

**FY 2024**

# **TITLE III-E MIS SERVICE DEFINITIONS**

Department of Aging and Disability Services

Revised 10/2021

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**Service Unit:** The service unit that is associated with a particular service is provided in parentheses next to the service name. This is the unit that must be used to calculate the monthly units received by a consumer. **Most of the services listed below require socio-demographic reporting on *BOTH* the caregiver and the care recipient.**

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### **1. NFCSP Benefits Education (One Session)**

Educational programs offered through the NFCSP that are designed to increase caregivers' awareness of available government and non-government programs that assist them in meeting their needs and finding supports and solutions for challenges associated with caregiving. These programs provide detailed service information, including eligibility requirements and places where services are delivered. This service is recorded directly to the caregiver and is reported individually unless approved by the NFCSP statewide coordinator to report aggregately. Approval for aggregate reporting is given on a case-by-case basis.

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### **2. NFCSP Caregiver Counseling (One Hour)**

A service designed to support caregivers and assist them in their decision-making and problem solving. Counselors have the capacity to work with older adults, families and caregivers and to understand and address the complex physical, behavioral and emotional problems related to caregiving. This includes counseling to individuals or in group sessions. Counselors must be degreed and/or credentialed professionals licensed by the State of Connecticut and include: Psychiatrists, Psychologists, Psychiatric Nurse Practitioners, Therapists, Professional Counselors and Clinical Social Workers. This service is recorded directly to the caregiver.

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### **3. NFCSP Caregiver Support Groups Monthly (One Session) (Aggregate)**

Support groups are led by a trained individual, moderator, or professional, as designated by the SUA, who facilitates groups of NFCSP caregivers in discussing their common experiences and concerns and developing a mutual support system. These support groups can help participants cope with issues that include isolation, role reversal, depression, change in social supports, relationship changes, how to advocate for the care recipient, etc. Support groups are typically held on a regularly scheduled basis and may be conducted in person, over the telephone, or online. Caregiver Support Groups do not include "caregiver education groups," "peer-to-peer support groups," or other groups primarily aimed at teaching skills or meeting on an informal basis without a facilitator who possesses training and/or credentials as required by the SUA. Facilitators may include psychologists, licensed counselors, persons with a bachelor's or master's degree in social work. Facilitators can also include individuals who are certified through a SUA-approved, evidence-based practice program such as *Powerful Tools for Caregivers*, *Savvy Caregivers*, *REACH Community (Resources for Enhancing Alzheimer's Caregivers Health in the Community)*, and *Stress-Busting Program for Family Caregivers*. This service is reported aggregately in the consumer group (Agency Name) NFCSP Caregiver Support Group. This service records the number of caregiver support group sessions conducted by the provider and the number of consumers that attended such sessions for the report month.

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### **4. NFCSP Caregiver Training (One Hour)**

NFCSP Caregiver Training provides caregivers who participate in the NFCSP with information to improve knowledge and enhance specific skills related to caring for older individuals, children under age 18 and adult children between age 18 and 59 with a disability. Training sessions may include skills related to home emergency planning and preparedness, medication and financial management, health, and nutrition, including disease specific needs, communication with health care providers and other family members, and assistance with activities of daily living, such as bathing and dressing. Training may include the use of evidence based programs; be conducted in person or on-line; and be provided in individual or group settings. Regardless of the manner in which the service is provided, the required demographic data outlined, by the SUA, MUST be collected for both the caregiver and care recipient.

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### **5. NFCSP Case Management (One Hour)**

NFCSP Case Management is a service provided to the caregiver, at the direction of the caregiver, by an individual who is trained or experienced in case management skills to assess needs and arrange, coordinate and monitor a package of services that meets the caregiver's needs. This service includes activities and coordination such as: 1) a comprehensive assessment of the caregiver, including physical, psychological and social needs, 2) develop, implement monitor and adjust a service plan in conjunction with the caregiver that uses formal services, including those from other plans, as well as informal services to meet the needs of the caregiver identified in the assessment, 3) coordinate and monitor service deliveries, 4) advocate on behalf of the caregiver for needed services or resources, 5) authorize payment for services and, 6) conduct an annual reassessment, as required. NFCSP Case Management is recorded directly to the caregiver.

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### **6. NFCSP Day Care (One Hour)**

NFCSP Day Care provides short-term respite to caregivers in the NFCSP by providing personal care for dependent adults in a supervised, protective, congregate setting during some portion of a twenty-four-hour day. Services offered in conjunction with adult day care frequently include social and recreational activities, training, counseling and meals for adult day care participants while at the facility. Day care programs may also provide services such as rehabilitation, medications assistance and personal care assistance. This service is a reciprocal service that is applied to the care recipient. One unit of NFCSP Respite Out-of-Home Day is applied to the caregiver for each unit of NFCSP Day Care that is recorded to the care recipient. The fund identifier *FC Day Care* must be applied when delivering NFCSP Respite Out-of-Home Day to the caregiver.

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### **7. NFCSP Information and Assistance (One Contact)**

A service for NFCSP caregivers that: (A) provides current information on opportunities and services that are available to caregivers and their care recipients in their communities, including information related to assistive technology; (B) assesses problems and capacities; (C) links to available opportunities and services; and (D) ensures, to the maximum extent practicable, that caregivers receive needed services and are aware of available opportunities by establishing adequate follow-up procedures. This service should be recorded directly to the caregiver whenever possible. When it is not practical to report individual caregivers, caregivers may be reported aggregately. The NFCSP statewide coordinator at the SUA approves, on a case-by-case basis, whether this service is reported individually or aggregately. Services cannot be provided aggregately until approval is granted.

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### **8. NFCSP Outreach (One Contact)**

Interventions initiated by an agency or organization delivering NFCSP services for the purpose of identifying and reaching out to individual caregivers that might potentially benefit from existing services and benefits and encouraging their use of such services. This outreach is tailored to the needs of the individual caregiver.

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### **9. NFCSP Personal Care Worker (One Hour) *Reciprocal Service***

An individual employed by a home health agency who provides a combination of homemaking services such as cleaning, laundry, and other household chores as well as hands-on care including assistance with ambulating, eating, bathing, dressing, toileting and transferring. A personal care worker allows consumers greater flexibility in the receipt of services. This service is a reciprocal service that is applied to a care recipient in the NFCSP. One unit of NFCSP Respite In-Home respite is applied to a caregiver for each unit of NFCSP Personal Care Worker that is recorded to the care recipient. The fund identifier *FC Personal Care Worker* must be applied when delivering NFCSP Respite In-Home to the caregiver.

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### **10. NFCSP Public Information Services (One Activity) (Aggregate) (formerly known as Public Education)**

A public and media activity that provides caregivers, as a targeted audience, information that includes but is not limited to available services, issues related to caregiving and caregiver stress. Public activities may include in-person or virtual interactive presentations, booths/exhibits at fairs, conferences, public service announcements, distribution of pamphlets and newsletters, and radio, TV or web site events. This service is intended for large audiences and is not tailored to the needs of an individual like NFCSP Information and Assistance. This service is recorded aggregately because collecting consumer registration forms is not feasible due to the large number of participants. An estimated unduplicated number of caregivers receiving NFCSP Public Information Services must be provided.

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### **11. NFCSP Temporary Inpatient Care (One Day)**

This short-term inpatient respite care is provided to NFCSP care recipients in a setting that is not the care recipient's home. This care may be provided in a nursing home in which case the subservice "Institutional" must be recorded or in an assisted living community or residential care home in which case the sub-service "Non-Institutional" must be recorded. This service includes a room, meals, substantial assistance with personal care and daily living, protective supervision and recreational activities. Nursing services may also be provided. This service is a reciprocal service that is applied to the care recipient. Twenty-four units of NFCSP Respite Out-of-Home Overnight are applied to the caregiver for every unit of NFCSP Temporary Inpatient Care that is recorded to the care recipient. The fund identifier *FC Temporary Inpatient Care* must be applied when delivering NFCSP Respite Out-of-Home Overnight to the caregiver.

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