<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Sections Revised</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/10/2017</td>
<td></td>
<td>Original</td>
</tr>
<tr>
<td>10/13/2017</td>
<td>4.2.1, 6.3.1</td>
<td>Updated web addresses.</td>
</tr>
</tbody>
</table>
1.0 SERVICE DEFINITION

1.1 Caregiver Resource Centers (CRC) are community access points that provide information and assistance/referral, community outreach, education, and access to services and assistive technologies that support caregivers. These are one of the caregiver services supported by 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, outreach to community, 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-E and the National Family Caregiver Support Program. As required by these funding sources, services will be directed to caregivers and targeted populations as described below:

4.2.1 Respite for family members, friends, or others who help take care of older adults or persons with disabilities. Respite for caregivers who are also older relatives such as grandparents who care for children. Refer to DSAAPD’s caregiver assistance webpage.

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, and caregivers in Hispanic/Latino communities.

4.2.4 Caregivers for persons with Alzheimer’s disease and related dementias.

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 resource for caregivers seeking information, assistance/referral, and access to needed services and person-centered support.

5.1.2 Be open at least 20 hours per week and easily accessible to all caregivers in the community with a designated space for caregivers to visit. Caregiver resource centers should have flexible
hours of operation. Hours of operation schedule must be posted and include one evening and/or weekend hours for additional convenience to caregivers.

5.1.3 Identify available resources and provide assistance in accessing 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 Hire (or assign) a part-time staff member to serve at a minimum of 20 hours per week on site during designated hours.

5.1.5 Assign a staff member to conduct community outreach at a minimum of two (2) event per year. Community outreach consists of the following things:

5.1.5.1 Distributing information material on statewide services available to caregivers; and

5.1.5.2 Serving as a liaison between the caregiver and community agencies in order to encourage them to use caregiver resources and services available throughout the state.

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

5.2.1 Accessible dedicated area that serves as a comprehensive resource directory/lending library and caregiver consultation site. This area must be accessible at all times the provider is open for business.

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, ADRC brochure, etc.

5.3 Caregiver Resource Centers will provide caregivers with education and referrals ensuring access is easily reached to the following core services and resources to ensure services and resources are provided:

5.3.1 Caregiver Skills Training, Grandparent or Older Relative Caregiver Programs, Information and Assistance (Legal and Advocacy guidance) 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.
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:

6.1.1 Research, maintain, disseminate and track the distribution of resource materials pertaining to caregiver issues, assistive technologies, demographics and support services available for caregivers.

6.1.2 Assist in identifying, assessing and updating resources for caregivers provided by the CRC in the Delaware ADRC searchable database through their account online, 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 or concerns facing caregivers.

6.1.4 Remain informed and provide resources on current and emerging caregiving issues.

6.1.5 Be available at the Caregiver Resource Center during designated staffing hours.

6.2 Counseling Sessions:

6.2.1 Conduct initial counseling sessions/interviews of individual caregivers and clients.

6.2.2 Maintain number of caregivers attending support groups, trainings, one-on-ones and conferences/expos, as defined by NAPIS.

6.3 Access Assistance:

6.3.1 Complete assessments on individual caregivers and clients. Maintain the Care Recipient Assessment (Form CF-044) and Caregiver Assessment (Form CF-045) on file within the Caregiver Resource Center. The forms can be found on the Service Provider Forms page of the DSAAPD website.

6.3.2 Provide caregivers with information, assistance and direct access to support services and resources as needed.

6.3.3 Respond promptly to all contacts via phone or email. Answer and return phone calls, make follow-up calls, research and respond to specific caregiver issues and concerns.

6.3.4 Refer to appropriate agencies or organizations that support caregivers.

6.3.5 Refer to intervention activities that support caregivers including:

6.3.5.1 Special support groups that focus on coping skills and reducing the risk of caregiver burnout.

6.3.5.2 Evidence-based, self-management programs for caregivers (For example: Savvy Caregiver training, Alzheimer’s training workshops, Diabetes Self-Management programs through DHSS Public Health, etc.).
6.4 Information Services:

6.4.1 Community Training

6.4.1.1 Conduct and facilitate caregiver trainings and/or support groups at a minimum of two (2) per month. (This is not considered Community Outreach as per 6.4.3.)

6.4.1.2 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 at a minimum two (2) per quarter.

6.4.1.3 Participate in formal training activities that will facilitate ongoing professional development and understanding of caregiver needs and services at a minimum of two (2) per year.

6.4.2 Caregiver Resource Centers will provide marketing services targeting caregivers as follows:

6.4.2.1 Promote Caregiver Resource Centers and available services for caregivers on their website and include a link to DSAAPD and the ADRC.

6.4.2.2 Serve as a liaison for the Caregiver Resource Center, ADRC and DSAAPD services.

6.4.2.3 Conduct marketing to target populations (as identified in 4.2) and the broader community about the services provided through Caregiver Resource Centers. Marketing and circulation will be done via online and print media including newspapers, newsletters, program notices, flyers, etc.

6.4.2.4 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 and include the division logo. The contractor must also state that primary funding is provided by the National Family Caregiver Support Program, Title III-E of the Older Americans Act. (Note: All printed publications and websites must have the Care Delaware wording and logo removed and replaced with general DSAAPD branding).

6.4.2.5 Promote available services, resources and programs related to caregiving, with a focus on targeted caregiver populations (as identified in 4.2).

6.4.2.6 Organize and/or facilitate development and engagement in support and educational activities at a minimum of two (2) per month as stated in 6.3.1 (e.g., support groups, evidenced-based self-management programs, caregiver education activities). (This is not considered Community Outreach as per section 6.4.3.)

6.4.3 Community Outreach

6.4.3.1 Participate in outside community health fairs/expos at a minimum of two (2) per year to promote a statewide network of caregiver resources and services available through DSAAPD and the ADRC. As the representative at these events, the contractor is
present on behalf all Caregiver Resource Centers and the state of Delaware and must promote all services available. Two contractors cannot promote the CRC’s and other available services at the same event at separate tables. Going to these events may also require the contractor to travel beyond their service area to meet the minimum amount of events required.

6.4.3.1.1 The CRC will communicate with their fellow CRCs to ensure duplication of efforts by attending the same events does not occur.

6.4.3.2 Facilitate and participate in a minimum of two (2) in person appointments per month that promote the Caregiver Resource Center, support services and related resources to local public and private community organizations, physician offices, pharmacies, clinics, senior centers and other stakeholders.

6.4.3.3 Conduct outreach and site visits to local businesses/employers, health care professionals, civic organizations, senior centers, etc. at a minimum of eight (8) hours per month.

6.4.3.4 DAAAPD will provide supplemental outreach materials.

6.4.3.5 Any outreach materials developed by the Caregiver Resource Centers must be approved by the DSAAPD.

6.5 Administrative Requirements:

6.5.1 Attend mandatory quarterly meetings and program monitoring and evaluation as scheduled by DSAAPD.

6.5.2 Record, track and submit all data/reports as required by NAPIS in the DSAAPD Invoicing Workbook – Caregiver Resource Center.

6.5.3 Prepare and submit required Quarterly Reports in DSAAPD Invoicing Workbook – Caregiver Resource Center.

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.

8.0 INVOICING REQUIREMENTS

8.1 The provider will invoice DSAAPD using the DSAAPD Invoicing Workbook – Caregiver Resource Center (CRC), pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q Invoicing.

8.2 NAPIS and the other Quarterly Reporting Requirements

8.2.1 Counseling Sessions are defined as (one session) Counseling to caregivers to assist them in making decisions and solving problems relating to their caregiver roles. This includes counseling to individuals, support groups, and caregiver training (of individual caregivers and families).

8.2.1.1 Number of Caregivers attending support groups during the quarter.

8.2.1.2 Number of caregivers attending training.

8.2.1.3 Number of one to one contact providing general program information via telephone or in person to caregivers.

8.2.1.4 Number of caregivers attending conferences/training.

8.2.2 Access Assistance (one contact) – A service that assists caregivers in obtaining access to services and resources that are available within their communities. To the maximum extent practicable, it ensures that individuals receive the services needed by establishing adequate follow-up procedures. [Note: Information and assistance to caregivers is an access service, i.e., a service that: (A) provides individuals with information on services available within the communities; (B) links individuals to the services and opportunities that are available within the communities; (C) to the maximum extent practicable, establishes adequate follow-up procedures. [Internet website “hits” are to be counted only if information is requested and supplied.]

8.2.2.1 Number of caregiver assessment forms initial contact, track unduplicated.
8.2.2.2 Number of hours per CRC Coordinator.

8.2.2.3 Number of referrals to other services.

8.2.2.4 Number of one to one outreach.

8.2.2.5 Number of circulations (center newsletters, flyers, program notices, public services announcements, etc.).

8.2.2.6 Number of participants attending workshops/professional development events.

8.2.3 Information Services (one activity) -- A service for caregivers that provides the public and individuals with information on resources and services available to the individuals within their communities. [Note: service units for information services are for activities directed to large audiences of current or potential caregivers such as disseminating publications, conducting media campaigns, and other similar activities.]

8.2.3.1 Number of Activities/Events (caregiver trainings, support groups, outreach events – conferences and expos [track by session (senior health and job fairs, seminars, pharmacy visits, doctor or doctor office visits, informal presentations, focus groups, HR and EAP programs, and lunchtime forums)].

8.2.3.2 Media – newspaper articles/month, senior enter newsletters, flyers, program notices, PSAs.

8.2.3.3 Workshops/Professional Developmental Events.

8.2.3.4 Dissemination resource materials.