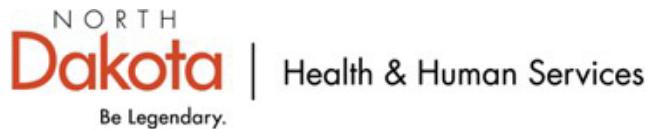


ND Family Caregiver Support Program (NDFCSP)

HANDBOOK for Caregivers

**North Dakota Department of Health and Human Services
Adult and Aging Services Division
January 1, 2026**



Dear Caregiver:

During your first visit with Adult and Aging Services staff, you will discuss important information about the ND Family Caregiver Support Program (NDFCSP). It is sometimes difficult to remember everything that was discussed regarding program guidelines and services available through the caregiver program.

This handbook serves as a reference guide for you and your family.

As a family caregiver enrolled in FCSP, you are our primary client. This program is meant to support you in your role as a caregiver for your loved one.

The NDFCSP Adult and Aging Services staff are available to assist with any questions or concerns you may have about the caregiver program, community services available or coping with caregiver challenges.

If you have any questions or concerns, please do not hesitate to contact the NDFCSP Adult and Aging Services staff in your area.

NDFCSP Adult and Aging Services

Phone Number

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Section 1: General Information

What is the purpose of the North Dakota Family Caregiver Support Program (NDFCSP)?

- The NDFCSP is supported by Older Americans Act funding and was created to offer support and services to informal, unpaid caregivers to help them continue to care for their loved ones (care recipients) at home for as long as they choose.

How do I qualify for the NDFCSP?

- Caregiver shall reside with the care recipient on a full-time basis. The residence cannot be an institutional setting or an assisted living setting.
- Caregiver shall be providing 24-hour care and does not have assistance from another caregiver living in the same home.
- Care recipient(s) shall have limitations in two or more activities of daily living (ADL) or cognitive impairment which makes it unsafe for them to be left alone.
- Care recipient(s) shall not be able to be left alone safely for more than two consecutive hours per day.
- Caregiver shall not be private paying for services that provide relief from direct care and/or supervision for more than twenty hours per week. This eligibility requirement is waived if the hours are for the purpose of the caregiver being able to sleep.
- If the caregiver is receiving respite or if the care recipient is able to receive respite or a similar in-home support service through the Veteran's Administration, Long Term Care Insurance, Hospice or any other funding source, they are NOT eligible for the FCSP.
- Caregiver shall have a need for respite on an intermittent or occasional basis. The FCSP is not a subsidy to pay for supplemental services, homemaking services, or personal cares for the care recipient.
- FCSP is not a subsidy to provide the caregiver with a second person to assist with cares of the care recipient. Funding must be used to provide a break for the caregiver.
- Caregiver shall not be receiving reimbursement from any sources to care for the care recipient, for example, family members, third party payer, etc.
- The caregiver has the responsibility to check their long-term insurance benefits to determine if there is eligibility through long term care policies prior to enrollment in FCSP.
- If a caregiver is employed and working more than twenty hours per week, they do not qualify for FCSP.
- If a care recipient may be eligible or is determined eligible to receive services as part of a public pay program but refuses to apply or chooses not to access those services, the caregiver is not eligible for the FCSP.
- Care needs of the care recipient shall not exceed the standards for service

delivery and allowable tasks/activities for providers as contained in the "Individual Qualified Service Provider Handbook" or the "ND Family Caregiver Support Program (NDFCSP) – Handbook for Respite Care Providers."

What services does the program provide?

- Respite care (short breaks) from providing 24-hour care.
- Supplemental services to help with cost of home assistive safety devices and incontinence supplies.
- Training and education to support you in your caregiving role.
- Counseling for coping with caregiver challenges.
- Information on resources and assistance with accessing services.

What are the costs of services?

- All authorized services are federally-funded and are provided at no cost.
- You will be given information on the opportunity to contribute toward the cost of services.
- No one is denied services because of inability or unwillingness to contribute.

How will I know how much service funding I have?

- Adult and Aging Services staff will tell you how much funding is authorized for you to use for respite, supplemental services, counseling and training.
- You will receive a Caregiver Option Plan showing you what services are authorized and the amount of funding for each service.
- The amount of your funding is reviewed by Adult and Aging Services staff. You will receive an updated Caregiver Option Plan after each review showing you what services are authorized and the amount of funding for each service for the next review period.
- Future funding is based on your needs, the amount of services you are using, and funds available for the NDFCSP.
- If your use of services exceeds the amount of funding authorized on your Caregiver Option Plan, you will be responsible to pay any amount over what has been authorized.
- You are responsible to monitor your usage.
- If you have any questions about funding for your services, please contact Adult and Aging Services staff.

How long can I receive services through the program?

- Adult and Aging Services staff will contact you at least quarterly and meet with you at least annually to talk about your needs and your continued eligibility for

the program.

- Re-enrollment paperwork is completed by you and Adult and Aging Services staff annually in order for you to continue to receive services through the program.
- Please call Adult and Aging Services staff any time you have questions or if your caregiving situation changes.

Section 2: Respite Care and Respite Providers

What is respite care?

- Respite care means having someone else take care of your loved one to give you a brief period of relief or rest from providing 24-hour care and to take some time for yourself. Respite is not intended as a service to provide daily personal cares/homemaking tasks.
- The NDFCSP may pay for respite care services in either your home or an approved setting outside of the home.

Who can be paid to provide respite care?

- The program can pay the following individuals for respite care services:
- Qualified Service Providers (QSP)
- Qualified Family members
- Qualified Facility Settings
- A respite provider must not reside in the same home as the care recipient.

What is a Qualified Service Provider (QSP)?

- A QSP is an individual who has met the standards to provide respite care services to be enrolled as a QSP with the Department of Human Services.

Which relatives can be paid to provide respite care?

- A family member who can be paid for respite services is one of the following relatives, including current or former spouses of the following relatives:
 - A parent (not if the current caregiver)
 - An adult child (18 years or older)
 - An adult sibling (18 years or older)
 - An adult grandchild (18 years or older)
 - An adult niece or nephew (18 years or older)
 - Any relative over the age of 18

What if a non-relative or friend wants to become my respite care provider?

- Another individual of your choosing age 18 or older can enroll as a QSP with

the Department of Health and Human Services to be eligible to receive payment for respite care services from the NDFCSP. Adult and Aging Services staff can assist with this process.

Where can respite care be provided?

- In your home or in the home of an approved family member provider
- In the community
- Any of the following if they are an approved provider for the NDFCSP:
 - A licensed home care agency
 - An adult day services center
 - A licensed foster care home for adults
 - A nursing facility or memory care facility
 - A hospital swing bed facility
 - In an approved home of a provider with the proper home evaluation

How do I choose my respite care provider or agency?

- Adult and Aging Services staff will give you a list of QSP respite care providers who work in your community for you to choose from.
- You will be responsible to call, interview, and choose your respite care provider(s).

What happens after I pick my respite care provider or other provider?

- Tell Adult and Aging Services staff when you have chosen a respite care provider.
- Adult and Aging Services staff will make sure the providers are eligible to work with the NDFCSP.
- When choosing a provider, discuss with them which services you would like provided.
- The required forms must be completed prior to respite being provided.

Do I have to use just one respite care provider?

- You can use as many respite care providers as you wish. However, you will be responsible for monitoring the amount of respite used.
- You must let Adult and Aging Services staff know when you want to add or change respite care providers.

How do I schedule my respite care time?

- You make arrangements with the respite care provider to schedule your own respite care time.

Who pays for respite care time?

- Respite care providers keep a timesheet (NDFCSP Provider Service Log) of the day and time they spend in your home.
- You will be required to sign the NDFCSP Provider Service Log each time the respite worker provides care. (See an example of a NDFCSP Provider Service Log in the back of the Handbook.) This is to verify the respite service was provided.
- Your signature is not needed if you use an agency provider.
- The respite care provider sends the Provider Service Log to Adult and Aging Services staff for authorization of payment.
- If you go over the amount of respite authorized on the Caregiver Option Plan, private payment of those services will be billed by the provider directly to the caregiver.

Can respite care services be paid for while I am at work?

- The NDFCSP program standards do not allow for payment of respite care services if those services are being provided while you, the caregiver, are on the job; i.e. working at your place of employment, on a trip for business purposes, engaged in farm or ranch operations, etc.
- Caregivers who are working may be eligible for the NDFCSP if other eligibility requirements are met. The respite must be used during non-work hours.
- Caregivers are not eligible for the NDFCSP if they are working more than 20 hours per week.

Section 3: What a Respite Care Provider Can Do While Providing Respite Care

Can a respite care provider help with personal care?

- The respite care provider can help the care recipient with taking a bath, getting dressed and undressed, helping in the bathroom and other approved personal care services.

What other tasks can a respite care provider perform?

- The primary responsibility of the respite care provider is to assist the care recipient and to make sure they are safe. They may play games, visit, read, etc. with the care recipient.
- Taking the care recipient for a walk around the property or neighborhood is also allowed.
- Taking the care recipient on short community outings is allowed if the provider

has the proper documentation.

Can a respite care provider help cook meals?

- The NDFCSP allows for a respite care provider to fix a meal for a care recipient, including preparing freezer meals.
- The respite care provider may assist the care recipient with eating.
- The respite care provider is **not** allowed to give nutritional supplements through a feeding tube.

Can a respite care provider help with housecleaning and laundry?

- If the health and safety of the care recipient can be assured, the provider may complete routine housecleaning such as dusting, vacuuming, laundry, cooking or baking.
- If you need help with household tasks, beyond what respite providers can safely do, let Adult and Aging Services staff know and they will give you information on other services or agencies that are available to help with those tasks.

Can a respite care provider transport the care recipient?

- Authorized respite care providers can provide transportation out of the caregiver's home so the care recipient can participate in social or recreational activities.
- Mileage is not reimbursed but is included in the respite care rate.
- Examples of social/recreational activities include:
 - Transporting to an approved alternative respite setting outside of the home
 - Social activity, such as a community event or coffee/lunch
- Respite providers are not allowed to take the care recipient to medical appointments.
- Approved providers wishing to provide transportation must have completed the transportation section on their Provider Agreement.
- If the provider will be using your or another individual's vehicle to provide this service, the owner of that vehicle must provide proof of insurance and a written statement that they have given the provider permission to use the vehicle for this purpose. Provider must keep this information in their records and make it available upon request by Adult and Aging Services staff.

Can a respite care provider give medications?

- No, respite care providers can only help with self-administration of medication.
- You need to plan ahead if there are medications the care recipient must take in your absence. Place the medications in an accessible container for the care

recipient. The respite care provider can assist by doing the following:

- Remind the care recipient to take their medications
- Assisting the care recipient with proper positioning for taking the medication
- Assist by giving the care recipient fluids to swallow the medication

- The respite care provider is **not** allowed to give any medicine by injection, such as insulin.

Can a respite care provider do medical cares?

- No, providers are not medically trained. Therefore, they should not be doing activities such as wound cares, tracheotomy cares, catheter cares, feeding tubes, injections, etc.
- Caregivers and providers should have a conversation on expectations in case there is an emergency. For example, if there is a do not resuscitate (DNR), what information would be important to share with the paramedics if called, etc. You should have this information written and accessible to the provider.

Can a respite care provider assist care recipient with exercises?

- Respite care providers are **not** allowed to assist the care recipient with exercises unless they have the Global Endorsement of Maintenance Exercise.
- Assistance is limited to general observation of exercises which have been taught to the client.

Can a respite care provider accept money or gifts from me?

- Respite care providers are **not** allowed to ask for or take money or gifts from you. If you offer a gift or money, it cannot be accepted unless your respite care provider is a family member.
- If your respite care provider asks you for money or other property, please let Adult and Aging Services staff know as soon as possible.

Section 4: Service Provider Complaints

What if I have a complaint about a respite care provider or other service provider?

- It is important to your health and well-being that you are able to take breaks from providing care. We want you to have a good experience with program services. If you are not happy with any service you receive, please let Adult and Aging Services staff know as soon as possible.

- If your respite care provider does not show up on time, does not provide services in the manner you expect, does not treat you or your family with respect and consideration, please tell Adult and Aging Services staff.
- Adult and Aging Services staff is available to address any concerns you may have about your providers or services.

Section 5: Supplemental Services

What are Supplemental Services?

- Supplemental Services help caregivers with the cost of needed assistive safety devices or incontinence supplies. Supplemental Services must be authorized on the Caregiver Option Plan.
- Must first check with health insurance plan or other possible funding sources.
- You cannot access supplemental services if not accessing respite care.
- Incontinence supplies are products used for care recipients who have difficulty with bladder or bowel functions. These include:
 - Adult briefs or pads
 - Protective pads for bedding or furniture
 - Wipes
 - Gloves
- Prior approval is needed for all purchases of assistive safety devices and technology.
- Assistive safety devices may include, but are not limited to:
 - Commode/urinals/bedpan
 - Transfer belt
 - Adaptive dressing equipment
- Receipts are required for all purchases to be reimbursed.
 - Receipts must be legible. Please do not use a highlighter.
 - Dates must be visible on the receipts.
 - Receipts from ordered items must have the delivery and/or shipped dates and not just the order date.
 - Purchase your reimbursable items on separate receipts for ease of reimbursement.
- See attached handout at the end of the handbook as an example of acceptable receipts for reimbursement.

What if I need Supplemental Services?

- Discuss your needs with Adult and Aging Services staff to make sure devices or supplies qualify for reimbursement.
- The NDFCSP may be able to reimburse you, up to the authorized dollar amount, for the cost of supplemental services.

- The NDFCSP supplemental services dollars cannot be used as partial payment for an assistive safety device.

How are Supplemental Services paid for?

- When supplemental services are authorized by Adult and Aging Services staff, you purchase them and give the receipt to Adult and Aging Services staff.
- Adult and Aging Services staff will arrange for your reimbursement.

Section 6: Training Services

What kind of caregiver training is available?

- Caregiver training by qualified professionals (Occupational Therapist, Physical Therapist, Nurse, Nutritionist, etc.) can help you learn more about caregiving tasks. Examples of caregiver training may be, but are not limited to:
 - Helping lift the care recipient
 - Helping the care recipient in and out of bed
 - Helping the care recipient bathe
 - Help with managing behaviors
 - Making recommendations on selecting and using equipment to make caregiving tasks easier
 - Home safety evaluation
 - Providing information on a durable power of attorney or healthcare directives
 - Powerful Tools for Caregivers
 - Dementia services training

How could caregiver training benefit me?

- Training may help you become a more confident caregiver.
- Learning safe care practices may reduce the chance of causing injury to yourself or your loved one.
- Training may help you recognize the importance of self-care, health and wellness so that you can continue providing care for your loved one.

If I want caregiver training, what should I do?

- If there is training that would assist you in your caregiving role, please talk with Adult and Aging Services staff.
- Adult and Aging Services staff will work with you to find the right individuals to provide the training.

Is there special training for Caregivers of Individuals Who Have

Alzheimer's or a Related Dementia?

- If you are caring for an individual who has Alzheimer's or a related dementia, there are services that may be of benefit to you.
 - Adult and Aging Services staff can arrange for a Care Consultant from the Alzheimer's Association to meet with you and your family to talk about specific care needs for your loved one.
 - The Alzheimer's Association also provides caregiver training classes for individuals who are caring for an individual with Alzheimer's or a related dementia.
- Adult and Aging Services staff can give you more information about these services and trainings.

Is there special training for Caregivers to learn self-care during their caregiving journey?

- Powerful Tools for Caregivers (PTC) is an evidence-based, self-care education program for family caregivers. Below is a general summary of PTC:
 - Education program – not a support group
 - 6-week series of classes
 - Focus on caregiver self-care
 - Scripted curriculum
- Adult and Aging Services staff can give you more information about this training. Classes can be found on www.ndc3.org.

Section 7: Counseling Services

How could seeing a counselor benefit me?

- Providing 24-hour care can sometimes be challenging for caregivers. Examples of caregiver challenges may be, but are not limited to:
 - Caregiver stress and coping
 - End of life issues/grief counseling
 - Family relations/dynamics
 - Substance abuse
 - Decision making and problem solving
- Talking with a counselor may help you learn how to cope with some of the challenges you may be facing.
- Talking with a counselor may also help you make important decisions about future plans for the person who needs care (care recipient) or other family concerns.
- Adult and Aging Services Staff can give you more information about this service.

If I want to meet with a counselor, what should I do?

- Tell Adult and Aging Services staff you are interested in meeting with a counselor.
- Adult and Aging Services staff can assist you in locating an approved counselor.
- Once you choose a counselor, let Adult and Aging Services staff know so arrangements can be made to pay for your visits.
- The program may pay for up to 4 visits with a counselor during each enrollment period based on the Caregiver Option Plan dates.

How are counseling appointments made?

- You schedule your own appointments to meet with the counselor.

How are counseling appointments paid for?

- The counselor sends the bill directly to Aging Services staff for authorization of payment.
- If the caregiver has insurance that covers counseling, it should be the primary source of payment to avoid duplication of service.

Section 8: Denial or Termination of Services

Can I ever be turned down for services or have services stopped?

- You may be turned down for services or have your services stopped if:
 - The care recipient moves into a long-term care or assisted living facility.
 - Another family member/caregiver lives in the home and is able to provide support to the primary caregiver.
 - Care recipient is no longer living with the caregiver.
 - Care recipient is able to be left alone safely for more than 2 consecutive hours per day.
 - Respite is not used during a three-month period.
 - The needs of the caregiver or care recipient exceed the program's ability to safely provide the care or assistance.
 - You are using the NDFCSP funding to solely pay for in-home care instead of using the time as a break for yourself.
 - The caregiver or care recipient's behavior poses a threat of harm to the respite worker or others.
 - There are changes in your caregiving circumstances and eligibility requirements are no longer met. You must notify Adult and Aging Services staff when changes occur.
 - If you plan to leave the state for longer than 3 months, your FCSP services will be closed, and you will need to re-apply for services upon return to the state (i.e. snowbirds)

If you have any questions or concerns about the ND Family Caregiver Support Program and the services available to you, please do not hesitate to contact Adult and Aging Services staff in your area.

Section 9: NDFCSP Provider Service Log

This NDFCSP Provider Service Log is the billing form used by your respite care provider, home care agency or other service provider. An example of a completed NDFCSP Provider Service Log is on the following page.

For respite care services, the respite care provider completes the NDFCSP Provider Service Log. They enter each day they provide respite services as well as the time they arrive at and the time they leave your home.

If you are using an individual respite care provider, you are required to sign the form for each day the respite care provider was working in your home. If you are using an agency, nursing home, swing bed, day care program, counselor or trainer, you are not required to sign the NDFCSP Provider Service Log.

The provider sends the NDFCSP Provider Service Log to Adult and Aging Services staff for authorization of payment.

Payments are made directly to the provider by the Department of Health and Human Services.

If you have any questions or concerns about how your provider is completing the NDFCSP Provider Service Log, please contact Adult and Aging Services staff.



**NORTH DAKOTA FAMILY CAREGIVER SUPPORT
PROGRAM (FCSP) PROVIDER SERVICE LOG-INDIVIDUAL
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING SERVICES
SFN 135 (11-2023)**

Clear Fields

FOR OFFICE USE ONLY

<input type="checkbox"/>	Approved for Payment
Date	Total Amount Approved
Initials	Initials

Complete the entire form, sign and send the original copy to:

Aging Services Staff Aging Staff Name	Email Address XXX@nd.gov		
Address Aging Staff Address	City	State	ZIP Code

SECTION 1. INDIVIDUAL REQUESTING REIMBURSEMENT FOR SERVICES

Provider Name Jane Doe	Email Address janedoe@gmail.com	Telephone Number (701) 123-4567	
Address Provider Address	City	State	ZIP Code

SECTION 2. FAMILY CAREGIVER ENROLLED IN FCSP

Caregiver Name Name of Caregiver Caring for Care Recipient	Month and Year of Billing Period January 2026
Type of Service Received (Check One)	
<input checked="" type="checkbox"/> Respite Services <input type="checkbox"/> Supplemental Services (See Attached Receipts)	

Insert the day, the times of service, and number of hours or days of service that were provided to this caregiver.

11 Days x Established Daily Rate of \$ 27.36 = \$ 300.96 (Per day hourly reimbursement total cannot exceed the allowable maximum daily rate)

Total Amount Requested	\$300.96	FOR OFFICE USE ONLY Total Amount Requested
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SECTION 3. CERTIFICATION AND AGREEMENT OF PROVIDERS

This is to certify that the foregoing information is true, accurate, and complete. That services herein charged were actually rendered and were rendered under the conditions specified. I understand that payment and satisfaction of this claim will be from federal and or state funds, and accept, as payment in full, the amounts paid, and that any false claims, statements, or documents or concealment of a material fact, may be prosecuted under applicable federal or state laws.

By checking this box you certify that the information listed in the vendor registry is true and complete for your reimbursement request to be processed.

By typing my name below, I am signing this Provider Service Log electronically. I agree that my electronic signature is the legal equivalent of my handwritten signature.

Signature Provider Signature (electronic signature preferred)	Date 01/08/2026
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Caregiver's Guide for Supplemental Services Reimbursement:

1. Supplemental services are reimbursed at the end of the quarter **or** once you have reached the quarterly allowance. Receipts should be mailed or emailed (preferred) to Adult and Aging Services staff within 30-60 days of the end of the quarter. If emailed they need to be in JPG or PDF form.
2. All receipts must have the date. Please do NOT highlight or circle anything on the receipt. You may write your name on the bottom of the receipt.
3. Supplies **MUST** be purchased on a separate receipt from other non-covered items.
4. If you are ordering online, the receipt **MUST** include a **SHIPPED** or **DELIVERED** (preferred) receipt. Please see receipt below as an example.
5. Supplemental services that **are covered** include incontinence supplies for the care recipient such as depends, pads, wipes, gloves. Other incontinence items that are covered include waterproof mattress protectors or pads and commode liners. No creams, lotions, toilet paper or Kleenex. Additional incontinence supplies not listed here can be discussed with Adult and Aging Services staff on an individual basis.
6. If you need other equipment such as grab bars, shower chairs, hand-held shower heads, bed rails, monitors etc., you **MUST** contact Adult and Aging Services staff before purchasing to determine if we can get them through ND Assistive for free or if it is something we are able to cover through the FCSP. **No equipment or non-incontinence products will be reimbursed without prior approval.**
7. If you do not follow the guidelines above, it will result in a delay or denial of reimbursement for supplemental services. If you have any questions on any of the guidelines, please reach out to Adult and Aging Services staff.

Order Summary

Order placed July 25, 2025 Order # 112-3479947-111111

Ship to	Payment method	Order Summary
Caregiver Name	Visa ending in XXX	Item(s) Subtotal: \$55.98
Address	View related transactions	Shipping & Handling: \$6.99
City, State, Zip		Free Shipping: -\$6.99
United States		Total before tax: \$55.98
		Estimated tax to be collected: \$1.45
		Grand Total: \$57.43

Delivered July 29

Your package was left near the front door or porch.



Because Overnight Absorbency Pull Ups - Adult Disposable Incontinence Underwear, Extra Absorbent Nighttime Briefs for Men and Women, White, Small/Medium, 80 Count (4 Packs of 20)

Sold by: Because Market

1

Return window closed on August 29, 2025

\$35.99

Delivered July 29

Your package was left near the front door or porch.



32" x 36" Super Absorbent Bed Pads Disposable Adult Hospital Grade Ultra Thick and Leakproof Underpads for Elderly XXL Extra Large Chucks Incontinence Pads for Baby (25 Count)

Sold by: sunflo trade

Return window closed on August 29, 2025

\$19.99