

Family Caregiver Support Program Service Definitions – March 2008

Information (To Groups)

Category	Description	Unit	Individual (Group)	Definition	View	Edit	Delete
Information Services	Outreach - Community Education	1 activity	No	<p>Intervention with individuals initiated by an agency or organization for the purpose of identifying potential clients (or their caregivers) and encouraging their use of existing services and benefits.</p> <p>Unit: ACTIVITIES</p> <p>(2002-2004 Community Education - Contacts with several current or potential clients/caregivers, or the general public, to inform them of service availability or provide general program information. Includes speaking engagements and presentations at educational workshops and conferences. or Outreach - Interventions initiated by an agency/organization for the purpose of identifying potential clients or their caregivers and encouraging their use of existing services and benefits.</p> <p>Unit: Sessions)</p>	View	Edit	Delete
Information Services	Participation in Community Events	1 activity	No	<p>Presentation of FCSP information via face to face contacts, written or other media, exhibits, or promotional materials at community fairs, senior conferences and other gatherings.</p> <p>Unit: ACTIVITIES</p> <p>(2002-2004 Unit: Hours)</p>	View	Edit	Delete
Information Services	Publicity Campaigns	1 activity	No	<p>A targeted public information / publicity campaign including press releases and public announcements of services, through the press, television, and/or radio.</p> <p>Note: Number of people served can not be reported for this service.</p> <p>Unit: ACTIVITIES</p> <p>(2002-2004 Unit: 1 press release or event)</p>	View	Edit	Delete
Information Services	Resource Development and Planning	1 activity	No	<p>Resource Development and Planning Meetings.</p> <p>Resource Development - Working closely with community leaders and key stakeholders to evaluate needs, establish common goals and a common vision, create partnerships, pool existing resources, avoid duplication of effort, and involve the community in building and supporting a variety of caregiver support services. May also include activities such as technical assistance and development of volunteer programs.</p> <p>Technical Assistance - Consultation and/or information to assist an organization, group or individual to develop a new support group, training opportunity, or service or to energize, stabilize or expand an existing program or service.</p> <p>Volunteer Development - Meetings related to the development of volunteer programs and the recruitment and training of volunteers.</p> <p>Community Assessment & Planning - New program start-up activities including focus groups, planning meetings and other group gatherings directed towards community needs assessment and program planning to enhance or create needed caregiver services.</p> <p>Note: Number of people served can not be reported for this service.</p>	View	Edit	Delete

Information Services	X2002-04 Other	(1 hour)	No	Unit: ACTIVITIES (2002-2004 Unit: Hours-Actual time spent interacting in meetings, gatherings, and focus groups) (2002-2004 Other Group Information services. Unit: Hours)	View w	Edit	Delete
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Access Assistance

Category	Description	Unit	Individual (Group)	Definition	View	Edit	Delete
Access Assistance	Assessment or Screening	1 contact	Yes	Administering standard examinations, procedures or tests for the purpose of gathering information about a client to determine need and/or eligibility for services. Information collected may include health status, financial status, activities of daily living status, etc. Unit: CONTACTS	View	Edit	Delete
Access Assistance	Assessment-Home (Assessment or Screening - Home)	1 contact	Yes	(2002-2004 Hours-Actual time spent interacting with the caregiver in person or on the phone.) Administering standard examinations, procedures or tests, in the home or other community setting convenient to the caregiver, for the purpose of gathering information about a client to determine need and/or eligibility for services. Information collected may include health status, financial status, activities of daily living status, etc. Unit: CONTACTS	View	Edit	Delete
Access Assistance	Follow-Up or Evaluation	1 contact	Yes	(2002-2004 Unit: Hours-Actual time spent with the caregiver in the home.) Determining the quality and/or effectiveness of a service provided to an individual client. Usually performed as a component of care coordination, and/or to assess the results of information / referral. Unit: CONTACTS	View	Edit	Delete
Access Assistance	I and A, Information and Assistance	1 contact	Yes	(2002-2004 Unit: One phone call or one visit.) Information and assistance to caregivers is an access service, i.e., a service that: (A) provides individuals with information on services available within their communities; (B) links individuals to the services and opportunities that are available within their communities; (C) to the maximum extent practicable, establishes adequate follow-up procedures. Internet web site "hits" are to be counted only if information is requested and supplied. Unit: CONTACTS (2002-2004 Service that: § Provides the most relevant, accessible, comprehensive, accurate and timely information and services allowing caregivers to make informed choices to meet their current needs; § Provides early intervention and resource support for caregivers in times of personal and family crisis; § Simplifies access through the maze of social service programs; § Provides confidential and sensitive interviews with caregivers seeking information, referral and assistance for themselves or others;	View	Edit	Delete

						§ Assesses the problems and capacities of caregivers and helps them find the strength to cope even in the most difficult situations; § To the maximum extent practicable, ensures that individuals receive the services needed by establishing adequate follow-up procedures; and § Reinforces the individual's capacity for self-reliance and self-determination through education, affirmation, advocacy, collaborative planning and problem solving empowering the individual to make informed decisions. [Activities involving contacts with several elderly persons or potential clients at a time continue to be reported as Group Information, e.g. Community/Public Education.] Unit: Hours-Actual time spent interacting with the caregiver						
Access Assistance	X2002-04 Placement Services	(1 hour)	Yes		(2002-04 Assisting the caregiver in obtaining a suitable place or situation, such as employment, housing or institutional care. Unit: Actual time spent making phone calls, hunting resources, assisting caregiver with decision making or paperwork.)	View	Edit	Delete				
Access Assistance	X2002-04 Simple Information	(1 contact)	Yes		(2002-2004 Provision of simple information requiring no follow-up by FCSP staff, to individuals who do not identify themselves during the course of a telephone call. Unit: One phone call, one e-mail response, one quick question in the grocery store.)	View	Edit	Delete				
Access Assistance	X2002-04 Other	(1 hour)	Yes		(2002-2004 Other assistance to help caregiver gain access to services. Unit: Hour-Actual time spent interacting with a caregiver)	View	Edit	Delete				
Access Assistance	X2002-04 Travel	(1 hour)	Yes		(2002-2004 Time spent traveling to and from a home visit, assessment visit or other individual contact with a caregiver. A unit of travel is defined as a one-way trip that takes at least one (1) hour. Shorter trips will not be captured separately but will be included as part of the primary service i.e. care coordination, or assessment & screening.)	View	Edit	Delete				
Access Assistance	Care Coordination	1 contact	Yes		Assistance either in the form of access or care coordination in circumstances where the older person or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers. Activities of care coordination include assessing needs, developing care plans, authorizing services, arranging services, coordinating the provision of services among providers, follow-up and reassessment, as required. Unit: CONTACTS	View	Edit	Delete				
Access Assistance	X2002-04 Care Coordination - Home	(1 hour)	Yes		(2002-2004 Activities also include counseling the caregiver on issues related to consumer directed services, training caregivers on hiring and managing in-home respite care workers, arranging services during emergency situations, and overseeing payment/reimbursement for services. Services may be provided in the home or other community setting convenient to the caregiver. Client Assessment is a component of Care Coordination.. AAAs that conduct client assessments may track and report these activities as "Assessment/Screening." On an as-needed basis, AAA's may contract for full care coordination services through vouchers or other reimbursement. Unit: Hour-Actual time spent interacting with the caregiver.)	View	Edit	Delete				

Support Groups

Category	Description	Unit	Individual(Group)	Definition	View	Edit	Delete
Support Groups	Group	1 session	No	A group that allows caregivers to meet in a comfortable environment to share common issues and concerns. Caregivers may learn coping and caregiving skills, have a chance to express their feelings and gain information about resources that can provide additional help. The group is led by a professional or qualified volunteer.			
Unit: SESSION 1 support group session facilitated							
Support Groups	Individual	1 session	Yes	Listening, encouraging, providing an opportunity to express feelings, providing information, teaching coping & caregiving skills, and helping a caregiver face the challenges of caregiving. Reducing social isolation by interacting with a caregiver. Unit: SESSION Note: If significant travel is required, document as Support-Individual - Home (2002-2004 Call or meeting with the caregiver)	View	Edit	Delete
Support Groups	Individual-Home	1 session	Yes	Listening, encouraging, providing an opportunity to express feelings, providing information, teaching coping & caregiving skills, and helping a caregiver face the challenges of caregiving. Reducing social isolation by interacting with a caregiver in his/her home in order to provide support or help.	View	Edit	Delete
Unit: SESSION (2002-2004 Visit involving travel, usually in the home)							
Support Groups	(X2002-04 Telephone)	(2002-04 1 call)	Yes	An interaction with housebound or isolated caregivers by telephone to provide support, personal contact, comfort, and/or ensure health and safety. Example: As part of a long distance telephone support volunteer program Example: As part of a telephone support group Unit: (2002-2004 Call by paid or unpaid staff) (2002-2004 Other support service)	View	Edit	Delete
Support Groups	(X2002-04 Other)	(X2002-04 Call/Session)	No		View	Edit	Delete

Training & Education

Category	Description	Unit	Individual(Group)	Definition	View	Edit	Delete
Training and Education	Individual	1 session	Yes	Providing formal or informal opportunities for individuals to acquire knowledge, experience or skills. Designed to increase awareness or to increase caregiving skills. Unit: SESSION			
Training and Education	Group	1 session	No	(2002-2004 Unit: Hour-Actual time spent training the caregiver) Providing formal or informal opportunities for individuals to acquire knowledge, experience or skills in a group setting. Designed to increase awareness or to increase caregiving skills. Training may be provided in the workplace. Unit: SESSION	View	Edit	Delete
Training and Education	X2002-04 Individual - Home	(X2002-04 hour)	Yes	(2002-2004 Unit: Hour-Actual time spent in training) (2002-2004 Unit: Hour-Actual time spent training the caregiver) Providing formal or informal opportunities for individuals to acquire knowledge, experience or skills or skills. Designed to increase awareness or to increase caregiving skills. Training is provided to caregiver in the home.) Unit: (2002-2004 Unit: Hour-Actual time spent training the caregiver)	View	Edit	Delete
Training and Education	X2002-04 Other	(X2002-04 hour)	No	(2002-2004 Other training and educational services) Unit: (2002-2004 Unit: Hour-Actual time spent training the caregiver)	View	Edit	Delete

Counseling

Category	Description	Unit	Individual(Group)	Definition	View	Edit	Delete
Counseling	Individual	1 session	Yes	Provision of guidance and assistance with problem resolution to caregivers, including grandparents or other relatives raising grandchildren. Counseling is provided by professionally qualified paid or volunteer staff provided individually. Primary reasons for counseling include, but are not limited to, caregiver stress, depression, grief, family problems, lifestyle changes, nutrition, legal and financial issues. Unit: SESSION			
Counseling	Group	1 session	No	(2002-2004 Unit: Hour-Actual time spent interacting with caregiver) Provision of guidance and assistance with problem resolution to caregivers, including grandparents or other relatives raising grandchildren. Counseling is provided by professionally qualified paid or volunteer staff provided in a group setting. Primary reasons for counseling include, but are not limited to, caregiver stress, depression, grief, family problems, lifestyle changes, nutritional, legal and financial issues. Family counseling is reported here. Unit: SESSION	View	Edit	Delete
Counseling				(2002-2004 Unit: Hour-Actual time spent interacting with caregiver)			

(2002-2004 Unit: Hour-Actual time spent interacting with caregiver)

Respite

Category	Description	Unit	Individual (Group)	Definition	View	Edit	Delete
Respite	ADC, ADH, Child Day Care	1 hour	Yes	Adult Day Care (ADC) and Adult Day Health (ADH) have a 5 hour per day minimum. Provision of care in a licensed, supervised, protective, congregate setting during some portion of a twenty-four hour day in order to provide the caregiver with a break from caregiving responsibilities. Services offered in conjunction with Adult & Child Day Care typically include social and recreational activities, training, counseling, and meals. Day Health services include rehabilitation, medications assistance, and personal care services. Unit: HOUR	View	Edit	Delete
Respite	Group	1 hour	Yes	Provision of care in a supervised, safe, congregate setting for fewer than four hours per day to provide a break for the caregiver from caregiving responsibilities. Unit: HOUR	View	Edit	Delete
Respite	Emergency	1 hour	Yes	Provision of temporary substitute supports or supervision for a care receiver, often on short notice, during a period of caregiver incapacity. Unit: HOUR	View	Edit	Delete
Respite	In-Home	1 hour	Yes	Provision of temporary substitute supports or supervision for a care receiver in the home in order to provide a brief period of rest or relief for family members or other caregivers. Unit: HOUR	View	Edit	Delete
Respite	Institutional or Residential	1 hour	Yes	Provision of temporary substitute care or living arrangements for a dependent care receiver out of the home in a residential setting including assisted living facility, nursing home or hospital to provide temporary relief for the caregiver. Unit: HOUR	View	Edit	Delete
Respite	X2002-04 Other	(X2002-04 hour)	Yes	(2002-2004 Unit: Day (24 hours)) (2002-2004 Other respite services)	View	Edit	Delete
Respite	After School and Summer Programs	1 hour	Yes	Provision of care for children raised by eligible grandparents. Services may include summer camp, after school child care, tutoring or other programs that provide respite for the caregiver. Unit: HOUR Note: New service definition added in July 2004	View	Edit	Delete
Respite	ARCC Respite	1 hour	Yes	Respite funded with one-time ARCC Grant funding (FY2008)	View	Edit	Delete

Supplemental Services

Category	Description	Unit	Individual(Group)	Definition	View	Edit	Delete
Supplemental Services	Discount	1 card issued	Yes	A reduction made on goods or services from a regular or list price. Unit: CARDS ISSUED	View	Edit	Delete
Supplemental Services	Home Modification, Repairs, Maintenance	1 modification	Yes	Improving or maintaining residence, appliances, etc. to aid the caregiver in providing care. Includes environmental modifications such as wheelchair ramps, grab bars. Unit: NUMBER OF MODIFICATIONS (Installation of a wheelchair ramp is 1 modification. Installation of grab bars in the bathroom is 1 modification.)	View	Edit	Delete
Supplemental Services	Incontinence Supplies	1 case	Yes	Provision of adult incontinence supplies, including incontinence pads and adult diapers. Unit: CASES (When number of cases is unknown, the value of a case is estimated at \$50. \$25 is estimated as one half case. \$75 is estimated as one and a half cases.)	View	Edit	Delete
Supplemental Services	Legal Services	1 hour	Yes	Legal advice, counseling and representation provided by an attorney or other person under the supervision of an attorney. Includes counseling or representation by a non-lawyer, where permitted by law. Unit: HOURS	View	Edit	Delete
Supplemental Services	X2002-04 Personal Care	(1 hour)	Yes	DISCONTINUED (2002-04 Assisting a care receiver with bathing, medication, dressing, personal appearance, feeding and toileting.) Note: As of July 2004, this service is included in In-Home Respite.	View	Edit	Delete
Supplemental Services	Transportation	1 one-way trip	Yes	Provides a means of going from one location to another. Does not include any other activity. * For the purpose of entering data and tracking service activity, AAAs have the option of treating the Coordinated Transportation service as a Group service. Unit: ONE-WAY TRIPS	View	Edit	Delete
Supplemental Services	Other Support Linked to CG Role	1 item	Yes	Provision of a service identified by the caregiver as important to continuing in the caregiver role and where the service ties directly to the individual's role as caregiver. A short NOTE will be written to support authorization of OTHER services. Elements that support authorization include showing that: funding for the service is not available from another source; provision of the service is cost effective; the service was prior authorized; the service addresses an emergency caregiving situation. Unit: ITEMS (X2002-FEBR.2008 Unit was DOLLARS)	View	Edit	Delete
Supplemental Services	Assistive Technology	1 piece of equipment	Yes	Equipment or technology designed to aid the caregiver or disabled individual needing assistance with activities of daily living (ADLs) or instrumental activities of daily living (IADLs). Unit: PIECES OF EQUIPMENT	View	Edit	Delete
Supplemental Services	Chore	1 hour	Yes	Providing assistance to persons having difficulty with one or more of the following instrumental activities of daily living (IADLs)- heavy housework, yard work, or sidewalk maintenance. Unit: HOURS	View	Edit	Delete

Supplemental Services	Emergency Response Installation-Monitoring	1 installation or 1 month of service	Yes	Installation of an in-home electronic support system which provides two-way communication to geographically and socially isolated individuals, enabling them to remain in their own homes. The electronic system provides 24-hour-a-day access to a medical control center on a daily basis. Unit: INSTALLATIONS or MONTHS OF SERVICE	View	Edit	Delete
Supplemental Services	Home Health	1 hour	Yes	Provision of basic medical services under medical supervision to individuals who can be cared for at home. Includes care provided by a licensed health professional subsequent to assessment and diagnosis of a physical, oral, mental problem or condition, and monitoring of treatment plans. Includes nursing visit for assessment and or teaching or physical therapy visit for safety or home modification assessment and teaching. Also, includes nursing care and rehabilitative care such as physical, speech, hearing and occupational therapies. Unit: HOURS	View	Edit	Delete
Supplemental Services	Medications Management	1 contact	Yes	Provision of screening and education by a qualified professional to prevent incorrect medication usage and adverse drug reaction. Unit: CONTACTS	View	Edit	Delete
Supplemental Services	Nutrition-Prepared Meals	1 meal	Yes	Meals prepared in advance to relieve the caregiver from the burden and expense of shopping and meal preparation. May also provide social contact and support if provided in conjunction with a volunteer visit. Meals may be catered by a senior center, community organization, church or purchased fresh or frozen from a grocery store. Unit: MEALS	View	Edit	Delete
Supplemental Services	Nutrition-Supplements	1 meal or can	Yes	Provision of nutritional supplements to augment the diet of a care receiver or caregiver who has difficulty eating regular meals. Unit: MEALS or CANS	View	Edit	Delete
Supplemental Services	Shopping	1 round trip	Yes	Provision of assistance in the purchase of food, clothing, medical supplies, household items. Unit: ROUND TRIPS	View	Edit	Delete
Supplemental Services	Transportation, Assisted	1 one-way trip	Yes	Provision of assistance, including escort, to a person who has physical or cognitive difficulties using regular transportation. Unit: ONE-WAY TRIPS	View	Edit	Delete
Supplemental Services	Volunteer Services	1 hour	Yes	Services provided to a caregiver by a volunteer qualified to provide the service. Unit: HOURS	View	Edit	Delete