

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
RESPITE AND SUPPORTIVE SERVICES**

Any exception to these Service Specifications must be requested in advance in writing and approved by the Deputy Administrator.

SERVICE DEFINITION:

This service recruits persons 50 years of age or older interested in providing in-home non-medical respite services to caregivers of senior citizens who are 60 years or older. Grantees are required to screen potential respite workers through an application process that includes a criminal background check. Caregivers are required to complete a registration application. This program is responsible for hiring and training the respite worker, establishing a respite schedule, and monitoring service.

SERVICE CATEGORIES AND UNIT MEASURES:

Respite Care: A non-medical service provided to a client by a respite worker to allow the primary caregiver the opportunity to perform other responsibilities.

One unit equals one hour of service.

SPECIFICATIONS:

1. Eligibility:
 - 1.1 Respite workers must be 50 years of age or older.
2. Documentation requirements:
 - 2.1 Develop a process for documentation of the number of hours of service provided by the respite worker.
3. Required Services:
 - 3.1 Establish screening procedures to ensure that respite workers are suitable for in-home respite care.
4. Optional Services:
 - 4.1 The program may establish a non-refundable registration fee for caregivers not to exceed \$50.

5. Safety:

- 5.1 Prior to providing services, respite workers are required to have a fingerprint search conducted by the Nevada Highway Patrol Criminal Information Services. The search will include a review of the records contained in the Nevada Criminal History repository. Due to the length of time required to process the search (3 to 6 months), a Metroscope, where available, may be obtained from City Hall, so that respite workers may begin providing services in the interim. A copy must be present in the worker's file.

6. Assessment/Certification:

- 6.1 Primary Caregiver Assessment: An in-home assessment must be completed prior to the start of service. The assessment must document the condition of the client based on the Assessment Criteria contained in Appendix A, duties to be performed, preferred service hours and conditions of service (i.e. a non-smoking respite worker).
- 6.2 Care Plan: A Care Plan must be established based on the needs identified in the assessment. A signed copy of the Care Plan must be provided to the client and/or caregiver. A new Care Plan must be established whenever changes are made to the plan and a copy of the new plan must be provided to the client and/or caregiver.
- 6.3 Reassessment: A reassessment is required whenever there is a substantial change in a client's physical condition, support system, or home environment. At a minimum, clients must be reassessed annually through an in-home visit. Reassessment documentation must be recorded separate from the original assessment documentation.

7. Operating Procedures:

- 7.1 Respite workers will not be placed as caregivers until the pre-screening is completed, including the criminal history check, background or Metrocheck, interview, and training.
- 7.2 A waiting list may be established only after all other measures for improving the efficiency of the service delivery system have been examined and, when feasible, implemented. Grantees are required to establish a waiting list policy that will be activated in the event the demand for service exceeds the program's capacity. Clients with the greatest needs are to receive priority consideration.

The program must establish a procedure for updating the continued service needs of clients placed on the waiting list. Waiting list documentation must include at a minimum:

- 7.2.a the client's name, address, and telephone number;
- 7.2.b the date the client was placed on the waiting list; and
- 7.2.c a description of each client's need for service.

Clients with the greatest needs are to receive priority consideration. The program will define "greatest need". The program must establish a procedure for updating the continued service needs of clients placed on the waiting list.

8. Training:

- 8.1 The program will provide an orientation and training to respite workers consisting of an overview of respite care services, psychological and physiological factors to be aware of when working with the frail elderly, dealing with confused/difficult client behaviors, client emergency protocols, elder abuse, and safety.

9. Quality Assurance:

- 9.1 The program shall establish a method to determine caregiver satisfaction with the respite worker and the services provided. Within 30 days after a respite worker has been placed the program will contact the caregiver by written questionnaire or telephone to determine the caregiver's level of satisfaction with the services provided.
 - 9.1.a Approved Performance Indicator questions will be incorporated as part of the questionnaire.

APPENDIX A

RESPITE AND SUPPORTIVE SERVICES ASSESSMENT CRITERIA

A client and caregiver home assessment must document the following areas:

1. Description of Client's Medical/Physical Condition:
 - ◆ Diagnosis (if known)
 - ◆ Recent Hospitalizations/reason
 - ◆ Physical condition of client: areas of the body impaired; severity of impairments
 - ◆ Mental status: level of functioning, mental confusion, depression
 - ◆ Assistive devices used by client in performing Activities of Daily Living; e.g., wheelchair, oxygen
2. Analysis of Client's Physical Status in the following areas:
 - ◆ Ambulation
 - ◆ Ability to Stand
 - ◆ Vision
 - ◆ Ability to grasp, bend, reach, lift
 - ◆ Ability to transfer
 - ◆ Ability to go outside the home without assistance
3. Analysis of Client's Support System:
 - ◆ Number of persons in household and their relationship to the client
 - ◆ Supportive tasks performed by family and friends
4. Analysis of Home Environment:
 - ◆ Number/type of pets
 - ◆ Type of housing: mobile, apartment, townhouse, house
 - ◆ Indicate whether refrigerator, oven, heating and plumbing are in working condition
 - ◆ Indicate whether the client needs assistive devices for bathing; e.g., shower chair, grab bars
 - ◆ Indicate unsafe conditions