



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Relative Caregiver
Information & Referral
Service Specifications**

Revision Table

Revision Date	Sections Revised	Description
8/21/2012		Original
8/14/2013	7.1	Added: Reference to Invoicing Workbook – IW-013
8/14/2013	Entire Document	Removed references to <i>Kinship Navigator</i> and replaced with <i>Relative Caregiver Information & Referral service</i> .
8/14/2013	Attachment	Deleted: <i>Planned Service Units and Proposed Objectives</i> form



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Relative Caregiver
Information & Referral
Service Specifications**

1.0 SERVICE DEFINITION

- 1.1 Relative caregivers age fifty (50) and older who are raising other relatives' children will be served by the Relative Caregiver Information & Referral vendor staff acting as a point of contact for services to assist them with information as well as linkages to their community resources.

2.0 SERVICE GOALS

- 2.1 To inform relative caregivers in Delaware of services available to them and to facilitate access to service systems.

3.0 SERVICE AREA

- 3.1 Services are available to all eligible residents of the state of Delaware.

4.0 SERVICE LOCATION

- 4.1 Services shall be provided statewide via telephone or e-mail.

5.0 SERVICE STANDARDS

- 5.1 The Provider shall:
- 5.1.1 Develop and operate an information and referral service for grandparents and relatives raising other relatives' children.
 - 5.1.2 Train a Relative Caregiver Information & Referral Specialist to refer callers to the appropriate state or private agency to meet their needs.
 - 5.1.3 Have available a designated and trained "back up" during normal business hours for when the Relative Caregiver Information & Referral Specialist is not available.
 - 5.1.4 Treat all callers with courtesy, respect and compassion.
 - 5.1.5 Collaborate with a variety of community agencies and organizations to assemble information for the Relative Caregiver Information & Referral data base.
 - 5.1.6 Insure that community-specific resources are included in the Relative Caregiver Information & Referral program data base.
 - 5.1.7 Conduct follow-up calls to ascertain usefulness of information provided.
 - 5.1.8 Maintain and submit statistical participant information as required by Title III-E of the Older Americans Act and the Division.
 - 5.1.9 Keep information confidential by maintaining all files in secure locations and electronic files protected by the appropriate level of electronic security.
- 5.2 **Prohibited Activities**
- 5.2.1 Caregivers and professionals using the services of the Relative Caregiver Information & Referral service shall not be charged any fee of any type.



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Relative Caregiver
Information & Referral
Service Specifications**

6.0 ELIGIBILITY

- 6.0 Grandparents and relatives who are age 50 and over who provide the majority of care for a related child (children) living in their home are eligible for this service.
- 6.1 Those claiming to be relatives must be related to the child by blood, marriage, or adoption.
- 6.2 Grandparents and relatives must be providing the majority of care for the child (children).
- 6.3 Caregiver and child must live in Delaware.
- 6.4 Services for caregivers age fifty to fifty-four (50 – 54) will be provided through state funding.
- 6.5 Services for caregivers fifty-five (55) years of age and older will be provided through Title III-E of the Older Americans Act.
- 6.6 Children shall be seventeen (17) years of age or younger.

7.0 INVOICING REQUIREMENTS

- 7.1 The provider will invoice using the provided DSAAPD Invoicing Workbook (IW-013) pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q; Invoicing.
- 7.2 The following documentation will also be included with the invoice:
 - 7.2.1 Spread sheet showing monthly and year-to-date program expenses.