



## **Service Standards**

### **Title III-E Gap-Filling**

The Title III-E Gap-Filling 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 caregiver who provides 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 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. **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.

C. **Gap-Filling:** (IDOA 603.30, C.5.a)  
This service is provided on a limited basis to complement the care provided by caregivers. Gap-filling services are flexible and include emergency response services and items not covered by insurance nor paid by any other means. Most responses will be to unforeseen/unexpected occurrences and will be designed to provide immediate caregiver relief.

If an agency plans to access any type of assistance funds as part of gap-filling services for a caregiver client, a TCARE pre-screening must be completed in the same fiscal year. If the caregiver has a medium or high-risk score for any category in the TCARE pre-screening, then a full assessment is required.

Grandparents Raising Grandchildren (GRG) clients are not required to complete the TCARE pre-screening and/or the full assessment.

The TCARE pre-screening and its full assessment (when applicable) are

required to access gap-filling assistance funds. However, the TCARE assessment is considered to be a service activity under Title III-E Access Assistance Services.

- D. **Expenditure Caps:** Gap-filling assistance funds are limited to \$500.00 per client per fiscal year.

A waiver for additional spending per client (more than \$500.00) will be decided by AgeGuide on a case-by-case basis.

- E. **Persons:** The non-repeated (unduplicated) number of individuals who have received gap-filling services during a given fiscal year.

- F. **Unit of Service:** One person constitutes as one unit of service regardless of what form of gap-filling is provided.

Persons and units of service for gap-filling should always match. The number for both should be the same (1:1 ratio).

#### IV. **Service Activities** (IDOA 603.30, C)

Gap-filling services complement the care provided by the family caregiver and non-parent relative caregiver. The service activities are flexible and intended to cover a variety of services and items not covered by insurance nor paid by any other means. Examples of services for emergency support and home renovation services are...

##### A. **Emergency Support** (IDOA 603.30, C.5.b; AgeGuide)

- i. Relieves the caregiver's anxiety about leaving the care receiver at home while the caregiver works or attends to other caregiving responsibilities through the purchase of:
  - Emergency response systems
  - Emergency transportation (not covered by Medicare or other insurance) to a medical provider
  - Home delivered meals for specific medical conditions that are not provided by Title III-C (nutrition) or the Community Care Program
- ii. Mitigates the caregiver's extenuating financial situations as a result of

caregiving activities by paying for:

- Unpaid utility bills
- Legal services
- Incontinence supplies
- Required school or activity fees
- Clothing, shoes, etc.

iii. Other activities can be included under the Emergency Support category and will be considered by AgeGuide on a case-by-case basis.

#### **B. Home Renovation**

- i. Home renovation is defined as the purchase of and/or installation of assistive technology devices used to benefit the caregiver and assist in their caregiving responsibilities including:
- Enhancing accessibility and mobility
  - Providing safety in the bathroom environment
  - Installing safe communication devices for hearing or visually impaired individuals
  - Other devices that improve the quality of the care receiver's environment will be considered on a case-by-case basis.

C. Due to limited funding, III-E dollars will be used to leverage additional resources (i.e., cooperative ventures from other home renovations providers). Where more extensive home renovations are needed to allow the care receiver to become more self-sufficient, III-E Gap-Filling services will reimburse the cost of comprehensive professional environmental assistance.

#### **D. Procurement Requirements**

Caregiver Resource Centers (CRCs) may use their own procurement policies and procedures to purchase Gap-Filling Services provided the policies meet government procurement standards.

When the CRC determines that a caregiver needs legal services, the CRC may purchase services from the III-B Legal Services provider as the provider of choice or from another legal firm, depending on the caregiver's circumstances.

#### **E. Service Restrictions on Client Eligibility (IDOA 603.30, D)**

Family caregivers must be providing in-home and community care to older adults who meet the following definition of “frail”:

The term “frail” means that the older individual is determined as functionally impaired because the individual a) is unable to perform at least two activities of daily living without substantial human assistance (including verbal reminding, physical cueing, or supervision), OR b) due to a cognitive or other mental impairment that requires substantial supervision because the individual behaves in a manner that poses serious health or safety hazards to the individual or to another individual.

The restrictive eligibility of being “frail” does not apply to non-parent relative caregivers of children less than 18 years old.

## **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.