



**Program Goal:** The National Family Caregiver Support Program (FCSP) is designed to establish networks that provide supportive services for family caregivers, grandparents, and older individuals who are relative caregivers.

**Service Definition, FCSP Grandparent Case Management (Caring for Child):** A services provided by a person who is trained and experienced in the skills that are required to coordinate and monitor the provisions of formal caregiver-related services in circumstances where caregivers are experiencing diminished capacities due to mental impairment or temporary severe stress and/or depression.

**OAA Service Type:** Title III E FCSP Case Management (Caring for Child), Support Service  
**Service Type:** Registered Service

**Area to be Served, contract 1:** Santa Clara County or targeting specific geographic region in Santa Clara County

**Service Area Target Population:** Caregiver is a grandparent or step- grandparent of a child, or a relative of a child by blood or marriage, 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 caregiver; and
- Has a legal relationship to the child, has legal custody or guardianship; or is raising the child informally.

Care receiver should be a child age 18 or younger.

Applicant must demonstrate serving the target population (at-risk socially/economically), keeping in line with the intent of the Older Americans Act. Reference 22 CCR § 7125 & 22 CCR § 7127. Applicant must have established methods, other than the use of a means test, to provide services to all eligible an older adult’s family caregiver.

**Baseline Older American Act, Title III E Funding:**

**Funding available\*:** \$46,170

**Maximum funding request:** \$46,170

**Required Match:** 35% or \$16,160

**Service Standard:**

Minimum Unit of Service: 603

Minimum Unduplicated Persons Goal: 150\*\*

**Unit of Service Type:** 1 hour = 1 unit of service

For additional budgeting requirements read the 2021-2022 OAA Title III E Bidders Guide available on the Sourcewise website: <https://www.mysourcewise.com/about/grantees/>

\*Funding is contingent upon the availability of state and federal funds. The allocation outlined above represents a planning estimate provided by the California Department of Aging and/or Federal Government and is subject to change.

\*\*Unduplicated persons goal can be renegotiated dependent on the quality of the service provided and to which geographic region including the identification of vulnerable communities served as it relates to the OAA greatest economic need (22 CCR § 7125) and greatest social need (22 CCR § 7127).



*Family Caregiver Support Program, Grandparent Case Management (Caring for Child)*  
Program Specific Scope of Service:

1. Staff shall be trained and experienced in working with caregiver and care recipients who are in the greatest economic need (22 CCR § 7125) and social need (22 CCR § 7127). The skills to direct group activities, facilitate discussion, provide informal counseling, and coordinate community resources and linkages for participants are required.
2. Organization has experience conducting individual assessments that identify the caregiver's willingness to provide care; duration and care frequency preferences, caregiving abilities; physical health, psychological, social support, and training needs; financial resources relative for caregiving; and strengths and weaknesses within the immediate caregiving environment and the caregiver's extended informal support system.
3. Bidder shall encourage coordination amongst staff for sharing of resources, training activities, and referrals.
4. The following four activities can be recorded as 1 hour or unit of service:
  - a. **Care Planning:** To write an individualized plan of care and services under a case management system based on a comprehensive assessment of the client's condition and/or resources.
  - b. **Service Authorization and Arrangement:** To obtain services according to an individualized care plan by coordinating existing services, authorization for payment of services, or purchase of services.
  - c. **Case Monitoring:** To determine quality and effectiveness of services provided to a client according to an individualized care plan and to maintain periodic client contact to determine if change has occurred; and to take appropriate action as necessary.
5. The bidder's staff and/or volunteers shall coordinate service authorization and arrangement through the development and maintenance of a comprehensive list of resources available for caregivers within the designated service area.
6. The Title III E FCSP encourages the use of volunteers to further expand availability of services to target population in defined geographic region. Bidder has capacity and/or experience to recruit, train, and used volunteers in any phase of program operations where qualified.
7. Bidder shall demonstrate appropriate local caregiver community-based agency & county-based linkages and coordination to ensure comprehensive service delivery and avoid unnecessary duplication of services to caregivers in Santa Clara County.
8. Provider shall adhere to the **Updated Guidance for Temporary Alternative Service Delivery of the Older Americans Act Programs Operations During the COVID-19 Pandemic, included as Appendix A.**
9. **Objectives:** The service provider is required to demonstrate that each of the following programs areas are successfully completed within the awarded fiscal year from July 1, 2021 – June 30, 2021. Included in the Older American Act Application for Funding, list at least one measurable objective for each of the following program areas; reaching the target population, staffing and volunteers, coordination with other agencies, public information, obtaining contributions, client input, and fundraising.

**Targeting**

Bidder must have established methods, other than use of means testing, to provide services to all informal family caregivers or a grandparent, or an older individual who is a relative caregiver. Programs, services, and activities must be very specific and explicit about the communities they are attempting to address gaps in service delivery.

Additionally, demonstrate serving the target population (at-risk socially/economically), keeping in line with the intent of the Older Americans Act.

Service providers must show intent and methodology to serve the needs of caregivers and care recipients:

- Age 75+
- Low Income (federal poverty)
- Minority
- Living Alone

### **Staffing & Volunteers**

Bidder must demonstrate recruitment and training of staff & volunteers to support the program.

Staffing & Volunteers goal must describe specifically how many staff and volunteers will be required to support the Older Americans Act program and the kind of task that will be performed by volunteers.

### **Coordination**

Bidder must form and administer cooperative agreements with other agencies to demonstrate appropriate agency linkages and coordination to ensure comprehensive service delivery and avoid unnecessary duplication.

### **Public Information/Outreach**

Service providers must have planned information and outreach activities, including distribution printed materials co-branded with funding agency (Sourcewise) to promote services to target populations in the community.

Awarded bidder must ensure that programs and services are available to all older adults regardless of sexual orientation and gender identity. Evaluation of outreach efforts to gay, lesbian, bisexual, and transgender older adults will be included in the contract monitoring requirements.

### **Client Input**

Bidder must have procedures in place for obtaining the views of the participants of the service being provided, including a written and distributed client grievance procedure.

Describe the annual process by which regular client input is received and areas that are monitored for quality service.

### **Client Contribution**

Bidders must provide clients with the opportunity to provide voluntary contributions confidentially to support the cost of the Title III/Title VII OAA program.

Bidder shall describe the process for collecting voluntary client contributions including (a) how clients will be informed of the opportunity to contribute to the cost of the service, (b) the amount of suggested client contribution and how it was determined and (c) the method used to collect and record client contributions to ensure confidentiality.

## **10. Reporting Requirements:**

The awarded bidder shall demonstrate an effective data management and record retention process and procedure to capture participant eligibility to fulfil the reporting requirements.

As a “registered service” detailed client information for the client is required to be collected and reported if the bidder plans on providing service in these areas. The agency is required to use Q Continuum (“Q”), Sourcewise database program, to report on services and client characteristics. The bidder must have an internet-accessible computer. Q costs, installation, and training will be provided by Sourcewise.

Programs are required to collect information on Name, Zip Code, and Birth Date in order to establish eligibility. Reporting requirements include unduplicated client counts including client demographic characteristics and units of service.

The following required characteristics must be collected from each caregiver and care recipient and entered to the Data Reporting Software, Q Continuum (“Q”):

#### Caregiver Required Data Characteristics:

- Unique participant ID
- Name
- Birthdate
- Zip Code
- Rural Status
- Gender
- Sex at Birth
- Sexual Orientation
- Race
- Ethnicity
- Poverty Status
- Living Status
- Employment Assessment
- Create a Caregiver Record

#### Care Recipient Required Data Characteristics:

- Unique participant ID
- Name
- Birthdate
- Zip Code
- Rural Status
- Gender
- Sex at Birth
- Sexual Orientation
- Race
- Ethnicity
- Poverty Status
- Living Status
- Caregiver/Care Recipient Relationship File