

Family Caregiver Counseling Standard Operating Procedures

The service of Family Caregiver Counseling falls under the Information & Service Assistance category, is a mandatory service and is highlighted below.

Information & Service Assistance (Mandatory)
<ul style="list-style-type: none"> • Case Management <ul style="list-style-type: none"> FC Case Management ORC Case Management - Optional EAPA Assessment & Intervention • FC Counseling <ul style="list-style-type: none"> ORC Counseling - Optional • Information & Assistance <ul style="list-style-type: none"> FC Information & Assistance ORC Information & Assistance - Optional EAPA Consultation • Legal Assistance • Options Counseling <ul style="list-style-type: none"> FC Options Counseling ORC Options Counseling - Optional

Family Caregiver Counseling

Purpose

To provide guidance and support for family caregivers for older individuals and for grandparents or persons who are relative caregivers of children to assist them in making decisions and solving problems related to their caregiving roles.

Functions

- Person Centered
- Interactive, personal dialogue
- Facilitated discussion to explore resources, service options, and support programs available within a community
- Active listening to assist in problem solving related to caregiving issues and concerns
- Provides current information on opportunities and services available within a community

Staffing

- A bachelor's degree in the human services field or
- An associate's degree in the human services field and two years of employment in information and referral positions, which may be substituted for a bachelor's degree.
- Three years of prior employment in information and referral positions.
- A family caregiver specialist shall possess and maintain a current Certification for Information and Referral (I&R) Specialists in Aging (CIRS-A) from the Alliance of Information and Referral Systems at the time of employment or contract

Consumer Eligibility

- Family caregivers of older individuals
- Family caregivers of individuals with disabilities who are aged 18 or older (ORC)

Definition

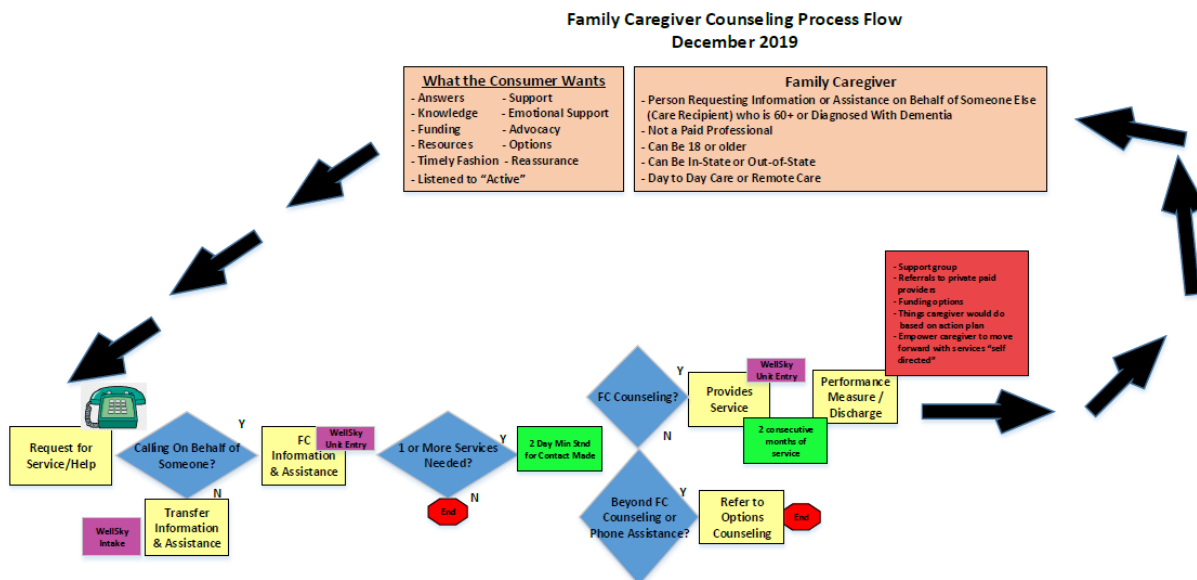
- Provision of counseling to caregivers to assist them in making decisions and solving problems relating to their caregiver roles.

Length of Time

- As needed

Process Flow

Appendix L



Follow Up Requirements

- Periodic contact to maintain dialogue and to review progress on a regular basis.

Performance Measure(s)

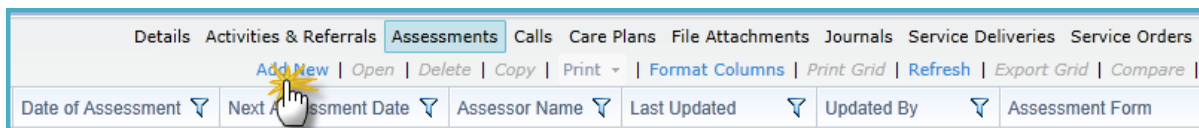
- Percentage of Caregiver consumers indicating caregiver counseling, and/or respite and/or FC case management services allowed them to maintain their caregiver role [after two consecutive months of service].

WellSky Instructions

Complete the Family_Caregiver_Performance assessment in WellSky when indicated by program requirements.

Family Caregiver Performance Assessment Form

1. Click the **Assessments** link found in the Consumer Record.
2. Click **Add New** on the assessment toolbar.



3. Select the **Family Caregiver Performance Assessment Form**.
4. Select the appropriate **Care Program / Agency**, and/or **Provider** performing the assessment.
5. Enter the **Date of Assessment** to reflect when the assessment was performed (if it is different from today's date).
6. Click **OK**.

New Assessment

Import from XML? No Yes

Form Filename Family_Caregiver_Performance.afm

Show All Forms?

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Last Updated 3/27/2018 9:57:28 AM

Version 1.0.4

Care Program FC Admitted

Agency Northeast Iowa Area Agency on Aging (NEI3A)

Provider Northeast Iowa Area Agency on Aging (NEI3A)

Subprovider

Site

Date of Assessment 12/13/2019

Next Assessment Date 12/13/2020

Assessor Name

Family Caregiver Care Enrollments

FC Referral

1. Click Add New in the Care Enrollments section of the consumer record.

Care Enrollments **Add New** Open | Delete |  

2. Select Family Caregiver as Level of Care and FC Referred as the Service Program
3. Set Status as FC Referred
4. Set Start Date as the date of the FC Referral
5. Click OK to save and close the Care Enrollment
6. Remember to Save Client Record

are Enrollment - FC Referred X

OK | Cancel | Add Next | Open Audits |

Level Of Care Family Caregiver

Service Program FC Referred

Care Program FC Referred

Application Date 4/28/2017

Received Date 4/28/2017

Termination Date Enter date

Status FC Referred

Reason



Status Date 4/28/2017

Start Date 4/28/2017

End Date Enter date

FC Admitted

1. Click Add New in the Care Enrollments section of the consumer record.

Care Enrollments **Add New** Open | Delete |  

2. Select Family Caregiver as Level of Care and FC Admitted as the Service Program
3. Set Status as FC Admitted
4. Set Start Date as the date of the FC Admission
5. Click OK to save and close the Care Enrollment
6. Remember to Save Client Record

FC Discharged

1. Click Add New in the Care Enrollments section of the consumer record.

Care Enrollments

Add New

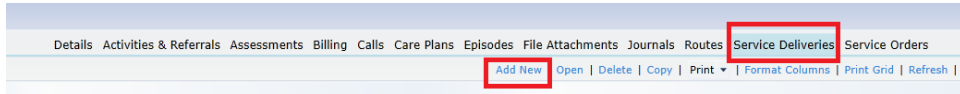
Open | Delete

2. Select Family Caregiver as Level of Care and FC Discharged as the Service Program
3. Set Status as FC Discharged
4. Select Reason for the FC Discharge
5. Set End Date of the FC Admitted care enrollment to FC Discharged date
6. Set Start Date of FC Discharged as the date of the FC Admitted
7. Set End Date of the FC Discharged care enrollment to FC Discharged date
8. Click OK to save and close the Care Enrollment
9. Remember to Save Client Record

Service Deliveries

All Service deliveries shall be entered as CG Counseling under the FC Admitted Care Enrollment.

1. Select **Service Deliveries** then select **Add New**.



2. The Service Delivery screen is displayed. Enter complete date in Red Boxes The Calendar feature may be used at AAA discretion.

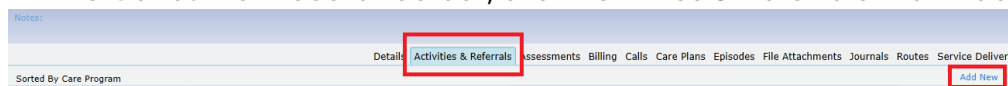
The screenshot shows the 'Service Delivery - CG Counseling, 3 Units' form. The form has several fields: Care Program (FC Admitted - 12/12/2019 - (No End Date) (FC...)), Agency (Northeast Iowa Area Agency on Aging (NEI3A)), Provider (Northeast Iowa Area Agency on Aging (NEI3A)), Service (CG Counseling), Subservice, Site, Service Month/Year (12/2019), Units (3.00), Unit Price (\$0.00), Type (1 Session per consumer), Total Cost (\$0.00), Diagnosis Code, and Service Order No. (Order No.: (None)). A calendar for December 2019 is displayed on the right, with the date 12/18/2019 highlighted in a red box. The 'Add New' button in the toolbar is also highlighted with a red box.

CG Counseling Case Notes

In Wellsky CG Counseling Case Notes are entered under Activities & Referrals. Journals can be used in addition to Activities & Referrals at the AAA discretion.

The Activities & Referrals is added through the consumer record.

1. In the Consumer Record toolbar, click Activities & Referrals then Add New.



2. Complete the areas in Red Box Below

Activity/Referral - Face to Face, Face to Face

Save | Save and Close | Close | Add Next | Print | Open Audits | Format Panels

Subject Face to Face

Action Face to Face

Agency Northeast Iowa Area Agency on Aging (NEI3A)

Provider Colleen Lawler

Care Program FC Admitted

Status Completed

Status Date 12/13/2019

Start Date 12/13/2019

Start Time 9:00 AM

Date Completed 12/13/2019

Time Completed 11:00 AM

Follow-Up Status Not Required

Comments
Face to Face

Linking Family Caregiver / Care Recipients

When CG Counseling is provided, the Family Caregiver and Care Recipients should both have the required Family Caregiver enrollments and the Caregiver/Care Recipient linked.

Consumer - Abernathy, James (1382155894)

Details | Activities & Referrals | Assessments | Billing | Calls | Care Plans | File Attachments | Journals | Routes | Service Deliveries | Service Orders

Save | Save and Close | Close | Reject Changes | Print | Open Audits | Format Panels | Status Wizard | Merge | Copy Client ID | Add New

Basic Information

Name	James Abernathy
Date Registered	04/26/2016
Consumer Details Last Reviewed	04/26/2016
Marital Status	Single
DOB	01/01/1966
Information Release Authorized	No
Default Agency	NS&APD

Care Enrollments

Care Management	Waiting	04/26/2016
Family Caregiver	Active	04/26/2016

Activity/Referral Assessment
Call
Care Enrollment
Care Manager
Care Plan
Care Recipient
Caregiver

Consumer - Abernathy, James (1382155894)

Details | Activities & Referrals | Assessments | Billing | Calls | Care Plans | File Attach

Caregiver - Abernathy, Mary

OK | Cancel | Add Next | Open

Click here to search for caregiver

Caregiver Abernathy, Mary

Caregiver Client ID 1338734165

Caregiver Agency DSAAPD

Caregiver Relationship to Care Recipient Wife

Caregiver - Harmon Client, Dick Test d

OK | Cancel | Add Next | Open Audits | Open Caregiver |

Caregiver: Harmon Client, Dick Test d

Caregiver Client ID: 1356091174

Caregiver Agency: Connections Area Agency on Aging

Caregiver Relationship to Care Recipient: Husband

Start Date: 4/28/2017

End Date: Enter date

Primary?

Family Caregiver Program Type: Federal

At Risk for Abuse or Neglect: No, Yes, Don't Know

Note: Make sure Federal is selected.