

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

**SERVICE SPECIFICATIONS
GENERAL REQUIREMENTS – ALL FUNDING SOURCES
(Aging Services Programs)**

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:

The Aging and Disability Services Division (ADSD) has been authorized under the Older Americans Act (OAA) to award grant funds to governmental, private and non-profit agencies for the purpose of providing services to individuals age 60 and older, or as age or eligibility is otherwise established under OAA Titles III-C and III-E.

Furthermore, ADSD has been authorized under Nevada Revised Statute (NRS) 439.630 to award Tobacco Settlement funds to governmental, private and non-profit agencies for the purpose of providing services in Nevada to individuals age 60 and older, or as age or eligibility is otherwise established below, to assist with independent living, including programs that provide:

- (1) respite care or relief to informal caregivers, including, without limitation, informal caregivers for persons of any age who are living with Alzheimer's disease or other dementia;
- (2) transportation to new or existing services to assist senior citizens in living independently; and/or
- (3) care in the home that enables senior citizens to remain at home instead of in institutional care.

To promote quality of service, 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.

GENERAL REQUIREMENTS:

- A. Grantees awarded funds through the Older Americans Act, Titles III-B, III-C, III-D and III-E, are required to meet all standards and requirements established in the Older Americans Act, subsequent Amendments and Regulations.
- B. Pursuant to Nevada Revised Statute (NRS) 200.5093, all grantees must report suspected elder abuse, neglect, isolation and/or exploitation no later than 24 hours after such knowledge is obtained. The program may be subject to cancellation of the grant award, or ADSD may withhold funds, if any staff member, volunteer or director of a program is convicted of elder abuse.

- C. Pursuant to NRS 202.2491(1)(c)(1), all grantees must comply with state law regarding smoking in public places.
- D. Grantees must comply with fiscal management policies issued by ADSD in the most current *Program Instructions - Nevada (PINs)*.
- E. The grantee shall hold harmless, defend and indemnify the State of Nevada, Department of Health and Human Services and the Aging and Disability Services Division from any and all claims, actions, suits, charges and judgments whatsoever that arise out of the grantee's performance or nonperformance of the services or subject matter called for in the grant agreement.
- F. Grantees will establish outreach activities that assure the maximum number of eligible individuals have the opportunity to participate.
- G. Programs will be established and administered with the advice of older individuals who participate in the program.
- H. Grantees must notify ADSD, within one business day, of any major safety or public health issues or incidents involving clients or staff of grant-funded services, as well as any unusual occurrence that prevented or delayed the provision of the grant-funded service, such as inclement weather or facility malfunctions.

SPECIFICATIONS:

- 1. Eligibility for Older Americans Act (OAA), Titles III-B, III-C, III-D and III-E Funded Programs:
 - 1.1 Persons served with OAA funds must be 60 years of age or older, except under Titles III-C and III-E, as outlined below.
 - 1.2 Persons served with Title III-C nutrition grant funds must be:
 - (1) Sixty (60) years of age or older;
 - (2) the spouse of an individual who is 60 years of age or older;
 - (3) a person with a disability who resides with an individual age 60 or older; or
 - (4) an individual of any age who provides volunteer services during the congregate meal hours.
 - 1.2.a Additionally, congregate meals may be made available to individuals with disabilities, who are under age 60 and reside in housing facilities occupied primarily by older individuals at which a congregate meal site has been established.

- 1.3 Persons served a Title III-C Home-Delivered Meal must be homebound due to illness, disability or geographic isolation, and unable to attend a congregate meal site, except as noted in 1.2 (2) and (3).
 - 1.3.a Spouses and co-occupants with a disability may only be served a home-delivered meal if the eligible individual, age 60 or older, is receiving home-delivered meals.
- 1.4 Persons served with Title III-E National Family Caregiver Support Program funds, (depending on the type of service funded) must be:
 - 1.4.a Family caregivers of individuals age 60 and older (or other individuals as outlined in 1.4.a.1), or grandparents or older individuals who are relative caregivers of a child.
 - 1.4.a.1 Family caregivers of a person living with Alzheimer’s disease or a related dementia may be served regardless of the age of the person with dementia.
 - 1.4.a.2 “Grandparent or older individual who is a relative caregiver” is defined as a grandparent or step-grandparent of a child, or a relative of a child by blood, marriage, or adoption who is age 55 or older, but not the natural parent, step-parent or adoptive parent of the child. Additionally, the caregiver must live with and be the primary care source of the child.
 - 1.4.a.3 “Child” is defined as an individual who is not more than 18 years of age or who is an individual with a disability.
2. Eligibility for Independent Living Grant (ILG) Funded Programs:
 - 2.1 Persons served with Independent Living Grant funds must be age 60 or older. Concerning respite care, an exception to the age requirement, without limitation, is for informal caregivers of any person living with Alzheimer’s disease or other dementia regardless of the age of the person.
 - 2.1.a "Informal caregiver" shall mean the family member or other natural person who normally provides or contributes to the daily care or supervision of an individual who is frail and/or is living with a disability or debilitating disease, outside the framework of organized, paid, professional work. Such informal caregiver may, but need not, reside in the same household as the care recipient.

3. Additional Eligibility Guidance – All Funding Sources:

- 3.1 Non-citizens, regardless of their alien status, must not be banned from services authorized by the Older Americans Act and wholly or partially funded with Federal resources or Independent Living Grant funding based solely on their alien status.
- 3.2 Proof of age and/or income is not required as a condition of receiving Older Americans Act-funded services. This also applies to other funding sources unless otherwise outlined in the Program-Specific Service Specifications, or other subaward document.

4. Targeting:

- 4.1 Grantees are required to target services to older individuals at risk for institutional placement and individuals with greatest economic and social need, with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.
 - 4.1.a “Low-income” is defined as having an income that is at or below 100% of the current Federal Poverty Guidelines.
- 4.2 ADSD will provide guidance to programs in developing a Targeting Plan during the grant application process. The Targeting Plan contained in the approved grant application must be implemented.
 - 4.2.a Documentation of the Targeting Plan activities and any other targeting activities provided during the grant year shall include:
 - (1) Copies of publicity and outreach materials distributed, including locations and dates of distribution;
 - (2) dates of outreach contacts, including name of agency contacted, name and title of contact, and brief description of the outcome of the contact;
 - (3) dates of special events and purpose;
 - (4) a brief narrative updating targeting projects that involved multiple steps; and
 - (5) other documentation necessary to demonstrate that the Targeting Plan has been implemented.

5. Documentation and Reporting Requirements:

- 5.1 Grantees are required to meet the reporting requirements for OAA-funded programs as established by the Administration on Aging under the National

Aging Program Information System (NAPIS), and for ILG-funded programs as established by ADSD.

5.1.a Grantees are required to submit all applicable reports and/or complete data entry per the Division's Grantee Reporting Schedule.

5.2 Programs shall:

5.2.a Update registration forms for all active clients in the first quarter of the fiscal year and complete registration forms on new clients as they enter the program. Any deviation from this schedule must be approved by ADSD. Clients must sign and date the registration form indicating that the information provided is correct.

5.2.a.1 Income self-determinations are to be based only on the client and the client's spouse, as applicable. Including other family income to determine poverty level status is not allowed.

5.2.b Enter client information into the Social Assistance Management System (SAMS) as it is made available to the program on the client registration form. The information entered into SAMS must be accurate and kept up-to-date.

5.2.c Provide each client with the *Notice of Privacy Practices* made available by ADSD, unless the client has received the *Notice* from another ADSD-funded program, as noted in SAMS.

5.2.c.1 Each active client must receive the *Notice* annually.

5.2.c.2 The client's date of receipt is to be recorded in the Custom Fields area of his/her SAMS consumer file. Update the date each year for all active clients.

5.2.d Develop and maintain a tracking system for recording the units of service provided to each client daily (e.g., daily sign-in sheets, time sheets, logs or client files).

5.2.e Enter units of service provided by the program into the SAMS database by the 10th day of the month following the month in which service was provided.

5.2.e.1 All fixed-fee and OAA Title III-C nutrition programs are required to utilize the Daily Unit Details feature in SAMS to record specific dates on which a unit of service was delivered.

6. Operating Procedures - Grantees are required to submit a written copy of the following operating policies/procedures to ADSD as requested, or when a revision has been made:
 - 6.1 Client Cost Sharing and Donation Procedures:
 - 6.1.a The opportunity to make confidential, voluntary, non-coercive contributions is required. Means testing and denial of service based on non-contribution are prohibited.
 - 6.1.b Establish procedures to protect the privacy and anonymity of individuals regarding their contributions.
 - 6.1.c A suggested donation amount shall be established for services provided through the grant(s).
 - 6.1.d A non-coercive, monthly “participant letter” may be sent to clients, as an alternative contribution collection process. The letter must stress that it is not a statement or bill and service will not be denied if the client chooses not to contribute. The participant letter may only include the number of units of service (e.g., meals, rides, hours, etc.) provided to the client for one month and the recommended contribution amount.
 - 6.1.e A consumer may be encouraged to share the cost of services based on a specific program's sliding-fee schedule. Sliding-fee schedules must be submitted to ADSD for review and approval prior to implementation. (PIN 30)
 - 6.1.e.1 Cost sharing with specific safeguards will be allowed for limited supportive services. However, cost sharing will not be allowed for information and assistance, outreach, benefits counseling, case management, legal assistance, congregate and home-delivered meals, services provided by tribal organizations or services to individuals with incomes at or below 185% of the current Federal Poverty Guidelines. (Appendix 3 of PINS)
 - 6.2 Advocacy, Information and Referral Procedures:
 - 6.2.a Grantees are required to establish, acquire or develop, and utilize a comprehensive list of resources available to seniors within their service area.
 - 6.2.b Grantees are required to maintain current program information on the Aging and Disability Resource Center (ADRC) website, www.nevadaadrc.com, and include ADRC program and contact information in their Advocacy, Information and Referral policy.

6.2.c Any client who needs or requests assistance in completing a referral shall be provided an appropriate level of assistance.

6.3 Client Grievance Procedure:

6.3.a A formal grievance procedure must be established for occasions when the client is not satisfied with efforts made by the program to resolve concerns. The formal procedure must clearly define the steps that the program will take to resolve formal complaints. The procedures must:

- (1) specify that complaints are to be submitted in writing;
- (2) provide for an impartial review;
- (3) ensure that complaints are acted on in an expeditious manner;
- (4) stipulate that assistance will be available to clients who require help in preparing a written complaint; and
- (5) be presented to a client or his/her representative upon request.

6.3.b Grantees who contract with other agencies for the provision of services must establish a procedure to ensure that client complaints are directed to the grantee agency. A complaint tracking system must be maintained to include:

- (1) date of complaint;
- (2) client's name, address and telephone number;
- (3) client's perception of the problem;
- (4) date of follow-up with the contractor; and
- (5) action taken to resolve the complaint.

6.4 Procedure for Suspension or Termination of Clients from Service:

6.4.a A suspension or termination is to be undertaken only after all other reasonable measures for resolving a concern have been exhausted. Whenever feasible, clients are to be placed on temporary suspension. Suspension or termination of a client from a federally funded, OAA program without just cause represents a violation of the client's civil rights.

6.4.b Grantees are required to establish a written procedure that defines the steps that will be taken to suspend or terminate clients from service. The procedure must contain the following provisions:

- (1) procedure for warning the client prior to suspension;
- (2) description of behaviors that are considered grounds for suspension or termination, if circumstances allow;
- (3) documentation of incidents;

- (4) provision of written notification of suspension/termination to the client;
and
- (5) client appeal process.

6.5 Emergency Procedures:

- 6.5.a Grantees are required to develop written procedures for staff to follow in addressing client medical emergencies. The procedures must address the basic steps staff members need to take in responding to an actual or potential emergency. Programs providing services in the homes of clients should also develop procedures when clients do not answer the door or cannot be located during a scheduled visit.
- 6.5.b When services are provided in a facility, grantees are required to develop written emergency procedures for fire, flood, earthquake, bomb threat, physical assault/threat and other natural and technological disasters that might require emergency response and/or evacuation of the facility.
- 6.5.c If a life-sustaining service, such as home-delivered meals, is provided, grantees are required to develop a plan for continuing services during or after an emergency, which may include written agreements with other agencies to provide services if the grantee is non-operational.
- 6.5.d Grantees are required to work with governmental agencies during emergencies to ensure the safety of clients and others in the immediate community or adjacent affected communities.

6.6 SAMS Procedures:

- 6.6.a Grantees must develop written, internal procedures for program staff on entering required data elements into the most current version of SAMS. The basic purpose of these procedures is to create continuity of program operation.
 - 6.6.a.1 Grantees are responsible for training their personnel on SAMS data entry procedures.
 - 6.6.a.2 Procedures must address, at a minimum, the basic steps of inputting data, ensuring data is accurate and complete, and correcting inaccurate or incomplete information in the system.
 - 6.6.a.3 Aging and Disability Resource Center (ADRC) grant recipients are exempt from this requirement due to the existence of an ADRC-specific SAMS Manual. However, ADRC grantees must create a manual for any other ADSD-funded services that require data entry in SAMS, if applicable.

7. Training:

7.1 Elder Abuse Awareness:

7.1.a Grantee staff and volunteers providing direct service to seniors shall be provided with an annual training on recognizing the signs of elder abuse and the Nevada Elder Abuse Law (NRS 200.5092 - 200.5099). ADSD-approved, online elder abuse training must be used, unless ADSD Elder Protective Services staff, or other ADSD-approved trainer, is available to provide an in-service training.

7.1.a.1 Approved online elder abuse awareness training is available at http://adsd.nv.gov/Programs/Grant/Addtl_Info/Elder_Abuse_Awareness_Training/.

7.1.a.2 Documentation of training provided must be available for review at the request of ADSD and must include:

- (1) Date of training;
- (2) Signatures of staff and/or volunteers in attendance; and
- (3) Method of training (Online vs. In-Service)
 - a. In-service documentation must also include the name and title of the trainer.

8. Quality Improvement:

8.1 Grantee Performance Review:

8.1.a Programs will develop and implement pre and post performance indicator surveys to assess the impact of the services provided to the client and/or caregiver. New clients will be asked to complete a pre-survey upon entering the program, with the post-survey given as a follow-up within six (6) months of the first survey. Survey questions are subject to the approval of the Aging and Disability Services Division.

8.1.b The program shall establish an annual method to determine consumer satisfaction with service through questionnaires or some other means. The results of the quality improvement review must document the process, instruments used and individuals involved. Program deficiencies found must be documented and a plan of correction must be developed.

8.2 Sub-Contractor Performance Review:

8.2.a Grantees who contract with other agencies for the delivery of service must develop objective criteria to evaluate the performance of the contractor. Performance evaluations must be conducted and documented annually.

9. Special Compliance Requirements:

9.1 Confidentiality:

9.1.a Grantees must obtain a client's informed consent prior to disclosing information about the client to other agencies.

9.1.a.1 In compliance with the Aging and Disability Services Division's *Program Instructions – Nevada, PIN 2*: The Division's ability to evaluate the grant will not be denied or hindered. This includes access to any document or record that is pertinent to administering the program. This also includes the right to interview participants/clients, grantee personnel and program staff and volunteers, in accordance with confidentiality regulations.

Providers of legal assistance are not required to reveal any information to ADSD that is protected by attorney-client privilege.

9.1.b Grantees must establish procedures to limit access to client records to appropriate staff and ensure that client records are stored in a secure manner.

9.2 Grantees that utilize volunteers to perform services related to the grant-funded program shall purchase volunteer insurance coverage that includes, at a minimum, what is required by Nevada Risk Management, Insurance and Loss Prevention. The ADSD Guidance, based on the Nevada Risk Management requirement for Insurance and Loss Prevention is posted in Appendix B of this document. (Updated March 10, 2015)

9.3 Waiting Lists:

9.3.a Grantees are required to establish a waiting list policy that will be activated in the event that demand for service exceeds the program's capacity.

9.3.a.1 The policy must outline the grantee's procedure for determining priority status of individuals on the waitlist. Individuals in the target population receive priority (see Targeting 4.1). Those in the target population who are at risk for institutional placement are to receive the highest priority status.

9.3.a.2 The policy must include a procedure for updating the continued service needs of clients placed on the waiting list.

9.3.b A waiting list is to be established only after all other measures for improving the efficiency of the service delivery system have been examined and, when feasible, implemented. Waiting list documentation must include, at a minimum, the:

- (1) client's name, address, and telephone number;
- (2) date the client was placed on the waiting list;
- (3) description of each client's need for service; and
- (4) client's priority status.

9.4 Service Prohibitions:

9.4.a Staff shall not:

- (1) Accept tips, gifts, loans or fees from clients.
- (2) Smoke in clients' homes or while transporting clients.
- (3) Purchase alcohol or illegal substances for clients.
- (4) Borrow the client's car or other personal belongings.
- (5) Bring family members, other people or pets to the client's home without the client's permission and supervisory approval.
- (6) Eat the client's food.

9.5 Safety:

9.5.a The grantee cannot assign staff, volunteers or contractors to work in conditions that jeopardize their safety.

9.5.a.1 Staff shall not be required to enter a client's home if it appears to be an unsafe work environment.

9.5.b A program supervisor, or his/her designee, will supervise volunteers.

9.5.c Prior to providing services, staff and volunteers who have direct contact with clients, enter a client's home or provide transportation, are required to undergo a background check. This helps ensure client safety and demonstrates there is no recorded criminal history that indicates a potential threat to clients served.

9.5.c.1 If the background check returns a record of criminal history and the employee or volunteer indicates that record is incorrect, he/she will be given 30 days to correct the record prior to any action being taken to suspend or terminate employment or volunteerism. These individuals must be directly supervised during the 30-day period of review.

- 9.5.c.2 Conviction of the crimes found in NRS 449.174, 1(a) (1-15), will disqualify persons from working or volunteering for programs funded by the Aging and Disability Services Division (ADSD).
- 9.5.c.3 An individual who refuses to consent to a background or criminal registry check is ineligible to work or volunteer in programs funded by ADSD.
- 9.5.c.4 Individuals for whom the background check results are pending, may be enrolled as a volunteer, but may not have unsupervised access to clients until satisfactory results are received.
- 9.5.c.5 Documented results from a valid, fingerprint-based background check, completed within 12 months by another entity, may be used to determine eligibility to work or volunteer in programs funded by ADSD.
- 9.5.c.6 Employees and volunteers working in programs funded by ADSD must sign a Self-Declaration Regarding Criminal Conviction form (Appendix A), one year after the completed background check, and on an annual basis thereafter.
- 9.5.c.7 Professionals are exempt from this requirement if they are licensed and bonded.
- 9.5.c.8 Individuals who receive direct, in-person supervision while in contact with clients are exempt from this requirement.

APPENDIX A

AGING AND DISABILITY SERVICES DIVISION

SELF-DECLARATION REGARDING CRIMINAL CONVICTION (For Grantee Staff and Volunteers)

The undersigned employee or volunteer declares that he or she has **never** been convicted of **any** of the following offenses:

Without a time limitation:

- Murder, voluntary manslaughter or mayhem, or kidnapping.
- Sexual assault, sexual seduction, incest, lewdness, indecent exposure or any other sexually related crime.
- Robbery, attempt to kill, battery with intent to commit a crime or administration of a drug to aid commission.
- Dueling or challenges to fight.
- False imprisonment or involuntary servitude.
- Assault or battery.
- Abuse or neglect of children per NRS 200.508 through 200.5085.
- Abuse, neglect, exploitation or isolation of older persons or vulnerable persons.
- Harassment, stalking or hazing.
- Any offense against a minor dealing with pornography per NRS 200.700 through 200.760.
- Any offense against public decency and good morals under provision NRS 201.015 through NRS 201.560.
- Any offense against the executive power of the State in violation of NRS 197.
- Any offense against the legislative power of the State in violation of NRS 198.
- Any offense against public justice in violation of NRS 199.

Within the immediate, preceding 7 years:

- Criminal neglect of patients per the Nevada Revised Statutes (NRS) 200.495: Any offense involving arson, fraud, embezzlement, burglary, robbery, fraudulent conversion or misappropriation of property.
- Any other felony involving the use of a firearm or other deadly weapon.
- A violation of NRS 484.377 involving reckless driving.

Within the preceding year:

- A violation of any federal or state law regulating the possession, distribution or use of any controlled substance or any dangerous drug as defined in chapter 454 of NRS.

Print Name

Signature

Date

In the event that you have been convicted of any or all of the listed crimes, attach a statement providing the date(s), time(s), location(s), circumstance(s) and dollar amount of fine(s), including any conditions of your parole and/or probation.

A CRIMINAL CONVICTION IS NOT A BAR TO EMPLOYMENT OR VOLUNTEERING. EACH CASE IS CONSIDERED ON ITS INDIVIDUAL MERITS.

FAILURE TO PROVIDE TRUTHFUL, CORRECT AND TIMELY INFORMATION IS GROUNDS FOR TERMINATION OF EMPLOYMENT, VOLUNTEER SERVICE OR REJECTION OF AN EMPLOYMENT OR VOLUNTEER CANDIDATE.

APPENDIX B

Volunteer Insurance Requirements, Per Item 9.2

INSURANCE SCHEDULE - Unless expressly waived in writing by the Nevada Aging and Disability Services Division (ADSD), the Grantee must procure, maintain and keep in force for the duration of the Grant, insurance conforming to the minimum requirements specified below. Each insurance policy shall provide for a waiver of subrogation against the State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307, for losses arising from work performed or provided by or on behalf of the Grantee.

A. **Commercial General Liability – Occurrence Form**: The Policy shall include bodily injury, property damage and broad form contractual liability coverage.

- General Aggregate \$2,000,000
- Products – Completed Operations Aggregate \$1,000,000
- Personal and Advertising Injury \$1,000,000
- Each Occurrence \$1,000,000

B. **Workers’ Compensation and Employer’s Liability Insurance**: The policy should cover both grantee’s employees and volunteers providing services under this grant.

1. Grantee shall provide proof of worker’s compensation insurance as required per Nevada Revised Statutes Chapters 616A through 616D inclusive.
2. If the Grantee qualifies as a sole proprietor as defined in NRS Chapter 616A.310, and has elected to not purchase industrial insurance for himself/herself, the sole proprietor must submit to the granting agency, a fully executed “Affidavit of Rejection of Coverage” form under NRS 616B.627 and NRS 617.210.

C. **Commercial Automobile Liability**: (Not applicable for those grants that do not involve transportation services.)

The policy shall cover Bodily Injury and Property Damage for any owned, hired, borrowed and non-owned vehicles used in the performance of services under this grant. Minimum limits are listed below.

- Combined Single Limit (CSL) \$500,000

1. Grantees shall verify all employees and volunteers have current, valid driver’s licenses and automobile liability insurance on their personal vehicles, as required by law when utilizing their own personal vehicle to provide transportation services.

VERIFICATION OF COVERAGE: Grantee shall furnish the State with certificates of insurance (ACORD form or equivalent approved by the State) as required by this Grant. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates required by this Grant shall be sent directly to the grantee’s ADSD Resource Development Specialist when initiated or renewed. The State’s grant program and project description shall be noted on the certificate of insurance.