



# Information & Assistance Implementation Guide

## Information & Assistance Service

Information & Assistance (I&A) service is available to provide current information about services within the community, and to link consumers to opportunities and services that are available.

Information & Assistance service is conducted during hours of which the Area Agency on Aging (AAA) office is open for transaction of normal business each day except weekends and holidays.

I&A service is provided by:

1. In person contact
2. Telephone conversation
3. Email correspondence
4. Postal service

## Information

Information is provided by I&A in response to a direct request of a consumer.

- I&A provides current information on opportunities and services available to the consumer within their community, including information relating to assistive technology.

## Assistance

A. Assistance is provided as a task of I&A.

1. Consumers are provided assistance through provision of:
  - a. Intake
  - b. Assessment
  - c. Eligibility determination, and
  - d. Referral
2. When emergency response is requested the caller is given an immediate referral for community emergency response (911).
3. When a financial institution, prosecutor, judge, any member of the judiciary or law enforcement requests to make a report to Adult Protective Services or Ombudsman the caller will be transferred directly to the requested party without first conducting intake.

B. Intake includes the gathering and screening of consumer information.

1. Screening of intake information is performed as a task of I&A to determine if a consumer meets the criteria for receipt of services.

C. Assessment is conducted during I&A intake to determine a consumer's level of need, type of service needed and potential referrals.

2. Assessment includes completion of the ICOA approved assessment instrument (Intake Assessment) and the appropriate Eligibility, Consent and Referral documentation for the requested service.

D. Eligibility determination is based on the findings of intake and assessment compared against program and service eligibility requirements of the:

1. Older American's Act (OAA)
2. Idaho Administrative Procedures Act (IDAPA)
3. Idaho Senior Service Act; and
4. Adult Abuse, Neglect and Exploitation Act

- E. Referral and authorization for service(s) are provided by I&A to link consumers to opportunities and appropriate services that are available.
1. Authorization for service(s) must include the following:
    - a. Completion of the ICOA approved assessment instrument (Intake Assessment)
      - All Intake questions must be asked of the consumer and information recorded as it pertains to the consumer.
    - b. Completion of the appropriate Eligibility, Consent and Referral documentation
      - Eligibility determination
      - Components of service delivery (e.g. units of service, start and end date)
      - Date of referral for services
      - Consumer's informed consent and verbal signature (if appropriate)
      - Assessor credentials
      - Justification for service
  2. Only eligible consumers may be authorized for services funded through the OAA or Idaho Senior Services Act.

### Denial of Service

Notify an applicant in writing of the reason for denial of service, and the right to appeal if the consumer was formally assessed and determined to be ineligible for the service.

- Service may be denied for any of the reasons listed for Denial of Service per IDAPA

### Follow-up

- A. Follow-up is a task of I&A that is conducted by telephone communication.
1. I&A will conduct intermittent follow-up to:
    - a. Ensure needed services are received
    - b. Determine continued eligibility
    - c. Make referrals
  2. For quality assurance follow-up should be provide to callers requesting information as feasible.
  3. Follow-up to authorized referrals for service will be conducted at:
    - a. 60 days from initial screening date
    - b. 12 months from initial screening date
    - c. Annually thereafter as long as the service authorization remains active
  4. Service Termination
    - a. Terminate service when any reason has been met to discontinue AAA authorized service per IDAPA.

### Termination of Service

- A. Notify a consumer in writing of the reason for termination of service, and the right to appeal at least 2 weeks prior to termination.
1. AAA authorized service may be discontinued for any reason listed per IDAPA, or at the discretion of the AAA director.
    - a. Maintain documentation of notice in consumer file.

### Records

Consumer records shall be maintained for three (3) years following service termination.

### Information & Assistance Qualifications

Information & Assistance Implementation Process: 5/10/2019

**A. Provider Qualifications**

1. Information and Assistance services funded through the Older Americans Act are provided by employees of the Area Agencies on Aging.

**B. Information and Assistance Qualifications**

1. I&A services shall be provided by individuals that have participated in all training necessary to ensure proficiency of the program, services, rules, regulations, policies and procedures.
2. AAA employees who provide I&A service must be trained and competent in the following areas:
  - a. Interviewing techniques
  - b. Listening skills
  - c. Proper use of telephone equipment
  - d. Screening techniques
  - e. Information searches
  - f. Confidentiality policy
  - g. Data recording
  - h. Maintenance of records
  - i. Organization of the taxonomy
  - j. Use of the resource database
  - k. How to handle an Adult Protective Services call
  - l. Working with non-English speakers

## STATE AND FEDERAL CODE

### Information & Assistance

1. **Information and Assistance.** (1 contact) NAPIS REPORTING DEFINITIONS. (OMB 0985-0008) A service that:
  - A. Provides individuals with information on services available within the communities;
  - B. Note. The service units for information and assistance and for outreach are individual, one-on-one contacts between a service provider and an elderly client or caregiver. An activity that involves contact with multiple current or potential clients or caregivers (e.g., publications, publicity campaigns, and other mass media activities) should not be counted as a unit of service. Such services might be termed public information and reported on the public information category. They may also be reported in “Section II.E.-Utilization and Expenditures Profiles, Other Services Profile.
2. **Information and Assistance.** (IDAPA 15.01.21.021)
  1. **Area-Wide Information and Assistance (I&A) Service.** Each AAA shall directly provide area-wide toll-free I&A telephone service. (5-3-03)  
**Client Screening.** I&A shall provide client screening and appropriate referrals. (4-5-00) **Older Americans Act Definitions for Information and Assistance Services.** (OAA Section 102(a)(28)) (IC 67-5006(6)) Means a service for older individuals that—
    - A. Provides the individuals with current information on opportunities and services available to the individuals within their communities, including information relating to assistive technology;
    - B. Serves the entire community of older individuals, particularly—
      1. Older individuals with greatest social need;
      2. Older individuals with greatest economic need; and
      3. Older individuals at risk for institutional placement.
  3. **IDAPA Definitions for Information and Assistance.** (IDAPA 15.01.21.010.02) Information and Assistance Services initiated by an older person or their representative that: (7-1-98)
    - A. Provides current information about services available within the community, including information about assistive technology; (7-1-98)
  4. **Screening and Referral.** (7-1-98) (IDAPA 15.01.01.056.04)
    1. The purpose of screening is to determine whether an older person needs service referral, assistance and client advocacy, or is a potential case management client who should receive a home visit and a comprehensive assessment. (4-5-00)
    2. Screening shall be provided over the telephone. Screening may also be provided in the field, if appropriate. (7-1-98)
    3. Screening shall usually be accomplished by the Information and Assistance component, Adult Protective Services, provider, or by a community agency. However, case management may receive a direct referral of a potential client who has not been screened. In such cases, case management shall conduct screening or refer the potential client to the Information and Assistance component for screening. (5-3-03)
    4. Pre-referral screening shall be performed to determine if a potential client meets the criteria for receipt of case management services. If the potential client meets the criteria and agrees to the referral, the client shall be referred for a comprehensive assessment utilizing the ICOA approved assessment instrument. (4-6-05)
    5. Referrals who do not meet the criteria for Case Management Services shall be referred for other appropriate services. (4-5-00)
    6. If notification was requested, the referral source shall be notified of case disposition following the screening. (7-1-98)

5. **Self-directed Care.** (OAA Section 102(a)(46)) means an approach to providing services (including programs, benefits, supports, and technology) under this Act intended to assist an individual with activities of daily living, in which –
  - A. Such services (including the amount, duration, scope, provider, and location of such services ) are planned, budgeted, and purchased under the direction and control of such individual;
  - B. Such individual is provided with such information and assistance as are necessary and appropriate to enable such individual to make informed decisions about the individual’s care options;
6. **Assessment Instrument.** (IDAPA 15.01.01.010.08) A comprehensive instrument utilizing uniform criteria to assess a client’s needs. (5-3-03)

## ASSISTANCE

1. **Service Priority.** (IDAPA 15.01.01.056.03) Service priority is based on the following criteria: (7-1-98)
  1. Require minimal assistance with one or more ADLs or IADLs; (7-1-98)
  2. Require services from multiple health/social services providers; and (7-1-98)
  3. Are unable to obtain the required health/social services for themselves; or (7-1-98)
  4. Lack available formal or informal supports that can provide the needed assistance. (5-3-03)
2. **Older Americans Act Definitions for Information and Assistance Services.** (OAA Section 102(a)(28)) (IC 67-5006(6)) Means a service for older individuals that— Assesses the problems and capacities of the individuals;
3. **IDAPA Definitions for Information and Assistance.** (IDAPA 15.01.21.010.02) Information and Assistance Services initiated by an older person or their representative that: (7-1-98) Assesses the problem, determines the appropriate available service, and makes the referral; (7-1-98)

## ELIGIBILITY DETERMINATION & REFERRAL TO AUTHORIZED SERVICES

1. **Older Individual.** (OAA Section 102(a)(40)) means an individual who is 60 years of age or older.
2. **Older Persons.** (IC 67-5006(4)) individuals sixty (60) years of age or older.
3. **Instrumental Activities of Daily Living (IADL).** (IDAPA 15.01.01.010.30) Meal preparation, money management, transportation, shopping, using the telephone, medication management, heavy housework, light housework. (7-1-98)
4. **Functional Impairment.** (IDAPA 15.01.01.010.23) A condition that limits an individual’s ability to perform ADLs and IADLs. (7-1-98)
5. **Frail.** (OAA Section 102(a)(22))
  - A. With respect to an older individual in a State, that the older individual is determined to be functionally impaired because the individual—
    1. is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision; or
    2. at the option of the State, is unable to perform at least three such activities without such assistance; or
  - B. Due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.
6. **Impairment in Instrumental Activities of Daily Living (IADL).** The inability to perform one or more of the following eight instrumental activities of daily living without personal assistance, or stand-by assistance, supervision or cues: preparing meals, shopping for personal items, medication management, managing money, using telephone, doing heavy housework, doing light housework, and transportation ability (transportation ability refers to the individual’s ability to make use of available transportation without assistance). NAPIS REPORTING DEFINITIONS. (OMB 0985-0008)
7. **Elderly Client.** An eligible (60 years of age or older or who is less than 60 and has a diagnosis of early onset dementia) elderly individual who receives OAA services.
8. **Impairments in Activities of Daily Living (ADL).** The inability to perform one or more of the following six activities of daily living without personal assistance, stand-by assistance, supervision or cues: eating, dressing,

bathing, toileting, transferring in and out of bed/chair, and walking. NAPIS REPORTING DEFINITIONS. (OMB 0985-0008)

9. **Activities of Daily Living (ADL).** (IDAPA 15.01.01.010.02) Bathing, dressing, toileting, transferring, eating, walking. (7-1-98)
10. **Eligible Clients.** (IDAPA 15.01.01.010.20) Residents of the state of Idaho who are sixty (60) years or older. (5-3-03)
11. **Client.** (IDAPA 15.01.01.010.14) Person who has met program eligibility requirements for services addressed in this chapter. (7-1-98)
12. **Emergency.** (IC 39-5302(6)) means an exigent circumstance in which a vulnerable adult's health and safety is placed in imminent danger. Imminent danger is when death or severe bodily injury could reasonably be expected to occur without intervention.
13. **Information and Assistance.** (1 contact) NAPIS REPORTING DEFINITIONS. (OMB 0985-0008) A service that: Links individuals to the services and opportunities that are available within the communities;
14. **Information and Assistance.** (IDAPA 15.01.21.021) **Client Assessment.** All screened clients requiring assessment shall be referred to case management or Adult Protective Services as appropriate. (4-5-00)
15. **Older Americans Act Definitions for Information and Assistance Services.** (OAA Section 102(a)(28)) (IC 67-5006(6)) Means a service for older individuals that— Links the individuals to the opportunities and services that are available;

#### **FOLLOW-UP**

1. **Information and Assistance.** (1 contact) NAPIS REPORTING DEFINITIONS. (OMB 0985-0008) A service that: To the maximum extent practicable, establishes adequate follow-up procedures. Internet web site “hits” are to be counted only if information is requested and supplied.
2. **Information and Assistance.** (IDAPA 15.01.21.021) **Reporting Requirements.** Each AAA shall maintain records as required by the ICOA. Such records shall include information about the purpose and date of incoming calls, referrals of callers to other service providers, and any follow-up information regarding the outcome of referrals. The AAA shall report to the ICOA the units of service attributable to the I&A services provided. (5-3-03)
3. **Older Americans Act Definitions for Information and Assistance Services.** (OAA Section 102(a)(28)) (IC 67-5006(6)) Means a service for older individuals that— To the maximum extent practicable, ensures that the individuals receive the services needed by the individuals, and are aware of the opportunities available to the individuals, by establishing adequate follow-up procedures.
4. **IDAPA Definitions for Information and Assistance.** (IDAPA 15.01.21.010.02) Information and Assistance Services initiated by an older person or their representative that: (7-1-98) To the maximum extent practicable, by establishing adequate follow-up procedures, ensures that the client receives the needed service and is made aware of other available services. (7-1-98)
5. **Termination of Service.** (IDAPA 15.01.01.028)
  - i. **Documentation.** Documentation of notice of termination shall be placed in the client’s case record, signed, and dated by the provider.
  - ii. **Appeals Process.** The client shall be informed of the appeals process, in accordance with IDAPA 15.01.020, “Rules Governing Area Agency on Aging Operations,” Section 053.
  - iii. **AAA Services.** AAA authorized services may be discontinued by the provider for any of the reasons listed below, or at the discretion of the AAA director:
    - (A) Services proved ineffective, insufficient, or inappropriate to meet client needs.
    - (B) Other resources, including, but not limited to, formal and informal supports, became available.
    - (C) Client withdrew from the program or moved.
    - (D) Family or other available formal or informal support to client increased.
    - (E) Client placed in a long-term care facility.
    - (F) Client died (no notification of termination required).
    - (G) Client’s functioning improved.
    - (H) Client refused service.

- (I) Client's home is hazardous to the service provider (requires prior notification of the AAA director with final approval being at the discretion of the AAA Director).
- (J) Client's home is not reasonably accessible.
- (K) Client's behavior is a threat to the safety of the provider (requires prior notification of the AAA Director with final approval being at the discretion of the AAA Director.)
- (L) Client verbally abuses or sexually harasses service provider.
- (M) Client refuses to pay fee determined for service.
- (N) Service provider is not available in locale.
- (O) Services are no longer cost effective.

iv. **Notification of Termination and Right to Appeal.** At least two (2) weeks prior to termination, the client shall be informed in writing of the reasons for provider initiated service termination and the right to appeal in accordance with IDAPA 15.10.20, "Rules Governing Area Agency on Aging Operations," Section 053. Exceptions to the two (2) week advance notification of termination will be justified to the AAA Director with final approval being at the discretion of the AAA Director. Appeal actions are the responsibility of the AAA. The client shall be referred to other services as appropriate.

6. **DENIAL OF SERVICE.** (IDAPA 15.01.01.027) An applicant shall be notified in writing of a denial of service and the right to appeal in accordance with IDAPA 15.01.20, Section 003, "Rules Governing Area Agency on Aging Operations." The request for services may be denied for any of the following reasons listed below, or at the discretion of the AAA director: (5-3-03)

- i. **Applicant Not in Need of Service.** The applicant's functional or cognitive deficits are not severe enough to require services. (7-1-98)
- ii. **Family or Other Supports Adequate.** Family, or other available formal or informal supports are adequate to meet applicant's current needs. (4-6-05)
- iii. **Other Care Required.** The applicant's needs are of such magnitude that more intensive supports, such as Medicaid HCBS, attendant care, or referral for residential or nursing home placement are indicated. In such instances, alternatives shall be explored with the applicant and the applicant's legal representative and family, if available. Referrals shall be made by the provider, as appropriate. (5-3-03)
- iv. **Barriers to Service Delivery Exist.** The applicant's home is hazardous to the health or safety of service workers. (7-1-98)
- v. **Geographical Inaccessibility.** The AAA determines that the applicant's home is geographically inaccessible from the nearest point of service provision of home-delivered meals, homemaker, chore, or respite and the provider can document efforts to locate a worker or volunteer to fill the service need have been unsuccessful. (5-3-03)
- vi. **Lack of Personnel or Funding.** Services are unavailable based on a lack of available service personnel or funding. When an eligible applicant is denied service based on a lack of available service personnel or funding, the applicant shall be placed on a waiting list. For services other than Case Management, the applicant shall receive an in-home assessment prior to placement on a waiting list. Applicants on a waiting list for services shall be prioritized according to IDAPA 15.01.20, "Rules Governing Area Agency on Aging Operations," Section 053. All applicants placed on a waiting list shall be notified of this action in writing. (4-6-05)

7. **SERVICE PRIORITY AND APPEALS. (IDAPA 15.01.20.053)**

- i. **Service Priority.** Pursuant to the OAA, each AAA shall ensure that all service providers prioritize service delivery to those older individuals having the greatest economic and social need, with particular attention to low-income minority individuals and individuals residing in rural areas. (3-20-04)



- ii. **Denial or Termination of Service.** AAAs shall develop fair and impartial hearing procedures and shall provide an opportunity for a hearing for any individual who is denied or terminated from a service. (3-20-04)