

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

**SERVICE SPECIFICATIONS
INFORMATION, ASSISTANCE AND ADVOCACY**

Any exception 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 information, assistance and/or advocacy to older individuals, through direct or indirect representation, in order to facilitate access to and/or obtain needed services and benefits.

In addition, programs funded under the State Health Insurance Assistance Program (SHIP) service model, may provide counseling on Medicare and related topics.

SERVICE CATEGORIES AND UNIT MEASURES:

Information, Assistance and Advocacy: A service for older individuals that:

- A. Provides current information on opportunities and services available within their communities;
- B. Assesses their problems and capacities;
- C. Advocates, as necessary, for their rights and interests;
- D. Links them to available services and activities;
- E. May provide transportation to medical appointments, errands and social activities;
- F. Ensures the receipt of services needed, to the maximum extent feasible, by establishing adequate follow-up procedures; and
- G. If funded under the SHIP service model, counsels individuals on Medicare and related topics, primarily through telephone contacts, but also by direct counseling at other venues.

One unit of service equals one information, assistance and/or advocacy contact by telephone, in person, or on behalf of an individual age 60 or older. (Each advocacy case may involve several contacts with, or for, the individual.)

SPECIFICATIONS:

1. Required Services:
 - 1.1 Provide assistance and representation to individuals who have difficulty negotiating the service delivery system.
 - 1.2 Provide assistance in accessing available services and social activities.
2. Service Prohibitions:
 - 2.1 Staff shall not operate as the client's legal guardian or executor.
 - 2.2 Staff shall not become involved in the client's personal financial affairs or estate.
 - 2.3 Staff shall not become involved in issues related to a criminal matter.
 - 2.4 Staff shall not influence consumer choice.
3. Documentation Requirements with the Exception of Medicare-Related Programs:
 - 3.1 Maintain an individual case record that documents the following:
 - 3.1.a. a summary of the client's problem or need;
 - 3.1.b. an assessment of the client's physical and mental ability and their support system to determine whether or not they are able to advocate on their own behalf in resolving their issue;
 - 3.1.c. a chronology and summary of actions taken to assist the client, including information and referral provided;
 - 3.1.d. follow-up verification of services received by clients determined unable to advocate on their own behalf; and
 - 3.1.e. a copy of all benefit applications completed on behalf of the client.
 - 3.2 Staff providing transportation must have a valid Nevada driver's license and Department of Motor Vehicles' driving record on file. If the driver uses his/her own vehicle, they must also have current automobile insurance verification on file.
4. Documentation Requirements for Medicare-Related Programs:
 - 4.1 The program will maintain the documentation required by the SHIP program.

5. Operating Procedures:

- 5.1 The program will develop and implement a written procedure for handling requests for assistance in person or by phone.
- 5.2 The program will develop and implement a written procedure for ensuring all information provided to the client is timely and accurate.

6. Training:

- 6.1 Staff and volunteers who serve as advocates must complete 20 hours of training, within 6 months of their hire date, on service-related topics, such as mediation, counseling elders and/or special benefits. Staff and volunteers must receive 5 additional hours of relevant training each grant year thereafter.
 - 6.1.a Documentation of all training must include: training date; type of training; name, title and agency of presenter; name of staff receiving training; and, when applicable, a copy of the agenda and certificate of completion.
- 6.2 Staff and volunteers who provide counseling on Medicare or related topics must be trained by the SHIP Program.

7. Quality Assurance:

- 7.1 Medicare-related programs must use a quality assurance method approved by the SHIP Program.
- 7.2 All other programs must follow the quality assurance requirements outlined in the General Service Specifications.