

# DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM (TITLE III-E) GUIDANCE DOCUMENT

Title III-E, National Family Caregiver Support Program (NFCSP), provides a multifaceted support system that helps families sustain their efforts to care for an older individual or child or a relative with severe disabilities. Area Agencies on Aging (AAA) and its contractors are encouraged to develop new models of caregiver support that provide services which do not supplant the role of the family as caregiver but enhances their ability to provide informal care for as long as appropriate. These support services shall be provided to family caregivers, grandparents, or other older individuals who are relative caregivers.<sup>1</sup>

## **Eligible Population**

Caregiver – An adult family member, or another individual, who is an informal provider of in-home and community care to:

- 1) an individual who is 60 years of age or older; and for individuals receiving Respite or Supplemental Services, meets the definition of “frail” as found in Section 102 (22) of the Older Americans Act (unable to perform at least 2 activities of daily living without substantial assistance or due to cognitive or other mental impairment requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard), or who is less than 60 and has a diagnosis of early onset dementia;<sup>2</sup> or
- 2) a child not more than 18 years of age or an individual 19 to 59 years of age who has a severe disability being cared for by a “grandparent or older individual who is a relative caregiver” or a relative of a child by blood, marriage, or adoption, who is 55 years of age or older.

**There must be both a caregiver and a care receiver to qualify for a Title III-E service.**

“Grandparent or older individual who is a relative caregiver” – means a grandparent or step-grandparent of a child, or a relative of a child by blood or marriage, who is 55 years of age and older and:

- a) lives with the child;
- b) is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregiver of the child; and
- c) has a legal relationship to the child, such as legal custody or guardianship, or is raising the child informally.<sup>3</sup>

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<sup>1</sup> Older Americans Act of 1965, as amended, Section 373(a)

<sup>2</sup> 2006 Amendments to the Older Americans Act (OAA) Frequently Asked Questions (FAQs)

<sup>3</sup> Ibid., Section 372(a)(2)

Child means an individual who is not more than 18 years of age or an individual 19-59 years of age who has a severe disability.<sup>4</sup> The term relates to a grandparent or other older relative who is a caregiver of a child.

*Note:* Section 373(g)(2)(C) of the Older Americans Act of 1965 permits use of a maximum of 10% of the total Federal and non-Federal share available to the State to provide support services to grandparents and older individuals who are relative caregivers of a child who is not more than 18 years of age.

Priority for Title III-E services shall be given to caregivers who are older individuals with greatest social need, and older individuals with greatest economic need (with particular attention to low-income older individuals); and to older individuals providing care to individuals with severe disabilities, including children with severe disabilities.<sup>5</sup>

### **Service Delivery Elements**

AAAs providing services through Title III-E NFCSP may provide any combination of services under six broad categories. These categories are further subdivided into services. These services are reported in the PeerPlace System and may also need to be reported on the Department for Aging and Rehabilitative Services – Aging Monthly Report (AMR).

*Note:* For each service, either the established service standard is referenced or a brief description is provided. A CRIA encounter and the appropriate assessment form must be completed and the Virginia Caregiver – Service Form (one minimum per individual) is required.

- 1. Information to caregivers about available services.**<sup>6</sup> The only service to be reported is *Public Information/Education*. Although *Public Information/Education* has an established service standard, the unit of service collected is the number of activities provided and in place of the number of caregivers served estimate the size of the audience.
- 2. Assistance to caregivers in gaining access to the services.**<sup>7</sup> This includes services and activities which assist families and other caregivers obtain the services they need including *Communication, Referral and Information and Assistance (CRIA)*, *Care/Service Coordination Level 2*, *Transportation*, and *Assisted Transportation*.
  - a. *Communication, Referral and Information and Assistance (CRIA)* has an established service standard.
  - b. *Care/Service Coordination Level 2* has an established service standard.
  - c. *Transportation* has an established service standard.

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<sup>4</sup> Ibid., Section 102(48)

<sup>5</sup> Ibid., Section 373(c)(2)

<sup>6</sup> Ibid., Section 373(b)(1)

<sup>7</sup> Ibid., Section 373(b)(2)

- d. *Assisted Transportation* – assistance and transportation, including escort, for an individual who has difficulty (physical or cognitive) using regular vehicular transportation. The intake/reassessment form is Part A of the Uniform Assessment Instrument (UAI). The service unit is a one-way trip.

**3. Individual counseling, organization of support groups, and caregiver training to assist the caregiver in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems related to their caregiving roles.**<sup>8</sup> This includes *Individual Counseling, Support Groups, Caregiver Training*.

- a. *Individual Counseling* – Counseling to caregivers to assist them in making decisions and solving problems related to their caregiving roles. The intake/reassessment form is the Virginia Service – Quick Form or CRIA encounter. The service unit is a session per participant.
- b. *Support Groups* – Counseling to caregivers to assist them in making decisions and solving problems related to their caregiving roles. The intake/reassessment form is the Virginia Service – Quick Form or CRIA encounter. The service unit is a session per participant.
- c. *Caregiver Training* – Training to caregivers to assist them in making decisions and solving problems related to their caregiving roles. The intake/reassessment form is the Virginia Service – Quick Form or CRIA encounter. The service unit is a training session per participant.

**4. Respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities.**<sup>9</sup> This includes *Adult Day Care, Homemaker, Personal Care, Institutional Respite, and Other Services*.

- a. *Adult Day Care (Out of Home)* has an established service standard.
- b. *Homemaker (In-Home)* has an established service standard.
- c. *Personal Care (In-Home)* has an established service standard.
- d. *Institutional Respite (Out of Home Overnight)* is provided by placing the care receiver in an institutional setting such as a nursing home for a short period of time as a respite service to the caregiver. The intake/reassessment form is Part A of the UAI. The service unit is individual hours.
- e. *Other* includes non-traditional services that provide relief or are respite specific to the individual caregiver's situation and needs as described in the Area Plan. The intake/reassessment form is Part A of the UAI.

**5. Supplemental services, on a limited basis, to complement the care provided by caregivers.**<sup>10</sup> This includes *Chore, Congregate Meals, Home Delivered Meals, Direct Payments, and Other Supplemental Services*.

- a. *Chore* has an established service standard.
- b. *Congregate Meals* has an established service standard.
- c. *Home Delivered Meals* has an established service standard.

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<sup>8</sup> Ibid., Section 373(b)(3)

<sup>9</sup> Ibid., Section 373(b)(4)

<sup>10</sup> Ibid., Section 373(b)(5)

- d. *Direct Payments* are to be used for programs or services that are outside of traditional OAA services. They may be paid in cash or by voucher. The intake/reassessment form is Part A of the UAI. The service unit is one payment.
- e. *Other Supplemental Services* include gap-filling services. The intake/reassessment form is Part A of the UAI. Services provided on a limited basis to complement the care provided by caregivers as described in the Area Plan.

*No more than 20% of Title III-E funds shall be allocated for this category of services.*<sup>11</sup> The AAA should provide innovative interventions that are not normally part of the long-term care service system. For example, the AAA can assist families in obtaining a personal emergency response system. Such interventions should be tailored to meet the caregiver's specific needs for support and include documentation such as an assessment that supports the supplemental service.

## **Administrative Elements**

### **Staff Qualifications:**

- *Knowledge:* Program staff should have an awareness of the biological, psychological, and social aspects of aging; the impact of disabilities and illnesses on aging; interviewing principles; community resources; and public benefits eligibility requirements.
- *Skills:* Program staff should have skills in establishing and sustaining interpersonal relationships; problem solving; and advocacy.
- *Ability:* Program staff should have the ability to: communicate with individuals of different socio-economic backgrounds; conduct an effective interview; complete an assessment; arrange and negotiate service referrals; and work independently.

### **Job Descriptions:**

For each paid and volunteer position funded by Title III-E NFCSP of the Older Americans Act, an AAA shall maintain:

- A current and complete job description which shall cover the scope of duties and responsibilities of appropriate service; and
- A current description of the minimum entry-level standards of each job.<sup>12</sup>

## **Quality Assurance**

### **Criminal Background Checks:**

Criminal background checks are required on all AAA employees hired after May 1, 2015. Additionally, employees of contractors who enter client homes are held to the

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<sup>11</sup> Frequently Asked Questions about the Older Americans Act Amendments of 2000.

<sup>12</sup> 22VAC30-20-240 Grants To Area Agencies On Aging, Department for Aging and Rehabilitative Services Regulations, Virginia Administrative Code

same requirement. The minimum background check shall include the Central Criminal Records Exchange (CCRE) through the Virginia State Police.

Individuals found to have been convicted of a felony violation of a "barrier crime," as such term is defined in clause (i) of the definition of barrier crime in §19.2-392.02 of the *Code of Virginia* shall be denied employment. However an Area Agency or contractor who enter client homes may hire an applicant convicted of no more than one misdemeanor not involving abuse or neglect, if five years have elapsed since the conviction.

#### Staff Training:

- Staff should receive orientation on agency policies and procedures, client rights, community characteristics and resources, and procedures for conducting the allowable activities under this program.
- Staff should receive a minimum of ten (10) hours of in-service training per year based on the need for professional growth and upgrading of knowledge, skills, and abilities.

#### Supervision:

Consultation and supervision shall be available to all staff providing services under this program.

#### Case Review:

Caseload review shall be available to all staff providing services under this program.

#### Program Evaluation:

The AAA should conduct regular and systematic analysis of the individuals served by this program and the impact of the services to assist the caregiver. The results of this analysis should be used as a basis for planning and implementing changes in program goals, procedures or resources.

#### Records:

Service providers are to maintain specific records that include:

- Appropriate intake/reassessment form.
- Virginia Caregiver – Service Form, one (minimum) per individual receiving a service through Title III-E NFCSP.
- Appeals process.
- Release forms, if information is shared with other agencies.

#### Service Data:

Service Data is to be reported in PeerPlace and on the AMR. Appendix A attached is a "Title III-E Caregiver Benefited Calculation Scenarios" reference chart. This chart provides an overview on who receives the service and how the care receiver and caregiver information should be reported.

- Units of Service – Report total units provided whether it is provided to the care receiver or the caregiver. PeerPlace service units are reported on a daily basis, but not aggregated (summarized) more than beyond one calendar month.
- Actual Persons Served with a Caregiver (unduplicated)
- Actual Caregivers Served (unduplicated)
- Caregivers Benefited (unduplicated) – Total number of caregivers benefited whether the caregiver directly received the service or the care receiver directly received the service. The number of Caregivers Benefited should be equal to or greater than the number of Actual Caregivers Served. See the Appendix A.

Note: Although *Public Information/Education* has an established service standard, the unit of service collected is the number of activities provided and in place of the number of caregivers served estimate the size of the audience.

#### Program Reports:

- The AMR must be sent to VDA by the twelfth (12<sup>th</sup>) of the following month. This report must be updated and submitted even if there is no change in expenditures or units of service.
- Client level data must be entered into PeerPlace System by the last day of the following month.

**Appendix A**  
**Title III-E Caregiver Benefited Calculation Scenarios**

Scenario	Relationship		Who Actually Received the Service		Client Served with Caregivers	Care Receiver Served with Caregivers	Caregivers Benefited
	Care Receiver	Caregivers Linked	Care Receiver	Caregiver			
A	1	1	1	1	1	1	1
B	1	1	0	1	0	1	1
C	1	1	1	0	1	0	1
D	1	3	1	1	1	1	3
E	1	3	1	0	1	0	3
F	1	3	0	1	0	1	1
G	2	1	2	0	2	0	1
H	2	1	1	1	1	1	1
I	2	1	0	1	0	1	1

Use the AAA Service Summary 'Report', Page 3 tab, 'Title III-E Section'  
\*If you have a linked sub-contractor then run 'AAA Service Summary Sub-Contractors' Report

Service Data Cross Reference			
<b>PeerPlace Reports</b>	Clients Served with Caregivers	Caregivers Served	Caregivers Benefited
<b>AMR Excel Workbook Title III-E Tabs</b>	Actual Persons Served with a Caregiver	Actual Caregivers Served	Number of Caregivers Benefited