



**DELAWARE HEALTH AND  
SOCIAL SERVICES**

Division of Services for Aging and  
Adults with Physical Disabilities

**Caregiver Resource Center  
Service Specifications**

<b>Revision Date</b>	<b>Sections Revised</b>	<b>Description</b>
5/28/2013		Original
5/29/2014	1.9	Added



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**1.0 Activities/ Description of Program**

- 1.1 The Caregiver Resource Center (CRC) will serve as a comprehensive resource directory and lending library that has dedicated space for books, videos, pamphlets, brochures on local services and other informational resource materials on caregiving.
- 1.2 The Caregiver Resource Center will provide resource materials in a convenient and accessible location for caregivers.
- 1.3 The Caregiver Resource Center will hire (or assign) a staff member to serve on part-time basis at the center for a minimum of 15 hours per week. The staff member will be responsible for providing information and assistance to all caregivers regardless of their affiliation with the center. (for example, if the CRC is located in a Senior Center, the caregivers are not required to be a member of the center)
- 1.4 The Caregiver Resource Center will offer the following basic services to caregivers:
  - 1.4.1 Information and Assistance
  - 1.4.2 Referral
  - 1.4.3 Support
- 1.5 The Caregiver Resource Center will facilitate broader outreach efforts on the Caregiver Program to surrounding public and private community organizations.
- 1.6 The Caregiver Resource Center will have flexible hours of operation. The flexible hours must include some evenings and/ or weekend hours for additional convenience to caregivers.
- 1.7 The Caregiver Resource Center should have accessible computers with Internet access for caregivers.
- 1.8 The Caregiver Resource Center should increase information to caregivers about available services, resources and programs related to caregiving experiences and promote and facilitate intervention activities (i.e. support groups) that help reduce caregivers' high stress levels.
- 1.9 The Caregiver Resource Center provider must have a written Emergency Preparedness Plan (EPP) on file to assure the continuity of this service in the event of a local or national disaster.

**2.0 Job Description – Duties**

- The Caregiver Resource Center staff member must perform the following functions:
- 2.1 Research, maintain, and disseminate current and relevant resource materials pertaining to caregiver issues and services available to the caregiver.
  - 2.2 Research without bias or prejudice specific topics / concerns facing caregivers.
  - 2.3 Remain informed of current topics / concerns facing caregivers.
  - 2.4 Promote intervention activities, such as supporting the development and education of new and existing support groups that focus on reducing the risk of caregiver burnout.
  - 2.5 Serve as a liaison between the Caregiver Resource Center and the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD).
  - 2.6 Attend meetings scheduled by DSAAPD staff.
  - 2.7 Be available at the Caregiver Resource Center during designated staffing hours.
  - 2.8 Make referrals to appropriate agencies / organizations supporting caregivers.
  - 2.9 Offer direct support, answer / return phone calls, make follow-up calls, and research specific concerns for caregivers contacting the Caregiver Resource Center site location.
  - 2.10 Participate in Community Outreach venues such as Health Fairs and Expos a minimum of twice a year. Fees will be paid by DSAAPD.
  - 2.11 Conduct public outreach to the broader community about the Caregiver Resource Center (i.e. newspapers, newsletters, program notices, etc.).
  - 2.12 Prepare reports as needed.



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- 2.13 Organize and/or facilitate the development of support group activities for caregivers.
- 2.14 Make site visitations to local businesses/employers, civic organizations, senior centers, etc. in the surrounding area to promote caregiver services and to conduct seminars or workshops on caregiving topics.
- 2.15 Periodically host a calendar of workshops and/or seminars including guest speakers at the Caregiver Resource Center site location on relevant caregiving topics for caregivers in the community. (minimum of twice per year)
- 2.16 Participate in formal training activities that will facilitate ongoing professional development and understanding of caregiver needs and services. (minimum of twice a year)

**3.0 Job Description - Knowledge, Skills, and Abilities**

The Caregiver Resource Center staff member must have some knowledge, skills and abilities in the following areas:

- 3.1 Knowledge of current issues and concerns facing caregivers.
- 3.2 Familiarity with the resources available to assist the older population and their caregivers.
- 3.3 Ability to listen and empathize with caregivers.
- 3.4 Strong research skills and demonstrated knowledge of the computer and familiarity with using the Internet.
- 3.5 Experience in assisting people with finding solutions to their problems and teaching coping skills.
- 3.6 Excellent written and oral communication skills.
- 3.7 Knowledge of record keeping practices and procedures.

**4.0 Evaluation and Monitoring**

4.1 The Caregiver Resource Center site location must work together with DSAAPD to develop strategies to evaluate and monitor the operation of the Caregiver Resource Center. Some areas to evaluate and monitor include the following:

- 4.1.1 Caregivers' satisfaction level with resource materials and services provided by the Caregiver Resource Center.
- 4.1.2 Tracking the number of caregivers served through the Caregiver Resource Center by regularly using the Caregiver and Care Recipient Assessment forms.
- 4.1.3 Tracking the circulation of resource materials provided by the Caregiver Resource Center.
- 4.1.4 Referral tracking report designed to record numbers of referrals made to other agencies.

**5.0 Reporting Requirements**

5.1 The contractor agrees to provide DSAAPD the name and other information collected about the participant for the purpose of statistical reporting. The contractor agrees that when the project is publicized through the news media or other sources, the Division of Services for Aging and Adults with Physical Disabilities will be mentioned as a funding source as a result of the National Family Caregiver Support Program, Title III-E of the Older Americans Act.

**6.0 Invoicing Requirements**

6.1 The provider will invoice DSAAPD using the provided DSAAPD Invoicing Workbook for Caregiver Resource Centers (IW-015) pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q; Invoicing.