



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Relative Caregivers Child Care
Respite Program
Service Specifications**

Revision Table

Revision Date	Sections Revised	Description
4/26/2009		Original – (a.k.a. Grand Time Off)
8/14/2013	9.1	Revised to state: <i>Participant Service Waiting Lists</i>
8/14/2013	11.2	Added all sections under 11.2
8/14/2013	Attachment	Deleted: <i>Planned Service Units & Proposed Objectives</i>



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1.0 SERVICE DEFINITION

1.1 Contractor will assist in arranging respite childcare service for grandparents and other relative caregivers that meet eligibility requirements.

2.0 SERVICE GOAL

2.1 To assist in arranging respite for grandparents and relative caregivers who are raising other relatives' children in the caregivers' own homes, providing the majority of care for these children.

3.0 SERVICE UNIT

3.1 The first segment of the unit of service for this program is all program-related expenses for facilitating respite care arrangements for one (1) eligible child of an eligible caregiver.

3.2 The second segment is the cost of one (1) hour of childcare for the eligible child of an eligible caregiver.

4.0 SERVICE AREA

4.1 Services are available to all eligible residents of the State of Delaware.

5.0 SERVICE LOCATION

5.1 Services will be provided in existing licensed and/or legally operating childcare facilities throughout the state, as well as in the residences of friends or family members identified by the caregiver.

6.0 ELIGIBILITY

6.1 Caregivers age 50 and over who provide the majority of care for a related child living in their home are eligible for this service.

6.2 Caregiver must be related to the child by blood, marriage, or adoption.

6.3 Caregiver and child must live in Delaware.

6.4 Services for caregivers age fifty to fifty-four (50 – 54) will be provided through state funding.

6.5 Services for caregivers fifty-five (55) years of age and older will be provided through Title III-E of the Older Americans Act.

6.6 Children shall be seventeen (17) years of age or younger.

7.0 SERVICE STANDARDS

7.1. Services in the Relative Caregivers Childcare Respite Program are provided by Dependent Care Specialists and shall include:

7.1.1. Enrolling eligible caregivers in the program.

7.1.2. Assessing eligible clients' child care needs via the telephone.

7.1.3. Developing an Individualized Respite Care plan to address those needs.

7.1.4. Verifying the amount of subsidy funds available for a caregiver.

7.2. The Administrator of the Relative Caregivers Childcare Respite Program shall:

7.2.1. Oversee assessment of client and childcare provider satisfaction.

7.2.2. Administer payment directly to care providers.

7.2.3. Administer the subsidy account for each participating caregiver.

7.2.4. Preserve client information in a secure and confidential manner.



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- 7.2.5. Maintain and submit statistical client information as required by Title III-E of the Older Americans Act and the Division.
- 7.2.6. Promote the Program via presentations and through the provider's website.
- 7.3. **Prohibited service components:**
 - 7.3.1. Provider will not direct caregivers with recommendations to any specific care providers.
 - 7.3.2. Referrals only will be provided.
 - 7.3.3. Provider does not warrant or guarantee a child care provider's capabilities.

8.0. STAFF REQUIREMENTS

- 8.1. Dependent Care Specialists will hold a Bachelors Degree in Early Childhood Development, Education, Human Services, or other related degree.
- 8.2. Dependent Care Specialists shall have at least two (2) years experience in human services or a related field.

9.0. WAITING LISTS

- 9.1. When the demand for a service exceeds the ability to provide the service, a waiting list is required. Applicants will be placed on the waiting list until services can be provide, or until services are no longer desired by the applicant. The waiting list must be managed in accordance with DSAAPD Policy X-K, Participant Service Waiting List. In each case, the reason for the selection of an individual ahead of others of the waiting list must be documented (e.g., in writing and available for review).

10.0. DONATIONS

- 10.1 Caregivers must be informed of the cost of the Relative Caregivers Child Care Program and must be offered the opportunity to make voluntary donations to help defray the cost, thereby making additional service available to others.
- 10.2 The Provider must:
 - 10.2.1 Inform caregivers of the cost of providing services and offer them the opportunity to make voluntary donation.
 - 10.2.2 Protect their privacy with respect to their donation.
 - 10.2.3 Safeguard and account for all donations.

11.0 INVOICING REQUIREMENTS

- 11.1 The provider will invoice DSAAPD using the provided DSAAPD Invoicing Workbook for Relative Caregivers Childcare Respite Services (IW-014) pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q; Invoicing.
- 11.2 The following documentation will also be included when the monthly invoice is submitted and will be provided separately for each funding source:
 - 11.2.1 Spread sheet showing program and subsidy expenses for the month and year-to-date.
 - 11.2.2 Billing report showing caregiver's name, amount of donation, total subsidy, and number of hours of service.
 - 11.2.3 Invoices for each caregiver using service that month.
 - 11.2.4 Utilization report showing current month's and year-to-date totals of:
 - 11.2.4.1 Packets Requests
 - 11.2.4.2 Adults and Children enrolled



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- 11.2.4.3 Caregivers Served
- 11.2.4.4 Children Served
- 11.2.4.5 Pre and Post Enrollment Consultations
- 11.2.4.6 Searches and Care Arrangements
- 11.2.4.7 Days of Care Paid
- 11.2.4.8 Hours of Care Paid
- 11.2.4.9 Subsidy Used
- 11.2.4.10 On-going report showing caregivers receiving subsidy above normal amount permitted per caregiver, decided on a case-by-case review with Division Contract Manager.
- 11.2.5 Completed Enrollment form for each caregiver