

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

**SERVICE SPECIFICATIONS
EMERGENCY SERVICES**

Any exceptions to these Service Specifications must be requested in advance in writing and approved by the Deputy Administrator.

PURPOSE:

To promote quality of service, the Aging and Disability Services Division (ADSD) has established service specifications that contain general guidelines. ADSD will use these service specifications as the basis for assessing program performance. The service specifications that each grantee must follow consist of GENERAL REQUIREMENTS, according to the funding source, and SERVICE-SPECIFIC REQUIREMENTS established for each funded service.

SERVICE DEFINITION:

This service provides emergency services, including but not limited to: a rent or mortgage payment, utility hook-up, monthly utility bill payment, food, medical care, prescription medication, transportation and/or other services deemed essential to the health and well-being of an older individual.

SERVICE CATEGORIES AND UNIT MEASURES:

Emergency Service: The provision of funds to pay for shelter, food, utilities, medical needs, transportation and other services deemed essential to the health and well-being of an older individual.

One unit equals one payment of an essential service. (i.e. A rent payment would be one unit and a utility payment would be one unit.)

An eligible couple receiving the essential service would count as two unduplicated clients and one unit of service.

SPECIFICATIONS:

1. Eligibility:
 - 1.1 Any individual who is 60 years of age or older and a State of Nevada resident.
 - 1.1.a A current Nevada driver's license or identification card, rent or utility bill, voter's registration or other official documentation may be provided as proof of residency.

2. Required Services:

- 2.1 Provide emergency services to an older individual, or an older couple living in the same residence, one time during a fiscal year.
- 2.2 Limited emergency services up to \$1,000 per household, per fiscal year.
- 2.3 Provide information about other community and emergency resources.

3. Optional Services:

- 3.1 Assist a client in developing a financial plan in order to better manage his/her finances.
- 3.2 Provide emergency food without a complete assessment of need.

4. Service Prohibitions:

- 4.1 Staff will not operate as the client's legal guardian or executor.
- 4.2 Staff shall not execute client's personal financial affairs or estate.
- 4.3 Staff shall not become involved in issues related to a criminal matter.
- 4.4 Staff shall not investigate elder abuse allegations but must refer suspected abuse to the appropriate agency within 24 hours.

5. Operating Procedures:

- 5.1 Program shall develop written procedures to ensure equitable distribution of emergency funds.
 - 5.1.a Criteria shall be based on urgency of need, safety and additional costs incurred by late fees.
 - 5.1.b Procedures are subject to approval by the Aging and Disability Services Division.
- 5.2 An assessment, which includes verification of income and expenses, is required to determine the needs of the client.
 - 5.2.a Referral and assessment may be provided by any established human service agency or completed by the program.

- 5.3 Documentation may include basic personal and financial information such as social security benefits, pensions, tax documents, bank statements, billing statements, past due notices and/or eviction notices.
 - 5.3.a A photo identification must be checked prior to the delivery of services.
 - 5.3.b The client's family support system and other agency assistance must be queried prior to the delivery of services.
 - 5.3.c When physical, mental or transportation limitations exist that prevent a client from coming into the agency to apply, the assessment may be conducted at the client's residence.
- 5.4 An agreement form will be required that specifies the terms and conditions of the emergency award and must be signed and dated by the client.
 - 5.4.a The agreement shall authorize the agency to negotiate with and/or make direct payments to creditors.
 - 5.4.b A cost sharing agreement with the client may be included when the client has funds to pay for the some of the expenses.
- 5.5 When food is requested, the program may wish to provide emergency food, either from a food pantry or by direct purchase by the program, prior to conducting/completing a complete assessment of need.
 - 5.5.a A modified assessment of need may be used for emergency food requests.
 - 5.5.b The client must sign and date a form that verifies the receipt of emergency food.
- 6. Training:
 - 6.1 Paid and volunteer personnel will be instructed on client confidentiality requirements.
 - 6.1.a Signed and dated agreements to observe the confidentiality of all client information will be maintained.