



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

JOYCE MASSEY-SMITH, MPA •
Director, Division of Aging and Adult Services

DAAS ADMINISTRATIVE LETTER NO. 20-11

TO: Area Agency on Aging Directors
Family Caregiver Resource Specialists

FROM: Hank Bowers, Assistant Director

DATE: June 18, 2020

SUBJECT: Family Caregiver Support Program Manual Revision

I. Background

The Family Caregiver Support Program (FCSP) manual had its last comprehensive revision in 2004. The need was identified for modernized language, inclusion of Administrative Letter guidance, and consolidation of service codes to reflect the program's evolution.

The Division of Aging & Adult Services (DAAS) convened the Family Caregiver Support Program Manual Revision Advisory Team in July 2019 to begin the manual revision. The work group was led by the Family Caregiver Support Program Consultant and was comprised of DAAS staff with caregiver program expertise, four Family Caregiver Resource Specialists, one local FCSP provider, one Aging Specialist, and the FCSP Liaison to the North Carolina Association of Area Agencies on Aging (NC4a).

Attached is the final product of This reflects the output of the Family Caregiver Support Program Manual Revision Advisory Team as well and the feedback shared by the NC4a and the FCSP Association.

II. Summary of Revisions

Formatting and Appendices

In order to develop a user-friendly manual at all levels of the program, the formatting was developed to draw attention consistently to certain contents that are broken down as follows:

- **Bold Items:** indicate the content is a program requirement. These items are associated with either state or federal reporting, monitoring, eligibility, or other Older Americans Act (OAA) criteria.
- [Bracketed Items]: indicate a reference to a specific Administrative Letter, DAAS policy, or the OAA.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF AGING AND ADULT SERVICES

LOCATION: 693 Palmer Drive, Taylor Hall, Raleigh, NC 27603
MAILING ADDRESS: 2101 Mail Service Center, Raleigh, NC 27699-2101
www.ncdhhs.gov • TEL: 919-855-3400 • FAX: 919-733-0443

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- *Italicized Items*: indicate a best practice or field example.
- Underlined Items: indicate a reference to an item that is included in the manual's appendix.
- Large reminder boxes are included to draw attention to pertinent information. For example, on page 8, "The caregiver is the client of the FCSP."
- Other pertinent concepts and reminders are included in bolded boxes for heightened awareness from the user. *For example, on page 8 "The caregiver is the client of the FCSP."*

Definitions

These are found on pages 5-6 and are intended as a reference for common language at all levels of the program. Significant time and attention were given to the development of this section to give clear and specific details to the terms as they relate to the FCSP.

For example, the term "temporary" is defined and broken into three specific time periods/scenarios as they relate to Category IV-Respite Services:

Temporary—a short period of relief, falling into one of three categories relative to FCSP—
Intermittent: time off for a specified time to give the caregiver a planned or scheduled break
Occasional: time off for a caregiver to attend a special event or necessary obligations
Emergency: extended break for a caregiver to address an intervening circumstance, such as emotional stress, hospitalization, or health recovery

Goals and Objectives

This section highlights the overarching intent of the program to allow caregiver of older adults and older adults as caregivers the resources and services needed to continue caring for their loved one in the community as long as possible.

Service Provision

This is the largest section of the manual that covers details of the FCSP that include eligibility criteria, target populations, scope of services, and ARMS reporting requirements. Language for this portion of the manual was pulled from previous Administrative Letters and DAAS Policy and Procedures and includes details specific to the FCSP.

For example, the Consumer Contributions chart on pages 19-20 aligns the FCSP Service Category to the associated Administrative Requirements. Users are then referred to the policy in its entirety in Appendix D.

There were revisions made to the ARMS codes that encompass FCSP services. Much of the changes reflect descriptions that further clarify and describe the activity the associated codes represent.

For example, 823: Caregiver Resource Consultation, this code was revised to more accurately reflect the scope of work completed through this activity. It can be completed by a program representative that is a trained Options Counselor, but it is not required. This code is also intended to reflect ongoing case management services and caregiver need assessments.

The following ARMS codes were eliminated due to very low utilization and/or the service being completed within the scope of another code. These codes **should not** be used after June 30, 2020.

- 834: Workplace Caregiver Support
- 836: Other

- 852: Home Safety
- 858: Telephone Reassurance
- 864: Congregate Meals

A summary chart of the ARMS changes that are reflected in the revised manual is included in Attachment 2.

Funding Overview and Direct Service Waivers

This brief section on page 32 provides a general overview of the funding model for the program.

Documentation

This section provides detail by service category on documentation standards for ARMS entries as well as DAAS 101: Client Registration Forms.

Monitoring Policies and Procedures

This section provides an overview of the monitoring process for the FCSP at both the level of AAA's to Providers and DAAS to AAA's.

Appendices

This compilation section includes helpful policies, further details, example documents, and resources that relate to the FCSP. These are referenced throughout the manual by their associated letter/title and are underlined.

III. Periodic Updates and Revisions

Periodic reviews of the Family Caregiver Support Program Manual will be completed on an as needed basis but no less frequent than every three program years. Official manual updates will be issued via Administrative Letter and will detail specific instructions by section and page replacement needs.

Broader DAAS policies are included as appendices in the manual as additional reference for FCSP representatives. Official communications shared from the Lead Monitor as well as content from Administrative Letters (not specific to the FCSP) shall supersede reference material in this section.

IV. Effective Date

The attached manual and its contents are considered effective as of July 1, 2020.

For further information about the contents of this Administrative Letter and the associated *Family Caregiver Support Program Manual: Revision 2020*, please contact Laura Jane Ward—Family Caregiver Support Program Consultant at 919- 855-3417 or laura.ward@dhhs.nc.gov .

HB/SF/LJW/pg

ATTACHMENTS: *Family Caregiver Support Program Manual, Revision 2020* (Attachment 1), *FCSP ARMS Codes Summary Change Chart* (Attachment 2)