

Barren River Area Agency on Aging and Independent Living  
Standard Operating Procedures

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TITLE III SUPPORTIVE SERVICES

**Title III B Supportive Services**

Introduction and Mission	2
Definitions	3
Eligibility	5
Establishing Minimum Percentages	6
Notification to the Department for Aging and Independent Living	7
Procedure for evaluation of unmet needs	8
Service Provider Responsibilities	9
Legal Service Provider	10
Case Manager Responsibilities	11
Barren River Area Agency on Aging and Independent Living Responsibilities	13
Transportation Policy	14
Partial Hour Units	17

# Barren River Area Agency on Aging and Independent Living Standard Operating Procedures

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## TITLE III SUPPORTIVE SERVICES

### **Introduction**

The 1987 Amendments to the Older Americans Act and the regulations published on August 31, 1988, include a number of new requirements. These requirements are intended to enhance services and opportunities for older persons from the least to the frailest. In order to achieve the intent, the regulations to the Older Americans Act have provided an overall mission to each state agency and to each Area Agency, as follows:

- (1) Comprehensive and coordinated community-based delivery system,
- (2) Supportive services shall be organized to meet the needs of active older persons as well as frail individuals living in their homes, congregate living facilities and community-based institutions, and
- (3) Supportive services, enumerated in this policy section, shall be performed by qualified supportive service provider agencies unless the state grants a waiver as authorized under Section 306(b) of the Older Americans Act.

### **Mission**

The mission of the supportive service provider shall be to perform the services that are authorized under the approved area plan to eligible Title III participants. The supportive service provider shall assure that low-income minority individuals are given preference.

# Barren River Area Agency on Aging and Independent Living

## Standard Operating Procedures

---

### TITLE III SUPPORTIVE SERVICES

#### Definitions

- (1) "Access" means information and referral services, outreach service and transportation service.
- (2) "Agency" means the area agency on aging, an entity designated by the state to administer, at the local level, the programs funded by the Older Americans Act of 1965, as amended.
- (3) "Assessment" means the collection and evaluation of information about a person's situation and functioning to determine the applicant or recipient service level and development of a plan of care utilizing a holistic, person centered approach by a qualified independent care coordinator (ICC).
- (4) "Assisted transportation" means a one-way trip to accompany an eligible person who requires assistance for safety or protection to or from his physician, dentist, or other necessary service.
- (5) "Case management" means a process, coordinated by a case manager, for linking a client to appropriate, comprehensive, and timely home or community based services as identified in the plan of care by:
- (a) Planning;
  - (b) Referring;
  - (c) Monitoring;
  - (d) Advocating; and
  - (e) Following the timeline of the assessment agency to obtain:
    1. Service level; and
    2. Development of the plan of care.
- (6) "Case management supervisor" means an individual meeting the requirements of Section 5(1) and (2) of this administrative regulation and who shall have four (4) years or more experience as a case manager.
- (7) "Case manager" means the individual employee responsible for case management including:
- (a) Coordinating services and supports from all agencies involved in providing services required by the plan of care;
  - (b) Ensuring that all service providers have a working knowledge of the plan of care; and
  - (c) Ensuring that services are delivered as required.
- (8) "Community" means a county designated as either urban or rural in accordance with the most current percentage of population listing from the U.S. Census Bureau.
- (9) "District" is defined by KRS 205.455(4).
- (10) "Educational or experiential equivalent" means:
- (a) Two (2) semesters totaling at least twenty-four (24) hours of course work; and
  - (b) At least 400 documented hours of experience assisting aging or disabled individuals through:
    1. Practicum placement;
    2. Clinicals; or
    3. Volunteerism.

# Barren River Area Agency on Aging and Independent Living

## Standard Operating Procedures

---

### TITLE III SUPPORTIVE SERVICES

(11) "Home modification" means the provision of minor home adaptations, additions, or modifications to enable the elderly to live independently or safely or to facilitate mobility, including emergency summons systems.

(12) "Independent care coordinator" or "ICC" means the individual that completes the initial assessment, plan of care, and reassessment.

(13) "Information and assistance" means a service for individuals that provides current information about services available within the community.

(14) "In-home services" means the performance of heavy housecleaning, yard tasks, and other activities needed to assist a functionally impaired elderly person remain in his own home.

(15) "Legal assistance" means:

(a) Legal advice and representation by an attorney; or

(b) Counseling or other appropriate assistance by a paralegal or law student under the supervision of an attorney.

(16) "Multipurpose senior center" is defined by [42 U.S.C. 3002\(36\)](#).

(17) "Natural supports" means a non-paid person or community resource who can provide, or has historically provided, assistance to the consumer or, due to the familial relationship, would be expected to provide assistance when capable.

(18) "OAA" means the Older Americans Act of 1965, [42 U.S.C. 3001 et seq.](#), as amended.

(19) "Outreach" means interventions with individuals initiated by an agency or organization for the purpose of identifying potential clients or their caregivers and encouraging their use of existing services and benefits.

(20) "Planning and service area" is defined by [42 U.S.C. 3002\(42\)](#).

(21) "Rural" means a community with less than 50,000 population as designated by the most current listing from the U.S. Census Bureau.

(22) "Satellite senior center" means a facility that is used to provide services specified in Section 10(3) of this administrative regulation if a multipurpose senior center is not available to provide the services.

(23) "Senior center services" means the provision of activities that foster the health or social well-being of individuals through social interaction and leisure.

(24) "Service level" means the minimum contact required through face-to-face visits and telephone calls by the case manager or social service assistant.

(25) "Social service assistant" means an individual who:

(a) Has at least a high school diploma or equivalent;

(b) Works directly under the direction of the case management supervisor;

(c) Assists the case manager with record keeping, filing, data entry, and phone calls;

(d) Helps determine what type of assistance a client needs;

(e) Assists the client in getting services to carry out the plan of care;

(f) Coordinates services provided to the client;

(g) Assists a client in applying for other services or benefits for which he may qualify; and

(h) Monitors a client to ensure services are provided appropriately.

# Barren River Area Agency on Aging and Independent Living

## Standard Operating Procedures

---

### TITLE III SUPPORTIVE SERVICES

(26) "Supportive service provider" means an entity that provides supportive services funded by the OAA under an approved area plan.

(27) "Telephone reassurance" means providing a wellness check by phone with the agreement of the individual.

(28) "Transportation" means transporting an individual from one (1) location to another.

(29) "Unit of service" means one (1):

(a) Hour of direct contact with or on behalf of the participant;

(b) Contact for the information and referral service;

(c) Call for the telephone reassurance service;

(d) Contact for the outreach service;

(e) One-way trip for the transportation service; and

(f) Contact for senior center service.

(30) "Urban" means a community with 50,000 or more population as designated by the most current listing from the U.S. Census Bureau.

### **Eligibility**

(1) Participants receiving supportive services funded by the OAA shall be sixty (60) years of age or older.

(2) BRADD utilizes the DAIL Level one Screening Tool and the DAIL GA 01 priority Screening tool to ensure services are targeted to those in greatest need.

(3) Means tests shall not be allowed to determine eligibility.

Barren River Area Agency on Aging and Independent Living  
Standard Operating Procedures

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TITLE III SUPPORTIVE SERVICES

**Establishing Minimum Percentages**

In keeping with the intent of the Older Americans Act of developing a comprehensive and coordinated service delivery system, the Barren River Area Agency on Aging and Independent Living shall assure in their Area Plans that an adequate proportion is planned and expended to fund access, in-home, and legal assistance. Barren River Area Agency on Aging and Independent Living shall set the minimum percentage for access, in-home, and legal assistance subject to the approval process of the area plan review.

Barren River Area Agency on Aging and Independent Living  
Standard Operating Procedures

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TITLE III SUPPORTIVE SERVICES

**Notification to the Department for Aging and Area Agency on Aging and Independent Living (DAIL)**

Each area agency shall submit to the (DAIL) the minimum percentages it plans to expend during the next fiscal year for access in-home and legal assistance. The plan shall include a justification for the minimum percentages and assurances that the area agency will be able to meet the minimum performance standards during the following fiscal year for each of the following categories of service:

- (1) Access;
- (2) In-home; and
- (3) Legal assistance

# Barren River Area Agency on Aging and Independent Living Standard Operating Procedures

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## TITLE III SUPPORTIVE SERVICES

### **Procedure for evaluation of unmet needs**

The Barren River Area Agency on Aging staff will conduct an annual needs assessment to evaluate the unmet needs of the elderly and disabled throughout the region. The needs assessment will be available through paper or through the BRADD website. Letters about the availability of the needs assessment are mailed to the local County Judge Executives, Mayors, citizen members, aging council members, senior citizen centers, health departments, CSBG offices and other district offices are informed by letter that the needs assessment is being conducted for the region. Results of the needs assessment will be made available on the BRADD website. The results of the needs assessment are utilized to determine potential program changes and meet participants needs.

Barren River Area Agency on Aging and Independent Living  
Standard Operating Procedures

---

TITLE III SUPPORTIVE SERVICES

**Service Provider Responsibilities**

(1) A service provider contracting with BRADD to provide Title III B supportive services shall:

- (a) Provide services in accordance with the approved agency area plan which shall ensure the provision of supportive services throughout the geographic area covered under its plan;
- (b) Review the provision of supportive services to assure safety and consistency;
- (c) Treat the client in a respectful and dignified manner and involve the client and caregiver in the delivery of services;
- (d) Permit staff of the cabinet and the district to monitor and evaluate services provided;
- (e) Assure that each paid or voluntary staff member meets qualification and training standards established for each specific service by the department;
- (f) Maintain a written job description for each paid staff and volunteer position involved in direct service delivery;
- (g) Develop and maintain written personnel policies and a wage scale for each job classification;
- (h) Designate a supervisor to assure that staff providing in-home services are provided supervision;
- (i) Monitor, evaluate, and conduct satisfaction surveys; and
- (j) Maintain a record for each client including:
  - 1. Participant name;
  - 2. Address;
  - 3. Phone number;
  - 4. Emergency contact information;
  - 5. Request for services;
  - 6. Verification of eligibility;
  - 7. Services provided; and
  - 8. Monitoring of services provided.

(2) Staff of the provider agency shall not:

- (a) Accept personal gratuities from participants or vendors; or
- (b) Be involved in any client financial transaction without prior approval from the contracting agency.

(3) A procedure shall be utilized annually for the evaluation of unmet need, the results to be made available to the agency.

Barren River Area Agency on Aging and Independent Living  
Standard Operating Procedures

---

TITLE III SUPPORTIVE SERVICES

**Legal Assistance Provider**

The legal assistance provider shall:

- (a) Specify how it intends to target services for the needs of low-income minority individuals;
- (b) Attempt to provide services to the population of low-income minority individuals in at least the same proportion as the population bears to the older population as a whole;
- (c) Provide individual legal casework, legal referral, and legal education to the elderly and training for attorneys in areas of law relevant to the elderly;
- (d) Contact institutionalized elderly and inform and educate these individuals about the legal assistance services available;
- (e) Specify how it intends to coordinate its efforts with the efforts of the Long-term Care Ombudsman Office;
- (f) Meet at least annually with the local ombudsman program;
- (g) Submit a written quarterly activities report to the agency, documenting the legal activities and services provided to participants; and
- (h) Not divulge information protected by the attorney-client privilege.

**Barren River Area Agency on Aging and Independent Living  
Standard Operating Procedures**

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**TITLE III SUPPORTIVE SERVICES**

**Case Manager Requirements.**

(1) A case manager and an ICC shall:

- (a) 1. Possess a bachelor's degree in a health or human services field from an accredited college or university:
  - a. With one (1) year experience in health or human services; or
  - b. The educational or experiential equivalent in the field of aging or physical disabilities;
- 2. Be a currently licensed RN as defined in KRS 314.011(5) who has at least two (2) years of experience as a professional nurse in the field of aging or physical disabilities; or
- 3. Be a currently licensed LPN as defined in KRS 314.011(9) who:
  - a. Has at least three (3) years of experience in the field of aging or physical disabilities; and
  - b. Is supervised by an RN who consults and collaborates on changes to the plan of care;
- (b) Be a department certified case manager beginning July 1, 2015; and
- (c) Be supervised by a case management supervisor.

(2) A master's degree from an accredited college or university may be substituted for the required experience.

(3) Each client shall be assigned a:

- (a) Case manager; or
- (b) Social service assistant.

(4) A client shall be assessed initially and reassessed at least annually thereafter by an ICC that possesses a bachelor's degree, a master's degree, or is a licensed registered nurse (RN).

(5) After each assessment or reassessment, the ICC shall determine eligibility and service level based on the DAIL-HC 01, Scoring Service Level of each assessed individual.

(6) If the client is ineligible, the case shall be closed and the reason documented in the case record with notification mailed to the client or caregiver.

(7) The case manager shall:

- (a) Be responsible for coordinating, arranging, and documenting those services provided by:
  - 1. Any funding source; or
  - 2. A volunteer;
- (b) Make a reasonable effort to secure and utilize informal supports for each client;
- (c) Document the reasonable effort in the client's case record;
- (d) Monitor each client by conducting a home visit according to the assessed service level and coordinate a telephone contact between home visits. Clients shall be contacted at a minimum as follows:
  - 1. Level 1, a home visit shall be conducted every other month;
  - 2. Level 2, a home visit shall be conducted every four (4) months; or
  - 3. Level 3, a home visit shall be conducted every six (6) months; and

# Barren River Area Agency on Aging and Independent Living

## Standard Operating Procedures

---

### TITLE III SUPPORTIVE SERVICES

- (e) Document in the case record each contact made with a client, as specified in paragraph (d) of this subsection.
- (8) A district shall employ an ICC to assess the eligibility and needs for each client.
- (9) A client assessed at a Level 1 or a Level 2 shall be assigned a case manager.
- (10) A client assessed at a Level 3 shall have a case manager or a social service assistant assigned to assist with meeting their needs.
- (11) A client shall receive in-home services in accordance with an individualized plan of care developed through participant directed planning which shall:
  - (a) Relate to an assessed problem;
  - (b) Identify goals to be achieved;
  - (c) Identify a scope, duration, and unit of service required;
  - (d) Identify a source of service;
  - (e) Include a plan for reassessment; and
  - (f) Be signed by the client or client's representative and case manager with a copy provided to the client.
- (12) Case management services shall not be provided to an individual on a waiting list.

Barren River Area Agency on Aging and Independent Living  
Standard Operating Procedures

---

TITLE III SUPPORTIVE SERVICES

**Barren River Area Agency on Aging and Independent Living Responsibilities**

The Barren River Area Agency on Aging and Independent Living responsibility for these initiatives shall be as follows:

- (1) Respond to requests for information by the Department for Aging and Independent Living within reasonably specified timeframes.
- (2) Notify the Department for Aging and Independent Living program coordinator for that specific district of any initiatives not previously identified and/or approved by the Department for Aging and Independent Living.
- (3) Implement federal and state initiatives that are funded as submitted in the Area Plan.
- (4) Develop and implement other initiatives as determined appropriate by Barren River Area Agency on Aging.

# Barren River Area Agency on Aging and Independent Living Standard Operating Procedures

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## TITLE III SUPPORTIVE SERVICES

### **Transportation Policy**

For many senior adults, access to transportation means independence and mobility. The Senior Center provides transportation Monday through Friday to the Senior Center, medical appointments, and limited shopping from the homes of eligible senior adults age 60 and older as defined by state and federal regulations.

### **Limited Transportation Available**

Transportation Services are based upon available funding. This service is offered to senior adults who are unable to transport themselves, and have no family/friends/neighbors who can provide the transportation. When the need/request for transportation exceeds available units, the following priority will be followed:

1. To access senior citizens center services (this includes bringing people to the senior center from locations throughout the county).
2. To medical appointments (includes doctor office visits, medical testing facilities, pharmacy, rehabilitation facilities, health department). Limited to twice per month per client.
3. To grocery store for food and supplies (Wal-Mart, Kroger, Save-A-Lot, Dollar General Store, etc). Limited to once per month, as a group.
4. For human and personal care services (Social Security office, Department for Community Based Services office, etc.). Limited to once per month.
5. To place of employment.
6. To educational programs at locations other than the senior center.

If transportation service is filled to capacity a waiting list will be put into place. An established and approved priority rating system will be used to determine the order of the waiting list through the Barren River Area Agency on Aging and Independent Living Resource Center. Capacity will be determined by time available per center and units available. The same vehicles are used for transportation and meal delivery. Transportation has to be completed during center operating hours and/or normal staff working hours and can't interfere with meal delivery.

### **Transportation Process**

- All senior adult riders must be independent with all activities of daily living. Those senior adults who need extra assistance are required to have someone with them to provide this assistance.

# Barren River Area Agency on Aging and Independent Living

## Standard Operating Procedures

---

### TITLE III SUPPORTIVE SERVICES

- Transportation is curb to curb with limited assistance. Senior adult riders needing more extensive assistance from their home or into the doctor's office are required to have someone with them to provide this assistance.
- Service animals are allowed to accompany senior adults. Other pets or animals are not allowed on the van.
- There is no set fee for non-recreational transportation. Donations based on ability to pay are strongly encouraged. Donations for transportation are used to provide additional transportation services for senior adults.

#### **Medical Transportation**

- Medical transportation is a non-emergency services that is available for routine appointments within the same county and must be requested one week in advance. Medical transportation is limited to twice per month per person.
- Appointment times for doctor's appointments are to be scheduled between thirty minutes after the senior center opens and thirty minutes before the senior center closes. For exact times, contact the local senior center.
- Agency drivers also deliver home delivered meals during work hours. If participant's appointment ends during meal delivery time, participant will have to wait until meal delivery is completed before they will be picked up.

#### **Riding the Van**

- Senior adult riders are required to complete a State of Kentucky Aging Services Client Enrollment Form obtained from the Senior Center.
- Senior adult riders should be watching for the Senior Center van and ready when the van arrives.
- No standing is allowed while the van is in motion. All riders must wear their seat belts at all times while the van is in motion.

# Barren River Area Agency on Aging and Independent Living

## Standard Operating Procedures

---

### TITLE III SUPPORTIVE SERVICES

- No smoking, drinking or eating is allowed in the van.
- The aisle must be clear at all times. All legs and bags must remain out of the aisle. After shopping trips, participants must be able to carry what they buy and transport without using two seats.
- Packages and parcels brought onto the vehicle must be secured in such a way that they are contained in the event of an emergency stop or accident.
- Persons using mobility devices may not have additional packages, backpacks, etc. attached to the wheelchair that prohibits the driver from safely boarding and securing the device and the passenger.
- One portable oxygen tank per passenger will be transported. It may be a small tank that is over their shoulder like a back-pack or it may be a small tank that is on wheels.
- Front seats are reserved for senior adults who use canes or walkers.
- The van is unloaded front to back. Those in front should exit first.
- Participants are not to exit the van until it is fully stopped, and the driver is ready for passengers to exit.
- Continuous violation of rules will lead to suspension of transportation services.
- The transportation provider reserves the right to limit the types of electric chairs used during transportation based on the capability of the vehicle available at the time of transportation.

Barren River Area Agency on Aging and Independent Living  
Standard Operating Procedures

---

TITLE III SUPPORTIVE SERVICES

**Partial Hour Units**

When entering units of services into the SAMS computer system, the Barren River AAAIL Case Managers may report services provided in 15 minute increments. Therefore, the reporting will reflect actual time of service provision by .25 (15 to 29 minutes), .50 (30 to 44 minutes), .75 (45 to 59 minutes), or 1 (60 minutes). Each partial unit reported must be based on a full 15 minutes of service.

The monthly and quarterly reports must reflect the exact units as entered and reported by the SAMS computer system.

The Barren River Area Agency on Aging and Independent Living will be responsible for the monitoring of service time to ensure proper accounting of units reported. DAIL will also perform random monitoring of service units during monitoring visits.