

**PENNYRILE AREA DEVELOPMENT DISTRICT  
POLICY AND PROCEDURES  
KENTUCKY FAMILY CAREGIVER PROGRAM**

**POLICY:** It is the Policy of the Pennyrile Area Development District (PADD) Office of Aging to implement the Kentucky Family Caregiver Program (KFCP) so that eligible grandparents may receive significant support for their grandchildren within the limits of the regulations and available funding.

**PROCEDURE 1: INFORMATION** – The PADD KFCP staff will make information available to the general public and, when possible, directly to grandparents within the Pennyrile region.

1. At the beginning of the program and periodically during the history of the program, various media activities will be employed including, but not limited to: newspaper articles and/or ads, radio interviews and/or ads, public service announcements, brochures, flyers and/or emails to community agencies like: Head Starts, Family/Youth Resource Centers, School Counselors, Health Departments, County Extension Agents, Senior Centers. Staff will be available for speeches to community groups, agencies, and grandparent support groups, etc. The PADD web site will provide information and a way to be sent application material.

2. Grandparents who contact the PADD KFCP Office will be sent an Information and Application Packet after referral and prescreening by the Aging & Disability Resource Center.

**PROCEDURE 2: APPLICATION AND ELIGIBILITY DETERMINATION** – The PADD KFCP Office will determine grandparent/grandchild eligibility in accordance with the provisions of 910 KAR 1:260.

1. Grandparents will be sent instructions for applying for the program that will include eligibility criteria.

2. Grandparent will fill out, sign and return the three page application that will allow the grandparent to formally apply that gives basic demographic information, income, formal support and informal supports, each grandchild's information and needs, authorization and signature page. Application must be accompanied by proof of income, proof KY state resident, and Informed Consent and Release of Information and Records form that gives permission to check Kinship Care involvement, Adoption Subsidy and other benefits. Grandparent will read and sign Acknowledgments and Understandings of Grandparent Responsibilities form.

3. PADD KFCP Staff will review materials sent back by grandparents and will forward a copy of the Release and a Confirmation of Benefits form, to DCBS. After receipt of a positive report from the Cabinet of Health and Family Support regarding Kinship Care payments or Adoption Subsidy if applicable (i.e., not receiving any) to confirm eligibility by completing an Income Determination Worksheet and develop a Plan of Care. If the materials sent are incomplete, missing, or appear to disqualify the grandparent, KFCP Staff will notify the grandparent with the

problem and actions he/she may take to prove eligibility. Application cannot be processed until application and all documentation has been provided.

5. If denied, grandparent shall be notified of the outcome and be informed of the right to request a local resolution. If dissatisfied with the results of the local resolution, the grandparent may request a state hearing in accordance with KRS Chapter 13 B and they will be given a Request for Hearing form.

6. Grandparents will be required to sign a document stating they will notify the PADD KFCP Office should there be any changes that might affect eligibility (e.g., income, custody, etc.). Failure to do so may result in a request for re-payment of any funds spent during the period of ineligibility. Fraudulent use of a voucher or grant may result in prosecution pursuant to KRS Chapter 514.

**PROCEDURE 3: ASSESSMENT OF NEEDS AND PLAN OF CARE**– KFCP Staff will assess the needs of the grandparents and grandchildren as part of development of a Plan of Care that will detail how financial support will be provided to the family.

1. It may be necessary and at the discretion of the PADD to do a home assessment.

a) To review of the living arrangements/physical environment of the residency.

b) To review of the needs of the grandchildren.

c) Review any other eligibility material to establish eligibility at the home visit KFCP Staff will complete an Assessment form.

1. PADD KFCP Staff will review the supplemental service/needs listed requested on page two of the application.

2. During phone and/or meeting between Grandparents and Staff will negotiate how funds will be spent based on needs, spending limits, and funds available (funds and types of expenditures).

3. The maximum funds per child will be \$500 per fiscal year. The exact amount will be based on the grandparents and KFCP staff agreement on needs and the estimated cost to meet those needs. An allocation for a grandchild maybe less than \$500 at the time of Plan of Care.

4. A grandparent may request an additional amount later that would increase the total for the fiscal year but can never exceed the \$500 a year maximum per grandchild. The new request would have a new priority date. The request would depend partially on the eligibility dates of other grandparents awaiting services. (See priority procedure below).

5. The program does not hold funds for individual grandparents/grandchildren even if they have not expended the maximum \$500 allowed per child for that fiscal year and the program staff will continue to find other grandparents/grandchildren eligible until all reginal funds are expended.

6. A new application must be completed and submitted for each new need/request for vouchers or grant. The new application will be reviewed for changes and continuing of eligibility. The

PADD KFCP Staff will review the new application page 2 for the requested supplemental service/needs listed and a new Plan of Care will be implemented based on the new application, needs requested, maximum limits per grandchild per fiscal year and available regional program funds.

7. Should funds allotted on a Plan of Care not be expended as expected, the unexpended funds will go back into the regional pool of funds. This applies only to situations where the cost of service/item purchased is less than expected or when grandparents underutilize services by the time guidelines agreed to or has failed to comply with the plan of care.

8. If a person should become ineligible at any time, the Plan of Care is stopped as of the date of ineligibility.

**PROCEDURE 4: PRIORITY FOR DISPERSEMENT OF KFCP FUNDS** – The KFCP application will be considered on a priority basis, with grandparents that did not receive services through the program in the previous fiscal year, receiving higher priority with an exception for spreading services to all nine counties.

2. An exception to “1” above will be the priority to attempt to serve at least one family in each of the nine counties in the region. The first eligible family in each county will be moved to the top of the eligibility list. If no families are found in a particular county as a fiscal year ends, the KFCP Coordinator will expend funds on eligible families rather than hold back funds for that particular county.

3. A second exception may be the possible situation where the minimum amount for the service/item to be purchased for the grandparent next in line is greater than the funds left. In those cases the KFCP Coordinator may go down the wait list to see if the amount of funds would be able to meet one or more of the needs of an eligible grandparent/child.

**PROCEDURE 5: ELIGIBLE SERVICES** – The PADD KFCP follows the state regulations and guidelines for providing services as defined.

1. Support Services – The PADD KFCP Coordinator and/or other Pennyrile AAAIL staff will provide Information, Access and Referral, Individual Counseling, Support Group Facilitation, Caregiver Training to potential grandparent clients.

2. Supplemental Services – The PADD KFCP will implement a system whereby eligible grandparents/grandchildren who demonstrate a need and have it written in a Plan of Care may receive one or more of the following: Clothing and personal care needs (for grandchildren), Furniture to be used by the grandchild including a (bed, dresser), School Supplies or assistance (documented by the grandchild’s school of attendance), Medical Expenses not covered by insurance (not available for KCHIP/ Medicaid recipients, does not include co-payments or deductibles), Legal Expenses (be related to the grandchild’s safety and stability, and not representation against any criminal charges), Respite services provided by a caregiver or agency

approved by the district, for the grandparent (depending on prior approval from Pennyrile AAAIL).

**PROCEDURE 6: PAYMENT FOR SERVICES/ITEMS** – The PADD KFCP will work with the PADD Business Office to establish a system that insures payment of KFCP services/items occurs in a way that is linked to eligible grandparents/children, that is accountable based on auditing standards, that is as simple and speedy as possible while making sure the money is spent as intended.

1. Once the steps described in Procedures above have been completed and a Plan of Care is approved, the PADD KFCP staff person in charge of the case will put the process in motion to get the services/items purchased and properly accounted for based on which is the most appropriate.
2. A numbered Purchase Order may be sent to a vendor, provider, or grandparent (in case of reimbursement) that specifies what is to be purchased, for whom the services/item is purchased for, the time limit to spend the allotted funds, the unit and total amount, and how payment is to be requested. Purchase Orders will usually be signed by KFCP staff and the AAAIL Director. The white copy goes to the vendor/ provider or grandparent, the yellow to the Business Office and the pink to the KFCP Office.
3. In instances where the item may be purchased at a store with which we have a vendor relationship, a numbered Voucher/Funding Letter will be issued to the grandparent to take to the store. The white copy is the original and will stay with the vendor at the time of purchase. The yellow copy will go to the Business Office. The pink copy stays with the KFCP Office.
4. Vendors, provider, or grandparents must request payment based on a bill, invoice, or receipt which clearly identifies what service/item was obtained, who is to be paid, and the amount. All requests should reference the Purchase Order number and/or Voucher/Funding number. KFCP staff will verify the validity of the request and availability of funds before requesting payment from the Business Office. A memo requesting payment will be signed by both KFCP staff and Aging Director and will be attached to the original bill, invoice, or receipt and a copy of the purchase order or voucher in cases where it is needed (i.e. Partial payment such in the case of respite, reimbursement of client of an approved purchase) The Business Office will double check the availability of funds before issuing a payment.
5. In some instances it may be necessary for the PADD KFCP staff to accompany the grandparents during purchases from a vendor that does not have a vendor relationship with the program. The PADD staff will still have to have prior approval for the purchases and have a Voucher/Funding Letter completed and signed.
6. Any vendor or provider who receives \$600 or more during a calendar year will be issued a 1099 by the Business Office and must have a W-9 on file in the Business Office.

**PROCEDURE 7: DOCUMENTATION OF SERVICES** – The KFCP Office will maintain documents and data on all aspects of the service delivery system described in the procedures above and the requirements of 910 KAR 1:260 and requests of DAIL.

1. Support Services – Data will be kept on all persons or agencies involved with Information, Counseling, Support Groups, Training, or Access and Referral. At a minimum that data will include date of service, number of events, number of persons, and name of the activity. Names, addresses, and phone numbers will be collected when possible. A Case Note will be written for individual contacts.
2. Supplemental Services – Clients who are declared eligible will have the full documentation described in the procedures above in a client file.
3. As much of the information as possible will be kept in a computer data base. In addition, the status of funds allocated, used and left for distribution will be kept current on an electronic spreadsheet in the KFCP Office.

**PROCEDURE 8: TERMINATION OF SERVICES** – Services may be terminated for cause and will be documented.

1. Services may be terminated to a specific child when he/she over the age 18 or the child named in the payment of Kinship Care, Adoption Subsidy funds to the grandparent.
2. Services to a grandparent may be terminated for no longer meeting one or more of the eligibility criteria (residency, primary caregiver ship, adoption of the grandchild (eligible for period one year from the final adoption order), income above the 150% level, failure intentionally or unintentionally to follow rules for payment of services, noncompliant with the plan of care or other just causes as determined by the PADD AAAIL Office or the DAIL.
3. Grandparents who have services terminated before the end of a fiscal year and/or found ineligible will receive a written notice with appeal procedures.
4. Services are automatically terminated at the end of a fiscal year for every grandparent/grandchild and does not require a notice. All previously served grandparents must re-apply before being served in a new fiscal year.

**PROCEDURE 9: SURVEY OF SATISFACTION** – The PADD KFCP will survey participants in the program to determine satisfaction with the work of KFCP staff, the overall satisfaction of service(s), impact on stress level, opinion on services and improvements.

1. Participants in Support Groups and Trainings shall receive a survey specific to that service.
2. Grandparents who receive a Supplemental Service shall receive the general Satisfaction Survey form. Results shall be used in program improvement.