

CHAPTER 7: INFORMATION AND ASSISTANCE

7.1 INFORMATION AND ASSISTANCE. (ICOA)

1. **Client Screening.** I&A shall provide client screening and appropriate referrals.
2. **Client Assessment.** All screened clients requiring assessment shall be referred to case management or adult protection as appropriate.
3. **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.
4. **Provider. (IDAPA 15.01.01.009.22)** An AAA or a person or entity capable of providing services to clients under a formal contractual arrangement including duly authorized agents and employees.

7.2 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—

1. Provides the individuals with current information on opportunities and services available to the individuals within their communities, including information relating to assistive technology;
2. Assesses the problems and capacities of the individuals;
3. Links the individuals to the opportunities and services that are available;
4. 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; and
5. Serves the entire community of older individuals, particularly—
 - A. Older individuals with greatest social need;
 - B. Older individuals with greatest economic need; and
 - C. Older individuals at risk for institutional placement.