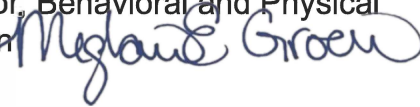




GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

DATE: January 12, 2024
TO: Area Agencies on Aging (AAA) Directors
FROM: Meghan E. Groen, Senior Deputy Director, Behavioral and Physical Health and Aging Services Administration 
SUBJECT: Approved Caregiver Operating Standards

TRANSMITTAL LETTER #2024-512

The Behavioral and Physical Health and Aging Services Administration, Bureau of Aging, Community Living, and Supports (ACLS Bureau), is issuing this Transmittal Letter to provide guidance regarding the attached updated C-18 – C-22 caregiver standards in the *Operating Standards for Service Programs*. The Commission on Services to the Aging approved these updates on December 15, 2023. They will be required to be incorporated into all contracts and service provision in Fiscal Year (FY) 2025.

Approved Operating Standard for Service Programs

C-18 Caregiver Supplemental Services
C-19 Kinship Support Services
C-20 Caregiver Education
C-21 Caregiver Training
C-22 Caregiver Support Groups

AAAs should work with existing and prospective providers to ensure the providers understand and can comply with the new standards. Additionally, AAAs will need to account for the new standards during the Annual Implementation Plan process. AAAs can expect further detailed instructions and training regarding NAPIS reporting requirements in spring 2024.

Questions should be directed to Lacey Charboneau, Caregiver Specialist, at charboneaul2@michigan.gov.

Attachments

MEG:lc

c: Scott Wamsley, Director, ACLS Bureau
Operations & Aging Network Support Division
Kristina Leonardi, Director, Aging & Community Services Division
Health Promotion & Active Aging Section

Service Name	Caregiver Supplemental Services
Service Number	C-18
Service Category	Community
Service Definition	A program intended to provide goods and services to complement the care provided by caregivers in response to needs that cannot otherwise be met.
Unit of Service	One good or service purchased

Minimum Standards

1. Each program must maintain linkage with community focal points, as available, within the PSA.
2. Programs may offer Caregiver Supplemental Services to caregivers of any age when the care recipient is aged 60 or over and is unable to perform at least two activities of daily living or requires substantial supervision due to a cognitive or other mental impairment.
3. Programs may offer Caregiver Supplemental Services to individuals aged 55 and over who are kinship caregivers.
4. Payments directly to family caregivers are not permitted. Reimbursement for allowable expenses may be made with proof of purchase.

Service Name	Kinship Support Services
Service Number	C-19
Service Category	Community
Service Definition	Provision of any caregiver service(s) for Kinship Caregivers as described in #2 below.
Unit of Service	Determined by Service Delivered

Minimum Standards

1. Kinship Caregivers must meet one the following criteria (as defined in the Older Americans Act Section 372 (a) (4)):
 - Individuals age 55 and older who live with and are the primary caregiver for children not more than 18 years of age
 - Relatives, including parents, age 55 and older who live with and are the primary caregiver for adults ages 18-59 with disabilities
1. The following services may be provided:
 - a. Caregiver Information and Assistance
 - b. Caregiver Support Groups
 - c. Caregiver Training
 - d. Caregiver Education
 - e. Caregiver Outreach
 - f. Respite Care
 - g. Caregiver Supplemental Services
 - h. Caregiver Counseling Services
 - i. Caregiver Case Management

SERVICE NAME	Caregiver Education
SERVICE NUMBER	C-20
SERVICE CATEGORY	Community
SERVICE DEFINITION	Contacts with a group of older adults, their caregivers, or the general public, to inform them of caregiver services or resources available within their communities. Examples include but are not limited to, health fairs, publications, newsletters, brochures, caregiver conferences, publicity or mass media campaigns, and other similar informational activities. These activities are directed at groups and large audiences of caregivers.
UNIT OF SERVICE	Activity

Minimum Standards

1. Each program must maintain linkage with community focal points, and respite care programs, as available, in the planning and service area to help facilitate opportunities for caregivers to participate in education programs. Respite care may be provided to enable caregiver participation, as an additional service, in conjunction with caregiver education programs.
2. Program leaders shall be educated in topics being presented.
3. Caregiver education activities may be provided in community settings, virtually, or on-line through self-guided programs.

SERVICE NAME	Caregiver Training
SERVICE NUMBER	C-21
SERVICE CATEGORY	Community
SERVICE DEFINITION	A service that provides instruction to improve knowledge and performance of specific skills relating to caregiving roles and responsibilities. Skills may include, but are not limited to, activities related to health, nutrition, financial management, personal care, and/or communication.
UNIT OF SERVICE	One hour of training

Minimum Standards

1. Each program must maintain linkage with community focal points, and respite care programs, as available, in the planning and service area to help facilitate opportunities for caregivers to participate in training programs. Respite care may be provided to enable caregiver participation, as an additional service, in conjunction with caregiver training programs
2. Program leaders shall be educated in caregiver training topics being presented.
3. Caregiver Training programs may be provided to individuals as well as in group settings. Services may be provided in the community, in-home settings and/or virtually.

SERVICE NAME	Caregiver Support Groups
SERVICE NUMBER	C-22
SERVICE CATEGORY	Community
SERVICE DEFINITION	A service that is led by a trained individual, moderator, or professional, to facilitate discussions on common experiences, concerns of caregivers, and to develop a mutual support system. Support groups are typically held on a regularly scheduled basis and may be conducted in person, over the telephone, or online.
UNIT OF SERVICE	Session

Minimum Standards

1. Each program must maintain linkage with community focal points, and respite care programs, as available, in the planning and service area to help facilitate opportunities for caregivers to participate group support programs. Respite care may be provided to enable caregiver participation, as an additional service, in conjunction with caregiver support programs.
2. Program leaders shall be educated in caregiver support.
3. Services may be provided in community settings and/or virtually.