

**STATE OF NEVADA
DIVISION FOR AGING SERVICES**

**SERVICE SPECIFICATIONS
AGING AND DISABILITY RESOURCE CENTER**

Any exception to these Service Specifications must be requested in advance in writing and approved by the Deputy Administrator.

PURPOSE:

To promote quality of service, the Division for Aging Services (DAS) has established service specifications that contain general guidelines. DAS will use these service specifications as the basis for assessing program performance. The service specifications that each grantee must follow consist of GENERAL REQUIREMENTS, according to the funding source, and SERVICE-SPECIFIC REQUIREMENTS established for each funded service.

SERVICE DEFINITION:

This service provides information, assistance and access into long-term support systems for seniors, people with physical disabilities, caregivers, and those planning for future long-term support needs. The service includes indirect and direct representation of clients to obtain needed services and benefits.

SERVICE CATEGORIES AND UNIT MEASURES:

Aging and Disability Resource Center: A service for older individuals, people with physical disabilities, caregivers, and those planning for future long-term support needs that:

- A. provides current information on opportunities and services available to individuals within their communities;
- B. identifies the capabilities and barriers of individuals to meet their long-term care needs;
- C. advocates, as necessary, for their rights, interests, and benefits;
- D. links the individuals to the services and activities that are available;
- E. initiates the applications necessary for programmatic and financial eligibility determinations for identified publicly funded programs and monitors the status of submitted applications to their completion;
- F. ensures that individuals receive services needed to the maximum extent feasible by establishing adequate follow-up procedures; and

- G. informs individuals regarding applicable Medicare, Medicaid, long-term care and related topics through telephone contacts, written correspondence, and by direct counseling at other venues.

One unit of service equals one Information and Referral, Assistance and Advocacy, or Eligibility and Access contact by telephone, in person, or on behalf of an older individual or person with a physical disability. (Each case may involve several contacts with or on behalf of the individual.)

Reference the ADRC Appendix section for service definitions for Information and Referral, Assistance and Advocacy, and Eligibility and Access.

GENERAL REQUIREMENTS

The ADRC Operations Manual shall be used for all program definitions, instructions and regulations.

SPECIFICATIONS:

1. Required Services:
 - 1.1 Provide information and referral regarding long-term support options and resources to seniors, people with physical disabilities, caregivers, and those planning for future long-term care needs.
 - 1.2 Provide short-term assistance necessary to stabilize individuals and their families in times of immediate need through service brokering and navigation.
 - 1.3 Provide sufficient information for consumers to make informed choices based upon preferences.
 - 1.4 Assist individuals in obtaining financial and programmatic eligibility determinations for publicly-funded, long-term care programs.
 - 1.5 Upon availability, Division developed e-forms must be utilized.
 - 1.6 Obtain a signed consent form from the person requesting Assistance and Advocacy and/or Eligibility and Access service(s).
 - 1.7 Participate in partnership and educational opportunities with the State Health Insurance Assistance Program (SHIP), Medicare counseling program.

2. Service Prohibitions:

In addition to the Service Prohibitions stated in the *Division for Aging Services' Older American's Act Service Specifications-General Requirements*, staff shall not influence consumer choice.

3. Documentation Requirements:

- 3.1 For Information and Referral, collect consumer information, as made available, and the topics discussed.
- 3.2 For Assistance and Advocacy, and Eligibility and Access, maintain an individual case record, using a management information system designated and provided by the Division that documents the following:
 - 3.2.a. a summary of the client's problem or need;
 - 3.2.b. an assessment of the client's physical and mental ability and their support system to determine whether they are able to advocate on their own behalf in resolving their advocacy issue;
 - 3.2.c. a chronology and summary of actions taken to assist the client, including information and referral provided, assessments completed, applications completed, types of services provided, and any necessary documentation collected;
 - 3.2.d. follow-up verification of services received by clients; and
 - 3.2.e. copies of benefit applications and forms completed on behalf of the client.

4. Operating Procedures:

- 4.1 The program will participate in the development, updating and implementation of the ADRC Operations Manual by attending ADRC site meetings.

5. Training:

- 5.1. Staff and volunteers who serve as ADRC specialists must complete trainings offered or identified by the Division. Trainings are to focus on program regulations, eligibility criteria, documentation, and eligibility processes for publicly-funded programs. At a minimum, these programs will include:
 - 5.1.a. Nevada Medicaid;
 - 5.1.b. Nevada Medicaid Waiver for Independent Nevadans (WIN);
 - 5.1.c. Homemaker Program (Title XX);
 - 5.1.d. Community Home-Based Initiative Program (CHIP);
 - 5.1.e. Community Options Program for the Elderly (COPE);

- 5.1.f. Waiver for the Elderly in Adult Residential Care (WEARC);
 - 5.1.g. Assisted Living Waiver;
 - 5.1.h. State-Funded Independent Living Program;
 - 5.1.i. State-Funded Personal Assistance Services Program;
 - 5.1.j. Senior Rx Program;
 - 5.1.k. Disability Rx Program; and
 - 5.1.l. State Health Insurance Assistance Program (SHIP).
- 5.2. Staff and volunteers must receive 5 additional hours of relevant training each grant year.
 - 5.3. Staff and volunteers will receive training in crisis management and suicide prevention to include crisis assessment, identifying resources, service acquisition, and follow-up.
6. Quality Improvement:
- 6.1. A quality improvement survey will be provided by the Division for sites to administer to consumers of ADRC services.

AGING AND DISABILITY RESOURCE CENTERS

Appendix A

SERVICE CRITERIA

1. Information and Referral (I & R)

Information and Referral assures access to service delivery through:

- A. Information Provision – Provides information to an inquirer after a direct request. Information can range from a limited response (such as an organization's name and address), to detailed data about a community service (such as explaining how an intake system works for a particular agency), agency policies, and procedures for applications.
- B. Referral Provision – Provides I & R services in which the inquirer has one-to-one contact with the I & R specialist. The referral process consists of verbally assessing the needs of the inquirer, identifying appropriate resources, providing enough information about organizations to help the inquirer to make an informed choice, and helping inquirers locate alternative resources if a service is unavailable.
- C. Follow Up – The I & R specialist contacts the consumer to assure that services were provided and resolutions were achieved for identified needs.

2. Assistance and Advocacy (A & A)

Assistance and Advocacy, also known as Options Counseling, is a holistic service that attempts to find an array of services for the total needs of the consumer. A & A includes:

- A. Advocacy – Provides assurance that people receive the benefits and services to which they are entitled. A signed consent form is required from the consumer.
- B. Options Screening – Provides identification for and/or determination of benefit eligibility for a consumer. An initial screening determines the most appropriate agency for the service request, and a needs assessment identifies the service(s) needed.
- C. Planning for Care/Services – Provides identification for needed services for the consumer. Under the direction of the consumer, assists in the development of a plan to meet those needs. Assists the consumer in implementing the plan for service(s).
- D. Crisis Intervention – Provides assistance for people in crisis with assessment, identification of resources, service acquisition, and follow-up.

- E. Follow Up – The I & R Specialist contacts the consumer to assure that services were provided and resolutions were achieved for identified needs.

3. Eligibility and Access (E & A)

Eligibility and Access assists consumers in applying for publicly funded services, or referring consumers to public programs by:

- A. Identification of Benefits – Guides consumers in identification process of appropriate public benefits.
- B. Information Collection and Validity – Assists individuals with obtaining any verification documents required by the receiving entity. Assures that the information provided by the applicant is reasonable, reliable, and consistent with other statements made by the applicant, and verification provided.
- C. Assistance with Applications – Assists consumers in completing forms and applications for benefits.
- D. Consumer Consultation – Provides information and consultation to keep consumers informed of their responsibilities for each receiving agency, and any additional processes which may be necessary.
- E. Follow Up – Assures that the receiving agency has the application and required documents to streamline the process in a timely manner.
- F. Appeal Process – Assists the applicant with an appeal process, should an application be denied for service.
- G. Process Evaluation Sessions – ADRC personnel will participate in public agency evaluation sessions to address conflict or errors with consumer-submitted applications.

AGING AND DISABILITY RESOURCE CENTERS

Appendix B

PERSONNEL QUALIFICATIONS

Personnel performing functions of the Aging and Disability Resource Centers must be able to perform the service functions as outlined to be considered qualified. Specifically, personnel performing any level of service in the ADRC should exhibit:

1. The ability to relate to clients;
2. skill in interviewing, listening, assessing, documenting, planning, assembling resources, implementing service, and conducting follow up;
3. proficiency in communicating clearly, both verbally and in writing;
4. knowledge of community resources and service terminology; and
5. understanding of program eligibility requirements and ability to apply them in specific situations.