



## **Service Standards**

### **Title III-E Respite**

The Title III-E Respite 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. **Respite** (IDOA 603.30, C.4.a)  
Temporary, substitute supports or living arrangements for care receivers in order to provide a brief period of relief or rest for the primary caregiver or non-parent relative caregiver.

If an agency plans to access any type of assistance funds as part of respite 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 screening and its full assessment (when applicable) are required to access respite assistance funds. However, the TCARE assessment is considered to be a service activity under Title III-E Access

Assistance Services.

- D. **Expenditure Caps:** Respite assistance funds are limited to \$1000.00 per client per fiscal year.

A waiver for additional spending per client (more than \$1000.00) will be decided by AgeGuide on a case-by-case basis.

- E. **Persons:** The non-repeated (unduplicated) number of individuals who have received respite services during a given fiscal year.
- F. **Units of Service:** One hour of staff time expended on behalf of a client constitutes as one unit of service. This includes the number of hours of respite that benefit the caregiver, regardless of what form of respite is provided.

**IV. Service Activities** (IDOA 603.30, C.4.b; AgeGuide)

- A. **In-home:** Respite provided by service aide, childcare aide, companion care provider, etc. in the home. Services can include friendly visiting with the care receiver, reading to or playing games with the care receiver, sitting with the care receiver while they sleep/rest, eat a meal, or do other pursuits. Activities may also include personal care services. In-home respite services may be provided from a few hours to overnight care.

Excluded in-home services: those funded under the Illinois State Community Care Program.

- B. **Adult or Day Care Services:** Respite provided through an intergenerational program, at a summer camp, or in a day-services center/facility for children or older adults.

Excluded day services: those funded under the Illinois State Community Care Program, by insurance, or through the Illinois Department of Human Services.

- C. **Facility:** Respite provided in an assisted living facility, long-term care facility, or temporary housing facility for older adults.

Excluded facility services: services for care receivers funded by any insurance coverage.

**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.