the review process. Clear communication will be provided regarding approved or denied requests, along with any additional instructions or requirements.

Appeals Process:

In case of a denied request, families may have the option to appeal the decision by providing additional information or clarification.

Here are the categories of services and items that MAY BE covered by The Moore Center Family Support Council's financial assistance program:

1. Adaptive Equipment and Repairs/Clothing/Footwear (items that enhance the client's life per recommendation by therapist or physician and not covered by state plan/Medicaid)
2. Safety Equipment (per recommendation by therapist or physician)
3. Memberships to Therapy Classes and Gyms (must be identified as a therapeutic service)
4. Assistive Technology/ Communication Devices (per recommendation by therapist or physician and not covered by state plan/Medicaid or provided by the School District)
5. Educational Materials
6. Home/Environment/Vehicle Modifications (per recommendation by therapist or physician and not covered by state plan/Medicaid)
7. Supportive Services

Please note that this list is not exhaustive, and eligibility for coverage may vary based on individual circumstances and the specific guidelines of The Moore Center Family Support Council.

It's essential for families to review the organization's approved list and consult with their case manager for guidance on eligible services and items.

The Moore Center Family Support Council has funding available for:

- Crisis Intervention (food vouchers, heating fuel, utility assistance etc., the amount is based on individual circumstances)
- Funding to support parent/guardian respite
- Financial support for individuals to support the NH Leadership program – Institute on Disability
- Scholarships for individuals and families to attend the Family Support Conference