

# **ND Family Caregiver Support Program (NDFCSP)**

## **HANDBOOK** for Caregivers

**North Dakota Department of Human Services  
Aging Services Division  
May 2017**



## **Aging Services Division**

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Doug Burgum, Governor  
Christopher Jones, Executive Director

**Dear Caregiver:**

**During your first visit with Aging Services staff, you will discuss important information about the ND Family Caregiver Support Program (NDFCSP). It is sometimes difficult to remember everything that was discussed regarding program guidelines and services available through the caregiver program.**

**This HANDBOOK serves as a reference guide for you and your family.**

**The NDFCSP Aging Services staff is located at the Human Service Center and is available to assist with any questions or concerns you may have about the caregiver program, community services available or coping with caregiver challenges.**

**If you have any questions or concerns, please do not hesitate to contact the NDFCSP Aging Services staff in your area.**

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**NDFCSP Aging Services Staff**

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**Phone Number**

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## **Section 1: General Information**

### **What is the purpose of the North Dakota Family Caregiver Support Program (NDFCSP)?**

- The NDFCSP is supported by Older Americans Act funding and was created to offer support and services to informal, unpaid caregivers to help them continue to care for their loved ones at home for as long as they choose.

### **What services does the program provide?**

- Services included:
  - Counseling for coping with caregiver challenges.
  - Training to learn how to perform caregiving tasks.
  - Temporary breaks (respite care) from providing 24 hour care.
  - Supplemental services to help with cost of home adaptive devices and incontinence supplies.
  - Information on resources and services available in the community.

### **What are the costs of services?**

- All authorized services are federally-funded and are provided at no cost.
- You will be given information on the opportunity to contribute toward the cost of services.
- No one is denied services because of inability or unwillingness to contribute.

### **How long can I receive services through the program?**

- The enrollment period is July 1 through June 30 of the following year.
- Re-enrollment paperwork is completed by you and Aging Services staff on or before July 1 in order for you to continue to receive services through the program.
- Aging Services staff will contact you at least quarterly and meet with you at least annually to talk about your needs and your continued eligibility for the program.
- Please call Aging Services staff any time you have questions or if your caregiving situation changes.

## **Section 2: Counseling Services**

### **How could seeing a counselor benefit me?**

- Providing 24 hour care can sometimes be challenging for caregivers. Examples of caregiver challenges may be, but are not limited to:
  - Caregiver stress and coping
  - End of life issues/grief counseling
  - Family relations/dynamics
  - Substance abuse
  - Decision making and problem solving
- Talking with a counselor may help you learn how to cope with some of the challenges you may be facing.
- Talking with a counselor may also help you make important decisions about future plans for the person who needs care (care recipient) or other family concerns.

### **If I want to meet with a counselor, what should I do?**

- Tell Aging Services staff you are interested in meeting with a counselor.
- Aging Services staff will give you a list of counselors to choose from.
- Once you choose a counselor, let Aging Services staff know so arrangements can be made to pay for your visits.
- The program will pay for up to 4 visits with a counselor during each enrollment period.

### **How are counseling appointments made?**

- You schedule your own appointments to meet with the counselor.

### **How are counseling appointments paid for?**

- The counselor sends the bill directly to Aging Services staff for authorization of payment.

## **Section 3: Training Services**

### **What kind of caregiver training is available?**

- Caregiver training can help you learn more about caregiving tasks. Examples of caregiver training may be, but are not limited to:
  - Helping lift the care recipient
  - Helping the care recipient in and out of bed
  - Helping the care recipient bathe
  - Help with managing behaviors
  - Making recommendations on selecting and using equipment to make caregiving tasks easier
  - Assisting with financial planning
  - Providing information on a durable power of attorney or healthcare directives

### **How could caregiver training benefit me?**

- Training may help you become a more confident caregiver.
- Learning safe care practices may reduce the chance of causing injury to yourself or your loved one.

### **If I want caregiver training, what should I do?**

- If there is a caregiving task you would like help with, please talk with Aging Services staff.
- Aging Services staff will work with you to find the right individuals to provide training.

### **How are payments for services made?**

- The trainer sends the bill directly to Aging Services staff for authorization of payment.

### **Special Training for Caregivers of Individuals Who Have Alzheimer's or a Related Dementia.**

- If you are caring for an individual who has Alzheimer's or a related dementia, there are services that may be of benefit to you.
  - Aging Services staff can arrange for a Care Consultant from the Alzheimer's Association to meet with you and your family to talk about specific care needs for your loved one.

- The NDFCSP also provides caregiver training classes for individuals who are caring for an individual with Alzheimer's or a related dementia.
- Aging Services staff can give you more information about these services and trainings.

## **Section 4: Supplemental Services**

### **What are Supplemental Services?**

- Supplemental Services help caregivers with the cost of needed adaptive devices or incontinence supplies.
- Adaptive devices may include, but is not limited to:
  - A shower bench
  - Tub or toilet safety rails
  - A walker
  - A high rise toilet seat
- Incontinence supplies are products used for individuals who have difficulty with bladder or bowel functions.

### **What if I need adaptive devices or incontinence supplies?**

- Discuss your needs with Aging Services staff to make sure devices or supplies qualify for reimbursement.
- The NDFCSP may be able to reimburse you, up to the authorized dollar amount, for the cost of an adaptive device.
- The NDFCSP may be able to reimburse you for the cost of incontinence supplies up to the authorized dollar amount.

### **How are adaptive devices or incontinence supplies paid for?**

- If the device or incontinence supplies are authorized by Aging Services staff, you purchase them and give the receipt to Aging Services staff.
- Aging Services staff will arrange for your reimbursement.

## **Section 5: Respite Care and Respite Providers**

### **What is respite care?**

- Respite care means having someone else take care of your loved one to give you a brief period of relief or rest from providing 24-hour care and to take some time for yourself.
- The NDFCSP may pay for respite care services in either your home or an approved setting outside of the home.

### **Who can be paid to provide respite care?**

- The program can pay the following individuals for respite care services:
  - Qualified Service Providers (QSP)
  - Qualified family members

### **Which relatives can be paid to provide respite care?**

- A family member who can be paid for respite services is one of the following relatives:
  - A parent (not of the child who is the care recipient)
  - A grandparent
  - An adult child (18 years or older)
  - An adult sibling (18 years or older)
  - An adult grandchild (18 years or older)
  - An adult niece or nephew (18 years or older)

### **What if a non-relative or friend wants to become my respite care provider?**

- A relative (not previously listed) or another individual of your choosing age 18 or older can enroll as a (QSP) with the Department of Human Services to be eligible to receive payment for respite care services from the NDFCSP.
- Aging Services staff has handbooks and application forms to help an individual become enrolled as a QSP.

**What is a QSP?**

- A QSP is an individual who has met the standards to provide respite care services to be enrolled as a QSP with the Department of Human Services.

**Are there other types of respite care providers?**

- Any of the following options can be used for respite care services if they are an approved provider for the NDFCSP:
  - A licensed home care agency
  - An adult or child day care center
  - A licensed foster care home for adults or children
  - A nursing facility or memory care facility
  - A hospital swing bed facility

**How do I choose my respite care provider or agency?**

- Aging Services staff will give you a list of QSPs, respite care providers and home health care agencies who work in your community for you to choose from.
- You will be responsible to call and interview individuals, respite care providers or home care agencies and choose who you would like to work with.

**What happens after I pick my respite care provider or other provider?**

- Tell Aging Services staff when you have chosen a respite care provider, home care agency or other respite provider.
- Aging Services staff will make sure the providers are eligible to work with the NDFCSP.

**Do I have to use just one respite care provider?**

- You can use as many respite care providers as you wish.
- You must let Aging Services staff know when you want to add or change respite care providers.

**How do I schedule my respite care services?**

- You make arrangements with the respite care provider to schedule your own respite care services.

### **Who pays for respite care services?**

- Individual respite care providers keep a timesheet (NDFCSP Provider Service Log) of the day and time they spend in your home.
- You will be required to sign the NDFCSP Provider Service Log each time the respite worker provides care. (See an example of a NDFCSP Provider Service Log in the back of the Handbook.) This is to verify the respite service was provided.
- Your signature is not needed if you use an agency provider.
- The respite care provider sends the Provider Service Log to Aging Services staff for authorization of payment.

### **How will I know how much respite or other service funding I have?**

- Aging Services staff will tell you how much funding is authorized for you to use.
- You will receive a Caregiver Option Plan (See an example of a Caregiver Option Plan in the back of the Handbook) that will show you what services and how much funding is authorized.
- The amount of your funding is reviewed by Aging Services staff. You will receive an updated Caregiver Option Plan after each review that indicates what services and how much funding is authorized.
- Future funding is based on your needs, the amount of services you are using, and funds available for the NDFCSP.
- If your use of services exceeds the amount of funding authorized on your Caregiver Option Plan, you will be responsible to pay any amount over what has been authorized.
- You are responsible to monitor your usage.
- If you have any questions about funding for your services, please contact Aging Services staff.

### **Can respite care services be paid for while I am at work?**

- The NDFCSP program standards do not allow for payment of respite care services if those services are being provided while the caregiver is on the job; i.e. working at their place of employment, on a trip for business purposes, engaged in farm or ranch operations, etc.

## **Section 6: What a Respite Care Provider Can Do Under Respite Services**

### **Can a respite care provider help with personal care?**

- The respite care provider can help the care recipient with taking a bath, getting dressed and undressed, helping in the bathroom and other approved personal care services.

### **What other tasks can a respite care provider perform?**

- The primary responsibility of the respite care provider is to assist the care recipient and to make sure they are safe. They may play games, visit, read, etc. with the care recipient.
- The respite care provider can work together with a care recipient to complete tasks such as baking, folding clothes, gardening, etc. if the care recipient is able to participate.
- Taking a care recipient for a walk around the property or neighborhood is also allowed.

### **Can a respite care provider help cook meals?**

- The NDFCSP allows for a respite care provider to fix a meal for a care recipient only if they are providing respite care services during a meal time.
- The respite care provider may assist the care recipient with eating.
- The respite care provider is not allowed to give nutritional supplements through a feeding tube.

### **Can a respite care provider help with housecleaning and laundry?**

- If the respite care provider is assisting with a bath or fixing a meal, cleaning up the bathroom or kitchen afterwards is allowed.
- The NDFCSP does not pay for respite care providers to complete routine housecleaning such as dusting, vacuuming, laundry, cooking or baking.
- If you need help with household tasks, let Aging Services staff know and they will give you information on other services or agencies that are available to help with those tasks.

### **Can a respite care provider assist with transportation?**

- The NDFCSP standards stipulate that respite care providers must provide respite services in the caregiver's home or other approved settings.
- Respite care providers are not allowed to take the care recipient out of the home such as for car rides, shopping trips, for coffee, hair or clinic appointments.

### **Can a respite care provider give medications?**

- Respite care providers can only help with self-administration of medication.
- You need to plan ahead if there are medications the care recipient has to take in your absence. The respite care provider can assist by doing the following:
  - Opening the container
  - Assisting the care recipient with proper positioning for taking the medication
  - Assist by giving the care recipient fluids to swallow the medication
  - Recapping the container
- The respite care provider is not allowed to give any medicine by injection, such as insulin.

### **Can a respite care provider accept money or gifts from me?**

- Respite care providers are not allowed to ask for or take money or gifts from you. If you offer a gift or money, it cannot be accepted unless your respite care provider is a family member.
- If your respite care provider asks you for money or other property, please let Aging Services staff know as soon as possible.

## **Section 7: Service Provider Complaints**

**What if I have a complaint about a respite care provider or other service provider?**

- It is important to your health and well-being that you are able to take breaks from providing care. We want you to have a good experience with program services. If you are not happy with any service you receive, please let Aging Services staff know as soon as possible.
- If your respite care provider does not show up on time, does not provide services in the manner you expect, does not treat you or your family with respect and consideration, please tell Aging Services staff.
- Aging Services staff is available to address any concerns you may have about your providers or services.

## **Section 8: Denial or Termination of Services**

**Can I ever be turned down for services or have services stopped?**

- You may be turned down for services or have your services stopped if:
  - Program services are not used during the review period
  - The needs of the caregiver or care recipient exceed the program's ability to safely provide the care or assistance
  - The caregiver or care recipient's behavior poses a threat of harm to the respite worker or others
  - The care recipient moves into a long term care or assisted living facility
  - There are changes in your caregiving circumstances and eligibility requirements are no longer met. You must notify Aging Services staff when changes occur
- If you have questions about your eligibility, please ask Aging Services staff.

**If you have any questions or concerns about the ND Family Caregiver Support Program and the services available to you, please do not hesitate to contact Aging Services staff in your area.**

## **Section 9: Program Forms**

### **NDFCSP Caregiver Option Plan**

The Caregiver Option Plan is used to enroll you in the caregiver program and to authorize services for you. An example of a completed NDFCSP Caregiver Option Plan is on the following page.

Aging Services staff completes this form with you. It lists the services you will be using and who will be providing those services, as well as the amount of funding that is authorized for you to use.

All items in Section 3 must be initialed to indicate your understanding and agreement.

Aging Services staff reviews and authorizes the amount of your funding to help meet your needs.

You will be given a copy of the initial Caregiver Option Plan and a copy each time changes are made to your plan.





**CAREGIVER OPTION PLAN-FAMILY CAREGIVER SUPPORT PROGRAM (FCSP)**  
 NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES  
 AGING SERVICES DIVISION  
 SFN 165 (3-2017)

Name <i>Charlotte Nelson</i>		Start Date <i>7/1/17</i>	End Date <i>6/30/18</i>
Residential Address <i>123 Main Street</i>		County <i>Burleigh</i>	Region <i>VII</i>
City <i>Bismarck</i>		Cell Phone Number <i>(701) 123-4567</i>	
ZIP Code <i>58501</i>	Telephone Number <i>(701) 987-6543</i>	Email Address <i>cnelson@gmail.com</i>	

**SECTION 1: AUTHORIZED PROVIDERS**

SERVICE	SERVICE PROVIDER	RATE
1. Respite Care Providers	<i>Jane Doe</i>	<i>\$ 20.36/ Hrly</i>
		<i>\$ 248.74/ 24 Hr</i>
	<i>\$</i>	
	<i>\$</i>	
	<i>\$</i>	
2. Training	<i>Sally Smith, OTR</i>	<i>\$ 80.00/ Hrly</i>
3. Counseling		<i>\$</i>

**SECTION 2: AUTHORIZED SERVICES**

TIME FRAME AUTHORIZED	RESPIRE CARE	SUPPLEMENTAL	TRAINING/COUNSELING
Initial Authorization <i>RA</i>	<i>\$850.00</i>	<i>\$75.00 Incontinent Products</i>	<i>\$160.00/ 2 Hrs OT Consult</i>
From/To <i>7/1/17 - 9/30/17</i>			
First Review-Authorized By <i>RA</i>	<i>\$600.00</i>	<i>\$75.00 Incontinent Products</i> <i>\$50.00 Safety Device</i>	
From/To <i>10/1/17 - 12/31/17</i>			
Second Review-Authorized By			
From/To			
Third Review-Authorized By			
From/To			

Expected Outcome  
*I will be able to get together with my friends for coffee once a week. I will be able to get my hair done monthly.*

**SECTION 3: INITIAL EACH OF THE FOLLOWING TO INDICATE UNDERSTANDING AND AGREEMENT**

- CN I have made an independent choice of service provider(s). I understand that services provided by unauthorized service providers will not be reimbursed by Aging Services.
- CN I understand that any unauthorized expenditures for services will not be reimbursed by Aging Services.
- CN I understand the Caregiver Option Plan is reviewed at least quarterly and authorized funding may be increased or reduced based on my use of services and on FCSP funds available.
- CN I understand that any service dollars not used within the quarter will not carry forward to the next quarter; a new allocation will be established based on usage.
- CN I understand the Caregiver Option Plan may be terminated if I have not used any program services during the review period and I would need to reapply for services.
- CN I understand that I am not eligible to receive services through the FCSP if I or the person I am caring for is eligible to receive services from a State or Federal Home and Community Based Services program, or if I am being paid privately to provide care.
- CN I understand that Aging Services must be notified of any change in my caregiving circumstance to avoid the possibility of recoupment of funds by Aging Services.
- CN I am aware that all Older American Act clients are provided the opportunity to contribute toward the cost of services received. I have been provided with a self-addressed envelope in which to make a confidential contribution. I understand that no client is denied service due to his or her inability or unwillingness to contribute.
- CN I am in agreement with the services listed above. I am aware of my right to file a grievance by writing to:  
Director, Aging Services Division  
1237 West Divide Avenue, Suite 6  
Bismarck, ND 58501

Caregiver Signature <i>Charlotte Nelson</i>	Date <i>7/1/17</i>
Aging Services Division Signature <i>Regional Aging Services Program Administrator</i>	Date <i>7/1/17</i>

**DISTRIBUTION: Original - FCSP File    Copy- Caregiver**

## **NDFCSP Provider Service Log**

This NDFCSP Provider Service Log is the billing form used by your respite care provider, home care agency or other service providers. An example of a completed NDFCSP Provider Service Log is on the following page.

For respite care services, the individual respite care provider completes the NDFCSP Provider Service Log. They enter each day they provide respite services as well as the time they arrive at and the time they leave your home.

If you are using an individual respite care provider, you are required to sign the form for each day the respite care provider was working in your home. If you are using a home health agency, nursing home, swing bed, day care program, counselor or trainer, you are not required to sign the NDFCSP Provider Service Log.

The provider sends the NDFCSP Provider Service Log to Aging Services staff for authorization of payment.

Payments are made directly to the provider by the Department of Human Services.

If you have any questions or concerns about how your provider is completing the NDFCSP Provider Service Log, please contact Aging Services staff.





**NORTH DAKOTA FAMILY CAREGIVER SUPPORT PROGRAM (FCSP) PROVIDER SERVICE LOG-INDIVIDUAL**  
 NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES  
 AGING SERVICES  
 SFN 135 (5-2017)

<b>FOR OFFICE USE ONLY</b>	
Approved for Payment	
Date	
Total Reimbursement Approved \$	

Complete the entire form, sign and send the original copy to:

Human Service Center <i>XXY HSC</i>	Address <i>123 Main St</i>	City <i>Bismarck</i>	State <i>ND</i>	ZIP Code <i>58501</i>
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**SECTION 1. INDIVIDUAL REQUESTING REIMBURSEMENT FOR SERVICES**

Provider Name <i>Jane Doe</i>				
Address <i>123 Main St</i>		City <i>Bismarck</i>		State <i>ND</i>
Telephone Number <i>123-4567</i>		Month and Year of Billing Period <i>July 2017</i>		

**SECTION 2. FAMILY CAREGIVER ENROLLED IN FCSP**

Caregiver Name <i>Charlotte Nelson</i>	
Type of Service Received (Check One) <input checked="" type="checkbox"/> Respite Services <input type="checkbox"/> Supplemental Services	

Insert the day, the times of service, and number of hours or days of service that were provided to this caregiver.

Date	Start Time	End Time	Number of Hours or Days of Service	Caregiver Signature
<i>7/2/17</i>	<i>4:00pm</i>	<i>6:00pm</i>	<i>2 hrs</i>	<i>Charlotte Nelson</i>
<i>7/7/17</i>	<i>2:30pm</i>	<i>5:30pm</i>	<i>3 hrs</i>	<i>Charlotte Nelson</i>
<i>7/9/17</i>	<i>1:30pm</i>	<i>6:30pm</i>	<i>5 hrs</i>	<i>Charlotte Nelson</i>
<i>7/27/17</i>	<i>1:15pm</i>	<i>3:00pm</i>	<i>1.75 hrs</i>	<i>Charlotte Nelson</i>

*11.75* Hours x Established Hourly Rate of \$ *20.36* = \$ *239.23*  
 \_\_\_\_\_ Days x Established Daily Rate of \$ \_\_\_\_\_ = \$ \_\_\_\_\_

(Per day hourly reimbursement total cannot exceed the allowable maximum daily rate)

Total Amount Requested \$ <i>239.23</i>
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**SECTION 3. CERTIFICATION AND AGREEMENT OF PROVIDERS**

This is to certify that the foregoing information is true, accurate, and complete. That services herein charged were actually rendered and were rendered under the conditions specified. I understand that payment and satisfaction of this claim will be from federal and or state funds, and accept, as payment in full, the amounts paid, and that any false claims, statements, or documents or concealment of a material fact, may be prosecuted under applicable federal or state laws.

Provider Signature <i>Jane Doe</i>	Date <i>7/31/2017</i>
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