



SERVICE GUIDELINES, REQUIREMENTS and STANDARDS

TITLE III-E CASE MANAGEMENT

Grandparent or Older Adult Relative Caregiver

Title III-E Category: Access Assistance

December 2024

DEFINITION

Case Management: A service that assists caregivers in obtaining access to the services and resources available within their communities. To the maximum extent practicable, it ensures that the individuals receive the services needed by establishing adequate follow-up procedures.

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 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.

Child: The term “child” means an individual who is not more than 18 years of age or who is an individual 19-59 years of age who has a severe disability.

ELIGIBILITY

Grandparent or older adult relative caregiver who is 55 years of age or older and –

- Lives with the child;
 - Is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregivers 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 now be served under the National Family Caregiver Support Program. These caregivers must be 55 years and older and cannot be the child's parent. Priority shall be given to those providing care for an adult child with severe disabilities.

UNIT OF SERVICE

One contact equals one unit of service (one-on-one contacts between a service provider and a Grandparent or Older Adult Relative Caregiver).

SERVICE ACTIVITIES

- **Case Finding Activities:** The identification of individuals for intake.
- **Intake:** Through the administration of a defined intake process developed or approved by AgeSmart, an individual with potential case management needs, as defined below, shall be identified.
 1. An individual must meet the definition of a Grandparent or Older Adult Relative Caregiver stated under Definitions (above); and
 2. An individual must demonstrate a need which requires development of a coordinated case plan, follow-up, and/or advocacy; and/or
 3. An individual has multiple or complex problems
- **Needs Assessment:** A face-to-face comprehensive assessment, preferably conducted in the home or place of residence of the consumer, must be conducted for each Title III case management consumer utilizing a standardized tool, developed or approved by AgeSmart, to evaluate the conditions of the client and to identify goal-oriented needs for services and/or problems needing resolution.
- **Case Plan Development:** A written plan of care shall be prepared for each client utilizing appropriate formal and informal resources, using a standardized form. The case plan shall identify available services and problem-solving efforts to meet the client's determined needs. A copy of the case plan will be kept in the consumer's case file and a copy shall be given to the consumer.
- **Case Plan implementation:** A referral of the applicant/consumer to an appropriate resource for service provision and/or problem resolution shall be made and documented in the applicant's/consumer's file. If the referral is made to an information network (family, friends, etc.), the service and/or problem-solving arrangement agreed to regarding duties and responsibilities shall be documented in the consumer's case plan. The following activities shall be performed for each consumer, as appropriate and needed:
 - Active intervention and advocacy on behalf of the consumer to access necessary services from community organizations and to resolve problems experienced by the consumer; and

- Establishment of linkages with service providers for the prompt and effective delivery of services needed by the consumer, including submission of instructions for service delivery to the appropriate service providers.
- Review and Evaluation of Consumer Status:
 1. Follow-up: Periodic monitoring shall be conducted through telephone or face-to-face contact to ensure prompt and effective service delivery and response to changes in the consumer's needs and status, as needed. All follow-ups shall be documented in the client's file.
 2. Reassessment: A reassessment of the client's situation and needs will occur yearly or as dictated by change in the consumer's circumstance.
- Case Closure: Case closure shall occur in the following instances.
 1. Death of the client;
 2. Relocation out of the geographic service area;
 3. Client cannot be located;
 4. Client is hospitalized, enters a group care facility, is institutionalized or is not available for services for more than ninety consecutive calendar days;
 5. Client is no longer in need of case management services because of changes in the client's condition or circumstances;
 6. Client refuses services;
 7. Client requests termination; or
 8. Client refuses to cooperate in the provision of case management services.

SERVICE REQUIREMENTS

- Grantee will keep a file on every consumer
- Case management service provider will have their own or access to a resource/service directory that includes case management services as well as other community-based services available within their service area, and has access to information on resources outside of the service area.
- Grantee will develop and implement a process to provide information to AgeSmart about gaps in services.
- Grantee shall define the Title III client population for case management services, including the target population for service provision and eligibility requirements (if applicable).
- Case management supervisors and case managers must meet the education and experience standards contained in 89 Illinois Administrative Code 220.605.
- Grantee is required to submit quarterly units and persons reports as well as annual Demographic report.

- 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.
- 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 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.
- Grantee will use the AgeSmart logo on facilities, webpages, newsletters and brochures. All logo and branding 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 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

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 monthly. **Should reporting be late, reimbursement may be withheld.**

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 by calling 618-222-2561.

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, in 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 30th 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 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 grandparent with an opportunity to voluntarily contribute to the cost of the service;
2. Protect the privacy of each grandparent 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 service of the Grantee within the service for which the contribution was received.
5. Develop a suggested contribution schedule for the service provided. In developing a contribution schedule, the Grantee must consider the income ranges of older persons in the community and the Grantee's other sources of income.

6. Never deny any grandparent service because the grandparent will not or cannot contribute to the cost of the service.
7. Understand that contributions are considered program income.