

Family Caregiver Support Program Case Management Processes and Standards

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Acronyms:

FCSP: Family Caregiver Support Program
PS: Program Specialist
CM: Case Manager
DC: District Center
EE: Enhancing Equity
OCAT: Oregon Caregiver Assessment Tool
LTSS: Long Term Services and Support
RAPP: Relatives as Parents Program
FY: Fiscal Year (July-June)
FPL: Federal Poverty Level
UCR: Universal Client Registry

FCSP Background and Funding

Established in 2000, the National Family Caregiver Support Program provides grants to states and territories, based on their share of the population age 70 and over, to fund a range of supports that assist family and informal caregivers to care for their loved ones at home for as long as possible. *(Note: Authorizing legislation is Section 371 of the Older Americans Act of 1965, as amended, Title III E)*

- The state of Oregon creates policy, standards, the OCAT and trainings for the FCSP programs across the state, housed in each county.
- Multnomah County is the largest county in the state and partners with local DC and EE Partners to offer the direct service elements of FCSP.
- The FCSP PS communicates directly with the DC & EE Partners regarding state regulations, expectations and programmatic changes.
- The PS develops & runs community events, approves all support funding requests, and leads trainings for Caregivers.

Caregiver Eligibility

Multnomah County family caregivers/informal caregivers must meet the following requirements:

Relationship:

- Adult family members or other informal caregivers age 18 and older providing care to individuals 60 years of age and older
- Adult family members or other informal caregivers age 18 and older providing care to individuals of any age with Alzheimer's disease and related disorders
- Older relatives (not parents) age 55 and older providing care to children under the age of 18. These are RAPP clients.
- Older relatives, including parents, age 55 and older providing care to adults ages 18-59 with disabilities

Residence:

- The family caregiver must reside in Multnomah County and the person they care for must live nearby *(if the person they care for lives*

outside of Multnomah county it should be nearby enough to justify the “caregiver hands-on” relationship i.e. not long distance caregiving)

- The Care Recipient cannot reside in a facility (i.e. an adult care home, assisted living, or skilled nursing facility) and must live in proximity to their family caregiver (i.e. nearby community, not long distance caregiving)

Income:

- Caregivers must be unpaid. Grandparents receiving state funds for relative foster care are an exception.
- There are no income guidelines for case management only services.

Medicaid:

- The Care Recipient cannot be receiving Medicaid Services (in-home or facility care) if support funds are requested. Caregivers caring for a person receiving Medicaid medical coverage, or SNAP benefits only, are eligible to request support funds.
- An older caregiver (55+) caring for a child can be on Medicaid services as that program does not provide for the children.
- If a Care Recipient is receiving OPI-M then the Caregiver may still receive FCSP case management. Support services cannot duplicate OPI-M services.
- Unpaid caregivers in the community caring for someone with Medicaid services can still attend events, support groups and trainings but cannot have a FCSP CM.

Training: New Case Managers (See calendar on the Provider Page)

- UCR training (required)
 - twice a year held by training coordinator.
- CM training (required)
 - PS holds this training at the UCR training.
- OCAT Training (required)
 - State Workday website. (PDF for how to register for State Workday posted on Provider Page)
- PS sends calendar invites for additional trainings.

- New CMs can reach out to the FCSP PS at Family.caregiver@multco.us for one on one training if needed.
- CMs are encouraged to shadow other CMs in their agency.

Training: Ongoing Case Managers

- FCSP holds quarterly huddles to discuss updates and collaborate (at least 1 CM from each agency is required to attend).
- PS attends all quarterly CM meetings and will offer updates and be available for questions
- The Provider Page of the Multco website has the most updated documents.

New Client Onboarding

- ADRC makes a referral for a FCSP Caregiver to the appropriate Partner DC or EE
- Partner DC or EE assigns Caregiver to a CM.
- CM adds a referral in UCR as outlined in the UCR Family Caregiver Support Program
- CM contacts Caregiver and schedules a meeting to complete the OCAT
- OCAT is completed and uploaded into UCR within 60 days of referral.
- CM provides “FCSP Welcome Letter” and “FCSP Offerings Handout” in person or via email or physical mail.
- CM connects Caregivers with resources, trainings, etc. as outlined in OCAT.

OCAT

- The OCAT is completed for new clients within 60 days of the ADRC referral to Partner DC or EE
- The OCAT is completed yearly. (From the date the first one was completed.)
- The OCAT is completed in Get Care
- During the OCAT assessment the CM and Caregiver will discuss how FCSP can best serve the Caregiver for the next year.

- Question #25 indicates FCSP components the caregiver is interested in receiving.
- Question #26 is a recommended support plan.
- CM uploads OCAT PDF into UCR under the Case Management referral and makes a note that it was completed.

Ongoing Case Management Tasks

- CM notifies Caregiver of trainings, events, and support groups provided by FCSP.
- CM connects Caregiver with community resources such as SUN School Programs, utility assistance, housing assistance, etc.
- CM contacts Caregiver quarterly.
- CM completes a case note in UCR regarding any contact.
- CM connects the Caregiver with the ADRC for referrals to OPI-M, LTSS, and other county programs as needed.

Applying for Respite & Support Funds:

- See “Support Fund Criteria FY26” document

Closing a Case Management Referral

- A CM referral may be closed for the following reasons:
 - Care Recipient enrolls with LTSS
 - Care Recipient enrolls with OPI-M
 - Caregiver or Care Recipient passes away
 - Caregiver moves out of Multnomah County
 - Caregiver chooses to close
- If a Caregiver is no longer eligible for FCSP, the referral needs to be closed in UCR.

Communicating with FCSP

- Please send all communication related to Family Caregiver Support Program to Family.caregiver@multco.us

- If a vendor/provider (such as in home agency, massage therapist, etc) inquires about payment, please direct them to FCSP.payments@multco.us
- Please send the client name and prime or alt id# from UCR when asking about a situation or following up on a support fund request.
- It's important for Multco staff to be able to look at the UCR history, notes, and OCAT.

Helpful References and Resources

- State of Oregon Family caregiver support program standards
- Administration for Community Living- Family Caregiver Support Program **(Linked on Provider page)**
- The Community Partner Calendar
- GetCare Help Library
- FCSP Offerings FY 26 **(Posted on Provider Page)**
- FCSP Support Fund Criteria
- FCSP Welcome Handout to give to clients **(Posted on Provider Page)**
- FCSP Case Management Processes and Standards
- How to register for State Workday **(Posted on Provider Page)**