

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

## **HANDBOOK** for Caregivers

**North Dakota Department of Human Services  
Aging Services Division  
July 1, 2022**



**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.**

**As a family caregiver enrolled in the FCSP, you are our primary client. This program is meant to support you in your role as a caregiver for your loved one.**

**The NDFCSP Aging Services staff are located at the Human Service Centers and are 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**

**AGING SERVICES DIVISION**

1237 W Divide Ave Suite 6 | Bismarck ND 58501

ND Aging & Disability Resource-LINK Toll Free 855.462.5465 | Fax 701.328.8744 | 711 (TTY) | [www.nd.gov/dhs](http://www.nd.gov/dhs)

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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 (care recipients) at home for as long as they choose.

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

- Services included:
  - Respite care (short breaks) from providing 24 hour care.
  - Supplemental services to help with cost of home assistive safety devices and incontinence supplies.
  - Training to learn how to perform caregiving tasks.
  - Counseling for coping with caregiver challenges.
  - Information on resources and services available in the community.
- The NDFCSP is not a subsidy to pay for supplemental services or to pay for personal cares for the care recipient if the caregiver is also assisting the provider with cares. Funding must be used to provide a break for the caregiver.

### **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 will I know how much service funding I have?**

- Aging Services staff will tell you how much funding is authorized for you to use for respite, supplemental services, counseling and training.
- You will receive a Caregiver Option Plan showing you what services are authorized and the amount of funding for each service.
- The amount of your funding is reviewed by Aging Services staff. You will receive an updated Caregiver Option Plan after each review showing you what services are authorized and the amount of funding for each service for the next review period.
- 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.

### **How long can I 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.
- Re-enrollment paperwork is completed by you and Aging Services staff annually in order for you to continue to receive services through the program.
- Please call Aging Services staff any time you have questions or if your caregiving situation changes.

## **Section 2: 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.
- Respite care can be a few hours, a few days, whatever works for your situation.

### **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
  - Qualified Facility Settings

### **What is a Qualified Service Provider (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.

### **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, including current or former spouses of the following relatives:
  - A parent (not if the current caregiver)
  - 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.

### **Where can respite care be provided?**

- In your home or in the home of an approved family member provider
- In the community
- Any of the following if they are an approved provider for the NDFCSP:
  - A licensed home care agency
  - An adult day services center
  - A licensed foster care home for adults
  - A nursing facility or memory care facility
  - A hospital swing bed facility
  - In an approved home of a QSP with the proper home evaluation

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

- Aging Services staff will give you a list of QSP respite care providers who work in your community for you to choose from.
- You will be responsible to call, interview, and choose your respite care provider(s).

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

- Tell Aging Services staff when you have chosen a respite care provider.
- Aging Services staff will make sure the providers are eligible to work with the NDFCSP.
- When choosing a provider, discuss with them which services you would like provided.

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

- You can use as many respite care providers as you wish. You will be responsible for monitoring the amount of respite used.
- You must let Aging Services staff know when you want to add or change respite care providers.

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

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

**Who pays for respite care time?**

- 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.

**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 you, the caregiver, are on the job; i.e. working at your place of employment, on a trip for business purposes, engaged in farm or ranch operations, etc.
- Caregivers who are working may be eligible for the NDFCSP if other eligibility requirements are met. The respite must be used during non-work hours.

## **Section 3: What a Respite Care Provider Can Do While Providing Respite Care**

### **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 assist caregiver/care recipient in using technology to stay connected with family and friends, telemedicine, education, support groups, etc.
- Taking the care recipient for a walk around the property or neighborhood is also allowed.
- Taking the care recipient on short community outings is allowed if the provider has the proper documentation.

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

- The NDFCSP allows for a respite care provider to fix a meal for a care recipient, including preparing freezer meals.
- 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 health and safety of the care recipient can be assured, the provider may complete routine housecleaning such as dusting, vacuuming, laundry, cooking or baking.
- If you need help with household tasks, beyond what respite providers can safely do, 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 transport the care recipient?

- Authorized respite care providers can provide transportation out of the caregiver's home so the care recipient can participate in social or recreational activities.
- Examples of social/recreational activities include:
  - Transporting to an approved alternative respite setting outside of the home
  - Social activity, such as a sporting event or coffee/lunch
  - Shopping for caregiver/care recipient needs
- Respite providers are not allowed to take care recipient to medical appointments.
- QSPs enrolled through Home and Community Based Services must have Non-Medical Transportation - Driver as an approved service.
- QSPs for FCSP only and Qualified Family Member Providers wishing to provide transportation must have completed the transportation section on their Provider Agreement.
- If the provider will be using your or another individual's vehicle to provide this service, the owner of that vehicle must provide proof of insurance and a written statement that they have given the provider permission to use the vehicle for this purpose.
- Mileage is not reimbursed but is included in the respite care rate.

## Can a respite care provider give medications?

- No, 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 assist care recipient with exercises?**

- Respite care providers are **not** allowed to assist the care recipient with exercises unless they have the Global Endorsement of Maintenance Exercise.
- Assistance is limited to general observation of exercises which have been taught to the client. For more information on how your respite care provider can assist the care recipient with exercises, please contact an Aging Services Staff member.

### **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 4: 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 5: Supplemental Services**

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

- Supplemental Services help caregivers with the cost of needed assistive safety devices or incontinence supplies.
- Assistive safety devices may include, but are not limited to:
  - Commode/urinals
  - Transfer belt
  - Rollator walker
  - Transport wheelchair
- Incontinence supplies are products used for care recipients who have difficulty with bladder or bowel functions. These include:
  - Adult briefs or pads
  - Protective pads for bedding or furniture
  - Wipes
  - Gloves
- Disposable face masks
- Technology to allow for virtual respite, telemedicine, caregiver support/education and for socialization
  - Electronic devices such as iPads, tablets, Echo Show
- Cameras to use with a computer or monitor care recipient
- Prior approval is needed for all purchases of assistive safety devices and technology. Supplemental Services must be authorized on the Caregiver Option Plan.
- Receipts are required for all purchases to be reimbursed.
  - Receipts must be legible. Please do not use a highlighter.
  - Dates must be visible on the receipts.
  - Receipts from ordered items must have the delivery and/or received dates and not just the order date.
  - Purchase your reimbursable items on separate receipts for ease of reimbursement.

### **What if I need Supplemental Services?**

- 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 supplemental services.

### **How are Supplemental Services paid for?**

- When supplemental services 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 6: Training Services**

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

- Caregiver training by qualified professionals (Occupational Therapist, Physical Therapist, Nurse, Nutritionist, etc) 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
  - Home safety evaluation
  - Use of technology devices to assist with telemedicine visits, training, socialization, etc.
  - Assisting with financial planning
  - Providing information on a durable power of attorney or healthcare directives
  - Powerful Tools for Caregivers (additional funds for respite may be available upon completion of this training)
  - Dementia services training (additional funds for respite may be available upon completion of specific training by both the caregiver and provider)

### **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.
- Training may help you recognize the importance of self care, health and wellness so that you can continue providing care for your loved one.

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

- If there is training that would assist you in your caregiving role, please talk with Aging Services staff.
- Aging Services staff will work with you to find the right individuals to provide the training.

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

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

### **Is there 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 provide 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. Additional funds for respite may be available when a caregiver and a provider complete the training.

### **Is there special training for Caregivers to learn self-care during their caregiving journey?**

- Powerful Tools for Caregivers (PTC) is an evidence-based, self-care education program for family caregivers. Below is a general summary of PTC:
  - Education program – not a support group
  - 6-week series of classes
  - Focus on caregiver self-care
  - Scripted curriculum
- Aging Services staff can give you more information about this training. Classes can be found on [www.ndc3.org](http://www.ndc3.org). Additional funds for respite may be available when a caregiver completes the training.

## **Section 7: 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.
- Aging Services Staff can give you more information about this service.

### **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 can assist you in locating an approved counselor.
- Once you choose a counselor, let Aging Services staff know so arrangements can be made to pay for your visits.
- The program may 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 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:
  - Respite is not used during a three month period.
  - The needs of the caregiver or care recipient exceed the program's ability to safely provide the care or assistance.
  - You are using the NDFCSP funding to solely pay for in-home care instead of using the time as a break for yourself.
  - 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: 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 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 an 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.



X

*Charlotte Nelson*  
*Charlotte Nelson*  
*Charlotte Nelson*  
*Charlotte Nelson*

(Please use current rate from your Provider Agreement)

*Jane Doe*