

## NFCSP Grandparent Program - Guidelines

### 1. Client Eligibility

- a. In accordance with federal regulations, individuals 55 years and older are eligible to participate in Grandparent Program funded by Title III-E of the Older Americans Act.
- b. Services shall be targeted to persons with the greatest social and economic need, with particular attention to low income and minority elderly, who are actively raising their grandchildren. An individual's need for the service shall also be considered in determining preference.
- c. Eligible clients are those who have enrolled in the program by completing a Consumer Information & Assessment Form.

### 2. Grandparent Services

- a. Services provided to eligible clients shall include financial assistance of a one time per year. The \$350 payment to be used for grandparents raising grandchildren who live with them for such items as, but not limited to, eyeglasses, dental work, clothing, medical/prescriptions, or school supplies.
- b. All services are offered on a first come, first served basis, *except* requests by individuals for the same service more often than every three years will be considered only in the 4<sup>th</sup> quarter of the service program year to insure persons with first-time needs have readier access to the available funds.

### 3. Application for Service – Consumer Information & Assessment Form

- a. A Consumer Information & Assessment form shall be completed for all eligible individuals who request service. This can be accomplished by a telephone or personal interview with each client.
- b. In completing the form, the interviewer seeks information that will establish need and priority.
- c. The interviewer will consider whether other programs can assist the client. If so, the client may be referred to other available resources.
- d. The interviewer explains the contribution policy of the Title III-E grandparent program to the client upon the initial intake.

### 4. Targeting/Prioritization

- a. It is the policy to make every effort to distribute funding throughout the project year.
- b. Clients who are not selected for services due to limited funding are notified that, although they are eligible, they will be placed on a waiting list for available funding. Both new applications and the applications on the waiting list will be reviewed during the prioritization process.

### 8. Client Complaint Procedure

See the ECCOG Policies and Procedures Manual for client complaint procedure.