



Service Standards

Title III-E Access Assistance (I&A)

The Title III-E Assistance (I&A) service provider must adhere to the AgeGuide Northeastern Illinois General Service Standard Requirements in addition to the service-specific requirements listed below.

I. Eligible Population Definitions (IDOA 603.30, B)

- A. **Child:** Dependent who is 18 or younger OR dependent 19-59 who has a disability.
- B. **Family Caregiver:** Individual who provides unpaid, in-home care to an older adult 60+ OR individual who provides unpaid, in-home care to a person with Alzheimer’s Disease or other dementias (of any age).
- C. **Non-Parent Relative Caregiver:** Grandparent (or other relative) of a child who is 55+, must live with the child and be their primary caregiver, must have a legal relationship to the child (legal custody, guardianship), or is raising the child informally.

NOTE: In the absence of a legal relationship, adequate proof or evidence must be given that the non-parent relative caregiver client is the primary caregiver of the child.

II. Priority Populations (IDOA 603.30, E.2)

Title III-E service providers shall give priority for services to:

- A. Family caregivers who provide care for individuals with Alzheimer’s Disease and related disorders with neurological and organic brain dysfunction
- B. Non-parent relative caregivers who provide care to children and adult

children with severe disabilities

- C. Older family caregivers with greatest social need and/or greatest economic need (with particular attention to low-income individuals)
- D. Older family caregivers providing care to individuals with severe disabilities (including children and adult children with severe disabilities)

III. **Service Definitions**

- A. **Family Caregiver Resource Center (CRC):** (IDOA 603.30, AgeGuide)
A clearly identifiable resource center that serves as a point of entry to a broad range of services for family caregivers and non-parent relative caregivers raising children. AgeGuide designates the CRC to be the primary resource center within a given county for caregivers to access Title III-E Services.
- B. **CRC Service Funding Allocation Requirements:** The Assistance allocation provides caregiver assessments (TCARE Assessment) that are needed to determine how much Respite and Gap-Filling services a caregiver might need. Every dollar spent on Assistance is a dollar not able to be used for Respite or Gap-Filling services. Therefore, salaries and other expenses by the CRC are to come from the Assistance allocation.

In order to provide as much direct service to caregivers as possible, the CRC agency shall use a *maximum of 35%* of their total CRC Service Share for Title III-E Assistance.

- C. **Family Caregiver Counseling Center (CCC):** (AgeGuide)
A clearly identifiable center that provides a range of counseling services to family caregivers and non-parent relative caregivers. AgeGuide designates the CCC to be the primary center within a given county for caregivers to access Title III-E Counseling Services.
- D. **Access Assistance:** (IDOA 603.30, C.2.a)
A value-added service for caregivers that assists them to obtain services and resources that are available within their communities. Also called IIIE Assistance or IIIE I&A (Information & Assistance).

- E. **Persons:** The non-repeated (unduplicated) number of individuals who have received assistance services during a given fiscal year.
- F. **Unit of Service:** (IDOA 603.30, C.2.c)
One unit of assistance services is one contact.

IV. Service Activities (IDOA 603.30, C)

Allowable services include...

- A. **Caregiver Resource Center (CRC) Activities** (IDOA 603.30, E.1; AgeGuide)
The CRC should provide access and linkages to information, training, support groups, counseling, respite care, gap-filling services, caregiver legal services, and resources for family caregivers and non-parent relative caregivers.

The CRC will, at minimum, provide Title III-E Access Assistance, Respite, and Gap-Filling Services.

- B. **Information & Assistance:** The center provides information about opportunities and services available to caregivers and features the Caregiver Support Program Services (i.e., respite, gap-filling, caregiver counseling center services).
- C. **Caregiver Needs Assessment (TCARE):** The access assistance allocation provides TCARE caregiver assessments that are needed to develop a care plan, provide resources, and determine how much respite and gap-filling services the caregiver might need.
- D. **Referrals:** The center provides connections to available opportunities and services and maintains a record to identify services offered and gaps in existing services.
- E. **Access Assistance:** The center helps the caregiver to apply for benefits from the Federal, State, and local agencies and facilitates communication between service providers and referred caregivers to help them obtain services or other benefits.
- F. **Follow-Up:** The center contacts the caregiver or an agency to verify if services were received, if the services met the identified needs, and to determine if the services were useful. This service activity also assists

caregivers who were unsuccessfully referred or may have developed additional needs.

- G. **Outreach:** The center must undertake special efforts to reach out to working caregivers in local businesses.

V. **Additional Standards**

AgeGuide funded agencies providing Title III-E Services must...

- A. Ensure that all family caregivers and non-relative family caregivers in the county have reasonable and convenient access to services.
- B. Maintain easy-to-find offices.
- C. Provide services by telephone and email.
- D. Add references to Caregiver Counseling Center (CCC) services and their relevant contact information on the agency's website and agree to list their contact information on AgeGuide's website and the county CCC's website.
- E. Provide in-home visits as needed to assure services.
- F. Deliver services during normal working hours and maintain a means for contact outside of normal working hours (such as an answering service).
- G. Provide services in the language spoken by the caregiver in areas with significant numbers of non-English speaking clients. CRC and CCC providers must employ staff or maintain contractual arrangements to aid non-English speaking or deaf persons in obtaining services.
- H. Maintain privacy and informed consent procedures.
- I. Employ a specially trained TCARE certified staff member to conduct TCARE assessments, develop care plans, and to inform family caregivers of the opportunities and services available to assist them.

VI. **Recording & Documentation** (AgeGuide)

The Administration on Community Living (ACL), AgeGuide, and the Illinois Department on Aging (IDOA) requires basic demographic data to be collected on each family caregiver, non-parent relative raising children, and their care receiver. This data includes age, gender, race/ethnicity, rural status, and the caregiver's relationship to the care receiver.

AgeGuide requires agencies to use the AgingIS software that is designed for this purpose.

If a client is not eligible to receive Title III-E Services, the provider must refer the client to an agency/resource that is appropriate for his or her needs.

Title III-E providers shall...

- A. Develop a data collection system to measure outcomes and identify gaps in community resources.
- B. Use a record-keeping system to keep count of daily units of service provided and the unduplicated count of persons served. The provider must use AgingIS software that has the capacity to report this information to AgeGuide.

Caregiver Resource Centers (CRCs) and Caregiver Counseling Centers (CCCs) use the *Elderly Services Program* as the means to maintain accurate, up-to-date information on services and opportunities available to older adults and their caregivers.

AgeGuide funded providers must...

- C. Supply AgeGuide with current data concerning opportunities, services, and other pertinent data for caregivers and non-parent relatives raising children.
- D. Forward updated or new data to AgeGuide as the family caregiver resource file is updated.

VII. Program Income

As with all services funded by the Older Americans Act, Title III-E Services must be provided at no cost to those that are eligible. However, clients should still be

given the opportunity to voluntarily contribute through donations. Services cannot be denied because a client will not or cannot contribute to the cost of services.