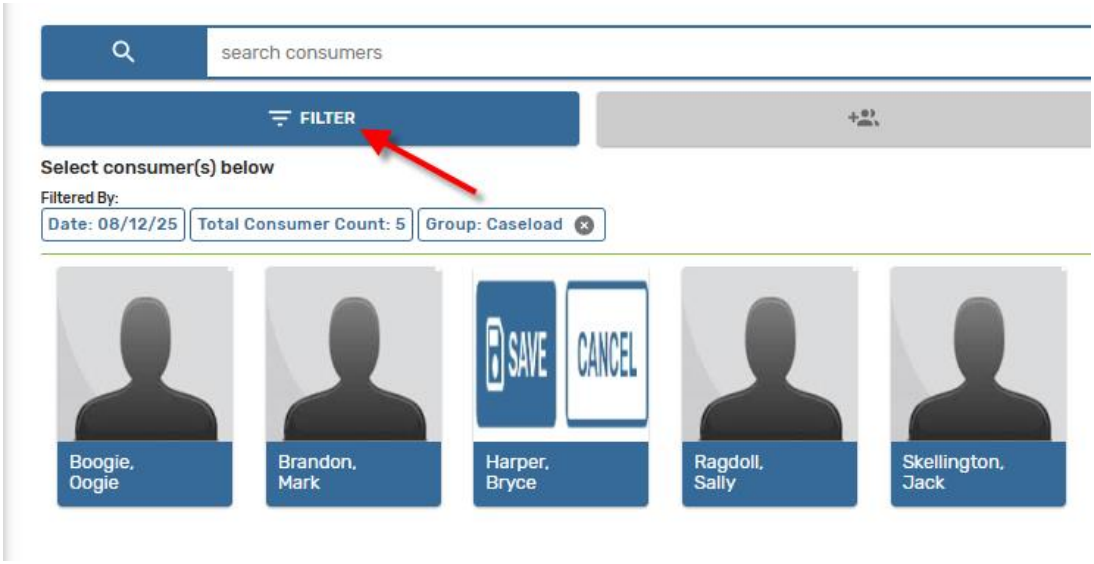
Anywhere Family Support Services

The Anywhere Family Support Services (FSS) module was designed to pull family members for authorizations based on what members are assigned to each family. FSS is an alternative to using the PAS window or the Receivable Authorization window in Gatekeeper. The system was engineered to set up an authorization for a specific funding span based on a family, then breaking out that funding amount by family member and service. Users can track what authorizations have been made, what has been given to families, and what has been utilized based on the service, the individual, and the entire family.

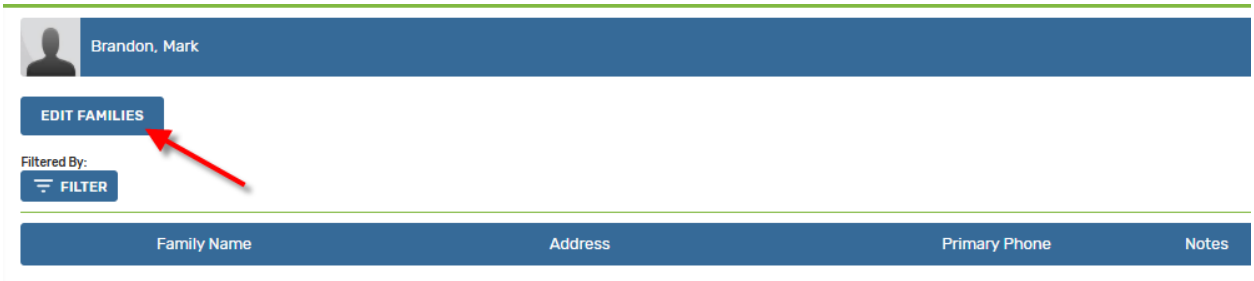
Set Up Roster Family

- The Roster gives an overall view of all consumers in Anywhere or can be filtered to the user's caseload
- To start the process of adding a new family, type the consumer's last name in the "search consumers" box and select the desired consumer



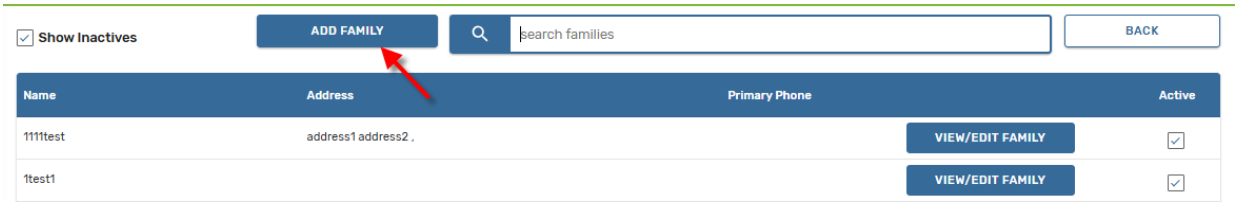
Adding A Family Record

- Once the user has selected the desired consumer, select "edit family"

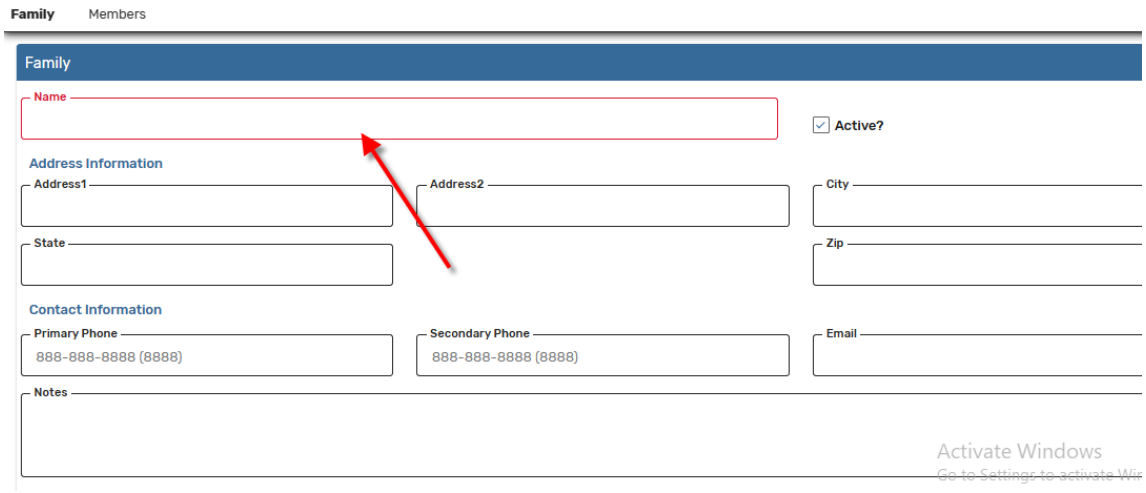


- The user will then select the "add family" button to add a new family. It is recommended that each consumer is set up as their own family

Primary Solutions Copyright 2025

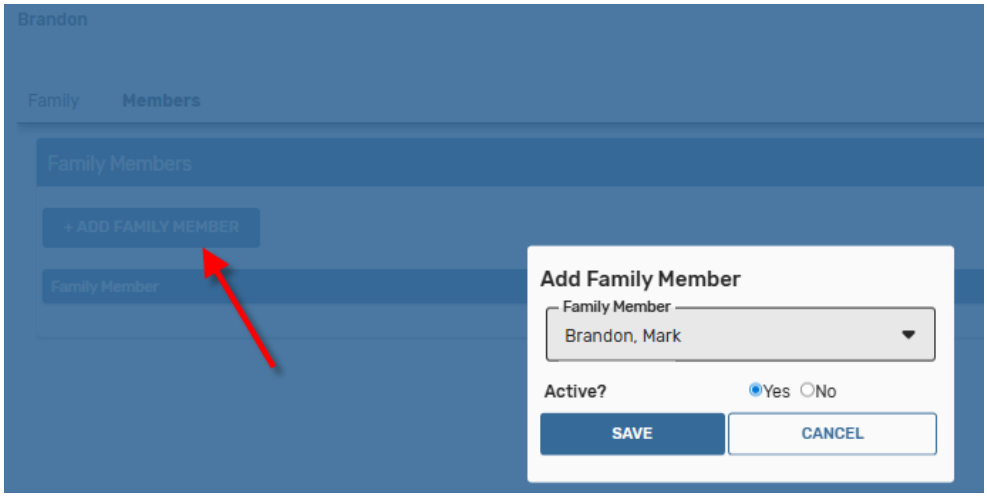


- The family information can then be added to the record. Please note, that while only the family name is required, it is helpful to fill out all known information regarding the family



Adding A Member To A Family

- Once the user has saved their new family, they can select member and add members to the family
- Select the “add a family member button, when on the member tab
- Find and select the desired consumer in the drop down by last name

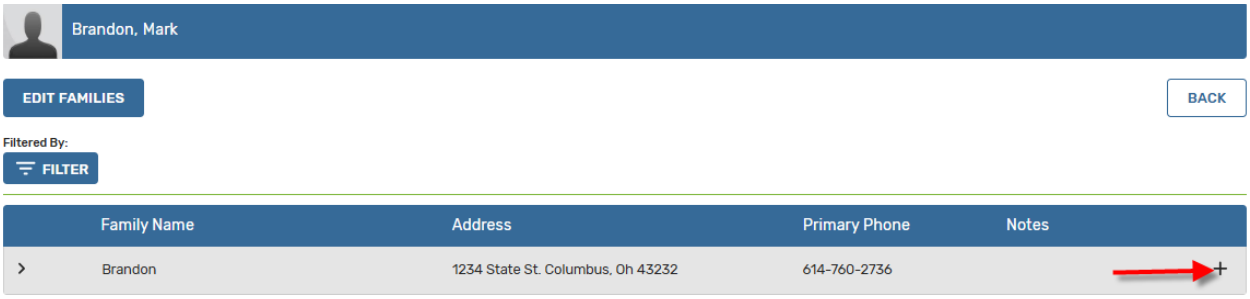


Primary Solutions Copyright 2025

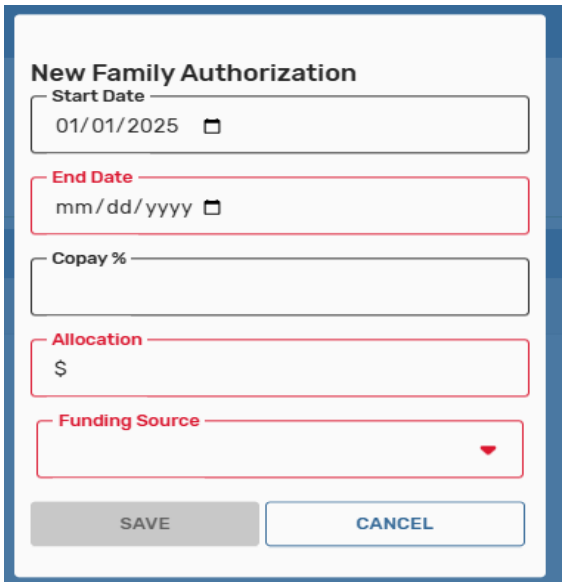
Anywhere Family Support Services

Adding A New Family Allocation

- To add a new family allocation, the user must start on the FSS Anywhere page and select a consumer
- Once on the consumer's family page, the user will select the plus sign on the right of the family name line to add the new family allocation



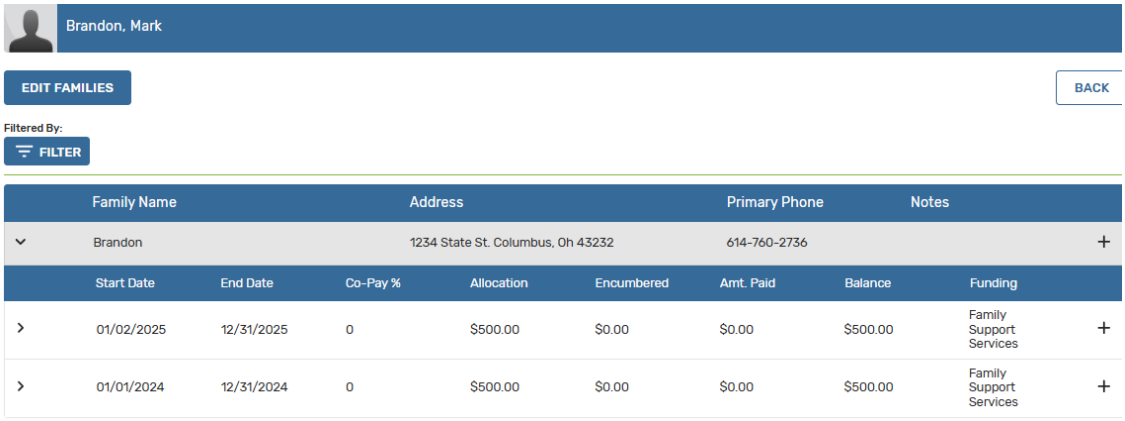
- When adding a new family allocation, a start date, end date, allocation amount, and funding source are required to be entered.
- It is recommended that the start date and end are the beginning and end of the fiscal year in order to have accurate reporting



- Once the family allocation has been added, select the tier drop down to the left of the family name to see family allocation
- If there is more than one fiscal year listed in the family allocation, the years will show in reverse chronological order

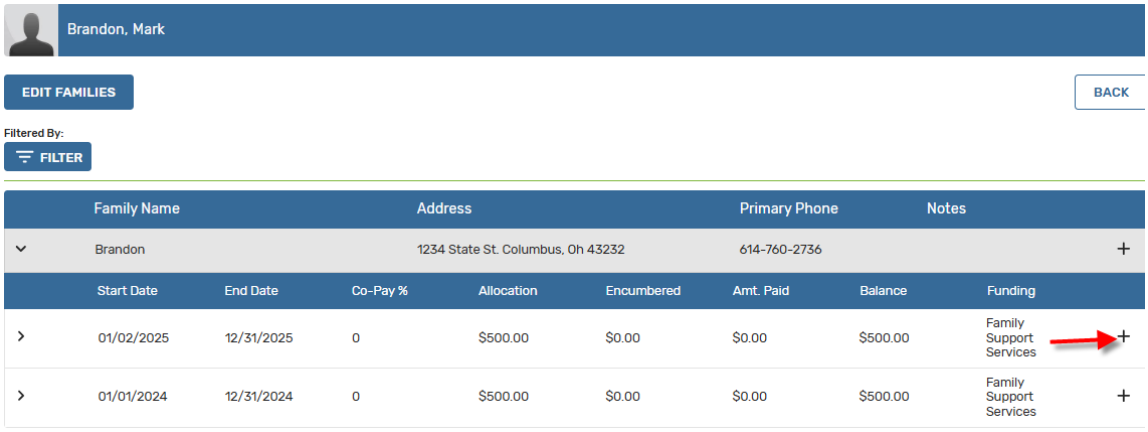
Primary Solutions Copyright 2025

Anywhere Family Support Services

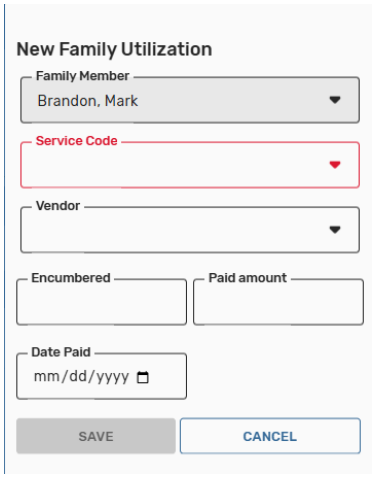


Adding A New Family Utilization

- To add a new family utilization, start on the consumer's family page and select the tier to the left of the family name to see the family allocation for each fiscal year
- Select the plus sign to the right of the family allocation to add a family utilization for the selected fiscal year

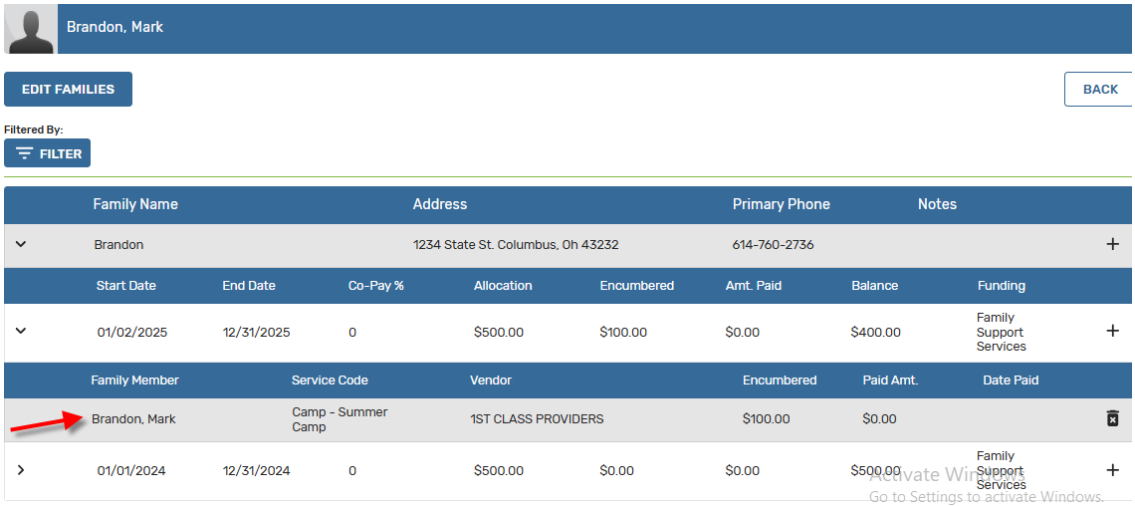


- When filling out a new family member utilization, only the family member and service code are required to be filled in. The other fields that can be filled in include vendor, encumbered, paid amount, and date paid



Primary Solutions Copyright 2025

- Once adding and saving the family utilization, the page will refresh and the user will only see the family name tier. Drop down the tier to the left of the family name to the see the family allocation tier. Then drop down the family allocation tier for the correct fiscal year to see the family utilization tier that was just completed



- Helpful Hint: Family utilizations can currently be deleted in Anywhere even if they have already been set from encumbered to paid. It is recommended to only give the delete security key to users who are familiar with this system. This will be fixed in an upcoming upgrade

This document was written with the assumption that the security and system preferences for this module/function is already in place. For additional information, please see the Gatekeeper Desktop related set-up guide or contact your systems administrator.

Primary Solutions Copyright 2025