



Family Caregiver Support Program (FCSP) Self- Monitoring Form Guidelines

The Family Caregiver Support Program (FCSP) Self-Monitoring Form provides data-gathering information from each Area Agency on Aging (AAA), which will thoroughly observe specific targets of their FCSP work-based understanding, standards, community outlook, and performance within the form.

The FCSP monitoring form is usually provided as an online form. This year, your monitoring form is on a Microsoft form, which will be easy to follow. If needed – provided below is an aid for each section of the form to assist you in answering the questions throughout the Microsoft form.

To ride past the guidelines, click on the link below to begin completing the form. You can always return to the guidelines if you have any questions regarding the form.

<https://forms.office.com/g/CEmQJkdt0E>

Guidelines for 2023-2024 Monitoring
Issued 11/3/2023

AAA Family Caregiver Support Program (FCSP)

Self-Monitoring Guidelines

CSSU Review 2024

Note -

- 1- All questions are required to be completed before moving to the next question.
- 2- The questions within this guideline are not numbered in the order of the Microsoft Form. The dropdown boxes in the Microsoft form could change the number of questions based on the response provided to the answers.
- 3- Each guideline section is titled for ease of the questions formatted.
- 4- Below each question (marked Q) is an explanation or example (marked A) to assist you with responding to the request.
- 5- If additional assistance is needed, feel free to email me at Theresa.A.Powell@odhs.oregon.gov.

Introduction

Q - What is the name of the AAA you are reporting for?

A- Type the full name of your agency, e.g. (ODHS- Oregon Department of Human Services) in the box below that says enter your answer.

Enter your answer

Q- What is the reviewer's name?

A- Type in the name or names below of the individual(s) responsible for completing the AAA Family Caregiver Support Program (FSCP) form.

Enter your answer

Q- Please choose the county/counties your AAA covers.

A- There are a series of boxes. Check each box from the Microsoft Form that applies to the counties your AAA covers or provides caregiver services in Oregon. Ex:

Morrow

Baker

Jefferson

FCSP Staffing

The FCSP provides resources and assistance to individuals who assume the primary responsibility for providing care for their care recipient age 60/over or any age with Alzheimer's disease or other dementia to encourage a healthy, ongoing relationship with their care recipient.

Q- How many staff at your agency work within the Family Caregiver Support Program (FCSP)?

A- Please indicate staff that works full or part-time (only) within your FCSP providing services for Caregivers.

Enter your answer

Q- How many Case Managers/Assessors?

A- How many staff (full or part-time) within your FCSP are assigned to complete the Caregiver Assessment for Caregivers?

Enter your answer

Q- How many Care Coordinators?

A- A Care Coordinator is a person who ensures that Caregiver's service navigation is implemented by managing client caseloads. Provide the number of your staff that handle your Caregiver's cases.

Enter your answer

Q- What is your current 2023-2024 active caseload for FCSP?

A- Provide the number of cases presently receiving services in your FCSP.

Enter your answer

Q- How many cases do you normally discharge a month for FCSP?

A- Provide the number of opened cases you usually close/discharge as completing your program's current course of care.

Enter your answer

Q - How many cases are on the waiting list for FCSP?

A- Caregivers requesting services within your FCSP that no immediate openings available within your program but may be in the future.

Enter your answer

RAPP -Staffing

The RAPP provides resources and assistance to individuals who assume the primary responsibility for grandparents and relative care providers to share the struggles, setbacks, and successes of parenting a second time.

Q- Do you have staff that works within the Relative as Parents Program (RAPP)?

A- Question #10 from the Microsoft form is a dropdown inquiry. It pulls up questions 11-16 if your answer is **no**.

yes

no

Q- How many staff at your agency work with RAPP?

A- Please indicate staff that works full or part-time (only) within your RAPP providing services for Caregivers.

Enter your answer

Q- How many Case Managers/Assessors?

A- How many staff (full or part-time) within your RAPP are assigned to complete the Caregiver Assessment for Caregivers?

Enter your answer

Q- How many Care Coordinators?

A- A Care Coordinator is a person who ensures that Caregiver's service navigation is implemented by managing client caseloads. Provide the number of your staff that handle your Caregiver's cases.

Enter your answer

Q- What is your current 2023-2024 active caseload for RAPP?

A- Provide the number of cases presently receiving services in your RAPP

Enter your answer

Q- How many cases do you normally discharge a month for your RAPP?

A- Provide the number of opened cases you usually close/discharge as completing your program's current course of care.

Enter your answer

Q- How many cases are on the waiting list for RAPP?

A- Caregivers requesting services within your RAPP that have no immediate openings available within your program but may be in the future.

Enter your answer

Caseload

This section applies to both

Q- How many caregiver assessments have your case managers/assessors completed to date?

A- Please answer this question for both the FCSP and RAPP for the number of completed caregiver assessments.

Enter your answer

Q- How many caregivers own and live in their homes?

A- This question asks if the care recipient lives with the caregivers who own and live in their home.

Enter your answer

Q- How many caregivers live with their care recipient in their home?

A- This question asks if the caregivers live with the care recipient who owns and lives in their home.

Enter your answer

The **Caregiver Assessment** is a defined process of gathering information from the Caregiver. (OAA sec. 372(1)). This section will define information about your AAA policy on how Assessment services will be provided within your agency.

According to the FCSP standards (pg 5)

VIII. AAA Implementation of the Family Caregiver Support Program

(1) Through the development of each AAA Area Plan, identify how the core service elements stated in Section V will be provided.

Q- Please choose all that apply. Are your Caregiver Assessments completed by:

A- Check each box that applies to your agency's policy on your case managers/assessors' method for completing the caregiver assessment form as shared on the Microsoft Form. Ex:

<input type="checkbox"/>	Home visits
<input type="checkbox"/>	Internet

Program Standards

Q- Does your organization provide evidence-based training/education interventions to your Caregivers who meet the eligibility requirements of the FCSP?

A- Dropdown question. A "yes" opens question 22, and a "no" opens question 23.

Please check the appropriate box **yes or no**, if your AAA provides any Caregivers Training for their Caregivers.

EX – Powerful Tools, Teepa Snow, Savvy Caregiver

<input type="checkbox"/>	yes
<input type="checkbox"/>	no

Q- Which evidence-based caregiving training/education interventions does your organization provide to your caregivers? (Check all that apply)

A- There will be a listing of seven training your agency may provide Caregivers. Please check the box of the training you provide to Caregivers. Ex:

Powerful Tools

Savvy Caregiver

Q- Do you plan to provide evidence-based caregiving training/education interventions?

A- Please check the appropriate box, **yes or no**, if your agency has or will have training events for Caregivers in 2024.

yes

no

Q- Respite Care

Does your organization provide respite care to your FCSP caregivers?

A- Please check the appropriate box, **yes or no**, if your agency has or will have Respite Care Services for FCSP/RAPP Caregivers in 2024.

A "yes" raises question 25, and a "no" raises question 26.

yes

no

Q- What respite services are provided to support caregivers directly by your AAA or contract with a provider?

A- Title III - E Caregiver services Data Elements, and Definitions offered various Respite services to support and ease the stresses of caregivers

Enter your answer

Q- What are the reasons caregiver respite needs are unmet?

A- An example of an unmet need could be the differences between the available respite services perceived by the informal Caregiver and the patient's condition for the requested services received.

Enter your answer

Q- Case Management

A- Please check the appropriate box, **yes or no**, if your agency has or will have Case Management (internal or contractual) services for Caregivers in 2024.

yes
 no

Q- Counseling

A- Please check the appropriate box, **yes or no**, if your agency has or will have Counseling (internal or contractual) Services for Caregivers in 2024.

yes
 no

Q- Supplemental Services

A- Please check the appropriate box, **yes or no**, if your agency has or will have Supplemental Services for Caregivers in 2024.

yes
 no

Q- Support Groups

A- Please check the appropriate box, **yes or no**, if your agency has or will have Support Groups (internal or contractual) for Caregivers in 2024.

yes

no

Q-. Information and Assistance

A- Please check the appropriate box, **yes or no**, if your agency has or will have an Information and Assistance (internal or contractual) service for Caregivers in 2024.

yes

no

Q- Information Services

A- Please check the appropriate box, **yes or no**, if your agency has or will have Information services (Internal or contractual) for Caregivers in 2024.

yes

no

Q- Please explain any barriers to providing the FCSP services listed above.

A- Share any barriers identified by your agency that may hinder your ability to provide services for caregivers, including time, resources, organizational or agency policy.

Partnerships

Q- Does your AAA partner with private or public programs, businesses, faith organizations, health agencies, or others to provide services or information that benefits caregivers?

A- Please check the appropriate box, **yes or no**, if your partner offers services that will assist caregivers. A "yes" will bring up question 35.

yes

no

Q- Please list any community partners.

A- List your partners that provide services or information that assists caregivers.

Feedback

Q- Does your AAA have a process to regularly ensure the quality of services and feedback from those receiving FCSP/RAPP services?

A- Please check the appropriate box, yes or no, if your partner offers quality services measured to meet customer demands and expectations.

A "yes" will open a dropdown for questions 37-39.

yes

no

Q- Please describe the type of approach used to monitor feedback and the frequency of receiving feedback below.

A- Share the agency's informal or formal practices to receive comments from Caregivers on services or activities provided by your agency.

Q- Does your feedback include information to monitor any Risk factors Caregiver may experience?

Example: Emotional/mental health/depression/ Physical Health/financial/employment.

A- Indicate a **yes or no** if you comment that your purpose, scope, and sources are designed to receive appropriate feedback methods and tools for your Caregiver's risk factors.

yes

no

Q- Please explain:

A- Please share your comments on the type of feedback information/material you provide to monitor your Caregiver's overall.

Recruitment

Q- Explain your successes with recruiting volunteers to help provide FCSP services.

A- Please share your strategy or technique achievements for recruiting volunteers for your FCSP/RAPP program.

Service Equity

Q- Please describe what actions to promote or facilitate equitable services and resources for caregivers who are people of color, Oregon Tribal members, and members of LGBTQIA+ and immigrant communities.

A- Provide examples of how you encouraged an equitable environment for caregiver services for people of different ethnic groups. Write your answer in the box below.

Caregiver Eligibility

Q- Does your AAA *not* accept a Caregiver due to any of the following reasons? Check all that apply.

A- Provide any reasons why you would not receive a Caregiver within your program. Some examples are listed below- please check all that apply from the Microsoft Form.

- Caregiver has more needs than you can meet.
- Not enough staff workers
- Caregiver does not live in your county range.

Identified Needs

Q- Please identify the areas where your program partners meet your AAA standards, criteria, and plans to reach your goals.

A- Share some qualities from your program partner that make partnering with them successful in completing your agency goals.

Program Performance

Please rate how your program is performing overall in the following areas. 1- Outstanding, 2- Exceeds Expectations, 3- Meets Expectations, 4- Needs Improvement

Review each question (44-47) below and rate them using a performance scale from the scale above from 1 through 4.

One advocate that your agency is executing outstanding.

A four suggests that you believe your agency routine needs an enhancement.

If you scored any questions (44-47) with a four, use the answer box to provide your plans for changes in that area in 2024 – 2025.

Q- Improving consumer outcomes and delivery systems.

A- Are you comfortable with the services you provide for your caregivers and the quantifiable results your Caregiver can see from the services offered? (rating from 1-4)

Q- Effectively targeting services to at-risk populations.

A- Review the FCSP standards pg 5 – VI Priority Populations to be served. Refer to the at-risk populations within that specific group of caregivers from the FCSP standards within your marketing strategy efforts? (rating from 1-4)

Q- Improving program efficiency

A- Is there a need to change your service delivery technique within your program for caregivers? (rating 1-4)

If you scored your program's performance at 4, please provide plans to improve the performance rating in 2024-2025.

A- If you have rated any questions (45-47) with a four, use the answer to provide your plans for changes in that area in 2024 – 2025 below.

Q- If you scored your program's performance at 1 or 2, please identify your program performance accomplishments in 2022-2023.

A- Please list some of your accomplishments and achievements within your FCSP in 2022 – 2023.

Areas of Program Success

Q- Please identify any areas of success for the AAA in achieving or exceeding its goals while fully meeting the program standards. What were the main factors (s) in achieving that success?

A- What examples can you contribute to your agency's areas of success?

Thank you for your time in reviewing the FCSP Monitoring Form guidelines.

After you complete the FCSP Monitoring Form and have clicked "Submit" in the Microsoft Form, you cannot change your answers.

If you have any questions, you can contact me at my email address
Theresa.A.Powell@odhs.oregon.gov