**Overview**

The Agency on Aging Northeastern Illinois is seeking applications from organizations interested in providing Family Caregiver Resource Center (CRC) services. The CRC is a clearly identifiable center that provides a range of caregiver services to family and non-parent relative caregivers (Grandparents Raising Grandchildren). The Agency on Aging will designate the CRC to be the primary resource within a given county for caregivers to access Caregiver Resource Center services.

The CRC will, at minimum, provide Access Assistance, Respite, Gap-Filling and Legal services.

**NOTE: In this document the term “caregiver” applies to both family caregivers and non-parent relatives raising children (Grandparent Raising Grandchildren). As of the 2016 Reauthorization of the Older Americans Act, the following specific populations of caregivers are eligible to receive services:**

* Adult family members or other informal caregivers age 18 and older providing care to individuals 60 years of age and older
* Adult family members or other informal caregivers age 18 and older providing care to individuals of any age with Alzheimer’s disease and related disorders
* Older relatives (not parents) age 55 and older providing care to children under the age of 18; and
* Older relatives, including parents, age 55 and older providing care to adults ages 18-59 with disabilities

The Administration on Community Living requires basic demographic data to be collected on each family caregiver or non-parent relative raising children for “Group 1 services” which are Respite, Counseling, Gap-Filling and Legal services. This data includes: age, gender, race/ethnicity, rural status, and the caregiver’s relationship to the care receiver. Access Assistance is a “Group 2” that requires the CRC to report only the unduplicated count of family caregivers that receive this service.

CRC Service Funding Allocation Requirements: The Access Assistance allocation provides caregiver assessments that are needed to determine how much Respite and Gap-Filling service the caregiver might need. Every dollar spent on Access Assistance is a dollar not able to be used for Respite or Gap-Filling services. Therefore, salaries and other expenses by the CRC are to come from the Access Assistance allocation. In order to provide as much direct service to caregivers as possible, the CRC agency shall use a maximum of 28% of their total CRC Service Share for Access Assistance.

In FY2020, the Agency on Aging will continue its work to collaborate with the Illinois Department on Aging to pilot test the Dementia Care Specialist Program. Training will be made available to advance the development of a dementia-capable no wrong door access for people with dementia and their caregivers through Access Assistance, Respite, Gap-Filling and Legal services.

CRC providers are encouraged to work with additional community organizations that provide services to older adults, people with Alzheimer’s disease or other related dementias, relatives raising children and individuals with disabilities.

**Service Design**

To continue the goal of fostering a family caregiver, relative raising children (Grandparent Raising Grandchildren) service system in Illinois, agencies will be funded to provide the following CRC core services:

1. ACCESS ASSISTANCE
2. RESPITE
3. GAP-FILL
4. LEGAL SERVICES: The Agency on Aging sets aside a small variable percentage of CRC resources at the regional level. Legal Services may be drawn down on a first-come, first-serve basis.

CCC providers will be will be required to perform the following activities:

1. Cost Per Unit Analysis
   1. Organization will work toward keeping each service’s cost per unit in line with the regional average. See attachment provided for each service. See Appendix A.
2. Provide service at no cost to older adults, grandchildren, adult children with developmental disabilities and family caregivers. Individuals must have the opportunity to voluntarily contribute to the cost of the service. Providers may not deny services because the person will not or cannot contribute to the cost of the service.
3. Coordination:
   1. Have a working relationship and/or a written agreement with the county specific Caregiver Counseling Center (CCC) and the designated Case Coordination Unit (CCU) to coordinate and where possible to co-locate services.
   2. Have a working relationship and/or written agreement with county Aging and Disability Resource Network (ADRN), mental health providers and other Aging Network providers.
4. Training:
   1. Participate in tri-annual Caregiver Partner meetings and trainings held by the Agency on Aging.
   2. Participate in Dementia Care Specialist trainings held by IDOA.
5. Be responsible for reporting requirements for these services. Visit the Agency on Aging website (www.ageguide.org) for additional information on reporting requirements.

**CRC Package Narrative**

Applicant Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

County: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Person Name, Phone & Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In a clear and concise narrative, respond to each of the following items. Please review Appendix B, the program rubric, for guidance and scoring information.

**Program Planning**

1a. Describe how your organization assessed the service area and the target population to be served. Include your plan to target services to family caregivers who provide care for individuals with Alzheimer’s disease and related disorders (ADRD); non-parent relative caregivers (Grandparents Raising Grandchildren) who provide care to children and older relatives, including parents, age 55 and older providing care to adults ages 18-59 with disabilities; older family caregivers with greatest social need and/or with greatest economic need (with particular attention to low-income individuals). See Appendix C.

1b. Describe your organization’s previous experience with these types of services. Describe any other experience serving family caregivers, relatives raising children (Grandparents Raising Grandchildren), older persons and caregivers of persons with disabilities.

**Program Design & Delivery**

2a. Access Assistance: Describe how your organization will assure that caregivers of older adults, caregivers of those ages 18-59 with disabilities and relatives raising children (Grandparents Raising Grandchildren) will have access to CRC services.

2b. Respite: Describe your organization’s plan to ensure a comprehensive and person-centered approach to service delivery when offering temporary, substitute supports or living arrangements for care receivers.

2c. Gap-Fill: Describe your organization’s plan to ensure a flexible, person-centered approach to service delivery when complimenting the care provided by caregivers with Gap-Fill for services and items not covered by insurance or any other means.

2d. Legal Services: Describe how your organization plans to identify caregivers and relatives raising children (Grandparents Raising Grandchildren), and parents, age 55 and older providing care to adults ages 18-59 with disabilities; who might benefit from legal services, and your referral process (for example, PSLS Electronic Referral Form or other legal service provider referral procedure).

2e. Describe how client information and documentation will be maintained. New applicants: provide a sample data collection form or describe the types of participant data to be collected.

**Program Operations**

3a. Describe your plan for staff screening, training, supervision and retention for CRC services.

3b. Describe your process to evaluate CRC service delivery, including client satisfaction and outcomes. Describe a scenario where your organization used feedback to improve programs and services. Provide a copy of the client satisfaction survey.

3c. Describe your organization's plan to budget for and collect Project Income (voluntary donations).

3d. Describe how your organization provides services that are culturally competent & responsive to diverse populations. Include your plan to provide barrier-free access to individuals who speak languages other than English; those with hearing or speech impairments; and for individuals with disabilities at the facility (or facilities) where CRC services are provided.

**Coordination within the Community**

4a. Describe how your organization will coordinate with other service providers in your community. At a minimum, the plan will include how your organization will:

* Coordinate with Care Coordination Unit (CCU) and Caregiver Counseling Center (CCC)
* Have a working relationship and/or written agreement with other community service providers (Additional Resources) to coordinate, and where possible, to co-locate services