



Title III E Caregiver Counseling Center

Program Description

The Caregiver Counseling Center (CCC) is a clearly identifiable center that provides a range of counseling services to informal/unpaid caregivers and non-parent relative caregivers (Older Relatives Raising Children/Kinship Families). AgeGuide will designate the CCC as the primary resource within a given county for caregivers to access counseling services.

The CCC will, at minimum, provide Individual Counseling and Caregiver Training/Education services. The CCC may also choose to organize/provide Support Groups. Service delivery and design should ensure access to services for all caregiver populations as defined below.

Title III E Caregiver Services

Definition of Eligible Populations

In this document the term “caregiver” applies to both informal/unpaid caregivers and non-parent relatives raising children (Older Relatives Raising Children/Kinship Families).

- Adult family members or other informal caregivers age 18 and older providing care to individuals 60 years of age and older
- Adult family members or other informal caregivers age 18 and older providing care to individuals of any age with Alzheimer’s disease and related disorders
- Older relatives (not parents) age 55 and older providing care to children under the age of 18; and
- Older relatives, including parents, age 55 and older providing care to adults ages 18-59 with disabilities

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Service Design

To continue the goal of fostering a family caregiver and kinship caregiver service system in Illinois, agencies will be funded to provide the following CCC core services:

1. **Individual Counseling** – Advice, guidance, and coaching to an individual caregiver that assists the caregiver with role identity, decision making, problem solving, and improvement of personal mental health. This service can be provided within an organization or through a contractual relationship with a qualified professional.
2. **Training/Education** – Providing caregivers with training and education on methods to take care of themselves and to care for their care recipient. During IDOA Caregiver Roundtables, caregivers expressed training and education needs on topics including but not limited to understanding chronic and terminal diseases, navigating healthcare systems including palliative care and hospice, physical caregiving (i.e. lifting, transferring, bathing grooming etc.) available resources and caring for the caregiver. CCC organizations are required to conduct one training and education program on legal services each fiscal year.

Training and Education should also explore topics specific to older relatives raising children and/or adults with disabilities such as navigating disability support in schools, managing dynamics with birth parents and substance abuse, accessing disability services, and long-term planning.

Training and education can be delivered through various means such as in person or virtual group sessions, one on one sessions or through virtual platforms. CCC organizations will be required to work with the Trualta online learning platform for caregivers. Trualta access is paid for by AgeGuide and provides caregivers, of all types, access to online training, education, peer support, etc.

3. **Support Groups (Optional)** – Provides an environment for caregiver clients to share personal stories, experiences and obtain resources. Support groups may be traditional support groups-delivered either in person or virtual, or delivered in other formats including peer group book study on caregiver related topics, drop-in support group, and short-term peer groups etc.

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Applicants should review the Service Standards on AgeGuide’s website for comprehensive details on each service defined above. Additionally, applicants should review the General Service Requirements as these are also required for all grantees. Each service standard has a coordinating video to assist with applicant learning. Service standards can be reviewed at this link: <https://ageguide.org/service-standards/>.

Performance Expectations

AgeGuide establishes yearly minimum performance expectations based on funding, past performance, population size and other factors influencing service delivery. Below are the established FY26 performance goals for the current provider. Grantees are expected to provide a percentage of persons and units for services to grandparent/relatives raising children and/or older relatives caring for persons with disabilities (See charts below). AgeGuide understands that a new provider would need to develop capacity over time to meet these expectations.

Individual Counseling

County Projection	Persons	Units
Will	60	363

****11% of services are expected to be provided for GRG/Older Relatives***

Training/Education

County Projection	Persons	Units
Will	108	1404

****17% of services are expected to be provided for GRG/Older Relatives***

Support Groups (optional)

County Projection	Persons	Units
Will	30	100

****20% for those providers that offer this service to GRG/Older Relatives.***



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Reporting Requirements

Grantees are expected to complete fiscal and program reporting on a quarterly basis including persons and units served and a detailed caregiver services report.

Grantees are expected to utilize the AgingIS software to track client demographics and activity for each service, monthly.

Grantees will also work with AgeGuide to report on Trualta activities.

AgeGuide staff will provide resources and training on utilizing AgingIS and Trualta. Reporting requirements may change based on IDOA requirements.