

Legend:

Start/Stop

Decision/
Question

NBRC Action

BRC/family/RCP Action

NBRC family needs respite services

Specialized
Healthcare Needs?
G-Tube, Epi-pen,
Nebulizer

YES

Send SHC Referral-
Vendor #PN0392 to
Full-Service Respite

NO

Does family
already have
a worker?

YES

Send Self-Service
referral with Vendor
#HN0245

NO

Send Full-Service
Referral w/Vendor
#HN0208

Self-Service send client
& RCP packets to client
house

BRC receives
client packet

Full-Service completes
Home Visit

NO

Packet
Complete?

YES

CPC is
informed by
BRC that
referral is
cancelled or
denied

NO

Is family accepted
for Full-Service/
does family want
Full-Service respite?

YES

Full-Service requests
POS/Authorization
from NBRC

NO

Has
CPR/FA?

RCP takes
CPR/FA at
BRC, gives
BRC copy
of ID/SSC

NO

Is family
accepted to
Self-Service/
does family
want service?

YES

RCP mails
in copy of
current
CPR/FA,
ID, SSC

RCP signs hiring
agreement . Is
ready to work!

YES

Self-Service requests POS/
Authorization from NBRC

Full-Service matches
family + workers

NBRC sends pos
to Self-Service

Family + Client are ready

Family receives respite!