

**Gateway Area Agency on Aging and Independent Living
Policy Manual and Operating Procedures**

**Chapter 5
Caregiver Support Services Program
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National Family Caregiver Support Program

Introduction

The Older Americans Act authorized the National Family Caregiver Support Program in 2000. Family Caregivers provide the vast majority of the assistance that enables older people to live independently in their homes and communities.

Family caregivers face substantial stress and burdens as a consequence of care giving obligations. Prolonged care giving can adversely affect one's physical and psychological health, current and future employment status and earning capability, ability to balance the needs of older parents and younger family members, and the ability to meet personal needs. Because caregivers play such an important role, services that sustain a caregiver's role and maintain their emotional and physical health are an important component of any home and community-based care system.

The major activity of the National Family Caregiver Support Program is to support caregivers through statewide programs that provide information, assistance and access, training, respite, counseling, support groups and other services as provided. National Family Caregiver Support Program policy is applicable to the Title III-E of the Older Americans Act and Kentucky Revised Statute.

The Gateway Area Agency on Aging and Independent Living uses grants from the Administration on Aging to provide funding which is distributed to the 15 Area Agencies on Aging and Independent Living for program implementation. Funds distributed by the Gateway Area Agency on Aging and Independent Living for the National Family Caregiver Support Program shall be based on the proportion of individuals 60 years of age and adjusted to meet the requirements of the 1965 Older Americans Act.

The Federal share of the cost of carrying out this program shall be 75%. The non-federal share (25%) of the cost shall be provided from local sources. No more than 20% of the total funds can be used for Supplemental Services. No more than 10% of the total funds shall be allocated to the implementation of services to grandparents and older individuals who are relative caregivers to children 18 and younger.

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Eligibility

Services under this program shall be provided to family and informal caregivers caring for an adult 60 or older or an individual of any age with Alzheimer's or related disorders. Services are also available for grandparents and relatives (does not include a parent) age 55 or older who are providing care to a child not more than 18 years of age, or an adult (age 19-59) with a disability.

The State shall give priority for services to older individuals with greatest social and economic need, (with particular attention to low-income older individuals) and older individuals providing care and support to persons with mental retardation and related developmental disabilities (as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 6001))

Definitions

(1) CHILD- The term "Child" means an individual who is not more than 18 years of age.

(2) FAMILY CAREGIVER – The term "family caregiver" means an adult family member or another individual who is an informal provider of in-home and community care to an older individual or an individual of any age with Alzheimer's or a related diagnosis.

(3) GRANDPARENT OR OLDER INDIVIDUAL WHO IS A RELATIVE CAREGIVER – The term "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, marriage, who is 55 years of age or 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 caregivers of the child; and

(c) has a legal relationship to the child, such as legal custody or guardianship, or is raising the child informally

(4) SUPPORT SERVICES – Support services means the services provided by the Area Agency on Aging and Independent Living or entity with which such agency has contracted.

(a) **Information** to caregivers about available services;

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- (b) **Assistance** to caregivers in gaining access to the services;
- (c) **Individual counseling, organization of support groups, and caregiver training** to assist the caregivers in making decisions and solving problems relating to the care giving roles;
- (d) **Respite care*** to enable caregivers to be temporarily relieved from their care giving responsibilities; and
- (e) **Supplemental services,*** on a limited basis, to complement the care provided by caregivers

* For respite and supplemental services, the care recipient must meet the definition of frail: be functionally impaired in the performance of two activities of daily living; or three instrumental activities of daily living; or a combination of one activity of daily living and two instrumental activities of daily living.

Responsibilities

The Gateway Area Agency on Aging and Independent Living shall:

- (1) Administer periodic, area wide needs assessment with the goal of generating data and other information relative to the development of caregiver directed services.
- (2) Develop intake and assessment forms to determine the needs of the client including the following information on both the care recipient and caregiver: name, age, DOB, residency, income, living arrangements, citizenship, and physical health, mental and emotional state.
- (3) Assure that services and/or referrals based on needs identified in the assessment are documented in some manner in each client's record.
- (4) Establish a protocol to provide services to those who are considered priority population
- (5) Establish waiting list protocol
- (6) Establish individual spending allotments for those participating in the NFCSP
- (7) Establish and maintain service delivery relationships with providers

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- (8) Establish internal policy to ensure timely, quality, and appropriate services are provided
- (9) Maintain records for review by Department for Aging and Independent Living and the Administration on Aging
- (10) Comply with reporting procedures as required by the Department for Aging and Independent Living and the Administration on Aging
- (11) Permit staff of the Department for Aging and Independent Living and federal representatives to monitor and inspect the operation
- (12) Distribute client satisfaction surveys and compile responses to measure outcomes
- (13) Establish a system for local conflict resolution for those who have been denied services

The service provider contracting to provide services under the National Family Caregiver Support Program shall:

- (1) Provide services in accordance to the requirements to the National Family Caregiver Support Program
- (2) Provide the contracting agency with statistical and other information as requested and required
- (3) Permit staff of the Gateway Area Agency on Aging and Independent Living, the Department for Aging and Independent Living and federal representatives to monitor and inspect the operation
- (4) Employ qualified staff to ensure the satisfactory implementation of this program
- (5) Attend any and all meetings scheduled by the Department for Aging and Independent Living and the Gateway Area Agency on Aging and Independent Living

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The State Unit on Aging/Department for Aging and Independent Living shall:

- (1) Direct the statewide administration of the National Family Caregiver Support Program.
- (2) Provide direction and technical assistance, guided by the requirements set forth in the Older Americans Act to Area Agencies on Aging and independent Living in the development and implementation of the program
- (3) Employ staff to oversee the Area Agencies on Aging and Independent Living operation of the National Family Caregiver Support Program and to serve as the Commonwealth of Kentucky contact person.
- (4) Complete yearly monitoring of the National Family Caregiver Support Program and provide the Gateway Area Agency on Aging and Independent Living a written summary of findings.
- (5) Establish standards and mechanisms designed to assess and ensure the quality of services provided.
- (6) Prepare and submit to the Assistant Secretary of Administration on Aging reports on the data records required.

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Kentucky Caregiver Support Program Introduction

The major activity of the Kentucky Family Caregiver Program is to support grandparent caregivers through statewide programs that provide information, access and assistance, training, counseling, support groups and supplemental services. The program is to be coordinated with the Title III-E National Family Caregiver Support Program of the Older Americans Act.

The Department for Aging and Independent Living administers the program. The program is supported by general funds and is implemented regionally by the 15 Area Agencies on Aging and Independent Living. The State shall give priority for services to individuals with greatest social and economic need.

Funds distributed by the Department for Aging and Independent Living for the Kentucky Family Caregiver Program shall be based on the proportion of individuals 60 years of age and adjusted to meet the requirements of the 1965 Older Americans Act. The Kentucky Family Caregiver Support Program policy is applicable to Kentucky Administrative Regulation 910 1:260

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Definitions

- (1) District is defined by KRS 205.455(4).
- (2) Federal poverty level means the degree to which a household's gross income matches the official poverty income guidelines published annually in the Federal Register by the U.S. Department of Health and Human Services.
- (3) Formal support system means a service obtainable through public or private service programs.
- (4) Grandchild means a grandparent's grandchild
- (5) Grant means a payment to a grandparent for services specified in 910 KAR 1:260 and based on **need** and **actual cost**.
- (6) Household means an individual or group of individuals who are living together in a principal residence as one (1) economic unit.
- (7) Household income means **all annual gross earned and unearned** income received by a household, including a: lump sum payment; or state or federal benefit assistance payment.
- (8) Informal support system means any care provided to an individual, which is not provided as part of a public or private formal service program.
- (9) Local resolution means a phone conversation or meeting between a grandparent and district to resolve the grandparent's dispute against denial of eligibility.
- (10) National Family Caregiver Support Program is defined by 42 U.S.C. 3030s.
- (11) Primary caregiver means a grandparent providing full time care for that person's grandchild.
- (12) Respite assistance is defined by KRS 205.455(12).
- (13) Supplemental services are the services a grandparent may receive in accordance with Section 9 of 910 KAR 1:260 through application and grant or voucher process.

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(14) Support services means the services a grandparent may receive in accordance with Section 7 of 910 KAR 1:260 through application and grant or voucher process.

(15) Voucher means a payment made directly to a vendor for the services specified.

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Eligibility

To be eligible for the Kentucky Family Caregiver Program, a grandparent shall:

- (1) Be a Kentucky resident;
- (2) Be the primary caregiver for a grandchild;
- (3) Be related to the grandchild, who is no more than 18 years of age, by birth, marriage, or adoption
- (4) Reside with the grandchild and not with the either parent in the same home, although the home can be owned by the parent;
- (5) Not receive a monthly payment for Kinship Care;
- (6) Not have household income that exceeds 150% of the federal poverty level.
- (7) A grandparent who has adopted a grandchild shall be eligible for the Kentucky Family Caregiver Program if the grandparent is not eligible for other state or federal adoption subsidies, and for a period not to exceed one (1) calendar year from final order of adoption.

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Grandparent Responsibilities

Grandparent shall:

- (1) Apply or reapply for the Kentucky Family Caregiver Program through their local district of residence for each voucher or grant requested, by completing, signing, and submitting a DAIL-KFC-1 Kentucky Family Caregiver Program Application.
- (2) Provide a district with requested information to establish and verify eligibility
- (3) Comply with the district's policy for expenditures of assistance, including a grant or voucher
- (5) Comply with appeal procedures presented by the district
- (6) Notify the district immediately of a change in status that is in noncompliance with eligibility requirements.

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Gateway Area Agency on Aging and Independent Living Responsibilities

The Gateway Area Agency on Aging and Independent Living shall:

- (1) Develop a regional plan to outline the services and outcomes for implementation of the Kentucky Family Caregiver Program.
- (2) Administer periodic, area wide needs assessment with the goal of generating data and other information relative to the development of caregiver directed services.
- (3) Provide services in accordance to the requirements of 919 KAR 1:260 and all provider guidelines from DAIL.
- (4) Develop policy for grandparent outreach of the Kentucky Family Caregiver Program.
- (5) Inform grandparents of their rights and responsibilities to include the application process, eligibility for the program and verification process; the exception process , how the grant or voucher process works to provide for identified needs and services; and the appeal process to include time frames and procedure for a local resolution.
- (6) Develop a process to establish and verify eligibility.
- (7) Develop an internal policy for home visiting if deemed necessary by the district due to uncertainty regarding eligibility or requested need.
- (8) Establish a relationship with the local Department for Community Based Services office to verify benefits being received; to include any Kinship payments.
- (9) Develop policy on client confidentiality and referral.
- (10) Develop process for using a grant or voucher for identified needs and services, for billing a participating vendor, and verifying receipts and invoices.
- (11) Document and maintain a case file in a locked cabinet for each grandparent that includes an assigned case number. The case file must include the following documentation secured to the file:
 - (a) completed application,

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- (b) documentation of verification of eligibility,
 - (c) confidentiality and release of information if applicable,
 - (d) notification of rights and responsibilities,
 - (e) services provided,
 - (f) referrals and resources given,
 - (g) correspondence,
 - (h) case notes, and
 - (i) termination from program services as needed
- (12) Establish a waiting list protocol.
- (13) Establish individual spending allotments keeping within the limits set forth in the regulations for those participating in the Kentucky Family Caregiver Program based on requested need and availability of funds.
- (14) Establish and maintain service delivery relationships with providers.
- (15) Establish internal policy to ensure timely, quality, and appropriate services are provided.
- (16) Maintain records for review by Department for Aging and Independent Living.
- (17) Comply with reporting procedures as required by the Department for Aging and Independent Living to include numbers of grandparents and grandchildren served.
- (18) Permit staff of the Department for Aging and Independent Living to monitor and inspect the operation and records.
- (19) Distribute client satisfaction surveys and compile responses to for submission to DAIL.
- (20) Establish a system for a local resolution for those who have been denied services.

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(21) Establish a process for internal evaluation and monitoring of the program to ensure quality and accountability.

(22) Monitor any subcontracts, if applicable, to insure quality services provision and compliance of all program requirements.

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Service Providers Responsibilities

The service provider contracting to provide services under the Kentucky Family Caregiver Program, if applicable, shall:

- (1) Provide services in accordance to the requirements to the Kentucky Family Caregiver Program as stated in 910 KAR 1:260.
- (2) Provide the Gateway Area Agency on Aging and Independent Living with statistical and other information as requested and required.
- (3) Permit staff of the Gateway Area Agency on Aging and Independent Living and the Department for Aging and Independent Living to monitor and inspect the operation.
- (4) Employ qualified staff to ensure the satisfactory implementation of this program.
- (5) Attend any and all meetings scheduled by the Gateway Area Agency on Aging and Independent Living and the Department for Aging and Independent Living.

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DAIL Responsibilities

The Department for Agency on Aging and Independent Living shall:

- (1) Direct the statewide administration of the Kentucky Family Caregiver Program.
- (2) Shall provide direction and technical assistance to Area Agencies on Aging and Independent Living in the development and implementation of the program; guided by the requirements set forth by 910 KAR 1:260 and Department policy.
- (3) Employ staff to oversee the Area Agencies on Aging and Independent Living operation of the Kentucky Family Caregiver Program and to serve as the Commonwealth of Kentucky contact person.
- (4) Allocate available funding.
- (5) Complete yearly monitoring of the Kentucky Family Caregiver Program to assure compliance with program requirements of KAR 910 1:260 and Department policy, and provide the Area Agency on Aging and Independent Living a written summary.
- (6) Establish standards and mechanisms designed to assess and ensure the quality of services provided.
- (7) Prepare and submit to the Secretary of The Cabinet for Health and Family Services reports on the data records as required.
- (8) Collect data and maintain records relating to the administration of the program.

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Application

(1) Grandparent completes the Kentucky Family Caregiver Program Application and submits to the Gateway Area Agency on Aging and Independent Living.

(2) GAAAIL program staff reviews application for completeness of information, signatures, and dates.

(3) Applications should be considered on a priority basis, with applicants that did not receive services through the program in the previous fiscal year, receiving higher priority.

(4) If the application is complete, GAAAIL staff signs, dates, and begins verifying eligibility per agency policy, to include the following:

(a) confirm any benefits received from the Department of Community Based Services, especially Kinship Care;

(b) relationship between grandparent and grandchild;

(c) residency;

(d) living arrangements (grandparent is primary caregiver and neither parent residing in the same home as the grandchild);

(e) the age of the grandchild as no older than 18 years of age, and;

(f) household income is at or below 150% of the Federal Poverty Level

(5) Household income is verified by the following documents:

(a) federal tax form;

(b) W-2;

(c) a pay stub; or

(d) other documentation of monthly income

(6) Once all eligibility is verified, agency staff has 30 days to notify applicant of eligibility and begin processing voucher or grant.

(7) Before approving the requested need, agency staff will consider other formal or informal supports and services available to provide the need the grandparent has requested for the child.

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Ineligibility/Appeal

- (1) If deemed not eligible, the applicant shall be notified of that outcome per Gateway Area Agency and Independent policy and informed of their right to request a local resolution as well as a formal hearing in accordance with KRS 13B if not satisfied with outcome of local resolution.
- (2) The appeal process is only available regarding eligibility; all other complaints and grievances are to be handled via the Gateway Area Agency on Aging and Independent Living's Grievance Procedure.
- (3) Once services (voucher or grant) are completed, application should be placed in file folder with any other documentation regarding the applicant.
- (4) A new application must be completed and submitted for each new need/request for a voucher or grant.
- (5) A payment from the Kentucky Family Caregiver Program (KFCP) may affect the eligibility income requirements for receipt of a federal, or state, benefit assistance payment.
- (6) If a child receives assistance from the Kentucky Children's Health Insurance Program or Department for Medicaid Services, the child shall not be eligible to receive assistance with medical needs via the KFCP.
- (7) National Family Caregiver Support Program participation shall not exclude participation in the KFCP.