

AAA Information and Assistance Worksheet					Section 05-I&A
Review Section:	Requirement Reference	Available On-site	Review Questions	Compliance Yes/No	On-site Training Area: If "No" identify issue, list Training, and set Outcome (Outcome is what needs to be implemented)
D5-IA-01	IG I&A pg 4	Provide ICOA with a list of materials used to train I&A staff.	Does AAA provide training to I&A staff to ensure proficiency of the program, services, rules, regulations, policies and procedures?		Issue: Training: Outcome:
D5-IA-02	IG I&A pg 4	Provide a list of I&A staff and the training that they have completed.	Are any I&A staff AIRS certified?		Issue: Training: Outcome:
D5-IA-03	IG I&A pg 3	Provide a description how I&A is documenting denial or termination of services.	Are applicants notified in writing of the reason for denial or termination of service, and the right to appeal if the consumer was formally assessed and determined to be ineligible for the service?		Issue: Training: Outcome:
D5-IA-04	PM 7.1.2. and 7.1.3	Determine through staff interview and documentation	Does I&A use I-CAT for client screening and to make appropriate referrals (including Adult Protection, Ombudsman and Case Management)?		Issue: Training: Outcome:
D5-IA-05	IG I&A pg 2	Determine through staff interview and documentation	Does the AAA complete the intake process prior to transferring a person of authority (such as a person from a financial institution, prosecutor, judge, any member of the judiciary or law enforcement) to Adult Protection or Ombudsman staff?		Issue: Training: Outcome:
D5-IA-06	IG I&A pg 3	Determine through staff interview and documentation	Does I&A attach the denial and termination letter to consumer file in SAMs?		Issue: Training: Outcome:
D5-IA-07	IG I&A pg 3	Determine through staff	Are all consumer I&A files electronic?		Issue: Training: Outcome:
D5-IA-08	IG I&A pg 3	Determine through staff interview and documentation	Does I&A conduct a follow-up within the first 60 days of the initial screening date and annually thereafter, as long as the service authorization remains active?		Issue: Training: Outcome:

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D5-IA-09	IG I&A pg 3	Determine through staff interview and documentation	Does I&A use the follow-up task to determine 1. that needed services are received 2. the need for continued eligibility 3. the need for additional referrals?		Issue: Training: Outcome:
D5-IA-10	PM 7.1.4.	Determine through staff interview and documentation	Does the AAA maintain information about the purpose, date of incoming calls, and referral to other providers?		Issue: Training: Outcome:
D5-IA-11	PM 7.2.4.; IG I&A pg 3	Determine through staff interview and documentation	Does I&A use the follow up form in the I-CAT?		Issue: Training: Outcome:
D5-IA-12		Determine through staff interview and documentation	Does I&A use the SAMs classification types to record the different types of consumer contacts? E.g. (walking, telephone conversation, email correspondence, or postal service, etc.)		Issue: Training: Outcome:
D5-IA-13	IG I&A pg 2	Determine through staff interview and documentation	Does I&A utilize the dropdown selection in SAMs to identify any emergency calls that were referred to 911?		Issue: Training: Outcome:
D5-IA-14	IG I&A	Determine through staff interview and documentation	Are applicants notified in writing of the reason for denial or termination of service, and the right to appeal if the consumer was formally assessed and determined to be ineligible for the service?		Issue: Training: Outcome:
D5-IA-15	IG I&A	Determine through staff interview and documentation	Does I&A staff participate in all training necessary to ensure proficiency of the program, services, rules, regulations, policies and procedures?		Issue: Training: Outcome:
D5-IA-16	IG I&A	Determine through staff interview and documentation	Does I&A staff participate in all training necessary to ensure proficiency of the program, services, rules, regulations, policies and procedures?		Issue: Training: Outcome:

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D5-IA-17	IG I&A	Determine through staff interview and documentation	Is documentation of notice kept in consumer file?		Issue: Training: Outcome:
D5-IA-18	IG I&A	Determine through staff interview and documentation	Are consumer records maintained for three (3) years following service termination?		Issue: Training: Outcome: