



SERVICE GUIDELINES TITLE III-E CAREGIVER INFORMATION AND ASSISTANCE

December 2024

DEFINITION

Information & Assistance: A service for caregivers that provides the public and individuals with information and obtaining access to resources and services available within their communities. The service may be initiated by the caregiver or service provider. To the maximum extent practicable, it ensures that the individuals receive the services needed by establishing adequate follow-up procedures.

Caregiver: The term “family caregiver” means an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer’s disease or a related disorder with neurological and organic brain dysfunction.

- revised definition, family caregivers are now eligible for Title III-E services if they are providing informal support to persons under age 60 if these persons under age 60 have Alzheimer’s disease or related disorders with neurological and organic brain dysfunctions. If the persons receiving informal support from family caregivers do not have Alzheimer’s disease, or related disorders and organic brain dysfunctions, they must be age 60 and over in order for the family caregiver to be eligible to receive Title III-E services.

Grandparent or Older Individual Who is a Relative Caregiver: The term “Grandparent or Older Individual Who is a Relative Caregiver” means a grandparent or step grandparent, or a relative of a child by blood, marriage or adoption, who is aged 55 or older and: lives with the child, is the primary caregiver of the child because biological or adoptive parents are unable/.unwilling to serve as primary caregiver of the child, and has a legal relationship to the child, such as legal custody or guardianship, or is raising the child informally.

Grandparents or relative caregivers, providing care for adult children with a disability, who are between 19 and 59 years of age, can be served under the NFCSP. These caregivers must be age 55 years or older, and cannot be the child’s parent. Priority shall be given to those providing care for an adult child with severe disabilities.

Older Individual: The term “older individual” means anyone who has attained the age of 60 years, unless the age exception applies.

ELIGIBILITY

Units of I&A are counted for caregivers of those age 60 and older or someone under age 60 who has Alzheimer’s disease or related disorders with neurological and organic brain dysfunctions. Caregivers also include professionals calling on behalf of a consumer who is 60 and older or someone under age 60 who has Alzheimer’s disease or related disorders with neurological and organic brain dysfunctions.

UNIT OF SERVICE

Any individual consumer contact made for information, referral, or assistance constitutes one unit of service. These units include all referral and follow-up contacts on behalf of that consumer.

- Example: If a caregiver contacts the service provider requesting information on a pharmaceutical assistance program, this contact constitutes one unit of service. When the service provider follows up with this same person to see if the application has been made to this program, this will constitute another unit.

Internet web site hits are to be counted only if information is requested by caregivers and supplied by the provider. For example, a caregiver requests by e-mail on a provider’s website, information on benefits programs. If the provider provides this information by e-mail, traditional mail, or telephone, this is one contact (one unit of service). If the caregiver simply reviews information on the provider’s web site and does not request specific information, then this situation cannot be counted as a contact (unit of service).

SERVICE ACTIVITIES

- Work with caregiver to gain access to needed services
- Conduct a comprehensive intake for each Caregiver assigned.
- Utilize Tailored Care (T Care) to conduct assessments
- Assist the Caregiver in the development of a care plan. Utilize T Care for development of care plan and identifying and locating resources
- Ask secondary questions to Caregivers to assure their needs are being met and what mix of goods/services best meets caregiver’s needs.
- Provision of specific information about appropriate community resources which meet the immediate expressed need, including information relating to assistive technology.

- Provide options to Caregivers to allow the person to make their own decisions related to needs.
- Seek to find resources in all circumstances.
- Record all Caregivers contacts.
- Work directly with the Caregiver needing help not a friend or relative.
- Shares alternatives with the Caregiver and lets them make the decision.
- Recognize the Caregiver's right to accept or refuse services.
- Explains limits of what you can do as a worker and learns the limits of other agencies as to not give the Caregiver unrealistic expectations.
- Does not give the Caregiver more information than necessary.
- When having a challenge with a Caregiver's issue knows when to ask for additional help from colleagues.
- Educate and support the Caregiver
- Assist the Caregiver in locating/finding goods and services
- Work with the Caregiver to develop a backup plan.
- Follow up
 - to determine whether services have been received and to assess adequacy of care being received
- Report suspected cases of abuse, neglect, exploitation to the appropriate agencies.
- Maintain Caregivers files, both paper and electronic.
- Keeps case notes of contacts and issues of the Caregiver's case
- Maintain Confidentiality of Consumers information
- Expansion of Information & Assistance services on a 24-hour (if needed) emergency basis during times of disaster (e.g., flooding, hot weather, tornadoes, severe weather, man-made emergencies, etc.) to assure older persons are safe and have access to services to meet their needs.

SERVICE REQUIREMENTS

- Must provide service for at least 7 hours a day, 5 days a week except for holidays.
- T Care and or Aging IS will serve to document units of service and unduplicated consumers. The Grantee is expected to fulfill the projected number of units and unduplicated consumers.
- Tailor Care (T-Care) will serve to complete assessments and care plans
- During normal weekday business hours, the Grantee is expected to have a "live" voice answer the telephone 85% of the time with someone present to answer an

inquiry 85% of the time. It is expected that calls received will be returned within 24 business hours. An answering machine will record after-hour calls for which the Grantee will respond in a timely manner, usually the next business day.

- Must be able to assess consumers to determine if there are other services that may be needed beyond what the consumer has specifically inquired about.
- Are required to attend training and update sessions, as well as other program trainings and updates.
- The Grantee will receive monitoring visits and phone calls. AgeSmart Community Resources will inform the Grantee of monitoring efforts through written reports.
- Grantee shall have a revocable Release of Information Form (ROI) for consumers to sign. This form is necessary so that I&A staff can make calls on behalf of consumers.
- Provision of Information: Information must be provided in a clear, professional manner to the consumer. This requires that staff possess excellent verbal and written skills, since referrals are made verbally or in printed form. The information shall be provided to the consumer in the manner that they request.
- The Grantee shall conduct pre-employment criminal background checks for all employees of AgeSmart-funded programs. The Grantee shall also conduct criminal background checks on volunteers participating in AgeSmart-funded programs with access to confidential client information including, but not limited to, addresses, social security numbers, financial information, etc.
- Grantee will submit quarterly reports for persons and units as well as a quarterly program narrative report, in addition Grantee will submit yearly Demographic report for program.
- Grantees shall develop a mechanism to receive ongoing input and discussion about service and training needs from family caregivers who provide informal in-home and community care to older individuals and from grandparents raising grandchildren.
- Grantees will use the AgeSmart logo on facilities, webpages, newsletters and brochures. All logo standards will be made available to Grantees. The following statement must be used by Grantees:

- Funding for Grantee is received from the United States Administration for Community Living, the Illinois Department on Aging and AgeSmart Community Resources. Grantee does not discriminate in admission to programs or activities or treatment of employment in programs or activities in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, you have the right to file a complaint with AgeSmart Community Resources by calling 618-222-2561.

Funding for AgeSmart Community Resources is received from the United States Administration for Community Living and the Illinois Department on Aging. AgeSmart Community Resources does not discriminate in admission to programs or activities or treatment of employment in programs or activities in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, you have a right to file a complaint with AgeSmart Community Resources by calling 618-222-2561.

- Grantees must conduct regular public outreach, at least once per month, to inform the community about the availability of the service. Acceptable methods for public outreach include, but are not limited to, mass or social media announcements, presentations, public displays, brochure distribution in community spaces, or other effective strategies aimed at reaching a broad audience.

TARGET POPULATION

Caregivers (who meet definition) residing within PSA 8. Priority will be given to those with the greatest economic and social need and to:

- Family caregivers who provide care for individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction;
- Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities;
- Caregivers who are older individuals with greatest social need, and older individuals with greatest economic need (with particular attention to low-income individuals); and
- Older individuals providing care to individuals with severe disabilities, including children with severe disabilities

REIMBURSEMENT

The Grantee will be paid one-twelfth of the grant amount each month. **Reporting must be correct and submitted on time. Should reporting be late, reimbursement may be withheld.**

Fiscal Guidelines for all Title-III Programs

Program Income

Program Income is defined as contributions made by recipients of service and interest on such contributions.

A. Program income includes, but is not limited to:

1. Contributions of recipients of service and interest on such contributions.
2. Income from service fees obtained through the use of a sliding fee scale or suggested fee schedule.
3. Proceeds from the sale of personal or real property with an acquisition cost of less than \$5,000.
4. Usage or rental fees.
5. Sale of assets purchased with grant funds with an acquisition cost of less than \$5,000.
6. Royalties on patents and copyrights.

B. The following specific revenues shall **not** be included as program income:

1. Interest income on State funds whether earned on advances or the "float." This does not include interest on contributions made by recipients of service under a project which is considered program income.
2. Rebates, discounts, and recoveries.
3. Income earned by individuals or a group of project participants, when such income accrues directly to the participants.
4. Revenues raised by a grantee or contractor which is a government under its governing powers, such as taxes, special assessments, etc.
5. Tuition and related fees received by an institution of higher education for a regularly offered course taught by an employee performing under a grant or contract.
6. Proceeds from the sale of personal or real property with an acquisition cost of more than \$5,000.

7. Sale of assets purchased with grant funds where the acquisition cost was more than \$5,000.
8. Contributions made by representatives of service recipients, relatives, non-related individuals or entities, on behalf of service recipients are not program income, but are considered to be local cash.
9. Organized fund-raising activities carried out by Title III grantee agencies.

Allowable Uses of Program Income

A. Additional Costs Alternative

Under this alternative, the income is used for costs which are in addition to the allowable costs of the project or program, but which, nevertheless, further the objectives of the Federal statute under which the grant was made.

Examples of purposes for which the income may be used are:

1. Expanding the program.
2. Continuing the program after grant ends.
3. Supporting other programs that further the broad objectives of the statute.
4. Obtaining equipment or other assets needed for the program or for other activities that further the statute's objectives.

Award recipients under an Area Plan must receive prior approval by the Area Agency on Aging for costs borne with program income under this alternative.

B. Additional Requirements

1. All program income earned under Title III must stay with the service provider who earns it.
2. All program income earned under Title III, Part B, Part C-1, Part C-2 and Part E must be used only for services allowable under the part from which it was earned except as provided in (6) below.
3. All program income must be expended prior to requesting federal funds from the Department on Aging and must be expended within the fiscal year in which it was earned.
4. All program income received in the form of "cash" must be expended as it is earned to minimize cash draw down.

5. Program income earned as a result of services provided with Title III, Part B or Part E assistance may be used for any service which that contractor is authorized to provide with Title III-B or Title III-E funds.
6. Program income earned as a result of services provided with Title III C-1 or III C-2 must be used:
 - a. To increase the number of meals served by the project involved;
 - b. To facilitate access to such meals; or
 - c. To provide other supportive services directly related to nutrition services.
7. Prior approval requests to expend program income in excess of the amount approved on the Notification of Grant Award must be submitted on the Program Income Addendum to the Department by no later than prior to September 30 of the current fiscal year (refer to section 900 of this manual for detailed reporting requirements).

C. Special Requirements for Providers Receiving Section 5311 Funds from the U.S. Department of Transportation

All transportation providers receiving support from Section 5311 and Title III-B and/or Title III-E must report rider donations as program income. Program income collected should be reported under Section 5311 and Title III-B and/or Title III-E only to the extent and in direct proportion to each funding source's financial participation. Thus, the same rider donations shall not be reported in the same amount as program income under both funding sources.

Accountability for Program Income

- A. Program income must be deposited into an appropriate bank account or converted to money orders on a regular basis.
- B. Cash participant contributions should be counted by two (2) persons, placed in a safe, secure place until deposited, deposited intact, and deposit receipts compared with count sheets. Such standards require the accurate recording of amounts collected at the project and site levels and subsequent use of these funds.
- C. Grantees must account for program income on an on-going basis, and must report such income to the Area Agency on Aging through the established financial reporting system.
- D. Accounting records and reports submitted by a recipient to the Area Agency on Aging should provide a clear audit trail on all program income and its uses. Account records and reports should accurately reflect the receipt of such funds **separately** from the receipt of Federal funds, grantee funds, and the use of such resources.

- E. Although interest income earned on General Revenue and/or local funds by non-profit organizations is not considered program income, project grantees should maintain adequate accounting records on any interest income earned. The Department on Aging must approve the Area Agency on Aging's proposed use of General Revenue Funding interest income as an activity which will further the purpose of the project and the Act.
- F. Rebates, discounts, and recoveries on leases should be treated as applicable credits and credited to the Federal grant accounts.

Voluntary Contributions

Each service provider must:

1. Provide each older person with an opportunity to voluntarily contribute to the cost of the service;
2. Protect the privacy of each older person with respect to his or her contribution;
3. Establish appropriate procedures to safeguard and account for all contributions; and
4. Use all contributions to expand the services of the provider under this part and supplement (not supplant) funds received under the Older Americans Act.

The service providers that receive funds under this part **shall not means test** for any service for which contributions are accepted or **shall not deny any older person service because the older person will not or cannot contribute** to the cost of service. Contributions made by older persons are considered program income.