

Title VI Program Performance Report

Reporting Definitions Guide

Version 1.2

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If you have questions about the Program Performance Report (PPR), please contact the AoA Title VI Office.

Guidance

If your Title VI program does not offer one or more of the supportive or caregiver services, you are not required to enter a number.

Please do not be concerned if some fields do not apply to your program. Values of zero ("0"), variances, and changes in the data are acceptable. The goal is to understand and explain why the data changed from one year to the next.

If you have a Part A/B and a Part C program, make sure you are counting services based on who makes the request and for what purpose.

An Elder asking for a grab-bar in their home should be counted under Part A/B "Other Supportive Service" — but if the grab-bar was requested by the Elder's son as the Elder's caregiver, then you should count this service as a home-modification or repair under "Supplemental Services" in Part C.

Title VI, Parts A/B

A. Key Information

Topic	Key Information	Examples and Reporting Tips
Unduplicated Persons	<i>Unduplicated</i> means the individual is only counted once. Each Elder only gets counted one time each year for each service category, regardless of how many services they received during the year.	An Elder comes to your congregate meal site five days a week to eat lunch, and they also receive a ride to and from the center daily. The Elder is counted as one unduplicated meal participant and one unduplicated transportation client. The count starts on April 1 and ends on March 31 each year.
Total Number of Contacts	Contacts means phone calls (both incoming and returned), texts, and emails.	An Elder calls your site to ask about what is being served for lunch and you respond. They may call back the same day and ask the same question. This counts as two contacts even though the same person called to ask the same question.

Topic	Key Information	Examples and Reporting Tips
Total Number of Persons	Add together all the people who take part in an activity or a service.	<p>The meal site holds a nutrition education event once a month, and you count the total number of people who attend every month, even if the same Elders attend each time.</p> <p>Another example is when individuals come to your center to participate in wellness classes, you count the total number of people who attend each class, even if they participate in the class each week.</p>
Counting Services Offered	Title VI programs may count services offered through other Tribal departments or programs if there is an agreement between the Title VI program and the other departments or programs. An agreement can be a verbal or written understanding between the Title VI program staff and another office, program, department, or agency to provide services for Elders (i.e., transportation, enrollment in the community health representative (CHR) program, etc.).	When your local community health nurse or representative comes to the center a couple of times a month to do blood pressure screenings for Elders, you would count the number of people served in the Wellness or Health Promotion category.

Reporting Definitions

A. Staffing Information

Term	Definition	Examples and Reporting Tips
Full Time Staff (Persons)	The number of people who work 35 hours or more per week for the Title VI A/B program in a position paid for either fully or partially with Title VI A/B funds. These positions can be permanent or temporary.	<p>Title VI program staff, providing nutrition and supportive services, working five days a week (seven or more hours per day), and paid with any combination of funds that includes Title VI Part A/B funds.</p> <p>If staff are paid with tribal funds or some other combination of funds (not Title VI A/B funds) they are not counted here. It is fine to have a zero ("0") in this category.</p>

Term	Definition	Examples and Reporting Tips
Part Time Staff (Persons)	The number of people who work less than 35 hours per week for the Title VI A/B program in a position paid for either fully or partially with Title VI A/B funds. These positions can be permanent or temporary.	Title VI program staff, providing nutrition and supportive services, working three or four days a week, and paid with some combination of Title VI A/B funds. If staff are paid with tribal funds or some other combination of funds (not Title VI A/B funds) they are not counted here. It is fine to have a zero ("0") in this category.

B. Nutrition Services

Congregate Meals

Term	Definition	Examples and Reporting Tips
Congregate Meal Eligible Person (Unduplicated Persons)	<p>An eligible person can be:</p> <ul style="list-style-type: none"> • An Elder, • The spouse of an Elder, • An individual volunteering for Title VI programs during meal hours, • A non-Elder with a disability who lives at home with an Elder and brings them to the meal or who lives in a housing facility that houses mainly Elders. <p>"Unduplicated persons" means that each person is counted only once, no matter how many congregate meals they receive.</p>	<p>An Elder who comes in for a meal at the center is eligible and should be counted once as an unduplicated person.</p> <p>Their spouse, who also has a meal, should also be counted as an unduplicated person.</p> <p>A younger person with a disability who lives with the Elder and accompanies the Elder to the meal should also be included once in the unduplicated count.</p> <p>Other eligible persons who should be counted in the unduplicated counts could be younger individuals who volunteer during mealtime and help serve or clean up after the meal.</p>

Term	Definition	Examples and Reporting Tips
Congregate Meal (Total Meals)	<p>A meal provided to an eligible person at a meal site, senior center, or other congregate setting. A congregate setting is a place where persons live, meet, or gather. Congregate meals must be consumed in the congregate setting.</p> <p>Congregate settings may also be virtual. For a virtual congregate meal to count, all individuals must be online at the same time and eat their meals together. The meal meets all the requirements of the Older Americans Act and state or local laws.</p> <p>Congregate meal clients may take leftovers, but they are not counted as meals, since they are not eaten in the congregate setting. Programs should not intentionally prepare extra food to serve as leftovers. If leftovers are provided, the program should establish policies and procedures on how the leftovers will be distributed, as well as follow any local food safety policies (e.g., “First come, first served” and given in approved containers from the site). Exceptions may be made on a limited basis (e.g., an Elder who regularly participates is home sick for a day, and a meal is taken to them).</p> <p>Title III-funded meals must not be reported in the Title VI PPR.</p> <p>Meals provided to individuals through Medicaid Title XIX waiver or through other programs, such as state-funded means-tested programs, also must not be reported in the PPR.</p>	<p>A meal served at the senior center, community hall, or a similar setting. In the case of a virtual congregate meal, individuals who picked up meals at their local senior center join an online Zoom call from their homes and eat together at the same time.</p> <p>All the people in the unduplicated example above should have all their meals counted toward the total congregate meal count.</p> <p>For example, Joe eats lunch at the senior center three times a week, which averages to 12 meals a month.</p> <p>Coordination with Title III and other funded meal programs: For those programs that have both Title III and Title VI, or other funded meal programs, count each elder and meal separately by each program.</p>

Home-Delivered Meals

Term	Definition	Examples and Reporting Tips
Home-Delivered Meal Eligible Person (Unduplicated Persons)	<p>An eligible person is an Elder, the spouse of a qualified* Elder, an individual volunteering for the Title VI program during meal hours, or a non-Elder with a disability who lives at home with a qualified Elder, and the Elder brings them to the meal site. A non-Elder who lives in a housing facility that houses mainly Elders would also be counted.</p> <p>“Unduplicated Persons” means that each person is counted only once, no matter how many home-delivered meals they are provided.</p> <p><i>*Qualified in that the person is frail, isolated, or homebound by reason of illness or incapacitating disability or other eligible condition (including stay-at-home orders) as determined by your Title VI program’s policies and procedures.</i></p>	<p>A frail Elder lives in congregate housing with their spouse. The Title VI program delivers a meal for both individuals to eat in their own home. The Elder is counted once, and their spouse is counted once for the unduplicated count, no matter how many meals they receive during the year.</p> <p>Another example is an Elder who lives alone in their home and has no access to transportation, so the Title VI program delivers a meal to them to eat at their home.</p> <p>This Elder is only counted once for the unduplicated count, no matter how many meals they receive during the year.</p>
Home-Delivered Meal (Total Meals)	<p>A meal provided to a qualified eligible Elder in their home, via carry-out or drive-through.</p> <p>Title III-funded meals should not be reported in the PPR.</p> <p>Meals provided to individuals through Medicaid Title XIX waiver meals or other programs such as state-funded means-tested programs should not be reported in the PPR.</p>	<p>Delivering a meal which may include hot, cold, frozen, dried, canned, or fresh foods to an Elder’s home.</p> <p>All the people in the unduplicated example above should have all their meals counted toward your total home-delivered meal count.</p>

Other Nutrition Services

Term	Definition	Examples and Reporting Tips
Nutrition Education (Sessions)	<p>An educational program provided by a dietitian or a similarly knowledgeable person to two or more participants. The program should promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information to participants and caregivers in a group setting.</p> <p>Sessions may include the distribution of printed materials and may be provided in-person or virtually (via phone, text, email, webinar, video chat, or other means) on topics related to healthy eating and staying physically active.</p>	<p>Count the number of sessions, not the number of attendees.</p> <p>A one-hour diabetes education presentation that provides information on traditional food recipes led by a nutritionist, community health representative (CHR) or other health professional would be counted as one session.</p> <p>Every time you send out information such as a flyer on a specific nutrition issue, that counts as one session, regardless of how many people received the flyer.</p> <p>If you put out a nutrition article in every one of your monthly newsletters, you would count 12 sessions.</p> <p>If you are holding in-person sessions, you would count every time you gathered elders to discuss nutrition education, but not the number of people who attended the session.</p>
Nutrition Counseling (Total Persons and Total Hours)	<p>This is a one-on-one service that provides advice and guidance to people who are at nutritional risk due to their health, nutritional history, diet, medication use, or chronic illnesses. Counseling is performed by a registered dietitian or other health professional and provides information and options for improving nutrition status. Nutrition counseling can be provided in-person or virtually on an individual basis (via phone, text, email, webinar, video chat, or other means). The service unit is total hours.</p>	<p>An Elder with high blood pressure, diabetes, and heart disease has a one-hour diet counseling meeting with a dietitian to discuss healthier eating habits. This counts as one person and one hour.</p>

C. Supportive Services

Access Services

Term	Definition	Examples and Reporting Tips
Information and Assistance (Total Contacts)	<p>This is a one-on-one service that:</p> <ul style="list-style-type: none"> Provides the individual with information about opportunities and services available to them within their communities, Evaluates the abilities and needs of the individual, Makes sure that the individual receives the services needed and is aware of the opportunities available to them by establishing adequate follow-up procedures, and Is available to the entire community of Elders. 	<p>Taking a call from an Elder and providing that person with information or a referral for services they are eligible to receive through the tribe, state, or another organization.</p> <p>Another example is meeting with an Elder and helping them fill out important forms.</p> <p>Every time you receive a call from an Elder – even if it is to call and ask you what is for lunch that day – it counts as a contact of “Information and Assistance.”</p>
Outreach (Total Activities)	<p>Conducting public outreach activities and providing information to individuals and groups to encourage Elders (or their caregivers) to use existing services and benefits. This service unit is total activities.</p>	<p>Outreach activities may include health fair booths, public announcements, public presentations, posts in newsletters, or other media (such as social media, radio, television, or automated calls) sharing details about services and benefits available to Elders.</p> <p>Another example includes group presentations about services available to Elders by the tribe, state, or other organization. The presentation may include informational handouts with names and phone numbers for services.</p> <p>If you put together a flyer for a new event or activity and send it out to 100 Elders, this counts as only one activity of outreach.</p> <p>If you put out a monthly newsletter and send it to all your Elders, you can only count the 12 newsletters.</p>

Term	Definition	Examples and Reporting Tips
Case Management (Unduplicated Persons and Total Hours)	<p>A service provided to an Elder, at their direction or the direction of a family member or caregiver.</p> <p>The service should be provided by a trained or experienced person with case or care management skills.</p> <p>The service generally includes:</p> <ul style="list-style-type: none"> • An individual needs assessment; • Developing an individual service plan; and • Arranging, coordinating, and monitoring services to meet the needs of the Elder. <p>“Unduplicated Persons” indicates that each person is counted only once, no matter how many hours of case management services they receive. The service unit is total hours.</p>	<p>Title VI program staff sit down with an Elder for two hours to complete a client intake form gathering information about the Elder’s health, housing status, and dietary needs. The completed client intake form is then used to arrange services for the Elder. This counts as one person and two hours of case management.</p>
Transportation (Unduplicated Persons)	<p>Services that provide or arrange for transportation of an Elder. This service may include:</p> <ul style="list-style-type: none"> • Providing a van service for routine trips; • Payment for travel costs, consistent with your programs’ policies and procedures; • An escort or other supports for a person who has difficulties using regular transportation. <p>“Unduplicated Persons” means that each person is counted only once, no matter how many times they are transported.</p> <p>Transportation is measured in one-way trips.</p>	<p>A van picking up an Elder at their home and driving them to their doctor’s appointment is counted as one person.</p> <p>A van picking up two Elders and bringing them to the grocery store is counted as two persons.</p>
One-Way Trips (Total One-Way Trips)	<p>When transporting an Elder, every stop that is made is considered a one-way trip.</p>	<p>Driving an Elder from their home to the store and then to the pharmacy and returning home is a total of three one-way trips.</p> <p>Count one-way trips for everyone that is transported. For example, if three Elders are in a van and the van makes two stops, that would count as six one-way trips.</p>

In-Home Services

Term	Definition	Examples and Reporting Tips
Homemaker Service (Unduplicated Persons and Total Hours)	<p>Providing light housekeeping tasks in an Elder's home. Tasks may include but are not limited to preparing meals, shopping for personal items, laundry, managing money, or using the telephone, in addition to other light housework.</p> <p>"Unduplicated Persons" means that each person is counted only once, no matter how many hours of homemaker services they receive. The service unit is total hours.</p>	<p>An individual going to the Elder's home to provide medication reminders, organize closets or cabinets to place items within easy reach, provide pet care, or to take out the garbage.</p> <p>Another example is staff or volunteers providing help, including delivery of groceries*, prescriptions, or other supplies to an Elder's home.</p> <p><i>*This is buying groceries with the Elder's money. If you are buying groceries for the Elder, you will report that under "Other Supportive Services."</i></p>
Personal Care/Home Health Aide Service (Unduplicated Persons and Total Hours)	<p>Assisting an Elder with Activities of Daily Living (ADLs) such as eating, dressing, bathing, toileting, transferring in and out of a bed or chair, or walking.</p> <p>Personal care may also include assistance with Instrumental Activities of Daily Living (IADLs) such as cleaning and maintaining the house, managing money, and preparing meals.</p> <p>Assistance with health-related tasks such as checking blood pressure and blood glucose and assistance with personal care may also count if you have the appropriate staff members.</p> <p>"Unduplicated Persons" means that each person is counted only once, no matter how many hours of personal care or home health aide services they receive. The service unit is total hours.</p>	<p>A trained individual going to an Elder's home and assisting with showering, changing clothes, and brushing teeth.</p>

Term	Definition	Examples and Reporting Tips
Chore Service (Unduplicated Persons and Total Hours)	<p>Heavy household tasks provided in an Elder's home. Tasks may include yard work or sidewalk maintenance, such as snow shoveling, in addition to heavy housework including heavy cleaning, minor home repairs, chopping wood, hauling water, and other heavy-duty activities which the Elder is unable to do on their own and which do not require the services of a trained homemaker or other specialist.</p> <p>"Unduplicated Persons" means that each person is counted only once, no matter how many hours of chore services they receive. The service unit is total hours.</p>	<p>An individual going to an Elder's home to complete heavy yard work, such as shoveling snow, chopping wood, hauling water, or moving large furniture.</p>
Visiting (Total Contacts)	<p>Visiting* services include going to see an Elder in their home to reduce social isolation or perform a wellness check (e.g., checking in on an Elder to see if they need anything). This includes a Title VI staff member or volunteer going to an Elder's home to visually check on the Elder to ensure they are well and in good spirits and following up to see that the Elder receives help if needed.</p> <p>Visits should last a minimum of 15 minutes. The service unit is total contacts.</p> <p><i>*A visit may be counted if a wellness check is done during a home-delivered meal drop-off.</i></p>	<p>Visits are intended to help Elders not feel lonely, to make sure they are okay, and to check in on them.</p> <p>They involve spending at least 15 minutes with the Elder, or they may be part of home delivery when the driver goes into the home and checks on the Elder and visits to determine the Elder's status and to see if the Elder needs anything.</p>
Telephoning (Total Contacts)	<p>Telephone services include phoning an Elder to provide comfort or check in on them. The Elder must be spoken to for the contact* to be counted. The service unit is total contacts.</p> <p><i>*Contacts from "Information and Assistance" telephone calls sometimes turn into "telephoning" as they become conversations that may help with social isolation.</i></p>	<p>Title VI staff calling an Elder to do a verbal check-in. Staff might also send text messages, emails, or use webinars or video chats to check on an Elder, reassure them, or socialize with them.</p> <p>The Elder must be spoken to directly in order to count the contact.</p>

Term	Definition	Examples and Reporting Tips
Other Supportive Services	<p>Additional supportive services may include (but are not limited to) consumable items or a lending closet. These are services provided directly to the Elders for their own needs as Elders.</p> <ul style="list-style-type: none"> • Consumable items are intended for one-time use by an Elder in their home and are not returnable to the Title VI program.* • Lending closet items are lent to Elders on a short-term basis and are returnable to the Title VI program when the Elder no longer needs them. <p>When reporting on these services, please provide the name of the service provided, and how many individual Elders that were served. Reporting allows 5,000 characters or less to describe these additional supportive services.</p> <p><i>*Purchasing groceries, food box delivery, putting together activity packages for elders, and other such activities may be counted here.</i></p>	<p>An Elder borrows a walker from the lending closet.</p> <p>The Title VI program provides six air conditioners to Elders for the summer and removes them in the winter.</p> <p>Delivery of groceries, food boxes, activity packages and other supplies.</p> <p>Count the number of food boxes and the number of Elders served.</p>

D. Finance

Term	Definition	Examples and Reporting Tips
Tribal funds	Choose Yes or No (in OAAPS) if your program received funds from a tribal government source.	A tribe provides the space for the congregate meal site free of charge.
State funds	Choose Yes or No (in OAAPS) if your program received funds from a state government source.	A state transportation grant awarded to the Title VI program.
Title III funds	Choose Yes or No (in OAAPS) if your program received funds from a Title III program source such as an Area Agency on Aging (AAA) or State Unit on Aging (SUA).	A State Unit on Aging or Area Agency on Aging provides funding for meals provided to Elders over the age of 60 for either congregate or home-delivered meals.

Term	Definition	Examples and Reporting Tips
Other grants	Choose Yes or No (in OAAPS) if your program received funds from another granting institution such as a foundation or another federal grant to help support the program for your Elders.	Your tribe or Title VI program has applied for and has received funding from a private foundation to assist your program to purchase vehicles that you use to deliver meals.
Donations	Choose Yes or No (in OAAPS) if your program received donations of money, goods or services.	Community Members donate a portion of what they have harvested from their gardens to the Elders' program.

E. Storytelling

Term	Definition	Examples and Reporting Tips
Optional space to share more information about your program	<p>Sharing a story about how the community or an individual* has benefited from your Title VI program. This story can be related to nutrition, supportive, or caregiver (if applicable) services.</p> <p><i>*Please do not include the names of individuals.</i></p>	<p>Example: "Our Title VI Nutrition program has helped so many Elders, including an Elder woman who received home-delivered meals and chore services. She shared with us that she looks forward to receiving the hot meal every day and visiting with the driver. The meal that she receives helps her be able to eat more than two meals a day. She also shared with us, 'It is so nice to have Ms. Greene come and clean her home every couple of weeks. This helps me so much.'"</p>

Title VI, Part C: Caregiving

Remember that caregiver services are about serving the caregiver!

General Reporting Tips and Reminders

Caregiving services aim to help lighten the caregivers' load, making it easier for the caregiver to support the Elder in their (or the caregiver's) home.

Some examples:

- A person cares for their Elder mother and needs help clearing her walkway after a snowstorm. They call the Title VI program and ask for help. Although the program is clearing the Elder's walkway, the caregiver requested and benefited from this service.
- An Elder is caring for her grandchildren and needs school supplies for the upcoming school year. She calls her Title VI program to request these resources. This relieves her worry as a caregiver about paying for school supplies.
- A man takes care of his Elder wife, who cannot be left alone. He needs someone to be with her for several hours while he runs errands. He calls his Title VI program and requests respite care. Even though the wife is the one receiving the direct care, her husband is the one receiving respite services and gets a break from his caregiving duties.

You can count one caregiver in **all** categories. It is possible that an Elder might be caring for their spouse, has grandchildren living with them, and is caring for an adult child with a disability. Count this person in each of the three caregiver categories if they:

- Care for an Elder (their spouse)
- Care for their grandchildren
- Care for their adult child with a disability

A. Staffing Information

Term	Definition	Examples and Reporting Tips
Full Time Staff (Persons)	<p>The number of people who work 35 hours or more per week for the Title VI Part C, caregiver program in a position paid for either fully or partially with Title VI Part C funds. These positions may be permanent or temporary.</p> <p>If staff are paid with tribal funds or some other combination of funds (not Title VI C funds) they would not be counted here. It is fine to have a zero ("0") in this category.</p>	<p>Title VI program staff, providing caregiver services, working five days a week (seven or more hours per day) paid with any combination of funds that includes Title VI funds:</p> <ul style="list-style-type: none"> • Title VI Part C funds and tribal funds, • Title VI Part C funds, Title III funds and tribal funds, or • Title VI Part C funds and other grant funds, or • Any other combination as long as some funding comes from Title VI Part C. <p>As long as the person is paid with some Title VI Part C funds and working at least 35 hours a week they can be counted as full time staff.</p>
Part Time Staff (Persons)	<p>The number of people who work less than 35 hours per week for the Title VI program in a position paid for either fully or partially with Title VI Part C funds. These positions can be permanent or temporary.</p>	<p>Title VI program staff, providing caregiver services, working three or four days a week, and paid with Title VI Part C funds and any other combination of funds.</p>

B. Total Caregivers Served

Note: A single caregiver can fall into multiple categories. Please count a caregiver once in each category they fall under. For example, a caregiver may care for an elder and a child.

Term	Definition	Examples and Reporting Tips
Informal Caregiver	<p>An informal caregiver is an unpaid provider of in-home and community care.</p> <p>Caregivers may be family members, neighbors, friends, or others.</p> <p>Caregiver services should be provided to caregivers that are most in need of support.</p>	<p>"Unpaid" means that the person is not a professional caregiver getting paid for the caregiving work.</p> <p>Ideally, caregiver services are provided first to those caregivers that have the least resources or supports.</p>

Term	Definition	Examples and Reporting Tips
Caregiver to Elders or Individuals of any age with Alzheimer's Disease and Related Disorders (ARD) (Unduplicated Persons)	<p>An eligible person is a caregiver to Elders or individuals with ARD who:</p> <ul style="list-style-type: none"> • Is 18 years or older, and • Provides services or support to an Elder(s)* or an individual(s) of any age with Alzheimer's Disease and Related Disorders. <p>These caregivers:</p> <ul style="list-style-type: none"> • Are individuals typically identified as caregivers. They are people caring for Elders. • Can also care for folks with Alzheimer's and Related Disorders. <p>An informal caregiver may be a family member of an Elder who is providing care to that Elder. This person might be a spouse, a son or daughter, niece, or nephew, or other relative; they may also be a friend who provides care to the Elder.</p> <p>"Unduplicated Persons" indicates that each caregiver is counted only once.</p> <p><i>*The age of an Elder is determined by the tribe.</i></p>	<p>A 40-year-old daughter cares for her 61-year-old mother. Her mother receives paid homemaker help during the day, and the daughter stays at her mother's house overnight to help her with her evening meal, personal care and helps her get in and out of bed, while she recovers from a stroke.</p> <p>The daughter is an informal caregiver.</p> <p>A 55-year-old husband cares for his 50-year-old wife who has dementia. The husband helps his wife get dressed each morning and makes sure that she is always in his sight so that she does not wander away from their home. The husband is an informal caregiver.</p>
Elder Caregivers Caring for Children under the age of 18 (Unduplicated Persons)	<p>An eligible person is an Elder caregiver caring for children who:</p> <ul style="list-style-type: none"> • Is an Elder, • Provides care for a child or children that is not their own by birth or adoption, and • Cares for a child or children under the age of 18. <p>Elders who are grandparents raising – or serving as the primary caregivers – their grandchildren are also eligible.</p> <p>"Unduplicated Persons" indicates that each person is counted only once no matter how many times they receive the service.</p>	<p>If a grandparent cares for a grandchild, the grandparent is considered an Elder caregiver in this example.</p>

Term	Definition	Examples and Reporting Tips
Elder Caregivers Providing Care to Adults 18-59 with disabilities (Unduplicated Persons)	<p>An eligible person is an Elder caregiver providing care to adults with disabilities who:</p> <ul style="list-style-type: none"> • Is an Elder, • Can be the parent of the adult with disabilities, and • Provides care to adults 18-59* years old with disabilities. <p>Eligibility includes Elders caring for adult children with disabilities who need support from the Title VI program for their roles as caregivers.</p> <p>An individual with a disability is defined by the Americans with Disabilities Act (ADA) as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history of such an impairment, or a person who is thought to have such an impairment by others.</p> <p>“Unduplicated Persons” indicates that each person is counted only once no matter how many times they receive the service.</p> <p><i>*While the Title VI program ultimately decides the age at which an individual is considered an Elder, the placeholder age of 59 is used above.</i></p>	<p>An Elder who is caring for their adult child with disabilities is considered an Elder caregiver in this example.</p>

C. Caregiver Support Services

Services for Caregivers

Term	Definition	Examples and Reporting Tips
Information Services (Total Activities)	<p>Conducting public outreach activities and providing information to encourage caregivers to use existing services and benefits.</p> <p>This is not a one-on-one service; use Information and Assistance for one-on-one services.</p> <p>This is the same as "Outreach" in Part A/B.</p>	<p>Information services may include participation at health fair booths, public announcements, public presentations, posts in newsletters, or other media sharing details about services and benefits available to caregivers.</p> <p>Count distribution of a flyer for a new event as one Information Service even if it was sent to 100 caregivers.</p> <p>Count participation at a health fair as one Information Service activity.</p> <p>Count a radio announcement that airs multiple times a month as one activity.</p>
Information and Assistance (Total Contacts)	<p>This is a one-on-one service that:</p> <ul style="list-style-type: none"> Provides the caregiver with information about opportunities and services available to them within their communities, Assesses the abilities and challenges of the caregiver Makes sure that the caregiver receives the services needed and is aware of the opportunities available to them by establishing adequate follow-up procedures, and Is available to the entire community of caregivers. 	<p>Every time someone calls to ask a question about the program – for example, what you offer, when a support group occurs – and you provide them with an answer and some guidance, it is counted as one contact.</p> <p>Taking a call from a caregiver and providing information or a referral for services that they are eligible to receive through the tribe, state, or another organization.</p> <p>Meeting with a caregiver and helping them fill out important forms.</p> <p>Speaking to caregivers at a health fair.</p> <p>Follow-up calls to a caregiver.</p> <p>Answering caregiver calls about services offered or a request for support group information.</p>

Term	Definition	Examples and Reporting Tips
<p>Counseling (Unduplicated Persons and Total Hours)</p>	<p>Counseling is a service designed to support caregivers and assist them in their decision making and problem solving. Counselors can help address the complex physical, behavioral, and emotional issues related to an individual's role as a caregiver.</p> <p>Counselors may have degrees, and are trained to work with individuals, Elders, and families. Counselors can help address the complex physical, behavioral, and emotional issues related to an individual's role as a caregiver.</p> <p>Counseling may be provided via phone, text, email, webinar, video chat, or other means to an individual or a group to help participants navigate physical, behavioral, and emotional issues related to caregiving.</p> <p>Informal counselors, such as a peer who is or has been an informal caregiver themselves, can also provide counseling services. This includes counseling to individuals or groups.</p> <p>Counseling is separate from support group activities or training.</p> <p>"Unduplicated Persons" means that each person is counted only once, no matter how many hours of counseling services they receive. The service unit is total hours.</p>	<p>A caregiver (spouse, adult child, aunt or uncle, neighbor) meeting with staff to discuss how to manage their caregiving responsibilities and their own self-care.</p> <p>This can be a one-on-one or group service and is led by someone who either has training as a counselor or is a peer counselor.</p> <p>Count each person who receives counseling once.</p> <p>Count the number of counseling hours each person receives.</p> <p>This can be a one-on-one or group service but should be led by someone who either has training as a counselor or experience as a caregiver to serve as a peer counselor. If 15 individuals participate in weekly, one-hour counseling sessions throughout the entire year you should report 15 unduplicated people, and 780 hours of counseling (15 hours per week for 52 weeks).</p>

Term	Definition	Examples and Reporting Tips
Support Group (Total Sessions)	<p>A service led by a facilitator to help caregivers discuss their common experiences and concerns and to develop a mutual support system. Support groups are typically held on a regular basis and may be conducted in person, over the telephone, or online.</p> <p>Support groups are a great way to bring together different groups of caregivers to share their concerns or talk about what is working for them as caregivers.</p>	<p>A gathering of two or more caregivers led by Title VI staff or another health professional to provide an opportunity to share their experiences would count as one session.</p> <p>Each time a group meets is counted as one session.</p>
Caregiver Training (Unduplicated Persons and Total Hours)	<p>A service that provides informal caregivers with training to improve knowledge and skills related to their role as a caregiver. Skills may include activities related to health, nutrition, providing personal care, financial management, and communicating with health care providers and family members.</p> <p>Training may include use of evidence-based programs; may be conducted in-person or online; and may be provided in individual or group settings.</p> <p>“Unduplicated Persons” indicates that each person is counted only once, no matter how many hours of caregiver training services they receive. The service unit is total hours.</p>	<p>The Title VI program arranges for a nurse to train caregivers on how to provide personal care (bathing, assistance with walking and transfers). Five caregivers attend, and the training is six hours long.</p> <p>Count five persons and 30 hours (six hours of training for each of the five participants)</p> <p>The Title VI program offers a one-hour webinar on dementia care. Fifteen caregivers attend.</p> <p>Count 15 persons and 15 hours (one hour of training for each of the 15 participants).</p>

Term	Definition	Examples and Reporting Tips
Supplemental Services (Service Category, Description of Service, Unduplicated Caregivers)	<p>A service provided on a limited basis to informal caregivers to complement the care they provide and reduce the stress they may feel.</p> <p>These services are intended to support the caregiver so that they can continue to provide care to the Elder, person with Alzheimer's Disease and Related Disorders of any age, person with disability between 18-59*, or grandchild under the age of 18.</p> <p>Most importantly, these must be services requested by the caregiver.</p> <p>The services may benefit an Elder, but they must be at the request of the caregiver.</p> <p>Service categories for Supplemental Services include:</p> <ul style="list-style-type: none"> • Home modification or repairs: • Consumable items; • Lending closet: • Homemaker, chore, personal care services; or • Financial support (limited (emergency) help with utility or similar bills). <p>"Unduplicated Persons" indicates that each person is counted only once.</p> <p><i>*While the Title VI program ultimately decides the age at which an individual is considered an Elder, the placeholder age of 59 is used above.</i></p>	<p>Home modification or repairs: Arranging for the installation of a wheelchair ramp to the entrance of an Elder's home to make it easier for the informal caregiver to take the Elder to doctor appointments.</p> <p>Consumable items: Providing the caregiver with incontinence supplies for the Elder (or adult with disability if applicable) or providing a grandparent with workbooks or other homeschool materials for their grandchildren.</p> <p>Lending closet: Items that are returnable to the Title VI program, such as clothing, Durable Medical Equipment (chair lifts, wheelchairs, walkers, emergency response systems), a telephone, a tablet, or anything loaned on a short-term basis.</p> <p>Homemaker, chore, or personal care services: Buying and delivering groceries or other supplies to support the caregiver. Chopping wood or clearing snow so that the informal caregiver can provide personal care to the Elder.</p> <p>Financial support: On an emergency basis, providing financial help to a caregiver to ensure they can continue providing care.</p> <p>Other: Any services provided that do not fit into the services listed.</p>

Respite Care for Caregivers

Term	Definition	Examples and Reporting Tips
Respite Care (Unduplicated Persons and Total Hours) Categories of Caregivers Included: <ul style="list-style-type: none">• Caregivers to Elders or Individuals of any age with Alzheimer's Disease and Related Disorders• Elder Caregivers of Children under the age of 18• Elder Caregivers of Adults 18-59 with disabilities	<p>Respite care is a service that gives the caregiver a break from providing care. Respite care offers temporary, substitute supports or living arrangements for care recipients to provide the caregiver with a brief period of rest.</p> <p>This is reported by caregiver type.</p> <p>"Unduplicated Persons" indicates that each person is counted only once, no matter how many hours of respite care services they receive. The service unit is total hours.</p>	<p>Title VI staff coordinates respite care for the caregiver allowing the caregiver time to have lunch out and do some shopping.</p> <p>Title VI staff coordinating respite care for the caregiver to allow for a weekend getaway or to attend a conference or visit family out of town.</p> <p>Title VI staff helps a grandparent caregiver pay for a summer camp for their grandchild to attend so the grandparent has a break.</p>

Version Control

Version	Date revised	Changes from previous version
1.0	06/2023	Original version.
1.1	02/2025	Updated definitions, examples, and reporting tips. Added and removed terms.
1.2	07/2025	Updated definitions, examples, and reporting tips.