**Overview**

The Agency on Aging Northeastern Illinois is seeking applications from organizations interested in providing Family Caregiver Counseling Center (CCC) services.

The CCC is a clearly identifiable center that provides a range of Counseling services to family and non-parent relative caregivers. The Agency on Aging will designate the CCC to be the primary resource within a given county for caregivers and to access Counseling services.

The CCC will, at minimum, provide Title Counseling and Caregiver Training services. The CCC may also choose to organize/provide Caregiver and Relative Raising Children (Grandparents Raising Grandchildren) Support Groups. CCC’s are encouraged to offer evidence-based support programs for caregivers such as the Stress-Busting Programs for Family Caregivers.

**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

Caregiver Counseling provides advice, guidance and life coaching to an individual caregiver. Counseling assists the caregiver with role identity, permission to seek help, decision-making and solving problems relating to their caregiving roles. These services may include assistance in the areas of health, nutrition and financial literacy. In addition, Counseling may provide purposeful therapeutic assistance to clients who need help to improve mental health to cope with personal problems.

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 identification, caregiver counseling, education/training and support groups.

CCC 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 and relative raising children service system in Illinois, agencies will be funded to provide the following CCC core services:

1. INDIVIDUAL COUNSELING
2. TRAINING/EDUCATION
3. SUPPORT GROUPS (OPTIONAL)
4. CAREGIVER LEGAL SERVICES: The Agency on Aging sets aside a small variable percentage of CCC 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 Resource Center (CRC) 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 other county mental health providers.
4. Staffing:
   1. Dedicate at least 1 staff position to coordinate and provide CCC Services.
   2. Clinical Supervision: Employ or contract with a professional in good standing for not less than bi-monthly supervision/consultation with paid staff.
   3. Employ Master’s level staff for those performing clinical therapeutic counseling.
   4. Employ trained counselors for those performing life coaching.
5. 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.
6. Be responsible for reporting requirements for these services. Visit the Agency on Aging website (www.ageguide.org) for additional information on reporting requirements.

**Caregiver Counseling Center (CCC) 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 caregivers, relatives raising children, older persons and persons with disabilities.

**Program Design & Delivery**

2a. Counseling: Describe your organization’s plan to provide caregiver and relative raising children (Grandparent Raising Grandchildren) Counseling services. Include when and where (locations, amount of time, days of week), how the service will be delivered (purposeful therapeutic assistance or life coaching). If there is a staff person(s) that do not have life coaching/therapeutic counseling/Dementia Specialist training, applicant will demonstrate a plan to obtain training within a reasonable amount of time.

2b. Complete the staffing chart based on the application(s) your organization is completing. See Appendix D. **(One completed staffing chart per organization is all that is necessary.)**

2c. Caregiver Education/Training: Describe your organization's proposed Education/Training activities for caregivers including when and where activities will be provided and by whom (staffing pattern). Will your organization be providing evidenced-based caregiver programming? If so, describe the program and how many sessions you will be providing. Describe your organization's plan to provide Support Group services for caregivers and/or relatives raising children (Grandparents Raising Grandchildren). Include when and where (locations, times, days of week), how the service will be delivered (collaboratives/partnerships) and by whom (staffing pattern). If your organization chooses not to provide (optional) Support Group services, please explain your reasoning for this decision.

2d. Legal Services: Describe how your organization plans to identify caregivers and relatives raising children who might benefit from legal services, and your referral process (for example, PSLS Electronic Referral Form or other legal service provider referral process).

2e. Describe how your organization will maintain and offer current information on services and resources available to support older adult caregivers, caregivers of those ages18-59 with disabilities and relatives raising children.

2f. 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 (and if applicable, volunteer) screening, training, supervision and retention for CCC services.

3b. Describe your process to evaluate CCC 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 CCC services are provided.

**Access and 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 Resource Center (CRC)
* Have a working relationship and/or written agreement with a local mental health provider, and where possible, to co-locate services
* Have a working relationship and/or written agreement with other community service providers (Additional Resources) to coordinate, and where possible, to co-locate services

4b. Describe how your organization will assure that caregivers of older adults, caregivers of those 18-59 with disabilities and relatives raising children (Grandparents raising Grandchildren) will have reasonably convenient access to CCC services. At a minimum, the plan will include how your organization will:

* Provide in-home visits as needed to assure services
* Provide services via telephone and email
* Deliver services during normal working hours and maintain a means for contact outside of normal hours for example, an answering service
* Maintain website presence and current/updated CCC information