

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
FAMILY CAREGIVER SUPPORT SERVICES
(Under Title III-E of the Older Americans Act)**

Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.

PURPOSE:

To promote quality of service, the Aging and Disability Services Division (ADSD) has established service specifications that contain general guidelines. The service specifications that each grantee must follow consist of GENERAL REQUIREMENTS and PROGRAM-SPECIFIC REQUIREMENTS established for each type of funded service.

SERVICE DEFINITION:

Family Caregiver Support Services comprises a cluster of services (Counseling/Support Groups/Caregiver Training; Respite Care; Supplemental Services; Access Assistance; and Information Services) funded under Title III-E of the Older Americans Act, intended specifically for informal caregivers of any age who care for adults age 60 and older, and/or grandparents or other relatives, age 55 or older, caring for a child, age 18 or younger.

SERVICE CATEGORIES AND UNIT MEASURES:

1. Counseling - A service designed to support caregivers and assist them in decision-making and problem solving. Includes counseling to individuals or group sessions. **One unit equals one hour.**
2. Support Groups – A service led by an individual who meets state/territory policy requirements to facilitate caregiver discussion of their experiences and concerns and develop a mutual support system. **One unit equals one session.**
3. Caregiver Training – A service that provides caregivers with instruction to improve knowledge and performance of specific skills relating to caregiving. Skills may include activities related to health, nutrition, and financial management; providing personal care; and communicating with health care providers and other family members. **One unit equals one hour.**
4. Respite Care – Services which offer temporary, substitute supports or living arrangements for care recipients to provide a brief period of relief or rest for caregivers. **One unit equals one hour or one direct payment of respite care. Service is reported in four categories, as described in 4.1 – 4.4. Expenditures are also reported separately for each category.**

If specific service units purchased through a direct payment (cash or voucher) can be tracked or estimated, report those service units in hours. If not, one direct payment equals one unit of service.

Service Specifications

Family Caregiver Support Services (Title III-E)

Page 2 of 3

- 4.1 Respite - In-Home: Respite services in the home of the caregiver or care receiver and allows the caregiver time away to do other activities, which can include homemaker or personal care services.
 - 4.2 Respite - Out-of-Home (Day): Respite services in settings other than the caregiver/care receiver's home, including adult day care, senior center or other non-residential setting where an overnight stay does not occur and allows the caregiver time away to do other activities.
 - 4.3 Respite - Out-of-Home (Overnight): Respite services in residential settings, such as nursing homes, assisted living facilities, and adult foster homes, in which the care receiver resides in the facility (on a temporary basis) for a full 24-hour period.
 - 4.4 Respite - Other: Respite service that does not fall into previously described service categories.
5. Supplemental Services – Services provided on a limited basis to complement the care provided by caregivers. Examples of supplemental services include, but are not limited to, home modifications, assistive technologies, transportation, nutrition services, homemaker, emergency response systems, and incontinence supplies. **One unit equals completion of one home modification, home repair or home maintenance service or the number of assistive technologies, emergency response systems or incontinence supplies provided.**
 6. Case Management – A service provided to a caregiver, at the direction of the caregiver, by an individual who is trained or experienced in the case management skills that are required to deliver services and coordination. Includes services and coordination such as assessments, service plans for formal and informal resources. **One unit equals one hour.**
 7. Information and Assistance - A service that provides the individuals with current information on opportunities and services available to the individuals within their communities. **One unit equals one contact.**
 8. Information Services – A service for caregivers that provides information to individuals and the public, in general, regarding resources and services available within their communities. “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. **One unit equals one activity.**

SPECIFICATIONS:

1. Documentation Requirements:
 - 1.1 The following information must be documented in the Social Assistance Management System (SAMS), depending on the funded service and associated clientele:

1.1.a Number of informal caregivers served, of any age, who are providing care for a person age 60 and older;

1.1.a.1 The type of care/service (respite, etc.);

1.1.a.2 The number of units of service received by the caregiver; and

1.1.a.3 Age, sex, locality, race or ethnicity and relationship to care recipient of those caregivers receiving counseling (individual or support group), individual caregiver training, respite care, or supplemental services.

1.1.b Number of grandparents or other relatives, age 55 and older, who are primary caregivers living with children 18 and younger because the biological or adoptive parents are unable or unwilling to do so.

1.1.b.1 The type of care/service (respite, etc.);

1.1.b.2 The number of units of service received by the grandparent/older relative; and

1.1.b.3 Age, sex, locality, race or ethnicity and relationship to care recipient of those grandparents/older relative receiving counseling (individual or group support), individual caregiver training, respite care or supplemental services.

2. Operating Procedures:

2.1 Establish a procedure to accept any request for assistance in-person, by phone or via the Internet.

3. Training:

3.1 Information Services: Staff must complete five hours of training consistent with Alliance of Information and Referral Systems (AIRS) guidelines. Training must be completed within 6 months of hire date and annually thereafter.

3.1.a Documentation of all training must include:

(1) Date of the training;

(2) Type of training;

(3) Name, title and agency of presenter;

(4) Name of staff receiving training; and,

(5) When applicable, copies of agendas and certificates of completion.