

—PROGRAM INSTRUCTION—

Texas Department of Aging and Disability Services (DADS) – Access and Intake Division

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| TITLE: | Clarification of Older Americans Act Title III-E National Family Caregiver Support Program (NFCSP) and Administration on Aging (AoA) / National Aging Program Information System (NAPIS) Reporting Requirements | NUMBER: | AAA-PI 400 |
| SECTION: | Area Agencies on Aging | APPROVAL: | Betty Ford |
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| DISTRIBUTION: | <input type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Director <input checked="" type="checkbox"/> Fiscal Director <input checked="" type="checkbox"/> AAA Section Staff | | |

The Department is issuing this program instruction (PI) to reflect the assignment of a permanent PI number. This issue replaces PI 06-04. Referenced material titles were updated. No substantive changes have been made.

The purpose of this PI is to provide clarification regarding caregiver reporting requirements, mapping requirements for caregiver services provided under the OAA Title III-E NFCSP, and suggestions to complete a successful transition of data already reported to the Department.

The PI is divided out into four sections:

1. Caregiver services and how they affect program services and reporting requirements
2. AoA/NAPIS Access Assistance Unit Definition and how it affects program and reporting requirements
3. Linking current services funded under the OAA Title III-E NFCSP to State Performance Report (SPR)/NAPIS defined caregiver service(s) reporting requirements, and
4. Suggested procedures to assist in transitioning to new services, completing reporting revisions and developing new service procedures.

The information provided in this PI will provide standardization in service delivery and greater consistency of caregiver data reported to the Department and AoA.

In addition to tracking units/activities, the SPR/NAPIS report requires the estimated audience size be reported for this service.

AoA/NAPIS Access Assistance Unit Definition

The unit definition for the SPR/NAPIS Access Assistance services is one contact. Further consultation with AoA confirmed AoA's expectation that contacts be reported in the SPR/NAPIS report. The caregiver services included in the Access Assistance group are:

- ✓ Care Coordination – Title III-E
- ✓ Caregiver Support Coordination – Title III-E
- ✓ Information, Referral and Assistance – Title III-E

The Department will continue to require care coordination information be reported based on the current unit definition(s) (e.g., hours, inquiries) for State Legislative Budget Board (LBB) reporting in addition to the SPR/NAPIS reporting requirements. The AAA unit definitions for the above-identified services are currently not a contact. The Department has researched the requirements and links for unit tracking and reporting for the cells in the SPR/NAPIS report. It is clear the number of units or contacts will be downloaded via the XML file from AAA NAPIS reporting software. Therefore, for this report, contacts, as they relate to caregiver services, must be entered or reported through the AAA's tracking software.

AoA's SPR/NAPIS requirement to track and report contacts rather than hours constitutes a change in the methodologies used to track and account for units of care coordination, caregiver support coordination and information, referral and assistance services. The client tracking or reporting software the AAA is using to collect all the information required by the SPR/NAPIS report should have the process built into its reporting processes. It is the responsibility of the AAA to identify where and how to enter the contact information.

SPR/NAPIS Contact Clarification – What is a “contact”?

- ✓ Care Coordination and Caregiver Support Coordination – contacts include, but are not limited to direct contact with:
 - the caregiver
 - the care recipient, or
 - service provider(s).
- ✓ Information, Referral and Assistance contacts include:
 - the initial inquiry by the caregiver
 - follow-up calls, and
 - referrals made on behalf of the caregiver.

Linking Current AAA Services Provided Under the OAA Title III-E NFCSP to AoA SPR/NAPIS Defined Caregiver Services Reporting Requirements

Attachment B - SPR/NAPIS Reporting for Caregiver Services identifies and links current services and reporting information to the federal reporting requirements, by program, for the OAA Title III-E NFCSP services. The information is intended to assist AAAs ensure their client tracking or reporting software will provide complete, accurate, and consistent reporting, and validation of the data reported to the Department, and ultimately AoA.

If you have further questions regarding any section of this PI, please forward them to the Department's help desk at T3AHelp@dads.state.tx.us.