



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Caregiver Resource Center
Service Specifications**

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9/30/2014		Original
7/13/2016	1.0, 4.0, 5.0, 6.0	Amended: 1.1, 4.2.1, 5.3.1, 5.4.1, 6.3.2, 6.4.1



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1.0 SERVICE DEFINITION

1.1 Caregiver Resource Centers (CRC) are community access points that provide information and assistance/referral, education, and access to services and assistive technologies that support caregivers. These are one of the caregiver core services supported by DSAAPD. (www.dhss.delaware.gov/dsaapd)

2.0 SERVICE GOAL

2.1 The goal of the Caregiver Resource Centers is to serve all caregivers in our communities by providing information and assistance/referral, education and access to services and assistive technologies that support individual caregivers at any point along the continuum of caregiving.

3.0 SERVICE AREA

3.1 Providers/contractors are permitted to apply for sub-areas of service within the State.

4.0 ELIGIBILITY

4.1 Caregiver Resource Centers serve caregivers in local communities, as well as out-of-State caregivers who are providing care to Delaware participants.

4.2 Caregiver Resource Centers are supported by both state and federal funds as per the Older Americans Act, Title III-Part E and the National Family Caregiver Support Program. As required by these funding sources, services will be directed to caregivers and targeted populations as follows:

4.2.1 Family members, friends, or others who help take care of older adults or persons with disabilities. Caregivers are also older relatives such as grandparents who care for children. Refer to:

<http://dhss.delaware.gov/dhss/dsaapd/resource.html>

4.2.2 Targeted caregiver populations include those in the community with the greatest social and economic need. Priority will be given to the following: older adults, persons with disabilities, older individuals at risk for institutional placement, minorities and those with limited English proficiency, and older individuals residing in rural areas.

4.2.3 Underserved caregiver populations including male caregivers, caregivers in the LGBT (Lesbian, Gay, Bisexual, Transgender) community, caregivers for persons with Alzheimer's disease and related dementias, caregivers in the Hispanic/Latino communities.

5.0 SERVICE STANDARDS

5.1 Caregiver Resource Centers and the contractors/providers that operate these sites must provide services and adhere to service standards as described herein. Caregiver Resource Centers will:

5.1.1 Serve as visible and trusted community focal points for caregivers seeking information, assistance/referral, and access to needed services and person-centered support.

5.1.2 Be open and easily accessible to all caregivers in the community.



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- 5.1.3 Provide assistance and access to services for all caregivers, regardless of membership or affiliation with the host location. For example, if a center is co-located in a senior center, caregivers seeking assistance are not required to be a member of the senior center.
- 5.1.4 Have flexible hours of operation (minimum of 20 hours per week). Schedule must be posted and include sufficient evening &/or weekend hours for additional convenience to caregivers.
- 5.1.5 Hire (or assign) a part-time staff member to serve for a minimum of 20 hours per week.

5.2 Caregiver Resource Centers must have the following service area and equipment (at a minimum) to operate:

- 5.2.1 Dedicated area that serves as a comprehensive resource directory/lending library and caregiver consultation site.
- 5.2.2 Accessible computer(s) with Internet access for caregivers.
- 5.2.3 Telephone(s).
- 5.2.4 Educational materials and resources on caregiving and support services, including books, manuals, pamphlets, brochures, videos, DVD/CDs, etc.

5.3 Caregiver Resource Centers will provide caregivers with direct access to the following core services and resources:

- 5.3.1 Caregiver Skills Training, Grandparent or Older Relative Caregiver Programs, Information and Assistance, and Respite Care.
- 5.3.2 Delaware's Aging and Disability Resource Center (ADRC) services including: Options Counseling and Hospital Discharge/Care Transition Support. The ADRC is a statewide, one-stop access point for long-term services and supports for older persons and adults with physical disabilities in Delaware.
- 5.3.3 Assistive technologies, adaptive devices, tools and services that support aging-in-place and personal independence.

5.4 Caregiver Resource Centers will provide outreach/marketing services targeting caregivers as follows:

- 5.4.1 Facilitate and participate in outreach activities that promote the Caregiver Resource Center, support services and related resources to local public and private community organizations and stakeholders (e.g., MD offices, pharmacies, clinics, senior centers).
- 5.4.2 Promote available services, resources and programs related to caregiving, with a focus on targeted caregiver populations (as identified in 4.2).
- 5.4.3 Facilitate engagement in support and educational activities (e.g., support groups, evidenced-based self-management programs, caregiver education activities).

6.0 JOB DUTIES

Caregiver Resource Center staff must perform the following duties and functions as per the National Aging Program Information System (NAPIS) standards and reporting requirements. Staff will be responsible for maintaining center resources, providing services and reporting as follows:

6.1 Resource/Center Maintenance:



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- 6.1.1 Research, maintain, disseminate and track the distribution of resource materials pertaining to caregiver issues, assistive technologies, and support services available for caregivers.
 - 6.1.2 Assist in identifying, assessing and updating resources for caregivers in the Delaware ADRC searchable database, Guide to Services for Older Delawareans and Adults with Disabilities, and related directories and online databases.
 - 6.1.3 Research, without bias or prejudice, relevant topics/concerns facing caregivers. Remain informed and provide resources on current and emerging caregiving issues.
 - 6.1.4 Be available at the Caregiver Resource Center during designated staffing hours.
- 6.2 Caregiver Services:
- 6.2.1 Conduct initial counseling sessions/interviews and complete assessments on individual caregivers and clients. Submit the Care Recipient Assessment (Form CF-044) and Caregiver Assessment (Form CF-045) on a monthly basis. (Forms will be provided electronically to vendor by DSAAPD prior to contract start date)
 - 6.2.2 Provide caregivers with information, assistance and direct access to support services and resources as needed.
 - 6.2.3 Respond promptly to all contacts via phone or email. Answer/return phone calls, make follow-up calls; research and respond to specific caregiver issues and concerns.
 - 6.2.4 Refer to appropriate agencies or organizations that support caregivers.
 - 6.2.5 Refer to intervention activities that support caregivers including:
 - 6.2.5.1 Special support groups that focus on coping skills and reducing the risk of caregiver burnout
 - 6.2.5.2 Evidence-based, self-management programs for caregivers.
 - 6.2.6 Organize and/or facilitate the development of support group activities for caregivers.
- 6.3 Community Outreach/Training
- 6.3.1 Promote Caregiver Resource Centers and available services for caregivers.
 - 6.3.2 Serve as a liaison for the Caregiver Resource Center, Delaware Aging and Disability Resource Center (ADRC) and DSAAPD services.
 - 6.3.3 Participate in community outreach venues including conferences, health fairs/expos (minimum twice per year).
 - 6.3.4 Conduct public outreach to target populations (as identified in 4.2) and the broader community about the services provided through the Caregiver Resource Centers. Public outreach and circulation will be done via online and print media including newspapers, newsletters, program notices, flyers, etc.
 - 6.3.5 Conduct and facilitate caregiver trainings and support groups.
 - 6.3.6 Conduct outreach and site visits to local businesses/employers, health care professionals, civic organizations, senior centers, etc.
 - 6.3.7 Periodically host a calendar of workshops and/or seminars including guest speakers at the Caregiver Resource Center site location on relevant topics for caregivers in the community (minimum twice per year).



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6.3.8 When the Caregiver Resource Center or services are publicized through the news media or other sources, contractor will identify the Division of Services for Aging and Adults with Physical Disabilities as the support agency, with primary funding provided by the National Family Caregiver Support Program, Title III-E of the Older Americans Act.

6.4 Administrative Requirements

- 6.4.1 Attend mandatory quarterly meetings scheduled by Caregiver Resource Centers Administrator.
- 6.4.2 Participate in formal training activities that will facilitate ongoing professional development and understanding of caregiver needs and services (minimum twice per year).
- 6.4.3 Record, track and submit all data/reports as required by NAPIS in the DSAAPD Invoicing Workbook (IW-024).
- 6.4.4 Prepare and submit required Quarterly Reports in DSAAPD Invoicing Workbook (IW-024).

7.0 PROGRAM STAFFING - Knowledge, Skills, and Abilities

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

- 7.1.1 Knowledge of resources/services that support diverse caregivers (as identified in 4.2).
 - 7.1.1.1 Older caregivers and/or grandparents raising relatives' children.
 - 7.1.1.2 Underserved caregiver populations (e.g., non-English speaking, males, LGBT).
 - 7.1.1.3 Caregivers with &/or caring for adults with special needs.
- 7.1.2 Research skills
 - 7.1.2.1 Ability to use computer/selected programs.
 - 7.1.2.2 Skill in navigating Internet and conducting online searches.
 - 7.1.2.3 Ability to locate relevant resources for caregivers, including assistive technologies and current/emerging issues.
- 7.1.3 Counseling
 - 7.1.3.1 Ability to assess and connect caregivers to the services they want or need.
 - 7.1.3.2 Ability to explore options and possible solutions to caregiver problems.
 - 7.1.3.3 Ability to facilitate coping and self-management skill development.
 - 7.1.3.4 Skilled in active listening and ability to empathize with caregivers.
- 7.1.4 Administrative skills
 - 7.1.4.1 Excellent written and oral communication skills.
 - 7.1.4.2 Knowledge of basic record keeping practices and standard operating procedures.



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8.0 EVALUATION AND MONITORING

8.1 Caregiver Resource Centers will be monitored and evaluated by DSAAPD to ensure fiscal and program integrity and overall quality assurance.

9.0 INVOICING REQUIREMENTS

10.1 The provider will invoice DSAAPD using the DSAAPD Invoicing Workbook (IW - 024) pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q Invoicing.