



## **Tips and Strategies for Submitting a Successful Request for Customized Goods & Services (CGS)**

The intention of the Customized Goods and Services program is to help families access items or services they might not otherwise be able to afford. MCF's role in this process is to shepherd the request from the family to BHA for its review and approval, then facilitate the purchase of the item or service. The process can be lengthy, leaving the families waiting for items they desperately need to help their child. It is critical, therefore, that we minimize the delays as much as possible by adhering to a few strategies that will ensure we keep the process moving.

1. Always complete each section of the CGS Request form, even if it's just to mark it as "N/A". This lets the reviewer know that it wasn't just missed when completing the form.
2. Check all links prior to submission to make sure:
  - a. They work;
  - b. They take the reviewer to the specific item/service to be reviewed for purchase; and
  - c. The item/service is still available at the time the request is submitted.
3. Always be sure you are using the most recent version of the CGS Request form. Requests made on old versions will be returned.
4. Be sure the CGS Request provides an adequate and thorough justification for how the item/service will help the youth reach their therapeutic goals identified on the Plan of Care. Failure to make this argument will likely result in it being returned for more information or an outright denial of the request.
  - a. The Plan of Care must be less than three months old
5. Be sure the request indicates how the youth will use the item/service to reach their therapeutic goals and demonstrates their involvement in choosing the item/service to achieve their goals.
6. Refrain from making requests that pose a substantial safety risk for the youth or family. BHA will not support the purchase of an item or service that poses risks or creates a liability. Such items include backyard pools and trampolines.
7. BHA will not approve requests for reimbursement of an item or service already purchased.
8. Requests for services (tutoring, clinical, summer camps) must be submitted **at least one month prior** to the start date of the service. If the service has begun at the time of BHA's review, they will deny the request. If the family wishes to push the start date or choose another session that starts at another time, the request will need to be updated and resubmitted.



Additional Notes:

- If a requested service requires registration, please provide all necessary information needed to register
- We are not able to fund memberships that require recurring, monthly payments
- Please contact agencies and other charitable organizations rather than family members when filling out the section about previous attempts to secure funding

Thank you!!