



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Caregiver Resource Center
Service Specifications**

Revision Date	Sections Revised	Description
4/1/2021		Revised Caregiver Resource Center Service Specifications



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1.0 SERVICE DEFINITION

- 1.1 Caregiver Resource Centers (CRC) are visible community-based access points that provide trusted and meaningful information and assistance/referral, community outreach, education, and access to services and assistive technologies that support caregivers. Each CRC is part of a caregiver action network and is a hub for resources, activities and supports. Caregiver services are a core service supported by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD).
- 1.2 A caregiver is defined as an unpaid member of a person's social network who helps them with activities of daily living.

2.0 SERVICE GOAL

- 2.1 The goal of the Caregiver Resource Centers is to serve unpaid caregivers in the community by providing accessible person-centered 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. CRC's will strive to uplift caregivers and empower them to successfully navigate their caregiving journeys.

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 residents.
- 4.2 Caregiver Resource Centers are supported by both state and federal funds as per the Older Americans Act Title III-E. 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 Delaware Health and Social Service's [My Healthy Community 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, those with limited English proficiency, older individuals residing in rural areas and underserved populations.
 - 4.2.3 Underserved caregiver populations including male caregivers, caregivers in the LGBTQ+ (Lesbian, Gay, Bisexual, Transgender) community, individuals with limited English proficiency, and Hispanic/Latinx caregivers.
 - 4.2.4 Caregivers of persons with Alzheimer's disease and related dementias.



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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 a visible and trusted community resource for caregivers seeking information, assistance/referral, and access to needed services and person-centered support.
- 5.1.2 Co-locate in multiple accessible community- based locations at least once per month. Community-based locations include, but are not limited to libraries, local public and private community or faith-based organizations, medical providers' offices, pharmacies, and other settings that caregivers might utilize. Providers must submit the completed ATTACHMENT A form with the monthly invoice.
- 5.1.3 Provide at least 20 hours of service per week in accessible locations in the community with a designated space for caregivers to visit. Caregiver resource centers should have flexible hours of operation. Hours of operation must be posted and include evening and/or weekend hours for additional convenience to caregivers.
- 5.1.4 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.
- 5.1.5 Hire (or assign) a part-time staff member to serve at a minimum of 20 hours per week on site during designated hours.

5.2 Caregiver Resource Centers should explore options and interest in virtual supports for caregivers:

- 5.2.1 CRCs will survey caregivers' interest in an online virtual support center.
- 5.2.2 CRCs should consider innovative tools to reach caregivers, if identified as a need among caregivers surveyed. These could include:
 - 5.2.2.1 The creation of virtual support groups. (online, skype, zoom).
 - 5.2.2.2 The creation of a caregiver blog, chat room, or list-serv where caregivers can connect with other caregivers for support, resources, and information.

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

- 5.3.1 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 CRC is open for business. Accessible computer(s) with internet access for caregivers.
- 5.3.2 Telephone(s).
- 5.3.3 Educational materials and resources on caregiving and support services, including books, manuals, pamphlets, brochures, videos, DVD/CDs, ADRC brochure, etc.



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5.4 Caregiver Resource Centers will provide education and referrals regarding:

- 5.4.1 Caregiver Skills Training, Grandparent or Older Relative Caregiver Programs, Information and Assistance (Legal and Advocacy guidance) and Respite Care.
- 5.4.2 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.
- 5.4.3 Assistive technologies, adaptive devices, tools and services that support aging-in-place and personal independence.
- 5.4.4 Evidence based self-management programs, caregiver education activities, support groups and resources for caregivers of people with dementia.

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 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 Counseling Sessions:

- 6.2.1 Conduct initial counseling sessions/interviews of individual caregivers and clients either in-person or virtually per the preference of the caregiver.
- 6.2.2 Maintain and expand the 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 with individual caregivers and clients. Maintain the Care Recipient Assessment (Form CF-044) and Caregiver Assessment (Form CF-045) on file within the



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Caregiver Resource Center. The forms can be found on [the Service Provider Forms page](#) of the DSAAPD website.

- 6.3.2 Provide person-centered information, assistance and direct access to support services and resources to caregivers 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, in-person or virtual, 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 in-person or virtual 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 in-person or virtual workshops and/or seminars in on relevant topics for caregivers in the community at a minimum two (2) per quarter.
 - 6.4.1.3 Participate in formal training or cross-training activities that will further 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. If the CRC wishes to use the DSAAPD and ADRC logos, they must be the approved logos.
 - 6.4.2.2 Serve as a liaison for the Caregiver Resource Center Network, ADRC and DSAAPD services.
 - 6.4.2.3 Conduct marketing to target populations (as identified in 4.2.3) and the broader community about the services provided throughout all Caregiver Resource Centers.
 - 6.4.2.4 Promote available services, resources and programs related to caregiving, with a focus on targeted caregiver populations (as identified in 4.2.3).



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6.4.2.5 When the Caregiver Resource Center or services are publicized through the news media or other sources, contractor will acknowledge the Division of Services for Aging and Adults with Physical Disabilities as the primary funding support and utilize the division logo. The contractor must also state that primary funding is provided by Title III-E of the Older Americans Act.

6.4.3 Community Outreach

6.4.3.1 Assign a staff member to conduct community outreach (outlined in 6.4.3) at a minimum of two (2) events per year. Community outreach consists of the following things:

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

6.4.3.3 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.

6.4.3.4 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 to present on behalf of all Caregiver Resource Centers in the network 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.

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

6.4.3.4.2 The CRC will have discussions with a wide variety of community organizations and develop relationships with them to put a focus on the needs and connections of caregivers.

6.4.3.5 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 or faith-based organizations, physician offices, pharmacies, clinics, senior centers and other stakeholders. Conduct outreach and site visits to local businesses/employers, health care professionals, civic organizations, retirement communities, senior centers, etc. at a minimum of three (3) hours per month. Emphasis should be placed on outreaching to those that may need services the most, in locations where those individuals may be. CRC's should be in the community doing outreach.

6.4.3.6 DAAAPD will provide supplemental outreach materials.



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6.4.3.7 Any outreach materials developed by the Caregiver Resource Centers must be approved by the DSAAPD planner assigned to the CRCs and display the approved division logo.

6.5 Administrative Requirements:

- 6.5.1 Attend mandatory quarterly meetings and program monitoring and evaluation when scheduled by the DSAAPD.
- 6.5.2 Record, track and submit all data in the DSAAPD Invoicing Workbook – Caregiver Resource Center.
- 6.5.3 Prepare and submit required Monthly Reports (Attachment A & Attachment B).

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., populations including male caregivers, caregivers in the LGBTQ+ community, individuals with limited English proficiency, and caregivers in Hispanic/Latino communities).
 - 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 Skills in using virtual platforms. (i.e. zoom, google meets, go to meeting, skype etc.).
 - 7.1.2.4 Ability to locate relevant resources for caregivers, including assistive technologies and current/emerging issues.
- 7.1.3 Person-Centered 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 Skills in active listening and ability to empathize with caregivers.
- 7.1.4 Administrative skills
 - 7.1.4.1 Excellent written and oral communication skills.



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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 The provider must submit the Caregiver Resource Center Co-Location Information Form (Attachment A) along with the DSAAPD Invoicing Workbook
- 8.3 The provider must submit the Caregiver Resource Center Monthly Report (Attachment B) along with the DSAAPD Invoicing Workbook. An EXCEL version of the Caregiver Resource Center Monthly Report will be supplied by DSAAPD at time of contract execution.
 - 8.3.1 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).
 - 8.3.1.1 Number of Caregivers attending support groups during the quarter.
 - 8.3.1.2 Number of caregivers attending training.
 - 8.3.1.3 Number of one to one contact providing general program information via telephone or in person to caregivers.
 - 8.3.1.4 Number of caregivers attending conferences/training.
 - 8.3.2 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.]
 - 8.3.2.1 Number of caregiver assessment forms initial contact, track unduplicated.



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- 8.3.2.2 Number of hours per CRC Coordinator.
- 8.3.2.3 Number of referrals to other services.
- 8.3.2.4 Number of one to one outreach.
- 8.3.2.5 Number of circulations (center newsletters, flyers, program notices, public services announcements, etc.).
- 8.3.2.6 Number of participants attending workshops/professional development events.
- 8.3.3 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.]
 - 8.3.3.1 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].
 - 8.3.3.2 Media – newspaper articles/month, senior enter newsletters, flyers, program notices, PSAs.
 - 8.3.3.3 Workshops/Professional Developmental Events.
 - 8.3.3.4 Dissemination resource materials.



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ATTACHMENT A

Caregiver Resource Center Co-Location Information Form

Service Specification Section: 5.1.2- *Co-locate in multiple accessible community-based locations at least once per month. Community-based locations include, but are not limited to libraries, local public and private community or faith-based organizations, medical providers’ offices, pharmacies, and other settings that caregivers might utilize. (Provider relations must be notified if there are any changes to an approved location.)*

The goal of the co-location of Caregiver Resource Centers is to encounter caregivers in the places where they most often visit. This ensures the Caregiver Resource Centers are assisting as many caregivers as possible. This also expands the reach of the Caregiver Resource Centers.

Providers, please fill out the information below. You may select all location types that apply.

Name of CRC Location: _____

Please Select	Location	Address	Office Hours at Location/Frequency (i.e., every 3 rd Wednesday)
<input type="checkbox"/>	Public Library		
<input type="checkbox"/>	Public or Private Community Center		
<input type="checkbox"/>	Faith-Based Organization		
<input type="checkbox"/>	Medical Providers Office		
<input type="checkbox"/>	Pharmacy		
<input type="checkbox"/>	Other (please specify below)		

Please provide the following information regarding the “other” potential co-location site.

1. Where is the location?

2. Why do you feel this is a setting where you may encounter caregivers?



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ATTACHMENT B

Caregiver Resource Center Monthly Report

Provider Name:		Planned Service Units												TOTAL
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
Counseling Sessions	1) Number of Caregivers attending Support Groups (*)													0
	2) Number of Caregivers attending training													0
	3) Number of One on One contact (**)													0
	4) Number of Caregivers attending conference/training													0
Assess Assistance	1) Number of Caregiver assessment forms: (***)													0
	2) Number of hours per CRC Coordinator:													0
	3) Number of referrals to other services:													0
	4) Number of One on One outreach:													0
	5) Number of circulations (Newspaper articles, Sr. Center news letters, Flyers, Program Notices, Public Service Announcements, etc)													0
	6) Number of Participants attending Workshops/Professional Developmental Events													0
Information Services (Count as 1 Unit of Service)	1) Number of Activities/Events													0
	Caregiver Trainings													0
	Support Groups													0
	Outreach Events (****)													0
	Conferences													0
	Expos													0
	2) Media													0
	Newspaper Articles/month													0
	Senior Center Newsletters													0
	Flyers													0
	Program Notices													0
	Public Service Announcements													0
	3) Workshops/Professional Developmental Events													0
	4) Disseminate Resource Materials													0

- (*) Number of new Caregivers attending support groups during the quarter
- (**) General Program Information provided through 1:1 contact, either via telephone or in person
- (***) Initial Contact; track unduplicated
- (****) Track by session (senior, health and job fairs, seminars, pharmacy visits, doctor or office visits, informal presentations, focus groups, HR and EAP programs, and lunchtime forums)