

This is Heidi Berlin's story and her son Adam. Adam just turned 3 and has a genetic disorder that has given him a disability since birth. He will live with this his whole life.

We benefited from Rolling Access for 2 years before it was changed as a program. Rolling Access assisted us with prescriptions, a car seat, a specialty stroller, hospital fees and nutritional supplements. I loved dealing with the Arc of the Central Chesapeake Region and miss their kindness and compassion they offered to our family. Rolling Access very user friendly and it worked.

Then the Rolling Access program was changed to larger area contracts and I couldn't go to The Arc of the Central Chesapeake. We have applied countless times to the new system, being denied each time. I have gone by guidelines and submitted requests but there seems to always be a loop hole. With rolling access money, items could be purchased by us and we could easily be reimbursed. This new system seems overly complicated. Perhaps it is a great way to save money - design a system few benefit from. For six months, my family has tried to get Adam a seating system that he needs. RA made it so difficult and it impacted trying to get any other organization to fund the seating system. I feel this system is designed to make you give up and stop asking. Parents of disabled children spend so much time filling out applications it takes away from family time and much needed rest.

I have found that with the new system by the time you have found something they will pay for, the funding has run out for the period. I just don't feel this change was a positive one. I am currently attempting to find funding they will approve for February 2011.

Thank you for your time.

Heidi Berlin