

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
NEVADA'S CARE CONNECTION:
AGING AND DISABILITY RESOURCE CENTERS**

Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.

PURPOSE:

To promote quality of service, the Aging and Disability Services Division (ADSD) has established service specifications that contain general guidelines. The service specifications that each grantee must follow consist of GENERAL REQUIREMENTS and PROGRAM-SPECIFIC REQUIREMENTS established for each type of funded service.

SERVICE DEFINITION:

This service provides person centered counseling to assist consumers in assessing the full range of long-term services and supports options for older adults, people with disabilities, caregivers and those planning for future long-term support needs. This service includes assessment, service planning, information, assistance and access into long-term support systems. It includes indirect and direct representation of clients to obtain needed services and benefits.

SERVICE CATEGORIES AND UNIT MEASURES:

Aging and Disability Resource Centers (ADRC) must document the following services using the ADSD-designated case management system:

ADRC Service Delivery: Provides older individuals, people with disabilities, caregivers and those planning for future long-term services and supports with information, assistance and access to services to meet their long-term support needs. There are three service deliveries within this category:

- Information & Referral – includes providing information only, to a consumer/caregiver, or referring the consumer/caregiver to another agency for services.
- Assessment – includes a comprehensive assessment of the consumer/caregiver's needs, preferences, values and existing supports that results in a person centered service plan.
- Eligibility & Access – includes assisting a consumer in pre-determining possible eligibility for public programs, application assistance, or document gathering.

One unit of service equals ¼ hour of time assisting a consumer/caregiver with long-term services and supports.

Education: Provides social service providers, healthcare professionals, community organizations, consumers, caregivers and other stakeholders with information regarding ADRC services and other long-term support services as deemed necessary. This service is used only to track marketing and outreach efforts.

One unit of service equals ¼ hour training/educational meeting in a group setting.

GENERAL REQUIREMENTS:

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

SPECIFICATIONS:

1. Eligibility:

- 1.1 Any consumer planning for long-term support services including older adults, people with disabilities, caregivers and anyone else planning for future long-term care needs.

1.1.1 For additional eligibility considerations see “Required Services.”

2. Required Services:

Aging and Disability Resource Centers may provide direct service in one or more of the following Programs:

- 2.1 Options Counseling – comprehensive, interactive decision support process that examines a consumer’s needs, preferences, values and strengths, which results in a person centered service plan. Priority is given to consumers who are at or above 150% of the federal poverty level, unpaid caregivers, and consumers who are experiencing a life change.
- 2.2 Care Transitions – a temporary service offered to stabilize consumers in their homes after an acute care hospital stay. This service program is also used to provide nursing home diversion/transition services to consumers at risk of or currently in a skilled nursing facility placement. Priority is given to consumers who have had multiple hospital readmissions in a six month time period.
- 2.3 Caregiver Support – any service offered directly to support unpaid caregivers in their caregiving role. This could include information, assessment and access for respite, health management, caregiver training, or any caregiver support service.
- 2.4 Information & Referral/Assistance – basic information, referral and benefits access for services (public or private).
- 2.5 VD-HCBS – The Veteran-Directed Home and Community-Based Services (VD-HCBS) are available to veterans selected by the Veterans Administration in partnership with the Division. This service provides support to veterans in a self-directed option to access home and community-based services. (pending approval of VA Provider Agreement)
- 2.6 Medicaid Services – Any of the available ADRC Services provided directly to or on behalf of Medicaid eligible consumers. (dependent on Medicaid provider eligibility)

3. Service Prohibitions:

- 3.1 In addition to the Service Prohibitions in ADSD's General Service Specifications, staff shall not influence consumer choice.
- 3.2 When an organization has existing programs or services that may overlap or connect with the ADRC services, they must establish procedures for delineating between ADRC services and existing service delivery in close coordination with the ADRC Project Manager and the assigned Resource Development Specialist.

4. Documentation Requirements:

- 4.1 For every identified client, collect and document consumer information, as made available, and the topics discussed, including any follow up conducted, and enter into the management information system designated and provided by the Division.
 - 4.1.1 Utilize the level 1 Intake Assessment made available by the Division.
- 4.2 For Options Counseling:
 - 4.2.1 Utilize the level 2 Options Counseling Assessment.
 - 4.2.2 Utilize the Plan of Services template.
 - 4.2.3 Maintain an individual case record, using a management information system designated and provided by the Division that documents the following:
 - A summary of the client's problem or need;
 - 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; and
 - Follow-up activities related to the verification of services received by clients.
- 4.3 For Marketing and Outreach efforts, the program must maintain a log of events that includes the Name/Type of Event, Number of Attendees and Date of the event within the designated management information system.
 - 4.3.1 Backup documentation including flyers, sign in sheets, or other materials as available should be maintained by each ADRC.
- 4.4 The ADRC program has specific quarterly and semi-annual reports that are required by the Division; these reports are in addition to the reports required in the General Service Specifications.

- 4.5 The program will pursue and document formal partnerships with community stakeholders, critical pathway providers, social service agencies and other entities to strengthen ADRC services in their service region.

5. Operating Procedures:

- 5.1 The ADRC Operations Manual will be used to define operations at each site.
- 5.2 The program will participate in the development, updating, implementation and adherence of the ADRC Operations Manual by attending ADRC site meetings.
- 5.3 The program will have staff designated for the roles of Intake, Options Counseling, Benefits Access, Training/Outreach and Program Oversight.
- 5.4 The program will implement strategies to increase capacity in coordination with the Division which may include match (cash or in-kind), volunteer programs and other such strategies.

6. Training:

- 6.1 Staff and volunteers 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:
 - 6.1.1 Nevada Medicaid State Plan and Waiver Services (i.e., Waiver for Independent Nevadans, Home and Community-Based Waiver for Frail Elderly, Katie Beckett and traditional Medicaid);
 - 6.1.2 The full range of ADSD programs (i.e., Homemaker Program, Personal Assistance Services, State Prescription Assistance Programs, etc.);
 - 6.1.3 Division of Public and Behavioral Health programs, including Substance Abuse Prevention programs; and
 - 6.1.4 Division of Welfare and Supportive Services Programs including Supplemental Nutrition Assistance Program, Temporary Assistance to Needy Families (TANF) and Energy Assistance Program.
- 6.2 ADRC staff designated as Options Counselors and Benefits Access Specialists must maintain State Health Insurance Assistance Program (SHIP) certification.
- 6.3 All new ADRC staff must complete the ADRC Learning Path within 60 days of hire and then a minimum of every other year thereafter.
- 6.4 Staff and volunteers must receive five additional hours of training related to long-term services and supports, person centered planning or future planning each grant year.

6.5 Upon employment and a minimum of every other year thereafter, staff and volunteers will receive training in crisis management and suicide prevention to include crisis assessment, identifying resources, service acquisition, and follow-up.

7. Quality Improvement:

7.1 A quality improvement survey will be provided by the Division for sites to administer to all consumers of ADRC services. This supersedes the performance indicator survey requirement in the ADSD General Service Specifications.