



**North Carolina Department of Health and Human Services
Division of Aging and Adult Services**

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Suzanne P. Merrill
Acting Division Director

DAAS Administrative Letter No. DAAS-14-08

TO: Area Agency on Aging Directors and FCSP Providers

FROM: Suzanne P. Merrill, Acting Division Director *Suzanne P. Merrill*

SUBJECT: Family Caregiver Support Program, Clarification and Reporting Requirements for Code Categories I, II, and III

DATE: August 6, 2014

During the last fiscal year, the Division of Aging and Adult Services and AAA Family Caregiver Support Program specialists developed guidance for capturing FCSP information and outreach events and activities in ARMS and obtained feedback from contracted providers. This Administrative Letter outlines those resulting changes as well as clarification for using and reporting on several additional Family Caregiver Support Program codes related to service categories I, II and III. These changes will allow us to more accurately collect the information needed to complete the annual National Aging Program Information Systems (NAPIS) State Program Reports and better segment service codes for activities related to Grandparents Raising Grandchildren (GRG) and Relatives as Parents Programs (RAPP) using a separate Site/Route/Worker entry.

Reporting as outlined in this Administrative Letter is required starting July 1, 2014.

Definition and ARMS Reporting Instructions for Fiscal Year 2014/15:

Code 812: Information and Educational Programs and Organization and Participation in a Community Event

This code represents a one-time event (not a series) you organized, sponsored on behalf of the Family Caregiver Support Program for family caregivers, or participated in as an exhibitor or speaker that was open to the public or by invitation. You may have done the event solely for your AAA, been on the planning committee, presented a workshop, staffed an exhibit at a conference or health fair, donated supplies, or otherwise assisted in the event. If two AAAs or multiple providers within the same region both contribute time and support to the event, only one region or provider is to enter the associated information so the numbers are not duplicated.

Reporting Instructions: Each month, count and report in ARMS the number of activities that were held that month by the FCSP and contracted providers according to the definition above. Also add the total estimated audience size of participants for each of these monthly events. This total estimated audience size is the total number of people attending the events that month for all events combined.

Enter this in ARMS under Code 812. There should be one Site/Route/Worker entry labeled Number of Events and one Site/Route/Worker entry labeled Estimated Audience Size. Each of these Site/Route/Worker entries will have one number

www.ncdhhs.gov • www.ncdhhs.gov/aging
Tel 919-855-3400 • Fax 919-733-0443

Location: Taylor Hall, 693 Palmer Drive • Raleigh, NC 27603
Mailing Address: 2101 Mail Service Center • Raleigh, NC 27699-2101
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associated with them each month similar to how programs are instructed to enter contacts for Unregistered Information and Assistance (code 822).

Example:	July	Aug	Sept	Oct	Nov	Dec	Jan
Number of Events	3	2	1	2	4	1	5
Estimated Audience Size	63	80	165	22	95	66	223

If you have events specific for GRG/RAPP audiences, you are to create a separate Site/Route/Worker entry titled Number of GRG/RAPP Events within code 812 as well as the associated Estimated Audience Size for GRG/RAPP.

Budgeting Instructions: For budget purposes, all costs associated with the events and educational programs that are counted in this code should be budgeted in this code. For AAAs who budget using the administrative codes, it is also an option to budget cost in code 811 instead of code 812.

Code 814: Program Promotion

This code represents public service announcements and paid, in-kind, or donated advertisements and the printing and/or distribution of marketing materials on behalf of the Family Caregiver Support Program. This could include items such as a brochure, web site update, radio, television, and newspaper articles, etc. If your FCSP used a public service announcement or advertisement to reach family caregivers about caregiver needs/issues in general or to publicize an FCSP event, use this code.

Reporting Instructions: Each month, count the number of activities (number of final product public service announcements and advertisements and number of marketing materials) that were aired, completed, or printed that month specifically for FCSP and the total estimated audience size of viewers/readers of these same PSAs and advertisements and marketing materials count the number of items that were printed/finished that month.

Enter these as Number of Activities. The printing of a brochure, even if 500 were printed, is counted as ONE activity. The Estimated Audience Size is the number of these materials that were distributed or viewed that month. If 500 copies of one brochure were printed, but only 210 were distributed that month, the number to be reported is 210. Enter this in ARMS under Code 814. There should be one Site/Route/Worker entry labeled Number of Events and one Site/Route/Worker entry labeled Estimated Audience Size.

For materials such as newspaper or radio advertisements or public service announcements, use the circulation number provided by the vendor as the estimated audience size during the month the activity occurred. Web promotion on an AAA or partner site can also be counted in this code. A viewer count or website analytics report can be used to obtain an estimated audience size for those particular web promotion activities. Materials should include reference to the FCSP and/or the Area Agency on Aging.

Example:	July	Aug	Sept	Oct	Nov	Dec	Jan
Number of Activities	3	1	1	2	0	1	2
Estimated Audience Size	856	80	165	901	0	676	999

If you have Activities specific for GRG/RAPP audiences, you are to create a separate Site/Route/Worker entry titled Number of GRG/RAPP Activities within code 814 as well as the associated Estimated Audience Size for GRG/RAPP.

Budgeting Instructions: For budget purposes, all costs associated with the activities of program promotion that are counted in this code should be budgeted in this code. For AAAs who budget using the administrative codes, it is also an option to budget cost in code 811.

NOTE about Estimated Audience Size: ARMS currently does not allow more than three digits to be entered as number of units per month. For months where the Estimated Audience Size exceeds 999, please put 999 in the monthly total and then record the additional numbers for the month on a separate table outside of ARMS. This table will be provided to your AAA. The AAA will then report these higher numbers to DAAS at least annually so they may be captured and included on the NAPIS State Reporting Tool.

Codes 813, 815, 816 and 826

Codes 813 and 815 were used previously to report other types of information and outreach activities but have been suspended due to the combining of similar codes. The suspended codes are not to be used for regional budgets or reporting. Codes 816 and 826, both designating “Other as approved by DAAS” activities, have also been suspended due to lack of use.

Code 822: Caregiver Information and Assistance (Unregistered I and A)

Individual caregiver contacts by telephone, email, and social media are required to be reported in ARMS Code 822 for Caregiver Unregistered I and A. These contacts capture some of the vast impact the FCSP makes in the lives of individual caregivers across the state. Each phone call, email, or social media individual interaction can be counted, even if there were multiple interactions on behalf of the same caregiver.

For example, Caregiver Louise contacts you at the AAA in April by email with a series of questions. You research the answers by contacting two agencies on Louise’s behalf. You then respond to Louise. In your contacts report, enter “3” for the interaction with Louise during the month of April. Two of the contacts represent your calls on her behalf and one represents your return email/phone call to Louise.

The Administration for Community Living asks that these contacts are separated by assistance to Caregivers Serving Older Adults and Older Adult Caregivers Serving Children. You are expected to title your Site/Route/Worker entries using these categories. You may want to separate your region’s contacts by providers or counties, but you are not required to.

Code 823: Care Management

If an FCSP contracted provider or AAA Family Caregiver Specialist is acting in the role of care manager for a caregiver and conducts home visits or individual/family in-person consultations regarding a care or service plan or conducts an options counseling session for a caregiver, that activity requires a completed DAAS-101 on each caregiver represented with the sessions reported in ARMS code 823 during the month(s) in which they occurred. In many cases, the clients receiving Care Management services are also receiving FCSP Respite or Supplemental Services. In these cases, add service code 823 to the caregiver’s received services in ARMS.

Code 833: Caregiver Support Groups

Registration of eligible caregivers attending support groups is required in ARMS. Providers are instructed to have caregivers complete Sections I, III, and VII on the DAAS 101. For GRG/RAPP support groups, providers are to create a separate Site/Route/Worker code to capture those clients and associated units.

Code 835: Caregiver Trainings

Caregiver Trainings entered in this code require a completed DAAS 101. It is expected that events such as a series of Powerful Tools for Caregivers course, Matter of Balance course, etc. are to be reported in Code 835 with a completed DAAS 101, Sections I, III, and VII, on each attendee. For GRG/RAPP caregiver trainings, providers are to create a separate Site/Route/Worker code to capture those clients and associated units.

Dual Reporting of Registered FCSP Clients

Many caregivers attending a community caregiver event, caregiver retreat, etc. are current FCSP clients and receive additional services from the FCSP such as respite or supplemental services or participate in a support group and therefore are already in the ARMS system as an FCSP client. When an active FCSP client attends an event that is captured in code 812, you may also register their participation that month in code 835 by client name.

This dual reporting may be helpful in examining outcomes among a specific audience of caregivers who utilize a variety of caregiver services provided through the FCSP. *This dual reporting is a suggested best practice, but it is not a requirement.*

Their participation can still be reported in the total numbers that month for estimated audience size for code 812 as well. You do not need to reduce your estimated audience size to account for those few clients you also report in code 835. Funding for the 812 event can remain in 812 or 811 even if you report a caregiver’s specific participation in code 835.

Family Caregiver Support Program

UNIT-BASED REIMBURSEMENT	BUDGET CODE		IS DAAS 101 REQUIRED FOR CLEINT?	UNIT DEFINITION	REQUIRED REPORTING SYSTEM
		BUDGET CODE 810: Category I (Information)			
	811	Community and program planning, development, and administration	No	N/A	Budget in ARMS
	812	Informational/educational programs, participation in community events	Events and Estimated Audience Size Required	1 Event	ARMS
	814	Program promotion and public information (e.g., public service announcements, media coverage, advertisements, printing and distribution of publications)	Activities and Estimated Audience Size Required	1 Activity	ARMS
		BUDGET CODE 820: Category II Assistance with Access			
	821	Community and program planning, development, and administration	No	N/A	Budget in ARMS
	822	Information & Assistance (I&A)-unregistered	Contacts Required	1 Contact	ARMS
	823	Care management (assessment, care planning & coordination, caregiver options counseling session)	Yes	1 Session	ARMS
	824	Develop caregiver emergency plan (e.g., hospitalization plan, back-up respite service, and enrollment on special needs registry)	Yes	1 Session	ARMS
		BUDGET CODE: 830 Category III Caregiver Counseling, Caregiver Training, and Support Groups			
	831	Community and program planning, development, organization, and administration	No	N/A	Budget in ARMS
	832	Caregiver counseling (traditional mental health counseling on caregiver issues, end of life, grief, or mediation)	Yes	1 Session	ARMS
	833	Support groups (caregiver, widow, peer, disease specific and grief)	Yes, Sections I, III, & VII	1 Support Group Session	ARMS
	834	Workplace caregiver support (e.g., coordination with employer-sponsored caregiver assistance programs, one-on-one employee assistance)	Yes	1 Session	ARMS
	835	Caregiver training programs (Evidence-based and evidence informed trainings that extend beyond 1 session; e.g., PTFC; or one time training event where a DAAS 101 was completed)	Yes, Sections I, III, & VII	1 Class Session	ARMS
	836	Other as approved by DAAS	Client Registration Likely Required, Call DAAS	1 Training, Session	ARMS

Family Caregiver Support Program

UNIT-BASED REIMBURSEMENT	BUDGET CODE		IS DAAS 101 REQUIRED FOR CLEINT?	UNIT DEFINITION	REQUIRED REPORTING SYSTEM
		BUDGET CODE: 840 Category IV Respite			
	841	Community and program administration (contract negotiation, reporting, reimbursement, accounting, monitoring and Q.A.)	No	N/A	Budget in ARMS
X	842	In-home respite (personal care, homemaker assistance and home chore, Senior Companions/home visitors)	Yes	1 Hour	ARMS
X	843	Community respite (adult day center, group respite center, mobile day respite, or other nonresidential program)	Yes	1 Day	ARMS
	844	Caregiver Directed Vouchers (caregiver hires worker)	Yes	1 Hour	ARMS
X	846	Institutional respite (institutional setting such as a nursing home or assisted living for a short period of time)	Yes	1 Hour	ARMS
X	847	Older Adult Caregivers Raising Children Day Respite (summer camp, day programs)	Yes	1 Day	ARMS
X	848	Older Adult Caregivers Raising Children Hourly Respite (in-home, center based)	Yes	1 Hour	ARMS
	849	Other respite as approved by DAAS	Yes	1 Day	ARMS
		BUDGET CODE: 850 Category V Supplemental Services			
	851	Community and program administration (contract negotiation, reporting, reimbursement, accounting, monitoring and Q.A.)	No	N/A	Budget in ARMS
	852	Home safety interventions/evaluations	Yes	1 Evaluation	ARMS
	853	Handy man or yard work	Yes	1 Completed Job	ARMS
	854	Medical equipment and assistive technology devices/services (not covered by insurance)	Yes	1 Device, Service, or Piece of Equipment	ARMS
	855	Home modifications/accessibility (e.g., grab bars, ramps, etc.)	Yes	1 Modification	ARMS
	856	Personal emergency response alarm systems	Yes	1 Installation or 1 Monthly Service Fee	ARMS
	857	Incontinence supplies (adult diapers, gloves, wipes, disposable bed pads)	Yes	1 Wrapped Package (not a case)	ARMS
	858	Telephone reassurance	Yes	1 Call	ARMS
	859	Liquid nutritional supplements (e.g., Ensure or Boost, food and beverage thickener)	Yes	2 Cans/Bottles, 1 Serving of Thickener	ARMS
	860	Home delivered meals (temporary)	Yes	1 Meal	ARMS
	861	Legal assistance	Yes	1 Session	ARMS
	862	Other as approved by DAAS	Yes	TBD	ARMS
	863	Transportation	Yes	1-Way Trip	ARMS
	864	Congregate Meals	Yes	1 Meal	ARMS
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