



**DELAWARE HEALTH AND  
SOCIAL SERVICES**

Division of Services for Aging and  
Adults with Physical Disabilities

**Caregiver & Assistive  
Technology Resource Center  
Service Specification**

| <b>Revision Date</b> | <b>Sections Revised</b> | <b>Description</b>  |
|----------------------|-------------------------|---|
| 3/8/2011             |                         | Original  |
| 5/28/2014            | 2                       | Previously Knowledge, skills & abilities were in section II, created section 3 to reflect the change. |
| 5/28/2014            | 3                       | Previous section III became section 4 due to a new section 3  |
| 5/28/2014            | 4,5                     | Previously Sections IV,V were changing to 5,6 respectfully  |
| 6/2/2014             | Last Page               | Deleted Planned Service Units   |
| 6/18/2014            | 2                       | Revised 2.11, 2.12, 2.13, 2.14, 2.15, 2.17; included reference to IW-024                              |
| 6/18/2014            | 4                       | Deleted 4.1.1-4.1.6.; included reference to IW-024  |



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**1.0 Activities/ Description of Program**

- 1.1 The Caregiver Resource Center (CRC) will serve as a comprehensive resource directory and lending library that has dedicated space for books, videos, pamphlets, brochures on local services and other informational resource materials on caregiving.
- 1.2 The Caregiver and Assistive Technology Resource Center will serve as a point of entry and linkage to the Delaware's Aging and Disability Resource Center (ADRC). The ADRC is a trusted, one-stop access point for long term care services and supports for older persons and adults with physical disabilities in Delaware. Operated by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) in collaboration with community partners, the ADRC links individuals to an array of services and supports statewide
- 1.3 The Caregiver and Assistive Technology Resource Center will provide resource materials, assistive technology materials, and linkages to the Delaware ADRC and support services in a convenient and accessible location for caregivers.
- 1.4 The Caregiver and Assistive Technology Resource Center will hire (or assign) a staff member to serve on part-time basis at the center for a minimum of 15 hours per week. The staff member will be responsible for providing information and assistance to all caregivers regardless of their affiliation with the center. (for example, if the CRC is located in a Senior Center, the caregivers are not required to be a member of the center)
- 1.5 The Caregiver and Assistive Technology Resource Center will offer the following basic services to caregivers:
  - 1.5.1 Information and Assistance
  - 1.5.2 Referral
  - 1.5.3 Support
- 1.6 The Caregiver and Assistive Technology Resource Center will facilitate broader outreach efforts on the Caregiver Program to surrounding public and private community organizations.
- 1.7 The Caregiver and Assistive Technology Resource Center will have flexible hours of operation. The flexible hours must include some evenings and/ or weekend hours for additional convenience to caregivers.
- 1.8 The Caregiver Resource Center should have accessible computers with Internet access for caregivers.
- 1.9 The Caregiver Resource Center should increase information to caregivers about available services, resources and programs related to caregiving experiences and promote and facilitate intervention activities (i.e. support groups) that help reduce caregivers' high stress levels.

**2.0 Job Description – Duties**

The Caregiver & Assistive Technology Resource Center staff member must perform the following functions:

- 2.1 Research, maintain, and disseminate current and relevant resource materials pertaining to caregiver issues and services available to the caregiver. Will research, maintain and disseminate current and relevant resource materials pertaining to Assistive Technology needs of caregivers and clients.
- 2.2 Assist in identifying, assessing and updating reliable resources for caregivers in the Delaware ADRC searchable database, Guide to Services for Older Delawareans and Adults with Disabilities, and related directories and databases.
- 2.3 Research without bias or prejudice specific topics/concerns facing caregivers.
- 2.4 Remain informed of current topics / concerns facing caregivers.
- 2.5 Promote intervention activities, such as supporting the development and education of new and existing support groups that focus on reducing the risk of caregiver burnout.



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- 2.6 Organize and/or facilitate the development of support group activities for caregivers.
- 2.7 Make referrals to appropriate agencies / organizations supporting caregivers.
- 2.8 Offer direct support, answer / return phone calls, make follow-up calls, and research specific concerns for caregivers contacting the Caregiver Resource Center site location.
- 2.9 Be available at the Caregiver Resource Center during designated staffing hours.
- 2.10 Serve as a liaison between the Resource Center, Delaware Aging and Disability Resource Center (ADRC) and DSAAPD.
- 2.11 Participate in Community Outreach venues such as Health Fairs and Expos a minimum of twice a year. Will report activities in the Invoicing Workbook (IW-024).
- 2.12 Conduct public outreach to the broader community about the Caregiver Resource Center (i.e. newspapers, newsletters, program notices, etc.). Will report activities in the Invoicing Workbook (IW-024).
- 2.13 Make site visitations to local businesses/employers, civic organizations, senior centers, etc. in the surrounding area to promote caregiver services and to conduct seminars or workshops on caregiving topics. (i.e. cross-training, brief info-sharing sessions) Will report activities in the Invoicing Workbook (IW-024).
- 2.14 Periodically host a calendar of workshops and/or seminars including guest speakers at the Caregiver Resource Center site location on relevant caregiving topics for caregivers in the community (Minimum of twice per year). Will report activities in the Invoicing Workbook (IW-024).
- 2.15 Participate in formal training activities that will facilitate ongoing professional development and understanding of caregiver needs and services (Minimum of twice a year). Will report activities in the Invoicing Workbook (IW-024).
- 2.16 Attend quarterly meetings scheduled by CARE Delaware Administrator.
- 2.17 Prepare and submit Quarterly Reports in the Invoicing Workbook (IW-024).

**3.0 Job Description - Knowledge, Skills, and Abilities**

The Caregiver and Assistive Technology Resource Center staff member must have some knowledge, skills and abilities in the following areas:

- 3.1 Knowledge of current issues and concerns facing caregivers.
- 3.2 Familiarity with the resources available to assist the older population and their caregivers.
- 3.3 Ability to listen and empathize with caregivers.
- 3.4 Strong research skills and demonstrated knowledge of the computer and familiarity with using the Internet.
- 3.5 Familiarity with assistive technologies and devices
- 3.6 Experience in assisting people with finding solutions to their problems and teaching coping skills.
- 3.7 Excellent written and oral communication skills
- 3.8 Knowledge of record keeping practices and procedures.

**4.0 Evaluation and Monitoring**

- 4.1 The Resource Center site location must work together with Delaware ADRC and the Division of Services for Aging and Adults with Physical Disabilities to develop strategies to evaluate and monitor the operation of the Caregiver and Assistive Technology Resource Center. Activities to evaluate, monitor and track are included in the Invoicing Workbook (IW-024).



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**5.0 Reporting Requirements**

5.1 The contractor agrees to provide DSAAPD the name and other information collected about the participant for the purpose of statistical reporting. The contractor agrees that when the project is publicized through the news media or other sources, the Division of Services for Aging and Adults with Physical Disabilities will be mentioned as a funding source as a result of the National Family Caregiver Support Program, Title III-E of the Older Americans Act.

**6.0 Invoicing Requirements**

6.1 The provider will invoice DSAAPD using the provided DSAAPD Invoicing Workbook for Caregiver Resource Centers (IW-024) pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q; Invoicing.