

**BIG SANDY AREA AGENCY ON  
AGING PROGRAMS**

**ADMINISTRATIVE POLICIES  
AND PROCEDURES MANUAL**

**For**

**National Family Caregivers Program**

**EFFECTIVE  
09-01-02**

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**ADMINISTRATIVE POLICIES AND PROCEDURES**

Effective 11-01-02  
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**I. GENERAL STATEMENT OF PURPOSE**

The Family Caregiver Support Program will address all five of the areas presented in the National Family Caregiver Support Program as established by the Title III-E of the Older Americans Act and Kentucky Revised Statute. These areas include information, access assistance, caregiver counseling/training/support groups, respite, and supplemental services.

Potential clients for all service areas can access assistance through referral by phone, fax, e-mail, or walk-in. Big Sandy AAA also maintains a nation-wide toll free telephone number, (800) 737-2723, which provides easier access for information and assistance to services in the District. Additionally, Big Sandy AAA staff and information about services can be retrieved from our web page at [www.bigsandy.org](http://www.bigsandy.org).

The organizational plan for the five service areas will also be the same. The Aging Advisory Council and the Big Sandy ADD Board collectively contribute to this program. They also formulate and advise the direction of this program to best serve the needs of the people.

The data collection tool for each of the five areas will be individualized to measure the expected outcome of the specific area. The data collection tool for each category

The purpose of this Policies and Procedures Manual is:

1. To clearly identify the procedures, processes and forms that are to be utilized both by staff of the individual aging programs as well as by the staff of BSADD in the management and administration of aging programs within the District.
2. To specify the areas of administrative responsibility for both the staff and board of directors of local programs and the staff of BSADD.
3. To provide the staff of individual aging programs in the District with examples of and detailed instructions for all forms required for the management of individual local programs.

**II. PROGRAM PERSONNEL:**

Personnel working with the local National Family Caregiver program will include staff already employed by the local Area Agency on Aging unless an Individual Service Contract is generated.

**III. BIG SANDY AAA STAFF RESPONSIBILITIES:**

1. Anyone can make a referral to the Family Caregiver Program for any of the five areas this program covers (information, access assistance, caregiver counseling/training/support groups, respite, and supplemental services).
2. **INTAKE.** The Aging & Disability Resource Center (ADRC) staff has the responsibility for receiving and reviewing the initial referrals. Provisions for the Hard of Hearing and persons with limited English speaking skills will be managed on a case-by-case basis using the appropriate methods to receive the referral. Referrals are then given to the Family Caregiver Coordinator. The Coordinator will contact the potential client; he/she will conduct a detailed telephone screening, which includes making referrals to all appropriate agencies. Care is taken to assure that clients are given the list of all available service providers.
3. **ASSESSMENT** An in-depth, comprehensive assessment will be completed using forms developed by the Department for Aging and Independent Living (DAIL). The assessment will be used to determine existing support in the home, and the need for additional services. The assessment will be completed by mail, telephone, or face to face. The assessment will be done in an appropriate setting where the client's confidentiality can be maintained. Whenever the client is unable to provide the needed information, a proxy will be used when necessary.
4. **OUTREACH/MARKETING** The National Family Caregiver Program will provide outreach to caregivers in the Big Sandy region. The program will provide information on services and how to access those services through presentations, newspaper articles, and posting flyers in various businesses and agencies within the Big Sandy region. Health Fairs and local meetings will allow caregivers in the region to have easy access to information that will help them be able to locate the request services through the program.
5. **CASE FILES** will contain the referral for services, completed assessment, consent forms, DAIL Voter Registration Rights and Declination form, W-9 form. Case notes shall be kept to document services, referral for other services.
6. **WAITING LIST** will be maintained by the Family Caregiver Coordinator, on an as needed basis. The waiting list for services is prioritized by the National Family Caregiver Support Program Caregiver Prioritization Form. A prioritization number will be identified, and service then will be started based off the higher need first.

#### **IV. PURCHASING RESPONSIBILITIES**

- A. Except as specified elsewhere in this manual, the Family Caregiver Coordinator is responsible for the purchase of and authorization to pay for all supplies, materials, and other items necessary for the operation of the program through and by approval of the Director of Aging Services.
- B. The Family Caregiver Coordinator should make every effort to get materials/services donated or shall purchase all necessary program materials and supplies in a cost efficient manner as possible.

#### **V. VENDOR INVOICES AND CASH DISBURSEMENTS PROCEDURES**

##### **A. Processing Invoices from Vendors:**

- 1. Prior to submitting program invoices to the District Accountant for processing, the Family Caregiver Coordinator shall ensure that each invoice clearly indicates the name of the vendor, the name of the caregiver to which the invoice applies, the date in which the purchase was made, the nature and quantity of the purchase and the total amount of the invoice.
- 2. The Family Caregiver Coordinator shall sign his or her name on the face of each individual invoice. This signature will verify that the item(s) have in fact been received and that the invoice has been approved for payment. The Family Caregiver Coordinator will then process through the normal Big Sandy ADD requisition procedures.
- 3. The District Accountant will audit all invoices for mathematical accuracy, record the expenses on the books and maintain all permanent vendor and accounts payable files.

##### **B. Processing Checks for Vendor Payments/Reimbursements:**

- 1. All checks for vendor payments/reimbursements shall be processed based on the Big Sandy ADD policy for accounts payable.
- 2. The District Accountant shall prepare and process all checks, both for payroll and for vendor payments/reimbursements. Should a local program require a check to be issued outside of the normal processing cycle, the Program Director should notify the District Accountant of the nature and amount of the required check.

**VII. How to Access Respite**

1. Respite services for the Family Caregiver Program written in the Big Sandy AAA Area Plan is to enable caregivers to be temporarily relieved from their care giving responsibilities. The Family Caregiver Coordinator and one supervisory staff person must be in agreement as evidenced by the signature on the respite voucher form.
2. Respite Services will be evaluated on a 6 month basis, and documented in case file. All services are dependent on funding.
3. Respite services monetary value **shall not** exceed \$1,260 in a fiscal year. Any variances in this would require supervisory approval.

**VIII. How to Access Supplemental Services**

1. Supplemental services are those services that are very individualized to the specific caregiver. Therefore, these services will be evaluated on a case-by-case basis and documented in the case file. The Family Caregiver Coordinator and one supervisory staff person must be in agreement on the plan of action as evidenced by the signature on the requisition form.
2. Supplemental services monetary value **shall not** exceed \$500 in a fiscal year.