



Service Standards

Title III-B Education

The Education service provider must adhere to the AgeGuide General Service Requirements in addition to service-specific requirements listed below.

I. Definitions

- A. Service Definition (IDOA 603.9 A):** Services which provide individuals with opportunities to acquire knowledge and skills suited to their interests and capabilities through formally structured, group oriented lectures or classes. Subject areas for adult education may include nutrition, health, mental health, personal care, consumerism, crime prevention, legal rights/entitlement benefits, home maintenance and repair, retirement orientation and life enrichment, etc.
- B. Unit of Service (IDOA 603.9 C):** The unit of service is a session per participant
 - 1.** For example, if there are 7 people attending a weekly education session, then the unit count would be 7, the unduplicated count of people served is 7. If during the second weekly education session, 4 people return from the first meeting and 4 new people join, then the unit count for the month to date would be 15 (7 session in 1st week + 8 sessions in 2nd week), and the unduplicated count of people served is 11 (7 people in 1st week + 4 new people in 2nd week)

II. Service Activities (IDOA 603.9 B)

- A.** Arranging and providing academic courses, classes, seminars, lectures and other presentation,
- B.** Developing teaching aids and/or informational materials,
- C.** Arranging for group tours of nutrition-related and other organizations as deemed appropriate, and
- D.** Arranging and providing nutrition education. Nutrition education is defined as: Facts are made available about the kinds and amounts of food required to maintain good health and nutrition, foster good eating habits, and to develop better food purchasing practices, preparation, and selection. Nutrition education should be overseen by a dietitian or individual of comparable expertise.

III. Service Standards

A. Records and Documentation (AgeGuide)

- 1.** The recipient of Education funding shall have appropriate and adequate arrangements to evaluate and report on its program(s).
- 2.** The recipient of Education funding shall keep complete records required to operate, plan, and review its program. It shall regularly prepare and circulate reports to inform its governing structure, its participants, staff, funders, public officials, and the general public about all aspects of its operation and program.
- 3.** The recipient of Education funding shall use the data collected from the participant surveys to verify that the goals and objectives are being met and to identify unmet participant needs. Verification and identification procedures and results will be documented and available for review by AgeGuide.
- 4.** The recipient of Education funding will cooperate and participate in whatever manner deemed necessary by AgeGuide for the monitoring of services.
- 5.** Providers shall assure maintenance and safeguard of information relating to participants as required by federal and state law. All records, case notes and other information on persons served shall be confidential and protected from unauthorized disclosure.
- 6.** All program records, reports, and related information and documentation, including files of terminated participants, which are generated in support of a contract/grant between the provider and AgeGuide shall be maintained by the provider for a minimum of three years from the submission of the last expenditure report of the appropriate fiscal year or for a period of time otherwise specified by AgeGuide, e.g., if any litigation, claim or audit is started prior to the expiration of the three year period, the records shall be retained until all litigation, claims or audit findings involving the affected records, information or documentation has been resolved.