

NEW YORK STATE OFFICE FOR THE AGING

2 Empire State Plaza, Albany, NY 12223-1251

Andrew M. Cuomo, Governor

An Equal Opportunity Employer

Greg Olsen, Acting Director

PROGRAM INSTRUCTION

Number 19-PI-31

Supersedes

Expiration Date

DATE: November 26, 2019

TO: AAA Directors
Caregiver Support Program Coordinators

SUBJECT: PY 2018-2019 Caregiver Resource Center (CRC) Reporting Requirements

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ACTION REQUESTED: To comply with Caregiver Resource Center (CRC) summary reporting requirements for Program Year April 1, 2018 – March 31, 2019, use the following link to access the survey report. Attached is a PDF of the survey for your convenience, but please respond using the link. This action is required by the counties implementing this program. These counties are: Broome, Cattaraugus, Clinton, Cortland, Fulton, Genesee, Madison, Monroe, Nassau, Onondaga, Orange, Putnam, Rockland, Steuben, Sullivan, Tompkins, and Westchester.

RESPONSE DUE DATE: CRC Reports must be completed online by December 31, 2019.

Complete the report using SurveyMonkey:
https://www.surveymonkey.com/r/CRC2018_2019

PURPOSE: The purpose of this Program Instruction (PI) is to provide instructions on reporting requirements for Caregiver Resource Center for Program Year April 1, 2018 – March 31, 2019.

BACKGROUND: Section 206 of the NYS Elder Law established the Caregiver

Assistance Program within the New York State Office for the Aging (NYSOFA). Under this program, NYSOFA is authorized to establish training and assistance programs for caregivers of frail and disabled persons. Since its inception in the late 1980s, NYSOFA has provided annual funding to 17 area agencies on aging (AAAs) for local CRCs to provide caregivers with information, assistance and counseling, support groups and training, as well as initiatives including specialized training curricula for caregivers of adults with developmental disabilities, minority populations, and caregivers of grandchildren. With the advent of the federal Older Americans Act Title III-E funded National Family Caregiver Support Program in 2001, AAAs receiving this funding have coordinated their CRC programs with their Title III-E programs so that, from the caregiver perspective, there is a program consisting of a coordinated array of services that are comprehensive, complementary, and supplemental in nature.

CRC Goals and Objectives

- To provide a single focal point of assistance to family members and other informal caregivers.
- To provide training, support groups, counseling, and technical assistance to caregivers so they may continue in their caregiving roles.
- To link caregivers with AAA and other community-based services.

Eligibility: Family and other informal caregivers of frail and/or disabled older adults.

Attachments Included:

Attachment 1: Program Year 2018-19 CRC Summary Reporting Survey Questions – for reference. Please use the link to complete the survey.

PROGRAMS AFFECTED:

- | | | |
|--|--|--|
| <input type="checkbox"/> Title III-B | <input type="checkbox"/> Title III-C-1 | <input type="checkbox"/> Title III-C-2 |
| <input type="checkbox"/> Title III-D | <input type="checkbox"/> Title III-E | <input type="checkbox"/> CSE |
| <input type="checkbox"/> EISEP | <input type="checkbox"/> NSIP | <input type="checkbox"/> Title V |
| <input type="checkbox"/> NY Connects | <input type="checkbox"/> WIN | <input type="checkbox"/> HIICAP |
| <input checked="" type="checkbox"/> Other: Caregiver Resource Centers | <input type="checkbox"/> Energy | <input type="checkbox"/> LTCOP |

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Caregiver Resource Center Report Summary: 4/1/18-3/31/19

PLEASE COMPLETE BY **DECEMBER 31, 2019.**

ACTION REQUESTED: For compliance with Caregiver Resource Center summary reporting requirements, please complete this survey for program year April 1, 2018 - March 31, 2019.

Please report **ONLY** services/activities provided using Caregiver Resource Center (CRC) funds for the program period April 1, 2018 - March 31, 2019.

* 1. Area Agency on Aging

* 2. Contact Information

Name

Title

Email Address

Phone Number

* 3. What is the total number of minority caregivers served with these funds? (best estimate)

Information and Assistance (I&A)

As defined in Standard Definitions for Service and Units of Services Program Instruction (17-PI-30, Title III-E Services, Assistance), assistance refers to a service that assists caregivers in obtaining access to the services and resources available within their community. An individual is provided with information on a one-to-one basis about available services and opportunities in the community, assisted in defining problems/needs and capacities, receives direction or guidance relative to those problems and is linked to services and opportunities to meet the problems/needs.

Unit of Service: One unit for each contact.

NOTE: Information and Assistance **DOES NOT** include newsletters, flyers, pamphlets, or brochures. These sources of public information should be reported using other funds.

NOTE: If no Information and Assistance was provided during this reporting period (4/1/18-

3/31/19), please answer using a zero.

- * 4. How many caregivers were provided information and assistance during this reporting period? (CRC funds only)



Office for
the Aging

Caregiver Resource Center Summary Report: 4/1/18-3/31/19

Definition of Caregiver Services

Caregiver Services as defined in Standard Definitions for Service and Units of Services Program Instruction (17-PI-30) are services included in support groups for caregivers, caregiver counseling on issues to help caregivers in making decisions and solving problems related to their caregiving roles and training workshops for caregivers. For State funded CRCs it also includes lending libraries. These are services designed to support caregivers and help sustain their efforts to provide care.

Unit of Service: Each participant of a group or individual session receives one unit of service.

NOTE: If no caregiver services were provided during this reporting period (4/1/18-3/31/19) please answer using a zero.

- * 5. How many caregiver group trainings and/or workshops were conducted during this reporting period? (CRC funds only)

- * 6. How many caregiver support groups were conducted during this reporting period? (CRC funds only)

- * 7. How many caregivers received individual counseling during this reporting period? (CRC funds only)



Office for
the Aging

Caregiver Resource Center Summary Report: 4/1/18-3/31/19

Definition of Informal Caregiver

An "informal caregiver" as defined in Elder Law S. 206, section 2, shall mean family member or other natural person who normally provides the daily care or supervision of a frail or disabled person, or any family member or other natural person who contributes to and is involved in the care taking responsibilities for such frail or disabled person. Such informal caregiver may, but need not, reside in the same household as the frail or disabled person. "Frail or disabled person" shall mean any person who is unable to attend his or her daily needs without the assistance or regular

supervision of an informal caregiver due to mental or physical impairment. Such definition shall not exclude persons under 18 years of age who suffer from mental or physical impairment.

NOTE: If no caregiver services were provided during this reporting period (4/1/18-3/31/19), please answer using a zero.

- * 8. How many total number of informal caregiver participants (unduplicated) received trainings/participated in workshops? Please do **NOT** include professionals. (CRC funds only)

- * 9. What were the total number of informal caregiver participants (unduplicated) in active support groups? Please do **NOT** include professionals. (CRC funds only)



Office for
the Aging

Caregiver Resource Center Summary Report: 4/1/18-3/31/19

Technical Assistance

10. In what specific areas did you benefit from technical assistance provided by the New York State Office for the Aging (NYSOFA) and/or the New York State Caregiving and Respite Coalition (NYSCRC) during the reporting period (4/1/18-3/31/19)?

11. Please Identify any areas where you would benefit from additional technical assistance from NYSOFA and/or NYSCRC in the upcoming year.

12. Are there any topics you would like to see covered as part of the Monthly Caregiver Coordinator Webinar series hosted by NYSOFA?

* 13. Does the CRC participate in the NYSCRC Advisory Board? If yes, explain current relationship. If no, are you interested in learning about ways that the CRC can work more closely with NYSCRC?

☐ Yes

☐ No

Please explain Y/N



Case Example

14. Please describe a case example demonstrating the outcomes of services provided or arranged for informal caregivers through the CRC. Include the reduction of burden to the caregiver, if feasible.